

# Social approach

SEFE's social vision is to become an employer of choice for innovative and diverse talent who can bring its transformation to life and secure energy for its customers across Europe and the world.

Given the competition for talent across the industry, SEFE has recognised that it must become an employer of choice for people who want to make a difference, delivering both energy security for society and a low-carbon energy future. SEFE is challenging itself to become a place where all people can thrive, regardless of gender, national origin, and educational and professional backgrounds. In support of this, SEFE's staff are being given access to tools, comprehensive training and ongoing support. SEFE is also unifying systems and processes across the entire business to create a more efficient and responsive organisation.

SEFE takes a broader perspective on the sustainability of its business, which includes the importance of delivering secure and reliable energy to businesses across Europe and beyond. Achieving this mission and fulfilling SEFE's societal responsibilities are possible only with a diverse workforce that possesses the right skills to succeed.

## Human Rights Policy

SEFE is fully committed to acting ethically and with integrity across all of its operations and along its value chains.

SEFE introduced a Human Rights Policy Statement in 2024, which is available on its website, with the aim to emphasise the importance of human rights for the organisation and to set clear standards throughout the supply chain, taking into account the requirements of the German Supply Chain Due Diligence Act. SEFE continues to develop further policies and processes to support these activities.

Respect for human rights is integral to SEFE's corporate culture and forms the basis for responsible business. SEFE aims to be an attractive employer, reliable partner and good neighbour in the local communities where it operates. SEFE unequivocally upholds internationally recognised human rights. SEFE has integrated this commitment into all operations and activities, with its actions grounded in internationally recognised standards and the aim to provide full transparency in everything it does.

SEFE is wholly committed to ensuring fair and respectful working conditions throughout the company. SEFE's priority is providing a working environment that is free from all forms of discrimination and harassment, including those based on gender, religion, colour, nationality or ethnic origin, marital status, sexual orientation, age, disability or any other characteristic protected by law. SEFE rejects all forms of slavery, child labour, compulsory or forced labour as well as all forms of human trafficking.

SEFE respects, recognises and encourages diversity within the company and believes that it is the responsibility of all stakeholders to stand up against and report any form of discrimination, harassment, bullying or intimidation. SEFE treats all staff members fairly and respectfully and has set up an accessible and confidential whistleblowing hotline to allow employees to report any incidents. This hotline is administered by a reputable external provider; reporters may remain anonymous if they wish, and reports are securely routed to SEFE's Compliance team, who are trained in handling reports in a sensitive and confidential manner.

SEFE also conducts its business with the utmost concern for the health and safety of all employees. SEFE complies with all applicable health and safety legislation and strives to continually improve its performance.

## HSE standards

SEFE is committed to its HSE priorities, in alignment with its core values as an organisation and its HSE Corporate Policy Statement, which is available on the company website. SEFE ensures that the integrity of its technical systems is maintained to the highest standard. SEFE not only fulfils its legal obligations but also views HSE as a moral and ethical obligation that is a core part of its corporate culture. SEFE's HSE activities are supervised by its corporate HSE officer.

**Storage activities:** SEFE's HSE objectives and requirements for its storage assets are defined in a centralised, integrated HSE management system (IMS).

This system, which is an integral part of day-to-day business and working life, takes into account the requirements of three ISO standards:

- ISO 14001 Environmental Protection
- ISO 45001 Occupational Health and Safety
- ISO 50001 Energy Management

The implementation of these standards is also evaluated and reviewed by leading certification companies as part of regular audits.

**Pipeline activities:** GASCADE and NGT also place the highest priority on HSE protection in its pipeline-based transport activities. GASCADE and NGT combine financial success with a strong focus on HSE protection. GASCADE and NGT's environmental management system has been certified according to ISO 14001.

GASCADE and NGT have implemented HSE guidelines that are tailored to the specific requirements of employees' day-to-day work. These HSE guidelines provide the basis for all HSE manuals, which are part of GASCADE and NGT's HSE management system. The manuals are aimed at different units and areas of activity. Topic-specific instructions are regularly provided in risk assessments as well as in operating and work instructions, which are fully documented. The training plans for all employees are set out in individual manuals.

