

CSR REPORT

2025/2026

www.luxconnect.lu

LUX 20 CONNECT YEARS

INNOVATION BUILT TO LAST

SHAPING TOMORROW'S DIGITAL INFRASTRUCTURE

SECURITY • RELIABILITY • SUSTAINABILITY • FLEXIBILITY

LUX CONNECT 20 YEARS

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1. INTRODUCTION

1.1. MANAGEMENT STATEMENT ON CORPORATE SOCIAL RESPONSIBILITY



2026 marks a significant milestone for LuxConnect as we celebrate 20 years since the creation of our company and 10 years since the formalization of our Corporate Social Responsibility (CSR) commitment. These anniversaries provide an opportunity not only to reflect on the progress achieved, but also to reaffirm the principles that have guided LuxConnect since its inception.

Responsibility and sustainability have been embedded in LuxConnect's mission from the very beginning. As a company entrusted by the Luxembourg State with the development and operation of strategic digital infrastructure, we have always understood that our responsibility extends beyond technical performance. The choices made in the design, construction and operation of our infrastructures have long-term economic, environmental and societal implications. Ten years ago, this commitment was formalized through a structured CSR approach, which has continued to evolve, mature and strengthen ever since.

Today, the importance of resilient and sovereign digital infrastructure has become more evident than ever. In an increasingly complex international environment, technological dependencies and geopolitical uncertainty have brought digital sovereignty to the forefront of national and European priorities. For LuxConnect, contributing to Luxembourg's digital sovereignty means ensuring that the country can rely on secure, resilient and future-ready infrastructure capable of supporting its strategic ambitions.

This responsibility requires us to continuously anticipate technological developments and adapt our infrastructure accordingly. The ongoing evolution of our facilities to accommodate new generations of high-performance computing infrastructure, including MeluXina AI and future quantum computing capabilities, illustrates this commitment. By preparing today for the technologies of tomorrow, we aim to provide the robust and trusted foundations needed for Luxembourg's digital economy, research ecosystem and innovation ambitions.

At the same time, technological progress must go hand in hand with environmental responsibility. We continue to invest in measures aimed at reducing the environmental footprint of our operations and Data Centers. Our investments in solar energy are increasing the share of renewable energy generated across our sites, while the development of our new office building reflects our ambition to rethink the environmental performance of the spaces in which we work. Designed with the objective of achieving zero operational carbon emissions, this new building represents a concrete step towards translating our sustainability ambitions into tangible action.

The development of a dedicated CSR strategy for LuxConnect further strengthens this approach. It allows us to focus more clearly on the sustainability topics that are most relevant to our activities, our stakeholders and our specific role within Luxembourg's digital ecosystem. It also enables us to set clearer priorities, improve the monitoring of our performance and communicate more transparently about both our progress and the challenges ahead.

As we look back on 20 years of LuxConnect and 10 years of structured CSR engagement, we are conscious that sustainability is not a destination, but a continuous process of improvement and adaptation. The context in which we operate will continue to evolve, as will the expectations placed on digital infrastructure. Our commitment, however, remains constant: to build and operate infrastructures that are resilient, sovereign and sustainable, and to contribute responsibly to Luxembourg's long-term digital future.



Paul Konsbruck
CEO
LuxConnect

1.2. MISSION, VISION & VALUES

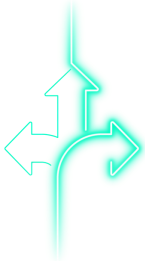
Our Mission
We improve the connectivity and data security of our customers through secure infrastructures and services. Our sustainable and energy-efficient complete solutions meet high security standards and stable performance.

Our Vision
We want to make Luxembourg the reference for connectivity and data security in Europe.

Our Values



Reliability
We ensure unmatched reliability with 100% uptime, Tier IV Data Center standards, and ISO 27001 certification, guaranteeing secure and continuous operations.



Flexibility
Our customers are at the center of everything that we do. We think solution-oriented, forward looking, and sustainable. As a team we develop solutions, promote exchange, and look into the future to make Luxembourg the best digital location in Europe.



Innovation
We stay at the forefront of technology by continuously monitoring market innovations, regularly updating equipment, and combining extensive experience with cutting-edge solutions.

Security
We understand the critical nature of data security and we implement robust measures to protect our customers' information.



Sustainability
We are committed to sustainability, operating on 100% renewable energy, maximizing energy efficiency, and fully offsetting all emissions to ensure a greener future.



2. GENERAL INFORMATION

Bettembourg site
202, Z.A.E. Wolser F
L-3290 Bettembourg





Bissen site
3, op der Poukewiss
Z.A.C. Klengbousbierg
L-7795 Bissen

LuxConnect, a private limited liability undertaking company fully owned by the Luxembourg State, is dedicated to strengthening the national economy through a unique offering in infrastructure and services. With four state-of-the-art Data Centers across two sites and a 2,000 km nationwide fiber optic network, we create high-performance, sustainable environments that support the growth of our clients.

Our portfolio has recently expanded with LuxProvide and Clarence. LuxProvide, home to the MeluXina HPC, and soon MeluXina AI and quantum, is driving innovation in data analytics and AI. Clarence, our sovereign cloud solution developed in partnership with Proximus, ensures scalable and secure cloud capabilities tailored to future needs.

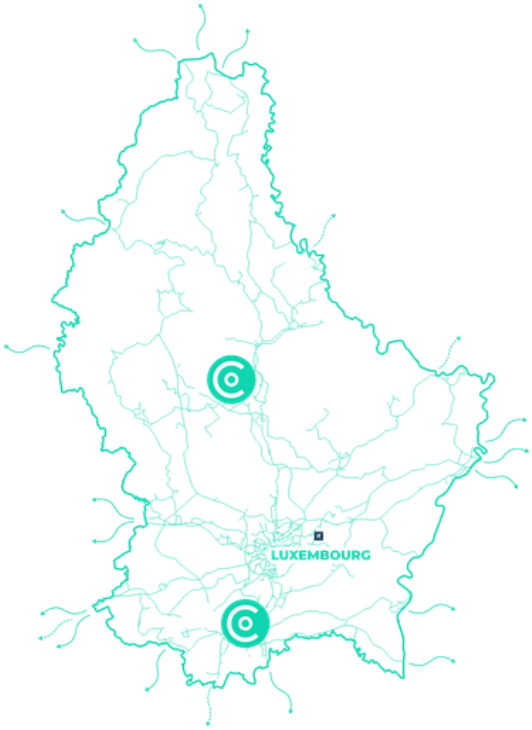
To support this ongoing growth, we are preparing the construction of a new administrative building by end of 2027, designed to centralize all our entities under one roof. This modern facility will be complemented by an elevated parking structure, further enhancing accessibility and operational efficiency.

2.1. PRODUCTS & SERVICES

LuxConnect has two business lines: Data Center and Dark Fiber Provider in Luxembourg.

With four Tier IV Data Centers (three in Bettembourg, one in Bissen), LuxConnect is offering Data Center colocation services directly to end customers.

LuxConnect's optical fiber backbone encompasses around 2,000 km of fiber throughout Luxembourg. The backbone connects all commercial Data Centers in Luxembourg redundantly and gives telecom operators a choice of 16 country breakouts to interconnect to and from Luxembourg.



2.2. OUR SUBSIDIARIES

LuxProvide, founded in 2019 and 100% owned by LuxConnect, fuses data science expertise with supercomputing capabilities. Centered around MeluXina supercomputer, it stands ready to harness the power of data analytics.

Clarence's disconnected sovereign cloud solution is the result of a joint venture between LuxConnect (60%) and Proximus (40%). Its mission is to offer unparalleled security and scalability to meet the specific needs of businesses for access to compliant data storage.

DCE, a subsidiary jointly owned by LuxConnect and LuxEnergie, was founded in 2008. It finances, builds, and operates energy systems for our four Data Centers.

2.3. KEY FIGURES 2025

€42.5M
turnover

Including 9,8 M€ net result

6.5 y
seniority

Average length of service of employees

28
employees

End of 2025

12.5h
training

20 men
8 women

28 CDI
0 CDD

Other HR Metrics

0 employee covered by a collective bargaining agreement

0 work-related accident

6 nationalities

Data Centers KPI's

1.35
PUE[1]

0.003
CUE[2]
kg CO_2e/kWh

0.209
WUE[3]
l/kWh

52 t CO_2e
waste impact

The KPIs for our Data Centers were revised this year, using 2025 as the baseline year, as part of our carbon footprint assessment.

