



NORD
SECURITY

Impact Report

2025



Table of contents

2-4	Introduction	32-38	Unlocking potential for all
5-8	About Nord Security	39-49	Bigger steps for a smaller footprint
9-14	2025 across Nord Security products	50-58	Leading with integrity
15-19	Sustainability at Nord Security	60-63	Annex 01
20-31	Protecting life online	64-66	Annex 02

Today, real life happens online.

1/2

That's why Nord Security delivers much more than online security. We champion the people and organizations who rely on a free, secure, and open internet to drive positive change.

Our values define us as future shapers. This year, we continued to innovate to make the world safer. We integrated scam call protection directly into our VPN — a first in the industry. We also invested \$100M into research and development and filed nearly 100 patents, bringing our total to almost 400. And there's no stopping there — we'll keep driving innovation forward on every front.



Tomas Okmanas
Co-founder



Eimantas Sabaliauskas
Co-founder

2/2

In 2025, we doubled NordVPN donations from the previous year, and included Saily eSIMs in our support package. We also finalized “Cybersecurity for Changemakers” — a hands-on training program built specifically for nonprofits. When it comes to sustainability efforts, our colocation servers and offices now run on 100% renewable electricity.

In just 14 years, Nord Security’s team has built and achieved what many would consider impossible. That’s who we are at our core — people who restlessly chase innovation and push the limits. Across different departments and through turbulent times, our success story is proof that our team can come together to beat any challenge. The same team is pushing ahead with

one goal — to make
the online and
offline world better.


And we know this is only the beginning of what we can create.


In this report, you will see our commitments translated into action. You’ll also get a glimpse of how we are working towards our vision of a free and open internet for everyone, and a safer, greener future.

Our values guide us beyond just cybersecurity innovation — we do our part to help activists and journalists as well as to share cybersecurity knowledge.

About Nord Security


The journey so far...


2012
Launched NordVPN as a Windows configuration


2013
Launched the NordVPN app


2014
Grew exponentially — 10K users and 24/7 support
10K

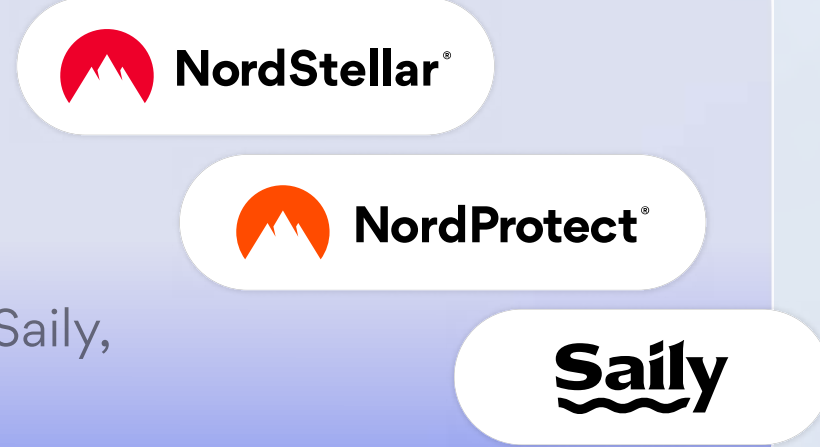
2016
We donated our first emergency VPN accounts.

2019
Launched NordPass, NordLocker, and NordLayer


2020
We introduced the NordLynx protocol for superior speed.


2022
Became a tech unicorn by raising the first-ever outside capital at \$1.6B valuation
\$1.6B

2023
Closed another \$100M funding round and doubled the valuation to \$3 billion
\$3B

2024
Launched NordStellar, Saily, and NordProtect


From the very beginning, we knew that the story of Nord Security would be as much about us as it would be about community. That's why in 2016, just a couple of years after gaining our first 10,000 users, we started donating emergency VPN accounts. Helping defend those who cannot defend themselves remains a key goal for us. In 2019, we took our first step into becoming a fully-fledged cybersecurity suite by releasing NordPass, NordLocker, and NordLayer.

Ten years after the first NordVPN release, we've reached a major milestone — **we became a tech unicorn.**

After our first-ever external investment round, we reached a \$1.6B valuation and doubled it a year later. In 2024, we expanded our cybersecurity suite further with NordStellar and Coveron (previously NordProtect) and took a leap into the fast-growing eSIM market by launching Saily.



Driven by values

Our values are rooted in the actions of our people — and our work as a team.



Future shapers

Always hungry for the new big thing. Pushing the boundaries and finding innovative solutions.



Restless achievers

Building the bridge while walking on it. Nothing is impossible — an obstacle is often an opportunity. We sometimes fail, but we learn quickly and find a way to reach our goals.



Self movers

Taking care of tasks without being asked and telling things as they are with respect.



Team players

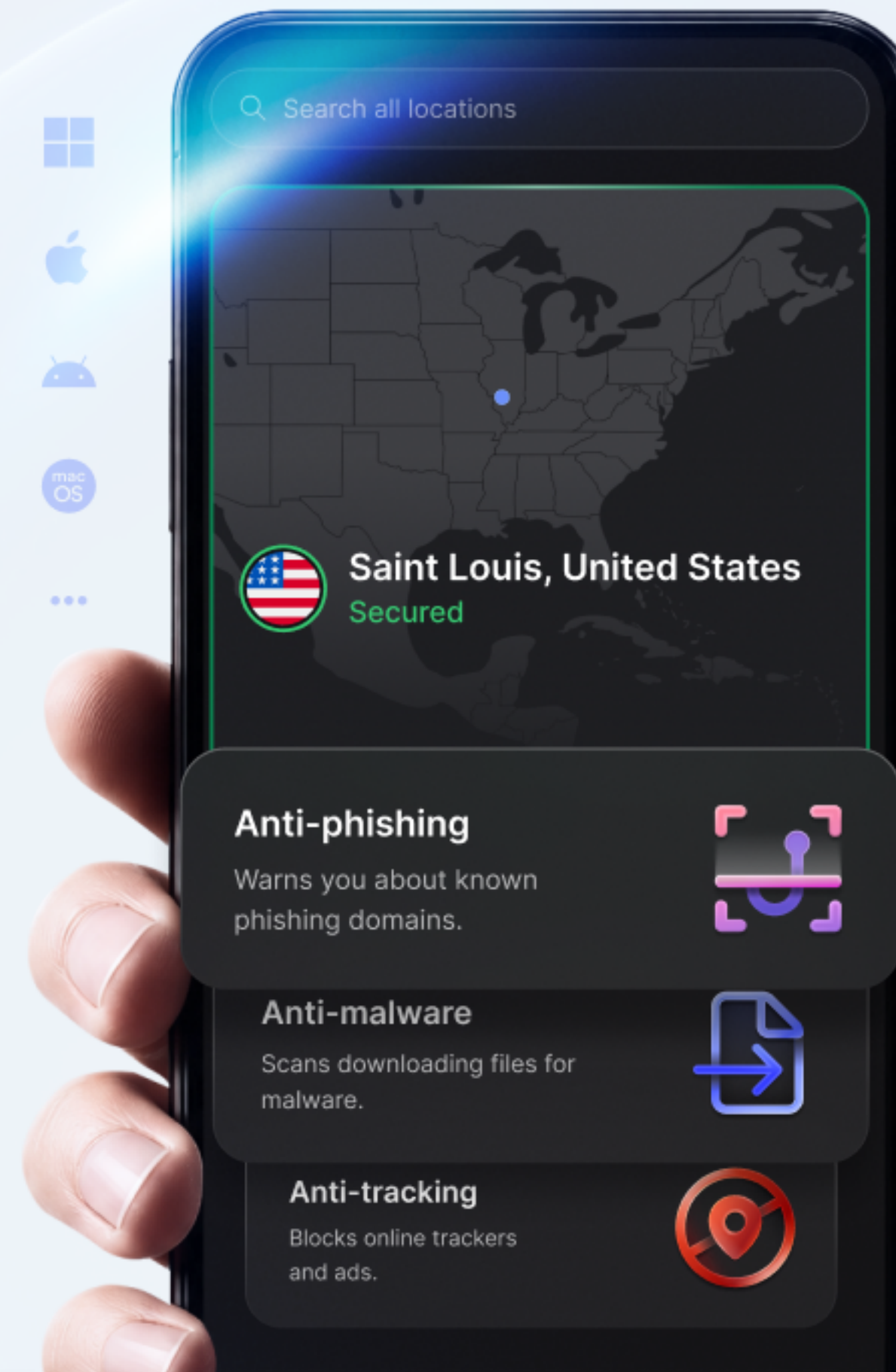
Supporting our teammates, not egos. Owning victories and mistakes together rather than individually.

