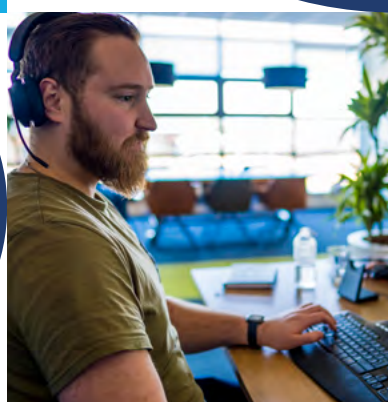
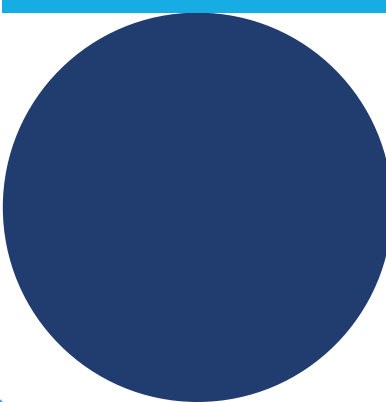


team.blue

Going beyond: for people and planet

2022–23
Impact Report



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Foreword from the Chair

"I am delighted by the progress team.blue has made to advance performance across Environmental, Social, and Governance topics over the past year. The business has taken strides in all 3 key areas, ensuring holistic improvements and sustained impact.

team.blue's drive for ESG stems from the shared passion of individuals at every level of the business. A clear governance model, with a dedicated ESG committee, supported by the Board and Executive team, have played a crucial role in harnessing this collective drive to deliver the ESG strategy and have a positive impact throughout the business.

Improvements in collecting and analysing accurate ESG data, has not only facilitated better decision-making but also empowered the business to take action where it matters most.

To further advance the journey, the business has established external partnerships with several third parties, supporting them in delivering on their commitment to sustainability. Recently, team.blue gained unanimous Board support to set science-based carbon reduction targets, highlighting the business dedication to reduce their environmental footprint and mitigate the effects of climate change.

I am pleased with recent progress but want us to go much further and be bolder with our ambitions. I am excited that we continue to focus on initiatives where we can have the most significant impact. In the next year, we will define science-based targets and a strategy to reach net zero emissions, as well as further establish an authentic diversity program that fosters inclusivity and creates a working environment where all employees can thrive."

Dawn Marriott
Executive Chair of team.blue

Thoughts from our CEO



"As team.blue grows in size and reach, we recognise our expanding responsibility to both society and the environment. As Group CEO, I keep five crucial elements at the forefront of my thinking: our people, our customers, our planet, our technology, and our processes.

Our people — whether they're employees, investors, or stakeholders — and our customers are at the heart of what we do. We're all part of the same ecosystem, grappling with the same global challenges: climate change, ongoing conflict, economic fluctuations, and the changes brought about by the pandemic.

We're committed to making a real difference, setting ourselves ambitious Environmental, Social, and Governance (ESG) targets. We aim for carbon neutrality and constantly work to enhance our governance system, ensuring our actions always align with our stakeholders' interests. As a group of entrepreneurs, diversity and forward-thinking are ingrained in our decision making.

We follow the B Corp framework as our road map, meeting high standards of performance, accountability, and transparency. We build the technology that helps the SME community to thrive, at the highest security standards. We care deeply for our people, our communities, and our planet, and we trust our current and future customers, employees, and investors too.

This Impact Report offers a look at our progress on ESG commitments. But remember, it's as much about the journey as it is about the destination. I hope you enjoy reading about our ongoing mission to make team.blue better for everyone.

Here's to going above and beyond for our people and our planet."