Dark Fiber KPI's

2,000 km
fiber network

21
maintenances performed

39
cables moved or replaced

252
circuits covered by maintenance

16
country breakouts

[1] Power Usage Effectiveness

[2] Carbon Usage Effectiveness (Market-based)

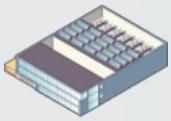
[3] Water Usage Effectiveness

2.4. CARBON FOOTPRINT

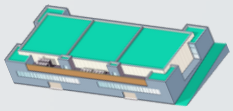
Perimeter



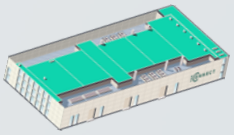
DC1.1



DC1.2



DC1.3

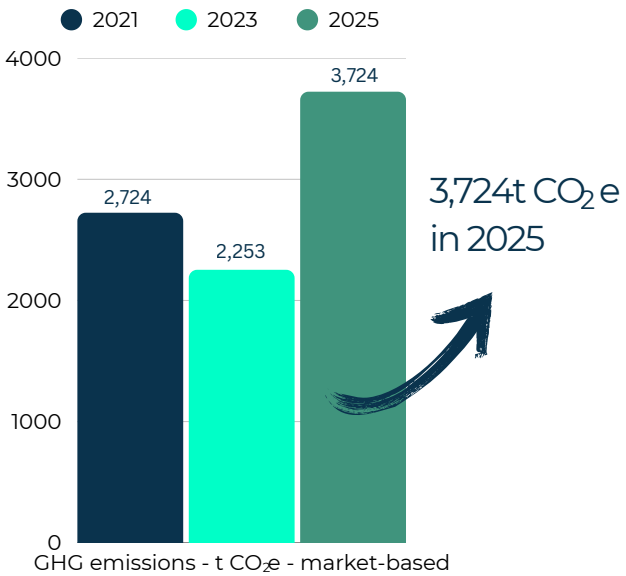


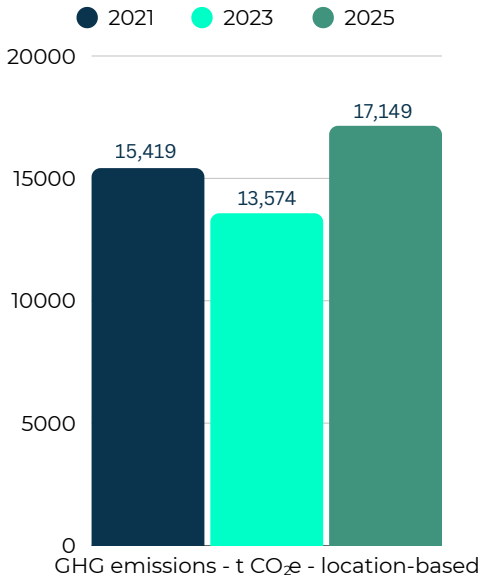
DC2

Methodology

- Calculation method: Results in accordance with the Greenhouse Gas Protocol
- Carbon footprint assessed every 2 years, taking into account Scope 1, 2 & 3 emissions
- "Balance sheet neutral" after offsetting residual emissions with greenhouse gas (GHG) emission certificates
- Carbon footprint data is becoming increasingly accurate year over year

Results





Impact on 2025 emissions

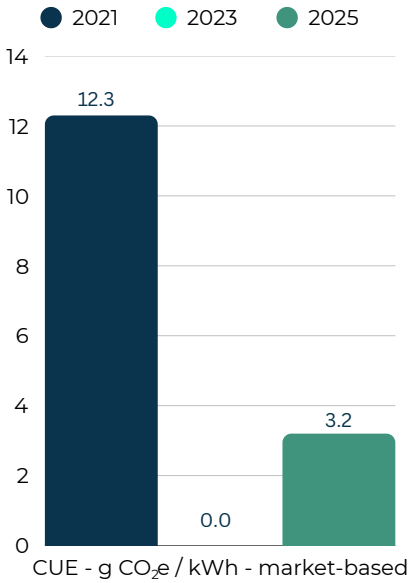
- Growing activity & thus increase of electricity consumption (+20%).
- Controlled leak of refrigerant gas R134a led to an increase in scope 1 emissions.
- New construction projects such as a new office building, phase 2 of DC1.3 and a parkhouse.

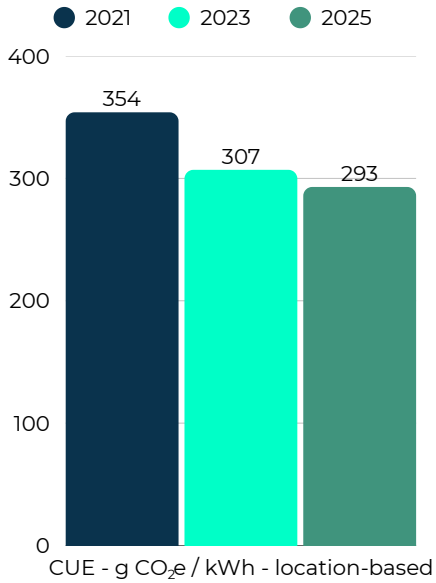
Headquarter

Dark Fiber Entity

Construction Projects

- Scope 2: new emission factor for local electricity to consider energy transition
- Location-based figures have been recalculated for 2021 & 2023 to include security and cleaning costs
- Market-based methodology is particularly meaningful for our company as we source 100% green electricity
- CUE is determined using Data Centers' Scope 1 & 2 emissions, excluding company vehicles





Actions in 2025 to reduce emissions

- Without refrigerant leaks, market-based CUE would have been 0 in 2025, as it was in 2023 when no leaks occurred, owing to the purchase of 100% renewable electricity.
- Increase of the number of electrical or hybrid cars in our fleet.
- No purchase of fuel for diesel generators.

2.5. LABELS & CERTIFICATIONS

LuxConnect has proudly earned a range of certifications, reflecting its commitment to excellence in various aspects of their operations. These include certifications that underscore the quality, performance and security of our infrastructure and processes, as well as our dedication to societal and environmental responsibility. Below, you'll find the logos representing each of these achievements, showcasing the high standards the company upholds across all areas of its business.









PACTE NATIONAL ENTREPRISES ET DROITS DE L'HOMME LUXEMBOURG









IMS LUXEMBOURG
Inspiring More Sustainability

CHARTE de la DIVERSITE LETZEBUERG























3. LUXCONNECT, A SOCIALLY RESPONSIBLE COMPANY

3.1. HISTORY

In 2016, LuxConnect made a strategic decision to integrate Corporate Social Responsibility (CSR) into its core operations. This marked the beginning of a dedicated CSR-focused efforts and to the creation and development of a specialized CSR team.

From April to September 2016, Christine De Ridder – first member of the Team – completed the entire training cycle recommended by INDR and carried out the first two certification audits in 2017 and 2021.

ESR ENTREPRISE RESPONSABLE
Stratégie RSE • Gouvernance • Social • Environnement

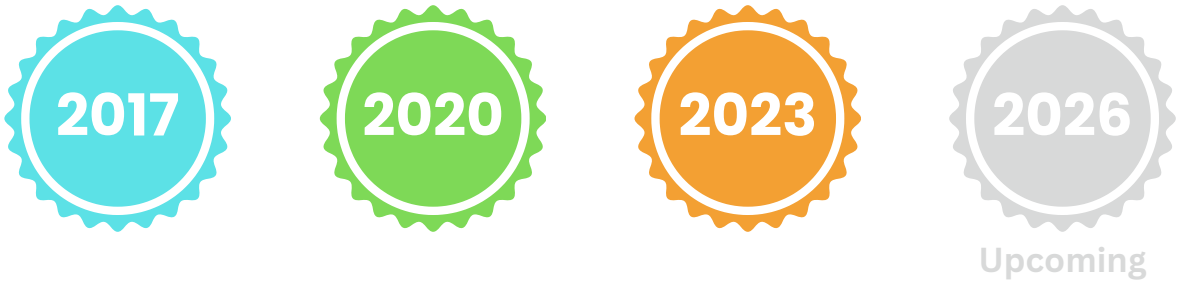
we commit to top level standards of corporate environmental and social responsibility
we contribute to a sustainable future
responsibility-europe.org
RESPONSIBILITY EUROPE RE CSR LABEL

Building on the foundation laid in 2016, LuxConnect began addressing CSR themes more systematically from 2017 onwards. The company's commitment to CSR was further strengthened with the arrival of Magali Panozzo, in 2022. Magali, like Christine, completed the entire CSR training cycle and passed her certification exam in 2023.

In 2024, the team welcomed Martina Cappuccio, to promote the company's CSR commitments. She also completed the CSR training the same year.

Our latest CSR audit took place in April 2024 following the integration of LuxProvide into our assessment scope. With the support of Distinct Consulting, we took the opportunity to review our CSR strategy and concluded that, while sharing common values, both companies would achieve greater impact by pursuing separate strategies. As a result, future audits will be conducted independently. We are now preparing for LuxConnect's next CSR audit, scheduled for this autumn. Following a successful self-assessment review with INDR, we are approaching the certification audit with confidence.