As one example, GASCADE and NGT have an installation manual covering all safety standards for employees on construction sites. Service providers are subject to the strict requirements of its HSE contractor guidelines. This becomes a binding part of the contract when an order is awarded.

## Own workforce

SEFE employs around 2,000 people representing over 60 different nationalities. SEFE's employees bring a wide range of experiences and professional qualifications to their roles. Experienced employees and those just starting their careers complement each other, work together on projects and contribute to the success of SEFE. A breakdown of SEFE's employees is provided in Appendix 4, including information on employees covered by collective bargaining arrangements.

**Employer branding and employer value proposition:** As part of its ambition to maintain a motivated, engaged and committed workforce, SEFE has developed a dedicated employer branding strategy and employer value proposition (EVP).

The primary aim of this initiative is to strengthen employee commitment, engagement and motivation, all of which are key drivers of business performance. A secondary aim is to enhance SEFE's external reputation as an employer of choice, ensuring that the organisation's strengths, values and opportunities are clearly articulated to the broader talent market.

The EVP has been developed through a comprehensive, insight-driven approach, combining data from employee engagement surveys, in-depth stakeholder interviews across the business, and external research into market and talent trends.

This approach provided a deep understanding of the company's key motivators, strengths and opportunities as an employer.

An understanding of SEFE's key differentiators and defining strengths emerged from this research. These include a value proposition, which provides a concise, overarching narrative that encapsulates SEFE's employer promise, and four core EVP pillars. This value proposition is "Together, we are redefining possible" and its four EVP pillars are:

- **The future is built with excellence:** This emphasises the deep expertise and knowledge within SEFE and the opportunity to grow and collaborate with some of the best in the field.
- **Unique voices, one vision:** This reflects a diverse culture of individuals united by a shared spirit of excellence and a drive to push the boundaries of what's possible.
- **Imagine what's next and start doing:** This highlights SEFE's resilience, adaptability and proactive mindset in navigating change and creating progress.
- **Grow with every change:** This showcases the organisation's commitment to personal and professional growth, and the career development opportunities available to all employees.

The effectiveness of the EVP will be evaluated annually using a mix of internal and external performance indicators, including employee engagement results, HR and recruitment data and social media metrics.

## Metrics and targets

SEFE's key workforce objectives are to develop best-in-class employment practices and foster diversity, equity and inclusion across the company. In support of this, SEFE established four initial targets for its activities. These targets will be updated in 2026.

Firstly, SEFE will ensure that there is a comprehensive learning portfolio for various employee groups, with a focus on leadership development.

Secondly, SEFE will have ensured that each employee participates in at least five hours of self-selected training per year by the end of 2025.

Thirdly, SEFE will have ensured that 25 % of senior leadership are women by the end of 2025, ultimately aiming for gender parity. Senior leadership, in this context, is defined as SEFE's two highest management levels.

Lastly, SEFE will maintain or increase the diversity of nationalities employed across the Group.

## Performance and actions

**Employment practices:** SEFE endeavours to create a high-performance culture through continuous learning and talent development, thereby ensuring that the organisation is equipped with the capabilities required to deliver its strategic ambitions.

TRAINING METRIC		
Hours per employee	2025	2024
Employee voluntary training *	26	22

\* These targets were established before the WIGA consolidation and exclude WIGA staff.

**Staff development:** SEFE's talent programmes, career roadmaps and flexibility programmes emphasise the diverse career prospects for all staff at SEFE. They include a variety of tools and activities to support both formal and informal learning.

A learning hub, formal educational events, coaching, team activities and job-related experiences are being developed to help SEFE employees learn and grow. These tools are being designed to help SEFE staff perform at their best and grow both individually and professionally. SEFE continues to implement SAP SuccessFactors, which are crucial for effective staff development because they provide a structured data-driven approach to managing performance, learning and career growth. The target is to work towards the creation of personalised development paths, ensure continuous learning and support employees in reaching their full potential.

