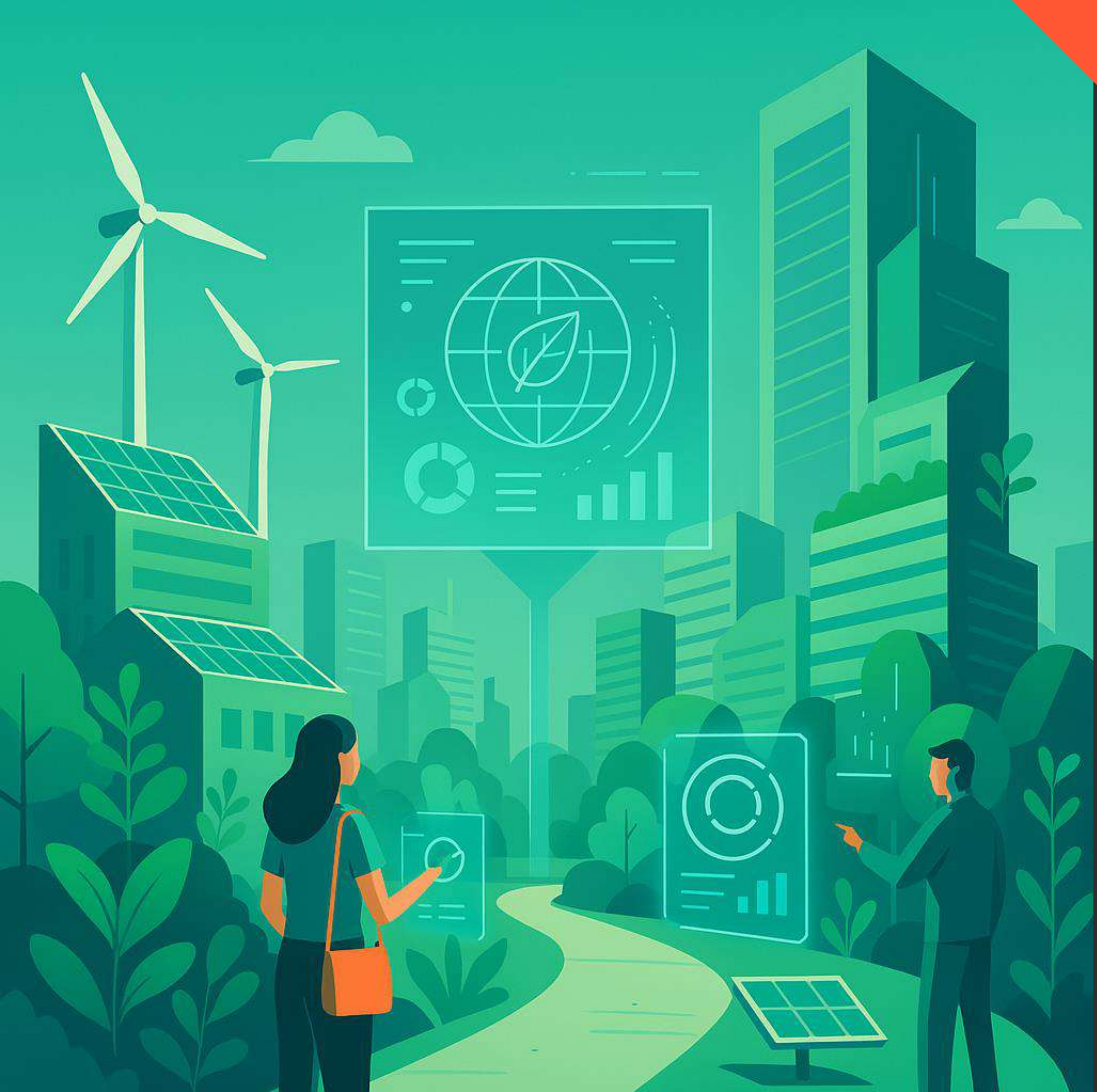


ANNUAL ESG REPORT

2024

pfstech

INDEX

01

CEO Letter

Dear colleagues, clients, and partners,

2024 has been a key year in consolidating our ESG strategy. We have made steady progress towards a more responsible business model, integrating sustainability across all our activities and reinforcing our positive impact on society.

At PFSTECH, we believe that technology, data, and artificial intelligence are not only drivers of efficiency and growth but also powerful tools to help build a fairer, more inclusive, and more sustainable society.

This year, we have proven it through action. We have expanded our social initiatives, supporting over 15 organisations with more than €80,000 allocated to social causes and impactful projects. From donating equipment to soup kitchens and shelters to supporting our colleagues and communities affected by the DANA floods, we have responded as a committed team and company.

We have also strengthened our internal policies promoting wellbeing, equality, and work-life balance, with our eWORK model remaining a benchmark for flexibility and quality of working life. Today, 36% of our workforce are women — 20 percentage points above the STEM sector average. A figure that makes us proud and motivates us to keep advancing.

In governance, we renewed our ISO 27001 and PCI DSS security certifications, maintained the “Cero es +” distinction for the second consecutive year, and remain within the top 17% of best-rated companies in our sector according to EcoVadis.

But we are not standing still. We are already working on an improvement plan based on the areas identified in our latest evaluation. The 2025 roadmap we present in this report is not merely a statement of intent — it is a real commitment to continuous improvement, aligned with the priorities of our stakeholders.

I would like to extend special thanks to the PFSTECH team. Your talent, commitment, and sense of purpose make each of these achievements possible. Thanks also to our clients, partners, and social allies for accompanying us on this journey.

We continue to believe that it is possible to run a business with conscience, to grow responsibly, and to lead with purpose. In 2025, we will do so even more strongly.

Sincerely,

Agustín Rodríguez Sánchez
CEO of PFSTECH

02

About PFSTECH

Business Model

At PFSTECH, we are dedicated to developing innovative technological solutions that cover the entire credit lifecycle. With a focus on data intelligence and cutting-edge technologies, we help our clients optimise their financial processes, providing agile and effective solutions that address the sector's current challenges.

We firmly believe that our role is not only to offer advanced technological solutions to optimise credit lifecycle processes, but also to contribute to a healthier financial society, recognising that technology and financing are key drivers for societal development.

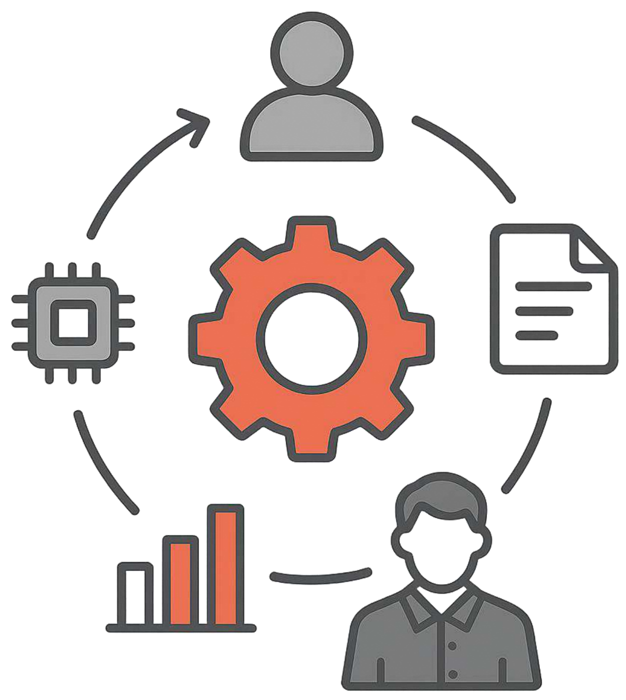
Our approach is based on the understanding that the economic wellbeing of individuals and companies is closely linked to the proper management of their financial commitments.

Therefore, we strive to offer solutions that promote credit health and help build a stronger, more balanced society. We are committed to addressing these challenges from a responsible, ethical, and sustainable perspective.

Our solutions not only aim to optimise credit management processes but also focus on encouraging responsible and sustainable financial practices. Through our technology, we work to ensure that businesses have access to the information they need to make informed decisions and offer flexible, tailored payment options to their customers.

Additionally, we work closely with our clients and strategic partners to promote financial education and appropriate advice on debt management. We seek to empower individuals and organisations to make sound financial decisions and avoid over-indebtedness.

We are convinced that by providing responsible and sustainable solutions, we can contribute to a fairer and more stable financial environment for all.



Mission, Vision, Purpose and Values

Our **MISSION:**

To optimise credit lifecycle processes through data intelligence and our proprietary technological solutions.

Our **VISION:**

To establish PFSTECH as the European and Latin American leader in tech & data solutions for the credit lifecycle.

