

Signify

Sustainability Supplement

2025



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We are Signify

I Introduction

This Sustainability Supplement accompanies our CSRD-aligned Annual Report 2025 and serves as an additional source of information for stakeholders who seek deeper insights into our sustainability approach, performance, and context. While our Annual Report presents all disclosures required under the Corporate Sustainability Reporting Directive (CSRD) based on our double materiality assessment, we recognize that many stakeholders' value broader transparency on topics that fall outside the scope of mandatory reporting.

The purpose of this supplement is therefore to provide relevant background, data, and narratives on sustainability topics that, although not material under the CSRD framework, remain important to our stakeholders and to our ongoing ambition to create positive environmental and social impact. These may include exploratory initiatives, emerging topics, legacy programs, or information that offers additional depth beyond the required disclosures.

By offering this extended lens, we aim to foster an open dialogue with our stakeholders and demonstrate our commitment to accountability, continuous learning, and responsible business practices. We welcome feedback on the content of this supplement and on how we can continue to strengthen our sustainability reporting in the years ahead.

For any questions or comments, please contact us at sustainability@signify.com.

Reporting boundaries

This Sustainability Supplement follows the same reporting boundaries as our CSRD-aligned Annual Report 2025. All information in this document is prepared using the same organizational scope, consolidation approach, and reporting perimeter applied in the Annual Report to ensure consistency, transparency, and comparability across our disclosures.

Unless otherwise stated, the reporting boundaries include:

- All operations and entities consolidated in our financial statements, applying the same financial control approach used in the Annual Report 2025.
- Global activities under our operational and managerial control, covering environmental, social, and governance topics relevant to our sustainability work.
- The 2025 reporting year, aligned with the reporting period of the Annual Report.
- Any deviations or topic-specific boundaries are clearly indicated within the relevant sections of this supplement.

As this document focuses on topics not material under CSRD but still of interest to our stakeholders, certain disclosures may extend beyond mandatory CSRD requirements. When this is the case, the scope or methodology applied will be explicitly explained to maintain clarity.

I.1 Environment

- 1.1.1 Nature and biodiversity
- 1.1.2 Non-GHG air emissions
- 1.1.3 Substances of concern
- 1.1.4 Water management
- 1.1.5 Raw materials management
- 1.1.6 End of life management
- 1.1.7 Responsible supply chain

I.1.1 Nature and biodiversity

Nature underpins our business and value chain—from raw materials to ecosystem services that enable sustainable production and resilient supply chains. Biodiversity loss and ecosystem degradation may pose significant risks to global stability and to companies like ours, impacting resource availability, climate resilience, and long-term growth. Addressing these dependencies is essential for creating value and mitigating risks.

In 2025, we continue our focus on nature and biodiversity because they are directly linked to two material topics with opposite effects. Climate change drives negative impacts—such as habitat loss and species decline—while circularity delivers positive contributions by reducing resource extraction and pressure on ecosystems. Increasing regulatory requirements and stakeholder expectations reinforce the need for transparent reporting and proactive action.

Building on our 2023 LEAP assessment and 2025 review based on the SBTN framework, we are implementing prioritized actions across our value chain to reduce impacts, manage risks and dependencies, and contribute to nature-positive outcomes. Our commitment reflects a broader vision: enabling a sustainable future where thriving ecosystems support both planetary health and business resilience.

Assessment, action plan and progress

In 2025, Signify continued to prioritize the actions related to our own operations and product use. The engagement with suppliers will be addressed in 2026.

Upstream – Supply chain

In the short term, we are looking at changing to sustainable alternative materials to reduce the demand of high-risk commodities that have a potential higher negative impact on biodiversity. Our procurement guidelines provide details and criteria to consider for materials. We also reviewed our supply chain assessment and updated the list of critical commodities and suppliers to engage with in the coming year to understand their preparedness and resilience plan regarding nature-related risks and dependencies.

Own operations

In the short term, we continue to carry out environmental clean-up activities while placing particular emphasis on safeguarding the biodiversity, ecosystems, and species in the areas surrounding the sites that are closing. In 2025, we experienced no significant environmental incidents in our operations.

We reviewed our 2023 TNFD analysis for our own sites by aligning it with the SBTN framework and incorporating additional data points. The assessment identified that 2 out of 47 sites may pose a potential risk to nearby ecosystems—specifically our locations in Poland and New Zealand.

In 2025, we conducted an onsite assessment at the potentially high-risk site in Poland. This site is located near a Natura 2000 protected area and is surrounded by diverse species and

protected ecosystems. Based on the findings, we developed an action plan outlining mitigation and prevention measures. The site supports urban-industrial biodiversity of both local and national importance and presents opportunities to further enhance habitats, including those used by the reptile species observed on-site.



Sand lizard



Smooth snake

We plan to engage with the additional site that may pose a potential biodiversity risk throughout 2026, leveraging the experience gained from our site in Poland. In 2026, we will also organize learning sessions for all our manufacturing sites to strengthen our teams' skills and knowledge on biodiversity and mitigation actions.