Voluntary training hours per employee increased in 2025, supported by the introduction of new learning and development systems. A more ambitious target will be set in 2026.

As an example of its focus on leadership development, SEFE has created and rolled out a comprehensive portfolio of programmes for line managers to enable them to receive formal people management training. This programme includes modules on self-leadership as well as leading others, with workshops prompting participants to explore core values and managerial skills, such as delegation and situational leadership. SEFE's CEO and CIO are the official sponsors of the programme, displaying top-down commitment to leadership development.

SEFE actively encourages managers to provide feedback after attending leadership courses and development sessions. Those insights are systematically reviewed and incorporated into future programmes to ensure SEFE's leadership development offerings remain relevant, practical and impactful. By continuously refining the content and approach, SEFE aims to create a learning experience that equips leaders with the skills and confidence needed to support their teams effectively.

**Employee communication channels:** SEFE ensures robust employee representation through works councils and employee associations at its main locations. These bodies serve as a key interface between employees and management, safeguarding fair treatment and fostering a respectful workplace culture. They also enable employees to participate in shaping company policies and social matters through established co-determination rights.

SEFE's works councils have concluded numerous agreements with the company on topics such as working time arrangements, remuneration, mobile work arrangements and work-life balance. All agreements are accessible to employees via the company intranet.

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Furthermore, and in accordance with Section 84 of the German Works Constitution Act (“Right of Complaint”), every employee in Germany has the right to raise a grievance if they believe they have been treated unfairly or disadvantaged. Employees may request assistance or mediation from a works council member. The employer is legally obliged to examine the complaint, inform the employee of the outcome and, if the grievance is justified, take corrective action. Employees are protected from any negative consequences of exercising this right.

In 2025, SEFE conducted its annual global engagement survey to ensure the management understands the perspectives and challenges for employees across SEFE. This survey is an established practice within SEFE and a cornerstone of its commitment to listening to employees and acting on what matters most to them.

This year’s survey included 27 questions and received 1,261 responses, representing an impressive 82 % participation rate. The results show that employees feel proud to work at SEFE, are empowered to contribute and experience psychological safety, inclusion, team spirit and strong mutual support. Even more encouragingly, 84 % of respondents would recommend SEFE as an employer, reflecting a high level of engagement and satisfaction across the organisation. At the same time, the survey highlighted opportunities for further growth in innovation and risk-taking, for example by learning from mistakes and challenging traditional ways of working, and in personal development, for instance, by understanding career paths and managing performance.

Looking ahead, SEFE will continue to focus on three key priorities in 2026:

- Performance management and leadership by inspiring strong, supportive leaders at every level who empower their teams to achieve their full potential.
- Reducing bureaucracy and ensuring organisational efficiency by streamlining global processes at all levels to make work simpler, faster and more effective.
- Fostering a learning environment and innovation by developing a culture where employees are encouraged to explore, experiment and continuously grow, driving both personal and organisational success.

SEFE will continue to run annual engagement surveys to ensure all voices are heard, progress is made, and every employee has an opportunity to play an active role in fostering a thriving and innovative workplace.

SEFE employees also have the option to express any concerns anonymously via SEFE’s whistleblowing channel, which is covered in more detail in the Governance section below.

**Diversity, equity and inclusion:** SEFE has committed to creating a diverse, equitable and inclusive workplace, where different perspectives fuel creativity and drive innovation. In 2025, SEFE formalised a Group-wide Diversity, Equity and Inclusion (DEI) statement and is now developing a global action plan to implement its DEI strategy across the company, addressing the needs of diverse employee groups. SEFE has also launched a mandatory DEI training programme for all employees to raise awareness and foster an inclusive workplace culture.

As part of its commitment, SEFE strives to ensure that every recruitment process features at least one female candidate, helping to build teams that reflect a broad range of experiences and ideas.