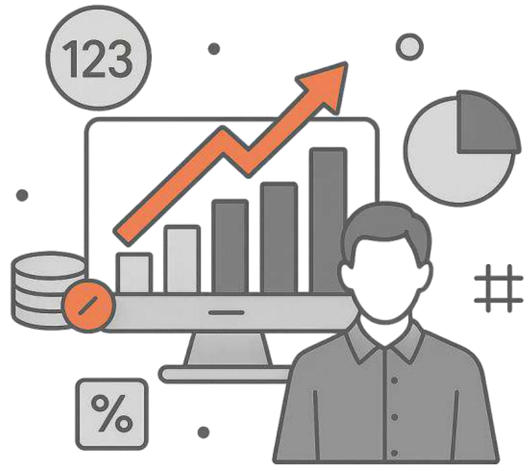
Our **PURPOSE:**

To foster the development of the welfare society by improving credit processes, making them fairer and increasing market trust.

▶ VALUES that define PFSTECH

- **INNOVATION AS INCREMENTAL**: Innovation is not a project nor a department — it is a capability of all company members, moving just half a step ahead of our clients to easily incorporate change and enable the next step.
- **MERITOCRACY AS A CULTURAL FOUNDATION:** We recognise the achievements of every member at all levels to foster a fair company.
- **CLIENT-CENTRIC APPROACH**: We eliminate layers and bureaucracy, ensuring that teams deeply understand our clients and their goals.
- **GLOBAL VISION**: We prioritise teamwork and the achievement of group goals over individual ones, uncovering hidden opportunities and synergies.