Certifications

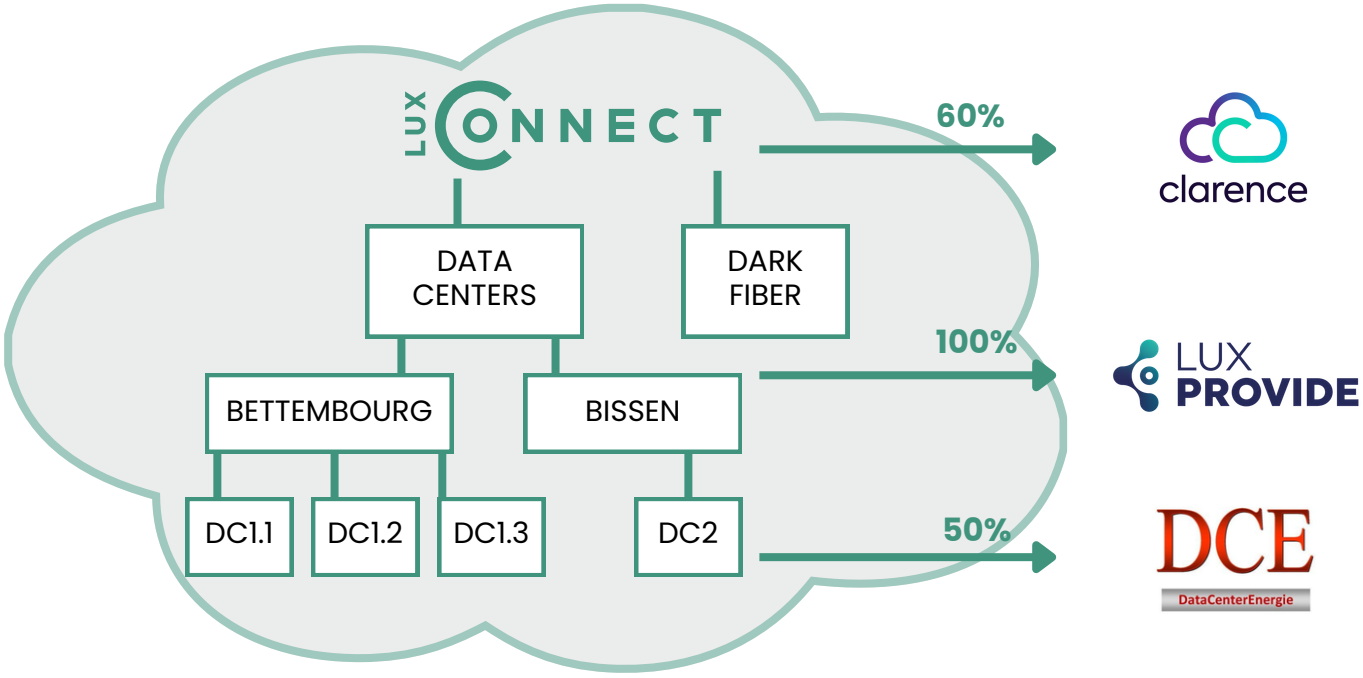


3.2. CSR SCOPE

In 2025, we decided to review our stategy and focused on analyzing our stakeholders, materiality matrix and our value chain.

It rapidly turned out that LuxProvide, although a 100% subsidiary of LuxConnect, operates like one of our customers, with a distinct business model and a different materiality, which made the exercise even more complex.

To address this, we believe defining two separate perimeters reduces complexity: fewer cross-references, fewer consolidation assumptions, and greater traceability of indicators. This approach will also facilitate this year's audit. Separate reports, supported by entity-specific documentation, ensure that each model is accurately reflected and avoid potential confusion; this is in line with the 'best possible information' principle promoted by the Corporate Sustainability Reporting Directive (CSRD).



3.3. INTEGRATION OF CSR TEAM INTO THE COMPANY'S ORGANIZATION CHART

Each member of the CSR team is responsible for her own topics and actions, under the supervision of the CSR Manager. Monthly meetings - as a minimum - are scheduled to follow up actions.



Christine De Ridder
Project & CSR Manager



Magali Panozzo
HR Manager



Martina Cappuccio
Communication Officer & Future CSR Manager

Extra hands for our CSR missions



2025/2026 was a busy year for CSR initiatives: carbon footprint assessment, ESR "Entreprise Responsable" re-labelling and the annual report. To carry out these projects with quality and within the set deadlines while promoting youth career development and professional integration, we welcomed two interns from June to December 2026, both graduates of top Business Schools and specializing in sustainable development. They overlapped for a two-week handover period, ensuring a smooth transition between assignments.

Their contribution proved invaluable: collecting carbon footprint data from teams, preparing the label self-assessment and gathering supporting evidence for the final audit in November 2026, updating the sustainability report, monitoring CSR developments through events (notably those organized by IMS), and preparing a customer satisfaction survey.

The fact that LuxConnect was able to allocate funds to bring on two interns demonstrates the company's commitment to furthering its involvement in sustainability and implementing meaningful solutions to CSR challenges.

LUXCONNECT ORGANIZATION CHART

Board of Directors

CEO

Executive Committee

CTO

Finance, Accounting & Controlling

Human Ressources

Fiber Network

Sales

Administration

Data Center

Marketing & Corporate Communication

CSR

Operations & Security

IT

Construction Project Management

4. CSR STRATEGY & ENGAGEMENTS

4.1. METHODOLOGY

The comprehensive review of our CSR strategy focused primarily on the following objectives:

- Identifying and mapping our stakeholders, along with the means of communication used with each group
- Creating and distributing a questionnaire to these stakeholders
- Analyzing the results and consolidating them into a simple materiality matrix
- In parallel, mapping our entire value chain
- Developing a coherent sustainability strategy based on these insights

4.2. STAKEHOLDER IDENTIFICATION

As part of our CSR strategy, we began by reviewing our existing stakeholder mapping table. This allowed us to update it and include new, relevant stakeholders. We then organized all stakeholders into five main categories: Board of Directors, Clients, Business Partners, Staff, and Communities.

For each stakeholder group, we identified the existing communication channels used to engage with them. This exercise gave us a clearer overall picture and allowed us to centralize and monitor these various interactions more effectively. This work was consolidated into a visual diagram that summarizes our overall stakeholder engagement approach.

This stakeholder mapping exercise laid the foundation for building our value chain. We analyzed all our activities, identified the inputs required, and assessed the downstream impacts of the services we deliver. This comprehensive understanding of our value chain enables us to better assess our responsibilities, optimize our processes, and create shared value for all our stakeholders - a key component of our CSR commitments.

LuxConnect stakeholders mapping

Stakeholder category	Main communication and dialogue channels

Board of Directors

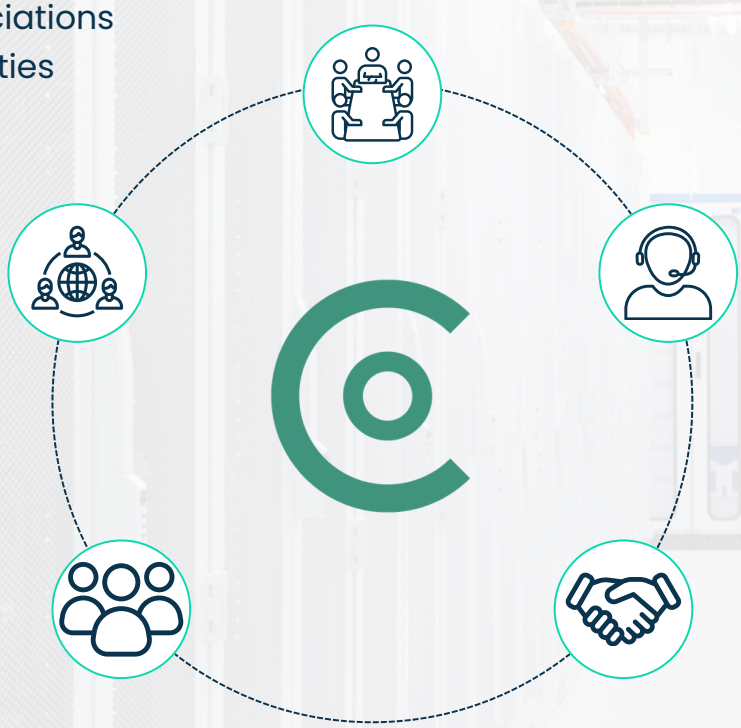
- State of Luxembourg
- Shareholders
- Directors

- General Assembly
- Board meetings
- CSR report & survey

Communities

- Regulatory authorities
- Professional associations
- Schools & Universities
- Associations
- Local authorities
- CSR partners

- Partnerships
- Sponsorings
- CSR events, reports & surveys
- School visits & workshops



Clients

- Data Center clients
- Dark Fiber clients

- Website & CSR report
- Customer portal
- Satisfaction & CSR surveys
- Business review meetings
- Business events