Claudio Corbetta
Group Chief Executive Officer

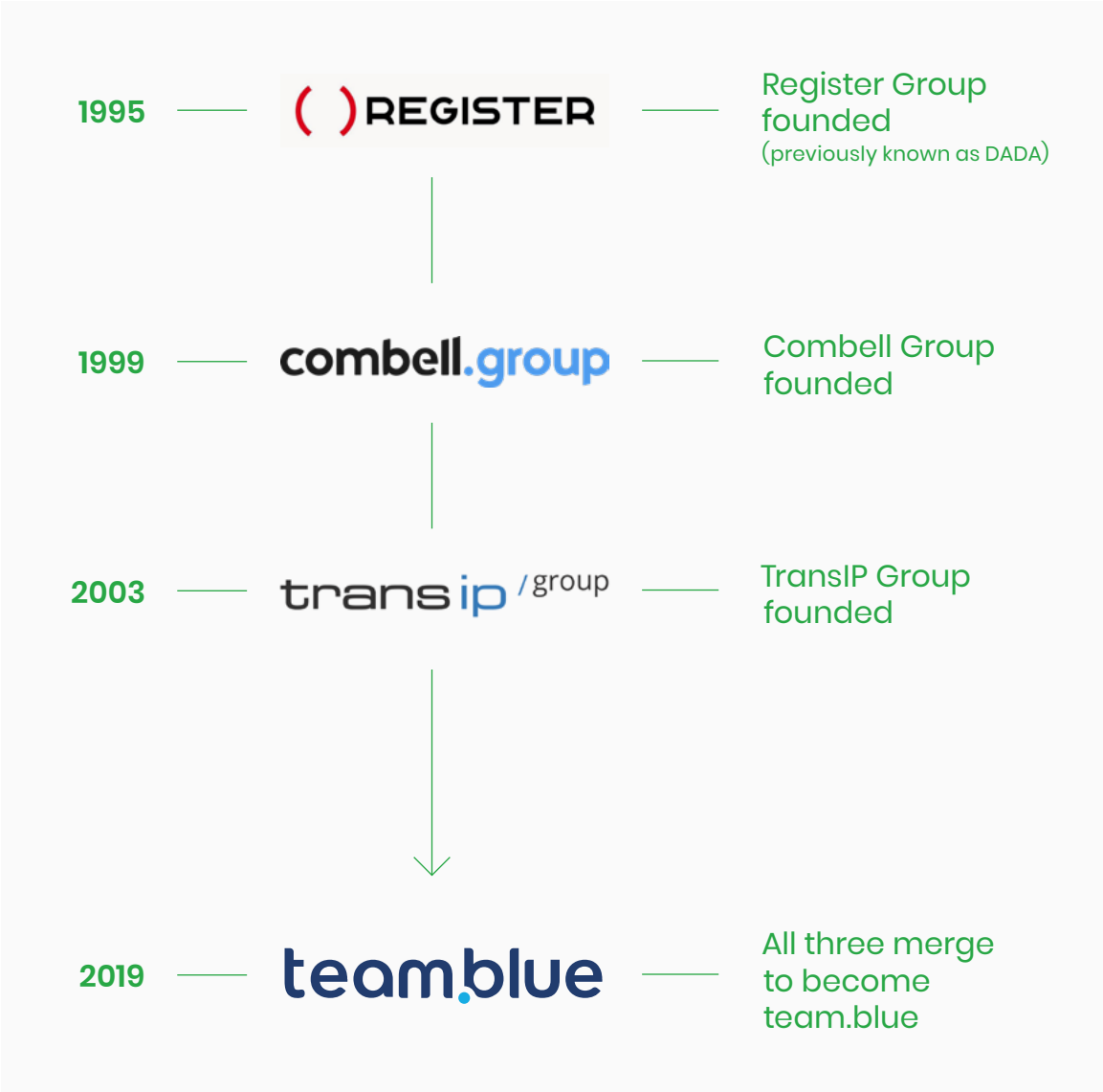
For entrepreneurs, by entrepreneurs

team.blue's origin story

Our company began in 2019 after merging three customer-obsessed hosting groups: Combell Group, TransIP Group and Register Group.

Since 2019, we have scaled significantly, acquiring many businesses across Europe. This has expanded team.blue's operations to 15 European countries and across multiple new online solutions and products.

team.blue brings businesses and founders together under one ecosystem, all working together to provide our customers with everything they need to succeed online. Our 40+ brands are united by our vision: to make online business simpler.



Our Origin

Like many of the people we serve, Jonas Dhaenens (one of team.blue's three co-founders) is a self-made entrepreneur. He launched Combell from his bedroom at the age of sixteen.



“I was a teenager who preferred finance and economics to football and games. From an early age, I began building business models and thinking about how I could fund these ventures. In some ways, I was destined to run a company myself – just like my parents.

