



CALENDAR YEAR 2022

# AVIT CSR REPORT

As an IT managed services provider, Avit is committed to operating in a socially responsible and sustainable manner. We understand the impact that our operations can have on the environment, society, and the economy, and we are committed to minimizing any negative impact while maximizing positive outcomes. We are already working on monitoring environmental KPI's for several years, but in 2022 we really started to accelerate on Avit ESG strategy and progression. In the coming years we will further expand our scope on environmental, social and corporate governance (ESG) and further embedding in the value chain. This report outlines our corporate social responsibility (CSR) practices and initiatives for the year 2022.



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## COMPANY DESCRIPTION

Avit is active since 2002 and developed itself from an IP telephony specialist into a full managed services provider in the IT landscape: from application hosting, all the way to the endpoint device where the end-user is securely viewing the application and related data. Avit defines, implements and manages all the secure network solutions in these areas. We have offices in The Netherlands, Belgium, and Portugal, but serves customers from all over the world. This is mainly done remotely, to reduce the impact on GHG emissions (greenhouse gas). Also, support offices were set up in Philippines and USA to create employee well-being for its 24x7 operations. Avit Group is 100% owner of the different entities operating in above countries. In March 2022 Avit joined forces with Danish IT company Wingmen and investor Quadrum Capital to create Springboard Network.



### **IT industry**

The industry in which we are active, the information technology (IT) industry, can best be classified in the context of sustainable entrepreneurship as the software and information technology services industry. The main elements of this reporting standard are therefore reflected in this sustainability report.

The IT industry plays an increasingly important role in business processes. As a result, IT service providers have the potential to deliver relevant value and contribute to the solution of sustainability issues and transformation.

At the same time, the IT industry and chain also make a negative impact, partly because we simply use assets that require energy and whose production has a negative impact on the environment.

In the following chapters, you can read more about how we provide insight into the negative impact of our services, and how we actively reduce this impact. We also show you the way in which we make positive contributions, among other things, through the use of our knowledge, services and innovation to the sustainability issues and transformations of our customers.



# AVIT'S IMPACT ON THE WORLD: OUTSIDE IN AND INSIDE OUT

Avit looks at both the inside out and outside in impact (social and ecological) of and on our business activities, from a double-materiality perspective. This way, we prepare for the Corporate Sustainability Reporting Directive (CSRD).

## Avit ESG mission statement:

**The network powering a secure sustainable future for all.**



## Relevancy

Our sustainability program focuses on the most relevant (in auditing and accounting terms: material) sustainability themes. The first question we answer: what are material themes for Avit?

### To answer this question, we first answered many other questions:

- What is the nature of our services?
- What are company-specific matters, such as geographical aspects?
- Who are our stakeholders and what are the specific wishes and requirements?
- What legislation is in force that is relevant to our company?
- What are future national, European and global developments that are or may be relevant to our company?
- What is the scope of the materiality analysis?
- What is important to our talent?

This way, we are making an overview of material sustainability themes. We have a long-term vision and strategy for these themes. The double materiality matrix is a snapshot and takes current events into account.



