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**CORPORATE**

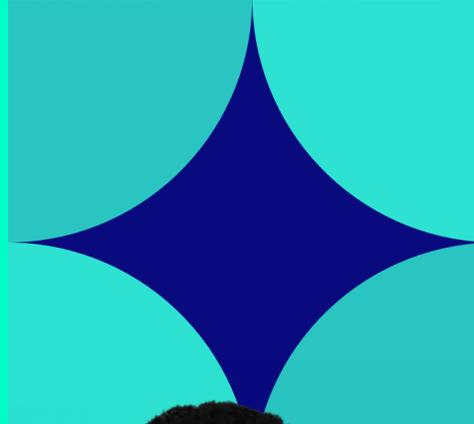
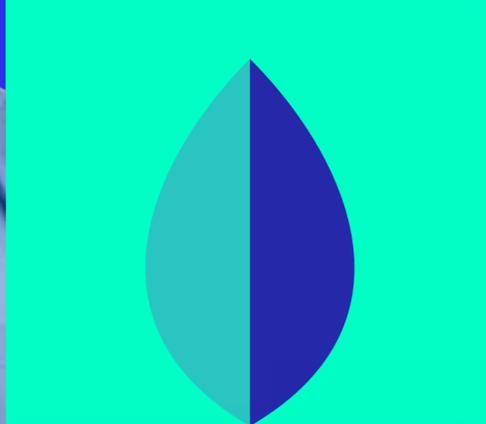
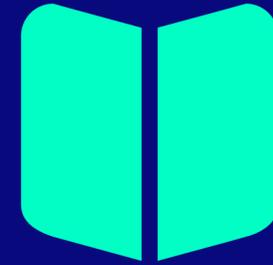
# Social Responsibility

AUGUST 2025

**OSF** | DIGITAL



**PARTNER**  
SINCE 2010



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# Introduction

About OSF Digital

*OSF Digital is a global, AI-powered digital transformation partner committed to creating measurable business value for our customers.*

We help organizations across retail, consumer goods, automotive, financial services, healthcare, manufacturing, high-tech and other industries optimize profits and accelerate growth.

We guide clients through every stage of their transformation journey—from strategic consulting to multi-cloud implementation and ongoing managed services—across the full salesforce ecosystem, including Agentforce, Data Cloud, Commerce, Sales, Service, Marketing, Experience Cloud, and MuleSoft.



OSF Digital continued its commitment to creating a positive social and environmental impact in 2025.

Our CSR initiatives center on sustainability, education, inclusion, and community well-being. This report outlines our ongoing projects and new milestones from the past year.

# Our Sustainability Mission

*At OSF Digital, our sustainability mission is to use our business as a platform for good, guided by our core values of One Team, Results Anywhere, Outperform, OSF Excellence, Driven By Change, and OSF Strong.*

As a proud member of the Pledge 1% program, we aim to protect the environment, promote sustainable communities, and combat climate change by integrating sustainability into every aspect of our business.

Our sustainability focus is not just about protecting the planet, but also about building a sustainable future for all our stakeholders, including our customers, partners, employees, and communities. We aim to be responsible corporate citizens by supporting social and environmental initiatives that align with our values and contribute to the well-being of our ecosystem.

Together, as One Team, we believe that we can make a positive difference for the planet. We aspire to embody excellence, innovation, and agility in everything we do, driven by our commitment to sustainability and the desire to create a better world for everyone.



**DAVID**  
**Northington**  
CEO



“At OSF Digital, we take pride being the leading global Salesforce partner where we harness the power of AI and cloud innovation to deliver digital transformation solutions that drive customer success.

But for us, success isn’t just about business outcomes. We believe in using cutting-edge technologies not only to propel our clients forward, but to also spark positive change. Whether it’s through the projects we take on or the communities we support, we’re committed to creating lasting impact.

Business performance and social responsibility go hand in hand, and we remain focused on results that matter – not just for our clients, but for the world around us.”