2025 across Nord Security products



An all-in-one digital security app

This year, NordVPN released Call Protection and a new VPN protocol, NordWhisper. It also added three new features to Threat Protection Pro™ — a crypto wallet check, a hijacked session alert, and adult site blocking. In comparison tests completed by West Coast Labs, NordVPN was also named the fastest VPN. NordVPN has successfully passed its sixth independent no-logs assurance engagement.



Shields your online location.

Encrypts internet traffic for greater privacy and security.

Alerts you if your data appears on the dark web.

Blocks malicious websites, ads, and trackers.

Saily

An affordable eSIM data app for international travel

Saily continued to grow rapidly in 2025. It also completed its third-party testing, confirming that its ad blocker saves nearly 30% of mobile data bought by users. The testing was completed by West Coast Labs.

Blocks ads which helps to save more data.

Helps eliminate unexpected roaming fees.

Connects as soon as you arrive.





An identity theft protection service

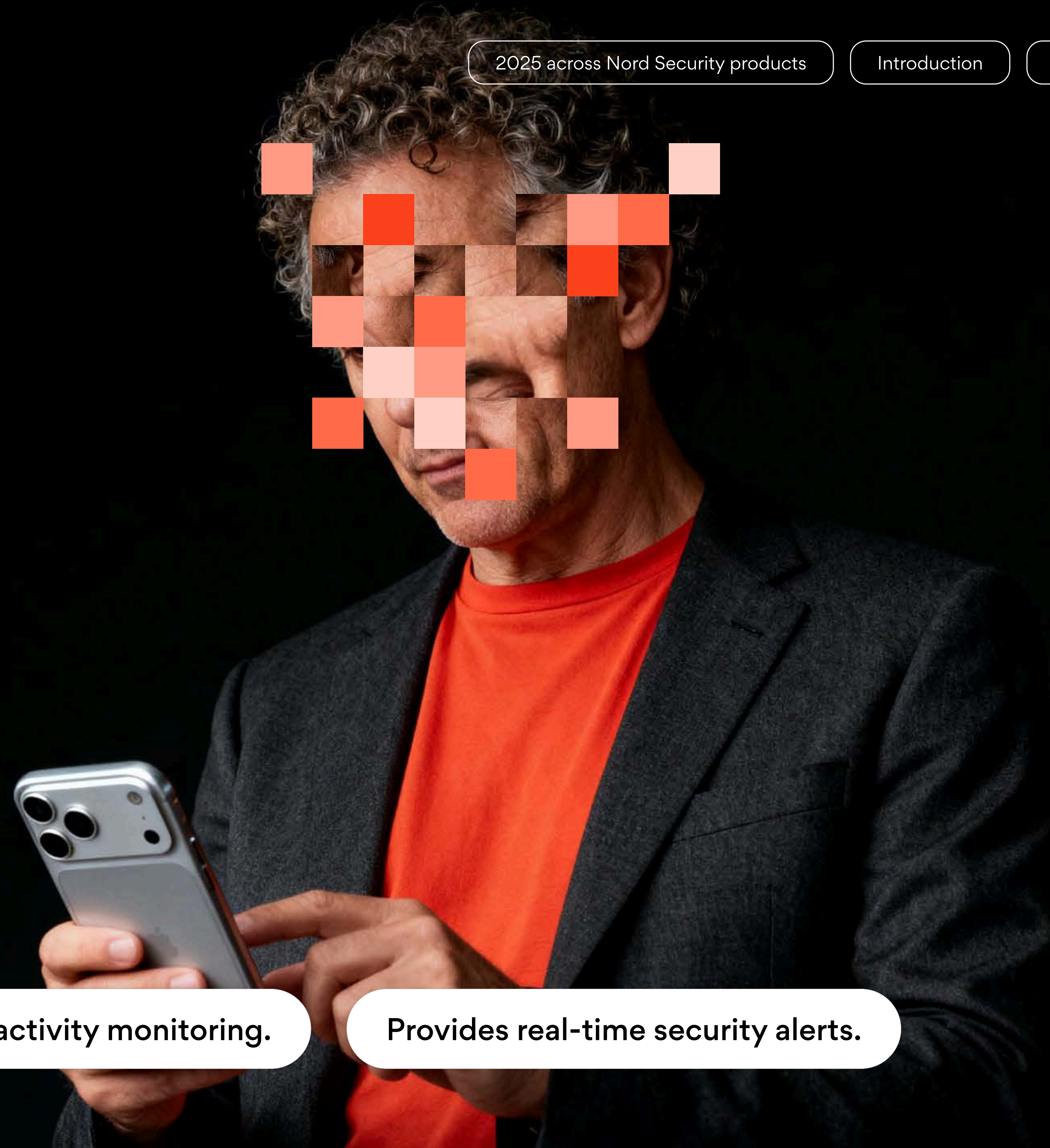
(Previously  NordProtect)

2025 was a big year for Coveron (previously NordProtect). It became a stand-alone service for users in the United States. Coveron added online fraud coverage and released new monitoring features to alert users about fraudulent activities using their personal data.

Includes 24/7 dark web monitoring.

Offers credit activity monitoring.

Provides real-time security alerts.





A password manager designed to improve account security

In 2025, NordPass launched Authenticator for personal accounts and, fittingly, won the Global InfoSec Award for Passwordless Authenticator. An award for excellence in the Cybersecurity Technology category was also won at the Global Tech Awards 2025.

Master Password



Creates unique, hard-to-guess passwords.

Autofills passwords to save time and simplify logins.

Monitors email addresses or credit cards for data breaches.





A cyber threat exposure management platform

This year, NordStellar released two major features — AI-driven cybersquatting detection and attack surface management for continuous visibility and assessment of the external attack surface. It also achieved SOC 2 Type II compliance.

