

SUSTAINABILITY REPORT 2025



with  **Goelett**
by S4BT.

Goelett Sp. z o.o.

Voluntary sustainability report

Reporting period: 1 January – 31 December 2025

Approved by CEO, June 2026

CEO'S STATEMENT

At Goelett, we believe technology has the potential not only to make business travel more efficient, but also more transparent, responsible and sustainable. Our role is to help customers make better travel decisions through data, innovation and measurable environmental insights.

In 2025, we deepened our commitment across all areas of our business — from governance and data security to employee development and responsible sourcing. As a technology company providing corporate travel management solutions to over 2,000 client companies across Europe, we recognise that our platform directly influences the environmental footprint of business travel at scale.

This year marks an important milestone: for the first time, Goelett's carbon footprint was independently assessed by Ekodev (EPSA Group), using the Carbon Footprint® Method. The assessment covers our full value chain — from office operations to client travel and hotel stays. We now have a robust baseline from which to define measurable emissions reduction targets and monitor our progress over the coming years.

We also maintained ISO 27001:2022 certification for information security and expanded our training programmes.

This report has been prepared in alignment with the UN Global Compact Ten Principles and serves as our Communication on Progress. It reflects our genuine belief that responsible business is good business — and our determination to improve, year on year.

Christopher Hecht

Chief Executive Officer

Goelett Sp. z o.o.

1st independent
carbon footprint assessment

ISO 27001:2022
certification maintained (November 2025)

UNGC Communication completed

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1. About Goelett & this report



Who We Are

Goelett is a leading SaaS and professional services company providing software solutions for corporate travel procurement. Our platform helps thousands of companies manage business travel sustainably.

Goelett is part of S4BT (Solutions for Business Travel), a group comprising CDS, Goelett, CRC, SIAP, TMS, Methodica, Trevium and HotelHub — combining technology and expertise across the travel management sector.

About This Report

This voluntary Sustainability Report covers Goelett Sp. z o.o. environmental, social, and governance performance for the period **1 January – 31 December 2025**.

The report is prepared in alignment with the UN Global Compact 10 Principles and references EcoVadis sustainability assessment criteria.

148

Total Workforce

90+

Software Releases in 2025

77th

EcoVadis Percentile

2023

UN Global Compact Member Since

2. 2025 Highlights & Key Metrics



93.7%

Employee Retention

100%

Employees with
Performance Assessment

68%

Female Employees

100%

Employees Trained in
ISO 27001 & Data Privacy

2 038

Training Hours

0

Data Breaches
& Whistleblowing Incidents

500

Trees Planted
through employee Eco Challenge

82%

Hotel Content Providers in
ESG Screening

SBTi

Commitment Planned

ISO 27001

Recertified:
2022 Standard

100%

Renewable Energy
Datacentres

Bronze

EcoVadis Medal
(+3 points improvement)

3. ENVIRONMENTAL PERFORMANCE

ENVIRONMENTAL PERFORMANCE

Scope of emissions, datacentres, waste, and office operations



Emission Sources & Actions

- **No direct emissions (Scope 1) — no own fleet, no industrial processes**
- Scope 2: office energy (electricity, heating)
- Scope 3: upstream - purchased goods and services, employee commuting, business travel, IT equipment
- Scope 3: downstream - Customer travel and hotel stays
- **All datacentres now 100% renewable energy (MS Azure + Beyond.pl, PUE 1.2)**
- Waste segregated per local regulations in all offices, supported by visible employee instructions and sorting guides displayed near all recycling stations
- E-waste management: Resale of used IT hardware to employees and certified disposal of remaining electronic waste
- No owned printing equipment — managed service incl. proper disposal
- **Digital document transition via DocuSign/Autenti — significant paper reduction**
- Employee awareness programmes promoting sustainable behaviours throughout the year.

