



ESG Report 2026

Building a Smarter, More Sustainable Future



About Coveo

Our AI-Relevance™ Platform powers search, recommendations, generative AI, and agentic experiences across commerce, websites, customer service, and workplace applications. By grounding interactions in trusted enterprise data, we help organizations deliver accurate, secure, and scalable AI-driven experiences that delivers measurable outcomes, including increased conversion, improved self-service resolution, higher customer satisfaction, and greater employee productivity.

As AI reshapes how people search, shop, and get support, value increasingly depends on connecting content, context, and intent across the entire user journey. Coveo unifies structured and unstructured enterprise content across systems, enabling consistent, personalized experiences that span traditionally siloed functions such as commerce and customer service. This allows users to move seamlessly from discovery to transaction to support within a single, coherent experience.

Our platform addresses the practical requirements of deploying AI in complex enterprise environments. By combining advanced retrieval, relevance optimization, and generative and agentic capabilities, Coveo grounds AI experiences in permission-aware, governed sources of truth. This supports secure access to information, consistent outputs across channels, and the ability to operate across high-volume, and mission-critical use cases.

Coveo is positioned as a foundational relevance layer within the enterprise technology stack, integrating across a broad ecosystem of digital experience and content platforms. Its API-first, cloud-native architecture allows organizations to embed AI-driven relevance into existing systems and workflows without requiring a complete replatforming.

ESG highlights

ENVIRONMENTAL

↓
~18 t
per employee

↓
~13 kt
CO2e total
emissions

Focus on cloud
efficiency &
sustainable
procurement

5,000+
volunteer
hours

C\$2M+
community
investments

Strong
employment
equity & employee
well-being
programs

ESG oversight
by Risk &
Governance
Committee

Strong data
protection &
responsible AI
practices

SOCIAL

GOVERNANCE

Our ESG approach

Our ESG strategy is structured around three key pillars:

- ▶ Environmental: Reducing our carbon footprint through sustainable cloud practices and responsible operations.
- ▶ Social: Investing in inclusion, employee well-being, and community impact.
- ▶ Governance: Ensuring ethical, transparent business practices and responsible AI development.

In 2021, we proudly joined industry leaders in the Pledge 1% movement, committing to donate 1% of our time, products, profit, and equity to support non-profits. We chose Knowledge and Education as the heart of our pledge, focusing our initiatives on empowering young people aged 6 to 18 from vulnerable social groups. Through strategic programs, we aim to create lasting impact by fostering learning opportunities and driving positive change in their communities.

Coveo aims to align its ESG priorities with relevant United Nations Sustainable Development Goals (SDGs), focusing on areas where we believe we can have the most meaningful impact.

These are the five SDGs that reflect our current focus:

- ▶ **Good Health & Well-Being (SDG 3)**
Ensure healthy lives and promote well-being for all.
- ▶ **Quality Education (SDG 4)**
Empowering young people through access to knowledge.
- ▶ **Gender Equality (SDG 5)** Increasing diversity in technology and leadership.
- ▶ **Decent Work & Economic Growth (SDG 8)** Promote sustained, inclusive and sustainable economic growth.
- ▶ **Reduced Inequalities (SDG 10)**
Breaking down barriers to learning and career opportunities.

We remain focused on translating commitments into action





ENVIRONMENTAL



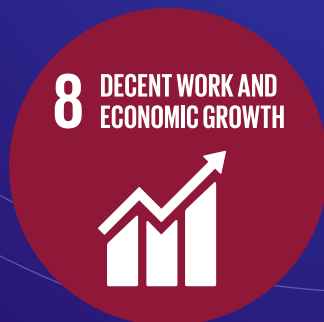
SOCIAL



GOVERNANCE



SUSTAINABLE DEVELOPMENT GOALS



E



ENVIRONMENTAL



At Coveo, we recognize that while AI-driven technologies deliver significant value and efficiency, they also carry environmental impacts that must be actively managed. As part of our commitment to responsible growth, we are proactively measuring, understanding, and reducing our carbon footprint.