Staff

- Employees
- Employee delegation
- Interns

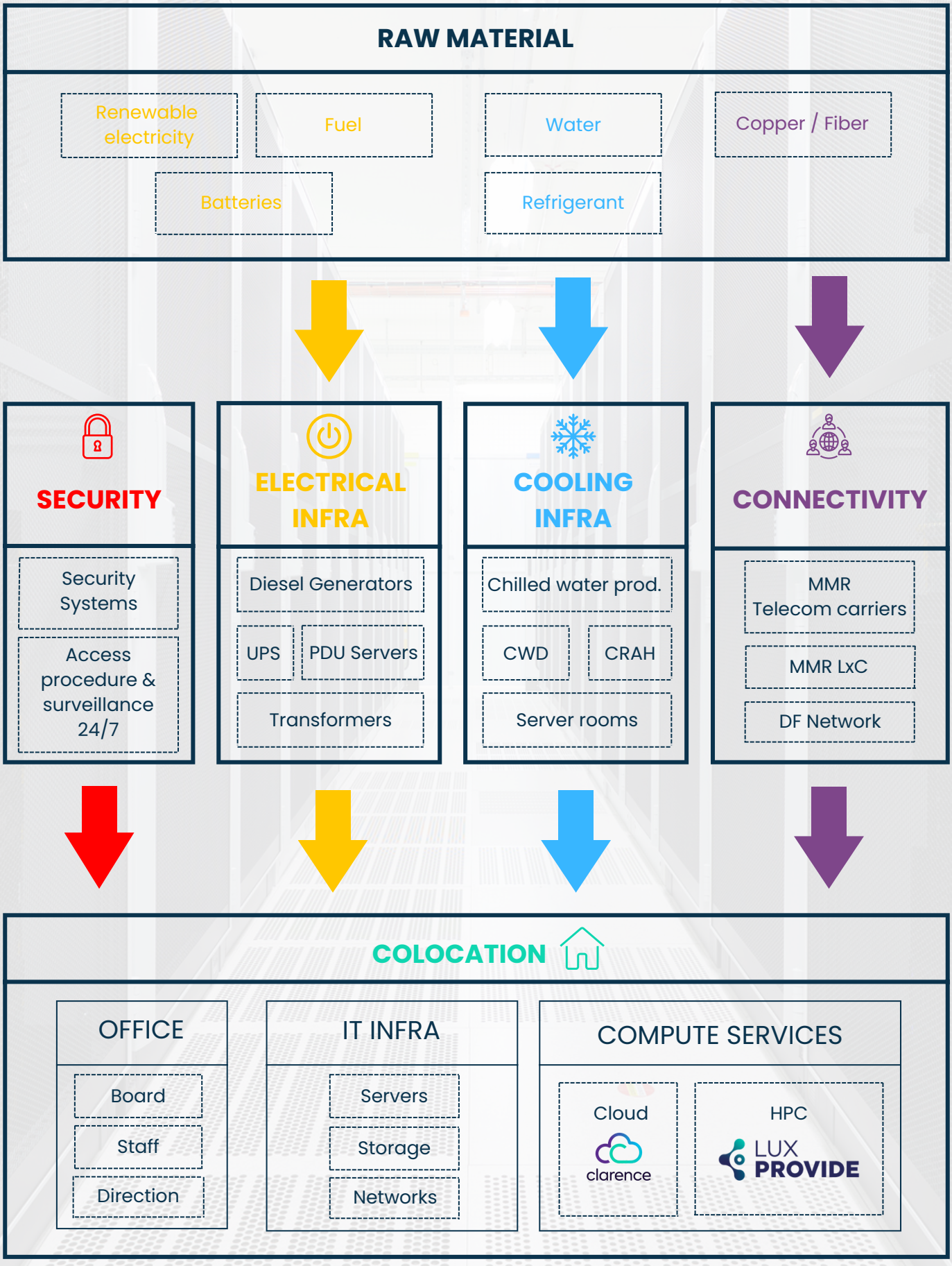
- Staff meetings
- Internal newsletter / internal communications
- Satisfaction & CSR surveys
- Staff delegation meetings
- General affairs meetings
- Internal teambuildings & events

Business Partners

- Subsidiaries
- Business partners
- Suppliers
- Bank & Insurance

- Board meetings
- Site Manager meetings
- Satisfaction surveys from suppliers
- Business review meetings
- CSR report & survey

LuxConnect Value Chain



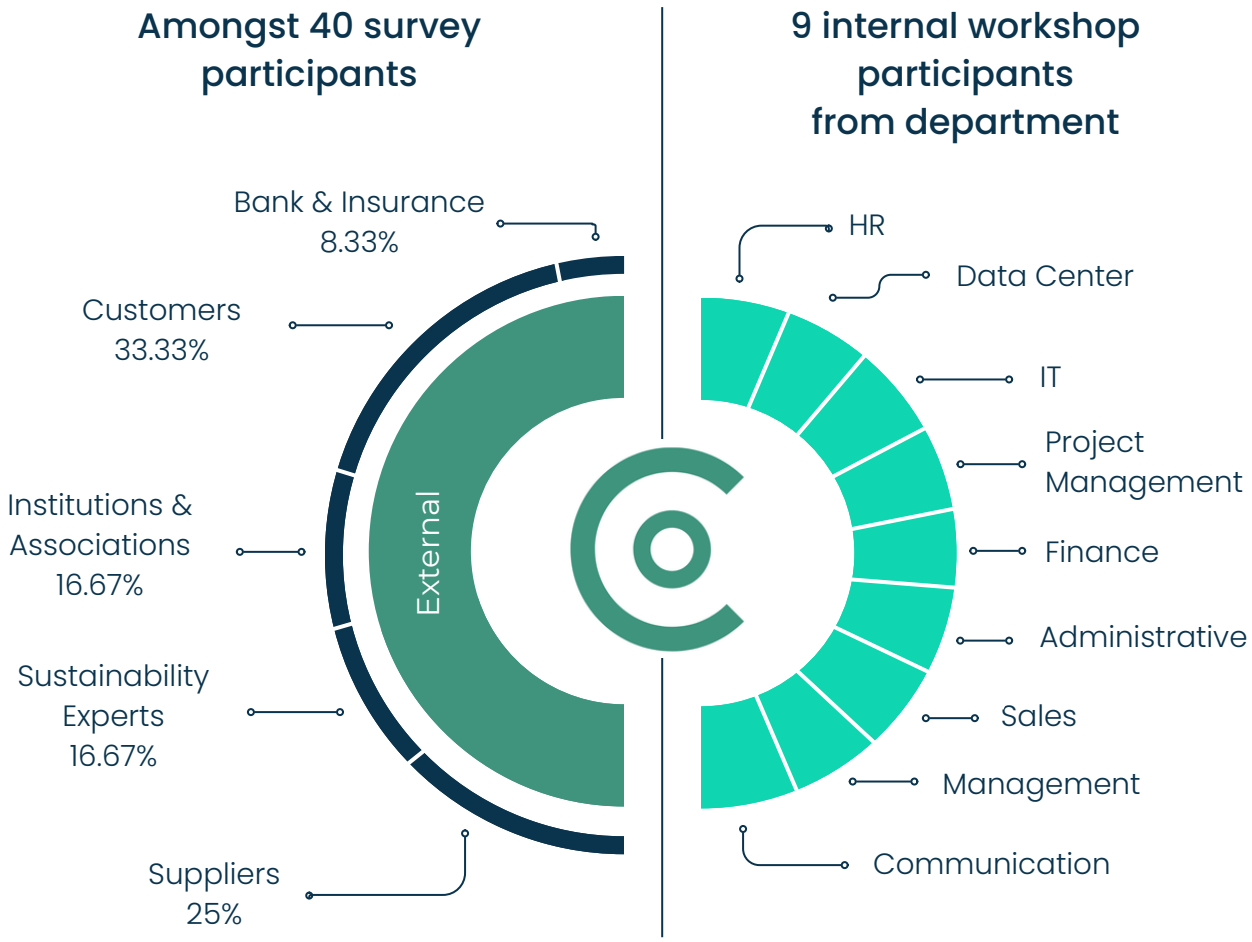
4.3. STAKEHOLDER DIALOGUE

For each stakeholder category, we identified key contacts and developed a dedicated survey to better understand expectations regarding Environmental, Social, and Governance (ESG) issues.