100%
Renewable Energy
Datacenters

1.2

PUE of
datacentres
(energy efficiency)

0

Hazardous waste
generated

100%

Digital e-signature
Adoption (2025
target met)

CLIMATE CHANGE PHYSICAL RISK ASSESSMENT

Goelett Sp. z o.o. | Warsaw & Białystok, Poland | Assessment: 2025



Our Locations

Warsaw

Al. Jerozolimskie 180
Central Poland

Białystok

ul. Handlowa 6G
North-East Poland

Office-based operations only
No industrial processes

Risk Categories Assessed

Hurricanes & storms	LOW
Coastal flooding	N/A
Wildfires	LOW
Heatwaves	LOW
Water stress	LOW
Sea-level rise	N/A

Conclusion

NO MATERIAL RISKS IDENTIFIED

Both operational sites in Central-Eastern Europe show low exposure to acute and chronic physical climate hazards for office-based activities.

Reviewed annually

4.

CARBON FOOTPRINT FIRST INDEPENDENT ASSESSMENT

CARBON FOOTPRINT - FIRST INDEPENDENT ASSESSMENT

387 tCO₂e

Goelett emissions 2025

Excluding scope 3 downstream emissions

2025: For the first time, Goelett's carbon footprint has been independently assessed by Ekodev — certified Carbon Footprint® expert (ADEME), part of the EPSA Group

About Ekodev

- Specialist sustainability consultancy — CSR, Climate, Mobility, Biodiversity
- Part of EPSA Group (€500M revenue, 3,200 employees, 5,000 clients)
- Certified in the Carbon Footprint® Method (ADEME)
- Approach: understand, commit, act & mobilise

Key Takeaway

- Goelett's core operational footprint (excluding downstream Scope 3) is **387 tCO₂e**, driven by upstream activities (298 tCO₂e) and building energy (88 tCO₂e), while direct Scope 1 emissions stand at 0 tCO₂e
- 113,131 tCO₂e relates to Scope 3 downstream emissions, which make up over 99% of total emissions and originate from customer travel activity facilitated by the Goelett platform. While these emissions are outside our direct operational control, they also represent the area where our technology can deliver the greatest positive environmental impact by enabling more sustainable travel decisions

Scope of the Assessment

- Entities: CDS, Goelett, CRC, SIAP, TMS & Methodica (S4BT Group)
- Scope 1: Fleet, industrial processes — Goelett: 0 tCO₂e
- Scope 2: Building energy (electricity, heating) — 88 tCO₂e
- Scope 3 upstream: Business travel, commuting, purchases, IT assets, waste — 298 tCO₂e
- Scope 3 downstream: Customer travel & hotel stays — 113,131 tCO₂e
- Method: Carbon Footprint® (ADEME) — all GHGs expressed as CO₂e

CARBON FOOTPRINT - GOELETT 2025 RESULTS

Breakdown by scope

113,518 tCO₂e

TOTAL — all Goelett emissions 2025: operational and client activity

Scope 3 downstream (it depends on decisions made by our clients over which we have no direct control) 113,131 tCO₂e

Customer travel & hotel stays

Scope 3 upstream 298 tCO₂e

Purchases, commuting, IT, waste

Scope 2 88 tCO₂e

Building energy (Poland)

Scope 1 0 tCO₂e

Direct emissions

> 99% of emissions stem from client activity (Scope 3 downstream)

Emissions detail

Client transport

105,268 tCO₂e

- 93% of client activity emissions
- Predominantly long-haul flights
- Train travel: ~100x less carbon-intensive

Hotel stays

7,863 tCO₂e (7% of client emissions)

- 1,160,023 nights booked
- 37% at 4–5 hotels = 70% of hotel emissions
- 98 kgCO₂e / night (Goelett average)

Office operations

387 tCO₂e (< 1% of total)

- Purchases & services: 167 tCO₂e (43%)
- Employee travel: 97 tCO₂e (25%)
- Building energy: 88 tCO₂e (23%)
- Total energy consumption: 111 MWh

Why Carbon Footprint® Method

- French national standard (ADEME), aligned with GHG Protocol & ISO 14064
- Covers ALL flows the organisation depends on
- Expresses all greenhouse gases as CO₂ equivalent
- Decision-making aid — not intended to assign responsibility
- Results feed into Science Based Targets initiative (SBTi) trajectory planning
- Provides the baseline for future emissions reduction targets and ESG reporting.