PFSTECH in 2024



2024 Revenue
45.31 M€

2024 EBITDA
15.11 M€

EBITDA Margin
33.35%

Total Employees
512

Revenue per Employee
29,512€

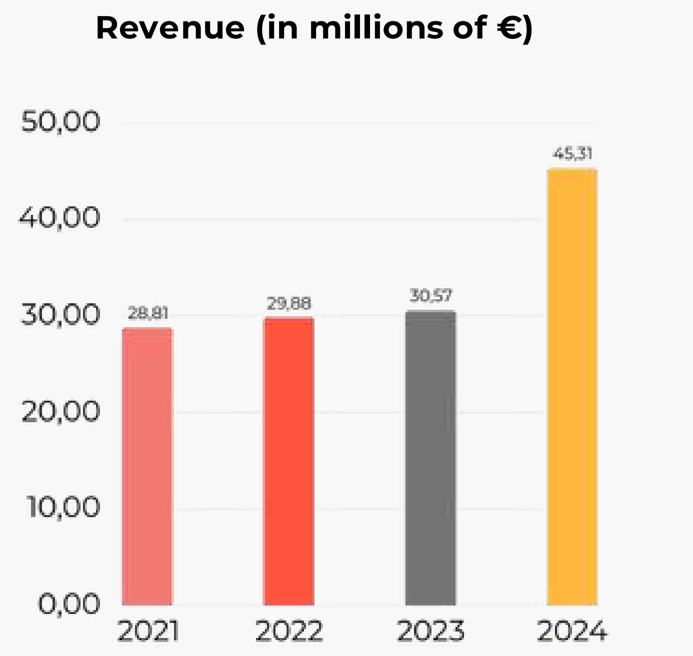
EBITDA CAGR 21-24
37.28%

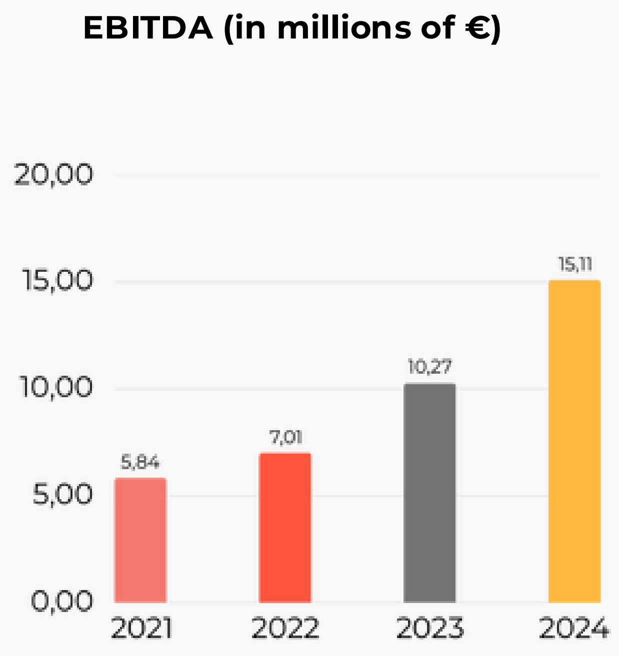
EBITDA CAGR FTE 21-24
22.37%

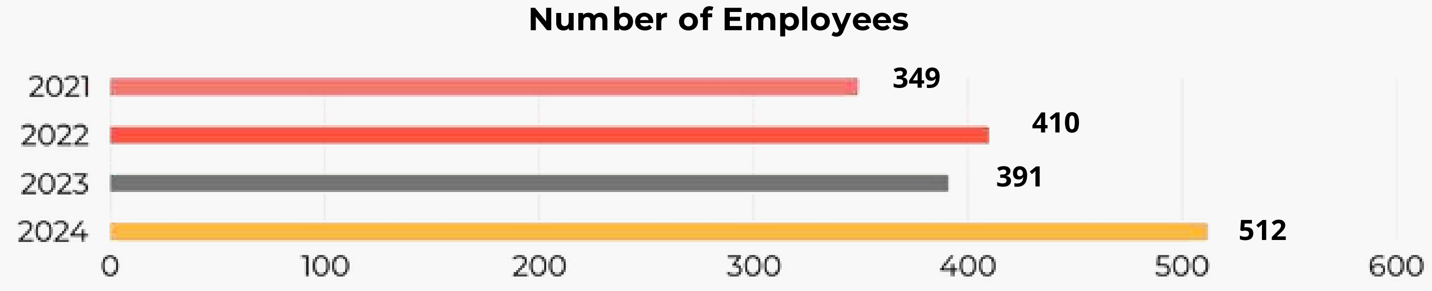
REVENUE CAGR 21-24
16.29%

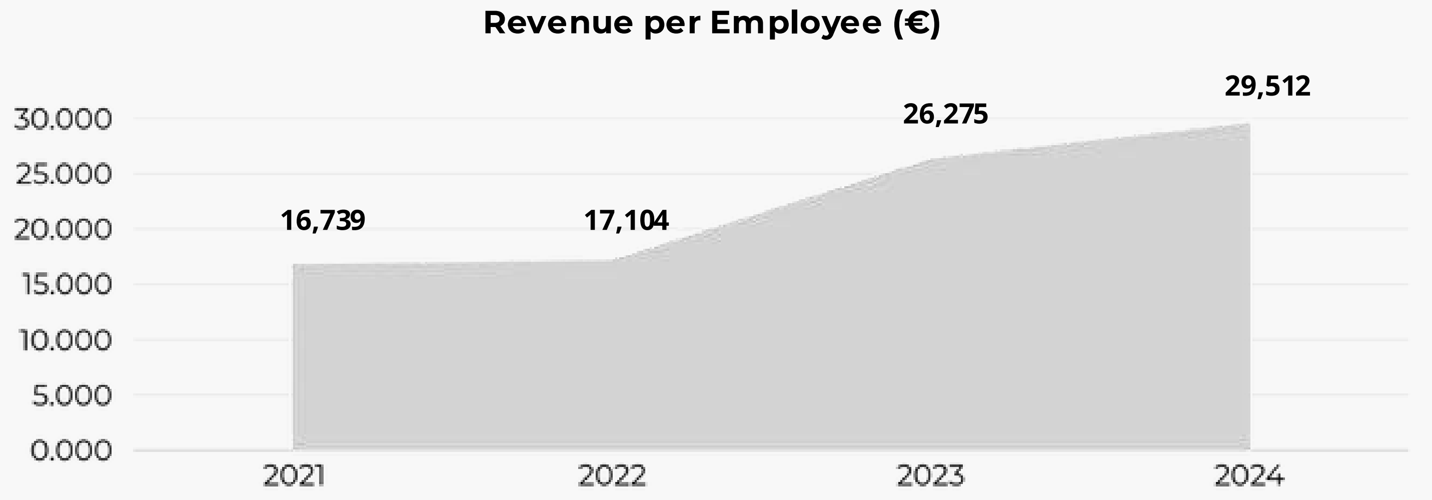
Clients
+5,000

Countries with Client Presence
27



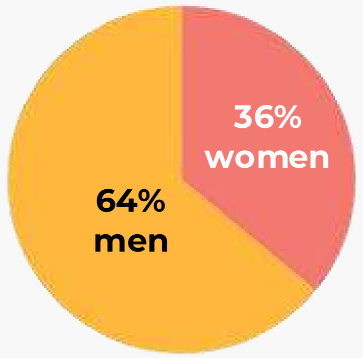






PFSTECH in 2024

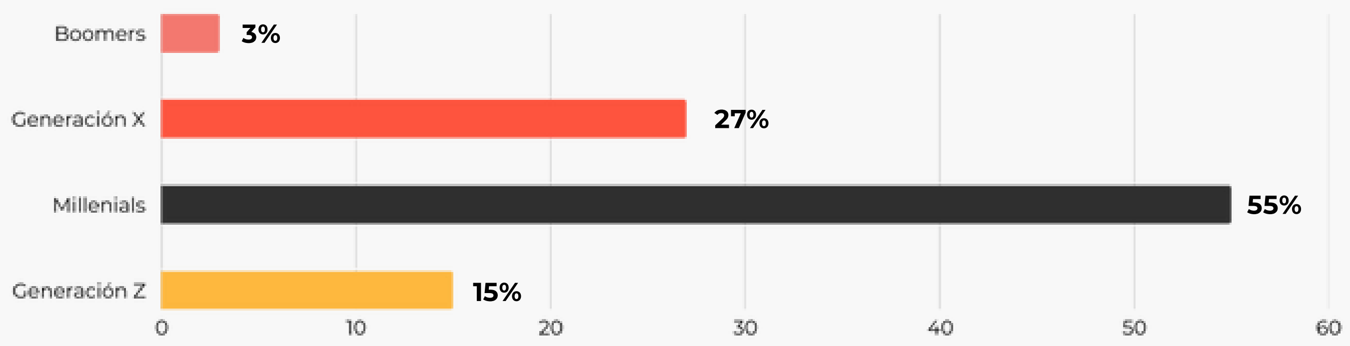
512
Total employees at end of 2024

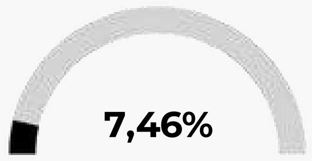


89
New hires in 2024

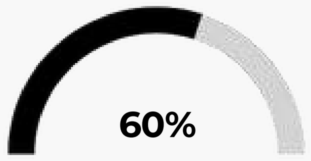
5,7 years
Average tenure

37,7 years
Average age





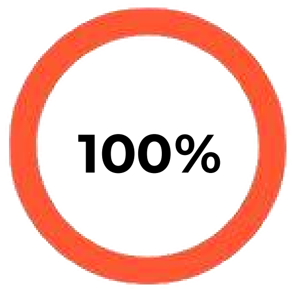
Voluntary turnover rate



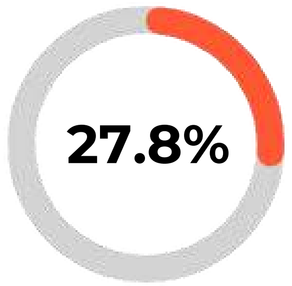
Talent retention improvement rate

PERMANENT CONTRACTS

EMPLOYEES COVERED BY COLLECTIVE AGREEMENT



WOMEN IN LEADERSHIP POSITIONS



Responsible Distribution of Generated Value

In 2024, our revenue reached €45.31 million, distributed with the aim of strengthening our ecosystem

44.83%

EMPLOYEES

Salaries and social benefits

25.26%

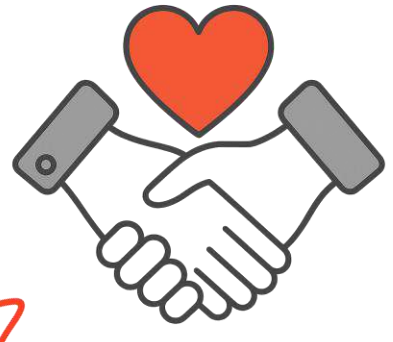
PUBLIC ADMINISTRATIONS

Taxes and contributions

23.89%

SOCIETY

Suppliers, donations, and social action



6.02%

REINVESTMENT IN THE COMPANY

Innovation, training, sustainable development, and savings

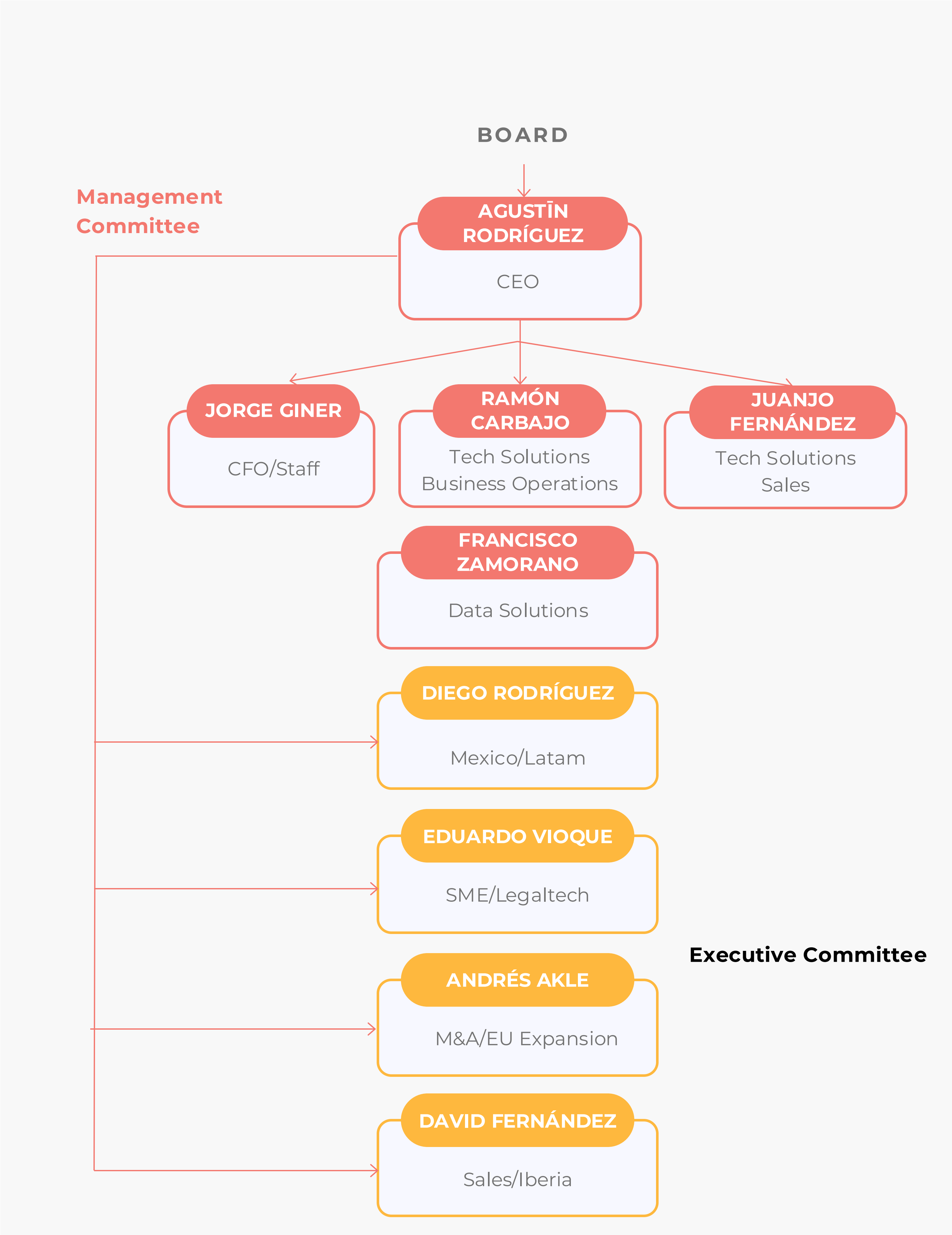
0%

CAPITAL RETURN

No dividends were distributed. We are committed to a full reinvestment strategy

Where does every euro we generate go?

Corporate Governance



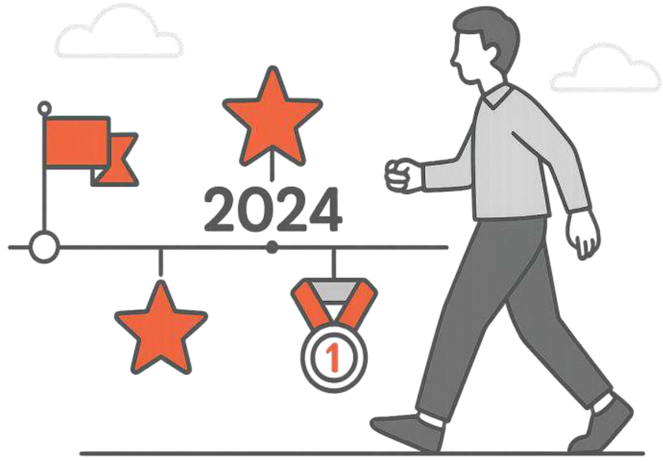
- We have established a solid and transparent organisational structure
- The highest governing body is the Board of Directors, followed by the CEO and the general directors.
- To ensure effective and efficient decision-making, we have created various work areas, each with clearly defined responsibilities.

