



# ESG

## Report 2025



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## TouchPoint, Inc. | The enterprise where generational companies unlock their enduring value

TouchPoint is a private and tightly held enterprise with a simple premise: we build companies that have earned market-leading positions in engineered-solution niches and give each what cannot be built alone. We acquire and invest in businesses where deep customer relationships, proprietary know-how, and decades of operational refinement have created durable, long-term value for our partners. In doing so, we protect the cultures and the people who built them.

### Business Focus

- Steward generational, niche leaders with proven profitability, strong cash flow, and deep customer relationships.
- Provide long term- stability and disciplined investment to protect what makes each business distinctive while enabling responsible growth.
- Leverage diversified platforms and collective strength to extend market reach, accelerate innovation, and deliver enduring value.

### Stakeholder Focus

- Build and steward businesses for long-term, sustainable growth, using diversification to strengthen resilience and lower enterprise risk.
- Deliver consistent, market-outperforming returns, supported by strong cash generation and continued dividend growth.
- Maintain alignment and trust across management, the Board, and shareholders, anchored in a healthy, values-driven culture.



## Investing in Our Future

At TouchPoint, investing in the future means building enduring value that extends beyond engineered solutions. It includes protecting the environment, safeguarding the health and safety of employees, contractors, customers, supply-chain partners, and neighbors, and operating responsibly in every community where we do business.

TouchPoint is committed to maintaining a robust environmental management framework that supports long-term business objectives, drives continuous improvement, and ensures compliance with applicable global regulations and internal standards. This disciplined approach enables responsible growth while protecting the resources on which our businesses and stakeholders depend.

Integrity underpins every decision TouchPoint makes. The enterprise is committed to the highest standards of ethical conduct, accountability, and transparency—values shared by employees, leadership, and shareholders alike. By investing in environmental stewardship, workplace safety, and strong governance, TouchPoint continues to build a resilient foundation for future generations and meaningful progress over the long term.

# TouchPoint

## 3 operating platforms

### ACCESS HARDWARE

**southco**<sup>®</sup>



**D darshana**<sup>®</sup>



### MEDICAL TECHNOLOGY

**itd**



**TouchPoint**  
MEDICAL



**PARITYMEDICAL**



**ICW**



**MULTIX**  
Tailored Medical Trolley



### INTELLIGENT INVENTORY MANAGEMENT

**SupplyPoint**



**MORSE**  
WATCHMANS



**NEWCASTLE**  
SYSTEMS





## TouchPoint, Inc. Global Locations



## Awards and Recognition



Southco was awarded a Bronze Medal for being ranked within the top 35% of reporting companies by EcoVadis in 2025 for the second year in a row.



In 2025, TouchPoint received the Aetna Gold Wellness Award which recognizes employers who demonstrate exceptional commitment to employee well-being for the second year in a row.



### Environmental

TouchPoint believes in sustainability as a shared value for both community and business growth. To us, this is a continuing effort, and we are constantly seeking new ways to better understand our environmental impact and to identify opportunities for improvement. The efforts we make towards enhancing our environment will pay dividends moving forward as we lessen our impact and promote a clean, healthy space where everyone can thrive.

#### GHG Emissions and Energy

TouchPoint continues to make progress with GHG emission reductions across our operations since formally launching our Sustainability program in 2022. In 2025, we added recent acquisitions: Multix, Newcastle Systems, and two new Southco manufacturing locations in Foshan, China and Chonburi, Thailand to our sustainability metrics in this report. The Touchpoint companies have achieved a 9.1% reduction in Combined Scope 1&2 metric tons of CO<sub>2</sub>e intensity from the 2022 baseline, and we are currently running ahead of our Year 2035 and Year 2050 reduction targets.

We completed our first full year of operations at our

COMMITTED

**25%**

Reduction of Scope 1 and 2 greenhouse gas ("GHG") emissions by 2035

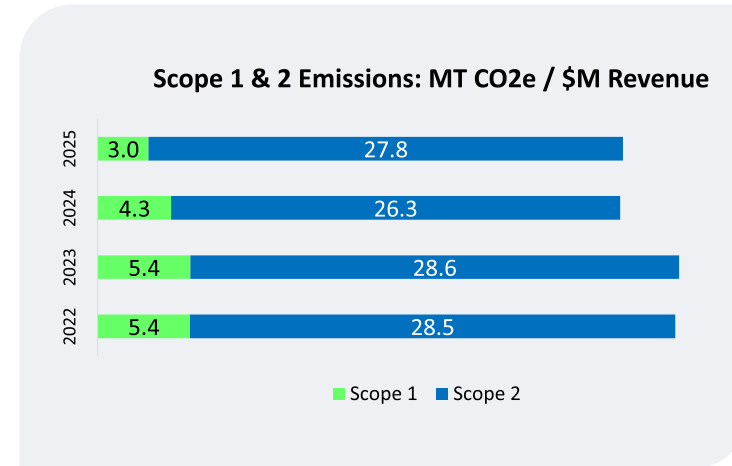
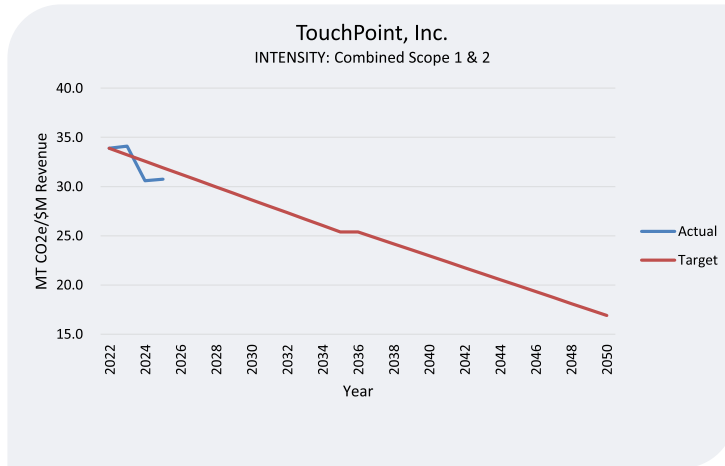
COMMITTED