# OSF Digital Foundation

Established in 2020, the OSF Digital Foundation operates independently from OSF Digital and contributes to various charitable, cultural, and educational causes in the communities where OSF operates.

### OSF Digital Foundation focus areas:

- ▲ *Quality Education*
- ▲ *Sustainable Cities and Communities*
- ▲ *Gender Equality and Non-Discrimination*
- ▲ *Climate Action*

Through this philanthropic effort associated with OSF Digital, OSF employees have an organization to partner with, that helps leave a positive impact on those around us.



# Quality Education

OSF strongly believes that as a leader in the IT services industry, we can—and must—use our inventiveness to improve the communities where we operate.

For years, we've engaged in corporate social responsibility by giving back to our communities, focusing on children and families in need, education, and the environment. Every year, OSF sponsors dozens of children with disadvantaged backgrounds to participate in camps for recreation and personal development.

The OSF Digital Scholarship Program identifies stellar students and offers scholarships to give them a chance at a better future and to reach their full potential. The program features three types of scholarships:

## *Scholarship Types*

- **Social Scholarships:** For students lacking financial means to continue their studies, preventing dropouts.
- **Study Scholarships:** For students with learning potential but limited resources.
- **Excellence Scholarships:** For students excelling in a specific field.

**We are continuously expanding the program to other regions where our company has offices.**

# Achievements



2025

- 43 new scholarship recipients (31 in Romania, 11 in Brazil, 1 in South Africa)
- US \$350,000+ invested
- 185 scholarship recipients
- 46 students currently benefiting from scholarships and development support
- 43 graduates now working in their trained fields or having overcome significant challenges

2016

- 120+ performance vouchers awarded for outstanding academic results

## Empowering Learning Through Partnerships

The OSF Digital Foundation aims to bring focus to proper education and highlight its importance in empowering students.

In addition to the OSF Digital Foundation Scholarship Program, which helps children from disadvantaged backgrounds receive a quality education, OSF Digital is directly involved in creating and developing programs in collaboration with universities to support education through various global endeavors.

*The goal is to assist students on their journey to becoming tomorrow's leaders.*



## Romania

*We've developed strong ties with leading universities in Romania to support practical learning in digital fields:*

Alexandru Ioan Cuza University of Iași

In partnership with the Faculty of Economics and Business Administration, OSF supports Salesforce Clubs for third-year students specializing in Economic Informatics. These clubs provide targeted training in Salesforce CRM, merchandising, and front-end web development.

Additionally, OSF invested in the creation of a new technology laboratory on campus to enhance the hands-on learning experience.

Suceava University

OSF sponsored the International Computers Contest for Students HARD & SOFT in 2022, promoting technical excellence and innovation among IT students.



## SPAIN

Through our partnership with Fundación Exit, OSF Digital participates in a corporate volunteering program aimed at reducing early-school dropout among socially vulnerable youth. Two OSF employees currently volunteer as mentors, offering guidance and supporting students' transition from education to employment.

This initiative reflects our broader commitment to social inclusion and workforce readiness across all communities we serve.



## BRAZIL

At the Federal University of Ceará's Quixadá campus, OSF Digital sponsors a scholarship program supporting 14 students based on academic performance and financial need

In addition to tuition assistance, the program includes:

- English courses taught by OSF instructors
- Quarterly IT-focused lectures by industry professionals
- Access to continued development through OSF Academy upon graduation

This initiative helps students gain the language, technical, and career skills needed to enter the tech workforce confidently.

# OSF Academy

## *The OSF Digital Training Program*

OSF Academy is a unique training program for people who are seeking entry into the web programming field. Through this program, we develop Salesforce talent and educate local communities about technology. The training is offered at no cost to the participants.

Our mission is to introduce our students to a new universe full of possibilities in cloud computing and give them the chance to learn the fundamentals of the main platforms of the #1 CRM company in the world.

