



ASSURANCE STATEMENT

SGS UNITED KINGDOM LTD'S ASSURANCE OPINION ON SELECTED KPI'S SUPPORTING SELECTED THEMES IN THE O9 SOLUTIONS INC'S CORPORATE SUSTAINABILITY REPORT FOR THE PERIOD OF 2022

NATURE AND PURPOSE OF THE ASSURANCE

SGS United Kingdom Ltd (hereinafter referred to as SGS) was commissioned by o9 Solutions Inc (herein referred to as 'o9') to conduct an independent assurance of selected KPI's that are subject of disclosures through their Corporate Sustainability Report for the period of calendar year 2022 ('the Report').

The purpose of this assurance exercise was, by review of objective evidence, to independently review whether the information disclosed, targeting KPI's and their relevant achievements by o9, and reported in the Report, is accurate, complete, consistent, transparent and free of material error or omission.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all o9 Solutions Inc's Stakeholders.

RESPONSIBILITIES

The information in the Report and its presentation are the responsibility of the directors and the management of o9 Solutions Inc. SGS has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements included in the report, within the scope of verification, with the intention to inform all o9 Solutions Inc's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

ESG data in the Report has been assured at a limited level of assurance according to ISAE3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information, to evaluate veracity of specific KPIs as described above using SGS Sustainability Report Assurance protocols, including the Global Reporting Initiative (GRI) Principles for Report Quality: accuracy, balance, clarity, comparability, reliability and timeliness, to enable robust evaluation of data subject to verification.

SCOPE OF ASSURANCE

The scope of the assurance included selected themes around selected KPI's, within the 'Environmental, Social and Governance Report' for the calendar year 2022 for o9 Solutions Inc. The selection of KPI's for this exercise was at the discretion of the client o9 Solutions Inc. and are limited as stated below:

Environmental Themes:

- Quantity of IT Waste collected, repurposed, recycled and disposed in accordance to accepted standards.
- Total trees planted in the o9 forest.

Social Themes:

- Number of report(s) of whistleblowing, through the third party 'Conversant' hotline / platform.
- Percentage of women employed in relation to the whole organization.
- Percentage of women in executive positions (excluding boards of directors).
- Employee Satisfaction Score.
- Donations to charities / NGOs.
- Gartner Peer Insight Score.
- Percentage of New Hired Employees trained on "Workplace Respect".

Governance Themes:

- Number of Data breach(s).
- Percentage of employees trained on Information Security.
- Percentage of Employees trained on "o9's Code of Conduct".
- Percentage of all selected operational sites with an information security management system (ISMS) certified to ISO 27001.
- Instances of non-compliance with laws or regulations related to business ethics (fines incurred).
- Number of Suppliers who received o9 Supplier code of Conduct & percentage of recipients who opened o9 Supplier code of Conduct.

ASSURANCE METHODOLOGY

The assurance comprised a combination of:

- Pre-assurance research,
- Management interviews, including the Sustainability Manager, Senior Managers, Directors and parties such as legal advisors with responsibility for performance in the areas within scope,
- Interview with data managers responsible for internal data collection and reporting databases,
- Document review of relevant management systems, policies, and procedures,
- Understanding, analysing and sample testing the key data collection, aggregation, validation and reporting systems, processes, procedures, and controls,
- Reviewing Report content against our findings and making recommendations for improvement.

Verification was conducted upon submitted KPIs surrounding the target disclosures, within the verification scope as an evaluation of historical data and information to determine whether the reported KPI data is materially correct and conforms to criteria described above.

SGS' approach is risk-based, drawing on an understanding of the risks associated with modelling KPI information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of KPI's and related themes.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

LIMITATIONS AND MITIGATIONS

Financial data and other data drawn directly from o9 Solutions Inc provided sources has not been checked back to audited financial statements or source as part of this assurance process. This includes donations made, fines incurred and revenue data used to normalize figures.

Normalising data was provided to SGS by the o9 team during June - July 2023. This data has not been verified by SGS and this has been made clear in the report. For normalised KPIs, we have confirmed that the calculation method is correct and that the correct numerator has been used.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from o9, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders. The assurance team was assembled based on their knowledge, experience and qualifications for this assignment and conducted the assurance in accordance with the [SGS Code of Integrity](#).

FINDINGS AND CONCLUSIONS

ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, SGS concludes with limited assurance that there is no evidence that causes us to believe, that the themes representing the KPI data, within the scope of our verification as reported by o9, in the Report is, not in all material respects, a fair representation of data and information.

Overall, the communication and presentation of information is appropriate to the size of the business, and its ESG impacts, risks and opportunities. We believe that the organisation has chosen an appropriate level and scope of assurance for this stage in their reporting.

SUBMITTED ENVIRONMENTAL, SOCIAL AND GOVERNANCE THEMES

SGS concludes with limited assurance that there is no evidence to suggest that the reported data is not materially correct and is not a fair representation of data and information and is not prepared following the requirements of o9's 'Sustainability Report 2022'.

GOOD PRACTICE AND OPPORTUNITIES FOR IMPROVEMENT

During the verification process some examples of good practice as well as some opportunities for improvement in underlying processes were identified and reported to o9 with the aim of enabling a process of continual improvement in collection, reporting & disclosing KPI related information. It may be possible to roll out examples of good practice to other KPIs, or parts of the business and the opportunities for improvement identified may be considered for implementation during future reporting cycles:

Good Practice

- O9 has voluntarily opted to formulate a comprehensive ESG framework and establish robust processes and procedures for control and disclosure.
- Human resource and employee related data is generated from well managed systems, using clear and consistent reporting parameters.
- O9 has where possible, used information technology to improve efficiency of monitoring, reporting and support of verification of KPI themes and related data (example – o9 supplier code of conduct).
- O9 has where necessary, utilised, outsourced expert third parties to support implementation, monitoring and reporting around ESG processes and procedures (example – partnership with ‘Conversant’, ‘Revivn’).

Opportunities for Improvement

- Review report content – including KPIs – against evolving sustainability and ESG reporting standards, and the changing information needs of customers, investors and other stakeholders.
- Consider formal review of material ESG issues, to demonstrate that the strategy addresses the issues that are of core concern to shareholders and other key stakeholders.
- Consider a more material and formalized system for managing and reporting value of donation to charities.
- Continue to expand the scope of assurance to cover other reported community and people KPIs.

Signed:

For and on behalf of **SGS UNITED KINGDOM LTD**

Signature

Jonathan Hall, Global Head – Certification Services

Date : 28th July, 2023

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Note: This Statement is issued, on behalf of o9 Solutions Inc, by SGS United Kingdom Ltd, Rossmore Business Park, Inward Way, Ellesmere Port, Cheshire, CH65 3EN (“SGS”) under its General Conditions for Sustainability Report Assurance and Verification Services. The findings recorded hereon are based upon an audit performed by SGS. A full copy of this statement and the supporting Assertion may be consulted at o9 Solutions Inc and address. This Statement does not relieve o9 Solutions Inc from compliance with any bylaws, federal, national or regional acts and regulations or with any guidelines issued pursuant to such regulations. Stipulations to the contrary are not binding on SGS and SGS shall have no responsibility vis-à-vis parties other than its o9 Solutions Inc.