



  2024

Responsibility Report

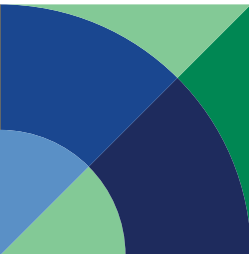


Contents

Albireo Energy’s Responsibility Report outlines the company’s priorities, strategies, and activities for calendar year 2024, unless otherwise noted. We are committed to regular and transparent communication of our responsibility efforts.

To provide feedback or ask questions about this report, please email our head of responsibility at prichman@albireoenergy.com

Overview	4
Our Responsibility Approach	5
Expanding Access to Sustainable Solutions	6
Albireo Energy Sustainability Solutions Portfolio	7
Portfolio Highlights	8
Environmentally Responsible Operations	10
Our Greenhouse Gas Emissions, Energy, Waste, and Water	11
Developing and Engaging a High-Performing Workforce	15
Three Guiding Pillars	16
Safety First	16
Human Capital Management	18
Talent Development	20
Giving Back to Our Communities	21
Operating With the Highest Standards of Ethics and Values	22
Corporate and Sustainability Governance	23
Ethics and Compliance	23
Business Operating System: One Albireo Energy	24
Supply Chain Risk Management	25
Artificial Intelligence Risks and Opportunities	26
Cybersecurity and Data Privacy	27
Resources and Policies	28
About Albireo Energy	30



Overview

Albireo Energy is a leading independent building controls and energy services provider recognized by customers for creating intelligent, high-performance buildings.

In 2024, the Albireo Energy team continued to address customer needs for more efficient and resilient buildings, and partnerships with responsible and transparent companies. These concepts have never been more important to our business and our sustainability performance is reflective of our commitments. We continue to recognize that sustainability is not a destination, but instead a journey. We have built a continuous improvement mindset throughout our business.

Our performance summary provides a progress report on our material topics with data disclosures in line with reporting standards including frameworks from the Value Reporting Foundation's Sustainability Accounting Standards Board (SASB) and Global Reporting Initiative (GRI). We also support and align our reporting to the United Nations Sustainable Development Goals (UN SDGs).



Our Responsibility Approach

We help customers create intelligent, high-performance buildings that are responsible to the environment and good for business.

Our greatest contributions are through the services we offer, projects we deliver and commitment to developing a technical and engineering workforce with the expertise required to create buildings for the future.

We continue to challenge ourselves to incorporate sustainability principles into the way that we operate, serve, and engage, and do this through an emphasis on our material topics which include:

- Opportunities in green buildings
- Carbon footprint and energy use in our operations
- Talent management
- Employee safety
- Business operating systems
- Supply chain risk management
- Ethics and compliance
- Cybersecurity



Key Focus Areas

We have categorized these material topics into four categories for engagement and reporting purposes.

1

Expanding access to sustainability technology and service solutions.

2

Reducing the environmental impact of our operating footprint.

3

Developing and engaging a high-performing workforce.

4

Operating with strong governance and the highest standards of ethics and values.



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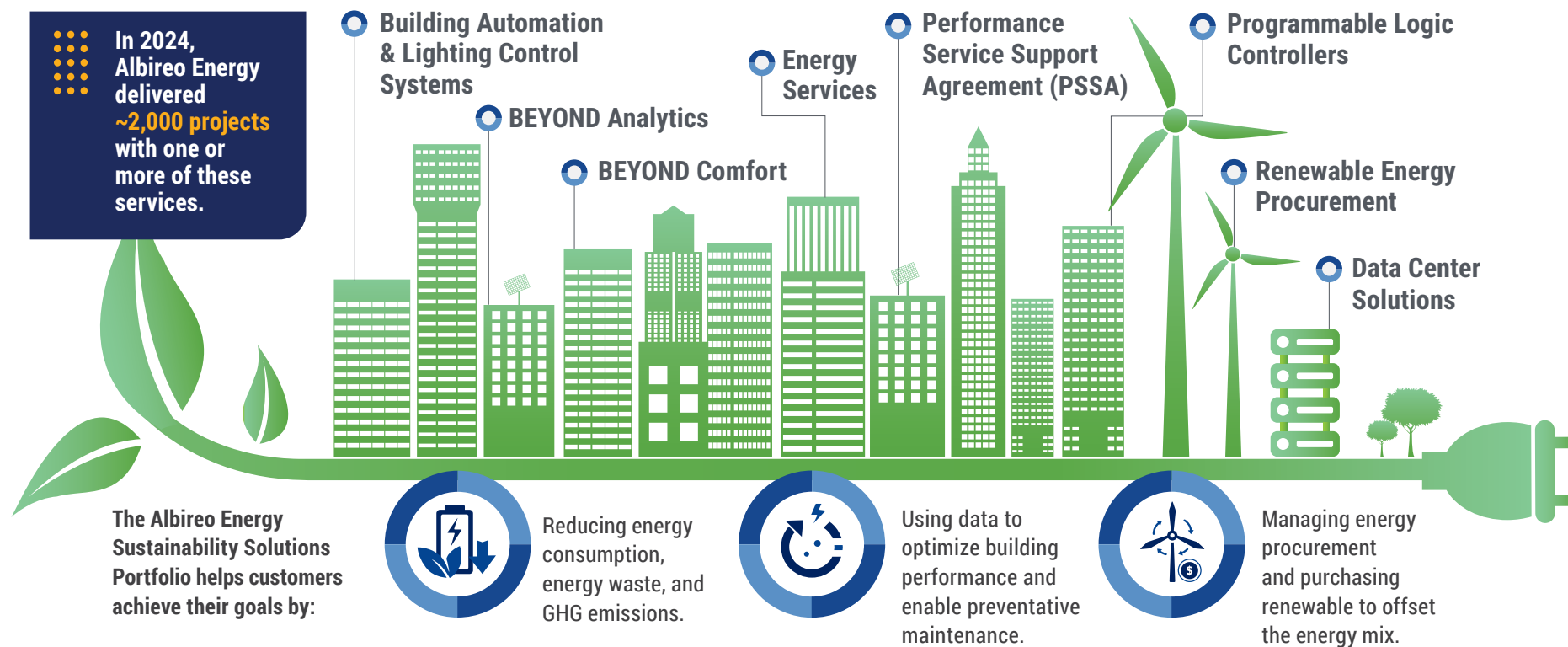
Key Focus Area:

Expanding Access to Sustainable Solutions

We are expanding access to sustainable building solutions that reduce environmental impact and improve building performance. We advise customers on multiple facets of building and energy management by designing, developing, and implementing technology and service strategies carefully tailored to industry, location, and business mission.

Albireo Energy Sustainability Solutions Portfolio

The Albireo Energy Sustainability Solutions Portfolio is central to our customer commitment. We use definitions within external reporting frameworks to define the services that meet or exceed requirements for green building offerings. For the second consecutive year, we engaged a third party to validate the scope of our portfolio as well as the business and environmental impacts of our work in 2024. The Albireo Energy Sustainability Solutions Portfolio includes products and services that directly reduce energy consumption by improving building efficiencies and energy monitoring as well as renewable energy. Those solutions include:¹



While ensuring building resiliency, uptime and compliance requirements and without compromising occupant comfort, safety, health, and productivity.



The Sustainability Solutions Portfolio represented 73% of Albireo Energy's total revenue in 2024.

¹ To identify these sustainable services, Albireo Energy leveraged the definitions and language provided by the EU Taxonomy for Sustainable Economic Activities, CDP,GRESB,ASHRAE, and the USGBC.

Portfolio Highlights

Critical Alarm Messenger (CALM)

We provide an IoT-enabled, cloud-based service that integrates into existing BAS to monitor and manage critical building systems. When a fault is detected, CALM notifies teams via text, phone, or email, ensuring timely responses including needed escalations.



Albireo Energy at Work

Major Professional Sports League

Location: Northern New Jersey

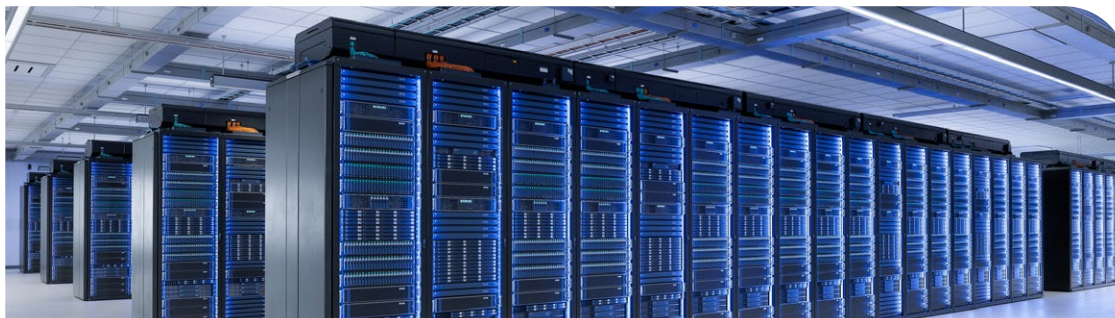
A major professional sports league must have reliable power in its production studios where it hosts live broadcasts.

They use CALM to monitor **386 points across 50 different devices**, with 315+ critical alarms in just a six-month period.

Alarm escalation has been an important part of their resiliency plan — ~50% of alarms were escalated before a team member acknowledged them.

Data Center Solutions

We provide building and electrical controls and energy services to hyperscale, colocation, and enterprise data centers requiring building performance, energy management, decarbonization, and sustainability strategies.