Geographical Presence

- Germany
- Argentina
- Austria
- Cape Verde
- Chile
- Colombia
- Ivory Coast
- Ecuador
- El Salvador
- Slovenia
- Spain
- United States
- France
- Ireland
- Italy
- Luxembourg
- Mexico
- Morocco
- Norway
- Paraguay
- Peru
- Portugal
- United Kingdom
- Dominican Republic
- Uruguay
- Venezuela

Key Milestones 2024

- Integration of AIS Group
- Integration of INNOVA
- Integration of Buro365
- Integration of EMC Software Jurídico
- New offices in Madrid, Valencia and Mexico City (CDMX)
- 10 new countries added to the international network
- First Latam Business Development Summit
- New employee portal
- Renewal of ISO27001
- PCI DSS Certification
- Acquired certificate for payment gateway approved by Redsys
- New advanced security capabilities
- Bronze Medal in sustainability from EcoVadis
- “Cero es +” certificate, zero workplace accidents
- PFSTECH Mexico recognised as a Best Place to Code
- Product training for PFSTECH solutions
- eWORK training and reinforcement plan
- Rebranding and domain change to pfstech.com
- PFSTECH closes 2024 with 50% revenue growth compared to 2023



Communication Channels

▶ At PFSTECH, we are committed to establishing effective and transparent communication channels with all our stakeholders, both internal and external. To this end, we use tools and resources designed to facilitate the dissemination of relevant information, support daily team operations, and open the company to wider audiences

Internal SharePoint

Intranet where the team accesses documentation, procedures, shared resources and other useful content

Microsoft Teams

Our official internal communication channel. It supports day-to-day communication between people and teams, key announcements and collaborative spaces.

Internal Newsletter

Monthly distribution to all employees featuring key milestones and initiatives of the group: new clients, products, updates, press, training, onboarding, and more.

CEO Strategy Webinar

Internal virtual meetings led by our CEO, held 2–3 times a year to share the strategic vision, key updates and upcoming challenges for the company.

Corporate Website

Reference point for external audiences, containing institutional information, services, and relevant news.

Linkedin

A key platform to share our daily activity, news, events, corporate culture, and group vision

Email

The standard communication channel for clients, partners, and other external stakeholders.

03

Our People at PFSTECH

Key Actions – People

"Our commitment to people is one of the core pillars of PFSTECH's ESG strategy. We promote an inclusive, flexible and equitable work environment, encouraging the wellbeing and professional development of all our employees."

People

- Creation and operation of the Equality Committee
- Equality and equity policies
- eWORK model: flexibility and work-life balance
- Development and continuous training programmes
- Safe and healthy working environments

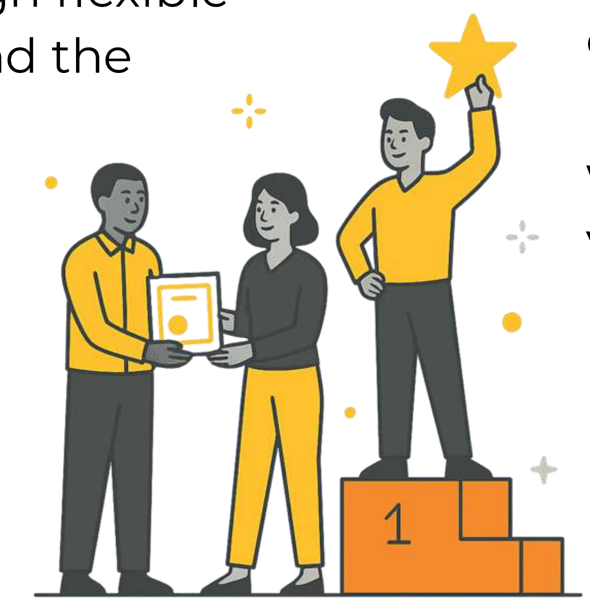
People at the heart of our strategy

▶ Flexibility and work-life balance

At pfstech, we adapt our social and personnel policies to respond to the needs of those who form part of the company. We promote work-life balance through flexible practices that fit both the professional profile and the individual characteristics of each employee.

▶ Professional growth and development

We encourage the growth of our team through internal promotion policies based on performance evaluations. Our objective is to identify opportunities for improvement and development, as well as to establish clear goals that drive professional and personal progress. We promote collaborative work and the connection between teams so that everyone can visualise their objectives and challenges in a transparent way.



▶ People, our core value

People are pfstech's core value. We integrate this premise in every phase of the employment cycle, from selection to incorporation and development. We are committed to clear and ethical recruitment processes, always looking for the right candidate through a transparent and talent-based methodology.

▶ Internal talent first

Whenever there is a need to fill a position, we prioritise our team. We first carry out an internal analysis to identify existing talent and, only if we do not find the right profile, we resort to an external search. In this way, we guarantee the recognition and internal promotion of our people.

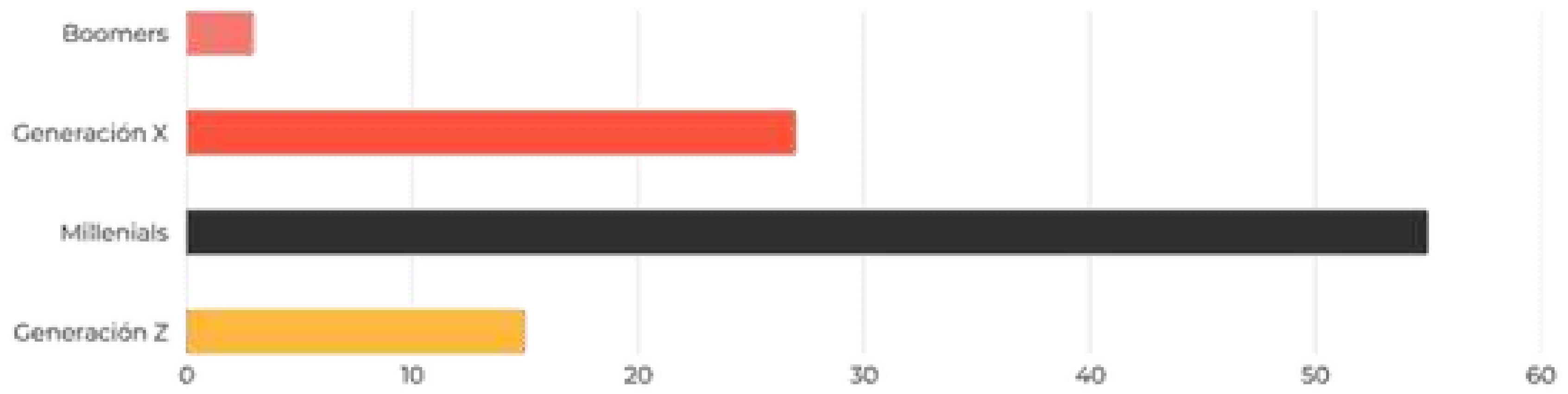
Commitment to talent

Recruitment for first job

pfs' recruitment and talent search policies do not exclude any candidate on the basis of age, but rather take into account values, training and attitude, followed by experience. For this reason, we have encouraged the recruitment of junior profiles who have started their career at **pfs** and then joined with a permanent contract, as well as senior people who can bring all their extensive experience to the team.

Recruiting people for their first job provides individual opportunities, as well as having a positive impact on society. It promotes inclusion, personal and professional development, the local economy, social engagement and fosters innovation, contributing to sustainable development and the well-being of people and communities:

- We help to reduce barriers and inequalities, providing equal opportunities for those who may face difficulties in finding employment.
- We contribute to employment generation and economic development, reducing youth unemployment, promoting economic stability and improving the quality of life in society.



Recruitment of senior talent (+50 years)

Hiring senior talent, in addition to providing experience and expertise, is also part of the company's corporate social responsibility, promoting inclusion, fostering knowledge transfer, offering mentoring and support, providing stability in decision-making and generating a positive social impact. It contributes to a more diverse, sustainable and socially engaged work environment.

Commitment to talent

What people value most about working at pfstech

Good atmosphere

Hybrid and flexible working model

Reconciliation family

Job growth

Learning Continuo

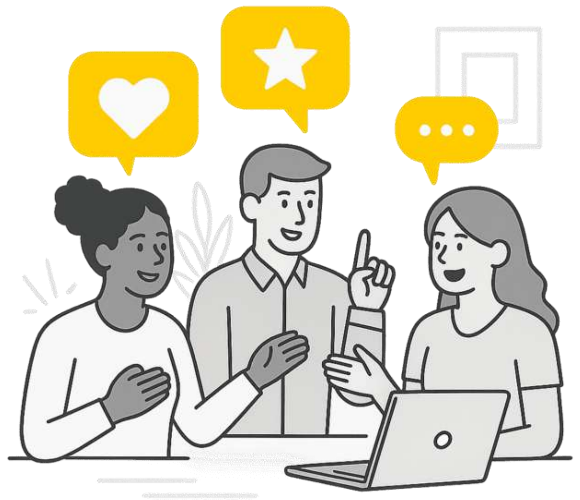
Acknowledgement

International environment

Events corporate

Collaborative culture

The means to work from home are provided.



We promote a state of well-being among our employees.

Flexible Remuneration

We have a **flexible remuneration plan** that reflects our commitment to the **well-being of our employees:**

- **Personalisation:** allows employees to tailor their remuneration to their individual needs.
- **Financial Support and Targeted Improvements:**
  - Restaurants
  - Transport
  - Childcare
  - Health Insurance
- **Inclusion and Diversity:** our plan promotes inclusion by recognising the different circumstances of our employees.