Our training for external audiences aims to qualify the market, increase knowledge about Salesforce, and help people in our communities to enter the technology area.



# 2024 Highlights

## Collaborations

Partnered with IT Academy ATLAS in Blagoevgrad, Bulgaria, providing young students with exposure to real workplace environments through visits to the OSF Sofia office.

## Mentorship

OSF professionals mentored students in coding, digital marketing, and project management, preparing them for successful careers in tech.

## Digital Inclusion

Donated IT equipment to educational institutions and NGOs, ensuring access to digital resources for learning.

## Workshops & Bootcamps

Hosted multiple workshops and bootcamps in EMEA and LATAM, focusing on Salesforce, cloud computing, and digital innovation.

## Impact

### Talent Pipeline:

Many OSF Academy participants have gone on to secure internships or employment within OSF Digital or partner organizations.

### Community Engagement:

Strengthened ties with local communities and educational institutions, fostering a culture of continuous learning.

## Philanthropic Initiatives

### 20 Causes Supported Worldwide

To celebrate OSF's 20th anniversary in 2023, we launched the "20 Causes Supported Worldwide" campaign. This initiative continues in 2024 through a series of meaningful contributions across all regions where we operate.



## RTW 2024 Campaign (Round the World)

RTW (Round the World) campaign promotes employee well-being by encouraging physical activity. For every hour employees spend on physical exercise, OSF donates an equivalent monetary amount to local social causes around the globe.

**EMEA:** Supported a family-type accommodation center in Rakovski, Bulgaria; a home for single mothers in Horokholyno, Ukraine; and Institut Curie in France, which advances cancer research and care.

**NA & LATAM:** Donated to Childhood Cancer Canada and to relief efforts following the devastating floods in southern Brazil in May 2024, which also affected some OSF colleagues.

**APAC:** Contributed to CRY (Child Rights & You), YOTM (Youth on the Move), and The Kamonohashi Project.

**ANZ:** Supporting The Smith Family, which combats educational inequality in Australia, and I Am Hope, which provides mental health support for youth in New Zealand.

## Idea Box Initiatives

Thanks to the ideas submitted by OSF employees through the Idea Box, we've been able to support a variety of charitable initiatives over the years. These employee-driven suggestions have helped us contribute to social causes, educational programs, cancer research, and charitable sporting events across the globe. Examples include:

**Canada:** Jeunes musiciens du monde (Young Musicians of the World), empowering youth through music education.

**United States:** Breast Cancer Research Foundation (BCRF), advancing critical cancer research.

**Brazil:** Sopão Divina Providência, a woman-led initiative supporting local families in need.

**Bulgaria:** Partnership with IT Academy ATLAS in Blagoevgrad, where students visited our Sofia office for an educational experience.

**France:** Institut Curie, supporting innovative cancer research.

**United Kingdom:** Barnardo's and the Quintessentially Foundation UKI, helping children living in poverty.

**Spain:** ASPANOB (Association of Parents of Children with Cancer of the Balearic Islands).

**Romania:** Sponsored summer camps for over 100 children from disadvantaged backgrounds.

## Solidarity in Action: Disaster Relief & Community Support

### Brazil Floods (May 2024):

\$13,700 USD raised, including \$5,400 from OSF employees, for victims (including OSF colleagues).

### Spain Floods (October 2024):

2,400 EUR raised, with 1,200 EUR from OSF employees, for flood victims in southeastern Spain.

### Ongoing:

Aid for Ukraine, support for local communities in crisis, and rapid response to emerging needs.