**50%**

Reduction of Scope 1 and 2 greenhouse gas ("GHG") emissions by 2050\*

\*from 2022 baseline calculated on a per \$ revenue basis

iTD factory in Pfarrkirchen, Germany and realized some significant sustainability benefits in 2025. Since this facility does not consume any fossil fuels and only consumes wood pellets as a renewable biomass energy source for heating hot water used to condition the building, we were able to achieve a 99% reduction in Scope 1 GHG emissions from the prior year. Additionally, this location produced 51% of their 2025 total electricity usage through the on-site rooftop solar panel system or almost 350,000KWH of renewable electricity, collectively reducing their Combined Scope 1 & 2 GHG emissions by over 91% from their Year 2022 baseline.



The following table provides a summary of TouchPoint's direct and indirect GHG emissions inventory from 2025, calculated in accordance with the GHG Protocol Corporate Accounting and Reporting Standard where the organizational boundary was established using the operational control approach.

Emissions and Usage	Southco		TouchPoint Medical		iT D		SupplyPoint		Morse Watchmans		ICW		Parity Medical		Multix		Newcastle		TouchPoint, Inc. Total			
	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2023	2024	2025
Scope 1 (metric tons CO2e)	1,222	1,483	279	215	1,621	11	186	99	39	45	0.1	129.2	290	141	12	30	55	55	3,704	3,525	2,801	2,208
% change from baseline on a per revenue basis	-	11.4%	-	-18.4%	-	-99.3%	-	-60.2%	-	8%	-	95140%	-	-11%	-	0%	-	0%	-	0.5%	-20.3%	-44.8%
Scope 2 (metric tons CO2e)	17,907	19,448	945	701	121	139	328	100	52	46	56	95	53	21	0	0	30	30	19,491	18,573	17,098	20,581
% change from baseline on a per revenue basis	-	-0.3%	-	-21.4%	-	17.8%	-	-77.0%	-	-16%	-	20%	-	-28%	-	0%	-	0%	-	0.7%	-7.5%	-2.3%
Total Electricity Usage (kWh)	36,058,589	40,461,169	2,228,967	1,959,190	358,374	786,273	996,323	621,300	218,547	189,264	411,815	573,600	256,552	118,577	15,517	38,696	78,900	78,900	40,623,585	38,983,737	39,834,928	44,826,969
Net (Grid) Electricity Usage (kWh)	36,058,589	36,174,605	2,228,967	1,959,190	358,374	310,068	996,323	352,912	218,547	189,264	411,815	573,600	256,552	118,172	0	0	78,900	78,900	40,608,068	36,671,921	31,438,952	39,756,711
Renewable Electricity %	0.0%	10.6%	0%	0%	0%	60.6%	0%	43.2%	-	0%	-	0%	-	0.3%	-	100.0%	-	0.0%	0%	5.9%	21.1%	11.3%
Combined Scope 1 & 2 (metric tons CO2e)	19,129	20,931	1,224	916	1,742	150	514	199	91	92	56	224	343	162	12	30	84	84	23,195	22,097	19,899	22,789
% change from baseline on a per revenue basis	-	0.5%	-	-20.7%	-	-91.2%	-	-70.9%	-	-6%	-	182%	-	-14%	-	0%	-	0%	-	0.6%	-9.5%	-9.1%
Water Withdrawal	Southco		TouchPoint Medical		iT D		SupplyPoint		Morse Watchmans		ICW		Parity Medical		Multix		Newcastle		TouchPoint, Inc. Total			
	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2023	2024	2025
Water Withdrawals (cubic meters)	118,928	133,405	15,367	6,665	832	2,041	4,233	4,016	727	772	8,150	8,476	773	586	1,046	2,608	224	224	150,280	146,786	149,834	158,792
Solid Waste	Southco		TouchPoint Medical		iT D		SupplyPoint		Morse Watchmans		ICW		Parity Medical		Multix		Newcastle		TouchPoint, Inc. Total			
	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2025	2022	2023	2024	2025
Total Solid Waste Generation (metric tons)	5,130	6,038	181	122	49	49	185	146	29	29	45	38	33	23	12	29	60	60	5,724	5,849	6,321	6,535
Total Waste Diverted (metric tons)	4,895	5,931	20	20	44	41	111	128	8	10	0	38	31	22	12	29	30	30	5,151	5,351	5,815	6,249
Landfill Diversion Rate %	95.4%	98.2%	11.1%	16.5%	89.7%	83.7%	60.1%	87.6%	-	34.9%	-	99.9%	-	94.2%	-	100.0%	-	50.1%	90.0%	91.5%	92.0%	95.6%

### Solar Energy Infrastructure Expansion

In 2025, TouchPoint accelerated our commitment to a sustainable energy transition by expanding localized solar capacity at a couple of the Southco factories. The Southco Rzeszow, Poland facility installed a 50KW ground-mount solar system in a plot of open space adjacent to the factory and began consuming that renewable energy in May. Also, during 2025, we started up a new Southco factory in Foshan, China. That building features a 770KW rooftop solar system where that energy is directly consumed by the operations there, and any excess is sent back to the local power grid.