### An up-to-date materiality matrix

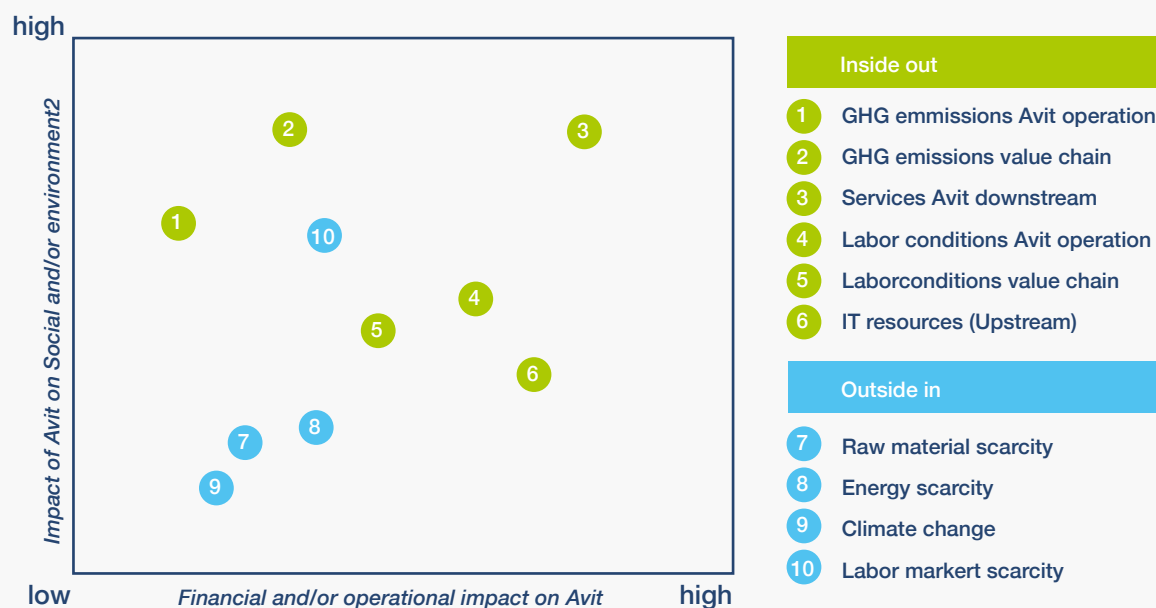
At least once a year we recalibrate our materiality analysis. After all, the world around us is changing rapidly, and at Avit we are constantly reinventing ourselves, adapting and learning from the challenges we face. All these changes may have an impact on the (degree of) materiality of the themes.



### Influence on sustainability strategy

Our materiality analysis has a major impact on our sustainability strategy, our sustainability program, and our business processes. For example, we have included ESG risks in our Risk Control Framework. As a result, these risks are explicitly and continuously brought to the attention of Avit's management. We have also integrated ESG factors into our procurement and M&A processes.

The methodology described above yields the following double materiality matrix:





## 1. GHG emissions of our own operations (scope 1 and 2)

Our business operations and services emit GHG, which is mainly caused by mobility and housing. This has a relatively small negative ecological effect. The financial and operational impact of our scope 1 and scope 2 emissions is currently small, but not nil. That is why we invest more money every year in reducing and compensating our GHG emissions. You can read more about this in the chapter SDG13.

## 2. GHG emissions value chain (scope 3)

Our business operations and services influence GHG emissions in our chain, both upstream (suppliers) and downstream (customers and end users). This has a negative ecological effect of some magnitude.

The financial and operational impact for Avit is currently small but growing. That is why we are actively investing in more insight into emissions within our supply chain. This provides management information.

We use these insights to investigate reduction options together with our suppliers. We are also investigating how we can reduce GHG emissions

in our range of services. In co-creation with our customers, we use technical innovation to reduce GHG emissions at our customers. You can read more about this in the SDG9 and SDG13 chapters.

## 3. Avit downstream services

The IT industry is seen as an essential factor and even a catalyst for climate and society related challenges. This makes a positive ecological and social contribution that is potentially enormous.

We therefore invest specifically in the use of our knowledge, services and innovation in the field of IT and business transformation, for environmental issues and sustainability transformations of our customers. This way we make a positive contribution to these themes. You can read more about this in the chapter SDG9.

## 4. Working conditions own business operations

We are responsible for positive, healthy and safe working conditions, and the well-being and development of all employees. With our focus on the following areas, we achieve a positive impact on:

- **well-being:** physical and mental well-being of Avit employees;





- **development:** sustainable employability and development, and self-management and development;
- **work environment:** socially safe and inclusive employment for people with a distance to the labor market (social return on investment), and (gender) diversity in both management and the total employee population.