We partnered with **Greenly** to conduct comprehensive assessments of our greenhouse gas emissions, a practice we continued during calendar year 2025 and intend to pursue on an ongoing basis to support transparency, accountability, and measure progress.

Our 2025 assessment revealed that most of our emissions fall within Scope 3, meaning they originate from sources across our value chain, including cloud computing, activities and events, purchased services, employee travel, and office operations. Our overall footprint is distributed across five main categories:

- ▶ **Digital infrastructure** (servers and cloud computing) represents 61% of our emissions, making it our largest environmental impact area.
- ▶ **Activities and events** account for 13% of our emissions.
- ▶ **Service purchases**, including advertising, consulting, and insurance, contribute for 9%.
- ▶ **Travel & commute** such as flights, hotels, and transportation, represent 8%.
- ▶ **Office management, food, and drinks**, including energy use and in-office supplies, also account for 8%.

While benchmarking indicates that Coveo's carbon footprint is broadly in line with comparable technology companies, we are encouraged by the progress achieved to date. Compared to prior years, we reduced emissions by approximately 2 tCO₂e per employee and approximately 15 tCO₂e per million dollars of revenue. We view these results as a strong foundation rather than an endpoint. As Coveo continues to scale, our priority will be to further decouple growth from emissions by continuing to attempt to lower our carbon intensity per employee and per dollar of revenue — ensuring sustainability remains embedded in the way we grow.

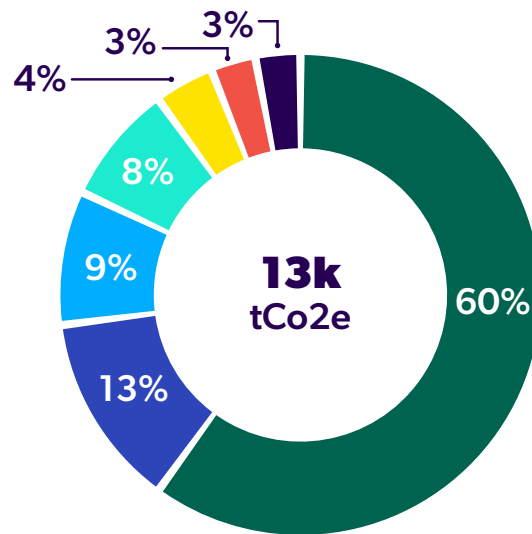
Emission Assessment

Breakdown by Scope - 2025

	Scope 1	Scope 2	Scope 3
Absolute tCO ₂ e	74	209	13k
Employee tCO ₂ e/employee	< 0.1	0.3	18
Revenue tCO ₂ e/M\$	0.6	1.7	98

Results by activity

- Digital
- Activities and events
- Service purchases
- Travel and commute
- Food and drinks
- Energy
- Other



Managing and Reducing Our Carbon Emissions

Scaling Sustainable Cloud & AI Infrastructure

Coveo's primary cloud provider is currently AWS, enabling us to benefit from Amazon's commitment to sustainability and renewable energy. AWS is focused on increasing its use of carbon-free energy while improving the efficiency of its data centers. By leveraging highly optimized, large-scale infrastructure, cloud computing can reduce environmental impact compared to traditional on-premise systems.

Amazon has made significant progress toward its goal of reaching net-zero carbon by 2040, as part of The Climate Pledge, including achieving 100% renewable energy matching across its global operations. In parallel, AWS continues to invest in energy-efficient hardware, advanced cooling systems, and infrastructure optimization to further reduce the energy intensity of its operations.

As demand for cloud computing and generative AI continues to grow, Amazon is expanding its investments in renewable and low-carbon energy solutions — including solar, wind, nuclear, and battery storage — to support this growth while progressing toward its climate commitments. Its renewable energy portfolio includes more than 700 projects worldwide.