Then in 1999, I offered to help my mother host a website for her bio-shop. The whole process was much more challenging than I'd expected. You had to check the availability of a domain name by post, fill in lots of forms and send a fax with proof of registration to the Chamber of Commerce. It was a huge hassle.

I immediately saw a gap in the market and founded Combell, to efficiently facilitate domain name registration and web hosting for Belgian SMEs. At the time, no one else was doing this. Combell became the number one hosting specialist in Belgium. I bootstrapped the business for years and it grew organically from there.

In 2019, Combell merged with Netherlands-based TransIP Group and Italy-based Register Group, becoming team.blue. Now, we provide digital support to SMEs across Europe, serving more than 2.5 million customers in 15 countries.

I truly believe that SMEs are the backbone of Europe's economy. They create jobs, drive innovation, and contribute to economic growth. When SMEs thrive, everyone benefits. Our purpose at team.blue is, and always will be, to give SMEs that opportunity to thrive – helping them to unlock the value of technology so they can achieve their full potential.”

Jonas Dhaenens
Founder of Combell and
Co-Founder & President of team.blue

Our purpose

To help our customers achieve their business potential by connecting them with the world

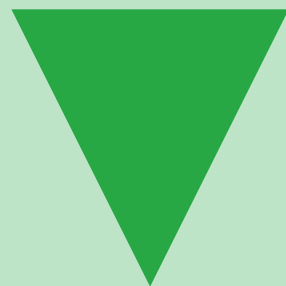
Our vision

To make online business simpler and to be the most loved web services company in our chosen markets

Our mission

To unite our technology skills, diversity of thought and local expertise to deliver competitive edge through online products and services

our values



Customer first

We put our customers at the heart of everything we do



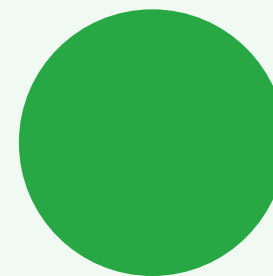
Pace & momentum

We're always thinking, 'what's next?'



Trusted collaboration

We're stronger together, and we trust each other to do the right thing



Respect

We treat each other with respect and regard



Openness

We tell it like it is and keep minds and doors open

Impact timeline

At team.blue, we're on a journey to build a sustainable ecosystem for and with our customers. Here are some of the recent moments where we've celebrated going beyond.



Walking the talk on sustainability

At team.blue, we are always thinking 'what's next?'

Coming together as one business and one ecosystem, we are able to truly meet the needs of our customers and help them achieve their full potential. We also have the opportunity to empower our teams, working together to improve our collective impact.

At the start of 2023 we launched a groupwide Corporate Governance Charter, designed to align the entire organisation on our strategy and goals. Sustainability is one of our guiding principles. It's included in all our decision making and holds us accountable in our pursuit of positive impact. We report on ESG metrics during each monthly board meeting and our ESG committee meets quarterly to review our progress and ensure best practices are being adopted.

This is how we will shape the future of business: going beyond for our team and our customers, supporting them to succeed and become the leaders of tomorrow.



Strategy

ESG strategy developed

Groupwide Corporate Governance Charter

Global ESG Committee



Our Ambitions

Groupwide code of conduct

Science-based net zero pathway

B Corp ready



"This is the start of team.blue's journey, and I can promise we are here for the long term."

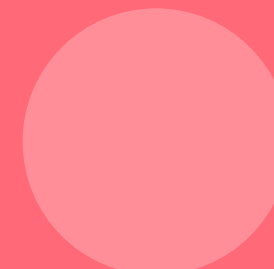
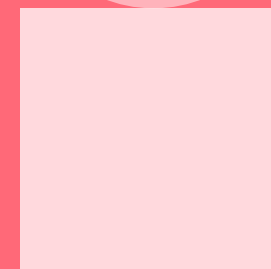


"At team.blue, we are truly always thinking 'what's next?'. This means asking ourselves the hard questions – the ones that lead to meaningful conversations about how we can do more for our people, our customers and for the planet."

At the beginning of 2022, we anchored sustainability in our strategic agenda and set up an ESG committee to monitor our progress and hold us accountable to our goals. We are now empowering our teams to act, so that soon sustainability will guide everyday decisions across the whole business.