It are our employees who provide successful services to our customers, and who use their knowledge and skills to provide the services and innovations necessary for sustainability transformations. Investing incorrectly or insufficiently in this theme would have a negative impact. For us, this theme is therefore material. You can read more about our approach in the SDG3 and SDG10 chapters.

### 5. Working conditions in the chain

We purchase products and services that are necessary for our business operations and services. This makes us indirectly responsible for the working conditions and human rights within the relevant production chain. The financial and/or operational impact is currently considered small. Nevertheless,

we consider our responsibility for the well-being of people so important that we consider this theme as material. You can read more about our approach to working conditions in the chain in the SDG3 and SDG10 chapters.

### 6. Production IT resources (upstream)

We purchase hardware that we need for our business operations and services. We also use services from third parties that depend on hardware for their services, such as data centers.

The production of IT resources has a negative ecological impact (raw materials, depletion metals, use of fossil energy sources, impact on biodiversity, waste due to production process). Avit is a direct buyer, but also operates as an 'agency' buyer of hardware. Given the significant increase of software of the production of IT resources on the total ecological footprint of this industry, we consider this a material theme.

The financial and operational impact for Avit is currently moderate, but is expected to grow in the coming years. Scarcity and climate



compensation drive up prices for IT resources. IT service providers such as Avit play an important role in limiting the negative impact, with extending the life of hardware and making smart choices for (more) sustainable hardware for the most significant positive impact. Also, we consider the circularity of these products an essential goal in how we facilitate the process of hardware replacement. You can read more about this in the chapter SDG13 and SDG17.

## 7. Raw materials scarcity

Resource scarcity threatens the continuity of production companies and their customer chain through problems and stagnation in supply, and through costs that rise until they are no longer portable at some point. We experience direct and indirect impact:

- **Direct impact:** for the production of IT resources a lot of scarce raw materials are needed, for which the demand is also growing strongly. It is therefore very likely that resource scarcity will lead to supply problems and higher prices;
- **Indirect impact:** some of our customers are directly or indirectly dependent on scarce raw materials for their services. Supply problems and

rising costs of these raw materials have a financial and/or operational impact on these customers.

At the moment, the impact of resource scarcity is having a limited impact on us. Yet, because the global impact is so great, we still note this theme as material. You can read how we are taking steps to deal carefully with scarce raw materials in the SDG13 chapter.

## 8. Energy scarcity

The energy crisis and the associated highly fluctuating energy prices threaten the profitability and ultimately the continuity of (energy intensive) companies. In addition, energy scarcity arises; the current energy network is so overloaded that connections of new companies or expansions for existing companies are not always possible. This has a direct and indirect impact on us:

- **Direct impact:** high prices for the energy needed for our business operations and services.
- **Indirect impact:**
  1. • **High energy costs** lead to price increases for our suppliers and potentially threaten the continuity of some suppliers, resulting in failure of supply.



2. • **High energy costs** create financial impact for our customers. In the worst case, this leads to financial problems and business continuity problems for them.

At the moment, the impact of energy scarcity is small for us. We have already one office fully working on solar energy, and are planning the other offices to do so as well in the coming years. Yet, because the direct and indirect financial impact of the energy crisis is potentially so big, we still note this theme as material. You can read how we respond to this in the chapter SDG13.

## 9. Climate change

Climate change causes severe weather and natural disasters such as floods, fires, water shortages and

extreme drought, heat or cold. In areas that suffer from this, (temporary) reduction or loss of production and labor can occur. Climate change has a direct and indirect impact on us:

- **Direct impact:** in an area where Avit is located, the loss of buildings, energy and employees can temporarily disrupt business continuity;
- **Indirect impact:** in an area where our suppliers and/or their production chains are located, the effects of climate change may temporarily disrupt their business operations. This has consequences for the delivery of products and/or services to Avit. Which then has an impact on the delivery of our services.