**DIVERSITY METRICS**

	2025	2024
Percentage of women in top leadership staff roles*	26.2	26.0
Number of nationalities*	69	71

\* These targets were established before the WIGA consolidation. As a result, the data excludes WIGA staff.

SEFE’s initial target of over 25 % of women in senior leadership roles has been met ahead of schedule. This target will be updated in 2026. SEFE is also proud to have over 60 different nationalities working at SEFE.

**Women@GASCADE:** As an example of a key diversity initiative already in place, the Women@GASCADE network was founded by a large group of female employees at GASCADE to empower women, increase their visibility and break down gender-specific barriers. Women@GASCADE aims to provide impetus within the company to accelerate the professional development of women at various hierarchical levels. As a result, the initiative promotes awareness of equality topics and supports GASCADE’s image as an attractive employer.

This network has involved regular networking events and workshops on body language, communication and unconscious bias. The network also regularly hosts lectures and initiatives to raise awareness of gender equality issues. The network uses its own intranet page to provide information about activities within the company, recommends literature on equality and empowerment, and enables suggestions to be collected from the workforce. External communication is also carried out through a dedicated

LinkedIn channel, providing perspectives on gender equality and showcasing female role models in the energy industry.

Another objective of the network is to expand virtual and physical exchanges with similar initiatives in the energy industry. For example, Women@GASCADE organised an event in 2025 under the title “Future Dialogue H2: Strong Women – Strong Energy”, which brought together women – regardless of age, function and hierarchical level – to actively participate in the industry’s transformation process towards a hydrogen economy.

**Other SEFE diversity initiatives:** In 2025, SEFE established two further networks, namely “Women in IT” and “Female & All Voices”, to support gender representation in technology, encourage open dialogue and strengthen an inclusive workplace culture.

The “Women in IT” network creates a space where colleagues can connect, share experiences, support each other and make female role models more visible. It also supports SEFE’s digital transformation by encouraging more inclusive talent development.

“Female & All Voices” is a broader platform for exchange and open dialogue. It focuses on equal opportunities, respect and creating a safe space where people can speak up and feel heard. These initiatives help strengthen SEFE’s culture and demonstrate the importance of diversity for SEFE.

**Charta der Vielfalt:** In 2024, SEFE joined Germany’s largest employer-led diversity initiative by signing the Charta der Vielfalt. This charter promotes diversity by offering tools to support diversity initiatives in companies across Germany and has been signed by around 6,000 companies and institutions. The implementation of the charter aligns with SEFE’s aim to create a work environment free of prejudice.

SEFE remains dedicated to ensuring that all employees are valued, regardless of gender, nationality, ethnic origin, religion or belief, disability, age, sexual orientation or identity.

In line with this charter, SEFE pledges to foster an inclusive culture, ensure that SEFE HR processes reflect the diverse skills and talents of all employees, leverage diversity within and outside the SEFE organisation for mutual benefit, encourage dialogue, report annually on SEFE's progress in promoting diversity and involve employees in the implementation of the charter.

SEFE also monitors a range of human rights metrics, which are shown in Appendix 4. No material human rights issues were identified during the last two reporting periods.

**HSE performance:** The HSE data below covers SEFE's key operating units, specifically GASCADE and NGT, where significant construction activities are in progress, and SEFE's storage activities.

GASCADE and NGT's accident statistics remained at a low level in 2025 despite the consistently high working hours on pipeline construction activities.

This has been achieved through a range of HSE measures. These include the use of an installation manual for GASCADE and NGT construction site workers, which covers all relevant safety standards, and a set of HSE contractor guidelines, which establish strict requirements for all service providers. GASCADE and NGT also regularly carry out specific HSE training, in particular on risk assessments and operating and work instructions. These training courses are fully documented, and training plans for all employees are set out in detail in the relevant manuals.

SEFE Storage's lost time injury frequency and recordable injury rate increased in 2025. The root cause of each of these accidents has been investigated and learnings shared.