### Global Energy Monitoring

In 2025, Southco piloted a global energy monitoring system at select factories in each of the three Regions where it operates. The advanced, real-time energy monitoring system serves as the foundation for our environmental data accuracy. The power monitoring devices were initially installed on the main incoming supply to the building and the air compressors. By tracking and analyzing energy consumption patterns, we identify inefficiencies and directly reduce Scope 1&2 carbon emissions. This system is being expanded across all of the major Southco manufacturing sites in 2026, and consideration is being given to other TouchPoint companies in the future.

### EV Infrastructure Development

As part of our commitment to reducing greenhouse gas emissions and promoting a sustainable transportation ecosystem, we have integrated electric vehicles into our fleet and expanded the charging infrastructure across several of the TouchPoint global operational sites. At the end of 2025, we had over 30 charging stations in use.



### Water Usage

Water is a vital resource, and TouchPoint is committed to improved awareness of our water usage to optimize water efficiency. Our TouchPoint companies have made good progress towards limiting water usage and reclaiming the water they do use where possible.

The Southco global factories continue to closely monitor water usage as a metric on their Environmental Management System (EMS) Scorecard. Those results and continuous improvement actions are reviewed Quarterly and best practices are shared across the sites.

Water Withdrawal	TouchPoint, Inc. Total			
	2022	2023	2024	2025
<b>Water Withdrawals</b> (cubic meters)	150,280	146,786	149,834	<b>158,792</b>

### Waste

TouchPoint companies are taking steps to limit waste and divert what waste is generated away from landfills. We have streamlined our waste management practices, enhancing data-driven tracking of our waste streams, including hazardous and non-hazardous materials, to improve efficiency.

In 2025, TouchPoint companies diverted over 6,200 metric tons of waste away from landfills across the world, achieving an overall landfill diversion rate of 95.6% with Southco manufacturing locations collectively achieving 98.2%. TouchPoint also continues to reduce the amount of hazardous chemicals being consumed and hazardous waste that is generated in our operations.

Solid Waste	TouchPoint, Inc. Total			
	2022	2023	2024	2025
<b>Total Solid Waste Generation</b> (metric tons)	5,724	5,849	6,321	<b>6,535</b>
<b>Total Waste Diverted</b> (metric tons)	5,151	5,351	5,815	<b>6,249</b>
<b>Landfill Diversion Rate</b> (%)	90.0%	91.5%	92.0%	<b>95.6%</b>

### QD Adaptor: Enabling Liquid Cooling Technology for Enterprise Hardware industry.

#### Liquid cooling technology:

**Efficiency:** Liquids have higher thermal conductivity, effectively cooling high-density CPU/GPU chips.

**Performance:** Enables higher compute density, supporting next-gen AI and HPC workloads.

**Costs:** Higher upfront investment and maintenance complexity.

**Environment:** Reduced noise pollution and better energy efficiency (4-15% lower power consumption).



### Product Design and Lifecycle Management

TouchPoint is designing products that advance green energy industries, and is minimizing their environmental impact. From the earliest design concepts, we are already working to limit the material and energy consumption associated with the product, and ensure that all materials are sourced ethically and sustainably.

All TouchPoint companies adhere to RoHS and REACH requirements, and require all contract manufacturers and suppliers to do the same. TouchPoint Medical and its subcontractors also adhere to Prop 65 requirements, and iTD produces RoHS Directive compliant devices, and marks them as such.

TouchPoint also responsibly sources raw materials, keeping conflict minerals (those mined in conflict-affected areas of the Democratic Republic of the Congo [DRC] and adjoining countries) out of our products and supply chain. Southco requires suppliers to sign an acknowledgment declaring that any material, part, sub-component, semi-finished or finished product supplied to Southco either directly or via third parties do not, to the best of the supplier's knowledge, contain any metals (Tantalum, Tungsten, Tin, Gold) originating from the Democratic Republic of Congo and its adjoining countries. Southco also requires suppliers to continually monitor their supply chains and procurement of conflict metals, and immediately notify Southco if goods may contain them.

Our products also conform to electrical standards, where applicable. Most major components for TPM, Southco, and iTD products are individually certified, including UL, CE, CSA, UKCA qualification and registration. All TPM and iTD products also meet 60601 safety standards.



### Product Carbon Footprint

Southco has invested in a product compliance software platform that allows for calculation of Product Carbon Footprint (PCF) values for their products and aligns with ISO14067 requirements. A product's carbon footprint value covers the entire manufacturing process from cradle to gate and starts with the extraction of raw materials and ends with the finished product before it leaves the factory and is sent to the customer. The calculation process helps us to identify further opportunities to address GHG emissions by optimizing the manufacturing process, material selection and resource use, and helps us to create transparency with our customers.

### Certifications

ISO14001:2015 Environmental Management System Certification is the internationally recognized standard for environmental management systems (EMS) and provides a framework for our organization to design and implement an EMS, and continually improve our environmental performance. By adopting this standard, TouchPoint has made a commitment not only to regulatory compliance but also to ongoing environmental improvement. While we do not require all of our locations to obtain ISO14001 certification, the locations without official certifications still follow our global policies, procedures, improvement metrics and methodology for environmental management.

During 2025, Southco completed recertification audits at their global factories and renewed their global ISO14001:2015 certification. SupplyPoint sustained ISO14001:2015 certification at its Rugby, UK factory.

#### Southco

- Concordville, PA USA (Headquarters)
- Honeoye Falls, NY USA
- Chihuahua, Mexico
- Worcester, UK
- Rzeszow, Poland
- Ranjangaon, India
- Shanghai, China
- Shenzhen, China

#### SupplyPoint

- Rugby, UK





## Social



Our culture has long been a foundation of our success. Our core values guide how we make decisions, collaborate, and show up for one another - because we believe that how we conduct business is just as important as the results we deliver. As we continue to grow and evolve, we remain committed to fostering a workplace where employees feel a strong sense of belonging, are engaged in meaningful ways, and are empowered to contribute ideas that shape our future. Creating this environment helps every employee reach their full potential and strengthens our organization as a whole.