In 2025, we developed a Low Nature Impact Program for our sites, aimed at reducing negative impacts on local ecosystems by lowering resource use and minimizing operational outputs. As part of this program, we set targets as part of our Brighter Lives, Better World 2030 program on key indicators, including emissions to water, air, and soil; water consumption; hazardous waste; and waste sent to landfill.

Downstream – Product use phase

For several of our outdoor lighting products, we introduced innovations designed to reduce the potential impact of light disturbance, particularly at night. This includes expanding availability of our Dark Sky-friendly product line in selected markets. We also organized a Lighting Academy learning session on “Preserving Darkness” to raise awareness of responsible lighting practices.

Through local projects, we engaged directly with customers to develop lighting configurations that minimize impacts on nocturnal biodiversity. One example is our project in Metz, France, where the original goal was to improve safety by adding lighting along a riverside walkway. Together with the municipality, we refined the design and installed our ClearField solution, reducing artificial light effects on biodiversity while maintaining the intended safety benefits.



Clearfield solution with multisensor



Safety at night without impact to biodiversity

Nature and biodiversity action plan

Assessment	Actions
Upstream – Supply chain Seven priority commodities in our supply chain due to high impacts and dependencies on nature: LEDs, Batteries, Plastics, Aluminum, Steel, Cardboard and Semiconductors.	Explore sustainable alternative materials to reduce the demand of high-risk commodities; By 2026, set up monitoring process for largest suppliers with high-risk commodities; By 2027, further assess biodiversity and water scarcity issues for high-risk commodities.
Own operations Two sites under potential high risk for potential impact between the site’s operations and biodiversity features in nearby landscape.	By 2026, conduct on-site impact assessments at the one remaining potential risk site; By 2026, launch best practice guidance on biodiversity for sites; By 2027, enhance biodiversity actions on-site with habitat creation where relevant.
Downstream – Product use phase Assessed our product use impacts and identified six priority outdoor settings to limit the potential impact on biodiversity: Streets & utility; Parks; Ports and airports; Food production; Residential; Wildlife and observatory.	Activate awareness campaign about light and its impact on biodiversity; Explore partnership with non-profit to fund conservation efforts with biodiversity-friendly light products; Embed biodiversity analysis and findings in sales process.

I.1.2 Non-GHG air emissions

Signify has strengthened its methodology for monitoring and managing non-GHG air pollutant emissions from its manufacturing operations. These emissions include particulate matter (PM10 and PM2.5), non-methane volatile organic compounds (NMVOC), sulphur oxides (SOx), nitrogen oxides (NOx), Ammonia (NH3) and black carbon (BC), which are primarily linked to energy and fuel consumption at our sites.

Using the Climate and Clean Air Coalition and Stockholm Environment Institute methodologies (A Practical Guide For Business: Air Pollutant Emission Assessment) and in collaboration with the Alliance for Clean Air, we designed a specialized template for estimating non-GHG emissions based on site-specific energy data and emission factors. This allowed us to assess emissions across all our manufacturing sites for 2024 and 2025.

In 2025, we observed a decrease in non-GHG emissions across all manufacturing operations. For instance, SOx emissions dropped from 3,67 tonnes in 2024 to 1,52 tonnes in 2025, while NOx emissions fell from 117,43 tonnes to 87,28 tonnes over the same period. This improvement was largely driven by the electrification of equipment and mobile vehicles, such as forklifts, across our facilities (e.g. as described in our Climate Transition Plan and Low Nature Impact Program).

Signify remains dedicated to further improving its calculations and reducing non-GHG emissions by phasing out fossil fuel use and accelerating investments in cleaner, renewable electricity sources. Through our

Low Nature Impact program, we have set a commitment to cut non-GHG emissions by 50% by 2030, reinforcing our long-term sustainability goals

Air pollutant emissions (in tonnes)

	2024	2025
PM10	2.13	1.17
PM2.5	2.13	1.17
NH3	0	0
NMVOC	28.23	24.82
SOx	3.67	1.52
NOx	117.43	87.28
BC	0.72	0.23

I.1.3 Substances of concern

In our products

Signify maintains a long-standing, publicly disclosed commitment to eliminating and minimizing hazardous substances across its product portfolio, supported by a comprehensive Regulated Substances List (RSL) that governs both legally restricted and voluntarily targeted chemicals.

Our RSL is applied to our global offerings ensuring the strictest application, which extends beyond compliance, as Signify's RSL includes substances proactively selected for phase-out from a precautionary standpoint—even when not yet required by regulation.

Through sustainable design rules, all new product developments meet stringent sustainability criteria before their market launch. All our products and systems are

compliant with the RoHS Directive (2011/65/EU) and REACH (EC 1907/2006) Regulation. This commitment is also reflected in a direct allocation of budget towards R&D specifically dedicated to projects aimed at replacing or phasing out substances classified as hazardous.