This is the start of team.blue's journey, and I can promise we are here for the long term. There has never been a more important time for businesses to think and act on social and environmental issues. team.blue is committed to continuous progress and sharing our learnings. Crucially, we're not afraid to fail. Growing and looking to the future allows us to better serve our customers, so they can serve the world."

Vanessa De Waele
Group Sustainability & Legal Director



Powered by our people

The team.blue group was built by people, for people. Happy and proud employees is one of our strategic commitments and we work hard to create a positive and supportive environment, where each employee feels valued, respected and appreciated.










We're stronger together, and we trust each other to do the right thing

2200 employees

28 nationalities

12 different languages

Benefits

-  Flexible hours
-  Mentoring programme for future leaders
-  **Option to “work from anywhere in the world”**
-  Academy for leadership and personal development
-  **Enhanced holiday**
-  **Birthday leave day**
-  Social calendar with in-person and virtual events

#lifeatteamblue

We are committed to helping our people progress and achieve their highest potential. There are many opportunities across the team.blue family and it’s a joy to see our employees grow and advance their careers, moving internally and finding their purpose.



Laura Benjamin
HR Coordinator, UK & IE

"Having such a long relationship with my company is a beautiful feeling. I feel very happy and proud with my relationship here, knowing my colleagues like friends, being trusted, being relied upon, the flexibility and being in a company that puts family first. I could not recommend team.blue more, in my eyes they are my 'forever' employer."



Alessio Barducci
Software Engineer, IT

"I found a group and a company with a solid work organization, prepared to work and interact remotely. I feel being part of an international, fresh and young environment and I expect to grow as a worker and a person within team.blue."



Larissa Nurra
First Line Support, NL

"I'm a proud team.bluer and ambassador. I start every working day with a cup of coffee and a big smile. I genuinely can't wait to help the customers with their DNS questions. The tech world is so much more interesting than I could ever imagine."

Building a fantastic place to work

At the end of 2022 we launched our groupwide employee survey, giving everyone an opportunity to be totally honest and open about their experience working for team.blue. This has helped us to understand what's working and what isn't, so we can continue making changes that ensure team.blue is a great place to work.



The reality is that we can't be perfect all the time, but we are making every effort to listen to our team and act on their feedback. After the first survey, we set up five workstreams to focus our group improvement efforts, each with sponsorship from a member of the Senior Leadership.



Building a fantastic place for work is our utmost priority. Our culture of continuous and open feedback will help us do this and we look forward to the results of our next survey.



Promoting diversity & inclusion

Since day one, embracing our differences has been core to us at team.blue. We employ people from all backgrounds, offering an environment that embraces our employees' whole, unique selves, and allows everyone to thrive. We have introduced a yearly DEI Town Hall, delivered unconscious bias training for our senior leadership team, increased the proportion of women in senior roles and nominated a female Chair.

team.blue's women in leadership

- 32% total women at team.blue
- 33% women in leadership positions
- 11% women on our board

The tech industry suffers from a significant lack of representation. We are proud to be above the average for female representation, but there's more to be done to build and promote diversity of thought.



Our Ambitions

- Make all core processes inclusive
- Foster equality by benchmarking salaries
- Increase our eNPS score each year

Around the world challenge

On 15 May this year, we encouraged team.blue employees to focus on their physical and mental well-being with an 'Around the World' step challenge. Almost a third of the group got involved, covering an impressive 40,075km together over two months – that's one trip across the World! At the same time, they raised over €16,030 for Mental Health Europe, meaning every step taken will directly help those experiencing mental health issues. We're incredibly proud of their dedication and look forward to sharing more initiatives to support our community's well-being in 2023 and beyond.

"I love hearing about and seeing everyone's activities and locations. It really makes our different offices and locations feel 'right next door', rather than the thousands of kms that separate us. And the added bonus that our activities are helping assist positive mental health makes it all the more worthwhile.

I just wanted to say a big **go raibh míle maith agat** ('a thousand thank yous' in Irish) to the individuals who are working to organise our collective trip around the world and to all of you sharing your activities and photos to keep the momentum going. It has really made me feel part of one.team.blue."