**HSE PERFORMANCE**

	2025		2024	
	GASCADE and NGT	SEFE Storage	GASCADE and NGT	SEFE Storage
Percentage of people in its workforce who are covered by a health and safety management system based on legal requirements and (or) recognised standards or guidelines	100	100	100	100
Number of fatalities in own workforce as a result of work-related injuries and work-related ill health	0	0	0	0
Number of fatalities as a result of work-related injuries and work-related ill health of other workers working on the company's sites	0	0	0	0
Number of recordable work-related accidents for own workforce *	8	0	5	1
Lost time injury frequency (LTIF) per 1 million hours worked by own employees	1	9	1	3
Recordable injury rate per 1 million hours worked by own employees **	4	16	-	-
Recordable injury rate per 200,000 hours worked by own employees **	1	3	-	-
Number of days lost to work-related injuries, recordable work-related accidents and work-related ill health **	0	21	-	-
Number of hours worked **	2,159,988	321,155	-	-

\* Includes (i) lost time incidents, (ii) restricted work day cases and (iii) medical treatment cases for own employees only  
 \*\* Data collection started in 2025. Employee health and safety risk assessments have been conducted at 100 % of SEFE's operating sites and main offices.

## Consumers and end users

SEFE is a leading energy supplier in the European wholesale and retail energy markets, providing a range of natural gas, electricity and low-carbon energy solutions to over 50,000 business customers. SEFE's pan-European team of energy specialists, located in Germany, the UK, France, the Netherlands and Belgium, work collaboratively to meet the evolving needs of our customers. As a strategic partner, SEFE helps organisations overcome energy challenges, from navigating the complexities of today's dynamic energy market to taking their next steps toward decarbonisation.

SEFE's customers range from industrial firms to small businesses, municipal resellers, regional gas suppliers, power plants, multinational organisations and commercial clients. It has deep European market expertise, combined with local knowledge, and offers flexible energy solutions, from fixed products for cost certainty to bespoke packages for complex operations. SEFE's team of energy specialists provides dedicated support, delivers daily market insights and pricing updates, and provides expert guidance to help customers navigate the evolving regulatory landscape. It has also developed user-friendly customer portals offering real-time visibility and control over energy usage.

**Business-to-business ("B2B") specialists:** To support deeper understanding of its customer needs, SEFE groups its customers into five distinct B2B segments, namely small to mid-sized enterprises (SMEs), mid-sized organisations, corporates, resellers and key accounts. By adapting services, sales and products for these groups, SEFE supports a wide range of organisations, delivering reliable energy to sectors which include healthcare, education, industry, commercial, retail, councils, municipalities, charities and professional services.

For larger or multi-site businesses, SEFE has a team of dedicated account managers supporting customers as well as energy brokers. Exclusive access to interactive market reports and insights keep customers informed, helping them to manage their energy trading activities.

For smaller and mid-sized businesses, SEFE offers a range of 24/7 digital, account manager and customer service contact centre solutions. SEFE focuses on supporting these customers with the management of their energy needs. From submitting meter reads to accessing bills and usage data, SEFE's online portal helps customers manage the day-to-day running of their account quickly and easily, at the touch of a button.

SEFE also works in partnership with energy brokers and third-party intermediaries (TPIs) that collaborate with customers to secure the best energy deal for them. In the UK, through decades of service delivery, SEFE has grown a reputation amongst many TPIs for strong partnership and service delivery.

**SEFE's energy supply portfolio:** A critical mission for SEFE is to deliver energy security and reliability for society. SEFE is building a diversified and integrated portfolio, which will support the delivery of competitive, affordable, innovative and flexible products across its markets.

While SEFE will ensure that it meets EU and German regulations on climate targets, given the significant uncertainty over the speed of the energy transition, the company will continue to conclude long-term gas and LNG contracts to deliver on its commitment to ensure security of supply and energy affordability for customers.