The flexible remuneration plan, with its specific improvements, contributes directly to their happiness and productivity.

Employee discount platform.

We work with a discount platform for our employees, designed to improve the financial well-being and satisfaction of our team.

- **Everyday Savings: Over 350 exclusive discounts** on a wide range of products and services:
  - automotive, travel, fashion, leisure, sport, tickets, home, gastronomy and technology.

By saving on these everyday expenses, our employees can allocate more resources to their personal and family needs.

- **Health and Wellness Promotion:** discounts on sports activities, nutrition and health services encourage an active and healthy lifestyle.

The employee discount platform is a tool that shows a commitment to its internal social responsibility.

Equality Committee

An equality committee was established in 2023, a significant step in our commitment to diversity, inclusion and equity. This committee reflects our firm belief that all voices should be heard and valued in our organisation.

Promoting Diversity:

- The Equality Committee works to ensure that our company is a place where all identities, cultures and perspectives are respected.
- We encourage diversity in recruitment, career development and decision-making.

Equity of Opportunity:

- The committee ensures that all employees have equal opportunities to grow and prosper.
- We address any gender, racial or other gaps that may exist in our organisation.

Education and Awareness Raising:

- The Equality Committee organises trainings to educate our employees on the importance of equality and the fight against prejudice.
- We create an environment where everyone feels safe and respected.

Equality Plan

We are committed to providing equal opportunities in access to employment and career advancement, rejecting all forms of discrimination.

In addition, we have taken an important step in the promotion of gender equality with the implementation of the **Equality Plan**, in which we are committed to establishing and developing policies that integrate equal treatment and the promotion of measures to achieve real equality.

In pfstech the 36% of the staff is made up of women, a figure which 20 percentage points exceeds in the average for the STEM sector in Spain

▶ eWORK: Flexibility, Happiness and Work-Life Balance

Efficient Work is our **working model**, our way of relating to each other and to the company, **based on the fulfilment of objectives, in** which the **freedom and flexibility** to decide how, when and from where to work in order to successfully fulfil our commitments is paramount.

eWORK is hybrid, and **100% flexible**, allowing employees to have a **better work-life balance**. By offering remote working options and flexible working hours, the company shows its concern for the well-being and quality of life of its employees. This results in **increased job satisfaction**, **better** work-life **balance** and reduced stress, which contributes to a **healthier and more productive work environment.**

eWORK can promote diversity and inclusion within the company by **removing geographic barriers** and enabling the recruitment of diverse and highly skilled talent, regardless of their geographic location.

This **expands employment opportunities for people with disabilities**, caregivers, parents and other groups who may face challenges working in a traditional office environment.

▶ **"Having the flexibility to choose where to work from each day, while meeting agreed objectives, is quality of life".**

◎ HIGHLIGHTS:

0% **reductions in working hours after maternity and paternity leave,** allowing employees to maintain their professional growth**.**

100% **flexibility** in teleworking.

◎ PILLARS OF THE MODEL

- ✓ **New Workspace concept**
- ✓ **Efficient management by objectives**
- ✓ **Mutual trust between co-ordinator and co-worker**
- ✓ **Results-oriented**
- ✓ **Effective leadership**

Working model

Benefits of eWORK

- **Flexibility** and family reconciliation.
- **The worker is at the centre of the model.**
- **Less travel** and reduced carbon footprint.
- Development of **leadership,** autonomy and organisational skills.

New concept

Workspace:

Anywhere can be your workspace.

Freedom to choose the most suitable environment

Unconstrained hybrid model.

Transformed offices with a priority on **collaborative** and meeting **spaces** for equipment.

04

Contribution to the SDGs

Accession to the UN Global Compact

As of 2022, pfstech is a member of the United Nations Global Compact Spain, the world's largest initiative for sustainable and responsible corporate governance.

By joining the initiative, pfs commit to integrate the ten binding principles in the areas of human rights, labour rights, environmental protection and anti-corruption into their corporate strategies and to implement them in their daily business activities, as well as to support the 17 Sustainable Development Goals (SDGs) put forward by the United Nations.

"At pfstech, we are fully committed on a social level, and we are very proud to be able to use our impact to contribute as much as possible to our environment. Joining this Pact is proof of our constant quest for a more stable and inclusive global market".

Explains its CEO, Agustin Rodriguez

▶ **In order to visualise the company's efforts to move towards sustainable development, below we show our contribution to the Sustainable Development Goals (SDGs) promoted by the UN for the 2030 Agenda:**

1 FIN DE LA POBREZA

- Financial donations to organisations working with people in situations of vulnerability
- Support for groups such as minors under guardianship, the elderly and people with disabilities.
- Donation of equipment and furniture to improve social infrastructures.

2 HAMBRE CERO

- Participation in FESBAL's Great Food Drive
- Collaboration with soup kitchens through donation of furniture
- Support for entities that ensure access to decent food

3 SALUD Y BIENESTAR

- Reconciliation measures
- Healthy working environment
- Private health insurance option
- Collaboration with NGOs promoting health and social welfare

4 EDUCACIÓN DE CALIDAD

- Internal trainings
- Collaboration with universities and training centres
- Continuous professional development

5 IGUALDAD DE GÉNERO

- Active equity measures
- Boosting women's leadership
- Use of inclusive language
- Equal opportunities training and awareness-raising guide for employees
- 36% of women in the workforce (20 points above the average for the STEM sector)

7 ENERGÍA ASEQUIBLE Y NO CONTAMINANTE

- Energy efficient offices
- Responsible consumption
- Energy suppliers with a guarantee of renewable origin.

Contribution to the SDGs

In order to visualise the company's efforts to move towards sustainable development, we show below our contribution to the Sustainable Development Goals (SDGs) promoted by the UN for the 2030 Agenda:

- Hybrid and flexible eWORK model
- Flexibility and work-life balance policies
- Digital disconnection policy
- Job stability and career plan
- Lower turnover rate than the sector average

- Digitisation of processes
- Technological development
- High value-added solutions, focused on optimising credit processes using AI, data and proprietary software

- Generation of qualified employment in growing countries (Latam).
- Social inclusion and accessibility
- Collaboration with the third sector

- Sustainable mobility
- Energy saving measures
- Responsible use of resources
- New, better-located offices to encourage the use of public transport

- Collaboration with clients, institutions and NGOs
- Collaboration with universities and training centres
- Participation in sectoral forums
- Solidarity response to emergencies (hurricane in Valencia, support from Mexico)

05

Materiality Analysis

During 2024, we conducted a Strategic Sustainability Mapping exercise that allowed us to understand the material issues that are most important to our stakeholders. Our aim is to integrate their vision and objectives into our strategy, maintaining constant and fluid communication.

Stakeholders

Stakeholders are those audiences affected by the organisation's services or activities, whose opinions and decisions include or impact the achievement of the different objectives.

The most appropriate classification for PFSTECH's current reality is as follows:

- Clients
- Employees
- Shareholders and investors
- Partners
- Strategic partners
- Suppliers

Materiality Matrix

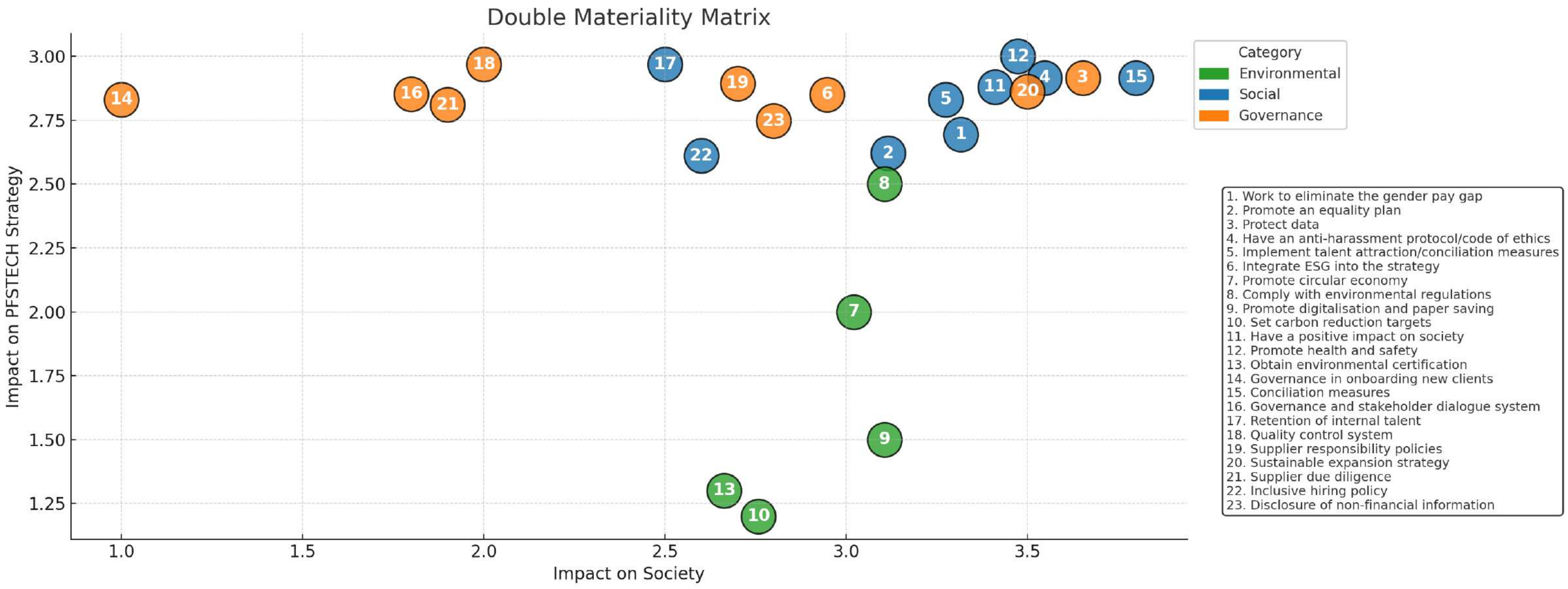
Materiality analysis is a tool that provides insight into the company's material issues that are aligned with the corporate strategy.