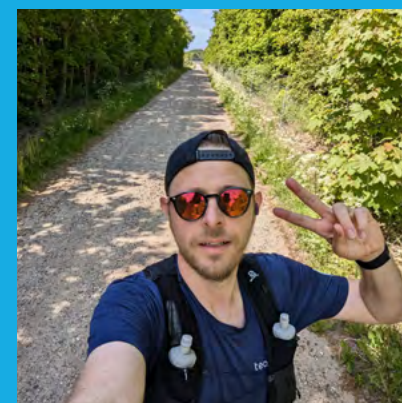
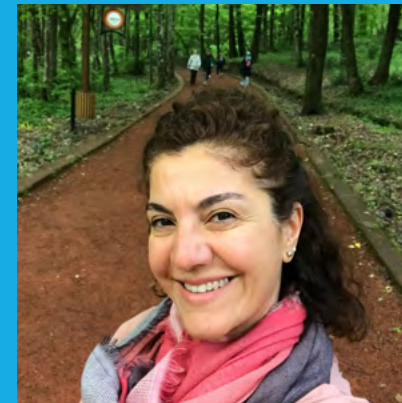
Eamon Kelly, Commercial Director, IE LetsHost.ie (a team.blue brand)



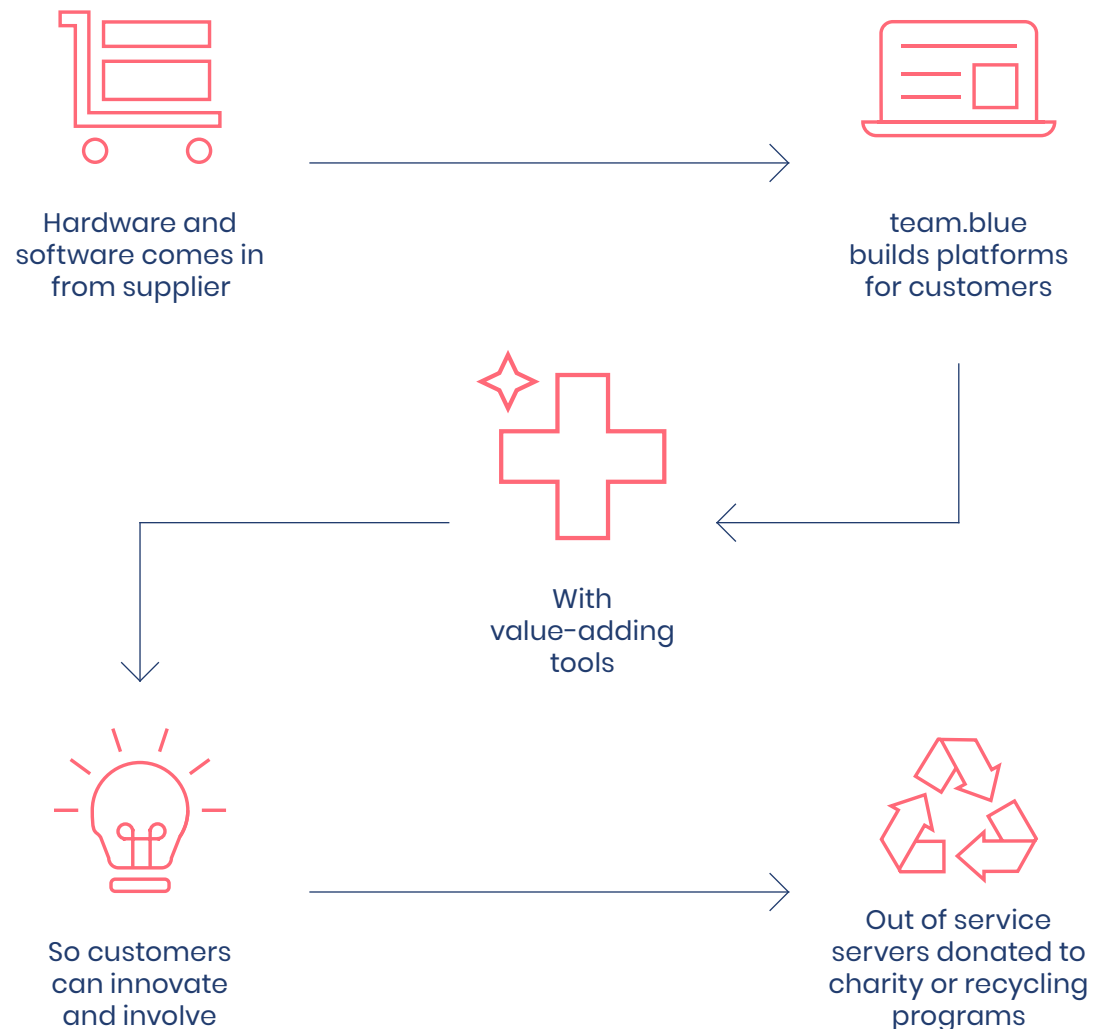
40,075km
walked



€16,030 donated to
Mental Health Europe



Building the team.blue ecosystem



A one-stop shop for online entrepreneurs

We offer over 2.5 million SMEs a resilient and secure infrastructure to build and scale their business, enabling them to:

- impact their own markets
- create job opportunities
- innovate and evolve

We tell it like it is and keep minds and doors open

Our goal is to continue expanding our products and services, and to broaden the team.blue ecosystem, as we increase our positive impact – for customers, the wider community, and the planet.

An impact-driven ecosystem

We are proud to bring together some of the most successful brands in the tech industry. Our collective strength lies in their unique strengths and expertise. Together, we can help our customers leverage the power of technology and achieve their potential, while driving impact and innovation across our value chain.

40+ brands
15 countries



ONE team.blue

Case study



Leadinfo is a SaaS scale-up from the Netherlands, providing lead generation software for B2B businesses. Their solution empowers marketing and sales teams by transforming anonymous website visitors into leads, giving them the insights they need to generate more and better sales than their competition.

Case study



iubenda and consent manager provide tools that allow website and app owners to comply with international regulations. Their mission is to enable anyone who operates online to comply and stay compliant in the most effortless way possible.

Becoming part of the team.blue family



“We joined team.blue to have broader shoulders to further our leadership in the market and to benefit from their enhanced distribution capabilities. We’ve been given access to resources that have helped us perform acquisitions and expanded our customer base, reselling iubenda across the team.blue brands. My hope is for us to succeed in generating continued growth and in taking our market leadership further.”