Albireo Energy at Work

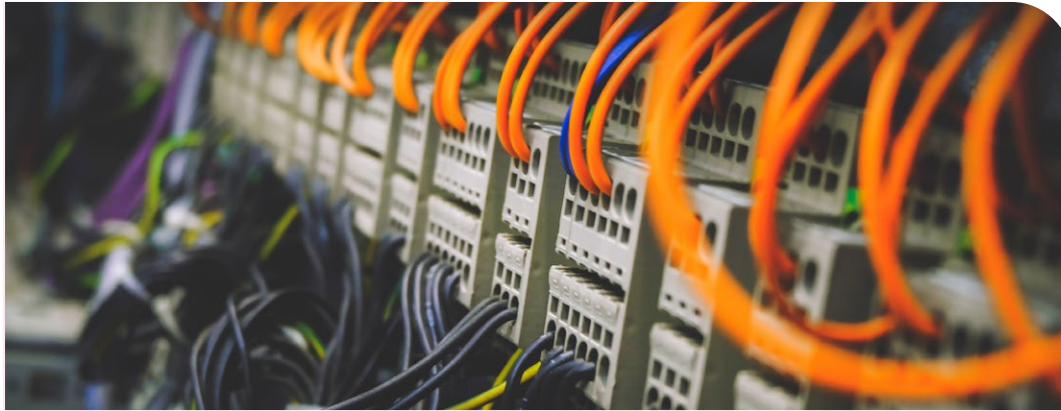
In 2024, Albireo Energy worked with some of the most prominent data center companies in the world, providing a full range of controls, technologies, and services.

To date, we have completed:

- 225+ data center projects
- 10.3 GW and 31M+ square feet of white space
- plus, an additional 384 MW and 2.4M square feet under construction

Programmable Logic Controls

We design, engineer, install, commission, and service PLCs for data centers, industrials, offices, broadcast media, utilities, and transit. PLCs are the speedier and more precise cousin to BAS for mission-critical environments.



Albireo Energy at Work

Major Rail Expansion with Integrated PLC and BAS Location: England

Major railway station expansions incorporate advanced life safety systems to ensure safe passenger egress and efficient emergency response. Albireo Energy designed, built, and installed four Emergency Ventilation Control panels and smoke extraction system powered by high-speed PLC systems. PLCs were integrated into the BAS for centralized monitoring, including self-testing to identify maintenance and system needs. **The result:** Railway line was awarded a significant prize for architectural excellence and enhanced passenger accessibility.

Albireo Energy Sustainability Solutions Portfolio Results¹



Energy cost savings for customers: \$17,029,736 (~\$17M)



Cost savings translate to a reduction of 68,571 MWh of electricity usage and 1,027,125 therms of natural gas consumption



Energy reduction and renewable energy procurement results in an estimated 39,971 MTCO2e of avoided emissions for Albireo Energy clients

About Albireo Energy's calculations

In 2024, Albireo Energy delivered nearly 2,000 projects meeting sustainability solutions criteria resulting in gross revenue of \$247.5M for the sustainable services provided. For each of these provided services, it was assumed that a portion of the gross revenue directly provided an energy savings impact to customers. For services that improve energy efficiency, Albireo Energy calculated the estimated energy cost-savings for each service provided. The cost-savings were calculated based on industry studies on return on investment for building efficiency upgrades, studies, and reports on implemented technologies, and Albireo Energy's case studies and experience as an energy services provider. Each service was estimated to provide varying cost-savings, which was calculated as a percentage of the gross revenue assumed to deliver direct impact. Gross revenue for each service was used to calculate energy savings as savings are calculated based on a return-on-investment to the customer.

¹ To identify these sustainable services, Albireo Energy leveraged the definitions and language provided by the EU Taxonomy for Sustainable Economic Activities, CDP, GRESB, ASHRAE, and the USGBC.



2

Key Focus Area:

Environmentally Responsible Operations

While our own environmental footprint is relatively small, we are committed to continuously reducing the impact of our operations. Our customer base requires solutions for building and maintaining high-performance buildings, and we believe that minimizing our own impact is core to operating as a responsible company.



Our Greenhouse Gas Emissions, Energy, Waste, and Water

For the second consecutive year, we collected data on our energy consumption and associated greenhouse gas emissions (GHG) as well as our water usage and waste management.

We used the Albireo Energy Utility Module to collect data for this assessment including electricity and natural gas from our facilities and fuel usage from our vehicle fleet. As compared to 2023, we strengthened GHG emissions data accuracy by 72%, leveraging our new fleet fuel and mileage tracking system. Our data accuracy improvements reduce our reliance on estimates to support our GHG inventory.

To assess our environmental performance, we benchmarked the actual utility usage of our facilities against national energy consumption data from the Commercial Buildings Energy Consumption Survey (CBECS). Our utility usage is in line with average energy consumption for commercial buildings. We expect that our GHG emissions are also average compared to similar companies.



As compared to 2023, we strengthened GHG emissions data accuracy by **72%**, leveraging our new fleet fuel and mileage tracking system.

Greenhouse Gas Emissions

Using our collected data, we calculated our Scope 1 and Scope 2 GHG emissions. Scope 1 emissions (direct emissions) are fuel consumed by our fleet and at our facilities. Scope 2 emissions (indirect emissions) are purchased electricity for our facilities.

Albireo Energy's Scope 1 and 2 GHG emissions from fleet and facilities have been calculated using the GHG Protocol's Corporate Accounting and Reporting Standard calculation methodology, and the GHG Protocol Scope 2 guidance. Where actual data was not available, we estimated using industry best practices. Per the GHG Protocol, we report Scope 2 emissions using both location-based and market-based methods.