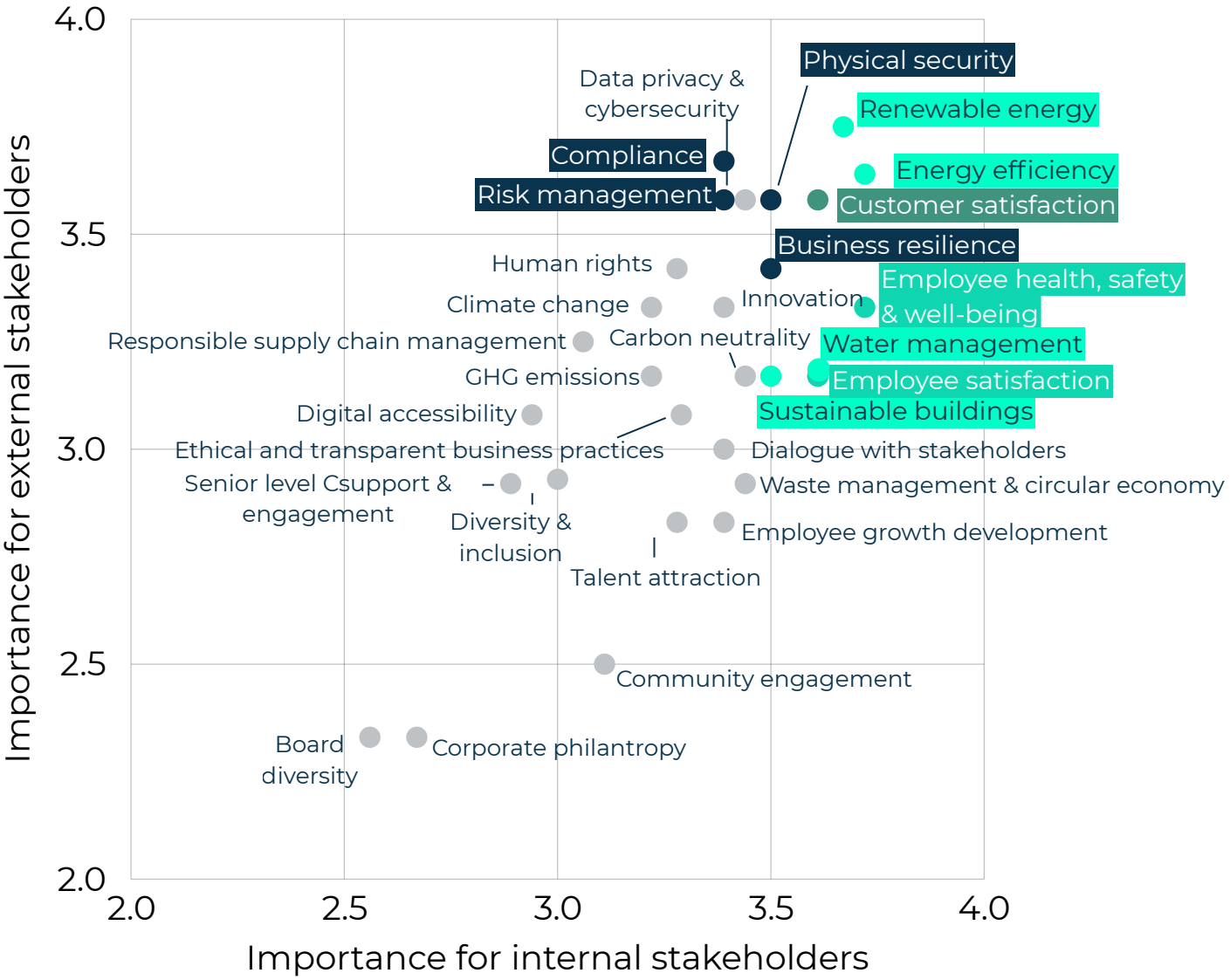
Based on a benchmark of CSR strategies in our sector, combined with internal expertise, we selected the ESG topics most relevant to LuxConnect. Stakeholders were invited to rate their level of concern for each topic, helping us better prioritize our sustainability efforts and align our actions with their expectations.

The survey results were then reviewed during a cross-functional internal workshop involving representatives from across the company. This collaborative analysis enabled us to define and agree on LuxConnect's CSR priorities.

Detailed overview



4.4. MATERIALITY MATRIX



During the internal workshop, we translated the survey results into a clear set of CSR priorities, focusing on four key themes:

Clients, People, Security and Sustainability.

Some topics identified in the survey were closely related. We chose to group them under broader categories to extend the scope of our actions.

To guide our selection, we prioritized topics that scored 3.5 or higher on one of the axes of the materiality assessment and we deliberately included a people-related theme, recognizing the importance of employee engagement in our long-term vision.

Finally we chose to exclude *Data privacy & cybersecurity* from our core priorities. Although this theme appeared in the top results, it reflects a misunderstanding of our role by some stakeholders. Indeed, data protection and cybersecurity are the responsibility of our clients. This highlights a need for clearer communication around our activities.

4.5. CSR STRATEGY

Our commitment to sustainable and responsible business:
"Enabling Data Security"

At the heart of our mission lies our baseline: Enabling Data Security. This reflects our dual role as both a business enabler and a trusted provider of high-security infrastructure. Our facilities offer excellent physical protection and Tier IV Data Center resilience, ensuring an unparalleled 99,995% operational uptime for our clients. In everything we do, we are driven by responsibility - towards sustainability, our clients, our people, and the security of the data and operations we host.



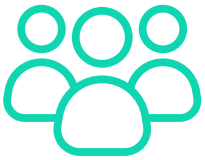


Enabling Clients

We place our clients at the center of every decision. Their needs, expectations, and success guide our approach. With a strong commitment to flexibility and adaptability, we co-create solutions that evolve with their business and help them stay ahead.

Enabling People

We cultivate a collaborative and inclusive work environment that prioritizes well-being and safety and empowers each team member to grow and thrive. We are actively strengthening team spirit and open communication, because we believe that together we are stronger.



Enabling Security

We rely on robust governance and advanced risk management frameworks to ensure exceptional physical security and operational resilience. Through continuous innovation and stringent standards, we protect the integrity of our infrastructure and the trust of our clients.





Enabling Sustainability

We protect the planet by optimizing energy efficiency in our environmentally responsible buildings. Our operations run on 100% renewable energy, and we continuously invest in reducing our carbon footprint to meet the highest global environmental standards.

5. CSR ACTION PLAN

5.1. STRATEGY



Renewal of our *ESR "Entreprise Responsable"* label

As part of the renewal process for our *ESR "Entreprise Responsable"* label, awarded by INDR, we carried out a new self-assessment ahead of the final audit scheduled for October 2026. This exercise proved particularly insightful, revealing that 15 criteria had been under-evaluated in our previous self-assessment.

This can be explained by a broadening of our assessment scope during the last audit, in 2023, which included LuxProvide alongside LuxConnect. This shift made our usual self-assessment methods more complex and reduced the reliability of year-on-year comparisons. Considering this, and for the sake of clarity and transparency, we decided to return to two separate, independent assessments for each entity.

Refocusing on LuxConnect alone revealed the true extent of the progress made. In 2023, our overall score stood at 64%. Today, our self-assessment, reviewed by an external INDR consultant, reaches 74.25%.

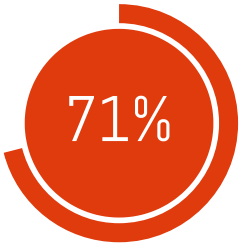
This continuous improvement confirms the relevance of our CSR strategy and strengthens our confidence ahead of the incoming final audit, the last step before the official renewal of our label.



CSR Strategy



Governance



Social



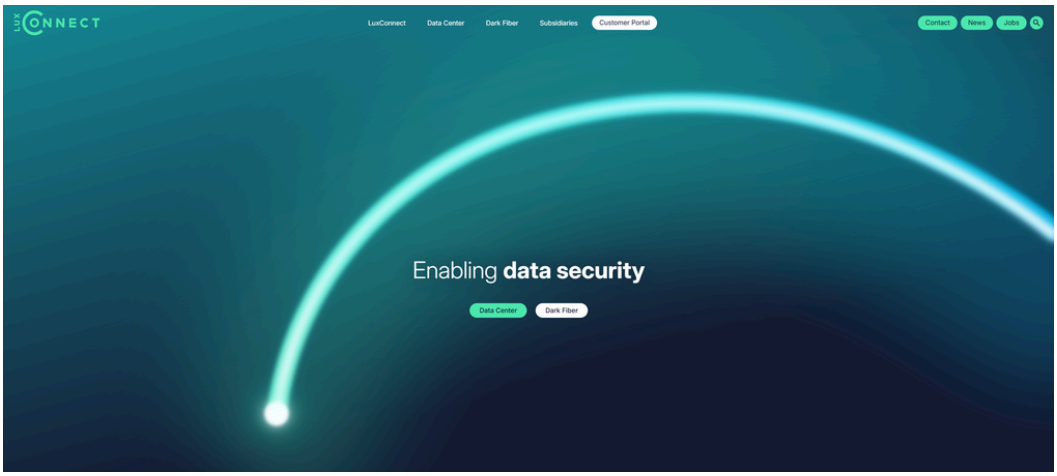
Environment

5.2. GOVERNANCE



Transparency and accessibility: The launch of our new website

As part of our commitment to openness and inclusion, LuxConnect has launched a completely redesigned website to provide optimal accessibility to all our audiences. This platform centralizes all key information, including the company's presentation, access to the Customer Portal, contact details, job offers, and a dedicated news section to keep stakeholders updated on LuxConnect's latest advancements and innovations.