Beyond leveraging AWS's renewable energy commitments, we are also focusing on efficiency of how we use cloud resources. We actively optimize server utilization, reduce unnecessary computing power, and refine the way we train AI models to lower energy consumption without compromising performance. By continuing to prioritize a serverless architecture and a cloud-first approach, we aim to minimize reliance on physical infrastructure while maintaining agility and scalability.



Managing Activities and Events Emissions

Coveo's participation in global events — including tradeshows, industry conferences, customer summits, customers onsite and internal gatherings — play a critical role in strengthening customer relationships, accelerating pipeline growth, showcasing innovation, and reinforcing our leadership in AI-Relevance. These events are an important driver of engagement and business development. At the same time, we recognize their environmental impact.

According to our 2025 GHG assessment, activities and events represent approximately 13% of our total emissions, making this our second-largest impact area. These emissions primarily stem from attendee travel, venue energy consumption, catering, materials, and waste generation.

As our global presence grows, we are developing a more structured approach to reducing the carbon intensity of our events. In the recent years, we've been reviewing our approach through these initiatives:

- ▶ **Logistics & Supply Chain Optimization**
We utilize a consolidated production schedule and a "daisy-chain" shipping model, transporting assets directly from one event to the next. This minimizes redundant shipping to warehouses and significantly lowers transportation-related GHG emissions.
- ▶ **Business Travel Reduction**
We have implemented a policy to restrict tradeshow attendance to essential operational staff only, directly reducing the carbon footprint associated with air travel and lodging.

- ▶ **Sustainable Design & Waste Diversion**

We transitioned to use a durable, modular booth design featuring digital signage. This eliminates single-use printed materials and the need to discard assets after each event, aligning with circular economy principles.

- ▶ **Digital Transformation**

We have dematerialized our marketing collateral. By replacing printed brochures with digital assets and QR codes, we have eliminated paper waste and reduced the upstream energy consumption associated with printing and distribution.

By formally identifying Activities and Events as a material emissions category this year, we are strengthening our understanding of our footprint and building a roadmap to reduce its impact over time — while continuing to deliver high-value experiences for our customers and partners.

Sustainable Service Purchases

Service purchases — including advertising, consulting, insurance, and other professional services — represent a meaningful portion of our carbon footprint, accounting for approximately 9% of total emissions. While these impacts are less visible than energy or travel, they are primarily driven by upstream activities within our supply chain and therefore form an important part of our Scope 3 emissions.

To address this impact area, we are progressively embedding sustainability into our procurement and supplier management practices through the following initiatives:

- ▶ **Digital and Paperless Solutions**
We promote the use of cloud-based tools, digital contracts, and e-invoicing to reduce paper consumption and associated emissions across our operations.
- ▶ **Consolidate Purchases**
We streamline procurement by bundling services, reducing the number of suppliers where appropriate, encouraging cross-departmental coordination, and optimizing delivery schedules to minimize administrative and transport-related emissions.
- ▶ **Sustainable Contracting**
We are integrating sustainability clauses into service agreements, encouraging transparency on emissions and prioritizing long-term partnerships that support carbon reduction commitments.
- ▶ **Reducing Logistics and Shipping Emissions**
We are evaluating opportunities to minimize shipping-related emissions by partnering with logistics or warehouse providers located closer to our employee hubs and key operational regions, thereby reducing transportation distances and associated carbon impacts.



Traveling Globally with a Lower Carbon Cost

As a global company, travel is essential for collaboration, customer engagement, and growth. However, we recognize its environmental impact and are committed to reducing unnecessary trips while making essential travel more sustainable.

Our Travel and Expense Policy reinforce lower-carbon choices across the organization. Employees are encouraged to prioritize more sustainable transportation options whenever feasible, trains or buses instead of flights for shorter distances, choosing public transit or carpooling over taxis and single-occupancy rentals, and selecting electric or hybrid vehicles when rentals are required.

We also encourage the use of eco-certified accommodations when available.