### Talent Recruitment

Our people remain at the center of everything we do, and continuing to bring in new talent is essential to driving innovation across TouchPoint. This focus on our workforce guides our efforts to attract, engage, retain, and develop the talent that propels our growth. Over the past year, we advanced this commitment through several key initiatives:

- Providing flexible, hybrid work options to support employee well-being and productivity
- Restructuring teams and roles to expand opportunities for internal mobility and career advancement
- Strengthening relationships with vocational schools, colleges, and universities to broaden our talent pipeline
- Expanding co-op and summer internship programs that offer hands-on experience and pathways into long-term careers

### Employee Development

TouchPoint prioritizes employee growth as a key driver of our long-term success. Every employee sets an annual development goal, and we partner with individuals to build skills and pursue career paths that strengthen both their impact and the company.

Our development approach includes:

- Leadership and coaching development
- Digital learning and skills training
- Safety and compliance education
- Tuition reimbursement and external coursework
- On-the-job learning and broadening assignments

### Engagement

Open, ongoing feedback is central to TouchPoint's culture of continuous improvement. We use employee engagement surveys, pulse surveys, and regular performance and development discussions to gather insights across our businesses and guide action at every level of the organization.

Recognition is also a key driver of engagement. Our employee recognition programs help reinforce our core values and support retention of top talent.

### Compensation Philosophy

While compensation and benefits vary worldwide based on country specific practices, we provide market-competitive compensation and benefits to attract, retain, and motivate our talent. TouchPoint is committed to ensuring that all our employees receive fair and competitive wages in terms of base salary, incentive pay, and other benefits supporting their health and wellbeing.

We fully support National Living Wages and are dedicated to paying at least the established rate, recognizing the value and contributions of our workforce. By doing so, we promote financial security, well-being, and job satisfaction among our employees while fostering a culture of respect and fairness. Our commitment to fair pay is a key part of our broader mission to create a positive and sustainable work environment for all.

### Benefits and Wellness

TouchPoint is committed to the health and well-being of our associates and offers benefits focused on supporting employees and their families. In the United States, this includes the choice of several health and welfare plans, various paid leave plans including life insurance, short-term and long-term disability, paid time off, bereavement, and holidays. We also provide mental health benefits to all U.S. employees regardless of participation in the health plans.

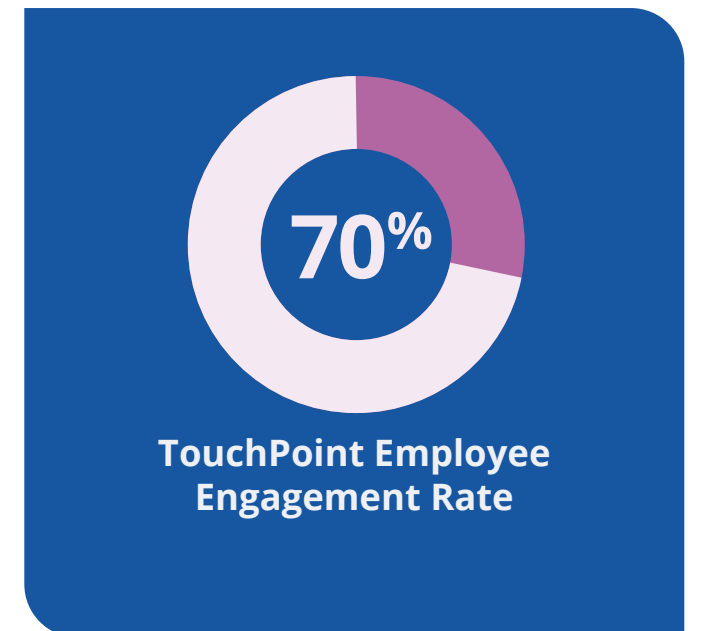
In 2025, TouchPoint received the Aetna Gold Wellness Award for the second year in a row which recognizes employers who demonstrate exceptional commitment to employee well-being.

### Promoting a Workplace for All

One of TouchPoint's greatest strengths is the diversity of our global community. We know that diverse teams are more innovative and perform better, which is why we work to create a diverse talent pipeline to ensure we have the right people with the right skills to meet the needs of our businesses today and in the future.

We believe that inclusion is at the heart of a culture that values people and celebrates differences. Not only do we recognize diversity of thought, perspective, and experiences, but we also champion programs to meet the diverse needs of our associates globally.

In 2025, we continued to cultivate a sense of belonging for all our associates. We provided workshops and training for leaders to enable all associates to show up as their best selves. Local engagement committees also sponsored cultural awareness events, provided education, and supported local community outreach programs.



## Community Engagement

We recognize that strong communities are essential to long-term, sustainable business success. In line with our ESG commitments, we focus on meaningful engagement in the communities where we operate, partnering with organizations that address economic challenges and expand opportunity, particularly through food security efforts, education, and STEM development. Through strategic partnerships with local nonprofits and schools, active employee volunteerism, and philanthropic giving supported by our company matching program, we invest our time, resources, and expertise to help strengthen communities and create pathways for lasting impact.