At the moment, the impact of climate change is small for us. Yet, because the potential global impact

is so great, we are already listing this theme as material. You can read how we are taking steps to deal carefully with the climate in the SDG13 chapter.

## 10. Scarcity of the labor market

There is a scarcity on the labor market, certainly in the IT industry. Staff shortages can lead to problems in the operation, and rising wage costs to financial problems. Specifically for the IT industry, this scarcity is extra challenging, because IT is necessary for current and future sustainability issues and transformations. Without sufficient employees and their knowledge, talent and innovative power, IT cannot make the contribution to the sustainable future which it can potentially do. That is why we label the topic of scarcity on the labor market as material. You can read more about our approach to staff shortages in the SDG3 chapter.





## SDG3: GOOD HEALTH AND WELL-BEING

### What we stand for

**As an employer, Avit has a great responsibility for the health and well-being of its employees. We take this responsibility very seriously. We are not just saying this, but we are also realizing it with concrete investments.**

We strive for a safe, familiar and healthy working environment, and continuously work to restore or improve the well-being of all employees, both

physically and mentally; i.e. a great place to work.

We believe in the strength, responsibility and self-reliance of the individual to make the best decisions about their career, development and well-being. At Avit, we want every employee to be able to work with energy and focus, and to be resilient enough to deal with 'headwinds'. That starts with being able to talk about them together and name them.

We believe that we have a responsibility towards employees, customers and society to invest in the

development, growth, knowledge and skills of the employees. Indirectly, we invest in the IT solutions and innovations needed for the sustainability transformation. We therefore facilitate the employees to get the best out of themselves and to take control of their own development. Obviously there's a safety net for when help is needed.



**This way we contribute to a vital, satisfied employee and sustainable employability.**



## Our ambitions

We are constantly striving to make and maintain:

- a safe and healthy environment for employees, with attention to their physical and mental well-being. Safety risks related to the activities are transparent and limited as much as possible. A safety net is in place for emergencies;
- self-management, in which our employees are so well facilitated that they can take responsibility for their own career and sustainable employability.

## What we do

The different companies in our Springboard Network ecosystem each have their own culture and matching guidance style of their employees, focused on well-being. The employee is always at the center of attention.

## The basics in order

A well-designed employment conditions package is the fundament for good employment practices. Our total package of employment conditions is much more extensive than is required by law. Matters such as leave (including parental leave), pension, disability insurance and bonus schemes are well-arranged. In our terms and conditions of employment, we make no distinction between full-time and part-time contracts; every employee is entitled to the same facilities.

## Providing a healthy and safe environment

We pay specific attention to the physical and mental well-being of our employees. We do this with an extensive program with different themes:





## Theme 1: work location

We create a safe and healthy working environment. Safety risks are transparent and limited as much as possible. We have a policy to work averagely 35% from home. This means that people work at home, as well as in the office or at the customer's premises.

Our offices offer a modern working environment for employees. Knowledge sharing, meeting, (hybrid) cooperation and collegiality are central. There is also room for fun, peace and focus, with specially equipped facilities.

## Theme 2: vital working: safety and health

We have identified the specific safety and health risks of our type of work. The main health risks at Avit are almost entirely related to work pressure and work stress. These risks lay the foundation for our vision on vitality, our vitality offer and our vitality calendar.

Our vitality offer gives employees continuous access to 'the Buffet'. This is how we call the total range of facilities, support and resources for employees, with

which we support them to be and remain resilient, whether physically, mentally, socially, emotionally and/or spiritually. Both the office and at home.

## Sports and relaxation

Sport is good for body and mind. That is why we have an extensive sports and relaxation offer with informal sports activities, such as participation in cycling events, padel competitions, mud runs, and boot camp lessons.

Internal platforms offer the opportunity to share sporting challenges, applaud them and – where applicable – sponsor participation for charities.