Signify requires all suppliers to disclose the substances contained in their components and to comply with the company's Regulated Substances List (RSL), which extends beyond legal requirements. The RSL is embedded in supplier agreements and is regularly updated to incorporate substances regulated under frameworks such as RoHS, REACH, and POPs legislation, ensuring systematic implementation of Signify's phase-out and substitution strategies throughout the supply chain.

Signify further supports this process through the continued rollout of the publicly available BOMcheck tool, enabling suppliers to register components and substances and to demonstrate compliance with RSL obligations. An example of our commitment is the proactive reduction of PFAS. Since 2023, we have required our suppliers to inform us if PFAS is being used so that we may research substitutes where possible in pursuit of removing PFAS.

As part of our strategy, Signify will phase out the remaining use of lead—currently only applied in conventional lighting—by 2030. We also continue to implement our long-standing phase-out of polyvinyl chloride (PVC) and brominated flame retardants (BFRs) from consumer products, a policy in place since 2010, and further advance the substitution of phthalates and antimony compounds used

in plastics. In addition, Signify restricts the use of arsenic and antimony in lamp glass wherever viable alternatives are available.

We will continue to measure and externally report the progress made on our commitments to phasing out hazardous substances.

In our operations

In addition to phasing out hazardous substances from our products, we also work to eliminate them from our manufacturing processes and operational sites. By replacing process chemicals and cleaning materials with safer and more sustainable alternatives that better protect people and the environment.

1.1.4 Water management

Signify is committed to responsible water usage across all its operations and specifically focuses on reducing water use in its manufacturing activities. As we continue to expand our portfolio of LED products, systems and services, the water intensity of our operations and activities continues to decrease.

Our Environmental, Health & Safety (EHS) policy ensures that Signify operates in accordance with international standards ISO 14001 and ISO45001 and our Water Management Standard (QS-018911) establishes water management requirements and acts as a standard to proactively plan and manage water, with the end goal to be mindful of this natural resource use and return.

The water management standard includes requirements for all sites with regard to their water management plans; to ensure accordance with local regulatory requirements, water optimization, assessment of impact related to water use and demand, accountability on water use, review and adoption of opportunities for water efficiency, and optimization of water use by reducing, replacing, or reusing water consumption through sustainable and efficient design, use of water conservation and proper monitoring.

Signify conducts annual water use assessments to identify opportunities for efficiency improvements across its operations, enabling targeted interventions that reduce overall consumption. Based on these assessments, we implement actions such as water recycling and reuse

technologies to lower freshwater demand and increase circularity, optimizing process water flows, upgrading to water-efficient equipment, and addressing leaks or losses. We also take steps to enhance wastewater quality through improved treatment processes, stricter monitoring, and compliance with all regulatory discharge requirements. It is forbidden for any site to pour untreated water directly into any form of water way or any natural water source. Additionally, all employees involved in wastewater must be fully qualified to inspect, maintain and ensure that the wastewater treatment is designed in an effective way.

To drive continuous improvement, we are committed to a 5% annual reduction target to reduce water use and report progress annually. In addition, we provide water awareness and training programs to employees to strengthen their understanding of water efficiency practices and empower our workforce to participate in responsible water management both at work and at home.

To measure water scarcity, we used the Swiss Re Water Security Index, which applies the World Resources Institute Baseline Water Stress Indicator to assess the level of exposure based on each site's location. The results show that for 13 manufacturing sites located in areas at risk of water scarcity, water consumption has been maintained or reduced in 7 sites and increased at 6 sites. Stable and reduced consumption reflects efficiency measures, while increases were driven by higher production volumes or temporary incidents that have since been resolved.

Water consumption (in m³)

	2024	2025
Water intake	809,757	751,165
Water discharge	784,648	660,392

1.1.5 Raw materials management

Our circular economy policy outlines our commitment and efforts toward a circular economy. The policy applies across our value chain and is addressed to our employees, suppliers, customers, waste processors, and other business partners. Our approach is to assess, mitigate, and monitor our material impacts and opportunities to ensure we are adopting circular economy principles in our own operations and value chain.

Our main key commodities include metals, plastics, glass, e-components, cables, finished goods and packaging. These represent over 80% of our total suppliers. We focus our sustainability efforts on metals, plastics, glass, and packaging, as the declarations received from our suppliers indicate that these material groups show the greatest potential to minimize the use of virgin materials and increase the share of secondary materials.

In line with our commitment to responsible and sustainable raw material management, we include the following commitments:

- Conducting assessments to prioritize raw materials based on environmental, social, and human rights impacts and circularity potential.
- Improving traceability of raw materials to their origin to improve transparency,

risk management, and responsible sourcing practices.