The screenshot displays the NordStellar dashboard with the following sections:

- Overview**: GENERAL SUMMARY
- EVENTS BY SEVERITY**: Four line charts showing trends for different severity levels.
- TOTAL CREATED AND RESOLVED EVENTS**: A bar chart comparing created and resolved events.
- UNRESOLVED EVENTS**: A list of events with severity indicators (red, orange, green, blue).
- TOP UNRESOLVED EVENTS**: A list of the most critical unresolved events.
- LEAKED DATA TOP EVENTS**: A table listing leaked data events.

EVENT	SEVERITY
Credentials	Critical
Documents	Critical
Emails	

DAYS UNRESOLVED
Average number of days incidents remain unresolved

43 Days
Critical Events

5 Days
Low Events

Minimize risks associated with ransomware and account takeovers.

Monitors cybercrime communities and dark web sites.

Provides cybersecurity teams with information for better decision-making.

Sustainability at Nord Security

Sustainability at Nord Security

566



new team members in 2025

5,521

Nord product accounts provided to those in need

100%



renewable electricity share in our owned servers and offices

47



average employee net promoter score (eNPS)

73

nationalities

229



internal learning events

1,518

learners

~100

new patents in 2025

UN SDGs and Global Compact

Nord Security is committed to the United Nations' Sustainable Development Goals (UN SDGs) and contributes to the eight goals most relevant to our mission. This way, we aim to build a safe, inclusive, and sustainable future both for the physical and digital worlds.



United Nations
Global Compact

We're continuing to be part of the United Nations Global Compact (UNGC) initiative that we joined in 2023. As a signatory of the UNGC, we uphold its principles in the areas of human rights, labor, environment, and anti-corruption.

Positive impact

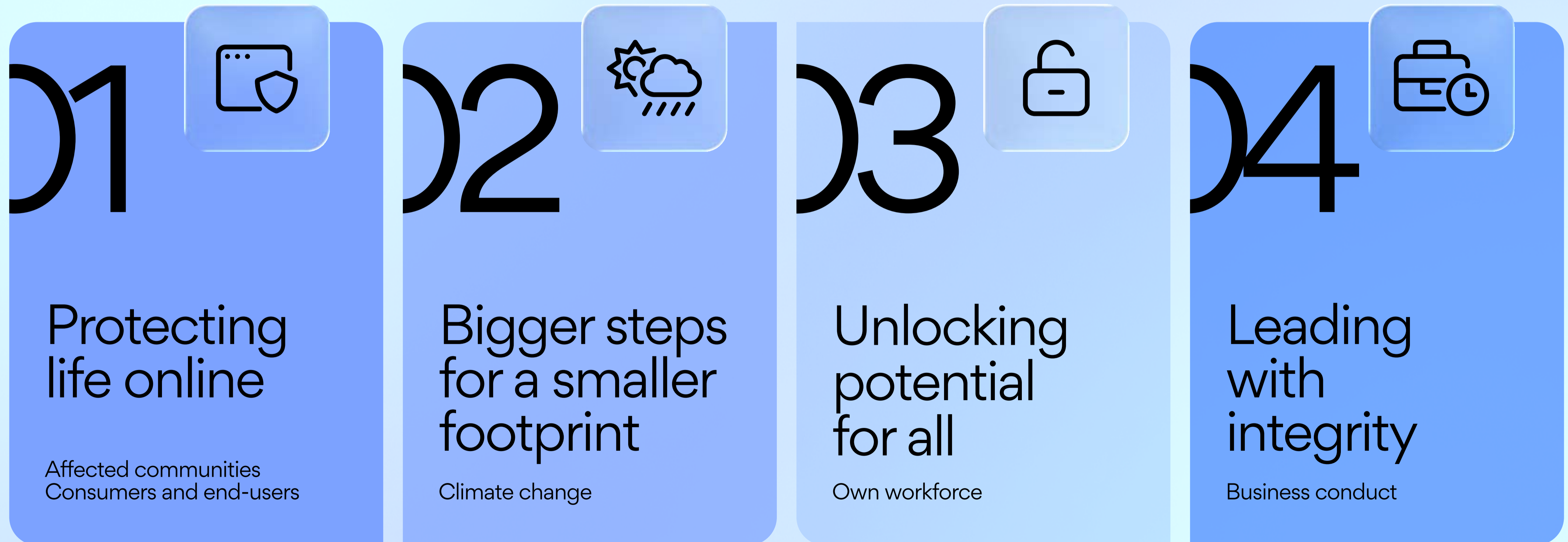
Nord Security is dedicated to having a positive impact wherever it can. Publishing an impact report annually and promoting continuous dialogue with stakeholders will help us achieve exactly that.

Our ESG actions are closely linked to ongoing engagement with stakeholders and continuous dialogue on key sustainability issues through the double materiality assessment. It's a process designed to identify and assess our material sustainability-related impacts, risks, and opportunities.

This assessment evaluates both our impact on society and the environment (impact materiality) as well as the sustainability-related financial risks and opportunities we face (financial materiality). In our case, the double materiality assessment revealed five ESRS (European Sustainability Reporting Standards) topics that meet the necessary criteria — they have both significant sustainability impacts and financial implications.



Here's how they align with **our long-term vision to make the internet safer and more accessible for everyone**, reinforcing our commitment to responsible business practices based on our ESG priorities:



Protecting life online

01

We've always believed that the internet can be more secure and accessible for all.

And this is what we're striving for every day through encouraging community engagement, offering education, spreading awareness about emerging cyber threats, and supporting numerous causes.



Supporting community

Product donations continue to be one of Nord Security's mechanisms to help nonprofit organizations protect human rights, and stand for inclusion and a safe digital world for all.

In 2025, we've doubled NordVPN donations from the previous year and supported hundreds of new organisations.

5,521

accounts donated:



3,572

NordVPN

752

NordPass

491

NordLocker

655

Saily

68

countries

220

new NGO beneficiaries

360+

nonprofits

147

NGO partnerships continued from previous years



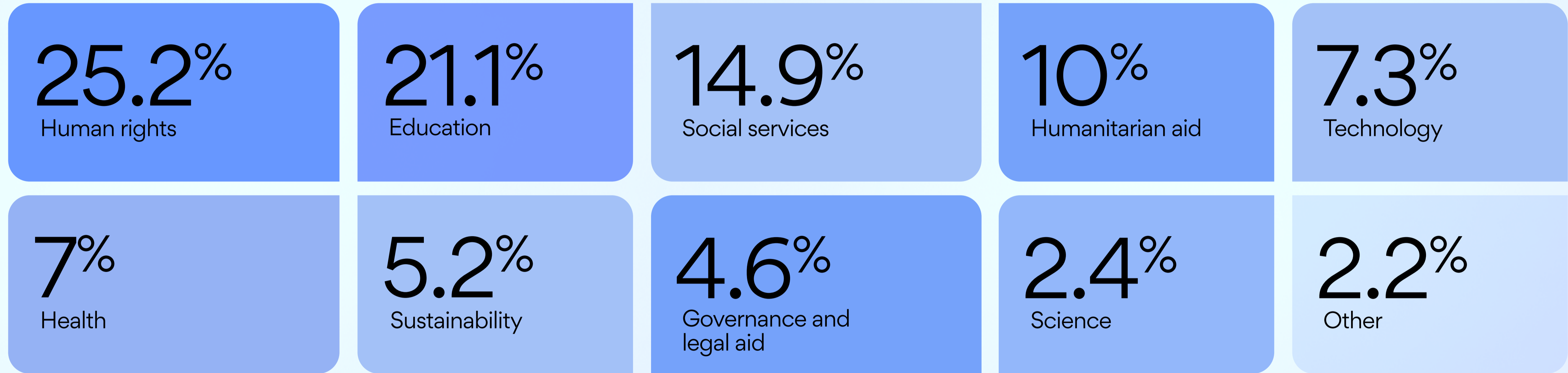
”

NordVPN is a vital and generous partner to our mission to protect the private Canadian internet.

