

# Sustainability Report 2025

**Structured Progress. Stronger Foundations.**

SoftGroup AD

Reporting period: 1 January – 31 December 2025



# 2025 Highlights

Key signals of progress across governance, people, environment, and product value.

## EcoVadis Committed badge

Received in February 2026 following SoftGroup AD's sustainability assessment.

## 53/100 overall score

SoftGroup AD ranked in the 37th percentile.

## 66/100 in Environment

Highest-rated EcoVadis theme and strongest external ESC signal for 2025.

## Top 19% in Environment

SoftGroup AD ranked among the top 19% of companies assessed in its industry on environmental performance.

## 26.8% women in the workforce

Above the company's internal target of at least 20%.

## 52 direct employees

Latest reported workforce profile used in the company's sustainability materials.

## 36 training hours per employee

Including 8 hours dedicated to ESG and compliance topics.

Source: internal company data, 2025.

## 29.1% → 37.2%

SATT PLATFORM share within the tracked customer portfolio.

Source: internal company operational data, 2024–2025.

## Message from the CEO



2025 strengthened SoftGroup AD's sustainability foundation.

During the year, the company reinforced its framework across governance, environment, and people through reviewed policies, clearer responsibilities, and stronger internal discipline.

In February 2026, this progress was reflected in the EcoVadis assessment, resulting in a Committed badge and an overall score of 53/100. The outcome confirmed progress and made the next step clear: stronger evidence, stronger reporting, and stronger visibility of implementation.

Our direction for 2026 is clear: better KPI reporting, broader implementation evidence, continued employee engagement, and stronger integration of sustainability into daily operations.

**Venelin Dimitrov**  
Founder & CEO  
SoftGroup AD

# Strategy & Objectives

**A stronger framework in 2025. Clearer evidence in 2026.**

# From Progress to Priorities

## What we strengthened in 2025

- ✓ **Governance discipline**  
Core sustainability policies were reviewed and reaffirmed across governance, environment, and people.
- ✓ **Clearer accountability**  
Responsibilities and KPI direction were formalized across the main ESG topics relevant to the business.
- ✓ **Training and awareness**  
Internal training remained active across compliance, ethics, and workforce development topics.
- ✓ **Supplier framework**  
The supplier ESG questionnaire remained in place as the basis for future supplier sustainability integration.

## What EcoVadis confirmed

- ✓ **Strongest pillar: Environment**  
SoftGroup AD achieved 66/100 in Environment, its highest-rated theme.
- ✓ **Solid base in people-related topics**  
Labor & Human Rights reached 55/100, showing a stronger foundation in workforce-related practices.
- ✓ **Main improvement areas**  
Ethics scored 45/100 and Sustainable Procurement 36/100, pointing to the need for stronger implementation
- ✓ **Cross-cutting gap**  
The main next step across themes is stronger reporting evidence and more visible documentation of action and results.

## What comes next

- ✓ **Stronger KPI reporting**  
More consistent disclosure across environment, people, ethics, and supplier topics.
- ✓ **Better implementation evidence**  
Clearer documentation of actions, controls, and results already in place.
- ✓ **Stronger employee engagement**  
Further development of internal participation and community-linked initiatives.
- ✓ **Stronger supplier integration**  
Broader use of the supplier framework and stronger contractual embedding of sustainability expectations.

# Environment

**Environment: Our Strongest ESG Pillar**

# Environment in Practice

Environment became SoftGroup AD's strongest externally validated ESG area in 2025. The company reinforced its environmental framework, sustained practical resource-efficiency measures, and maintained visible internal engagement around environmental action.



**66/100**

**Highest EcoVadis theme score**

SoftGroup AD achieved its highest EcoVadis theme score in Environment.



## A stronger environmental foundation

The Environmental Sustainability Policy was reaffirmed in November 2025, strengthening the company's direction on energy use, waste diversion, water efficiency, and supplier environmental expectations. EcoVadis also recognized the policy as covering major environmental issues with both qualitative and quantitative objectives.



## Efficiency embedded in operations

Digital workflows, lower paper dependence, IT equipment reuse and repair, and responsible e-waste handling continued to support a more efficient operating model. EcoVadis recognized reduction of IT infrastructure energy consumption and internal waste reduction through reuse, recovery, or repurpose as strengths.



## Environmental engagement

The plastic caps initiative continued on a monthly basis throughout 2025, with approximately 170–180 kg collected and recycled during the year\*.

\*based on internal company data.



**Top 19%**

The company ranked among the top 19% of assessed companies in its industry on environmental performance.

## Next Steps for 2026

- Stronger KPI reporting
- Broader environmental measurement
- Connecting environmental actions with core business activity

# People & Culture

Strengthened Through Development and Participation



# People & Culture

2025 strengthened SoftGroup AD's people foundation through development, engagement, and clearer internal practices.