# Gender Equality

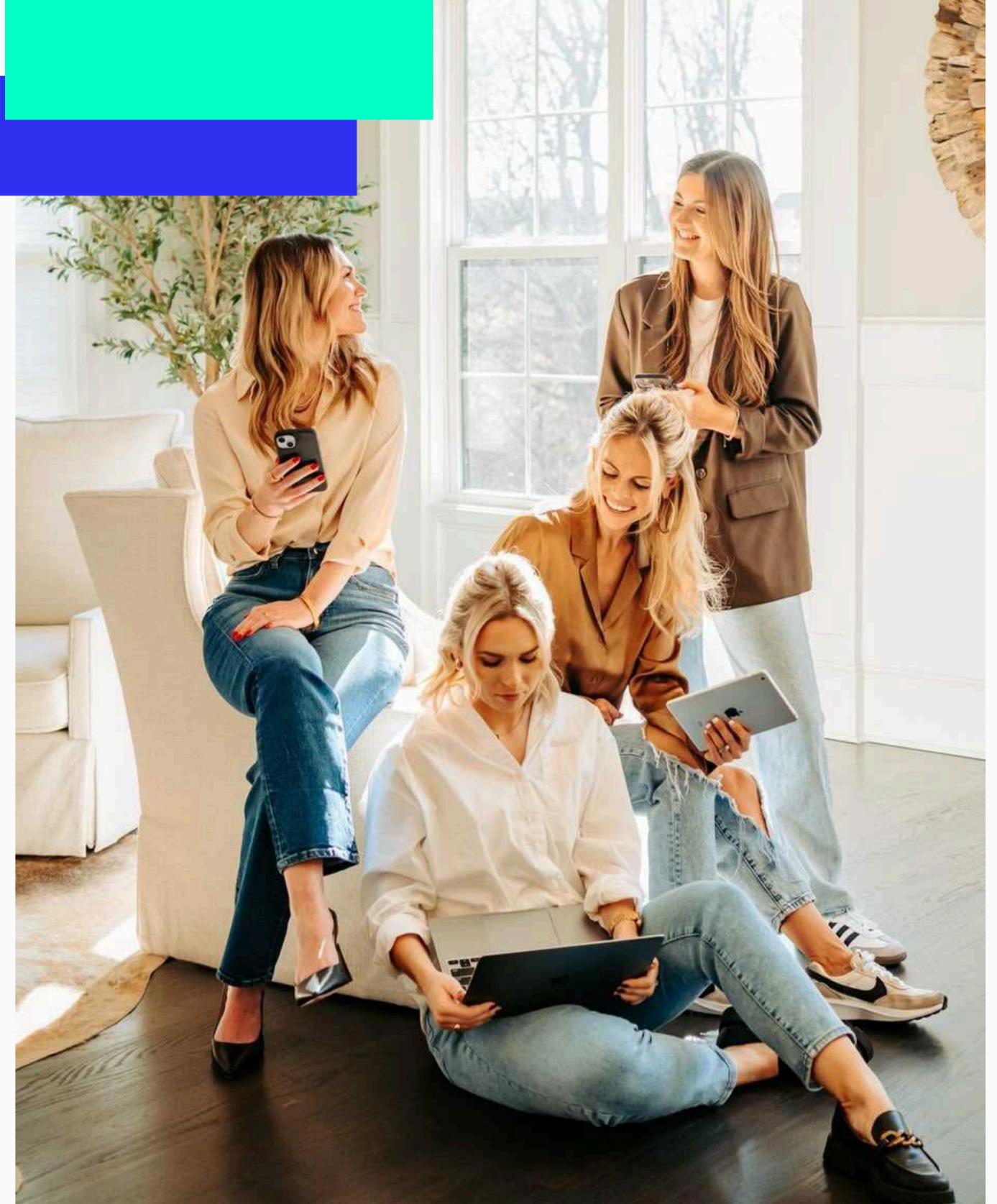
## *OSF Women's Network*

In 2020, the women of OSF created the OSF Women's Network to bring together female employees and achieve shared goals: raising the number of women employed at OSF to 50%, helping first-time moms cope during maternity leave, helping them integrate faster when they return to work, and sharing information and support to help women grow professionally and personally.

The annual **OSF Women's Network Awards** event is dedicated to the exceptional women who have been recognized for their outstanding contributions and achievements within the OSF Digital community.