Non-Go-To-Market teams are encouraged to default to virtual meetings whenever possible, and all employees have access to collaboration tools that reduce the need for travel while maintaining strong business performance.



Rethinking the Workplace Footprint

While Coveo operates under a hybrid work model, our offices continue to generate environmental impacts. Our approach to office sustainability focuses on improving energy efficiency, reducing waste, and promoting responsible sourcing across our locations. All of our offices are progressing toward enhanced sustainability standards in collaboration with our landlords and service partners.

The owners of our leased London office are committed to zero-waste initiatives across their properties and use 100% REGO-certified renewable electricity. Their strategy emphasizes minimizing both operational and embodied carbon through responsible building management and long-term decarbonization efforts.

[Learn more here.](#)

In Montreal, our landlord has implemented a comprehensive **Green at Work** program aimed at improving environmental performance across its portfolio.

The program includes:

- ▶ Clear sustainability targets for key metrics such as emissions, energy, water, and waste management.
- ▶ Commitment to achieving relevant certification standards, along with a set of best practices for sustainable building operations.
- ▶ Programs that drive the adoption of technologies from on-site renewable energy to AI-optimized HVAC controls.
- ▶ A data platform focused on quality, accuracy and completeness of data to support robust ongoing data analysis and taking action.

We have implemented initiatives within our offices to reduce our environmental impact. In particular, we have been using KUPA hydration stations for the past four years in our Montreal and Quebec City offices to reduce reliance on single-use sparkling water cans. Since their introduction, these stations have served more than 127,000 beverages. This initiative helps promote more sustainable consumption habits among employees.

Reducing Waste from Our Digital Tools

We are proud to have reduced our IT Asset Waste, by monitoring closely equipment renewal cycles and extending the life of our devices whenever possible. When assets are no longer needed internally, we find a way to give back to the community. Last year, we donated over 50 laptops to local organizations that either benefited from them to support their operations or oversaw redistributing them within the communities they are supporting.



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SOCIAL



A Culture of Inclusion and Innovation

At Coveo, we believe that inclusion is at the heart of innovation. We are committed to fostering an environment where everyone can thrive and maintains our culture of excellence.

Strengthening Workforce Diversity

Our commitment to Inclusion begins with strategic partnerships aimed at increasing representation in STEM. We collaborate with organizations such as Women in AI, GénieUelles, and McWics to promote opportunities for underrepresented groups through mentorship, recruitment events, and financial support.

This commitment extends to our highest level of Governance; as of May 2026, women comprise 43% of our Board of Directors, reflecting the importance we place on diverse representation at leadership level.

Equitable Hiring Practices

We embed Inclusion into our hiring process by ensuring our talent acquisition team and our hiring managers are trained to recognize and mitigate unconscious bias. We started rolling out a program of mandatory bias training for employees involved in hiring of selected departments to ensure a fair evaluation.

This program will expand company-wide this year to reinforce our commitment to an inclusive hiring culture.

Creating an Inclusive Workplace Experience

Coveo's Inclusion Committee leads initiatives to amplify diverse voices and promote awareness on key topics, including women's rights, trans rights, and inclusive workplace practices. Employees participate in training on allyship, gender identity, and Indigenous culture through programs such as Pride Month events and visits to Kahnawàke. Additionally, our Professional Women Network, launched in 2022, provides mentorship, training, and networking opportunities to empower women and non-binary employees, while also encouraging male allies to participate.

Our Culture

Guided by Our Values

Coveo's success is driven by its people — those who embody our mission to transform digital experiences through AI. Our culture is built on seven core values that guide our actions: earning trust, doing the right thing, continuously learning, embracing differences, cultivating excellence, taking ownership, and ensuring customer success. These values create a strong foundation for engagement and innovation.

Employee Engagement and Feedback

We foster a workplace where employees feel empowered through regular engagement surveys measuring key aspects like managerial support, growth opportunities, and work-life balance. We are planning on evolving this practice in the upcoming year to ensure that we are driving change in areas that are identified as important to our employee's well being.