- Minimizing the negative sustainability impacts of raw materials, including the environmental impacts (such as emissions, pollution, and biodiversity loss) and social impacts (such as labor conditions and community wellbeing) associated with their production.
- Collaborating with external stakeholders—including suppliers, industry bodies, and expert organizations—to advance best practices for sustainable raw materials.
- Increasing the use of third-party verified raw materials, prioritizing certifications and recognized sustainability standards and reporting on targets.
- Increasing the use of recycled and secondary raw materials across our product portfolio and supply chain.
- Reporting progress on sustainable raw materials sourcing, including those related to third-party verified materials and recycled content.
- Avoiding raw materials sourced from areas with globally or nationally important biodiversity value, helping preserve ecosystems and prevent habitat degradation.
- Training internal stakeholders on their roles and responsibilities related to sustainable raw materials management, ensuring alignment and capability across the organization.

These commitments reinforce our ambition to operate a responsible, transparent, circular, and resilient raw materials system aligned with our broader sustainability strategy.

In 2025, our product materials consisted of the following commodities with recycled content:

Commodity	% recycled content	weight in kg
Aluminium - die casting	89%	15,786,585
Aluminium - others	1%	690,160
Glass	28%	4,146,012
Metal parts - steel	44%	25,001,506
Packaging - Paper/ cardboard	69%	21,293,042
Packaging - Plastic	5%	469,670
Packaging - Wood	19%	1,392,807
Plastics	2%	4,928,641

I.1.6 End of life management

Signify is committed to advancing circularity by improving product design, enabling reuse, and expanding end-of-life collection and recycling systems. The company operates global take-back programs and collaborates with specialized recycling partners to ensure responsible processing of lighting products and materials.

Based on a weighted assessment of product composition (including metals, glass, plastics, and electronic components) and accounting for partial recyclability, approximately 99% of the products sold in the reporting year are estimated to be reusable or recyclable. In practice, the actual realization of circularity

depends on collection rates, customer participation, and recycling infrastructure.

A key enabler of this transition is the Signify Circle program, which brings together circular products, services and business models for professional customers. Signify Circle is built on the principles of “use less, use longer, and use again”, focusing on reducing material use, extending product lifetime through durability, reparability and upgradeability, and enabling reuse, remanufacturing and high-quality recycling at end of life. Signify continues to improve its end-of-life performance by:

- Expanding professional take-back and reverse logistics programs
- Increasing modular and serviceable product designs
- Partnering with certified e-waste recyclers
- Driving customer participation and awareness

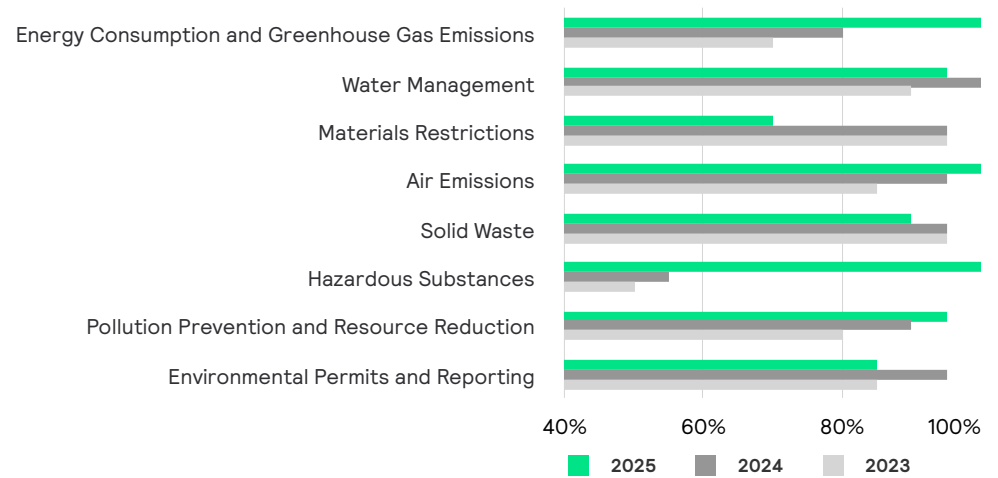
These efforts support the company's ambition to decouple growth from resource consumption and progress toward a circular lighting value chain.

I.1.7 Responsible supply chain

Supplier performance

In addition to the data reported in our 2025 Annual Report, we also audit and monitor progress on environmental topics within our supply chain. The graph below presents an overview of our suppliers' sustainability performance on key environmental topics and highlights the overall compliance level identified prior to the implementation of corrective actions by the supplier base for the years 2023, 2024, and 2025.

Environment



1.2 Social

- 1.2.1 Social impact
- 1.2.2 Own workforce
- 1.2.3 Health and safety at work
- 1.2.4 Responsible supply chain

1.2.1 Social impact

At Signify, our commitment goes beyond compliance—we aim to embed respect for human rights and social responsibility across our operations and value chain. While our Annual Report 2025 focuses on the the material impacts, risks and opportunities related to our own workforce and workers in the value chain, our social impact vision extends further to consider other potentially affected stakeholders, such as, local communities and consumers.