## Workforce Health & Safety

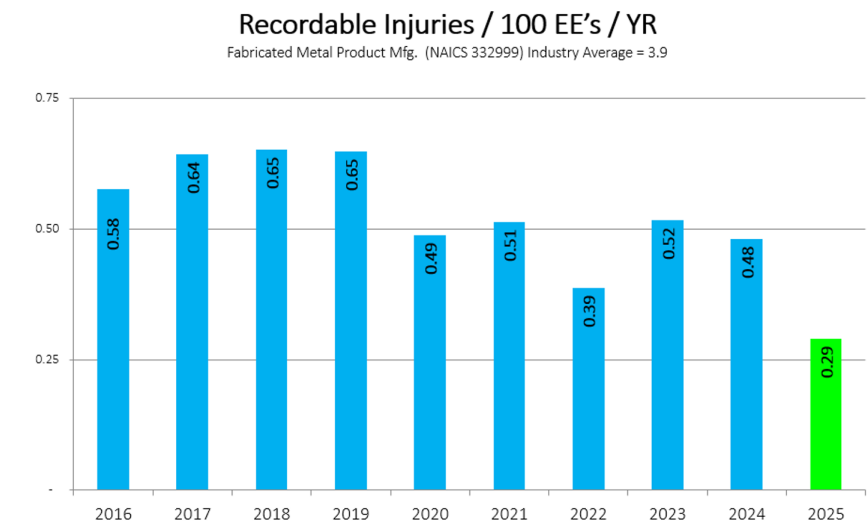
Workplace health and safety is a cornerstone of ESG reporting, driving ethical, operational, strategic and financial business performance by reducing injuries, promoting well-being, and strengthening safety culture.

TouchPoint is committed to operating all of our facilities and projects in a safe and efficient manner, and in compliance with all applicable EHS laws, rules, and regulations. To achieve this, TouchPoint has established standard EHS policies and operating procedures, considering environmental and safety risks at the project level as part of the initial risk assessment. TouchPoint builds processes to manage these risks into site-specific project manuals.

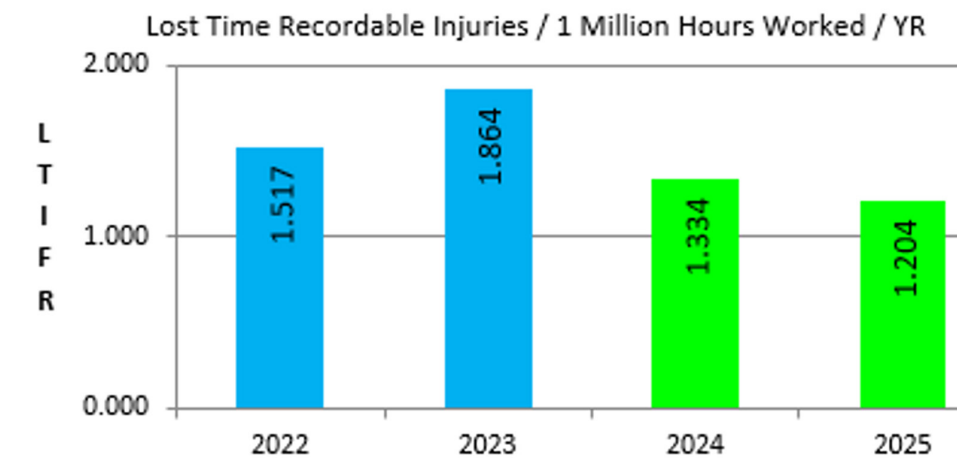
At TouchPoint, the safety and health of our employees is essential to running our business and a fundamental component of our commitment to sustainable business practices. Our structure includes dedicated EHS expertise which enables us to effectively communicate safety issues, share best practices and promote a culture of safety across the enterprise.

For well over 10 years Southco has maintained a Total Recordable Incident Rate (TRIR) that is well below the industry average. In 2025, TouchPoint began tracking and reporting TRIR collectively for all of its companies, at 0.49 recordable injuries per 100 employees.

## Southco Global Safety Total Recordable Incident Rate



## Southco Global Safety Lost Time Injury Frequency Rate



## Governance

Good corporate governance practices enable us to meet financial, operational, and strategic objectives, advance the long-term interests of our stakeholders, and promote accountability and responsiveness across our leadership teams.



### Human Rights

TouchPoint upholds fundamental human rights and believes that all human beings around the world should be treated with dignity, fairness, and respect. We want our suppliers and direct contractors to demonstrate a serious commitment to the health and safety of their workers and to comply with human rights laws.

TouchPoint does not use or condone the use of slave labor or human trafficking, and we denounce any degrading treatment of individuals, harassment or unsafe working conditions.

We are committed to following all applicable wage and hour laws and regulations.

### Executive Responsibility for Sustainability

Our Vice President, General Counsel, and Secretary reports directly to TouchPoint's President and CEO on the progress of our sustainability program, and updates TouchPoint's Board of Directors on these efforts at least annually.

### Collective Bargaining

TouchPoint recognizes and respects the rights of associates that may want to join or not join any lawful organization of their choice and is committed to complying with laws concerning freedom of association and collective bargaining. Approximately 100 Southco associates work under collective bargaining agreements and are represented by trade unions and workers' councils. As a result, we have not experienced any work stoppages.

### Supplier Standards

When selecting suppliers and contractors, TouchPoint chooses reputable business partners who are committed to ethical standards and values, and demonstrate business practices compatible with ours. We require all of our suppliers to sign and agree to our Business Conduct, Ethics Expectations, and Key Requirements for Suppliers and Contractors ("Supplier Code of Conduct") which, among other obligations, requires our suppliers to follow ethical standards established by TouchPoint.

All our suppliers and contractors are expected to commit the resources required to understand and comply with these requirements and require their suppliers and subcontractors to conform as well. TouchPoint will cease doing business with any supplier or contractor that fails to act in a manner consistent with these expectations.