5. SOCIAL CAPITAL & HUMAN RIGHTS

SOCIAL CAPITAL & DATA SECURITY

ISO 27001:2022 / Responsible AI and Ethical Technology Principles / User Privacy

Information Security & Privacy

- **ISO/IEC 27001:2022 — certified since 2023, surveillance audit passed November 2025 with no nonconformities**
- 100% of new joiners trained in information security and data privacy
- 100% of product and technology initiatives follow Ethical Use of Technology principles as defined in Goelett's Technical and Organizational Measures (TOMs)
- Risk Assessment & Treatment covers: operational continuity, economic resilience, professional reputation, environmental and safety outcomes, ethical behaviour
- 0 data breaches in 2025
- Privacy by Design and Inclusive Design principles embedded throughout the software development lifecycle.
- Use of WAF with Cloudflare & Baleen (recommended by ANSSI)
- Hosted on Microsoft Azure Cloud in France and on Beyond servers in Poland, compliant with SOC2 and PCI DSS standards
- Regular penetration testing

ISO
27001:2022

Recertified

100% employees
awareness trained

0

Data Breaches

100%

New Joiners
Security Trained

100%

Tech Initiatives
Ethical Policy

Goelett utilises the newest technologies to revolutionise business travel while placing client satisfaction and user privacy at the heart of everything we build.

6. HUMAN CAPITAL & WORKFORCE

HUMAN CAPITAL — WORKFORCE & DIVERSITY

Reporting period 2025 | Total Workforce: 148

148

Total Workforce

93.7%

Employee Retention

0

Lost Working Days

100%

Permanent
Contracts

Gender & Leadership Diversity

% Female employees	68%	% Female within the organization's board	33%
% Male employees	32%	% Female in top management	64%
% Female workforce	51%	Discrimination cases	0

#MAKE A MARK — EMPLOYEE ENGAGEMENT & COMMUNITY INITIATIVES 2025

#Make a Mark — 2025 Initiatives

Employee Sustainability Actions:

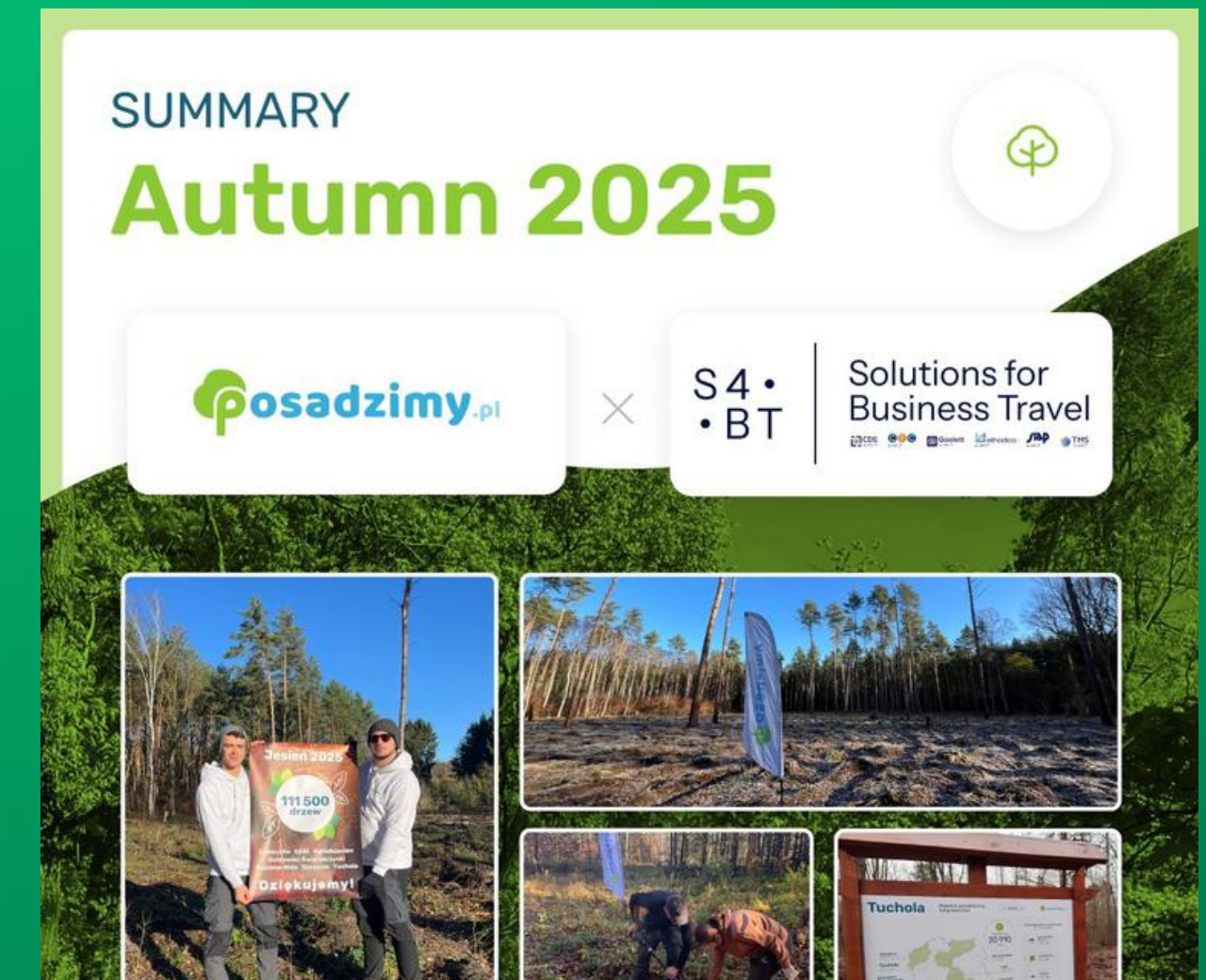
- 🌱 **500 native trees planted through employee participation in the annual Eco Challenge (Posadzimy.pl)**
- 💻 Digital Cleanup Week removed approximately 150,000 unnecessary emails, reducing digital storage demand while increasing employee awareness of digital sustainability
- 📄 Transition to digital documentation (DocuSign/Autenti) — paper waste significantly reduced

Health & Wellbeing:

- Pink October & Movember: internal health education campaigns, preventative screening encouraged
- World Health Day: webinar on ergonomics and healthy work practices (50+ attendees)

Community & Charity:

- WOŚP fundraising — employee donations and charity auctions for hospital medical equipment
- Charity bake sale (30+ participants) supporting colleague's family
- Christmas gift initiative — 18 gifts donated to local community in Białystok
- Employee fundraising via Siepomaga & zrzutka.pl (5 initiatives supported)



**1 extra paid day
for volunteering**

7. GOVERNANCE & ETHICS

GOVERNANCE & ETHICS

Living wage, gender pay gap, anti-corruption, whistleblowing

ESG Governance

Sustainability performance is reviewed periodically by executive management and increasingly integrated into product strategy, procurement decisions and supplier engagement.

Promoting Women in Leadership

Goelett appointed a new Head of Product, further strengthening women's representation in senior management. Women now hold 33% of board seats and 64% of managerial roles.

Living Wage Commitment and Remuneration Policy

Remuneration Policy and Human Rights Policy commit to salaries aligned with real costs of living, going beyond statutory minimum wage requirements. 100% employees covered by formal remuneration policy. 100% earn above minimum wage.

Pay ratio and Gender Pay Gap Analysis

Pay ratio (highest : median) = 2.52 : 1 (direct employees, 2025). Gender pay gap analysis planned for 2026 reporting cycle.

Anti-Corruption & Whistleblowing

0 whistleblowing reports, 0 corruption incidents. ISO 27001:2022 surveillance audit (Nov 2025) verified effectiveness of internal controls — zero nonconformities. Anti-mobbing and Code of Ethics policies in place.

Health & Safety

0 work-related accidents. 0 lost working days. H&S training completed by 100% of new employees. Annual H&S audit conducted.