In 2025, we continued to strengthen human rights due diligence and drive initiatives that support education, safety, and well-being in the communities where we operate, while promoting responsible practices that benefit end-users. These actions complement our core material topics and reflect our broader ambition to create shared value for all stakeholders.

Social impact of light

We leverage our products and solutions to deliver tangible benefits for communities worldwide. Through outdoor lighting projects, we help enhance safety and security in public spaces—illuminating streets, parks, and transit areas to reduce accidents, deter crime, and foster a sense of well-being. These initiatives make neighbourhoods more liveable and support local economic activity by creating environments where people feel safe and connected. These projects directly contribute to our Brighter lives revenues target reported in our Annual Report 2025.

In addition, we extend our impact by providing smart systems and connectivity solutions for underserved communities. By integrating Wi-Fi and smart controls into infrastructure projects, we help bridge the digital divide, enabling access to education, information, and essential services. These efforts promote social inclusion and resilience, ensuring that technology benefits everyone—not just those in urban centers. Together, these projects reflect our commitment to combining innovation with social impact, creating opportunities for safety, learning, and economic participation where they are needed most.

The examples that follow illustrate some of the ways lighting delivers meaningful benefits to society.



illuminating playgrounds in Punjab

In partnership with Pro Sport Development (PSD), Signify installed lighting across 17 sports courts and play areas, enabling students—especially girls—to train safely beyond daylight hours. The project will also deliver safeguarding workshops for coaches and young athletes to ensure safe and inclusive sports environments. By enhancing infrastructure and building awareness, the initiative supports increased sports participation, improved performance, and overall wellbeing for more than 300 athletes and 3,000 students across the selected schools.



Illuminating Inclusion: Smart lighting brings free Wi-Fi and security to residents

The City of Raleigh in North Carolina deployed connected street lighting at its Peach Road Park to provide free, outdoor Wi-Fi for its diverse and underserved community. The solution also enables environmental sensors, to detect motion, noise levels and ambient temperature, supporting a well-lit and secure environment for residents to enjoy.



Powering progress: Solar street lighting for Aceh's remote communities

The deployment of Philips SmartBright Solar All-in-One BRP110 units in over 100 villages across 18 regencies and 4 cities in Aceh Province in Indonesia, has provided significant improvements in regions with limited electrical infrastructure. Furthermore, by leveraging renewable energy, the initiative contributes to the local government's sustainability objectives and operational cost efficiency.

Engaging our workforce in social impact

Our employees play a role in driving social impact beyond our business operations. Through volunteering programs and charitable donations, we actively engage with local communities to support underserved groups and contribute to meaningful change. These initiatives reflect our shared purpose of giving back—whether through hands-on activities that improve community spaces, mentoring programs that empower youth, or fundraising efforts that provide essential resources to those in need. By encouraging employees to contribute their time, skills, and resources, we strengthen community resilience and foster inclusion, while deepening the connection between our people and the places where we live and work. Together, we amplify our impact and help build brighter futures for all.

1.2.2 Own workforce

Signify reports its CSRD aligned own workforce data in its Annual Report 2025. This section serves as additional breakdown of our key performance indicators and program information requested by external stakeholders.

Collective bargaining agreements

At Signify, we recognize and respect our employees' freedom to associate with any employee organization of their choosing under local law. We uphold their right to do this without fear of reprisal, intimidation or harassment. This is expressed publicly in our Integrity Code policy.

Where employees are represented by a legally recognized union, we establish a constructive dialogue and engage in negotiations or

consultation as required with their freely chosen representatives. In 2025, 86.3% of represented employees were covered by collective bargaining agreements.

Employee wellbeing

Employee wellbeing is a core element of our sustainability and people strategy. To measure engagement and advocacy, we use the Employee Net Promoter Score (eNPS). In 2025, Signify has set an eNPS target of +31 reflecting our ambition to maintain a strong and engaged workforce. At the end of 2025, we recorded an average annual Employee NPS score of +39 across the Signify population, with an average employee response rate of 83%.

New hire breakdown by age group

	2025
New hires (total)	5,198
Under 30 (as % of total new hires)	52%
30 - 50 (as % of total new hires)	45%
Over 50 (as % of total new hires)	3%

Workforce gender breakdown

	2025
Share of women in total workforce (as % of total workforce)	42%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	27%
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	30%
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)	27%
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	19%
Share of women in STEM-related positions (as % of total STEM positions)	40%

Turnover rate by gender

	2025
Female	42%
Male	58%

Turnover rate by age group

	2025
Below 30	39%
30 - 50	48%
Above 50	13%

Ethnicity breakdown (US only, 9% of Signify's total workforce)

	Share of total workforce	Share in all management positions
Asian	10.6%	10.4%
American Indian or Alaskan Native	0.1%	0%
Black or African American	13.5%	4.6%
Hispanic or Latino	8.1%	3.9%
Native Hawaiian or other Pacific Islander	0.5%	0.4%
White	55.9%	63.6%
Two or more ethnicities	2%	1.8%
Not disclosed	3.3%	1.4%
Unknown	6%	13.9%

1.2.3 Health and safety at work

At Signify, ensuring the health, safety, and well-being of our employees, contractors, and partners remains a fundamental priority. Our Environment, Health and Safety (EHS) management system is built on prevention, continuous improvement, and adherence to rigorous internal standards and internationally recognized frameworks.