Andrea Giannangelo
Founder & CEO, iubenda



“Becoming part of team.blue has enabled us to scale faster internationally. **We’ve since set up offices in Denmark, Italy and Belgium, which would have been much harder without team.blue’s existing ecosystem.** We’re keen to maintain this momentum, harnessing the synergies of our brands to stay the fastest growing player in Europe.”

Quirijn Kleppe
Co-CEO, Leadinfo



Our Ambitions

Global supply chain map

Updated supplier selection process

Groupwide sustainable procurement strategy

Sustainable and inclusive growth

Sustainability plays a central role in our approach to mergers and acquisitions, from selection through to integration. It’s one of the best opportunities we have to expand our positive impact across our community.

Each new brand we partner with must meet strict ESG criteria and formally commit to tracking and improving their sustainability practices.

From 2024, we will also take the same approach for all new supplier relationships, as part of our goal to work solely with sustainable suppliers.





"First of all, let me tell you that I love this company. Perhaps it's a little bit late but fortunately, humans have realized that we must urgently apply criteria for sustainability and protection of the natural environment just to try to preserve the life we know. Although much of this responsibility and actions must come from governments, the commitment to sustainability should be at the center of the activities and development of companies. I'm very proud to work at a company that takes its responsibility in this matter."

Gabriel Linares, Web Designer, Spain
Nominalia (a team.blue brand)



Planet-friendly practices

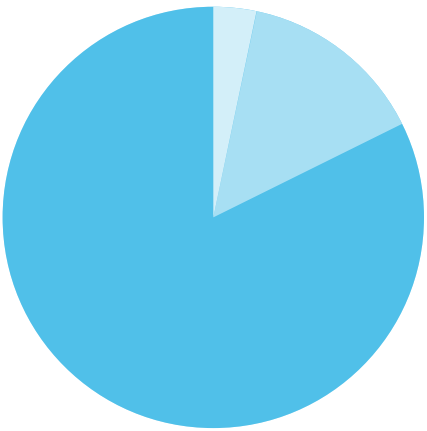
As a business, we're committed to making sustainable choices, acting responsibly towards the planet we depend on. By setting clear targets and monitoring our progress, we can align our words with our actions. **We pledge to be transparent about our successes and the setbacks, always striving to do more.**