**580+**  
**Women**

of different nationalities, ages,  
and professions have joined  
the OSF Women's Network.



# OSF Women's Network Masterclasses

## *The WHY*

The OSF Women's Network aims to create a community of extraordinary and talented women who love to learn new things and socialize. In this spirit, we have organized masterclasses to share our expertise and teach others while collecting donations for the causes supported by the OSF Digital Foundation.



## *The HOW:*

The OSF Women's Network has launched a series of masterclasses covering diverse topics such as cooking, gardening, dancing, meditation, leadership, and more. Participants in the masterclasses have the opportunity to donate as little as \$1 to the OSF Digital Foundation.

## *The RESULTS*

In three months, 12 masterclasses have been delivered, with all funds contributed going towards supporting the causes of the OSF Digital Foundation.

# Bring Women Back To Work (BWBW)

Promoting inclusion and gender balance in the workforce.

Through BWBW, Salesforce supports women who haven't been active in the workforce for at least one year to build their way back into business. OSF Digital joined the program on July 1st, 2023.

Ensuring cross-collaboration across communities, we support women in gaining their Salesforce certification, upon training completion.

Salesforce forecasts 9 million jobs created globally and \$1.6 trillion in business revenue by 2026.

**OSF Digital is part of BWBW in Germany & Romania**



**12**

**month training course in the Salesforce environment**



# Environment and Climate Action

At OSF, our commitment to sustainability is in motion as we develop the OSF sustainability policy, which includes a comprehensive climate action plan. Among the diverse array of initiatives underway, here are some key actions already in progress:

- ▲ **Carbon-Neutral Travel Policy:** Our travel policy now requires offsetting the carbon footprint associated with travel whenever feasible, demonstrating our commitment to responsible and sustainable business practices.
- ▲ **Reducing Infrastructure Carbon Footprint:** We are proactively exploring strategies to minimize the carbon footprint of our infrastructure.
- ▲ **Enhanced Recycling Practices:** To promote responsible waste management, we are intensifying our focus on recycling, extending beyond traditional materials to include electronic devices such as computers and phones.

Recognizing the potential environmental impact, we are dedicated to ensuring the proper recycling of these devices.

- ▲ **Equipment Refurbishment and Donation:** We already refurbish and donate equipment and will continue to encourage a longer lifecycle for our computers.