<b>People and Culture Assessment</b>			
2025 internal progress and external signal			
<b>Focus Area</b>	<b>2025 Progress</b>	<b>External Signal</b>	<b>Status</b>
Diversity & Inclusion	26.8% women in workforce	Above internal target	Strengthened
People Development	36 training hours per employee	8 ESG/compliance hours	Active
Health, Safety & Engagement	Health care coverage, H&S preparedness, employee-led giving	Employee support recognized	Sustained
<b>Overall Social Signal</b>	<b>Labor &amp; Human Rights</b>	<b>55/100</b>	<b>Solid Foundation</b>



# Governance & Trust

**Stronger structure, clearer accountability, and a more disciplined framework in 2025**

# Governance & Trust

2025 strengthened the company's governance base through reviewed policies, ISO-based discipline, and a clearer ethics framework.



<b>Governance &amp; Trust Assessment</b>			
2025 internal progress and external signal			
<b>Focus Area</b>	<b>2025 Progress</b>	<b>Business Value</b>	<b>Status</b>
Accountability	Governance responsibilities and KPI direction were clarified	Stronger oversight and clearer ownership	Strengthened
Ethics Controls	Core compliance expectations remained active across anti-bribery, conflicts of interest, fraud prevention, data protection, and information security	More consistent responsible business conduct	Sustained
Management Discipline	ISO recertification completed; ISO 26000 alignment advanced	Stronger trust and structured control environment	Strengthened
External Validation	Ethics	45/100	Solid Foundation



# Product Innovation & Resilience

**A stronger platform model, growing adoption, and more resilient digital operations in 2025**

# Product Value and Platform Progress

A stronger platform model and clearer resilience signal in 2025

37.2%

SATT PLATFORM share in the tracked customer portfolio

*Source: internal company operational data, 2024-2025*



## Positive business signal

Growing preference for centralized digital environments.



## A stronger platform model

SATT PLATFORM continued to support traceability and compliance across Levels 2 to 5, reinforcing a more centralized and integrated operating model.



## Resilience through architecture

Azure-based scalability and flexibility remained part of the platform value model, supporting future-ready digital operations.



## Efficiency through delivery model

Cloud-based delivery minimizes reliance on internal data centers, server rooms, and physical hardware, supporting more efficient IT resource use.

## Next Steps for 2026

- Build stronger reporting on the efficiency impact of cloud-based delivery and reduced reliance on on-premise infrastructure.



## About this report

This report covers SoftGroup AD for the period from 1 January 2025 to 31 December 2025. It presents selected sustainability-related policies, actions, and indicators across environment, people, ethics, responsible supplier management, and product value. The report is based on internal company policies, internal records, prior sustainability reporting, and documentation used in the company's EcoVadis assessment process. The 2025 reporting cycle was used to strengthen KPI-based disclosure and improve the visibility of sustainability evidence across the main assessment areas. SoftGroup AD recognizes that the next stage of reporting maturity requires clearer alignment with a formally recognized sustainability reporting standard. Future reporting cycles are intended to move toward stronger disclosure structure, broader metric coverage, and improved comparability across environment, labor and human rights, ethics, and sustainable procurement.

### KPI Reporting Summary 2025

Theme	Indicator	2025 Value	Unit/Type	Source
Labor & Human Rights	Direct Employees	52	Employees	Internal HR records
Labor & Human Rights	Women in workforce	26.8	%	Internal HR records
Labor & Human Rights	Average training hours per employee	36	Hours	Internal Training records
Labor & Human Rights	ESG and compliance training	8	Hours	Internal Training records
Labor & Human Rights	Annual performance evaluations	In place	Qualitative	Internal HR process
Labor & Human Rights	Employee-led charitable giving	658	EUR	Internal company records
Environment	Plastic caps collected and recycled	170-180	Kg/year	Internal company records
Environment	Environmental policy review	Completed	Qualitative	Internal policy records
Ethics / Governance	CSR & Governance policy review	Completed	Qualitative	Internal policy records
Ethics / Governance	ISO recertification	Completed	Qualitative	Internal Management records
Product / Innovation	SATT PLATFORM share in tracked portfolio	37.2	%	Internal operational data
Product / Innovation	Prior-year SATT PLATFORM share	29.1	%	Internal operational data
Sustainable Procurement	Supplier ESG	In place	Qualitative	Internal Supplier Framework
Sustainable Procurement	Supplier ESG Questionnaire	In place	Qualitative	Internal Supplier Framework
External Assessment	EcoVadis overall score	53	/100	EcoVadis Scorecard

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