We conduct comprehensive risk and hazard assessments across all operations to identify potential sources of harm. These assessments inform action plans with quantified improvement targets, which are monitored quarterly by senior management. We also maintain robust emergency preparedness measures under our Emergency Response Requirements (QS-018758) standard, complemented by our Business Continuity Management framework.

Our internal inspection program is governed by the EHS Resource Requirements standard (QS-018173), which sets expectations for safety walkthroughs, daily safety talks, and coaching activities. In addition, all work-related injuries, illnesses, and incidents are investigated according to the Safety Alerts standard (QS-001893), supported by our global EHS reporting system. Root-cause analysis, corrective actions, and cross-site learning ensure continuous strengthening of our safety defenses.

We invest significantly in EHS training to equip employees and contractors with the knowledge and skills needed to work safely. These requirements are also integrated into our procurement and contractual processes through dedicated standards for on-site

contractors (QS-014358) and subcontractors operating at customer sites, ensuring consistent safety expectations across our value chain. Together, these systems, standards, and processes demonstrate our commitment to maintaining safe, healthy, and resilient workplaces for all.

1.3 Governance

- 1.3.1 Cybersecurity
- 1.3.2 Artificial intelligence
- 1.3.3 Customer relations
- 1.3.4 Product quality
- 1.3.5 Policy contributions

1.3.1 Cybersecurity

As our business becomes more digital and connected, protecting our systems and data is a top priority. We aim to keep our networks, IT systems, and information secure and always available. We have a dedicated Corporate Security department that oversees information, product, and operational security. Cybersecurity is closely monitored by our Security Board, chaired by the CEO, and regularly reported to the Board of Management and Supervisory Board.

Our approach follows the three lines of defence model:

- First line: IT teams, business units, and security operations manage day-to-day security;
- Second line: Corporate Security sets security standards, monitors risks, and ensures controls are in place;
- Third line: Internal Audit provides independent reviews.

Our Cybersecurity team delivers:

- Threat Intelligence: Identifies and shares information on potential threats;
- Guidance: Develops security policies, standards, and architecture to protect identities, data, and systems;
- Assurance: Conducts independent assessments and penetration tests to find and fix vulnerabilities;
- Operational Technology Security: Supports manufacturing and distribution sites;
- Security Operations Center: Detects and responds to cyber incidents quickly.

We apply strict security requirements to suppliers and partners. Our practices align with international standards such as ISO

27001 and ISA/IEC 62443, and we follow best practices from NIST and CIS. Our approach is risk-based and built on a Zero Trust mindset, where identity is the key perimeter. To strengthen awareness, all employees complete an annual security training and quizzes. We run webinars on emerging threats, monthly phishing simulations, and targeted training for those who need extra support.

In 2025, we:

- Performed attack simulations and penetration tests to improve risk management;
- Completed an independent review of our cybersecurity roadmap;
- Implemented tools for continuous monitoring of external vulnerabilities and SaaS application security;
- Conducted manual risk assessments on critical assets;
- Ran cybersecurity drills at 11 manufacturing sites;
- Updated standards and guidance, including new topics like ransomware and AI-driven threats;
- Started applying a zero trust strategy;
- Started to enroll a comprehensive data protection program.

1.3.2 Artificial intelligence

Responsible AI commitment

Signify has a dedicated Artificial Intelligence Policy, endorsed by Executive Management, and applicable to all employees and business partners involved in the use, development, procurement, or deployment of AI systems. The policy is part of our Integrity Framework and is guided by principles of accountability, transparency, fairness

and non-harm, risk control, information security, data privacy, intellectual property protection, environmental impact mitigation, and employee training.

The policy ensures that AI systems are reviewed through Signify's business impact analysis (BIA) and privacy impact analysis (PIA) processes, undergo appropriate risk assessments, and include clear user awareness and explainability requirements.

AI governance

Signify maintains strong governance through its Board of Management and a dedicated AI Committee that oversees policy implementation, training, and incident reporting. AI systems must use approved tools, be continuously monitored, and comply with all applicable legal and regulatory requirements, including requirements for high-risk systems.

Use of AI in ESG

Environmental

AI is being piloted to automate and validate energy, water, and waste invoice data within our environmental reporting systems, improving accuracy. Additionally, the reduction of manual work provided by this solution is expected to save up to 20 days of work per year.

Social

AI supports our recruitment and customer-facing processes. In recruitment, AI is used to improve efficiency in candidate screening, interview planning, and overall hiring workflows. In customer experience, AI enables enhanced digital interfaces and self-service capabilities across our professional

and consumer platforms, helping customers make more informed purchasing decisions and improving the overall user journey.