Matt Hatfield
Executive director at OpenMedia

As digital rights defenders, our team handles sensitive research that attracts attention from hostile actors. NordVPN's robust encryption and verified no-logs infrastructure provide the essential layer of privacy we need to conduct our work securely. It is rare to find a tool that balances such high-level security with a seamless user experience.

Donations by organizational type:



Nonprofits we support include:



Connectivity where it matters most

Reliable internet access is critical for many communities, especially those working in humanitarian and high-risk environments. That's why in 2025, we included Saily in our donations package to support essential work on the ground.

The Saily logo, consisting of the word "Saily" in a bold, black, sans-serif font with a wavy underline beneath the letters "i" and "l".

”

 Saily

Thanks to Saily,
our international team
didn't miss a beat.

Their global eSIMs provided seamless, high-speed data from the moment we touched down across Europe, ensuring our coordinators stayed connected and safe, especially with an intuitive app that shows real-time consumption of data used. For a non-profit, this level of reliability is invaluable. A huge thank you to the Saily team for empowering our global outreach!

Omar Meksassi
CTO at The What If

Community education

We were proud to participate in numerous panels and round-table discussions at events like RightsCon, the world's leading summit on human rights in the digital age, and Computers, Privacy, and Data Protection (CPDP) conferences, focusing on civil liberties online.



As part of our community education program, we continue to share our cybersecurity knowledge at key events around the world.

In 2025, we also donated over €89K



to organizations and the world's top-tier events on human rights in the digital age, including AccessNow, Open Rights Group, Tech to the Rescue, Privacy Salon, and EDRI.

We also took an important step in education, finalizing “Cybersecurity for Changemakers” — a training program designed specifically for nonprofit organizations. It will be launched in 2026 and will focus on practical, accessible cybersecurity guidance for nonprofit teams. Our goal is to help organizations build confidence and resilience in a simple and accessible way.

Another way to encourage innovation and collaboration in cybersecurity is to support hackathons. This year, Nord Security sponsored almost 90 of these events, engaging up to 67,000 participants.



”



NordVPN has been an essential partner in supporting the safety and security of our remote team at HEAL Trafficking.

As a global nonprofit working to strengthen healthcare's response to human trafficking, we routinely handle sensitive communications and collaborate with survivor leaders, healthcare professionals, and partners across multiple countries. Having reliable, easy-to-use digital security tools is critical to maintaining confidentiality and protecting the communities we serve.

NordVPN has provided our organization with a level of **security and peace of mind** that allows our staff to focus on our mission. Its support for nonprofits ensures that organizations like ours can uphold high standards of digital safety even with limited resources. We are deeply grateful for its commitment to advancing privacy and cybersecurity in the humanitarian and public health sectors.

A portrait of Carolina Gomez, a woman with short dark hair, smiling warmly. She is wearing a light-colored top. The background is a soft, out-of-focus blue.

Carolina Gomez

Sr. brand and comms specialist at HEAL Trafficking

National Privacy Test

Every year, on August 19, we celebrate International VPN Day by hosting the National Privacy Test. In 2025, over 30,000 people from 181 countries took the test to measure their online privacy skills.

What's your NPT score?

[Find out! →](#)

30,792
respondents



185
countries



Daily Digital Life score
compared to 2024

+1%



The Daily Digital Life score shows how people handle their information, such as passwords, app updates, data-sharing, and app permissions.

Privacy Awareness score
compared to 2024

0%



The Privacy awareness shows how well people online recognize risks, such as scams, phishing attempts, or ways companies collect personal data.

Digital Risk score
compared to 2024

-1%



The Digital Risk score shows how cautious people are when faced with risky online situations.

Patents

Innovation is an area Nord Security strongly believes in, and patents are one way this commitment is put into practice. As the No. 1 cyberspace patent holder in the Baltic states, Nord Security is proud to be boosting Lithuania's standing in the Global Innovation Index.



This year, we registered almost 100 patents, getting very close to 400 patents in total.

02

Unlocking potential for all

Diversity at Nord Security

Nord Security believes inclusion and diversity mean valuing every individual for who they are and what they bring, regardless of gender, family status, sexual orientation, age, disability, ethnicity, religion, cultural background, country of origin, socio-economic background, perspective, or experience.

566



people joined Nord Security in 2025

73



nationalities are represented

Percentage of employees by gender

64.2% male

35.8% female

Percentage of employees in leadership roles by gender

64.9% male

35.1% female

Number of employees by age group

579 under 30 years old

1,321 30-50 years old

14 over 50 years old

Employee satisfaction

Employee satisfaction and willingness to recommend Nord Security as a great working place increased even further as proven by the employee net promoter score (eNPS). On a scale from -100 to +100, Nord Security hit 47, which is considered “great.”

The 2025 survey results highlight a strong team spirit at Nord Security:

90%

of employees enjoy working with their teammates

90%

of employees trust their team leads and feel valued by them

90%

of our people feel confident in their roles

Key learning and development achievements at Nord Security in 2025:

229

internal learning events

1,518

unique learners

Top courses:

team workshops, cybersecurity, Safe&Sound

Continuous learning and knowledge sharing are key to our company culture. We provide resources, training, and growth opportunities, including an internal mentorship program, to empower employees to develop their skills and succeed at work and in life.

Every person working at Nord Security has access to numerous online courses, a vast book library, and internal workshops.

Diversity and inclusion

NordAlly



We're committed to building a supportive and resilient workplace where people feel safe, heard, and empowered.

Through the NordAlly program, employees can turn to “Nord allies” — 21 trusted colleagues who offer a confidential space to talk, listen without judgment, and help guide others toward useful resources. The NordAlly program serves as a valuable first point of contact, helping foster a culture of care, connection, and resilience across the company.

Diversity month



Diversity means recognizing and respecting the differences among us, while inclusion is about valuing and embracing them.

At Nord Security, we celebrate both during People's Month in July. This year, we held six dedicated sessions on topics such as neurodiversity, autism, and LGBTQIA+ inclusion.

Nord Security's “Time off” policy also aligns with our commitment to diversity and inclusivity. All employees, regardless of family structure or gender, can access parental care days and receive extra time off for special occasions, such as their wedding or partnership ceremony.

293

employees participated this year

Learning and education

Mentorship

Continuous learning and knowledge sharing are key to our company culture. We provide resources, training, and various growth opportunities to empower employees to develop and succeed. An excellent example is our internal mentorship program, in which 293 employees participated this year.

Unlocking potential is also about equal opportunity, and we're proud that Nord Security has always been a company where an individual's abilities rise above gender, family status, sexual orientation, age, disability status, ethnicity, religious beliefs, cultural background, country of origin, socio-economic background, perspective, or experience.