There is also time for relaxation during the company drinks that are regularly facilitated at various locations. Every second Friday of the month, there is a company drink at our office in Vianen. Company drinks are also organized at other locations.

Relaxing, recharging and finding creativity during working hours is facilitated with football tables, a gym, and weekly bootcamps at our offices.





# OUR ACHIEVEMENTS

## Translated into data and trends

The ultimate goal of all initiatives is a vital, satisfied employee who can develop successfully. The following figures show how successful we are in this.

## Sustainable employability

The share of psychological absenteeism decreased from 4% in H2 2022 to 3% in H1 2023. Avit considers job satisfaction to be of importance.

We invest in fun, for example by organizing sporting events (Mudmasters, ski trip, bootcamps, etc.). As a slogan we use a.o. 'fun makes it run'.





## SDG9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

As an IT managed services provider, we are convinced of the value and potential of digital and IT. Technology and digitization will play a much more prominent and powerful role in society, its infrastructure and the sustainability transformation that is being made.

### What we stand for

Infrastructure is about transport, roads and irrigation, as well as about energy and information and communication technology. A good infrastructure is the foundation of further development. Improving infrastructure requires technological advances. That is why we are constantly looking at what we can do better. More efficient, accessible and sustainable.

Innovation is indispensable to be able to provide a complete answer to the digitization and sustainability issues of today and tomorrow. That is why Avit believes that it is essential to act as a driver of innovation and to make maximum use of our innovative power. We call ourselves an 'innovation partner'. Knowledge sharing, collaboration and co-creation form the fundament for this. In the interest of our customer and society.

### Our ambitions

We have translated the material risks, opportunities and our convictions, into strategic ambitions. In 2025, we will have achieved the following in the context of SDG9:

- with our services and innovation, we realize demonstrable positive contributions to the sustainability strategy of our customers;
- a substantial percentage of Avit's turnover can be allocated to sustainable projects or services.



## What we do

The government and energy suppliers, among others, see the IT sector as an essential factor and even more as an enabler for social and climate-related challenges. The IT industry has the potential to make a significant positive ecological and social contribution.

As an IT partner, we are active in the heart of society for digital transformation and IT services; Avit's mostly Dutch customers have a major impact on Dutch society with their socially critical services. We therefore invest in our knowledge and services in the field of IT and business transformation, to tackle the sustainability issues and support the transformations of our customers, and therefore for society.

We do this in a technical sense with IT solutions and environments, and also with our change

management competencies and advisory services and in-depth domain knowledge of (business) processes. This way, we invest, increasingly consciously, in creating a positive contribution and impact. Now and in the future.

Together with our (tech) partners, we support our customers in the major acceleration in digitization and sustainability. What exactly is needed for a customer's total digital journey, is something we determine together with the customer, using our Avit Insiders model.

Innovation takes place within the specialized companies, often in collaboration with their customers and partners. Based on the specific domain and the specific technology knowledge – and with insight into the customer needs of today and the future – they develop the answers to the issues.

The Avit Architecture Board is composed of all companies in our ecosystem. It translates possibilities to the Avit technology radar and advises on the technology of the future, among other things focused on sustainability. This is how we select the technology of the future.

We innovate, optimize and think ahead. Sometimes the unthinkable is the solution. At the heart of society, we work together with our customers in several projects on sustainability issues, such as the energy transition.

## Monitoring

We monitor the extent to which our services and our products contribute positively to sustainability as a separate strategic ambition. We consciously invest in the development of monitoring tooling with which we can show our impact.





## SDG10: REDUCING INEQUALITY

**Avit stands for openness and trust. We believe in diversity: in people, characters and expertise. It is precisely the combination of diversities that connects and strengthens us and provides us with solutions that make an impact.**

### **What we stand for**

As colleagues, we treat each other kindly and respectfully. We strive for an open and safe corporate culture, in which we can address each other's behavior, and that is easily accessible to join. For everyone.