8. SUSTAINABLE PROCUREMENT

SUSTAINABLE PROCUREMENT

ESG Supplier Engagement / Supplier assessment / Policy frameworks

Our Approach — Sustainable Procurement at Goelett & S4BT Group

- **Formal supplier assessment program in place for all key suppliers**
- 100% of procurement team members trained in sustainable procurement
- Ongoing 'green conversations' with hotel content providers, TMC partners, IT suppliers, and clients
- Supplier criteria include: labour rights compliance, environmental certifications, renewable energy usage
- 900,000+ hotels analysed for eco-certifications in our platform database
- B2B associates subject to same code of conduct and sustainability expectations
- S4BT Group entity and Shareholder of Goelett (CDS) has launched a pilot Responsible Purchasing Program (March 2026), comprising a Responsible Purchasing Charter and a supplier ESG questionnaire covering 16 sustainability criteria across environment, ethics, human rights and data security; the program will be formally adapted for Goelett in 2026.
- As Goelett and CDS share the same hotel content providers, ESG assessment forms submitted by suppliers under the CDS framework are recognised as equivalent for Goelett, ensuring consistent supplier sustainability coverage across both entities
- Sustainability clauses integrated into key supplier contracts, including agreements with major hotel content providers, contractually binding suppliers to ESG requirements

82%

Hotel Content Providers in
ESG Screening

100%

Procurement Team
Trained

900k+

Hotels in Eco
Certification DB

9. PRODUCT INNOVATION & SUSTAINABLE TRAVEL FEATURES

PRODUCT INNOVATION — SUSTAINABLE TRAVEL

FEATURES 2025

90+ platform releases / Goelett Self-Booking Platform

Supports customer CSRD and ESG reporting by providing travel emissions data

Enhanced export includes CO₂ budget data, helping organisations track and manage sustainability goals.

Sustainability for Guest Profiles

Guest users can now view CO₂ emissions settings in their profile — extending sustainability tools to occasional travellers.

Supports informed traveler decision-making by highlighting certified sustainable accommodation

"Eco-Certified" label now visible in hotel listings on the mobile app — enabling informed, sustainable choices on-the-go.

Reduces unnecessary duplicate journeys through intelligent booking recommendations

Notifies bookers of existing rentals with similar date/time/location — promoting carpooling and reducing emissions.

Enhanced Hotel Sustainability Tags

Hotels with recognised sustainability certifications clearly tagged, providing transparency for travellers.

Encourages lower-carbon transport choices where suitable alternatives exist

Next rail providers integrated; rail-over-air filtering promoted across the platform.

Digital Accessibility 2025

Goelett is committed to fostering digital inclusion by progressively aligning with WCAG AA standards — our goal is full compliance across all product interfaces.

Key Achievements in 2025

New Hotel, Flight & Rail UI

Redesigned to WCAG AA standard — correct contrast, spacing, component sizing and educational tooltips. Implementation completed spring 2026.

Accessibility Audit (Oct 2025)

UX team audited the Goelett mobile app and prepared WCAG AA annotations in Figma to guide correct developer implementation at code level.

Accessibility Statement (Dec 2025)

Published statement defining compliant, partially compliant and non-compliant areas across all WCAG AA criteria — publicly demonstrating transparency.

Keyboard & Screen Reader

Navigation improvements across calendar, dashboard, filters and trip list — ensuring usability without a mouse for assistive technology users.

Accessibility Documentation

Comprehensive internal docs covering digital accessibility of the product plus physical accessibility of hotels and transport. Published on Loop for all staff.

2026 Releases

New trip list, configuration panel and user settings designed to full WCAG AA compliance — scheduled for production release in 2026.

Building Internal Expertise

Global Accessibility Awareness Day

Company-wide training organized by the UX team in May 2025 — explaining digital and physical accessibility, types of disabilities and neurodiversity.

Inclusive Product Design

In September 2025, UX team, developers and two Product Owners attended external training on WCAG accessibility testing for web products, delivered by Accens.