Work-life balance

1/2

To help maintain a healthy work-life balance, we offer flexible work arrangements, up to four additional vacation days based on tenure, and paid time off for special occasions. Nord Security employees can enjoy several additional perks:



At the office



A fully stocked fridge, healthy snacks, and Friday treats.

On-site entertainment.

Time off with the team



A set budget for team-building activities.

Themed company events.

Unforgettable workations abroad with the whole company.

Special occasions



Anniversary gifts for each team member celebrating a birthday or work anniversary.

Additional payouts on the occasion of a wedding, the birth of a child, graduation from college or university, and the funeral of a close relative.

Work-life balance

2/2

Wellbeing

Healthcare. Nord Security provides additional health insurance.

Paid sick days and time off on other occasions. If an employee falls sick, is preparing for their wedding, or welcoming their child into the world, they can simply take a paid day off.

Physical wellbeing. Consultations with in-house specialists and group live and online workouts. In 2025, 2,863 colleagues joined group workout sessions and 742 had private consultations.

Mental health. Mental well-being apps and coverage for up to 25 psychotherapy sessions by our health insurance (in Lithuania only).

Flexible working hours. We have set working hours, but flexible arrangements are possible. Employees can adjust their hours with their manager's approval.

A hybrid work model. Working from the office is encouraged, but employees have the option to work from home up to two days a week.

Biggger steps for a smaller footprint

03

We have published our annual greenhouse gas emissions data since 2022 to help our stakeholders and customers understand the climate impact generated by our global network and operations.

66%



Our market-based Scope 2 emissions decreased by 66% compared to 2024.

100%



We achieved 100% renewable energy share for our colocation servers' electricity needs.

100%



Renewable electricity share in our offices increased from 76% to 100%.



Carbon emissions

We follow the Greenhouse Gas Protocol, a widely recognized standard that enables organizations to measure, manage, and report their environmental impact. It provides a consistent framework for tracking climate impact across both operations and supply chains. To account for our Scope 2 emissions, this year we purchased renewable energy attribute certificates (EACs) equivalent to the electricity consumed by our colocation servers and office facilities worldwide.

Carbon emissions

1/2

This is our third year of calculating greenhouse gas (GHG) emissions.

We report companywide Scope 1 (direct), Scope 2 (indirect), and Scope 3 emissions, which include indirect emissions across our value chain. Our Scope 3 inventory focuses on supply chain emissions directly associated with our network and products. This approach provides stakeholders and customers with a more accurate understanding of the emissions resulting from their use of our products.

The vast majority of Nord Security emissions, an estimated 99.3%, are generated in the supply chain (Scope 3 category).

85.1%

Purchased goods and services



7.9%

Use of sold products



3.2%

Business travel



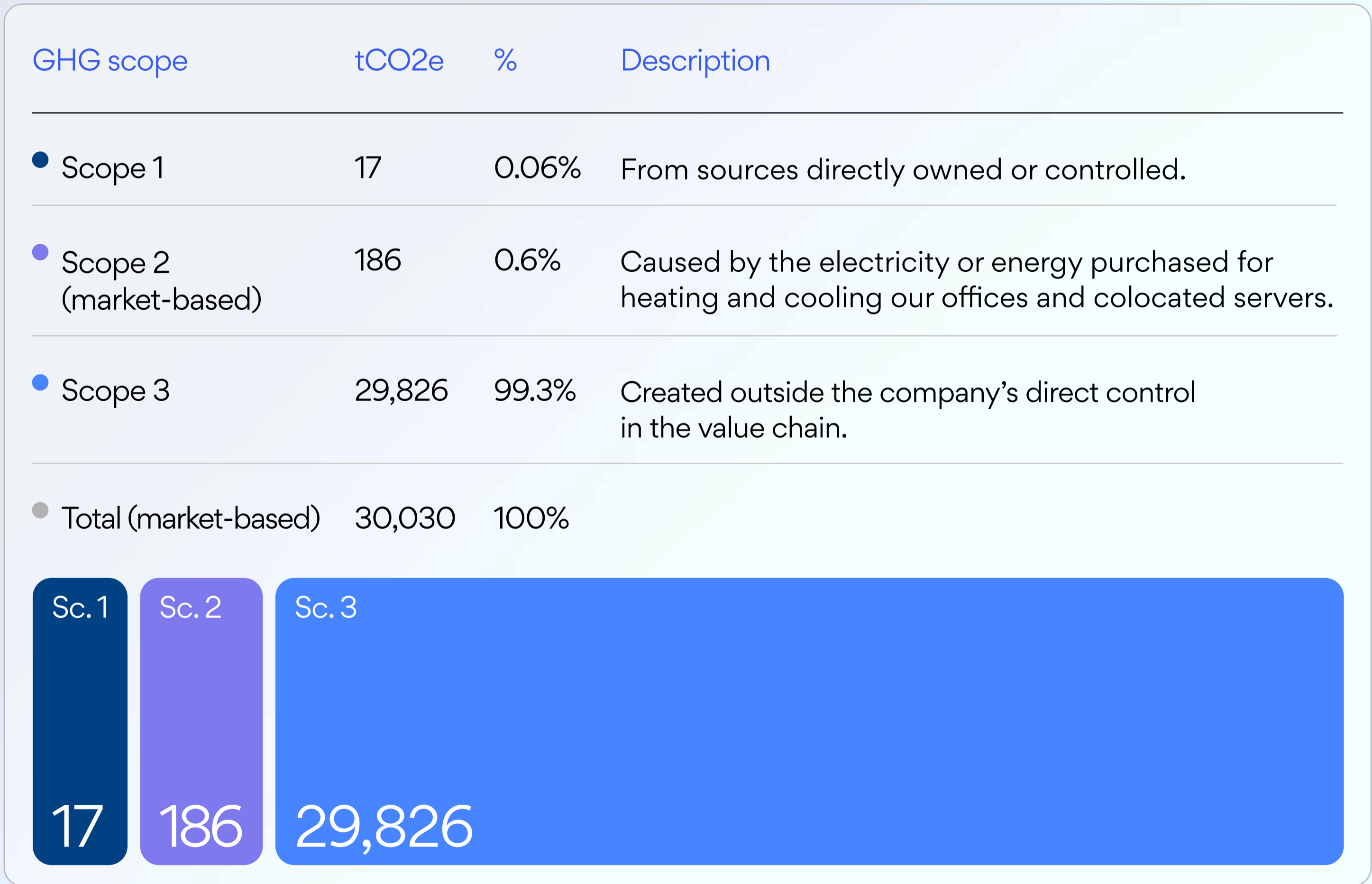
Carbon emissions

2/2

We've been following the GHG protocol for calculations and the advice of the climate professionals team. In 2025, Nord Security's total market-based GHG emissions were 30,138 metric tons of CO₂e.