This means a working environment in which employees feel free to express their opinion, and do not have to fear insult, humiliation or intimidation or physical violence. Every individual can be themselves. It also means reliable facilities to start the conversation when things are difficult or when something has happened that is not acceptable.



### **Our ambitions**

We have translated our convictions into strategic ambitions, divided into 4 themes:

1. social safety;
2. inclusivity;
3. (gender) diversity;
4. participation.

**In 2025, in the context of SDG10, respectively per theme, we will have achieved the following things:**

1. Avit offers all employees a socially safe environment;
2. we offer all employees an inclusive working environment, in which embrace and deploy diversity;
3. we achieve a balance in (gender) diversity in all layers of the organization;
4. we increase employment opportunities, and actively invest in offering opportunities to people with a distance to the labor market.

## What we do

We believe it is important to value and employ everyone's unique talents. In an ecosystem with more than 300 different colleagues, diversity is indispensable in our organization. Our employer brand slogan *Welcome to our network* will be enriched in 2023 with a sequel: *Coherence*. In this way, different backgrounds and characters create new, brilliant ideas every day.

To stimulate diversity (difference) and inclusion (cohesion), we use a broad approach. Conversations and activities are organized on crucial topics such as safety and trust in the workplace, health, vitality and team building.

The newly appointed HR business partner is driving the values of diversity, equality and inclusion, and focuses on promoting these themes within Avit, because there is always room for improvement. The working group operates as an independent body that thinks along, challenges, collects data, helps in the implementation of initiatives, and acts as a sounding board.

## Socially safe working environment

A socially safe workplace means a working climate in which employees feel free to express their opinions and do not have to fear insult, humiliation or harassment. Although intended as psychological safety, this concept relates to interpersonal relationships in the workplace. Of course, it is also about physical safety, whereby cross-border actions are not accepted and/or condoned. This concerns situations with a power relationship, for example between manager and employees, and situations between employees themselves.

The Working Conditions Act obliges employers to ensure a safe workplace. A socially safe environment can be achieved by giving substance to a number of things. This creates a culture with little or no room for undesirable behavior and in which employees experience a high degree of social safety.

## Inclusive work environment

A socially safe working environment lays the foundation for an inclusive culture, in which we understand, embrace and deploy differences. Acceptance and





appreciation are key words: employees feel they are accepted and valued for who they are within Avit's corporate culture, regardless of their gender, age, beliefs or ethnic background.

We strive for an inclusive culture. We do this because we believe that we are socially responsible for this, but above all because an inclusive culture brings a lot of beauty. When people who differ from each other come together, beautiful things happen. New ideas and insights arise. That's exactly what Avit needs to deliver the services and innovations our customers demand.

In recent years we have been discovering the theme of 'inclusion'. How do you create an inclusive culture as a company? How do you translate conviction into a re- and proactive approach? How inclusive are we in our culture? How do you measure inclusivity? What are the 'rules of the game' of an inclusive corporate culture and how do you facilitate employees? Some things go well unconsciously or consciously, other things we want to pull a little harder.

### **(Gender) diversity**

Diversity is about the differences between people. Such as gender, age, language, skin color, work disability, sexual orientation, religion and cultural background. With a safe working environment (theme 1) and an inclusive work culture (theme 2) we create the right fundament and environment to increase diversity in the organization. In our opinion, only investing in increasing diversity has a smaller chance of success.

One of the forms of diversity is gender diversity: the ratio between men and women within the organization. Currently, this is the only form of diversity that we monitor and formally report on in our annual report. We are investigating whether, and if so how, we are broadening future monitoring.

The IT sector has traditionally been predominantly male. According to Statistics Netherlands (reference date: 2nd quarter 2022), an average of 17.6% women and 82.4% men work in our sector.



We formulate our ambition regarding the gender distribution within the organization as follows:  
The percentage of women who work at Avit is growing, and is slightly higher than the average in the IT sector. We strive to increase also the number of women in technical roles, given we focus on employee benefits for these roles to be more flexible in working from home.