The issues that have been assessed by management and the company's other stakeholders to determine which of these are material are 23:

- 5 environmental issues.
- 9 social issues.
- 9 governance issues

Materiality Analysis

This matrix allows us to identify the areas that are most relevant to both our stakeholders and the company.



- Based on the results obtained, pfstech will set ESG priorities for 2025, aligning resources and strategic objectives with the most material issues.
- This analysis will also serve as a basis for strengthening our policies, setting monitoring indicators and improving communication with our stakeholders.

Conclusions

▶ **The most relevant aspects resulting from the materiality analysis represent the areas in which the company generates the greatest impact and where external expectations are highest:**

▶ Environmental Aspects.

- Complying with environmental regulations
- Promoting digitisation and paper savings
- Promoting economic circularity

▶ Social Aspects.

- Reconciliation measures
- Have an anti-harassment protocol and code of ethics.
- Working to close the pay gap

▶ Governance aspects.

- Protecting data
- Integrating ESG into strategy
- The strategy for sustainable expansion

▶ Conclusions Materiality Analysis.

- The most important issues for society and for PFSTECH are related to health and safety, work-life balance, data protection and governance. This indicates that these aspects should be central to the company's ESG strategy.
- Work-life balance, health and safety, and the elimination of pay gaps are highly valued, which reinforces the importance of continuing to implement wellbeing and equity policies within PFSTECH.
- Data protection, ESG integration into strategy and supplier responsibility are priorities for the company. This suggests that strengthening governance will enhance the trust of customers, investors and employees.
- Complying with environmental regulations and promoting the circular economy are aspects that are valued by society, although their weight within PFSTECH's strategy is minor. This opens up an opportunity to increase the company's environmental commitment.

06

EcoVadis Assessment

PFSTECH is among the top 17% of companies rated by EcoVadis in its sector.

▶ Bronze medal EcoVadis 2024

EcoVadis, a rating platform for assessing corporate social responsibility and sustainable procurement of companies, has awarded PFSTECH with a Bronze Medal in recognition of its achievements in sustainability.

This EcoVadis medal is a recognition of achievement in comparison to other assessed companies in the EcoVadis database.

In order to obtain the medal, PFSTECH has been assessed in the following areas:

- **Environment**
- **Ethics**
- **Labour practices and human rights**
- **Sustainable procurement**

Importantly, the bronze medal is not only a badge, but also an indicator of our positive intent to continue to make progress in our environmental impact, labour practices, ethics and sustainable procurement. We will continue to work to maintain and exceed this level of excellence.

Highlights:

- **Overall score:** PFSTECH is among the **top 17%** of companies rated by EcoVadis in its sector.
- **Labour practices and human rights:** PFSTECH is among **the top 15% of** companies rated by EcoVadis in its sector.
- **Sustainable procurement:** PFSTECH is among the **top 22% of** companies rated by EcoVadis in its sector.
- **Ethics:** PFSTECH is among the **top 19% of** companies rated by EcoVadis in its sector.

07

ESG Goals

ESG Objectives

Environmental Objectives

▶ Reducing our environmental footprint and promoting sustainable practices

Changing small gestures and promoting sustainable habits among our employees is an obligation to develop our activity without having an impact on the environment:

- Minimising waste generation
- Waste management
- Responsible purchasing
- Reducing emissions
- Promoting energy efficiency
- Sustainable management of natural resources

Governance Objectives

▶ Ensure ethical and efficient management, aligned with sustainability criteria.

Our growth has been very rapid in recent years and it is a priority to lay the **foundations for sustainable development** in the medium and long term.

Thanks to our Strategic Plan, we can guarantee that this sustainability is real, **at a structural level** and **in all the processes** that take place in the company.

In parallel, **since 2022 we have been a member of the United Nations Global Compact**, focusing on its universal principles at the corporate level.

- Implementation of the code of ethics
- Promoting transparency
- Review of mission and values
- Ethics in human resources
- Commitment to corporate social responsibility
- Relations with suppliers and customers

Social Objectives

▶ Promote a state of well-being among our employees.

We know that **our greatest asset is our employees**, so their absolute care is a priority, which leads us to promote **measures that enhance their happiness, conciliation and team feeling:**

Health and safety: Ensure a safe working environment and promote the physical and mental health of employees.

Diversity, equity and inclusion: Fostering a diverse and equitable work environment that provides equal opportunities for all.

Skills development: Invest in the training and professional development of employees to improve their competencies and growth within the company.

Workplace well-being: Improving working conditions and job satisfaction, as well as promoting a work-life balance.

"We know that our greatest asset is our employees".

Agustín Rodríguez Sánchez
CEO of pfs

▶ Promote the development of the welfare society.

Through our continuously developing intellectual property, we work to **optimise and improve credit processes**, making them **fairer** and increasing **confidence in the market**, contributing to the **welfare of society**.

▶ To achieve a sustainable future, where technology is the engine of sustainable growth for companies.

Thanks to advanced technological solutions, data processing and AI, we optimise collection processes, resulting in more and more customers, everywhere in the world, having better financial health and being able to continue to grow sustainably.

▶ Generate a positive impact on society through volunteering and social mobilisation.

As a company, we have a duty to contribute to the enrichment of society and to reach out to those in vulnerable situations. Joining the forces of the corporation together with those of all our employees is the vehicle to contribute our best to social initiatives.

08

Environmental Commitment

Featured Actions

"We care for the environment and reduce the energy footprint of our employees".

Environment

- Smart and efficient offices
- Digitisation of documents to reduce paper consumption
- Prioritisation of rail as a means of transport
- Reducing travel with eWORK (-64% to -94% of carbon footprint)
- Use of 100% renewable energy
- Incorporation of indicators for calculating the Carbon Footprint.

"Our carbon footprint profile reflects a low direct impact activity and a lower emissions intensity per employee than the average service technology company. The implementation of the eWORK model and the optimisation of our operations have enabled us to minimise our direct contribution to climate change."

Calculation of the Carbon Footprint 2024

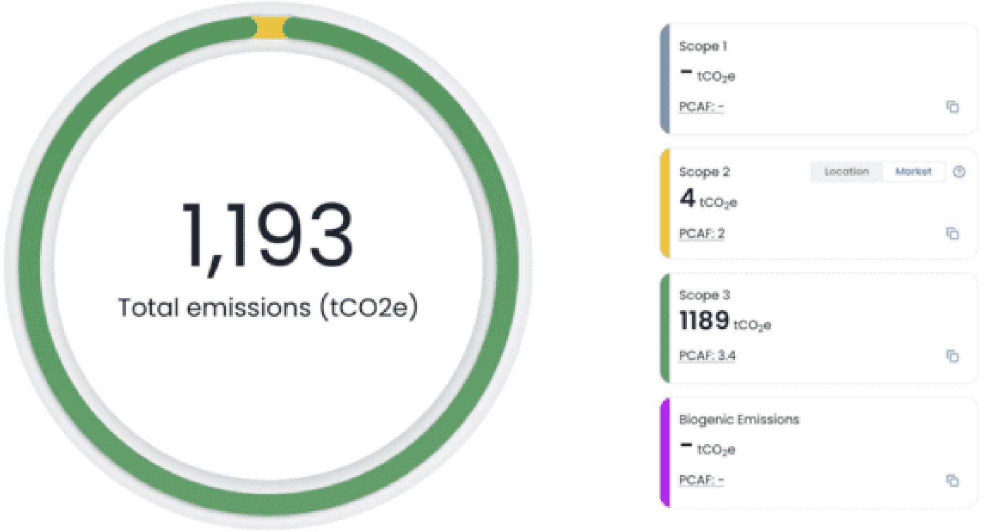
In 2024, pfstech calculated its carbon footprint for the first time as part of its commitment to sustainability and continuous environmental improvement.

This exercise has allowed us to obtain a first **snapshot of the climate impact associated with our activity**.