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SEFE recognises, however, that it must incorporate sufficient flexibility into these gas and LNG contracts to enable adjustment to the speed of the transition. This flexibility is achieved through key contract terms, including geographical diversion rights and termination provisions, as well as the ability to adjust SEFE's portfolio and sell contracts at market value if these are no longer needed. Through this flexibility, SEFE meets its commitment to secure energy for customers today, while also supporting customer needs for low-carbon energy as the energy transition progresses.

**Metrics and targets**

SEFE established two key targets as indicators of its progress in providing energy security to customers.

Firstly, SEFE will ensure significant volumes of LNG are available for delivery to Europe, with a target of over 70 TWh per year from diversified sources by 2030.

Secondly, SEFE will ensure that storage availability of over 98 % is achieved on an ongoing basis, excluding planned maintenance.

**Performance and actions**

**KEY FIGURES ON ENERGY SECURITY**

TWh	2025	2024
LNG available for delivery to Europe *	128	82
Storage availability (excluding planned maintenance) **	99.3 %	99.7 %

\* Includes cargoes delivered to Europe (including UK) and other flexible cargoes, excluding volumes delivered to GAIL. Note: Following methodology refinement, 2024 volumes were reduced from 84 to 82 TWh.

\*\* Covers storage availability at the Rehden, Jemgum and Haidach facilities.

SEFE continues to diversify its energy portfolio with a range of key pipeline and LNG supply contracts.

**Gas supply contracts:** As covered in SEFE's 2024 Annual Report, SEFE has a major natural gas pipeline supply contract with Equinor, under which Equinor is supplying 111 TWh (approximately 10.6 billion cubic metres) of natural gas per year until 2034, with an option for Equinor to extend for another five years.

In 2025, SEFE further diversified its long-term pipeline supplies by signing a natural gas pipeline supply contract with SOCAR, the State Oil Company of Azerbaijan. This is a ten-year contract which commenced in 2025 and will increase over time to 15 TWh per year (approximately 1.4 billion cubic metres). This partnership is establishing a new route for significant gas volumes to Europe.

In addition, SEFE sources gas from ConocoPhillips under a long-term contract extending to 2034.

These key natural gas contracts make a significant contribution to energy security in Europe.

**LNG supply contracts:** SEFE has also continued to build its LNG portfolio. This has included a further three-year contract with the United Arab Emirates' ADNOC Gas for 0.7 million tonnes of LNG, with deliveries commencing in summer 2025. This agreement builds on SEFE's existing relationship with ADNOC.

In addition, SEFE reached agreement with Venture Global to increase volumes to be supplied from the Calcasieu Pass 2 LNG project under the existing sales and purchase agreement signed in 2023, from 2.25 million tonnes per annum to 3.0 million tonnes per annum.

Finally, SEFE signed an important heads of agreement in 2025 with Argentinian's Southern Energy for the supply of up to two million tonnes of LNG per year for eight years, with deliveries expected to start from the end of 2027. This agreement marks a significant milestone for SEFE and Southern Energy, as it is expected to become Argentina's first major long-term LNG supply contract.

SEFE is currently exceeding its target of ensuring over 70 TWh per year of LNG volumes is available for delivery into Europe by 2030. Nevertheless, this target will continue to be monitored each year as contracts expire and new contracts are signed.

**Storage availability:** SEFE markets a storage volume of more than six billion cubic metres and holds approximately 25 % of the total storage capacity in Germany. To deliver on its mission to provide energy security, SEFE is focused on ensuring its storage facilities are always available to potential customers.

In 2025, SEFE's storage facilities continued to achieve an availability rate of over 99 %, excluding planned maintenance periods.

In addition, European energy security has also been enhanced through the connection of the Haidach storage facility to the Austrian gas network in 2024.

**Customer offers:** SEFE remains committed to ensuring that any large gas customer that requests an offer for energy supply will receive an offer from SEFE.