Investing in Employee Growth

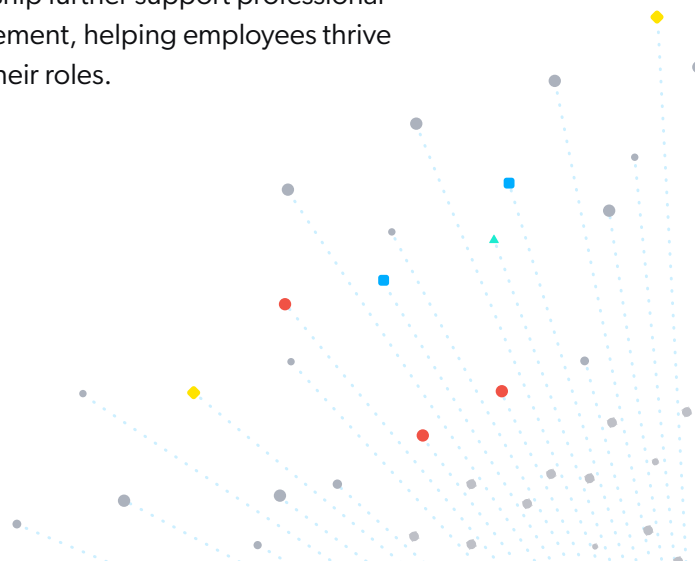
Recognition and Awards

Coveo's workplace culture has been recognized through multiple awards, including:

- ▶ Canada's Top Employer for Young People (2024, 2025 & 2026)
- ▶ Montreal's Top Employers (2024, 2025 & 2026)
- ▶ Silver & Bronze Stevies for Employer of the Year (2023, 2024 & 2025)
- ▶ Top 100 Inspiring Workplaces Global 2024 and 2025

Talent Development and Reviews

Twice a year, we conduct a Talent Review to ensure employees receive opportunities for growth and development. We also have a quarterly practice of continuous feedback and mentorship further support professional advancement, helping employees thrive within their roles.



Developing Future Talent

Since 2005, Coveo has welcomed interns across all departments, offering real-world experience through mentorship, structured training, and integration activities. Each year, we onboard across all of our departments, ensuring they receive the support and exposure needed to jumpstart their careers.

Wellness and Benefits

Supporting Employee Well-Being

Coveo prioritizes the well-being of employees with a range of holistic benefits, including:

- ▶ Access to Dialogue, a virtual healthcare platform for medical consultations.
- ▶ Employee Assistance Program (EAP) for confidential support on personal or professional matters.
- ▶ On-site gym and fitness classes in Montreal and Quebec City.
- ▶ Free menstrual products in all offices.
- ▶ On-site flu vaccinations for employees and their families.
- ▶ Annual sports allowance for all employees.

Work-Life Balance and Flexibility

Coveo values flexibility, ensuring employees can balance work and personal commitments through:

- ▶ Flexible sick days for personal, family, or wellness needs.
- ▶ Enhanced parental leave to support growing families.
- ▶ A hybrid work model, with two in-office days per week to encourage collaboration while maintaining flexibility.
- ▶ Vacation allowance based on experience, rather than tenure, with the option to borrow additional days.



Learning and Development

Onboarding and Continuous Learning

From day one, employees experience a structured onboarding program that immerses them in Coveo's culture and strategic vision. As a part of this plan, all employees are invited to Ignite, a three-day in person event that includes direct engagement with company leaders to align new hires with our mission.

Leadership Development

Managers receive tailored training at every stage of their careers, from foundational leadership programs to advanced workshops. A dedicated support function ensures they have the tools needed to lead effectively and support their teams through various contexts.

Connection and Community

Celebrating Achievements

We believe in celebrating successes and fostering connection through:

- ▶ Elevate, an annual event highlighting company achievements and innovations.
- ▶ Monthly town halls for company-wide discussions.
- ▶ Quarterly kick-offs to align employees on key priorities.