Location-based method reflects the average emissions intensity of grids on which energy consumption occurs using mostly grid-average emission factor data. Market-based method reflects emissions from electricity that companies have purposefully chosen or where there is lack of choice.

1

GHG Emission Source	2023 Value (MTCO ₂ e)	2024 Value (MTCO ₂ e)	YoY Change (%)
Total Scope 1 Emissions	3,122	3,278	5%
Scope 2 Location-Based Emissions	843	939	11%
Scope 2 Market-Based Emissions	893	1,019	14%
Total Scope 1 and Scope 2 Location-Based Emissions	3,965	4,217	6%
Total Scope 1 and Scope 2 Market-Based Emissions	4,015	4,297	7%

Table 1 summarizes our Scope 1 and 2 emissions for 2023 and 2024 calendar years. For 2024, our Scope 1 and 2 location-based emissions are 4,217 MTCO₂e, representing a 6% increase compared to 2023. This increase is attributed to a larger vehicle fleet and expanded square footage of Albireo Energy facilities. Our vehicle fleet increased from 476 in 2023 to 516 vehicles in 2024. Additionally, the overall square footage occupied by Albireo Energy increased from 290,976 square feet in 2023 to 312,241 square feet in 2024.

2

GHG Emissions Intensity (Units)	2023 Value	2024 Value	YoY Change (%)
Fleet Emissions per Vehicle (kgCO ₂ e/vehicle)	6,192	6,039	-2.5%
Facility Emissions Location-Based (kgCO ₂ e/sqft)	4.52	4.38	-3.1%
Facility Emissions Market-Based (kgCO ₂ e/sqft)	4.74	4.7	-0.9%

Table 2 summarizes our GHG emissions intensities. Although Albireo Energy's absolute GHG emissions have increased, GHG intensity per vehicle and per square foot have either decreased or remained steady. Reductions in GHG intensity stem from our ongoing efforts to transition part of vehicle fleet to hybrid model and pursue energy efficient facilities, where practical.

Energy Consumption

We have calculated our energy consumption, summarized here. Electricity and natural gas use are from our facilities whereas gasoline and diesel are from our fleet usage and make up the largest share of energy consumption.

Energy Metric	2023 Value (MWh)	2024 Value (MWh)	YoY Change (%)
Natural Gas	964	892	-7.5%
Gasoline	12,190	12,890	5.7%
Diesel	74	74	0%
Ethanol E-85	3	3	0%
Electricity	2,585	2,973	15%
Total Energy Consumption	15,816 ¹	16,832	6.4%

¹ CY23 total energy usage reflects a recalculation of our fleet fuels following a reassessment of the estimation approach used. The recalculation reflects a more accurate accounting of fleet fuel consumption.

Water Usage and Waste Management

Our water usage and waste management indicators are summarized below. In 2024, our water use increased by 15.5% and waste increased 21% due to our larger building footprint.

Metric	2023 Value	2024 Value	YoY Change (%)
Water	2,485,064 (gallons)	2,870,120 (gallons)	15.5%
Waste	2,485,064 (MT)	2,870,120 (MT)	21%

Service Fleet

As a building controls and energy services provider, our engineers and technicians travel to customer locations, installing, engineering, commissioning, and servicing systems.



Our service fleet increased by 8.4% in 2024 and it continues to grow.

Our dedicated fleet manager oversees safety, efficiency, and transparency of our fleet including vehicle age, mileage, and fuel usage. We also began the process of converting at least 75% of our fleet to hybrid vehicles by 2030 and are exploring opportunities to accelerate this process where it makes sense. As of January 2025, nearly 40 of our 516 vehicles are either electric or hybrid.

We also recognize that there are potential efficiency gains when we reduce idling and ensure accurate routing of technicians to installation and service jobs. In 2025, we are implementing telematics across our fleet to track and report on key metrics like fuel economy.



Sustainable Facilities, Green Leases

Albireo Energy's office footprint is largely leased spaces in markets where we operate and serve. We regularly evaluate our facility needs in line with customer and workforce demands and apply standard guidelines when evaluating leasing opportunities. We look for buildings with high occupancy rates, excellent energy efficiency ratings, use of sustainable materials, and prime locations.

In 2024, we worked with our national leasing agent to establish sustainability standards when selecting buildings and to incorporate provisional language into new and renewed leases about access to performance data, sub-metering, and continuous improvement. As we go forward, we are committed to achieving recognition from the U.S. Department of Energy's Green Lease Leader program, for environmental excellence in lease spaces.

Employee Travel

Our Employee Travel Policy urges employees to evaluate low-impact business transportation options whenever feasible. This includes public and shared transportation methods such as trains and buses. For example, choosing rail travel over a short-haul flight can significantly reduce emissions.

Employees are encouraged to compare emissions associated with different transportation options, considering factors such as distance traveled, fuel efficiency, and the carbon footprint of each mode of transportation. When this information is available, we encourage employees to opt for the transportation option with the smallest carbon footprint, that still satisfies the business-related travel needs.



We look for buildings with high occupancy rates, excellent energy efficiency ratings, use of sustainable materials, and prime locations.