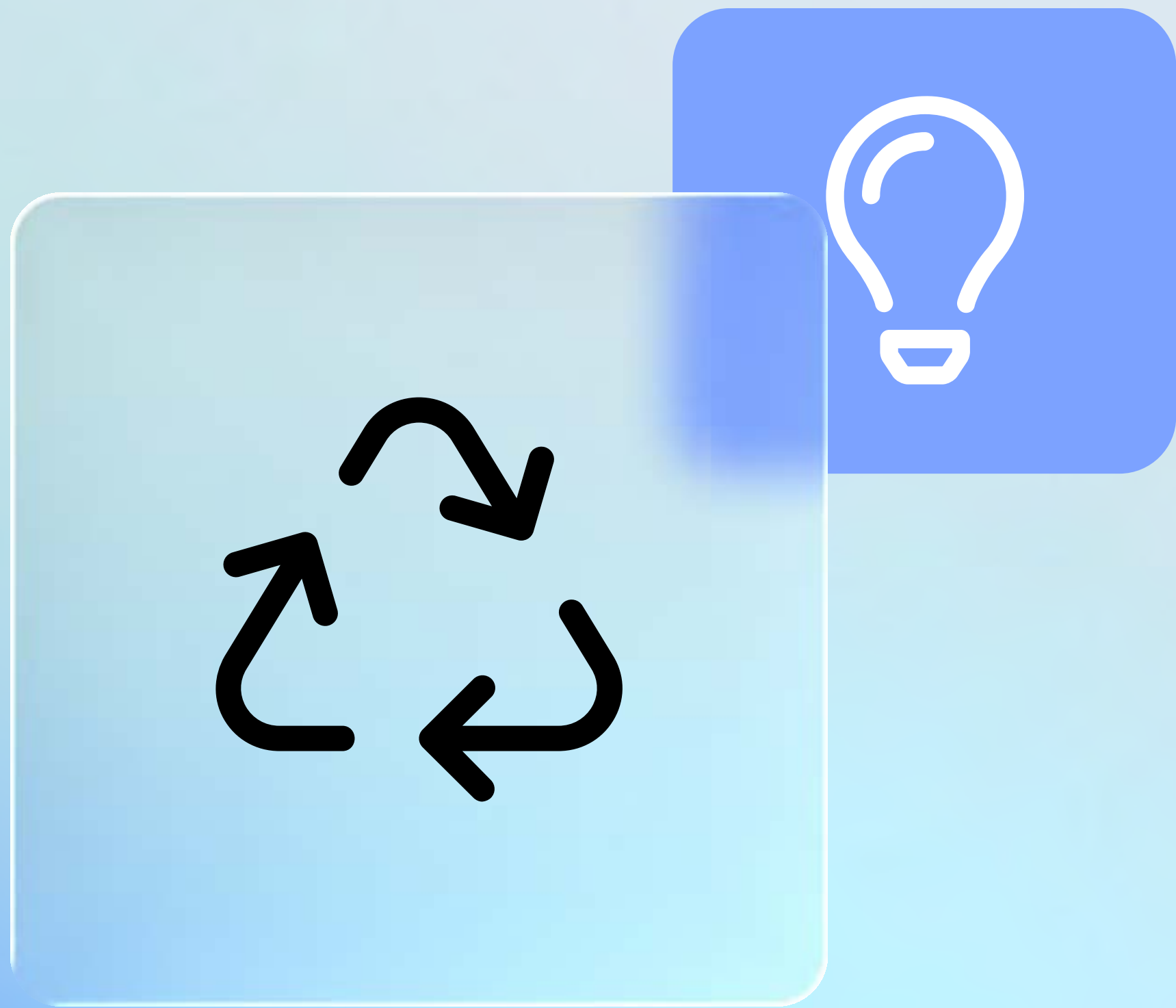
Through this assessment, we have been able to identify **opportunities to reduce emissions** from our own operations and make **better decisions about energy procurement** and efficiency measures.

As we progress on our climate journey, we are committed to continually refining our data and methodologies for measuring climate impacts. As emissions accounting evolves, we may revise historical data to reflect improved knowledge or updated calculation standards. Our focus will be on incorporating more activity-based data as it becomes available and improving data granularity.



Green energy

Our colocation servers' and office premises' renewable electricity share increased from 65% to 100%, achieved through a combination of renewable electricity matching by us and sourcing by our data center partners. To account for our Scope 2 emissions, we purchased and redeemed renewable energy certificates to match the energy consumed by our colocation servers and office facilities around the world.



Energy consumption	2024	2025
• Total nonrenewable electricity consumption (MWh)	693.3	0
• Total renewable electricity consumption (MWh)	1,275.1	2,363.8
• Total heating consumption (MWh)	1,968.4	2,363.8
• Total heating consumption (MWh)	1,496.8	1,836.5

Nord Security purchased renewable energy attribute certificates (such as GECs, I-RECs, RECs, and TRECs) through its partner, equivalent to our global facilities and network electricity usage.

Activity data for our colocation servers was collected and recorded on a monthly basis from each of the locations in 42 cities around the world.

Data centers

We use low-power servers, which offer sufficient computing power with low power consumption and are ideal for energy-saving operations.

The emissions resulting from the energy use in our data centers are included in our Scope 2 calculations.

With regards to Scope 2 emissions, under the market-based approach, all our data centers under co-location agreements operate on renewable energy, achieved through a combination of direct contracts of our data centers with renewable electricity providers and the purchase of renewable electricity certificates.

Sufficient computing power with low power consumption

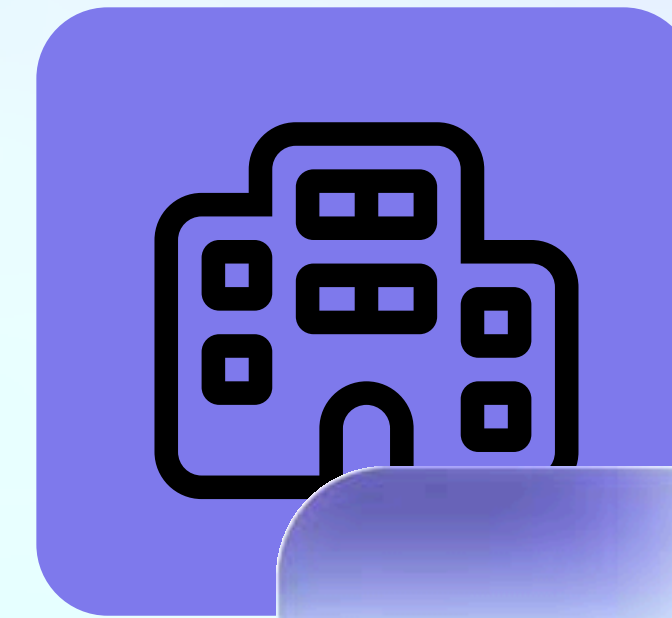
All colocated servers operate on renewable energy

Our offices

At Nord Security, we continuously strive to mitigate the adverse effects our day-to-day operations may have on the environment.

Around 69% of our office staff are working in BREEAM-certified offices. Energy-saving measures, such as temperature control via blind automation as well as time and motion-based lighting, are implemented across all buildings. These measures also include recycling and time-adjusted ventilation modes.

From this year, all our offices are powered by renewable energy achieved through a combination of direct contracts of our offices with renewable electricity providers and the purchase of renewable electricity certificates.



69%

of our office staff are working in BREEAM-certified offices

More than that

We can now better accommodate the diverse needs of every employee. Rest areas, an open gym, fully-stocked kitchens, and game rooms help our employees achieve a better work-life balance.

Our offices have also implemented various measures to save energy and reduce waste. For example, air conditioning in the Kaunas office relies on geothermal energy, while the German office prioritizes leasing equipment and even plants to encourage reuse and reduce waste.



1/2

From reducing waste to the circular economy

Paper use

We use various tools supporting digital signature functionality to sign agreements electronically and maintain document databases. Such tools allowed Nord Security to become almost paperless, typically only printing documents required by local laws and regulations, while our packaged products use FSC-certified paper.