A comprehensive CSR section is also integrated, featuring the publication of our annual CSR report. This evolution in our external communication tools strengthens our dedication to transparency while making information more accessible to everyone. It is an initiative fully aligned with our goal of fostering trust with all stakeholders.

ISO external surveillance audit

This year was marked by the external surveillance audit of both ISO procedures in place: ISO 27001 (ISMS), which protects the confidentiality, integrity and availability of our sensitive data, and ISO 22301 (BCMS), which ensures our ability to anticipate, manage and recover from any major disruption. These certifications, renewable every three years, were obtained in 2024 and 2025, and the surveillance audits conducted this year were successfully validated.



This recognition strengthens the trust of our clients and partners in LuxConnect, guaranteeing a high level of security and reliability in our services.

As part of these standards, mandatory training sessions are organized every year for all employees, enabling them to understand and master the ISO procedures in place. This approach helps unite the company in a shared direction, as efficiently as possible, while creating value.

In addition, as part of ISO 22301, each department will develop its own handbook, built around crisis scenarios and associated management procedures, to strengthen our collective ability to respond to the unexpected.

Through these efforts, LuxConnect reaffirms its commitment to responsible, secure and resilient operations, for the benefit of its clients, employees and partners.

Supporting female entrepreneurship

Our sponsorship of Women Excel in STEM+ (WeSTEM+) continued in 2025/2026, reflecting LuxConnect's ongoing commitment to diversity and equal opportunities in tech. This year, our partnership took shape through two employee interviews published by WeSTEM+ and relayed on our social media channels.



Magali Panozzo, our HR Manager, discussed how people-first HR practices at LuxConnect foster diversity, inclusion and talent development.



Christine De Ridder, Project Manager and CSR Lead, shared reflections from her 35-year career in industrial automation, including the challenges she faced as a woman in a male-dominated field.

Through these stories, we aim to give visibility to the women shaping our teams and to encourage others to consider careers in tech.

Our committed visits: Raising awareness, inspiring, and sharing knowledge

During our two visits to the DC2 Data Center in Bissen, we place strong emphasis on Green Data, a critical issue of our time. We raise visitors' awareness not only about the possibility but, above all, the need to develop innovative solutions to address current climate challenges. For LuxConnect, it is

essential to share these environmental values and actively communicate on these topics to inspire both businesses and society to adopt a more responsible approach.

Through this year's five visits, LuxProvide's presentation also offered us the opportunity to address strategic issues, such as digital sovereignty, a cornerstone of our vision for a more autonomous and secure economy.

Moreover, we are committed to welcoming high schools specialized in digital and technological fields. Thanks to two educative visits, we passed on our expertise to the younger generation, raised their awareness of future challenges, and encouraged them to take responsibility for technological and environmental issues.

Through these initiatives, we actively contribute to strengthening the local ecosystem by fostering knowledge exchange, innovation, and a collective culture of sustainability.







Our clients: at the center of LuxConnect's activities

One of our main commitments to sustainable and responsible business is "Enabling Clients". That is why our sales department organizes numerous tours of our Data Centers for potential new customers and customers. This allows us to show our high-end infrastructures and to set up a relationship based on trust and transparency. This year, the sales team conducted 57 visits for our clients. Many other visits – more technical and operational – have been also carried out by our Data Center team upon clients' request.

To maintain customer relationship and satisfaction, we have an online Customer Portal in place with a ticketing service that allows clients to stay in constant contact with us. The importance we place on our customers is reflected in how we track our statistics and our commitment to continuous improvement. In fact, for all tickets opened in 2025, the average resolution time was 10 business days, and the wait time for the first response was 11 hours – less than 2 business days. We use these statistics as a basis for improvement. As a small tech company, some requests are technical and complex, requiring more time to implement a suitable solution. Our main focus is to serve our customers with high-quality services and infrastructure.

5.3. SOCIAL



Organization of various events

At LuxConnect, we are committed to creating a positive and inclusive work environment that supports the well-being of our employees and strengthens team cohesion. To this end, we regularly organize a variety of internal events and team-building activities.

During the 2025–2026 reporting period, highlights included a Family Day open to all LuxConnect stakeholders, a Diversity Day breakfast where employees shared traditions from their countries or regions of origin through posters and homemade specialties, fostering cultural exchange and mutual understanding. To mark International Women's Rights Day, the team was invited to take part in a workshop on letting go and stress management, led by a professional coach following a company-wide survey to select the preferred activity. We also celebrated the retirement of a colleague after 16 years of dedicated service and organized our annual Christmas party, which included the celebration of employees' work anniversaries, recognizing their commitment and contribution to the company.









Acting on employee feedback

Following the employee satisfaction survey conducted in July 2025 to assess the working climate, employee well-being, internal communication, and management practices, LuxConnect identified three key priorities for improvement: strengthening teams, enhancing communication and transparency, and further promoting employee well-being.

Since December 2025, several initiatives have been implemented to address these priorities. A new lunch area was created in the Bettembourg offices to encourage informal exchanges and strengthen relationships between colleagues, while employees were regularly invited through internal newsletters to make use of this shared space for informal lunches. Since the beginning of 2026, mandatory staff meetings have been held every two months, followed by a shared lunch to encourage open discussions across the company. To improve cross-functional understanding and transparency, each meeting also features a presentation from a different department, giving employees greater insight into the roles, responsibilities, and expertise of their colleagues. In addition, a company-wide Team Away Day was organized in May 2026 with the objective of improving collaboration between teams, identifying communication barriers and transforming them into opportunities, fostering trust, openness, and active listening, encouraging co-creation through practical activities, and strengthening information sharing and cross-departmental cooperation.

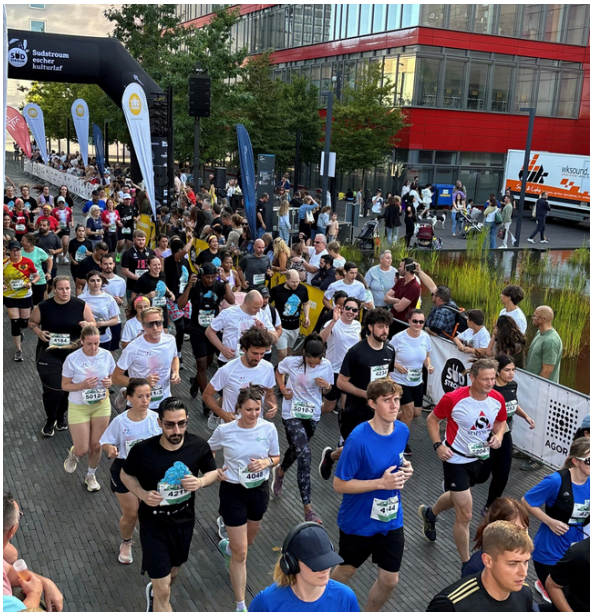






Health and safety at work: a campaign for employee well-being

This year, we launched a campaign focused on health and safety at work, through a range of events, awareness initiatives, training sessions and good practices. This approach reflects our commitment to workplace well-being.



Among the initiatives introduced: the distribution of glass water bottles to all employees, as well as actions to tackle sedentary behavior, such as a step challenge and participation in the Escher Kulturlaf race.

Our newsletter remains a key channel for raising employee awareness on various topics: sedentary behavior, workplace kindness, and key reminders from our information security management system (ISMS) Code of Conduct on safety. Our designated safety officer complements these efforts with internal awareness campaigns via email, covering topics such as road safety and phone use while driving.

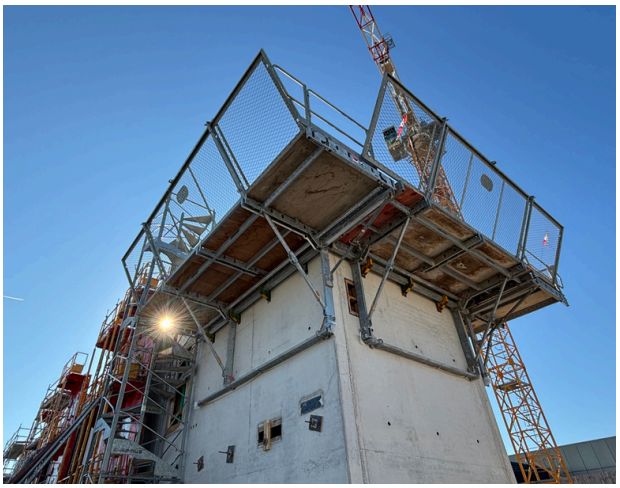


Finally, training sessions on fire prevention and sessions on first aid (planned for next October) helped make these initiatives more concrete for all teams.

5.4. ENVIRONMENTAL



NOB: Energy performance & Data Center heat recovery





LuxConnect is building a new sustainable office building (NOB) in Bettembourg with a gross floor area of 5.000m². It was decided to calculate the carbon footprint, considering the entire life cycle of the materials used in the construction. The aim of this calculation is to obtain the Carbon Footprint New Construction "OPTIMIZED" label according to the 2024 reference framework, which implies realizing the project's carbon footprint and reducing material-related emissions by at least 20% compared with a standard reference building.