TouchPoint expects its suppliers and contractors to maintain and enforce policies requiring adherence to business conduct and practices in accordance with applicable law and which comply with our requirements. These expectations may be updated or amended from time to time.

### Supply Chain Governance

TouchPoint is committed to continuously monitoring our supply chain for both risks and opportunities.

We assess and monitor changing political, logistical, and climate conditions to identify potential threats or risks and formulate mitigation strategies. We also analyze our supplier footprint and conduct stress tests for alternative strategies and supply options.

TouchPoint's largest platform company, Southco, conducts extensive supplier audits. Any concerns or violations are documented and addressed by management, and either a corrective action is put in place and monitored, or Southco actively exits the supplier and resources the business to another company.

Southco recognizes suppliers that have demonstrated responsible business practices in support of ESG initiatives as prime candidates for its annual Supplier of the Year award.

### Reporting

#### Conflict Minerals

We are committed to complying with applicable legislation in all parts of the world. This includes requirements related to conflict minerals and laws related to understanding the content and sourcing of materials in our products and supply chain. TouchPoint supports ending the violence and human rights violations related to mining these minerals.

TouchPoint does not purchase conflict minerals or any other prohibited materials or parts.

#### Global Trade Compliance

Our processes and people must adhere to applicable import and export laws and regulations as part of our commitment to global trade compliance. This is accomplished through automated tools and regular training in export controls, import processes, procurement requirements, sanctions, and embargoes, carried out during onboarding for applicable associates and followed by targeted training.

### Supply Chain Environmental Impact

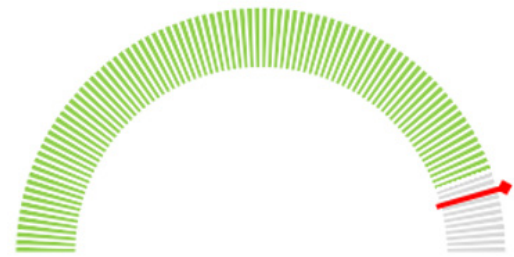
We are dedicated to reducing waste and encouraging recycling in our operations. We partner with third-party vendors who help us to meet these recycling commitments and support implementing best practices. We focus on identifying suppliers that are geographically close to our manufacturing locations and to our customers. This strategy creates efficiencies for our business, reduces our carbon footprint, and helps us mitigate the risk of supply chain disruption, increasing our resilience in an unpredictable global environment.

### Supplier Due Diligence and Risk Management Process

Our sustainable procurement policy and supplier code of conduct address and clarify requirements across our supply chain related to environmental criteria, ethics, labor and human rights, and supplier engagement. Our vendor risk management process includes risk categories associated with geography, sustainability and the environment among others.

In addition to assessing risk in our supply chain, we implement preventative strategies to manage any potential risks. These preventative strategies are designed to proactively identify and address potential issues before they escalate, thereby ensuring the stability and integrity of our supply chain.

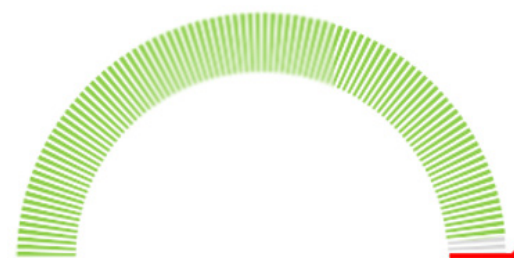
## ESG Sustainable Procurement Scorecard



Supplier-Signed Sustainability Code of Conduct



Environmental, Labor, Human Rights Clauses Integrated into Supplier Contracts



Supply Chain Sustainability Issues Training to Internal Teams

### Supply Chain Dashboard Metrics

TouchPoint's largest platform company, Southco, tracks and reports on many different sustainability metrics. By capturing this data, we can ensure our procurement practices support our long-term vision by allowing us to identify opportunities to build greater resilience in our supply chain.

### Business Ethics

TouchPoint has a Code of Conduct that all employees must acknowledge, agree to, and comply with. A link to the Code is also posted on the homepage of each of our businesses' websites. The Code emphasizes that TouchPoint does not tolerate bribery, conflicts of interest, fraud or money laundering in any form, and believes in winning business ethically through the quality of its products, services and people. We abide by all applicable laws, treaties and regulations that forbid bribery including the U.S. Foreign Corrupt Practices Act and the UK Anti-Bribery Act.

The Code applies to all TouchPoint employees and the Board of Directors. We enforce the Code fairly and consistently for all employees, regardless of position. TouchPoint requires all employees globally to complete training on the Code periodically, which includes anti-corruption training among other topics.

We also present the Code in front of all employees regularly, including during related training sessions and onboarding programs. As a testament to our ethical business practices, TouchPoint experienced no monetary losses from the results of legal proceedings for bribery, corruption or anti-competitive practices within the last decade.

TouchPoint strictly forbids retaliation of any kind as a result of any employee raising or reporting, in good faith, a business conduct issue or perceived violation of law. Our employees have a duty to report any possible violations of applicable law or the Code to either TouchPoint's General Counsel, or to their immediate supervisor, manager, business unit attorney, director, or officer of TouchPoint. They, in turn, must advise the General Counsel of the report. In addition, all employees other than our European employees may make a report to the TouchPoint Compliance Hotline, which can be made anonymously.

### Public Policy

No TouchPoint employee may make any direct or indirect political contribution (including the use of TouchPoint property, equipment, funds, or other assets) of any kind in the name of TouchPoint, without prior approval from TouchPoint's General Counsel.

The above prohibition relates only to the use of corporate funds, property, and assets and is not intended to discourage employees from making personal political contributions (including those to Political Action Committees), or engaging in personal political activities on their own time as may be permitted under applicable law.