3

Key Focus Area:

Developing and Engaging a High-Performing Workforce

Our work requires building performance expertise. It also requires an inclusive work environment where people care about what they do, about each other, and the people who count on us the most. We approach employee recruitment, development, and engagement with this in mind. We listen to feedback, analyze the results, and use data to inform our improvements.

Three Guiding Pillars



Safety First

We emphasize safety with our employees whether on a job-site, on the way to a customer, or in the office. Building a safety culture begins with leadership and accountability and ensuring that everyone goes home safely at the end of the day.



Deliberate Development

We equip our leaders with the tools and resources they need to develop our employees and engage in meaningful career development discussions. Doing so creates a climate of inclusion and better understanding of our employees' needs.



Ingenuity Reward

We know that high performance teams are innovative problem-solvers – and some of our most successful services and solutions were borne from this mindset. The more creativity and candor among our employees, the better the results.

Safety First

Our top priority is returning our employees home safely every day. That is why safety is a core value. We expect each of our employees to embrace a zero-accident mindset as the basis for our safety culture. No operation is considered so important or a scheduling deadline so critical that safety is compromised. We are dedicated to providing an integrated, adaptable and consistent company-wide safety program.

In building a safety culture, we continue to engage employees around our **Safety Must Win Battles**. These are focus areas with greatest safety risk and where awareness, training, and engagement make the biggest difference. We regularly train employees on these focus areas and communicate progress in employee town halls, newsletters, and roundtables.



We are dedicated to providing an integrated, adaptable, and consistent company-wide safety program.



Safety Star

Omar Martinez, Install Manager | Tampa

Albireo Energy team member since 2009 and a champion of safety. Omar stepped up to the challenge after a recordable incident, taking care of the injured employee, and implementing and communicating corrective action to avoid future risk. Bob Murphy said, "Omar is a compassionate leader who is creating a safer workplace for our employees."



Safety Highlights

23% reduction in TRIR and
43% reduction in LTIR

Thousands of hours of safety training conducted across the company and as part of local Toolbox sessions

Monthly Safety Council meetings with representatives from 100% of divisions + corporate

Quarterly Safety Stars recognized for their local safety leadership

100% of safety incidents had root cause analysis completed with executive team review and involvement

100% of Albireo Energy locations have OSHA-compliant Crisis & Emergency Protocols in place

As a company, we continue to strengthen internal processes to minimize safety risks and ensure reporting and effective governance. For more information about our [safety approach](#). In 2025, we will continue our momentum in core safety areas while increasing focus on Severe Injury and Fatality Prevention and driver's safety to reduce risk and keep our employees safe.

Our Safety Performance

Energy Metric	2023 Value (MWh)	2024 Value (MWh)	Ind Avg
Work-related injuries (#)	13	10	5.7%
Total recordable incident rate (TRIR) ²	1.24	0.95	1.60
Injuries resulting in lost time	7	4	15%
Long time injury rate	0.67	16,833	0.60
Vehicle Accidents (#)	38	2,973	15%
EMR	0.77	0.79	1.0

This rate is calculated based on 200,000 hours worked.

Human Capital Management

Albireo Energy's innovation, ingenuity and customer focus can be attributed to our most important asset – our people.

As a Great Place to Work, we are committed to maturing our human capital management practices for recruiting, developing, engaging and retaining our employees. Our Human Capital Management strategy includes the following elements which are further outlined in our policy statement.



Leadership Effectiveness

Clear ownership, accountability, and succession planning



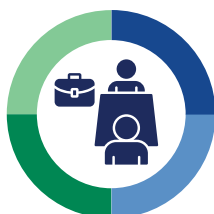
Talent Development

Performance management, succession planning, and training and development



Total Rewards

Market competitive rewards packages



Talent Acquisition

Attraction and recruitment of top talent



Crucial Capabilities

Capacity building around critical operative roles



Culture and Engagement

Employee engagement, diversity and inclusion, and two-way communication

Human Capital Highlights



7 consecutive years
Great Place to Work



Increased 401(k) matching
and lowered fees



Increased # of paid holidays



Strengthened employee benefits

40%

Open roles filled with
internal talent

258

Shining Star nominations,
our peer-to-peer award

12

Star Club members,
our highest sales recognition

86%

Retention rate

224

New hires

104

Internal promotions

40+

Training hours per employee

A Great Place to Work

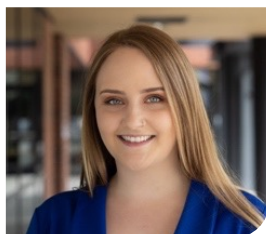
We are dedicated to building a customer-focused, high integrity culture where employees feel valued and respected for the work they do.

Since 2018, Albireo Energy has participated in the Great Place to Work® (GPTW) Institute's Trust Index Survey and was Certified™ as a Great Place to Work® for the seventh year in a row in 2024. The award is based on what current employees say about their experience working with us.



David Ruiz, Warehouse & Purchasing Manager | LA

"I am grateful to work for a company that values and respects its employees. I feel like my contributions are valued, my voice is heard, and my ideas are taken seriously. It's empowering to know that my work is making a positive impact and that I am appreciated for what I do."