Digital Accessibility School

One UX team member completed the Digital Accessibility School programme organized by the Polish Ministry of Digital Affairs.

CPACC Certification (IAAP)

One UX team member passed the exam and obtained the Certified Professional in Accessibility Core Competencies (CPACC) certification issued by IAAP.

Speak IN UX Conference

In October 2025, two UX team members presented at Pomeranian Science and Technology Park — mission-driven design with a major focus on digital accessibility awareness.

UN GLOBAL COMPACT — 10 PRINCIPLES & SDGs

Signatory since 2023 | Reporting year 2025

Human Rights

- P1 & P2: Support and respect human rights
- Living wage analysis conducted — 100% of employees earn above minimum wage and salaries are benchmarked against real costs of living. Pay ratio (highest : median) = 2.52:1. Zero discrimination or harassment incidents reported in 2025. Human Rights Policy aligned with UN Guiding Principles on Business and Human Rights, ILO Declaration and Universal Declaration of Human Rights.

Environment

- P7–P9: Precautionary approach, environmental responsibility, clean tech
- 100% renewable energy in datacentres (MS Azure France + Beyond.pl, PUE 1.2). Sustainability Policy in place. 82% of hotel content suppliers engaged in green conversations including ESG screening. Product actively promotes sustainable travel choices — eco-certified hotel labels, CO₂ budget tracking, rail-over-air prioritisation, carpooling alerts. Climate physical risk assessment conducted for all operational sites. SBTi commitment planned.

Labour

- P3–P6: Freedom of association, no forced/child labour, no discrimination
- Human Rights Policy explicitly prohibits forced labour, bonded labour and child labour in line with UN Convention on the Rights of the Child and ILO Declaration. Social Dialogue Policy ensures freedom of association. Remuneration Policy and Anti-mobbing Policy in place. Zero discrimination or harassment incidents in 2025. 64% of top management positions held by women. WCAG AA accessibility embedded in product development — ensuring non-discrimination for users with disabilities.

Anti-Corruption

- P10: Work against corruption in all its forms
- Zero corruption incidents and zero whistleblowing reports in 2025. Code of Ethics and Whistleblowing Policy in place, providing confidential reporting channels for all employees and external parties. ISO/IEC 27001:2022 certified — surveillance audit passed November 2025 with zero nonconformities.

SDGs addressed: SDG 4 Quality Education | SDG 5 Gender Equality | SDG 8 Decent Work | SDG 10 Reduced Inequalities | SDG 12 Responsible Consumption | SDG 13 Climate Action

ECOVADIS PERFORMANCE & TARGETS FOR 2026

EcoVadis Bronze Medal | 77th percentile | +3 points improvement



EcoVadis
BRONZE
MEDAL

77th Percentile
+3 points vs prior year

Targets & Commitments 2026+

- Publish carbon footprint results from Ekodev assessment
- Define Scope 1, 2 & 3 reduction targets based on Carbon Footprint® results
- Progress towards Science Based Targets initiative (SBTi) alignment
- Maintain ISO 27001:2022 certification
- Expand EcoVadis score — target Silver medal
- Continue green conversations with suppliers
- Further develop sustainable travel features in platform
- Continue annual #Make a Mark employee engagement programme
- Publish gender pay gap data voluntarily ahead of mandatory deadline

2026–2028 SUSTAINABILITY ROADMAP

Strategic objectives across four pillars — Environment · People · Governance · Product



Environmental

- Complete and publish carbon reduction roadmap (SBTi-aligned)
- Increase supplier ESG coverage to 95%
- Reduce office emissions by optimising energy use & travel



People

- Maintain employee turnover below 8% per year
- Achieve full WCAG 2.1 accessibility compliance across products



Governance

- Maintain zero data breaches & reinforce ISO 27001 practices
- Expand ESG supplier assessments



Product

- Increase sustainable travel functionality: low-carbon options, further CO₂ reporting & green hotel filters



Thank you for reading
our *Sustainability Report*

2025

Goelett Sp. z o.o. | goelett.com/sustainable-travel
Voluntary report | EcoVadis | UN Global Compact | ISO 27001:2022