Governance

AI is also used to strengthen our governance processes. A Large Language Model (LLM)-based agent has been integrated into Signify's Quality Management System, enabling employees to ask questions about official policies, procedures, and quality documents and receive accurate answers with direct citation of the source documents. In addition to improving policy accessibility, supporting consistent interpretation, and reducing the risk of noncompliance, the implementation of this solution is expected to reduce time spent searching for documents or answers by up to 20%.

Continuous improvement

Employees who interact with AI systems receive training on the AI Policy and on the responsible use of AI. Signify maintains regular policy reviews and implements measures to ensure data privacy, cybersecurity, and content transparency — including informing users when interacting with AI systems. We continuously evaluate the environmental impact of computing resources, aligned with our climate commitments.

I.3.3 Customer relations

Signify is committed to maintaining strong, transparent, and responsive relationships with its customers across all markets and segments. The company leverages a combination of digital technologies, data-driven insights, and customer-centric processes to ensure high-quality interactions, continuous improvement, and inclusive access to its products and services.

Customer support and feedback channels

Signify provides a broad range of accessible and omnichannel communication options to enable customers to request support and provide feedback at any stage of their journey. These channels are integrated within the company's digital customer relationship management ecosystem, enabling consistent and timely responses.

Customers can engage with Signify through:

- AI-based chatbot: Signify deploys AI-enabled chatbot and natural language processing solutions on its digital platforms to support customers with real-time responses, request classification, and routing. These tools significantly reduce response times and enable efficient handling of high volumes of customer inquiries.
- Online form submission and direct email contact: Customers can submit requests, service inquiries, or feedback via online forms and email channels. These interactions are centrally captured and integrated into customer profiles within Signify's CRM and customer

data platforms, ensuring traceability and continuity across touchpoints.

- Dedicated phone lines: Customer service centers and call lines are available globally, allowing direct interaction with service representatives. Calls are logged and managed through CRM systems, enabling case tracking, service dispatch, and resolution monitoring.
- In-person interactions: Customers can engage directly with Signify through sales representatives, service technicians, project teams, and partner networks. In-person engagements are supported by digital tools that capture interaction data, ensuring consistent follow-up and integration with broader customer records.

These multiple channels ensure that customers can interact with Signify in a way that best suits their preferences, supporting an inclusive and seamless omnichannel experience. Signify is committed to ensuring that its customer service processes are inclusive and accessible to vulnerable customer groups, including elderly and disabled individuals

Integration of customer feedback

Signify systematically incorporates customer feedback into product innovation and service improvement processes through its CRM and data analytics capabilities. Customer interactions across all channels are consolidated into a single customer view, enabling comprehensive analysis of preferences, behaviors, and recurring issues. Feedback data is analyzed using advanced analytics and segmentation tools to identify trends, unmet needs, and opportunities for improvement. Insights are shared across

product development, marketing, and service teams to support the design of personalized solutions, improved product features, and enhanced customer journeys. The company's direct-to-consumer and digital engagement strategies further strengthen feedback loops by enabling continuous customer input and rapid iteration of offerings. Through this integrated approach, Signify ensures that customer feedback is systematically translated into measurable improvements in products, services, and overall customer experience.

Signify is committed to ensuring that its customer service processes are inclusive and accessible to vulnerable customer groups, including elderly and disabled individuals. Digital platforms are designed to provide intuitive, user-friendly interfaces, supporting accessibility and ease of navigation. Multiple communication channels (digital, phone, and in-person) ensure that customers with varying accessibility needs can choose their preferred mode of interaction. AI-enabled support tools and automated routing systems help ensure faster response times and reduced complexity, which is particularly beneficial for customers requiring additional assistance. Field service and in-person support options provide additional assistance where digital channels may not be sufficient. Signify continues to enhance accessibility features and service design in line with evolving customer needs and regulatory expectations.

Complaint handling and resolution process

Signify has established structured processes for handling customer complaints in a

transparent, timely, and consistent manner across all regions.

Acknowledgement of Complaints

- All customer complaints received via any channel are logged and assigned a unique case identifier.
- Customers receive confirmation that their complaint has been received, ensuring transparency and accountability at the outset of the process.

Case Management and Resolution

- Complaints are managed through centralized case management systems that provide a 360-degree view of customer interactions and history, enabling efficient resolution. Automated workflows and internal notifications ensure that cases are assigned promptly to the appropriate teams and tracked throughout their lifecycle.
- Service teams may engage field technicians or specialized support where necessary to resolve issues effectively.

Transparency on Resolution Timelines

- Signify provides customers with clear communication on expected resolution timelines, supported by service level agreements.
- CRM systems enable real-time monitoring of case progress, with automated reminders and escalations to ensure adherence to timelines.

Continuous Improvement

- Complaint data is analyzed to identify root causes and recurring issues.
- Insights are integrated into service improvements, product development,

and quality management processes to prevent recurrence.