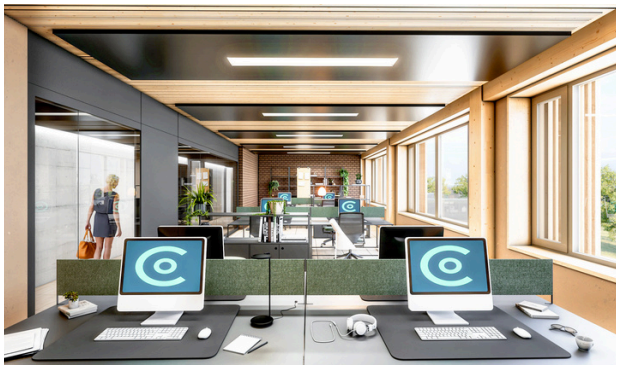


This office building is built near LuxConnect's Data Center DC1.3 in Bettembourg and one part of this strategy is to use the energy recovery from this Data Center so that a reduction of more than 10% in primary

energy consumption will be possible. New dedicated technical rooms have been created for this purpose inside the Data Center where heat and cold exchangers, and an isolation transformer have been installed. The new facility will be heated and cooled using waste heat generated in the Data Center via separate heating and cooling networks.

For the electrical supply of the building, a 400kVA isolation transformer has been installed to separate the Data Center's electrical network from that of the NOB.

Material strategy for carbon footprint reduction





We are placing increasing emphasis on the materials we use in the NOB, which is why our construction materials are carefully selected. The concept of the building is to use the right material at the right place. Most of the upper floors are built in wood, with the goal of using as little material as possible. Slabs are foreseen with Lignatur elements, which are hollow components, and serve as an acoustic surface to enhance indoor comfort. Main structure is composed of timber columns and beams, and external walls are non-structural wood-frame façade. This makes it possible to replace the facade and make significant changes to the building without having to demolish it.

To reduce even further material-related emissions, low-carbon concrete is used to construct the walls and slabs of the building. This is a type of concrete which, whilst offering properties, performance, functional qualities and durability equivalent to those of traditional concrete, reduces CO_2 emissions by between 30% and 70% compared with conventional concrete – that is, it generates fewer greenhouse gas emissions, both directly and indirectly.



The figures have been updated up to the ground floor; the target of a 300 tons reduction by the end of the project is expected to be achieved.

During the construction works, we have noticed that the use of low-carbon concrete for new structures has not yet been fully mastered in Luxembourg.

Close collaboration between structural contractors and concrete suppliers enables the concrete mixed design and the techniques used to be adjusted. Therefore, the Project Team has decided to use CEM II A cement to optimize formwork removal times, but the slabs and foundations will remain low carbon. Although the use of low-carbon concrete has a significant impact on our Carbon Footprint objectives, other measures will also be implemented with a view to reducing our carbon footprint, such as the use of reused concrete paving blocks for the parking located beneath the building.

Reducing the environmental impact of our Data Centers operations

As part of our ongoing commitment to improving the environmental performance of our Data Centers operations, LuxConnect continues to invest in innovative and energy-efficient infrastructure.





Renewable energy generation has been strengthened through the installation of photovoltaic panels on the roofs of two of our facilities: 656 solar panels with a total capacity of 300 kWp at DC1.3 in Bettembourg and 616 solar panels with a total capacity of 283 kWp at DC2 in Bissen.

In parallel, the UPS systems at DC1.1, our first Data Center, were replaced as part of a broader equipment lifecycle renewal program. The new systems meet higher energy efficiency standards, reducing drastically electrical losses compared to the previous installation.

We have also prepared the necessary infrastructure on our Bettembourg campus to recover and transfer waste heat from our Data Centers, supporting the future supply of sustainable energy to the surrounding district. While the external urban development required to complete this initiative has not yet begun, LuxConnect has already completed all infrastructure works under its responsibility, ensuring the project is ready to move forward when the district is developed.

Climate Neutral Data Center Pact (CNDCP) Membership

In 2025, LuxConnect officially joined the Climate Neutral Data Centre Pact (CNDCP), the leading European initiative bringing together more than 100 Data Center operators committed to supporting the European Green Deal and achieving climate neutrality by 2050. By becoming a signatory, we reinforced our long-standing commitment to sustainable digital infrastructure and aligned our strategy with ambitious industry targets for energy efficiency, renewable

energy, water conservation, circular economy practices, and heat recovery.

This commitment reflects the performance already achieved across our infrastructure. With an average PUE of 1.35, a WUE of 0.209 l/kWh, and a CUE of 0.003 kg CO_2e/kWh, LuxConnect already meets or exceeds several of the Pact's long-term objectives. In parallel, we continue to explore new initiatives, including waste heat recovery at our Bettembourg campus, to further reduce our environmental impact and contribute to a more sustainable digital ecosystem.

Sustainable water management: combining sustainability with high performance

To preserve a sustainable future, Data Center industry must cool its infrastructure efficiently and simultaneously limit its water usage.

At LuxConnect, we are proud to focus on sustainable water management while always improving our Data Centers efficiency. In 2025, we achieved an average Water Usage Effectiveness (WUE) of 0.209 l/kWh while the Data Center industry average was around 1.8 l/kWh.

With the development of the activity, WUE has remained stable and is well below the ambitious target set by the Climate Neutral Data Centre Pact, which aims for a WUE of 0.4 l/kWh by 2030. To achieve this efficiency, LuxConnect has implemented innovative cooling technologies, in Data Centers DC1.3 and DC2, with dry chillers using air instead of water in a closed loop.

By investing in cutting-edge technologies and surpassing industry standards, we demonstrate that it is possible to meet the growing demand for data processing and storage while protecting valuable resources such as water.

5.5. NATIONAL PACT FOR HUMAN RIGHTS

By signing the “Pacte National Entreprises et Droits de l’Homme" (EDH) in 2022, Vincent Weynandt, CTO of LuxConnect, reaffirmed the company’s commitment to integrating the United Nations Guiding Principles on Business and Human Rights into its daily operations.

PACTE NATIONAL ENTREPRISES ET DROITS DE L’HOMME LUXEMBOURG | ENTREPRISE SIGNATAIRE

Key actions and progress over the past year

Although no reporting was required this year following the changes introduced by the Luxembourg National Business & Human Rights Pact, LuxConnect remains fully committed to integrating human rights into its business practices. Our next official reporting exercise is scheduled for 2027, and we have committed to carrying out this reporting every two years. Throughout the September 2025 - September 2026 period, we continued to strengthen our approach through a range of continuous improvement initiatives, including:

Sharing best pratices
We shared LuxConnect's Human Rights Risk Assessment methodology during the Business & Human Rights Community Meetings organized by the House of Sustainability and the National Business & Human Rights Pact on April 22nd 2026. By promoting our approach, we supported smaller organisations in launching their own due diligence processes while also gaining valuable feedback to further enhance our methodology.



Preparation of a mandatory Human Rights awareness program
During the reporting period, we assessed the training solution proposed by IMS Luxembourg with the aim of launching a mandatory Human Rights awareness program for all employees by the end of the year.

Network & learn
Active participation in 6 events organized by IMS or the House of Sustainability, allowing us to exchange best practices and learn from the experiences of other organisations.

Annual mapping of the countries of origin of our suppliers and customers
This is a way to identify potential human rights risks linked to evolving geopolitical situations and adapt our vigilance accordingly.

Publication of our disconnection rights policy
The deployment of the policy was accompanied by internal awareness initiatives to promote healthy work-life balance and reinforce employee well-being.

These actions demonstrate our determination to continuously improve our human rights due diligence practices, even outside formal reporting cycles, and to contribute actively to the promotion of responsible business conduct.

Next steps

Building on the progress achieved during the reporting period, we have identified several key initiatives that will further strengthen our commitment to respecting and promoting human rights across our activities in the coming months.

Key upcoming actions include:
- Implement the employee awareness and training project employee on human rights
- Prepare for our upcoming EDH reporting and audit session in 2027
- Review our risk analysis, taking into account the irreversible nature of certain risks

6. CONCLUSION

This year marks the 20th anniversary and the 10th year of CSR at LuxConnect. More than ever this year, LuxConnect embedded CSR into all its activity: We demonstrate the professionalization of our CSR approach by publishing this third sustainability report – increasingly accurate with every edition, by successfully completing the third carbon footprint integrating all scopes and by unveiling top performance figures regarding LuxConnect's CUE and WUE. Finally, we have completed a self-assessment for the Label ESR "Entreprise Responsable" and we're confident that later this year, the INDR audit will reveal our CSR strategy's high level of maturity.

Looking ahead, we will continue to improve the reliability of our CSR report and the efficiency of our strategy and action plan to always strengthen our commitment to sustainable transition.

