



Human & Labor Rights Report 2025

Progress on people, ethics,
and labor practices across our
global operations.

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INTRODUCTION

Omada at a Glance

The leader in modern identity governance and administration, with the highest governance and audit standards in the industry, and a market-leading focus on customer success.

<90

Days to a live cloud implementation

>25%

Consistent recurring revenue growth

>35%

Of software revenue invested in R&D

>109%

Net retention rate · GRR >97%

60

Net Promoter Score

EcoVadis Silver

A responsible company with >27 nationalities. Recognized as a leader by Gartner, Forrester, KuppingerCole, and IDC.

POLICY FOUNDATION

Policy Statement

Omada is committed to respecting internationally recognized human and labor rights across our operations. We provide a workplace built on dignity, fairness, equal opportunity, safe working conditions, and respect for every individual.

We continuously monitor and improve our practices through governance, employee engagement, and transparent reporting.

Guided by

UN Global Compact

Universal Declaration of Human Rights

Applicable labor legislation

Respect for human and labor rights is fundamental to Omada's culture, values, and longterm success.

Governance & Responsibility

Omada’s leadership is fully committed to ensuring that respect for human and labor rights is embedded at all levels, with clear roles, responsibilities, and oversight for effective implementation, risk management, and continuous improvement.

Chief People Officer

Overall accountability for strategy, policy oversight, and performance monitoring, including integration into ESG reporting and management review.

People & Culture / HR

Implements policies, coordinates training, monitors compliance, and manages human rights-related risks and employee concerns.

People managers

Accountable for day-to-day implementation, an inclusive culture, escalating risks, and supporting employee well-being.

All employees

Comply with human rights principles, complete mandatory training, and contribute to a respectful, inclusive, and safe environment.

KEY PRINCIPLE

All employees receive regular mandatory training on the Code of Conduct, non-discrimination, workplace conduct, and humanrights awareness.

MONITORING

Performance is monitored through defined KPIs, internal reporting, employee feedback mechanisms, and regular management reviews.

Respect for Human Rights

“Every employee has the right to work in an environment built on dignity, fairness, and respect.”

Omada respects internationally recognized human rights throughout its operations and expects the same standards from employees, suppliers, and business partners.

To uphold these commitments, we implement policies, procedures, training, communication, and governance measures designed to promote awareness of human rights and responsible workplace practices.

OUR COMMITMENTS

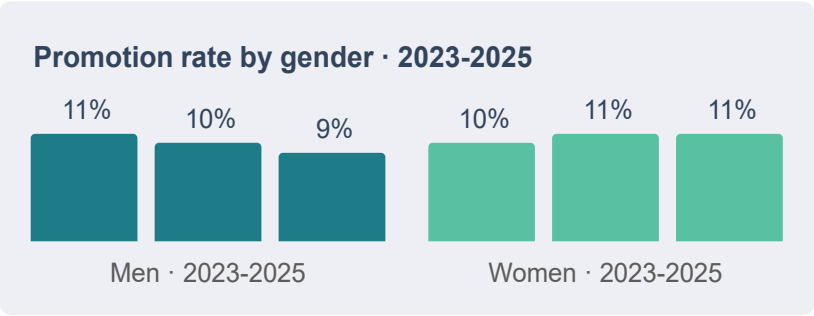
- Respect internationally recognized human rights
- Treat every individual with dignity, respect, and fairness
- Prevent discrimination, forced labor, child labor, and other forms of human rights abuse
- Promote equal opportunity, employee well-being, and safe working conditions
- Expect suppliers and partners to adhere to equivalent standards through the Vendor Code of Conduct

WORKING CONDITIONS

Fair Treatment

Fair treatment is fundamental to building an inclusive, respectful, and high-performing workplace. As Omada continues to grow internationally, we strengthened the governance of our people practices in 2025 by enhancing mandatory Code of Conduct training and improving promotion governance, supporting fair and objective employment decisions across the employee lifecycle. We promote equal opportunities in recruitment, development, and career progression, investigate workplace concerns promptly and confidentially, and monitor workforce indicators to drive continuous improvement while reinforcing a culture of respect, inclusion, and accountability.