The results obtained, calculated according to the **GHG Protocol methodology**, are as follows:

- **Scope 1** (direct sources): **0 tCO_2e**
- **Scope 2** (purchase of electricity): **4 tCO_2e**
- **Scope 3** (indirect activities in the value chain): **1,189 tCO_2e**

- **Total** GHG emissions in 2024: **1,193 tCO_2e**
- Total **emissions/employee: 2.33 tCO_2e**
- **Average for the sector** "Technology and Service Companies": **2-6 tCO_2e/employee**



For a technology company like pfstech, **2.33 tCO_2e/employee is a good number**, very reasonable for a first calculation, **better than the average** for many technology services SMEs:

- **We do not generate Scope 1 or biogenic emissions: we** have no factories or transport fleets**.**
- **Much of our impact is Scope 3,** like the entire technology sector, because of the supply chain.
- We have a **hybrid working** model**, eWORK,** which **reduces travel and indirect emissions.**

Carbon footprint reduction

Hybrid and flexible working model:

Thanks to our **eWORK working model**, all our employees **significantly reduce their carbon footprint by 64%* to 94%*** and energy consumption, as they can work satisfactorily from home or their desired workstation **without having to travel to our offices.**

***According to a study published by researchers at Cornell University in the United States.**

"eWORK exemplifies how a company can embrace ESG criteria by putting its employees at the centre of its strategy. By providing work flexibility and promoting work-life balance, pfs not only creates a more sustainable environment, but also boosts the well-being and productivity of its employees".

Jorge Giner CFO & Deputy CEO at pfstech

100% renewable electricity:

Our electricity supplier certifies that **100% of the energy supplied** complies with the requirements of energy **certified as renewable** through the guarantee rights at source (GdO), established by the National Commission for Markets and Competition (CNMC).

09

Governance

Highlights of actions

"At pfstech we strengthen our governance by integrating sustainability into the strategy, driving ethics, equality and safety".

Governance

- Integration of ESG into the strategic plan
- Designation of ESG officer
- Complaints channel
- ISO 27001 and PCI DSS certification
- Bronze medal EcoVadis 2024
- Development of the dual materiality matrix

Business Ethics

At pfstech, business ethics is one of the fundamental pillars guiding all our actions and decisions. We are committed to operating with transparency, integrity and the highest ethical standards in all our interactions with customers, partners and stakeholders.

Our business conduct policies are designed to ensure fairness, legality and accountability in all our operations. We promote honesty, confidentiality and respect for our customers and their data, in strict compliance with relevant data protection and privacy rules and regulations.

In addition, we promote equal opportunities and diversity in our work environment. We do not tolerate discrimination on the basis of gender, race, religion, sexual orientation or any other protected characteristic. We value and respect the contribution of each individual, and our work environment is inclusive and merit-based.

We are also committed to fighting corruption and bribery. We have clear policies and procedures in place to prevent all forms of corrupt activity, and we promote transparency and integrity in all our business transactions.

We maintain open and honest communication with our customers and stakeholders, providing clear and accurate information about our products, services and business practices. We are committed to building strong, long-term relationships based on mutual trust and mutual benefit.

In short, at pfstech we regard business ethics as a fundamental pillar of our corporate culture. Our policies and practices are designed to ensure integrity, transparency and compliance with relevant rules and regulations.

We are committed to acting ethically in all our operations and contributing to the development of a fairer and more responsible business society.

▶ Development of Strategic Plan.

Our Strategic Plan 25-27, gives us the ability to integrate social, environmental and governance responsibility into the company's strategy, proactively considering ESG at all stages of the planning process and ensuring that its objectives and actions are aligned with the generation of sustainable economic, social and environmental value.

▶ Management Summit Forum (MaS).

This forum, created in 2022, provides us with the opportunity to address corporate development from a leadership and strategic perspective. By incorporating elements related to corporate social responsibility, it promotes awareness, the exchange of best practices, the setting of goals and commitments, inspiration and active participation in the community, thus strengthening the company's social contribution.

▶ Head of ESG.

Pfstech has a person responsible for ESG, reflecting our commitment to sustainability and corporate social responsibility.

Its main functions are:

- **Leadership and Coordination:** is the central leader in the implementation of our ESG strategy. He coordinates efforts across all areas of the company to ensure that our environmental, social and governance objectives are integrated into our day-to-day operations.
- **Transparent Measurement and Reporting:** This allows us to assess our progress and transparently communicate our achievements and challenges to all stakeholders.
- **Training:** Encourage the education of employees on the importance of ESG. This includes the promotion of gender equality and awareness of business ethics.

▶ Complaints channel

At pfstech, we promote a culture of integrity and transparency. Our Whistleblower Channel is a key tool to ensure regulatory and ethical compliance in all our activities.

- **Confidentiality guaranteed**: All complaints are handled with the utmost rigour and respect for privacy.
- **Access for all**: Available to employees, collaborators and third parties who wish to report any irregularities.
- **Commitment to act**: Every complaint is analysed and acted upon promptly, ensuring corrective action where necessary.
- **Easy access**: The channel is integrated into our internal platform, making it easy to use and accessible.

In pfstech in 2024

0

Registrations in the complaints channel

- **Results**: During 2024**, no complaints have been registered through this channel**, reflecting a working environment aligned with our principles of ethics and transparency.

- **Commitment**: to act always under principles of ethics and transparency, offering a safe space where anyone can express their concerns.

▶ Renewal of the ISO 27001 Certificate

- **Successful audit**: We have renewed our ISO 27001 certificate in 2024.
- **Commitment to security**: Reflects our ongoing efforts to protect customer and partner information and data.
- **Collective effort**: This achievement is possible thanks to the work and dedication of our entire team.
- **High standards guaranteed**: We continue to make progress in maintaining reliable and secure processes in a digital environment.

▶ PCI DSS Certification

- **Audit successfully completed**: We have renewed the PCI DSS certification for another year.
- **Secure processing**: This certification is essential to process bank card payments securely.
- **Product Spotlight**: Keeps the payment gateway used in our solutions active.
- **Commitment to security**: We continue to ensure secure transactions and customer confidence.

"Our focus on safety has paid off, and we will continue to work to maintain this exemplary standard".

At PFSTECH, occupational risk management is a priority within our governance strategy.

We therefore apply rigorous procedures to identify, assess and manage the risks associated with each job.

▶ Evaluation Methodology

Our methodology is based on compliance with current regulations and is structured in the following steps:

- **Risk identification:** Analysis of working conditions, equipment and risk factors specific to each position.
- **Risk assessment:** Classification according to likelihood and severity.
- **Risk sheets:** Detailed documents describing the detected hazards and corrective measures.
- **Continuous review:** Updating the assessment whenever changes in the tasks or the working environment occur.

▶ Preventive Planning

Once the risks have been identified, we establish a prevention plan that prioritises actions according to the level of severity:

- **Immediate priority:** Imminent risks requiring urgent intervention.
- **High priority:** High-risk situations requiring rapid action.
- **Medium priority:** Moderate risks that can be addressed within a reasonable timeframe.
- **Low priority:** Minor risks that can be programmed for management.

During 2024, there have been no incidents at our facilities, reflecting PFSTECH's continued commitment to occupational safety and wellbeing.

"Our focus on safety has paid off, and we will continue to work to maintain this exemplary standard".

Key achievements

- **Second consecutive year** receiving the Zero is + label.
- **Commitment to occupational safety:** Recognition of our work in accident prevention.
- **5 consecutive years without accidents at work:** A milestone that reflects our continuous efforts to maintain a safe environment.
- The absence of workplace accidents reflects not only effective workplace safety management, but also an organisational culture that values **prevention and care for people.**

Our objective

- **Continuous improvement:** We will continue to work to exceed our safety standards and maintain this commitment in the future.

10

Corporate Social Responsibility

Donations and volunteering

TOTAL €81,922 DONATED

In addition to **money**, we have donated disused **furniture and computer equipment** to **organisations and foundations that we support**:

- Women's empowerment and child development
- Training in health and social development
- Fighting hunger and poverty
- Inclusion of persons with disabilities
- Care for people with congenital diseases
- Social and labour inclusion of people with psychosocial vulnerability
- Disaster relief and development cooperation
- Boosting the potential of business leaders

In the last year, we have donated office furniture and computer equipment worth more than €46,851. All the material received has been allocated to the improvement of essential infrastructure in various regions of Spain, with a focus on:

Children in care: Creation and optimisation of new spaces that guarantee safe, comfortable and stimulating environments for their development.

Old people's homes: Adaptation of facilities to improve the quality of life of our elderly.

Social canteens: Equipping and fitting out spaces to provide decent food to people in vulnerable situations.

Donations of furniture and computer equipment

<u>Soñadores despiertos:</u> NGOD of the congregation of Madres de Desamparados y San José de la Montaña, they carry out projects for the training of community leaders, **empowerment of women, development of minors, training in health and social development**, among others. **We have donated office furniture and computer equipment to the value of €46,851** which has been used to furnish the different rooms of the shelters they have in the cities of Valencia, Ronda, Malaga, Granada, Torre Don Jimeno and El Valle, study rooms, bedrooms, meeting rooms, classrooms, canteens ....