Next year, to better measure LuxConnect impact, we will conduct a Life Cycle Assessment (LCA) on our value chain. Moreover, to better understand the customers' expectations, LuxConnect will carry out a customer satisfaction survey. Finally, as signatory of the "Pacte National Entreprises et Droits de l'Homme", we will roll out mandatory training for our employees and undergo an external audit to certify our ongoing commitments and identify areas for future improvement.

We extend our sincere gratitude to all colleagues, customers and stakeholders whose collaboration and shared vision continue to drive our CSR mission forward. Together, we are building a more resilient and responsible company.



Vincent Weynandt, CTO of LuxConnect and Management ambassador for the CSR Team, comments:

"Looking back at what we have accomplished this year, I am very proud of our CSR Team.

Today this report proves that we can grow as a business while staying true to our values. Achieving such results regarding Carbon Usage Effectiveness and Water Usage Effectiveness makes me proud of LuxConnect. Thanks to our teams, our company is now an ambassador for all the Data Center industry."

APPENDIX

VSME Standards		
Code	**Theme**	**Requirement**
B1	Basis for preparation - General information	Our basis for preparation is Option A (Basic Module only)
		Basis for reporting: individual basis
		NACE sector classification code: NACE K - 63.10 Computing infrastructure, data processing, hosting and related activities
		All other information related to this section are located on pages 5 to 8
	List of subsidiaries	• LuxProvide is located at ATRIUM BUSINESS PARK - 31, Rue du Puits Romain - L-8070 Bertrange - Luxembourg • Clarence and DCE are located at 202 Z.A.E. Wolser F - L-3290 Bettembourg - Luxembourg.
	Disclosure of sustainability-related certification(s) or label(s)	All labels obtained on page 9. More detailed information required: • SuperDrecksKëscht label valid from September 2025 to October 2027 • Recertification ISO 27001 valid from 17.07.2025 to 06.06.2028 • Recertification ISO 22301 valid from 20.10.2024 to 19.10.2027 • European Code of Conduct on DC Energy Efficiency obtained on 06.02.2024 for DC1.1 and DC1.2, and on 22.03.2024 for DC1.3 and DC2. Valid until 2027 • Recertification HDS valid from 17.07.2025 to 04.05.2028
	List of sites	All information on page 6 & 7

VSME Standards		
Code	**Theme**	**Requirement**
B2	Cooperative specific disclosures	Not applicable
B2	Practices, policies and future initiatives	Sustainability issues addressed by a practice, policy and/or future initiatives that we have put in place: • Climate Change • Pollution • Water and marine resources • Own workforce • Workers in the value chain • Business conduct • A practice, policy and/or future initiative that is publicly available • A target which is related to a policy
B3	Total Energy Consumption	Confidential - 100% Renewable electricity
	Breakdown of energy consumption	169,846 kWh generated by our solar panels.
		No refill of fuel since 2023.
	Estimated Greenhouse Gas Emissions considering the GHG Protocol Version 2004 (in tCO2e)	• Current reporting period: 01.01.2025 - 31.12.2025 • Gross Scope 1 GHG Emissions: 211 • Gross Scope 2 location-based GHG Emissions: 13,427 • Gross scope 2 market-based GHG Emissions: 2 • Total Scope 1 and Scope 2 GHG Emissions (location-based): 13,638 • Total Scope 1 and Scope 2 GHG emissions (market-based): 212

VSME Standards		
Code	**Theme**	**Requirement**
B3	Estimated Greenhouse Gas Emissions considering the GHG Protocol Version 2004 (in tCO2e) - entity-specific information on Scope 3 emissions	• Purchased Goods and Services : 835 • Capital Goods : 808 • Fuel- and Energy-Related Activities (Not Included in Scope 1 or Scope 2): 1,748 • Waste Generated in Operations: 51 • Business Travel: 42 • Employee Commuting: 27 Total Scope 3 GHG emissions: 3,512
		Total Scope 1, Scope 2 and Scope 3 GHG Emissions (location-based): 17,149
		Total Scope 1, Scope 2 and Scope 3 GHG Emissions (market-based): 3,724
	Greenhouse gas emission intensity per turnover (in tCO2e/€)	• Scope 1 and Scope 2 GHG Emissions intensity (location-based): 0.000320894 t CO2e/€ • Scope 1 and Scope 2 GHG Emissions intensity (market-based): 0.000005012 t CO2e/€ • Total Scope 1, Scope 2 and Scope 3 GHG Emissions intensity (location-based): 0.000403529 t CO2e/€ • Total Scope 1, Scope 2 and Scope 3 GHG Emissions intensity (market-based): 0.000087647 t CO2e/€
B4	Pollution of air, water & soil	Not applicable
B5	Biodiversity	LuxConnect doesn't have sites that are located in/near biodiversity sensitive areas.
B6	Water withdrawal in 2024	• 0 m³ of water withdrawn from all sites • 0 m³ of water withdrawn at sites located in areas of high water-stress • LuxConnect doesn't have production processes in place which significantly consume water

VSME Standards		
Code	**Theme**	**Requirement**
B7	Resource use, circular economy & waste management	**Waste generated in Bettembourg & Bissen** • 150101 Non-Hazardous Waste - Paper and cardboard packaging: 7.497 t • 200101 Non-Hazardous Waste - Paper and cardboard: 1.25 m³ • 150102 Non-Hazardous Waste - Plastic packaging: 0.030 t and 41 m³ • 200139 Non-Hazardous Waste - Plastics: 89 m³ • 150103 Non-Hazardous Waste - Wooden packaging: 2.577 t • 170201 Non-Hazardous Waste - Wood: 1.345 t and 2.250 m³ • 170107 Non-Hazardous Waste - Mixtures of concrete, bricks, tiles and ceramics: 3.500 t and 0.25 m³ • 170904 Non-Hazardous Waste - Mixed construction and demolition wastes: 14.540 t and 3.25 m³ • 170604 Non-Hazardous Waste - Insulation materials: 3.5 m³ • 170407 Non-Hazardous Waste - Mixed metals: 1.5 m³ • 200140 Non-Hazardous Waste - Metals: 1.745 t • 170411 Non-Hazardous Waste - Cables: 0.16 t • 200102 Non-Hazardous Waste - Glass: 1.12 t • 200201 Non-Hazardous Waste - Biodegradable waste: 7.5 t and 3.25 m³ • 200136 Non-Hazardous Waste - Discarded electrical and electronic equipment: 1.11 t and 8 units • 200301 Non-Hazardous Waste - Mixed municipal waste: 6.077 t • 080318 Non-Hazardous Waste - Waste printing toner: 0.0191 t • 160604 Non-Hazardous Waste - Alkaline batteries: 0.00175 t • 160214 Non-Hazardous Waste – Discarded equipment: 1.04 t • 200121 Hazardous Waste - Fluorescent tubes and other mercury-containing waste: 70 units and 0.04755 t • 200135 Hazardous Waste - Discarded electrical and electronic equipment: 5 units

VSME Standards		
Code	**Theme**	**Requirement**
B7	Total amount of waste generated	• Total Hazardous waste generated (units): 75 units • Total Non-Hazardous waste generated (units): 8 units • Total waste generated (units): 83 units • Total Hazardous waste generated (mass): 0.04755 t • Total Non-Hazardous waste generated (mass): 47.2219 t • Total waste generated (mass): 47.26945 t • Total Hazardous waste generated (volume): 0 m^3 • Total Non-Hazardous waste generated (volume): 145.25 m^3 • Total waste generated (volume): 145.25 m^3
	Resource use, circular economy & waste mgmt.	The principle of circular economy is being studied in the context of selecting certain materials available for reuse in the new administrative building project (e.g., parking pavers, lighting, etc.). Furthermore, Kiowatt transforms local wood waste burning into renewable energy, creating a closed-loop system that minimizes waste and maximizes resource efficiency. The recovered energy is reused in three ways: to supply the district heating network, to dry wood for pellet production, and to provide cooling for our Data Center through absorption chillers.
	Annual mass-flow of relevant materials used in 2024	LuxConnect doesn't operate in a sector using significant material flows.
B8	Workforce general characteristics	Turnover rate: • Number of employees who left during the reporting period: 4 • Number of employees at the beginning of the reporting period: 30 • Number of employees at the end of the reporting period: 28

VSME Standards		
Code	**Theme**	**Requirement**
B8	Workforce general characteristics	All other information related to this section are located on page 8.
B9	Workforce health & safety	• Number of hours worked by one full-time employee in the reporting period: 1,720 • Total number of hours worked in a year by all employees in the reporting period: 49,344 hours with an average of 1,495.27 hours per employees. All other information related to this section are located on page 8.
B10	Workforce remuneration, collective bargaining & training	Number of annual training hours per employee during the reporting period: • 13.22 hours for men • 11.25 hours for women All other information related to this section are located on page 8.
B11	Convictions & fines for corruption & bribery	LuxConnect has not been subject to any convictions or fines during the reporting period.

LUX 20 ONNECT YEARS

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