At Coveo, we create an environment where employees are empowered, valued, and supported, ensuring they can contribute their best while growing both personally and professionally.



The 1% Pledge

1% Time: Volunteering for Impact

Our employees are encouraged to dedicate two paid days per year to volunteering. Since launching this initiative, Coveans have contributed over 54,000 volunteer hours, supporting organizations focused on food security, education, and community well-being. An employee led committee will also be working on providing employees with more volunteering opportunities in their local communities, increasing the impact the program will have.

1% Product: Expanding Knowledge Access

We provide free access to our AI-powered search and relevance technology to nonprofits that align with our mission of democratizing knowledge.

Our partnerships include:

- ▶ Alloprof, a nonprofit providing academic support to students in Quebec.
- ▶ Actua, a STEM education organization reaching 500,000 youth annually.
- ▶ Éducaloi, a legal education platform improving access to legal information.

By equipping nonprofits with our technology, we help them scale their impact and reach more people.

1% Equity: Investing in Education

To date, we have contributed over C\$2 million to organizations such as Girlstart, Actua, Pour3Points, Love, Dr. Clown, Nature Québec and others. Through these initiatives, we are working to break down barriers to learning and create opportunities for underrepresented communities.

Centraide

Coveo is recognized as 'Grands Partenaires' of Centraide (United Way) for which we have raised over C\$2 million over the years, significantly positively impacting lives within our communities. Last year, we were able to raise more than C\$ 370,000 for Centraide, through fundraising activities and direct donations from our employees.



Centraide

G



GOVERNANCE



Strong governance underpins Coveo's ESG strategy and supports responsible, transparent decision-making across the organization.

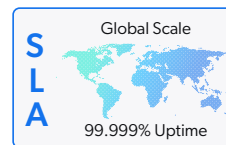
ESG Oversight

ESG oversight at Coveo is led by the Board of Directors through its Risk and Governance Committee. In accordance with its mandate, the Committee periodically reviews and oversees the Company's ESG strategy, initiatives, policies, and programs, and considers emerging ESG trends that may impact Coveo's business, operations, performance, or public image.

The Committee also reviews Coveo's public disclosure related to ESG matters and oversees enterprise risk management, including cybersecurity, data protection, legal and regulatory compliance, and business continuity. Management is responsible for implementing ESG initiatives and reporting progress to the Committee, which in turn reports to the Board.

Data Protection and Responsible AI

Data protection, cybersecurity and responsible AI are key components of Coveo's enterprise risk management framework and fall under the oversight of the Risk and Governance Committee. Dedicated teams are responsible for ensuring compliance with applicable laws, regulations, and industry standards related to information security, privacy, and data protection. Coveo's approach to responsible AI development and deployment is aligned with its broader governance and risk management practices, ensuring that AI technologies are developed and used in a secure, ethical, and transparent manner.