Scope 1



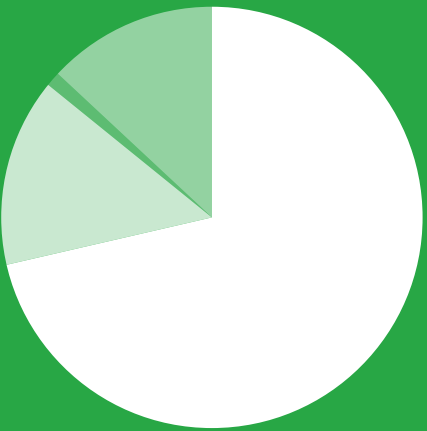
- 10.1% Gas
- 89.9% Vehicle fuel

Scope 2



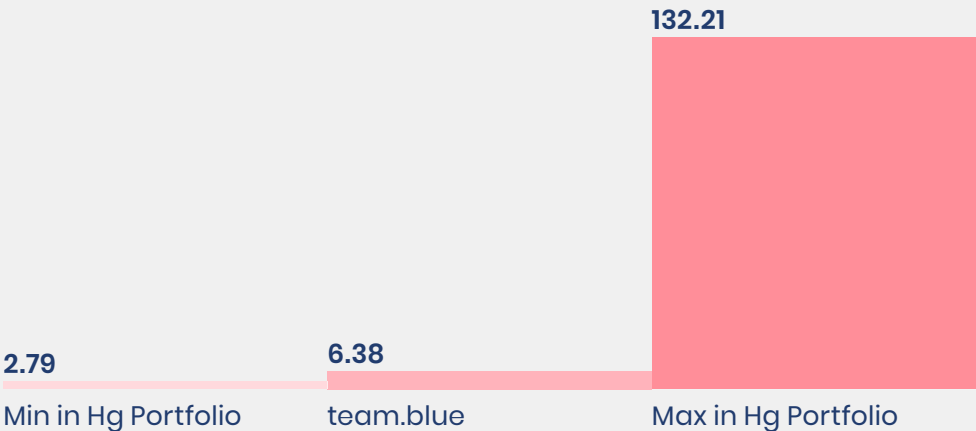
- 3.3% District heating for offices
- 14.4% Purchased standard electricity from the grid
- 82.3% Electricity used for owned/controlled datacenters

Scope 3



- <0.1% Water supply
- 1.1% Data centre usage
- 13.1% Business travel
- 14.4% IT equipment
- 71.4% Waste

Total emissions (Scope 1, 2, 3) tCO2e/m EUR revenue



Scope	Emissions Source	Emissions (tCO2e)
Scope 1	Vehicle Fuel	437
	Gas	49
Scope 2	Purchased standard electricity from the grid	113
	Electricity used for owned/controlled data centres	646
	District heating for offices	26
Scope 3	Waste	1,477
	Water Supply	1
	IT Equipment	297
	Data Centre Usage	22
	Business Travel	271

team.blue's data centers are operating fully on renewable resources in Europe

Growing a virtual forest

Our Senior Leadership Team regularly travels to different office locations across Europe, to connect face to face with the team.blue family. We have partnered with ecologi to offset the impact of this travel, by supporting reforestation and restoration projects that aim to reduce carbon dioxide emissions.

We are committed to planting over 1,000 trees each month to offset our carbon footprint, as well as supporting climate projects that benefit local communities and help to sustain biodiverse and resilient ecosystems.



4,340
trees funded



314.75
tCO2e avoided

Reducing our impact

42,635 GB
digital waste
cleaned up in 2022

26,500 miles equal
to 10,653CO₂

92% of energy from
renewable sources

Our journey to net zero

We are currently in the process of setting ambitious emission reduction targets through the SBTi (Science Based Targets initiative), underpinned by a robust action plan, baseline data and ongoing monitoring.

We take ownership of team.blue's contribution to climate change and commit to reducing and mitigating our impact, as we build our pathway to net zero.



Taking climate positive steps

names.co.uk

An audit was conducted of two UK data centres owned by names.co.uk, as part of the Energy Saving Opportunities Scheme (ESOS).

These audits were designed to assess the energy saving opportunities at both sites and to recommend cost-effective, energy efficiency savings. However, they were not seen as an end point, rather as a starting point and a benchmark for change. Acting on recommendations and a range of internally-led sustainability initiatives, names.co.uk has taken steps, small and large, towards greater climate positivity:



LED Lighting installed in place of fluorescent lighting.