Breeanna Rhinehart, Assistant PM | Seattle

"Albireo Energy prioritizes employee well-being, offering support in both professional and personal growth. I'm grateful to work for a company that prioritizes a healthy work-life balance."



Charlie Franks, Service Director | UK

"Leadership communicates clear priorities across all levels of the organization, empowering teams to align their local strategies while maintaining the autonomy to act."



In 2024, ~80% of employees completed the survey and 82% said it is a Great Place to Work. ~90 of employees said that Albireo Energy values safety, ethics, and work-life balance, and is a company where people are treated fairly and trusted to do their jobs without micromanagement.

Talent Development

We are committed to helping our employees develop the skills, knowledge, and expertise to succeed on the job and advance in their careers.

Our approach to training is multi-faceted and includes:



Formal role-specific cohort-style training programs

Role-specific internal affinity groups

Technical training programs

On-the-job training and apprenticeship-style learning

Individual coaching and mentorship

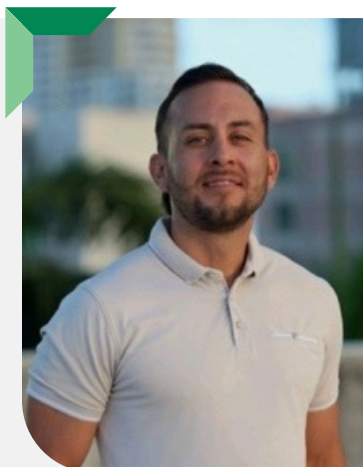
Structured safety training

Onboarding training called “New Star Onboard”

Employee-specific training is identified through development discussions with employees and their managers. Eligible employees may receive tuition reimbursements of up to \$4,000 a year that is job-related and advances their careers. Employee training hours are tracked through our HR operating systems and reported annually.

Manager Excellence Training

We believe that developing managers to be leaders can be transformative for organizations. In 2023, we launched Manager Excellence I, curriculum focused on core supervisory skills and building a range of competencies like emotional intelligence, strategic thinking, and adaptability. The result was improvements in team performance, employee retention, and engagement. Building on our success, we added Manager Excellence II in 2024, which focused on advanced leadership styles with formal assessments and related training.



Ricky Chaves
Account Executive | Ft. Lauderdale

“Albireo Energy’s Manager Excellence training was an engaging, hands-on experience that challenged us to reflect on our own perceptions and biases. It emphasized the importance of self-awareness, professionalism, and leading with respect—reminding us that impactful leadership starts from within.”



Giving Back to Our Communities

Our Albireo Cares Together Community Outreach program was born from engagement survey feedback we received in 2018.

Our Albireo Cares Together Community Outreach program was born from engagement survey feedback we received in 2018. Employees wanted a way to increase corporate citizenship by supporting nonprofits in their communities. Donations and volunteer activities are determined by the interests of local teams, and include food bank and school supply drives, participation with Salvation Army Angel Tree, beach cleanups, and others.



10% of Albireo Energy employees are veterans.

Veterans Day is significant for our team. Each local office holds celebrations and is provided with a toolkit with ideas on how to celebrate the brave individuals on our teams who served our country. We're celebrating the sixth year as a company-wide financial supporter of the Gary Sinise Foundation, whose mission is to serve veterans, first responders, and their families. This giving initiative was started at the request of an employee and veteran and has continued to grow in celebration of our growing workforce.



4

Key Focus Area:

Operating With the Highest Standards of Ethics and Values

Corporate and Sustainability Governance

Strong governance is foundational to our sustainability efforts.

Our Board of Directors is composed of eight members: two are independent and provide outside influence and perspectives, two are from Albireo Energy's executive leadership team, and four are from Huron Capital Partners LLC, our controlling investor.

Albireo Energy's full Board oversees our sustainability strategy and it's reviewed once a year. The Board is briefed throughout the year on various topics during each meeting. As part of business reviews, the CEO and Executive team address specific sustainability topics, making it part of the way that the company is led and operated. For more information about our sustainability accountability, read our [Sustainability Approach statement](#).



Ethics and Compliance

To build a sustainable company, operating ethically and leading with integrity is essential to earning and maintaining the trust of our employees, customers, suppliers, and the communities in which we work.

Integrity, safety, accountability, customer focus, and engagement are core values for Albireo Energy, and we consistently lead with these principles at the forefront of everything we do. We ensure that our employees, customers, and suppliers share our values and understand our policies, rules, and regulations that apply. Together, we have a responsibility to operate ethically.

Ethics Reporting Line

Confidential reporting is available 24/7, 365 days a year in multiple languages through an ethics and compliance hotline operated by a third-party, Lighthouse Services.

Employee Code of Conduct and Training

All leaders and employees are required to certify our Code of Conduct and complete mandatory training on key topics. For more information, read our [Code of Conduct policy statement](#).

Business Partner Code of Conduct

Our [Business Partner Code of Conduct](#) presents basic principles for our business partners to operate ethically and in full compliance with all applicable laws, rules, and regulations.

