



ESG Report

Powering Change Together

sympower.net



Our 2024 in numbers



9 years
founded



1.187 GW
of live capacity



200+
employees



2363 GWh
of flexibility provided



9 market programs
offered



200+
customers served



Our mission, vision and values



OUR VISION

A world powered by a truly sustainable energy system.



OUR MISSION

Empowering energy users to use their existing flexibility to take immediate action towards a sustainable energy system.

OUR VALUES



Achieving
Together



Acting
Responsibly



Focusing
on Impact



Our offering

Sympower is accelerating Europe's energy transition towards a climate-neutral future by helping to build smarter renewable energy systems with demand response.

Our end-to-end services enable energy stakeholders such as businesses, grid operators, and industrial asset owners to generate new revenue streams and reduce their energy costs by balancing the grid.

We've used our platform across Europe's most advanced energy markets for almost a decade to balance the supply and demand of electricity. We've built our platform from the ground up and optimised it for hundreds of assets across various industries, tailoring it to the needs of the local market.

By harnessing the inherent flexibility of energy assets, we empower energy users to become positive actors in the energy transition.



Introduction

At Sympower, we enable the transition to a fully renewable energy system as our way of helping to mitigate climate change.

As a flexibility services provider, we unlock the potential of energy-intensive assets, creating extra revenue for our customers, balancing power grids, and allowing more renewables to enter the market. By integrating renewables, promoting energy efficiency, and decreasing dependence on fossil fuels, we actively prevent further emissions while fostering sustainable energy markets.

We see Impact and ESG as two distinct but complementary pillars of our sustainability commitment:

Impact is what we do

How our services help accelerate the energy transition, empower energy users, and reduce emissions for a cleaner, more sustainable world.

ESG is how we act responsibly

Embedding environmental, social, and governance principles into our operations to ensure we lead by example.

This report highlights both pillars, the progress we made on them in 2024 and our plans for 2025.

Impact:

What We Do

As an aggregator, our core service drives renewable energy integration into the grid. Through Demand Response, we help energy users optimise consumption, reducing reliance on fossil-fuel power plants and cutting CO₂ emissions. The more we grow, the greater our positive impact is in supporting a cleaner, more sustainable energy system.

We create impact for three key beneficiaries:



OUR CUSTOMERS

We empower energy users to actively participate in the energy transition. Demand Response stabilises the grid, integrates renewables, and reduces fossil fuel reliance while offering our customers:

- Extra revenue from shifting or reducing energy consumption during peak times.
- Better ROI by offsetting clean energy investment costs.
- Improved energy efficiency through actionable insights in their consumption patterns.



SOCIETY

Our services balance supply and demand, reducing costly grid upgrades and stabilising energy costs. By integrating renewables and optimising grid use, we enhance energy independence and lower system costs.



THE ENVIRONMENT

Environmental impact is central to our mission. Demand Response balances the grid, enables renewables to replace fossil fuels, and reduces peak demand, accelerating the energy transition and cutting CO₂ emissions to mitigate climate change.

More detail on how Demand Response serves our three key beneficiaries can be found in our recently published whitepaper.

In 2024, we added 0.27GW to our live controlled capacity (reaching a total of 1.187GW), providing 2363 GWh of flexibility, benefiting customers with revenue, supporting society by stabilising the grid, and driving the energy transition while reducing CO2 emissions.

In 2025, we aim to further increase our impact by growing rapidly, adding 3.15 GW to our controlled capacity (reaching a total of 4.38GW), providing more flexibility to the grid and amplifying benefits for our customers, society, and the environment.





ESG:

How We Act Responsibly

While the impact of our services is central to advancing sustainability, we also ensure our operations are guided by Environmental, Social, and Governance (ESG) principles. We aim to create lasting, positive change not just through the services we provide, but also through how we run our business day-to-day. This includes

taking responsibility for the environmental and social impacts of our own operations. Our ESG framework holds us responsible for our Social and Environmental impact in line with our Code of Ethics.

Looking back at 2024

ESG results of 2024

Our 2024 ESG efforts focused on strengthening our impact across Environmental, Social, and Governance pillars. We worked on fostering an inclusive workplace with equitable policies and enhancing governance by preparing for ISO 27001 accreditation and implementing our Vendor Code of Conduct. These initiatives aim to build a strong foundation for long-term sustainability, team wellbeing, and ethical business practices.