Switched to 100% green energy at the Reading data centre, with all hosting services powered by SSE Energy Services.



Office technology like mobile phones and laptops reused, rather than replaced.



Reduced mobile phone provision based on business need evaluation.



Chirag Patel
Chief Technology Officer, UK

“We are committed to reducing our carbon footprint and taking significant steps towards sustainability. Initiatives that contribute to this cause. Firstly, our fleet of company cars consists solely of electric vehicles, which significantly reduces our reliance on fossil fuels and lowers emissions. Additionally, we have made a conscious effort to switch all the lighting in our offices to energy-efficient LED lighting, minimizing energy consumption and decreasing our carbon emissions.

We have taken a proactive approach to our energy sources by partnering with a 100% renewable energy company. By relying on renewable sources, such as solar or wind power, we ensure that our energy consumption has a minimal impact on the environment.

Recycling is a core principle of our company's operations. We have implemented comprehensive recycling practices that cover all areas of our business. From paper to plastics and beyond, we make every effort to recycle materials and reduce waste.

By integrating these environmentally-friendly practices into our daily operations, we strive to make a positive impact and contribute to a greener future. Our dedication to reducing our carbon footprint not only reflects our responsibility as a company but also serves as an inspiration for others to adopt sustainable practices. Together, we can create a more sustainable world for generations to come.”

Becoming the most-loved web services company

At team.blue, we work hard to ensure that our customers see us as an extension of their team. The SME community we serve is key to creating a more sustainable world and we are dedicated to helping them thrive.



We put our customers at the heart of everything we do

team.blue's products and services are built around the changing needs of our customers. As they grow and evolve, so do we. We have transformed the structure of our business to enhance the support we offer SMEs, and deliver new functionalities and features at speed.

We launched new product and tech functions, with dedicated units for customer experience, and expanded our tools and applications to include compliance, accessibility, and marketing.

One of our most important tasks is to keep customer data safe. It's a job we take very seriously: each employee is trained on how to handle data securely and responsibly, and all data is stored and processed in compliance with local laws. In this way, we always fulfil the security expectations and needs of our customers, even beyond the regulatory realms.

WEBHOST.UK.NET

Sameer Kulkarni
Founder,
WebhostUK LTD

"We've been with Simply Hosting (a UK team.blue brand) for nine years and the fact we've grown with them from a single server to multiple servers shows how awesome they've been. **Their infrastructure is exceptional, only the best server hardware and reasonable prices and getting 24/7 support is like the icing on the cake.** If any issues ever arise, they are promptly handled by support in the best possible way."



Babs van Gent
Co-Founder &
Digital Growth Strategist,
BoostU

"Leadinfo (a Belgian team.blue brand) is a powerful tool which gives more tangible insights than Google Analytics. It enables us to clearly see if we are reaching the right companies via our campaigns and adjust as needed. **Being able to use one software for multiple purposes makes our lives easier while enabling us to take our client's results to the next level.** Through our partnership, we combine our expertise with Leadinfo's data and get the best results."



Ettore Valle
Founder,
Touring Off Road

"I chose Register.it (a team.blue brand in Italy) for their experience and expertise in the sector. For a "normal" person who is not technical, it is difficult to be able to do things correctly. **Getting someone in the trade to create our online presence was a winning choice that allowed us to modernise in the right way while continuing to do what we love.**"

2.5M+ Customers

63 Groupwide NPS Score

Going forward, we have made a strategic commitment to stay in the top quartile for NPS, scoring at least 64+ in 2023. We have also launched a survey to better understand what drives our customers and how important sustainability is in their decision-making process, information we look forward to sharing in next year's report.

What's next?

We're excited about the journey ahead of us and optimistic that team.blue can contribute to a greener, more sustainable future.



Here's what's on the horizon:

- Take steps to become **B Corp certified** in the next three years
- Continue building a fantastic place to work, making all core processes inclusive and achieving an **eNPS score of 45+ by 2026**
- Set SBTi targets and develop an action plan to **reduce our emissions**
- Embed **ESG** into our procurement process
- Launch customer sustainability survey

Let's go beyond, as one team.blue.