To support a sustainable work-life balance and compliance with applicable labor legislation, employees record their working hours in accordance with local legal requirements and internal guidelines.



100%

Code of Conduct training (incl. diversity)

completion in 2025 2024: 99% · 2023: 82%

Expanded Code of Conduct training

Enhanced employee awareness of respectful workplace behavior through expanded mandatory Code of Conduct training with new modules covering harassment and bullying prevention, responsible use of IT and AI, and workplace risk awareness.

Strengthened promotion governance

A revised promotion framework standardized assessment criteria and strengthened governance, enabling more consistent, transparent, and evidence-based promotion decisions aligned with employee performance, capability, and business needs.

Diversity & Inclusion

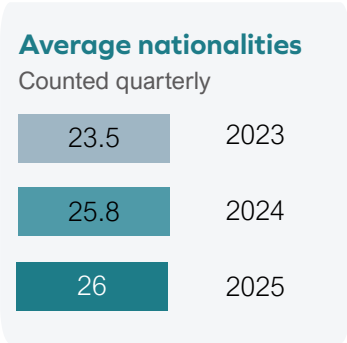
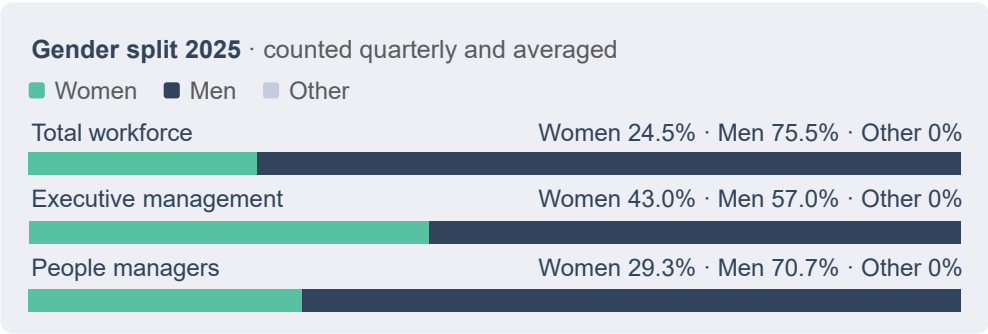
Diversity, equity, and inclusion are fundamental to building an innovative, collaborative, and high-performing workplace. We value the diverse backgrounds, perspectives, and experiences of our people and are committed to providing equal opportunities for everyone to contribute, grow, and succeed. In 2025, we continued to strengthen our inclusive culture through targeted DE&I initiatives, including our partnership with Outright International and regular Cultural Intelligence sessions, which promote understanding of different cultural perspectives, foster mutual respect, and strengthen collaboration across our globally diverse workforce.

LGBTQ+ Inclusion

We continued our partnership with Outright International to raise awareness, promote inclusion, and reinforce a workplace where everyone feels respected and able to be themselves.

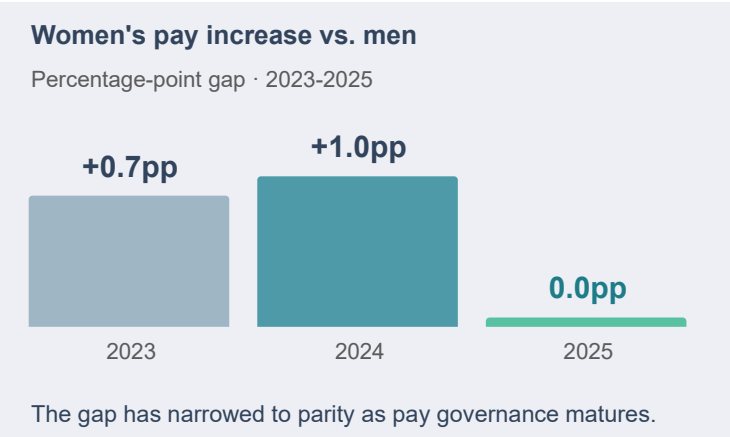
Cultural Intelligence Sessions

Regular sessions help employees understand different cultural perspectives, strengthen cross-cultural collaboration, and support an inclusive workplace across globally diverse teams.