	Initiative	Status	Reporting
Environmental	Impact Reporting: report on the CO2 emission savings enabled by our services	Scope changed*	Volume of Operational Emissions (tCO2) Scope 1: 75.25 Scope 2: 10.98 Scope 3: 292.61
	Assess our supplier sustainability certifications to ensure sustainable procurement	Scope changed**	Net operational emissions (after removals): 0
Social	Diversity and Inclusion Policy & Initiatives	Done	<ul style="list-style-type: none"> Team happiness (monthly NPS with high participation) = 37 Attrition of our employees = 6.40% Customers: We have grown to 184 total customers (with a churn of only 29). Team composition: <ul style="list-style-type: none"> Gender diversity (Female: 29.05%, Nonbinary: 0.83%, Male: 70.12%) Nationality diversity (49) Age diversity (5.20% under 24 or over 50) 11.904€ donated to charity 29 Total volunteering days donated by team
	Return To Work Program	Done	
	Unwanted Behaviour Policy	Done	
	Parental Policy & Leave Benefits	Done	
	Customer Satisfaction Collection and Reporting	Done	
Governance	Security Standards - start ISO 27001 accreditation	Done	<ul style="list-style-type: none"> Number of Whistleblowing occurrences responded to = 0 (there have been 0 occurrences) Number of safety incidents (near misses and accidents) = 0
	Vendor Code of Conduct	Done	
	Prepare for B-Corp re-certification	Done	
	Gap analysis for Corporate Sustainability Reporting Directive	Done	
	Set-up ESG Reporting Dashboard	Done	

**We stopped calculating CO2 emissions savings because of significant reliability challenges and credibility risks. On reliability, limited data transparency from Transmission System Operators (TSOs) makes it nearly impossible to determine which fuel sources supply balancing markets, leading to incomplete or inaccurate calculations. Additionally, the rapid evolution of energy systems demands constant updates to assumptions, making any model quickly outdated and unscalable. On credibility, there's a high risk of double-counting CO2 savings, as customers, TSOs, and Distribution System Operators (DSOs) might also claim these benefits. This could result in inflated or misleading claims, contributing to greenwashing—something we are committed to avoiding.*

To address these issues, we shifted to a broader, more qualitative approach that describes our wider impact not only on the environment but also on our customers and society, which we describe with a more qualitative than quantitative approach in our abovementioned whitepaper.

***Not conducted this as a separate projects, but inserted the check of sustainability scores of our suppliers as a suggestion in our Vendor Code of Conduct.*



Looking forward

Until 2024, we classified our ESG initiatives under "Economic," "Social," and "Governance." From 2025 onwards, we will align this classification with that used for our impact, focusing on our key stakeholders: our customers, society, and the environment. While we continue to see impact and ESG as separate but complementary approaches, this change emphasises the beneficiaries of our work, bringing our stakeholders to the front and reflecting the core of what drives our business.



Our customers

To enhance the value we deliver to customers and uphold our commitment to acting responsibly with high-quality services, we will focus on two key initiatives in 2025:

- **Customer Satisfaction Reporting:** Introduced in 2024, this framework helps us gather actionable feedback to refine our services. In 2025, we will leverage this data extensively to guide decisions and further support customers in optimising their energy strategies.
- **ISO 27001 Cybersecurity Certification:** As a critical energy sector provider, achieving ISO 27001 certification is vital for safeguarding sensitive data and ensuring grid stability. In 2024, we completed our first internal audit, laying the foundation for certification. In 2025, we aim to achieve full certification in the first half of the year, followed by continuous improvements, security awareness training, and regular recertifications to maintain our high standards.



Society

Beyond our core services, we are committed to future-focused initiatives that reinforce our values and drive lasting positive change within Sympower and the society:

- **Diversity and Inclusion (DEI) Policy and Guide:** In 2025, we will expand on the DEI guide introduced in 2024, with further initiatives and workshops to ensure an open, respectful, and inclusive workplace for all.
- **Parental Leave Benefits:** Building on our enhanced parental leave policies, we will continue supporting team members with families, further promoting work-life balance and inclusivity.
- **People Policies:** We will strengthen key initiatives like the Return to Work Program and the Wanted and Unwanted Behaviour Policy, ensuring a supportive environment and adapting to the evolving needs of employees at all stages of their professional and personal lives.

These forward-looking efforts reflect our ongoing commitment to creating a diverse, inclusive, and supportive environment while amplifying our positive impact on society and staying aligned with our mission and values.



The environment

While our core services create significant environmental impact, we remain equally dedicated to managing the environmental impact of our own operations, covering 100% of our Scope 1, Scope 2, and Scope 3 emissions. Each year, we achieve this by investing in high-quality carbon removal projects, such as Biochar and Soil Sequestration. We uphold our carbon-neutral status by fully removing emissions across all scopes and, in 2025, will continue these efforts, working with our partner Klimate.co to maintain a diverse and impactful portfolio of carbon removal methods. By consistently measuring and removing our emissions, we take a conscious, informed approach to reducing and offsetting our footprint.



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ISO 27001:2022
Certified by
Brand Compliance



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