Organic waste

In our Vilnius HQ office, we're running an organic waste recycling program. Our partners at Green Genius turn leftovers into energy and donate all profits to the Maisto bankas charity to help cover their electricity costs.

2/2

From reducing waste to the circular economy

E-waste

To reduce e-waste, we've implemented a number of ways to optimize the use of resources, extend the lifespan of the devices we already use, and make sure our equipment is disposed of properly at the end of its lifecycle. For example, company employees are encouraged to take over used electronic equipment, extending the lifespan of the products and reducing electronic waste. Some of the equipment is donated to charitable organizations as well.

We've also partnered with responsible IT asset disposition services to increase the amount of electronic parts that are recycled and ensure we adhere to all regulations.

Optimizing the use of resources.

Extending the lifespan of devices.



04

Leading with integrity

We are committed to following policies that help us make effective decisions and conform to applicable laws and regulations.

At the same time, we focus on meeting the needs of our users and adhering to ethical business practices.

To ensure our policies are clear and taken well into account, all our employees are expected to familiarise themselves with our internal policies regarding equal opportunity, anti-harassment, violence prevention, and whistle-blowing protection.

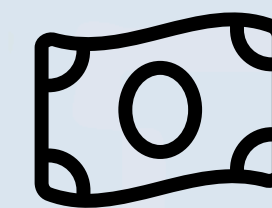
To foster a positive, inclusive environment, we've rolled out a Violence and Harassment Prevention at Work training course. And we are not stopping here — we have introduced a company Code of Conduct and expect the values declared in it to be respected by our suppliers and partners.



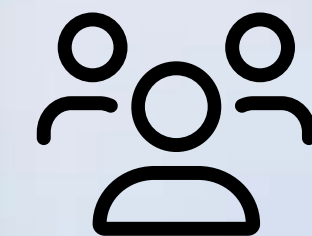
Sixth no-logs assurance



ISO/IEC 27001, SOC 2 Type 2, and HIPAA 2 audits



Bug bounty programme paid out over \$65,000



Founding members of the VPN Trust Initiative

Team of advisors

Our advisors, consisting of leading figures in security and tech, helps us further support our commitment to innovation.



Rytis Vitkauskas
Entrepreneur and investor



Adrianus Warmenhoven
Technical product owner of
Zeroceptor, a hacker platform



Dennis-Kenji Kipker
Professor of IT security law at the Bremen
University of Applied Sciences

Bounties, audits, and commitment to our no-logs policy

Cybersecurity and vulnerability disclosures



Our bounty program, launched in 2019, helps us improve our service and build a safer online world. We encourage anyone to participate and earn. In 2025, we received 159 reports and paid out over \$65,000 in bounties.

No-logs policy



We've always maintained that we don't know what our customers are doing online and have proved it through independent assurance assessment. In 2025, NordVPN passed its sixth no-logs assurance engagement conducted by Deloitte Lithuania.

Security audits



Since 2019, security audits have been integral to our transparency measures, and 2025 was no exception. NordPass B2B and NordLayer successfully passed the ISO/IEC 27001, SOC 2 Type 2, and HIPAA 2 audits. NordStellar and NordProtect both passed the SOC 2 Type 2 audits.

Business ethics



Code of Conduct

Our Code of Conduct serves as a guide for our employees, suppliers, and partners to understand and uphold our values and principles. It covers topics such as respect for privacy, anti-corruption and anti-bribery, dealing with partners fairly, diversity and inclusion, anti-harassment, nondiscrimination, equal opportunity employment, and environmental responsibility.

Nord Security aims to operate in line with the highest standards of respectful and ethical business conduct.
Our Code of Conduct reflects our commitment to:

Business ethics

We are against any dishonest behavior by those in positions of power, be they managers or government officials.

Corporate responsibility

We strive to minimize our environmental impact by adopting sustainable practices, contributing to the communities we operate in, and ensuring the right to free speech is upheld in our operations and practices.



Working with partners and suppliers

Nord Security does not tolerate any type of discrimination, hate speech, or other behaviors that could have a negative impact on the tech community. We expect our partners to act with honesty and professionalism in all communications with Nord Security and when acting on its behalf. Our company strongly opposes dishonest behavior, such as bribery and double-dealing.



Supply chain integrity

Nord Security selects its suppliers based on fair and robust selection processes, taking into account quality and cost-effectiveness. We employ additional measures to ensure that we are not working with sanctioned or otherwise restricted counterparties, convicted tax evaders, money launderers, or others involved in criminal activities, modern slavery, or unethical business practices.



Workplace expectations

We value diversity, treat others with respect, and foster an inclusive environment where everyone feels welcome and valued.

Privacy

We aim to ensure lawful and transparent data processing, data minimization, the use of a risk-based approach, and the implementation of proper security measures. We regularly review and adapt our practices to align with evolving privacy regulations, including the EU General Data Protection Regulation and other applicable laws.



VPN Trust Initiative

The Internet Infrastructure Coalition is on a mission to keep the internet open as an engine for growth and innovation.

It works with the internet infrastructure community to advocate for sensible policies, design and reinforce best practices, help create industry standards, and build awareness of how the internet works.

As founding members of the VPN Trust Initiative — an Internet Infrastructure Coalition project — Nord Security is dedicated to serving as the voice of the VPN industry and collaboratively strengthening public trust in VPNs, promoting appropriate guidelines, and helping consumers make informed choices.



In an environment where policy discussions increasingly intersect with matters relevant to the VPN industry,

”

we are committed to developing ethical industry principles and engaging with policymakers and stakeholders to shape balanced, effective strategies.

A key part of this effort is advocating for the importance of encryption — it's essential to protecting user privacy online. Weakening encryption standards undermines consumer trust and introduces serious cybersecurity risks to individuals, businesses, and society as a whole.

Emilija Berzanskaite
Co-chair of VTI



Accessibility and inclusivity

People from diverse backgrounds and abilities around the world use our products. That's why we strive to make our websites and apps accessible. We're working to ensure our products meet the highest standards, and we are committed to continuously improving accessibility. The NordVPN website supports 26 languages, and we're also planning to conduct external accessibility audits to help us recognize areas for improvement and reinforce our commitment to inclusivity.

We're working to ensure our products meet the highest standards.

We are committed to continuously improving accessibility.



Thank you

We will continue to innovate and support digital security around the world in 2026.

If you would like to know more about the topics covered in this impact report, please get in touch with our ESG team at nonprofit@nordsec.com.

Annex

01

GHG emissions calculation methodology

The climate impact associated with Nord Security activities was quantified through an organizational carbon footprint assessment, which followed the world's most widely used methodology developed by the Greenhouse Gas (GHG) Protocol (namely, the Corporate Standard and Corporate Value Chain Standard).

The operational control approach was chosen as the consolidation approach. Cyberspace's climate impact was measured through global warming potential (GWP100) and expressed as metric tons of carbon dioxide equivalent (t CO₂eq), which considers seven greenhouse gases covered by the Kyoto Protocol.

Carbon emissions (tCO₂eq) | Total – **30,029.7**

The methodology divides the organization's GHG inventory into three scopes:

- **Scope 1 emissions** Direct GHG emissions that occur from sources owned or controlled by a company. Scope 1 emissions are generated from resource-use to power company-owned vehicles.