### Information Security and Data Privacy

At TouchPoint Inc., we understand that cybersecurity and data privacy are foundational to responsible business operations. Protecting the integrity of our systems, the confidentiality of customer data, and the trust of our stakeholders is not simply a compliance obligation—it is a core business imperative. In an environment defined by increasingly sophisticated threats and expanding regulatory requirements, we continue to invest in and mature our information security and data privacy capabilities.

Governance of our information security program rests with the Chief Information Officer (CIO), who reports directly to the Executive Leadership Team and the Board of Directors. This reporting structure ensures that cybersecurity risk receives appropriate executive visibility and that our security strategy remains tightly aligned with our broader organizational objectives.

### Risk Management Framework

Our information security program is anchored in a risk management framework designed to systematically identify, assess, and address threats to the confidentiality, integrity, and availability of information assets. We align our practices with internationally recognized standards, including ISO 27001, and leverage internal risk assessment tools to provide continuous, real-time visibility into the effectiveness of our security controls.

We are proud to share that two of our key operating organizations are on track to achieve ISO 27001

certification in April 2026. This milestone reflects years of disciplined effort to build and sustain an information security management system that meets the rigorous requirements of this globally recognized standard. Certification validates our commitment to protecting sensitive information and provides our clients, partners, and stakeholders with independent assurance of our security practices.

Our risk-based approach enables us to prioritize security investments according to potential business impact, directing resources toward the most critical exposures. Regular penetration testing, vulnerability assessments, and continuous threat monitoring form the backbone of our technical security program. These activities are reinforced by organization-wide training initiatives that build a security-conscious workforce capable of recognizing and responding to evolving threats.

### Third-Party Risk Management

As our ecosystem of external partners, vendors, and service providers continues to grow, so too does the importance of managing third-party risk with rigor and consistency. Our Third-Party Risk Management Program provides a structured process for evaluating the security and privacy posture of external relationships before onboarding and throughout the lifecycle of each engagement. We hold our partners to the same high standards we apply to ourselves, and we work collaboratively with them to close gaps and address emerging vulnerabilities.

Our third-party risk processes encompass thorough due diligence reviews, periodic security audits, and contractual cybersecurity requirements designed to ensure ongoing compliance with our data protection standards. Continuous monitoring of third-party relationships enables us to detect and respond to new or evolving risks in a timely manner, protecting both our organization and the customers whose data may be involved.

### Information Security Awareness Training

People remain both our most valuable asset and a critical line of defense against cyber threats. Our Security Awareness and Training Program equips employees at every level with the knowledge and practical skills needed to identify and respond effectively to threats



such as phishing, social engineering, malware, and data breaches. Rather than treating security training as a one-time obligation, we have built a continuous learning model that evolves alongside the threat landscape. Our ongoing educational model is executed through quarterly training, which ensures that employees receive regular updates on emerging threats, new security protocols, and best practices, fostering a continuous learning environment. Each quarter, employees are required to complete a set of security awareness training modules, which are carefully curated to address the most pressing cybersecurity challenges at the time.

Quarterly training modules ensure that employees stay current on emerging threats, updated security protocols, and best practices—creating a cadence of learning that keeps pace with a dynamic threat environment. Training is delivered through engaging, scenario-based modules that replicate real-world situations, covering topics such as identifying phishing emails, responding to security alerts, and executing incident response procedures correctly.

Simulated phishing campaigns complement our formal training curriculum by testing employee readiness in realistic conditions. Results from these exercises are used to identify knowledge gaps and refine targeted follow-up training, ensuring that our workforce is well-prepared to recognize and avoid common attack vectors.

### Incident Response and Business Continuity

Our Incident Response and Business Continuity programs are designed to ensure we can detect, contain, and recover from security events with speed and precision. Both plans are subject to regular testing and structured review cycles, allowing us to identify opportunities for improvement and adapt to changes in the threat environment before an incident occurs. A dedicated incident response team, equipped with specialized tools and clearly defined escalation protocols, stands ready to address a broad range of security incidents—from targeted data breaches to ransomware events.

Clear communication procedures ensure that affected

stakeholders receive timely, accurate information throughout the response lifecycle. Our business continuity program provides a complementary layer of resilience, ensuring that critical operations remain functional even under adverse conditions. Routine data backups, tested disaster recovery procedures, and documented contingency processes collectively reduce the potential impact of disruptive events on our customers and operations.

### Commitment to Data Privacy

Protecting the personal data entrusted to us by our customers, employees, and partners is a responsibility we take seriously. Our data privacy program is structured around the principles of lawfulness, transparency, and data minimization, and is aligned with the requirements of the General Data Protection Regulation (GDPR) and other applicable privacy frameworks. We maintain robust technical and organizational safeguards to protect personal information against unauthorized access, disclosure, modification, or loss.

We embed privacy considerations into our business processes and product development lifecycles through a privacy-by-design approach, minimizing data collection to what is strictly necessary and ensuring appropriate retention limits are observed. Employees across the organization receive regular training on data privacy obligations and are empowered to raise concerns through established reporting channels.

### Responsible Use of Artificial Intelligence

As artificial intelligence becomes increasingly integrated into business operations, we are committed to ensuring that AI is adopted and deployed in a manner that is responsible, transparent, and consistent with our values. We recognize that AI technologies offer significant opportunities to enhance efficiency, strengthen security capabilities, and improve decision-making—but that these benefits must be pursued with appropriate governance and safeguards in place.