Human Rights Policy

We established a policy that our Chairman and CEO has signed, reinforcing our commitment to respecting human rights in our business operations and following internationally recognized [human rights standards](#).

Business Operating System: One Albireo Energy

The One Albireo Energy Business Operating System (BOS) is an ever-evolving framework that ensures alignment and consistency across all functions and our field organization.

We have been building, executing, and continuously strengthening our One Albireo Energy Business Operating System (BOS). Our BOS serves as a standard set of processes, tools, and technologies that we use to manage our business operations and achieve our goals.

It allows us to integrate acquisitions with efficiency and ease, reduce risks from the delivery of complex BAS solutions, and to develop, commercialize, and support new and existing Albireo Energy Intelligent Services. All of our new technology and tech-enabled processes are rolled out using IT industry standard tools for change management.



Albireo Energy BOS at Work



Project Governance Process

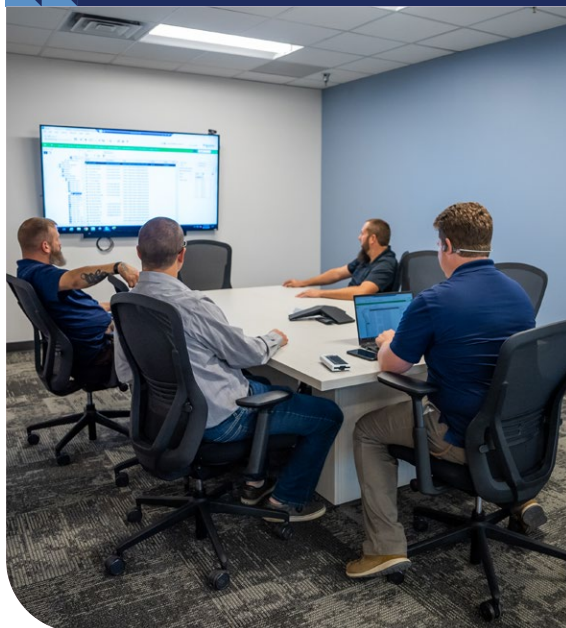
BAS solutions are often large, complex projects that require careful planning, estimating, and accountability at all levels during the bid stage. Our standard process is designed to mitigate project risk and has been adopted across all Albireo Energy offices.

Project Execution

Once solutions projects are awarded, our employees use a standard set of tools to ensure project accuracy, delivery, and customer satisfaction. Our technology-based tools include automated checklists, project schedules, and collaboration.

Results: Project slip risks are being mitigated in real-time, increasing customer satisfaction and minimizing financial impacts.

Albireo Energy BOS at Work



Managed Service Center (MSC)

The MSC is our center of excellence for innovation and operational expertise. It's staffed with engineers, programmers, developers, and project managers dedicated to peak performance. They are focused on providing customer and sales support for adopting cutting-edge BAS technologies and our Intelligent Services.

New Service Commercialization

The MSC, Marketing, Sales, and Operations teams have refined an agile commercialization approach for bringing new services to market. Over the past year, Albireo Energy has introduced new connected service offerings including In-Warranty Services and Critical Alarm Messenger.

Results: MSC manages hundreds of customer technology and tech-enabled service needs in 2024 and is prepared to support new Intelligent Services as they are brought to market.

Supply Chain Risk Management

Effective supply chain management is critical to upholding our commitment to customers and mitigating risk.

As an independent building systems and service provider, we source controls products from a variety of leading suppliers depending upon market and customer requirements. Ensuring product availability based upon customer requirements is part of the Albireo Energy promise.

As part of the company's Risk Register, the Office of the Chief Financial Officer (CFO) has implemented a continuous monitoring and diligence program for our top 15 suppliers. The monitoring program includes a variety of compliance and product delivery risks and ensures appropriate market redundancy. In addition to implementing our Business Partner Code of Conduct as part of contract renewals, in 2024, the results of ongoing supplier monitoring was reviewed with the executive team and with the Board of Directors.