Customer satisfaction is measured to ensure that SEFE maintains high standards of customer service. Recently, SEFE has seen its tracking of satisfaction amongst customers achieve improved scores. In addition, SEFE currently has scores of 4.3 out of 5 in the UK and 4.2 out of 5 in the Netherlands on Trustpilot, the digital customer review and ratings service. The recent improvement in scores has come about through service enhancements and faster, more efficient responses to issues.

To maintain the high standards that customers expect, SEFE has established a "Think Like a Customer" (TLC) programme, which has been rolled out across all sales locations and is reinforced through ongoing awards and employee recognition schemes. In addition, "customer moments" are shared internally, which bring to life successes and failure turnarounds to inspire excellence.

While TLC is an internal engagement campaign, it drives the external culture that makes a difference for customers. It features principles and behaviours that all SEFE employees in customer-facing functions should incorporate into their everyday ways of working, their culture and behaviours, the services delivered and products developed across every interaction with customers. The core TLC principles include simplicity, partnerships, solutions and reliability. By embedding these principles, SEFE is improving the service it delivers for its customers.

**Customer support:** Every customer is different, so finding the right energy product for their needs is important. SEFE helps customers access products that suit their size, usage profile, business activities, policies and regulations. From bespoke packages for complex operations to simple fixed products for price certainty, SEFE helps customers to plan their energy buying, supported by daily market insights and pricing updates. SEFE also provides customers with expert guidance to help them navigate evolving energy regulations.

SEFE's customer relationship management system ensures the smooth running of its customer interactions. It provides clear, timely and engaging communications to customers to help them stay informed and keep track of their energy account, from onboarding to billing and payments, meter readings, premise moves and contract renewals.

Further help and support is also available online or via SEFE's account managers, as well as through helpful guides on the company's websites, which cover topics such as billing, payments, metering, regulations, standards, switching, moving, complaint processes and gas safety information.

**Customer requests:** Many customers request confirmation that SEFE has a set of responsible social, ethical and governance practices in place. This information may form part of their process for selecting suppliers.

SEFE responds promptly and comprehensively to all supplier questionnaires, including requests for information on its ESG commitments and activities. Some customers also use an EcoVadis rating to support their choice of supplier.

In 2025, SEFE secured a Bronze rating from EcoVadis, recognising its good sustainability practices and placing it in the top 35 % of all businesses with such ratings.

Lastly, and following specific requests from some customers, SEFE also provides ESG information on some of the major procurement platforms, including Achillies and IntegrityNext.

**Customer complaints:** SEFE has a customer complaints policy and process to measure, manage, resolve and learn from customer feedback and experience. The policy includes response and resolution timelines, responsibilities, communications and escalation processes. Whilst SEFE does its best to minimise complaints, this process ensures every complaint received is a lesson learnt on how to improve service levels.

**Pipeline customers:** GASCADE and NGT's quality management process also ensures that they focus on meeting the needs of their pipeline customers. Under this process, any issue raised by customers or contractual partners that cannot be resolved within one day is classified as a complaint. All complaints received over the course of a calendar year are compiled and presented to management in a year-end report.

In 2025, five complaints were received, two related to natural gas and three to hydrogen, concerning contract initiation, contract signing and unsatisfactory negotiation results. Three of these cases were resolved in 2025. For the two remaining issues, GASCADE and NGT are still in ongoing discussions with the counterparties to jointly develop solutions and maintain trust.

## Other social information

SEFE actively engages with its local communities around the world and has established a Corporate Social Responsibility (CSR) Board, which includes C-level management, to provide the necessary oversight and assurance to the Management Council on the implementation of the CSR strategy.

SEFE continues to make donations in support of a wide range of community initiatives covering healthcare, wellbeing, education and culture, humanitarian help, sustainable energy and other environmental projects.

Examples of the activities of different offices are provided below.