## 2024 HIGHLIGHTS



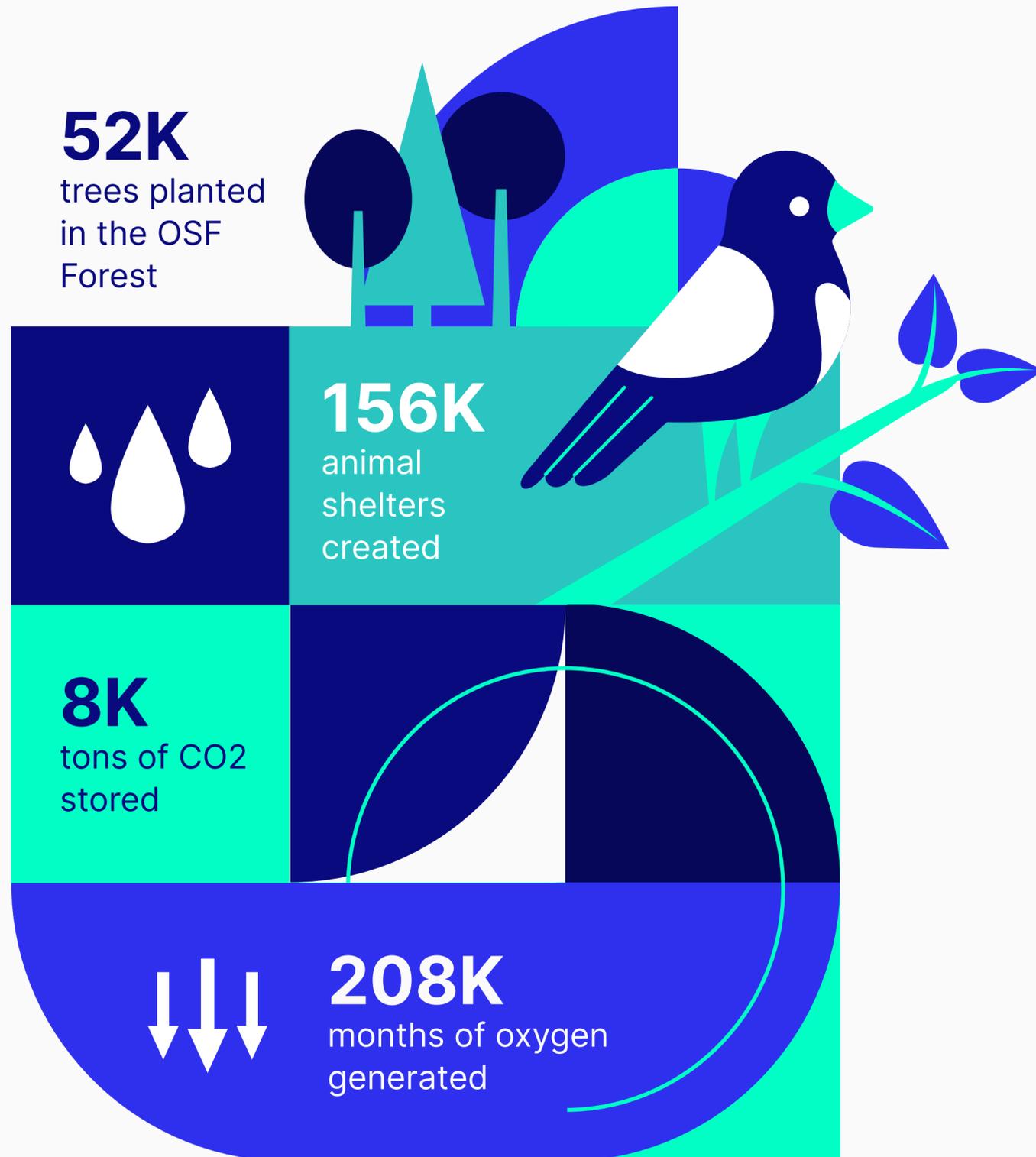
### Carbon Emission Reduction

- ▲ **CarbonSuite Implementation:**  
In 2024, OSF Digital acquired and began implementing CarbonSuite, a Built-for-NetSuite Carbon Accounting and Sustainability Reporting solution. This advanced tool enables us to record, report, and reduce our greenhouse gas emissions more effectively, supporting our journey toward Net Zero.
- ▲ **EcoVadis Recognition:**  
Thanks to these efforts, we increased our EcoVadis score by 14 points, achieving a score of 58/100 and earning the special 'Committed' badge for 2024.
- ▲ **Continuous Monitoring:**  
We are dedicated to ongoing measurement and transparent reporting of our environmental impact, ensuring accountability and continual improvement.



### Reforestation and Biodiversity

- ▲ **Restoring Forests:**  
OSF Digital continues to restore forested areas by planting native tree species and maintaining these efforts over time. These actions help reduce our carbon footprint and support biodiversity in the regions where we operate.  
Our [OSF Forest project](#), launched in previous years, remains a flagship initiative. Through partnerships and volunteer efforts, we have restored significant areas of degraded land, planted thousands of trees, and educated communities about the importance of forest ecosystems.
- ▲ **Biodiversity and Habitat Protection:**  
Our reforestation projects not only offset emissions but also help preserve habitats for a wide range of species, contributing to ecosystem resilience in the face of climate change.