"From Dreamers Awake, we would like to express our sincere thanks to PFSTECH for their commitment to solidarity and social improvement. Their support has been key to transforming spaces and offering a better quality of life to those who need it most".





Donations Christmas Campaign

THIS YEAR MOST OF THE CHRISTMAS DONATIONS HAVE GONE TO OUR COLLEAGUES AFFECTED BY THE DANA IN VALENCIA.

01 Great Solidarity Challenge 2024

For the third consecutive year, we promoted the "Gran Reto Solidario" in collaboration with La Gran Recogida de Alimentos de FESBAL, raising a total of €2,428, equivalent to 1,734 kg of food for the most needy.

02 Solidarity Christmas

We transform the corporate gift budget into a gesture of solidarity, contributing with:

- pfstech employees: €12,000 to our colleagues affected by the DANA in Valencia.
- Asociación Española Contra el Cáncer (AECC): €2,000 to improve the quality of life of cancer patients.
- Fundación Latiendo Juntos: €1,000 to support people with congenital heart disease.

03 United for a cause: Solidarity from Mexico

Thanks to the efforts of the partners in Mexico, 23,500MXN (approximately €1,200) were raised to support those affected by the DANA in Valencia, through the Spanish Red Cross.

OTHER DONATIONS

04

Collect bottle caps in CDMX

Volunteering in collaboration with the “Asociación Mexicana de Ayuda para Niños con Cáncer”.

This year, 2024, we managed to collect and donate 8.35 kg of bottle caps, contributing to a chain of support for the children who need it most.

05

EDEM Business **School**

foundation that promotes the potential of business leaders through leadership, entrepreneurship and a culture of hard work. This year we have donated €3,000.

06

Juan XXIII Foundation

Social and labour inclusion of people in a situation of psychosocial vulnerability, especially due to their intellectual disability, promoting quality of life, personal autonomy, the development of values, quality employment and the continuous improvement of people. In 2024 we donated the amount of €521 for the inclusion of people with intellectual disabilities.

07

O.N.G.D. United Firefighters Without Borders (BUSF):

NGOD declared of public utility specialising in intervention in major disasters and development cooperation projects. We make quarterly donations of €400.

OTHER DONATIONS

08 **Fundatul Foundation**
2,100 for assistance to people with disabilities.

09 **Asociación Visueña de ayuda a la Integración (AVAIN) (Visueña Association for Integration Aid)**
1,500 to promote social integration.

10 **Cruz Roja Española**
6,000 in response to the DANA catastrophe in Valencia.

11 **Fundación IGMA-A.C. (Mexico City)**
3,000 to help priests at the end of their lives.

These actions reflect our willingness to act with purpose, contributing to a more equitable, cohesive and sustainable society.

- At pfstech we believe that **technology** and **social engagement** can go hand in hand.
- That is why, beyond our business activities, we actively work to make a **positive impact on our environment.**
- In 2024, we channelled our social action through **partnerships with NGOs**, **financial and in-kind donations**, and active participation in **solidarity campaigns**.

FIGURES THAT SPEAK OF COMMITMENT

81.922 €
donated to social causes

+15
Organisations supported

46.851 €
in furniture and equipment donated to social entities across Spain

1.734 Kg
of food collected through FESBAL's Gran Recogida

Direct support to children, the elderly, people with disabilities, patients with illnesses and people in vulnerable situations.

Solidarity without borders: collaboration from Mexico to support emergencies in Spain

11

2025 Roadmap

Roadmap 2025

As a result of the materiality analysis carried out in 2024 and in coherence with our values, pfstech establishes four main strategic axes that guide its ESG commitments for the coming year

Axis 1: Governance and Security

Priorities identified:

- Data protection
- Transparency
- ESG integration in the strategy

Commitments 2025:

- ✓ Reinforce the cybersecurity culture with training capsules and internal drills.
- ✓ Expand ESG outreach.
- ✓ Continue to make progress in integrating ESG into corporate strategy through the Strategic Plan 25-27.
- ✓ Improve our ESG positioning by raising our score in the EcoVadis assessment.
- ✓ Design and implement a corrective action plan to address the areas for improvement identified in the ESG assessment.
- ✓ Increase transparency in the disclosure of information, providing clear, accurate and accessible data to reinforce the confidence of all our stakeholders.

Axis 2: People and Well-being

Priorities identified:

- Work-life balance and well-being
- Equal opportunities
- Professional development

Commitments 2025:

- ✓ Evaluate and strengthen the eWORK model, with a focus on work-life balance, flexibility and employee experience.
- ✓ Measure and monitor the gender pay gap and take corrective measures.
- ✓ Consolidate a corporate volunteering plan with an annual calendar and impact monitoring.
- ✓ Strengthen internal training on diversity, equity and inclusion.
- ✓ Implement corrective actions on equality, well-being and career development, based on the areas for improvement identified in the ESG assessment.

Roadmap 2025

"This roadmap defines pfstech's key ESG commitments for the coming year. It is based on the results of the materiality analysis conducted in 2024 and our aim to move forward with positive, measurable and sustainable impact."

Axis 3: Environment and Value Chain

Priorities identified:

- Environmental compliance
- Circular economy
- Responsible purchasing

Commitments 2025:

- ✓ Initiate the ISO 14001 certification process.
- ✓ Create an internal responsible consumption policy and separate collection points in all offices.
- ✓ Include social and environmental criteria in evaluations of key suppliers.
- ✓ Measure the Carbon Footprint with extended indicators and establish a three-year reduction plan.
- ✓ Address ESG recommendations linked to environmental sustainability and responsible supplier management through specific improvement plans.

Axis 4: Social Actions

Priorities identified:

- Support for vulnerable groups
- Solidarity action from the company
- Partnerships with NGOs and social entities

Commitments 2025:

- ✓ Design an annual social action plan that brings together donations, partnerships and volunteering.
- ✓ Broaden the geographic scope of social impact, including participation from our offices in Latam.
- ✓ Measure the social impact of our actions and communicate the results in a transparent way.
- ✓ Give continuity to solidarity campaigns with the participation of the team, strengthening the link with relevant social causes.

12

Policies and Actions List

Labour Practices and Human Rights

Policies

- Adhered to the United Nations Global Compact (UNGC)
- Labour Practices and Human Rights Policy on Diversity, Equity and Inclusion
- Labour and human rights policy on social dialogue
- Labour and human rights policy on working conditions
- Labour and human rights policy on employee health and safety
- Standard policy on most labour or human rights issues

Actions

- Employee health and safety emergency action plan
- Actions to prevent harassment at work
- Actions to prevent discrimination in career development and promotion processes
- Employee satisfaction survey
- Collective bargaining agreement on diversity, discrimination or harassment
- Collective agreement on training and professional development
- Collective agreement on working hours, overtime or leave of absence
- Collective agreement on employee health and safety
- Flexible work organisation
- Health coverage implemented for employees
- Complaints mechanism on discrimination and harassment issues
- Actions to promote equal pay in the workplace
- Awareness-raising training to prevent discrimination and/or harassment
- Employee health and safety risk assessment
- Actions to prevent discrimination during the recruitment phase
- Periodic evaluation of individual performance
- Actions to promote internal mobility
- Provision of capacity building training
- Actions to promote the inclusion of employees with disabilities
- Individual career path and development plan for all employees
- Employee training on health and safety hazards and best working practices

Business Ethics

Policies

- Adhered to the United Nations Global Compact (UNGC)
- Fraud policy
- Money laundering policy
- Conflict of interest policy
- Structural mechanisms to address policy violations
- Acknowledgement by employees of receipt of business ethics policies
- Information security policy
- Anti-corruption and anti-bribery policies
- Specialised responsibility for business ethics issues
- Comprehensive policy on business ethics issues

Actions

- Internal whistleblowing procedure for stakeholders to report information security concerns
- Internal whistle-blowing procedure for stakeholders to report corruption and bribery
- An information security due diligence programme is in place for third parties.
- Incident Response Procedure (IRP) for handling breaches of confidential information
- Information security risk assessments are carried out.
- Awareness training to prevent information security breaches
- Measures to protect customer data from unauthorised access or disclosure
- Specific approval procedure for sensitive transactions (e.g. gifts, travel)
- ISO 27001 certificate (information security management system certification)

List of Policies and Actions

Environment

Policies

- Adhered to the United Nations Global Compact (UNGC)
- Environmental policy on waste
- Environmental policy on energy consumption and GHGs
- Standard policy on most environmental issues

Actions

- Waste sorting and disposal according to waste streams
- Actions and training to raise employee awareness on waste reduction and waste sorting
- Reduction of internal waste through reuse, recovery or re-purposing of materials
- Purchase of renewable energy
- Reducing the energy consumption of IT infrastructures

Sustainable Procurement

Policies

- Adhered to the United Nations Global Compact (UNGC)
- Comprehensive sustainable sourcing policies with regard to both social and environmental factors

Actions

- The CSR code of conduct for suppliers is applied.

pfstech

Credit Lifecycle
TECH & DATA solutions

INSIGHTS - MODELS - APPs

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