**Berlin:** The Medsupport e.V. charitable association was founded in 1993 by employees of the company. This association is run on a voluntary basis by active and former employees of SEFE. For many years, Medsupport has financed a large portfolio of medical treatments for disabled and sick people from Western and Eastern Europe who are dependent on help due to lack of funds or public healthcare. In addition, the association has focused on supporting vulnerable society groups in Germany, for example by helping the homeless or conducting projects to combat child poverty. In 2025, Medsupport provided support to a range of important projects, which included:

- **TagesTreff für Wohnungslose (Day Centre for the Homeless) in Berlin-Lichtenberg:** The Day Centre is visited daily by people living in precarious housing conditions or on the streets with very limited means to care for themselves. The aim of this facility in East Berlin is to help people reintegrate into regular social support systems and the labour market. Most of the visitors are single men and women aged 18 and over. They receive food and

drinks, and can use shower and laundry facilities. Depending on their needs, they are also provided with new clothing and can access social counselling and support services. A unique feature of the Lichtenberg Day Centre is its medical and dental practice, which is open several times a week. The donation from Medsupport has been used to purchase a steriliser for dental instruments, significantly improving hygiene standards in the practice.

- **The Arche Children's Foundation:** Medsupport continued to support the Arche Children's Foundation in Berlin-Hellersdorf to help expand and modernise its overcrowded homework room. The facility offers academic support and personal guidance for up to 240 children and teenagers each day. Founded in 1995, the Arche Children's Foundation now operates 39 centres across Germany, providing meals, homework help and activities for socially disadvantaged children. The donation underscores Medsupport's continued commitment to promoting social responsibility and equal opportunities for young people.

**Kassel:** In 2025, SEFE engaged in a number of educational and cultural projects organised by Kasseler Musiktage e.V., Labor Ost Tanz und Theater e.V., Kultursommer Nordhessen and Kulturamt Stadt Kassel.

**GASCADE:** Under a "Volunteering at GASCADE" programme, employees have the opportunity to spend half a working day a year getting involved in a social or environmental project. GASCADE is responsible for selecting the projects and organising the assignments. In 2025, Volunteering at GASCADE supported the Kasseler Tafel, a local food bank. In view of the sharp rise in the cost of living in recent years, many people do not have sufficient funds to provide for themselves and their families.

The Kasseler Tafel supports these people by sorting, repackaging and distributing donated food products.

**Rehden and Jemgum:** In 2025, SEFE contributed to the construction of an outdoor youth centre with a multi-sport and gymnastics complex planned for Generation Park in Sulingen near the Rehden storage site, and a residential and nursing home in Dören near the Jemgum storage site. SEFE also funded an e-bike charging station in Ditzum to support the municipality of Jemgum in developing its “North Sea Coast Cycle Route” along the Ems river embankment.

**London:** SEFE supported London’s Air Ambulance Charity, which provides critical trauma response operations, and University College London Hospitals Charity, which helps improve patient care and supports medical innovation. SEFE also provided funding and volunteer staff to work at a number of London food recycling and redistribution centres.

**Manchester:** SEFE is a long-standing partner of Manchester Youth Zone, a charity based in Manchester’s suburb Harpurhey. According to UK government statistics, Harpurhey is the second-worst ward in England for the effects of long-term deprivation of children.

**Paris:** SEFE donated funds to SOS Villages d’Enfants, a social organisation dedicated to child protection. This charity is focused on securing a stable, family-like environment for youngsters that live without parental care. This charity ensures emotional security, educational guidance and full societal inclusion for children.

**Rotterdam:** SEFE focused on environmental projects and supported a Cool Down City Project in 2025 that encouraged people in Rotterdam to reduce temperatures in their city by planting trees. By giving away free trees, inspiring people,

informing them about options available to them, and connecting local communities for greater impact, SEFE supports a project with an ambition to triple the number of trees in Rotterdam.

**Singapore:** SEFE supported Habitat for Humanity’s work to provide safe, decent housing for families in need, and in 2025 staff helped build a new home for a family in Indonesia. SEFE also donated to, and undertook volunteering activities at, Willing Hearts, a soup kitchen delivering thousands of meals daily to vulnerable communities.