Disclaimer

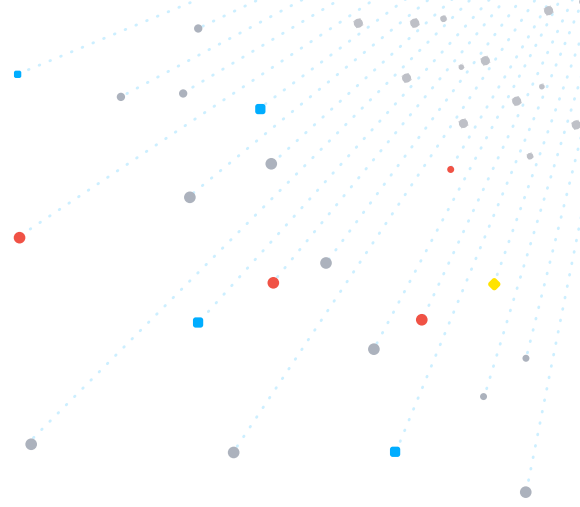
This ESG report (the “Report”) is qualified in its entirety by reference to, and must be read in conjunction with, the information contained in our most recent Annual Information Form, as well as in our most recent consolidated financial statements, together with the notes thereto and, where applicable, the auditor’s report thereon, as well as the management’s discussion and analysis in respect thereof, and the other publicly available documents of Coveo Solutions Inc. (“Coveo”). Copies of all such documents are available under Coveo’s SEDAR+ profile on www.sedarplus.ca. All references to “US\$”, “\$”, and “U.S. dollars” are to United States dollars and all references to “C\$” are to Canadian dollars. Readers should not construe the contents of this Report as legal, tax, regulatory, financial or accounting advice. This report is provided for information purposes only, and should not be relied upon to make an investment decision. It is not a regulatory disclosure document and is provided to readers to provide a high-level overview of Coveo’s ESG strategy. If there are discrepancies between this Report and the AIF, the AIF prevails. Information is provided as of the date of this Report, unless otherwise noted, and may not be accurate after the date of this Report as Coveo’s ESG strategy evolves throughout the fiscal year.

Market, Industry, Customer and Other Data

Coveo believes that the market, industry, customer and other data presented in this Report is reliable and, with respect to data prepared by Coveo or on its behalf, that Coveo’s estimates and assumptions are currently appropriate and reasonable, but, in each case, there can be no assurance as to the accuracy or completeness thereof.

Forward-Looking Information

The Report contains “forward-looking information” and “forward-looking statements” within the meaning of applicable securities laws, (collectively, “forward-looking information”). Forward- looking information is statements that are predictive in nature, depend upon or refer to future events or conditions, and are identified by words such as “will”, “expects”, “anticipates”, “intends”, “plans”, “believes”, “estimates” or similar expressions concerning matters that are not historical facts. Such statements are based on current expectations of Coveo’s management and inherently involve numerous risks and uncertainties, known and unknown, including economic factors.



A number of risks, uncertainties, and other factors may cause actual results to differ materially from the forward-looking information contained in this Report, including, among other factors, those risk factors identified in our most recent MD&A, under “Risk Factors” in our most recent Annual Information Form, and in our other filings with the Canadian securities regulatory authorities, all of which are available under our profiles on SEDAR+ at www.sedarplus.ca. Readers are cautioned to consider these and other factors carefully when making decisions with respect to Coveo’s subordinate voting shares and not to place undue reliance on forward-looking information. Forward-looking information contained in this report does not guarantee future performance and, while forward-looking information is based on certain assumptions that Coveo considers reasonable, actual events and results could differ materially from those expressed or implied by forward-looking information made by Coveo. Except as may be expressly required by applicable law, Coveo does not undertake any obligation to update publicly or revise any such forward-looking information, whether as a result of new information, future events, or otherwise.

Please refer to the “Forward-Looking Information” section of our latest earnings press release and our latest MD&A, both available under Coveo’s SEDAR+ profile on www.sedarplus.ca, for a cautionary statement regarding forward-looking information included in this Report, including as it relates to ESG objectives. Such cautionary statement is deemed to be included by reference in this Report.

Trademarks

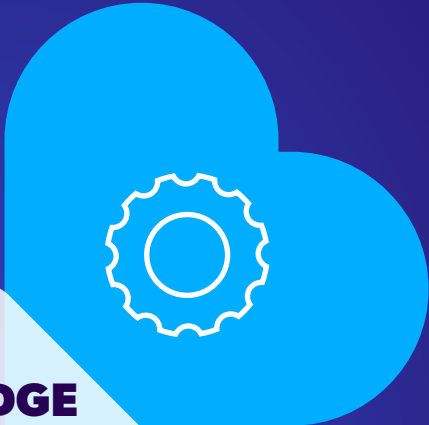
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ESG Report 2026

1%
of our
time



1%
of our
products



PLEDGE
1%

1%
of our
profits



1%
of our
equity



coveo.com/esg