1.3.4 Product quality

Signify maintains comprehensive programs to ensure the consistent quality, safety, and responsible stewardship of its products. Our ISO 9001:2015-certified Quality Management System (QMS) provides the overarching framework through which quality objectives are defined, implemented, and monitored across all business activities. It encompasses our organizational structure, policies, procedures, processes, and resources, ensuring our products meet customer expectations as well as applicable regulatory and industry requirements.

Our approach is guided by the Signify Quality Policy, which outlines the company's commitments to quality, customer satisfaction, safety, compliance, and continuous improvement. The policy is reviewed and approved by senior leadership and forms the foundation for all quality-related decision-making across the organization. Governance of the Quality Policy and the QMS is overseen by dedicated quality leadership, supported by cross-functional committees responsible for policy implementation, performance monitoring, issue escalation, and continuous-improvement initiatives. This governance structure ensures accountability, alignment with business strategy, and consistent application of quality standards throughout the company.

A core principle of our QMS is that prevention of defects is better than cure. We apply a combination of preventive measures

—such as proactive risk assessments, supplier qualification processes, and robust manufacturing and installation controls—alongside targeted pre-delivery inspections, tests, and quality checks. These activities help identify and address potential issues early, eliminate sources of defects, and reinforce the robustness of our production systems. This integrated approach reduces the likelihood of non-conformities, recalls, and customer complaints, ensuring that only products meeting our quality and safety standards reach the market.

To evaluate the effectiveness of our QMS, we conduct systematic, independent, and documented internal audits that assess compliance with defined requirements and drive continuous improvement. In addition, our QMS is externally verified by accredited third-party auditors, confirming alignment with internationally recognized quality management standards and reinforcing our commitment to transparency, reliability, and ongoing enhancement.

Training plays a critical role in ensuring the integrity of our quality and safety practices. Employees with responsibilities related to the QMS receive targeted in-person or e-learning training on process requirements, product standards, decision-making, and safe design principles. For example, research and development employees complete a mandatory Design for Safety training, and in 2025 we launched a safety-awareness training for business leaders across the organization. Training limited to general awareness for management is not considered sufficient; operational staff must understand their specific responsibilities within the QMS.

Signify is committed to placing only safe products on the market, in line with mandatory legislation worldwide. Should products be identified as not meeting essential safety requirements, we take systematic and appropriate actions—up to and including product recalls, particularly where individual health or safety may be at risk. We maintain a robust process to ensure all relevant stakeholders are informed promptly and transparently. In 2025, no product safety issues were identified that resulted in a material fine or penalty, additionally, we had no product recalls. Should a recall occur all related information is made public on our recall program webpage.

We also provide mechanisms for external stakeholders—such as customers, distributors, and end users—to submit complaints or concerns regarding defective or unsafe products. These channels ensure issues are reported, addressed, and resolved in a consistent and timely manner. Feedback from these mechanisms contributes to continuous improvement and reinforces customer trust.

Through these programs, governance processes, and continuous-improvement efforts, Signify demonstrates its commitment to delivering high-quality, safe products; maintaining operational excellence; and ensuring customer satisfaction worldwide. The implementation of advanced quality methods continues to increase the maturity of our products and services, further enhancing customer experience and confidence.

I.3.5 Policy contributions

Signify actively engages with governmental organizations, emphasizing the environmental and socioeconomic benefits of energy efficiency, the potential of connected LED lighting and joining public debates addressing sustainability issues. We share updates on initiatives and developments in this area on our website and in our Press Releases.

Signify's Responsible Advocacy Policy, as disclosed in our 2025 Annual Report, prohibits any financial or in-kind contributions to political parties, political organizations, or individuals engaged in political activities. Signify participates in industry associations and coalitions that support sustainable growth, and we publicly report our involvement and related contributions. In 2025, our total contributions and expenditures amounted to EUR 2.54 million.

The largest contributions and expenditures are made by Signify to:

- The National Electrical Manufacturers Association 'NEMA' to develop performance standards and promote product interoperability to increase market demand, while improving safety to mitigate risks (EUR 0.55 million);
- Lighting Europe to engage on Lighting Industry Standards (EUR 0.24 million);
- ZVEI, the German Electro and Digital Industry Association to drive innovation and collaboration (EUR 0.14 million).

At Signify we address the following main issues with our contributions and expenditures:

Signify considers climate action a key focus area.

- Moving towards renewable energy and focusing on energy efficiency (total of contributions and expenditures of EUR 0.31 million);
- Within our industry we engage with associations to develop uniform standards in lighting technology and connectivity (total of contributions and expenditures of EUR 2.23 million).

Type of trade organization	Geographic scope	Spend (€ millions)	Focus of membership (non-exhaustive)
Industry associations	Global	2.23	Sustainable innovation in the industry, climate action, scaling up action on the UN SDGs, common standards
Coalitions for sustainable growth	Global	0.31	Carbon pricing, sustainable cities, standards for impact measurement, UN SDG contribution.
Political contributions	Global	0	

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