



@infobip

Global Environmental Policy

● 2.0

Introduction

At Infobip, we recognize that environmental responsibility is integral to sustainable growth and long-term business success.

As a global technology company, we are committed to minimizing the environmental impact of our operations and value chain, both locally and globally, while supporting the transition to a low-carbon and resource-efficient economy. Environmental stewardship is embedded in our ESG strategic framework, and reflected in our Global Environmental Policy.

This Policy defines Infobip's environmental commitments and principles and provides a framework for managing, monitoring, and continually improving our environmental performance. It supports a consistent approach to environmental stewardship across all Infobip entities and aligns our activities with international best practices, recognized sustainability standards, stakeholder expectations, and applicable regulatory requirements.

Scope

This Policy applies to all Infobip operations over which we have direct operational control, including all employees and business units globally. Where activities fall outside our direct operational control, particularly within our value chain, Infobip seeks to promote the environmental principles and practices outlined in this Policy through responsible business relationships.

By working with our partners, suppliers, and other stakeholders, we aim to extend our environmental commitments beyond our own operations and support improved environmental performance across our broader ecosystem.

Our Policy

Infobip is committed to minimizing its environmental impact. To achieve key objectives of our Environmental Policy, we commit to:

- Reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 63.0% by 2035, compared to a 2024 base year, consistent with a 1.5°C pathway and the criteria of the Science Based Targets initiative (SBTi) and the Paris Agreement.^[1]
- Reduce Scope 3 GHG emissions intensity by 66.3% per EUR value added by 2035, compared to a 2024 base year, in accordance with SBTi criteria and the Paris Agreement.^[2]
- Achieve net-zero GHG emissions across our operations (Scope 1 and 2) and value chain (Scope 3) by 2045, in line with SBTi net-zero criteria and the Paris Agreement.^[3]

[1] Infobip has established near-term absolute GHG emissions reduction targets for Scope 1 and Scope 2, approved by the Science Based Targets initiative (SBTi), to reduce emissions by 63.0% by 2035 from a 2024 base year.

[2] Infobip has established a near-term intensity-based Scope 3 GHG emissions reduction target, approved by the Science Based Targets initiative (SBTi), to reduce emissions by 66.3% per EUR value added by 2035 from a 2024 base year.

[3] Infobip has established a net-zero GHG emissions target for Scope 1, Scope 2, and Scope 3 emissions, approved by the Science Based Targets initiative (SBTi), to achieve a 90.0% absolute reduction by 2045 from a 2024 base year.

- Increase the proportion of electricity sourced from renewable energy by 20% by 2035, compared to the 2024 baseline, through the procurement of renewable electricity where available, energy certificates and power purchase agreements, including for on-premise and colocation data centres.
- Engage with data centre colocation providers that prioritise renewable energy procurement, circular economy principles, energy-efficient facility design, and the adoption of innovative technologies to optimise energy use.
- Continuously improve environmental performance, with a focus on reducing energy consumption, managing water use, and minimising electronic waste.
- Monitor e-waste management practices at all of Infobip locations by 2035 and increase equipment reuse and donation rates by 30% compared to a 2025 baseline.
- Meet or exceed all applicable environmental laws, regulations, and other requirements relevant to Infobip and its subsidiaries in the countries in which we operate.
- Ensure transparency through public disclosure of ESG and environmental data and targets in accordance with recognised sustainability standards and frameworks, including the Global Reporting Initiative (GRI) and disclosure platforms such as EcoVadis and CDP, or equivalent.

Governance and oversight

This Environmental Policy is approved by the Board of Directors of Infobip Group and owned by Infobip ESG team.



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