Fair Pay

Omada provides fair, competitive compensation aligned with local market practices and legal requirements, supported by regular remuneration reviews and benchmarking. Salary levels are reviewed annually against applicable statutory minimum wage requirements, including for individual contractors. We regularly analyze pay data to address potential disparities. As we prepare for the EU Pay Transparency Directive, we are strengthening pay governance to ensure objective, transparent, gender-neutral remuneration.



Fair Pay Practices

Competitive and fair compensation

Annual remuneration review

Transparent pay practices

Compliance with labor legislation

Preparation for the EU Pay Transparency Directive

Non-discrimination & Harassment

Omada maintains a workplace free from discrimination, harassment, bullying, and retaliation. We foster a culture where employees are treated with dignity and respect and feel safe to speak up if they experience or witness inappropriate conduct.

All reported concerns are handled confidentially, reviewed impartially, and addressed promptly in accordance with our grievance procedures, whistleblowing process, and other applicable policies.

Key Outcomes

Updated mandatory Code of Conduct training with new modules on harassment, bullying, and responsible use of IT and AI.

Reinforced expected behaviors and strengthened risk awareness to foster a respectful, inclusive, and compliant workplace.

Discrimination Cases Reported

0	0	1
2023	2024	2025

Reported cases have remained low, counted regardless of investigation outcome.

Prevention & Response

Code of Conduct

Whistleblower policy

Confidential channels

Investigation procedures

Protection from retaliation

Corrective actions

Freedom of association

Omada respects employees’ rights to freedom of association and collective bargaining in accordance with applicable laws. Employees are free to join or refrain from joining representative bodies without fear of discrimination or retaliation.

Where formal representation is not established, we provide alternative channels for employee voice through the Global Sounding Board, engagement surveys, and regular dialogue with leadership. In 2025 we established a local Works Council in Poland following the growth of our local workforce.

EMPLOYEE VOICE IN PRACTICE

Feedback is reviewed and discussed with leadership

Insights feed organizational improvements and people initiatives

Representatives consult on workplace matters

Progress is communicated back to employees

Local structures are set up where legally required

Feedback in Action

Intranet
June Sounding Board feedback informed a centralized hub for information, resources, and collaboration.

Career Leveling
August Sounding Board feedback shaped a clearer, more equitable approach to career progression.

2

Representation meetings held in 2025
2024: 4 · 2023: 2

OUR PEOPLE

Workforce Overview

Our people are at the heart of Omada’s success. Our global workforce brings together diverse skills, perspectives, and expertise across our international operations, strengthening collaboration, driving innovation, and supporting sustainable business growth.

269

Total headcount
2024: 265 · 2023: 238

40.8

Average age (years)
2024: 40.5 · 2023: 40.2

49.4

Avg. length of service (months)
2024: 42.8 · 2023: 40.5

Employee Development

Omada supports employees throughout their careers by providing opportunities for learning, development, and internal growth, investing in skills, supporting performance, and creating an environment where people can develop, succeed, and build long-term careers.

Fair Pay Practices

LinkedIn Learning

Internal Training Camps

Career development planning

Continuous performance dev.

Knowledge sharing

Cultural Intelligence & compliance

305

Career development goals completed across the organization in 2025

Key performance indicators

	2025	2024	2023
Avg. training hours per employee (monthly)	3.7	7.2	6.1
LinkedIn Learning - managers (min/wk)	2.0	2.0	3.4
LinkedIn Learning - employees (min)	2.2	4.9	5.7
Career development goals completed	305	403	339
Performance & development dialogues	2	2	2

KEY OUTCOMES

Strengthened knowledge sharing and organizational collaboration through a centralized intranet, giving employees a single source of truth for policies, resources, and organizational updates while reducing information silos.