- **Scope 2 emissions** Indirect emissions associated with purchased energy. Following the GHG Protocol, we report our Scope 2 emissions using two approaches — market-based and location-based. The market-based approach calculates the emissions from the electricity that the company has chosen to use. In our case, office facilities and colocation servers are powered by renewable energy, resulting in 0 tCO₂e. Therefore, total Scope 2 emissions calculated using a market-based approach were 548 tCO₂e. At the same time, the location-based method accounts for the average emission intensity of energy consumption, regardless of whether it is renewable or not, resulting in 585 tCO₂e.

- **Scope 3 emissions** Indirect emissions that occur in the value chain of the reporting company, including both upstream and downstream emissions.

Scope	Category	2025	%(Total carbon footprint — market-based)
• Scope 1	Company vehicles/facilities	2.9	0.01%
	F-gas leakage/refill	13.9	0.05%
	Scope 1	16.8	0.06%
• Scope 2	Purchased electricity — market-based	1.0	0.00%
	Purchased electricity — location-based	461.6	1.54%
	Heating	185.4	0.62%
	Scope 2 — market-based	186.4	0.62%
	Scope 2 — location-based	647.0	-
• Scope 3	1 — Purchased goods and services	25,566.9	85.14%
	2 — Capital goods	366.1	1.22%
	3 — Fuel- and energy-related activities (market-based)	114.7	0.38%
	3 — Fuel- and energy-related activities (location-based)	227.0	-
	4 — Upstream transportation and distribution	16.1	0.05%
	5 — Waste generated in operations	0.2	0.00%
	6 — Business travel	948.4	3.16%
	7 — Employee commuting	455.2	1.52%
	11 — Use of sold products	2,359.0	7.86%
	Scope 3 — market-based	29,826.5	99.32%
	Scope 3 — location-based	29,938.8	-
Total carbon footprint — market-based (tCO ₂ eq)		30,029.7	100%
Total carbon footprint — location-based (tCO ₂ eq)		30,602.6	-

To estimate emissions, various public and private globally recognized databases (also suggested by the GHG Protocol) were used. Emission factors were selected for the most recent year available, where possible, from publicly available or licensed databases. We strived to utilize representative emission factors to provide an accurate disclosure according to the GHG Protocol guidance. For emission factors, we used an internationally recognized Ecoinvent database and other sources, such as specific Environmental Product Declarations (EPD) or various scientific articles. For spend-based calculations, emission factors were gathered from the US EPA Supply Chain Factors Dataset v1.3 and v.1.1.2, BEIS/DEFRA 2021 EEIO factors.

Scope 3 emissions reflect all other indirect emissions across our value chain. These emissions come from sources that are not owned and not directly controlled by the company, but for which the company is still responsible. Scope 3 emissions are usually generated by vendors within the company's supply chain, outsourced activities, and employee travel and commuting. The table below summarizes the GHG Protocol's emission categories of the Scope 3 and indicates whether they were included in the assessment (Y) or if they are not relevant to the company (N), and their share of the total Scope 3 emissions:

Scope 3 emissions were primarily calculated using an activity-based approach, and where data was not available, emissions were estimated using financial spend data. Purchased goods and services (Category 1) include emissions from marketing, professional services, and IT infrastructure. Capital goods (Category 2) cover IT equipment, office supplies, and vehicles. Fuel- and energy-related activities (Category 3) account for upstream emissions from energy use, including transmission losses. Upstream transportation and distribution (Category 4) reflects third-party logistics emissions, calculated using freight emission factors. Waste generated in operations (Category 5) is estimated by waste type and volume. Business travel (Category 6) includes emissions from flights, trains, cars, and buses. Employee commuting and homeworking (Category 7) is based on survey data and includes energy use for remote work. Finally, the use of sold products (Category 11) estimates emissions from end-user energy consumption.

Scope 3 split by categories	Inclusion in the assessment (Y/N)	% of total Scope 3
1 — Purchased goods and services	Y	85.14%
2 — Capital goods	Y	1.22%
3 — Fuel- and energy-related activities (market-based)	Y	0.38%
4 — Upstream transportation and distribution	Y	0.05%
5 — Waste generated in operations	Y	0.00%
6 — Business travel	Y	3.16%
7 — Employee commuting and homeworking	Y	1.52%
8 — Upstream leased assets	N	-
9 — Downstream transportation and distribution	N	-
10 — Processing of sold products	N	-
11 — Use of sold products	Y	7.86%
12 — End-of-life treatment of sold products	N	-
13 — Downstream leased assets	N	-
14 — Franchises	N	-
15 — Investments	N	-

Annex

02

Our people

Method(s) for data collection

Employee data is collected and stored in the Nord Security HR system. The data is compiled on an annual basis. Figures include permanent and fixed-term contracted (FTC) employees as well as those on parental leave as of December 31, 2025.

All employees

Employee Distribution (%)	Gender			
Age group	Female	Male	Other	Grand total
19-25	2.58%	3.14%	-	5.72%
26-35	25.10%	37.25%	0.10%	62.45%
36-45	9.01%	19.89%	-	28.90%
46-55	0.91%	1.72%	-	2.63%
56-71	0.05%	0.25%	-	0.30%
Grand total	37.65%	62.25%	0.10%	100.00%

Employee Distribution (%)	Gender			
Contract type	Female	Male	Other	Grand total
Fixed-term	0.40%	0.20%	-	0.61%
Permanent	37.25%	62.04%	0.10%	99.39%
Grand total	37.65%	62.25%	0.10%	100.00%

Employee Distribution (%)	Gender			
Employment contract	Female	Male	Other	Grand total
Full time	36.94%	61.74%	0.10%	98.79%
Part time	0.71%	0.51%	-	1.21%
Grand total	37.65%	62.25%	0.10%	100.00%

Employee Distribution (%)	Gender			
Country by site	Female	Male	Other	Grand total
Germany	1.16%	5.41%	-	6.58%
Lithuania	0.71%	0.51%	0.05%	1.27%
Poland	2.99%	15.49%	0.05%	18.53%
Remote	1.77%	2.78%	-	4.55%
Grand total	37.65%	62.25%	0.10%	100.00%

Managing employees

Employee Distribution (%)	Gender		
	Age group	Female	Male
19-25	0.59%	0.59%	1.18%
26-35	17.70%	30.97%	48.67%
36-45	14.45%	32.45%	46.90%
46-55	1.77%	1.18%	2.95%
56-71	-	0.29%	0.29%
Grand total	34.51%	65.49%	100.00%

Employee Distribution (%)	Gender		
	Country by site	Female	Male
Germany	0.88%	7.67%	8.55%
Lithuania	32.15%	49.85%	82.01%
Poland	0.59%	5.01%	5.60%
Remote	0.88%	2.95%	3.83%
Grand total	34.51%	65.49%	100.00%

Employee Distribution (%)	Gender		
	Contract type	Female	Male
Fixed-term	0.29%	-	0.29%
Permanent	34.22%	65.49%	99.71%
Grand total	34.51%	65.49%	100.00%

Employee Distribution (%)	Gender		
	Employment contract	Female	Male
Full time	34.22%	64.60%	98.82%
Part time	0.29%	0.88%	1.18%
Grand total	34.51%	65.49%	100.00%