Our Responsible AI framework establishes clear principles governing how AI tools and systems

are evaluated, procured, and used across the organization. These principles include fairness and non-discrimination, accountability for AI-driven outcomes, human oversight of consequential decisions, and data privacy protections that extend to AI-processed information. We conduct risk assessments prior to deploying AI in sensitive contexts and maintain ongoing monitoring of AI systems to detect and address unintended behaviors or outcomes.

We are also attentive to the cybersecurity implications of AI, including the use of AI-powered tools by threat actors to conduct more sophisticated attacks. Our security team actively monitors this evolving risk landscape and incorporates AI-related threat intelligence into our broader risk management processes. At the same time, we are exploring the use of AI-driven security capabilities—such as anomaly detection and automated threat response—to enhance our defensive posture in a responsible and auditable way.

### Continuous Improvement

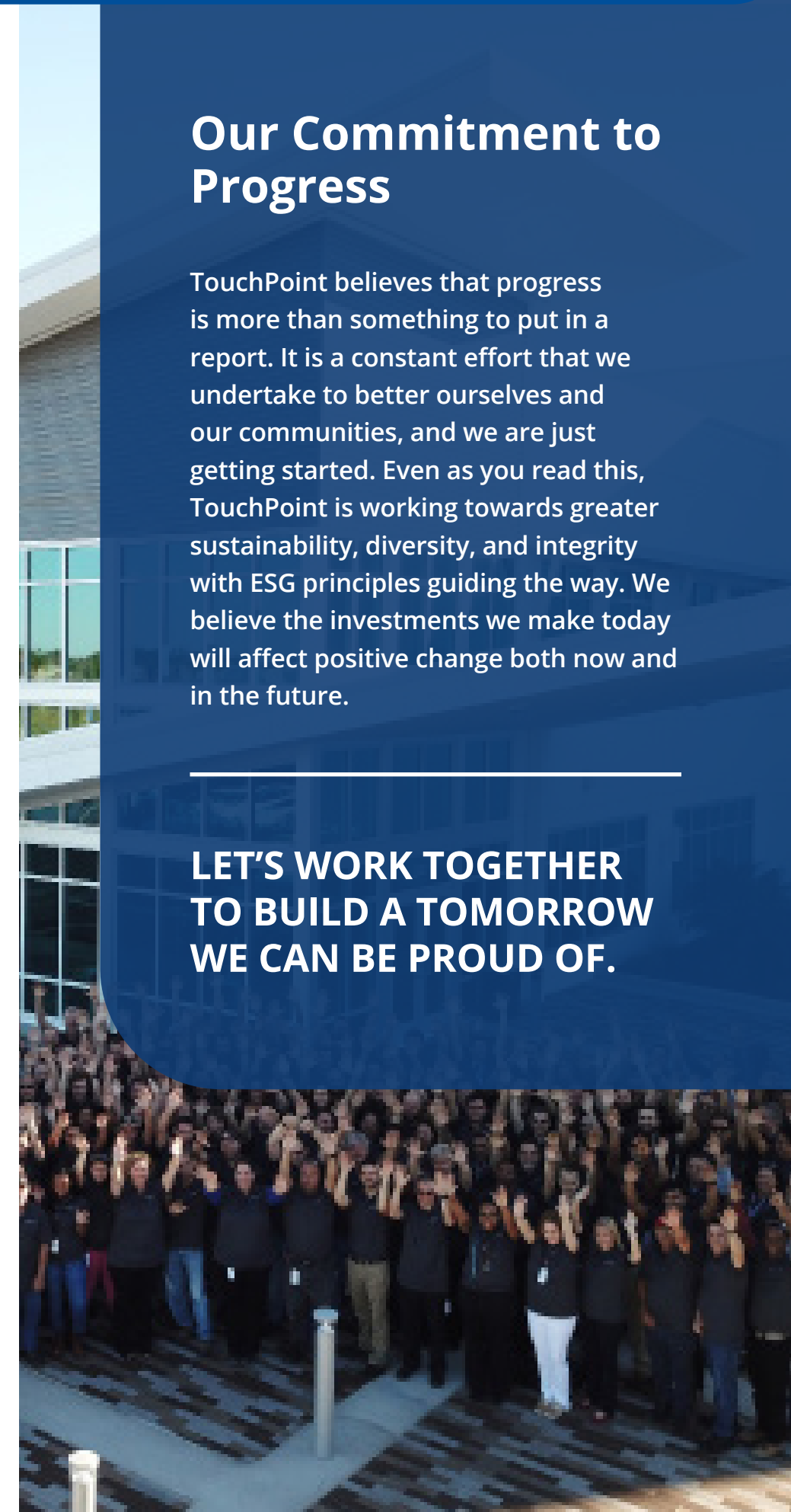
We view information security as a dynamic discipline that demands ongoing investment, reflection, and adaptation. Our commitment to continuous improvement is reflected in how we incorporate lessons learned from security incidents, threat intelligence findings, audit results, and stakeholder feedback into the ongoing evolution of our security program.

Through consistent monitoring, cross-functional collaboration, and a culture of accountability, we work to stay ahead of emerging cyber risks and maintain an environment where our business, employees, and customers can operate securely and with confidence. Our information security and data privacy practices are integral to our broader ESG commitments—grounded in the same principles of transparency, responsibility, and long-term value creation that guide our organization as a whole.

## Our Commitment to Progress

TouchPoint believes that progress is more than something to put in a report. It is a constant effort that we undertake to better ourselves and our communities, and we are just getting started. Even as you read this, TouchPoint is working towards greater sustainability, diversity, and integrity with ESG principles guiding the way. We believe the investments we make today will affect positive change both now and in the future.

**LET'S WORK TOGETHER  
TO BUILD A TOMORROW  
WE CAN BE PROUD OF.**





# ESG

## Report 2025

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