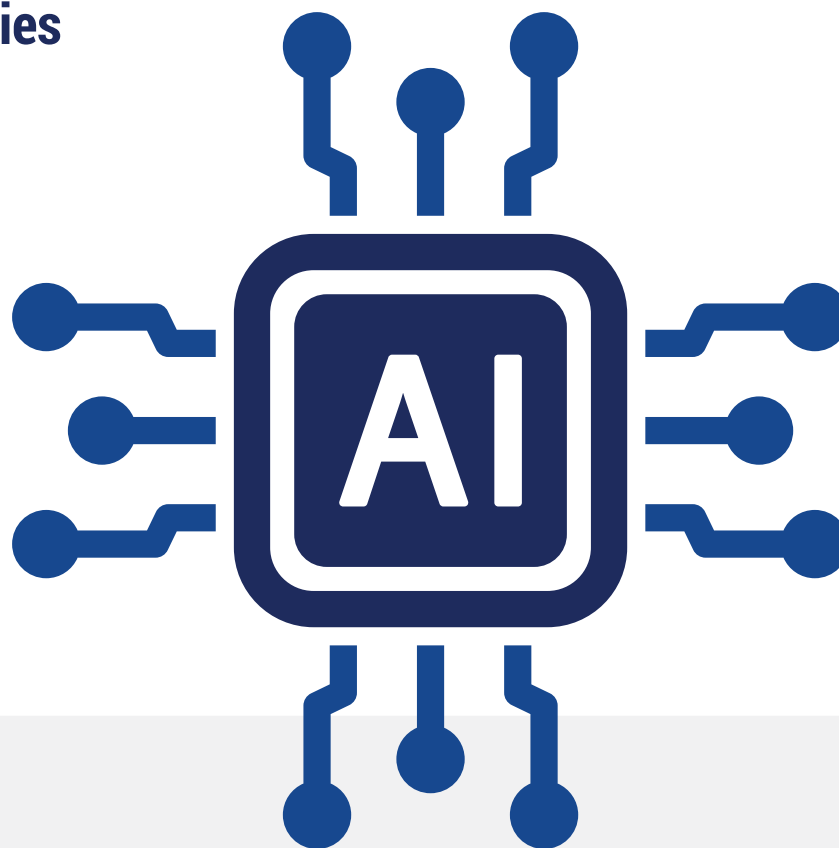
Artificial Intelligence Risks and Opportunities

We recognize the benefits and risks of emerging technologies such as artificial intelligence (AI).

The Office of the CIO leads our management policies ([Albireo Energy AI Policy Statement](#)) and controls, leveraging best practices from the National Institute of Science and Technology's (NIST) AI Risk Management Framework (AI RMF).

Albireo Energy has implemented the NIST Risk Management Framework 800-171 which is the basis for the Department of Defense's Cybersecurity Maturity Model Certification (CMMC) Program. In 2023, Albireo Energy self-assessed as compliant with CMMC Level 1 with Level 2 expected to be complete in 2025.

We are also pursuing back-office opportunities to increase efficiency and our front-office to strengthen customer experience capabilities.



Utility Module

Albireo Energy's Utility Module (UM) is a comprehensive energy management software designed to help businesses efficiently track and analyze their utility consumption and costs. In 2024, we created a single utility bill data extractor leveraging ChatGPT to integrate utility bills in any format into UM, and a new bill downloader was developed leveraging Robotic Process Automation. Both AI applications save significant time when collecting and downloading bills.

Cybersecurity and Data Privacy

Keeping employee and customer data secure and private is a top priority and our vendor selection and compliance requirements are reflective of our commitment.

Our IT organization provides central oversight with decentralized local implementation. Central management and oversight establishes cybersecurity standards and strengthened security controls. Our Chief Information Officer (CIO) reports to our CEO and provides updates on security and privacy to the Board as needed.

The CIO's team includes a Security Administrator responsible for data security and IT engineers who manage day-to-day security operations across the Albireo Energy network. We conduct ongoing reviews of our internal systems, resources, and employees to assess whether changes need to be made. All computer systems are monitored 24/7 by a leading global provider of Security Operations Center (SOC) services.

Albireo Energy's employee data is managed by a third party in a SOC2 Type II data center that is tested annually for compliance. Customer data is stored within a Microsoft application operating platform spanning two data centers that are both annually certified as SOC2 Type II compliant.

We often monitor customer operational data that our building performance experts collect. When operating exceptions are detected within a customer's building, we provide the customer with configurable alerting services. We are in the process of migrating all monitoring of customer building management systems (BMS) to a single cloud-based platform. All customer data extracted outside of customers' BMS systems will be encrypted in transit and at rest, following cybersecurity industry best practices.



Training in phishing and other data security threat avoidance is part of onboarding for every employee. KnowBe4 is our training provider – who focuses on mitigating the top human error-related security risks using current trending data. Training modules, covering both privacy and security, are designed to improve security culture, change behavior, and significantly lower security risk. Recently Albireo Energy's phishing simulation scores were 50% better than industry average.



Resources and Policies

“At Albireo Energy, we help building owners and their teams make their mission critical buildings work more efficiently, productively, and in line with their sustainability goals.”

– Larry G. Wash, CEO, Albireo Energy

Please visit the [Sustainability page](#) on our website for more information. In addition, here are quick links to some of our policy statements.

- [Artificial Intelligence](#)
- [Materiality](#)
- [Code of Conduct Statement](#)
- [Employee Safety Statement](#)
- [Cybersecurity](#)
- [Business Partner Code of Conduct](#)
- [Human Rights](#)
- [Sustainability Approach Statement](#)

About Albireo Energy

Albireo Energy is a leading independent building controls and energy services provider recognized by customers for creating intelligent, high-performance buildings. We help building owners and their teams make decisions about building automation that achieves operating performance, decarbonization and sustainability goals. Because we're technology agnostic, we see buildings in a different way.

By understanding the mission of a building portfolio, our team of building performance experts designs and delivers technology and service solutions that give you maximum control of your data centers, offices, hospitals, universities, manufacturing, multi-use sites. Our work begins with engineering, project planning and exceptional execution, and extends through maintenance, monitoring, analytics and energy procurement services. At Albireo Energy, our promise is to stay connected. For more information, visit albireoenergy.com.