Enhanced product knowledge and internal capability through the Omada Community, increasing access to product-focused learning and practical knowledge sharing.

ENGAGEMENT & SAFETY

Employee Experience & Engagement

79%

Engagement score
2024: 77% · 2023: 73%

35

Employee Net Promoter Score
2024: 28 · 2023: 22

94%

Participation rate
2024: 88% · 2023: 91%

To understand the employee experience and drive continuous improvement, we run an annual engagement survey followed by a pulse survey roughly six months later. The surveys identify strengths, areas for improvement, and progress over time.

Managers review results with their teams and create action plans based on agreed priorities. We follow up closely so employee feedback leads to meaningful improvements.

Key Outcomes

- Higher participation strengthens the insight base and gives a more representative view of the employee experience.
- Improved engagement scores show teams translating feedback into targeted local initiatives.
- The eNPS improvement reflects stronger employee advocacy.
- Action plans sustain momentum, with managers accountable for priorities and progress.

Employee Social Engagement

Engaged employees create a stronger workplace. Our goal is an engaging, inclusive workplace where employees feel connected, valued, and supported. Throughout the year we offer initiatives that encourage collaboration, well-being, and social connection.

The Omada Social Club and our digital and local office events connect employees through shared activities, fostering inclusion and a strong sense of community.

Our annual Activity Campaign combines physical activity with teamwork, showing what we can achieve together as a team.

Our engagement activities

Company Event

Omada Social Club

Annual Activity Campaign

Birthday Events (EU & NA)

Digital Social Events

Local office social events

Recognition & appreciation

Christmas gatherings

We have succeeded with creating events and activities that are not only valued and successful among our employees but have also made a crucial difference in employee experience and engagement.

Health & Safety

Omada provides a safe and healthy working environment through risk assessments, preventive measures, and compliance with applicable health and safety legislation.

Employees are encouraged to report health and safety concerns. Regular Health & Safety surveys help identify physical and psychological risks, and the resulting action plan has enabled preventive actions and continuous improvement.

0

Work-related accidents

86%

Workplace safety score
(2024: 81%)

1.5%

Sickness rate

Key performance indicators			
	2025	2024	2023
Workplace environment & safety score	86%	81%	-
Psychological well-being & safety score	83%	79%	-
Identified H&S risks to improve	1	0	0
Sickness days from work accidents	29	94	0
Health & safety issues improved	0	0	0
Both well-being scores rose year over year. Sickness days from work accidents fell from 94 (2024) to 29 (2025).			

Health and Safety Practices

- Regular risk assessments
- OHS meetings
- Preventive actions
- Physical & psychological well-being

IMPROVEMENT

Continuous improvement

Omada continuously evaluates the effectiveness of its human and labor rights practices through performance monitoring, employee feedback, regular policy reviews, and ongoing compliance training - helping employees, managers, and stakeholders understand requirements and strengthen our workplace practices over time.

Policy reviews

Updates keep guidance current, so employees know what support and expectations apply.

Workforce monitoring

KPIs help leaders identify trends early and act where support is needed.

Survey action plans

Engagement survey feedback turns into priorities that teams own and follow up.

Compliance training

Helps managers apply background screening and local legal requirements consistently.

4.5

Glassdoor overall rating (2024: 4.6)

92%

Recommend to a friend (2024: 93%)

Continuous improvement initiatives use these insights to simplify processes, strengthen accountability, and improve ways of working, demonstrating progress against Omada's Human & Labor Rights commitments during the 2025 reporting period.

CONCLUSION

A continued commitment to our people

This Human & Labor Rights Report reflects Omada's ongoing commitment to responsible labor practices and the continuous improvement of human rights across the organization.



At Omada, we help organizations govern identity and secure access across human, non-human, and AI identities. Our AI-powered platform enables enterprises to reduce risk, strengthen security, and maintain control in complex environments. We are a European-based company with a strong foundation in identity governance, helping some of the world's leading organizations navigate evolving security and regulatory challenges.