### IT Equipment Donation for Digital Inclusion

In 2024, we expanded our program of donating unused IT equipment to educational institutions, NGOs, and individuals (especially children and young people) who need devices for academic purposes but cannot afford them. This initiative supports both digital inclusion and environmental responsibility by extending the life of our technology.

### Ongoing Initiatives

As a lasting symbol of our dedication to environmental preservation, in 2023—our 20th anniversary year—we adopted 500 polar bears through the World Wide Fund for Nature (WWF). This initiative reaffirmed our commitment to protecting vulnerable species and raising awareness about the urgent need for climate action.

### Innovation for Impact

By leveraging technology and fostering a culture of sustainability, OSF Digital will continue to lead by example and drive positive environmental change in the digital economy.

# Partnering for a Better Future

OSF Digital supports the ten principles of the United Nations Global Compact for human rights, labor, environment, and anticorruption, and we express our intent to advance those principles within our sphere of influence. We are committed to make the Global Compact and its principles part of the strategy, culture, and day-to-day operations of our company, and to engage in collaborative projects that advance the broader development goals of the United Nations.

We undertake to voluntarily promote the 10 Universal Principles that are structured on four basic pillars: Human Rights, Labor Standards, the Environment, and the Fight Against Corruption.



**1%**  
**PLEDGE**

1. OSF Digital, within our areas of influence, supports and respects the protection of internationally proclaimed human rights. We are committed to developing an organizational culture which implements a policy of support for internationally recognized human rights
2. OSF Digital makes sure that they are not complicit in human rights abuses.
3. OSF Digital upholds the freedom of association and the effective recognition of the right to collective bargaining.
4. OSF Digital supports the elimination of all forms of forced labor and compulsory labor.
5. OSF Digital supports the effective abolition of child labor.
6. OSF Digital supports the elimination of discrimination in respect of employment and occupation.
7. OSF Digital supports a precautionary approach to environmental challenges.
8. OSF Digital undertake initiatives to promote greater environmental responsibility.
9. OSF Digital encourages the development and diffusion of environmentally friendly technologies.

OSF Digital is a proud member of Pledge 1%, a worldwide program that encourages companies to pledge 1% of their equity, profit, products and/or employee time to their communities.

We've already been giving back to communities around the globe where we operate. As a Pledge 1% member, we're affirming our commitment to continue our support of charitable causes worldwide, focusing on children and families in need, education, and the environment.

Pledge 1% was founded by Salesforce, Atlassian, Rally, and Tides in 2014. OSF Digital joins 9,000+ members in 100 countries that have taken the pledge.



OSF Digital is collaborating with Ecovadis to evaluate and enhance our sustainability practices. Through this partnership, we are dedicated to improving our performance across key areas, such as environment, labour and human rights, and sustainable procurement. To achieve this, we are actively working on defining and implementing appropriate policies and processes. Additionally, we are establishing measurable KPIs to monitor our progress and track improvements over time.



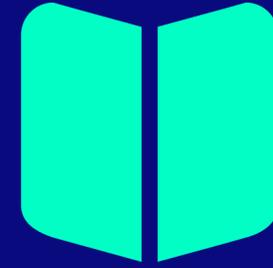
### *Travel Perk*

In our commitment to a sustainable future, OSF Digital has collaborated with Travelperk, a corporate travel management agency, to offset the CO2 emissions generated by our business trips. Through this collaboration, the emissions generated by our travel activities are calculated and the proceeds are directed to a shared fund. These funds are then invested exclusively in certified sustainable projects, contributing to our commitment to reduce carbon emissions and support environmentally conscious practices within our operations.

### *Fluid*

At the OSF Store, sustainability is a top priority. We curate a wide range of products consciously crafted from biodegradable materials, exemplified by our water bottles, made from ocean- collected plastic—a testament to our dedication to repurposing and reducing waste. We're proud to share that our efforts haven't gone unnoticed. Our partner, Fluid Branding, has honoured us with a certificate of contribution for planting 484 trees through merchandise orders placed with them.

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**THANK YOU!**