The percentage of women in the strategic and operational management roles is still very low in 2022. We focus during the management layer recruitment process on offering equal opportunities for all genders.

### Participation

Avit wants to contribute to a society in which everyone can participate. That is why we actively offer help to people who need it.

### What we have achieved

**Avit invests in diversity, inclusivity, social safety and participation.**

Because of this we followed the so-called RI&E process. Avit's aim is to achieve the *Prestatieladder Sociaal Ondernemen* ('Performance Ladder Social

Entrepreneurship) which takes care of clear planning and goals in the field of inclusivity, diversity, et cetera. It also forces us to hire staff with a distance from the labor market, such as disabled people, people with autism, Wajong (a Dutch benefit plan for young people with a disability), et cetera.

### Environment

**The objective is to generate 2.5% less CO2 emissions annually.**

**In 2017**, the total CO2 footprint per FTE was 5,212 kg

**In 2018**, the total CO2 footprint per FTE was 4,816 kg

**In 2019**, the total CO2 footprint per FTE was 4,567 kg

**In 2020**, the total CO2 footprint per FTE was 2,244 kg

**In 2021**, the total CO2 footprint per FTE was 1,983 kg

**In 2022**, the total CO2 footprint per FTE was 2,477 kg

The total CO2 footprint per FTE 2,477 kg.





## SDG13: CLIMATE ACTION

The earth offers us everything we need for a healthy life. If we use resources sustainably and stay within planetary boundaries, the earth will remain livable for future generations. According to scientists, a number of boundaries have already been crossed. This affects us all. Every individual. Every company. We're all involved. This means that we can all contribute to a solution. Perhaps you could even say that everyone is responsible for this.

### What we stand for

Avit takes this responsibility very seriously. We use knowledge, services and innovations to create a positive impact (see SDG9), and at the same time focus on reducing the negative impact of our business operations and our chain on the environment. Based on the double materiality analysis, we identify a number of relevant themes in the field of our positive and negative impact on the environment. These are the guiding principles of our environmental management programme, starting with our long-term vision.



### Multiyear vision 2030

#### Environmental impact (greenhouse gases, and energy)

The monitoring of our environmental impact has a solid fundament. Our first measurements date from 2016 and have been increasingly detailed in recent years. We know how much greenhouse gas our own business operations emits and have a good idea of what the chain emits. We are committed to reducing greenhouse gas emissions and taking a range of measures and have set our goal to **net zero in 2040**. You can read more about this in the following paragraphs. Nevertheless, we consider it necessary to intensify our efforts in the coming years. We focus specifically on:

1. insight into and reduction of greenhouse gas emissions. In doing so, we mainly look at Carbon Dioxide emissions;
2. intensifying the use of green energy in our business operations and in the chain.

## Circular economy

We produce virtually no products, and are not a major consumer of raw materials and materials.

Nevertheless, we do use a lot of hardware in our own operations, such as laptops, cables and screens.

As a managed services provider we work directly with hardware for our solutions and services, and we have started to implement waste management and recycling. You can read more about this in the following paragraphs. The impact that we have as an IT service provider on the use of raw materials in the chain, and the extent to which we can help reduce this impact, are on the program in the coming years.



## Our ambitions

We translate the foregoing into concrete goals.

At least once a year, we sharpen these based on new insights. Our goals:

1. by 2025, we will achieve a certified reduction in scope 1 and 2 emissions of 60%, compared to the base year 2016;
2. in 2025, we will have achieved a CO2 neutral fleet, thanks to reduction and compensation.
3. In 2028 we will have a fossil-free fleet.
4. We integrate Green IT solutions into our services portfolio and aim for Green by Design for all our 2025 managed services.
5. By 2025, our company lunch facilities will be zero waste and offer local and seasonal products, with the lowest possible ecological footprint.

## What we do

In all kind of areas, we reduce our negative impact on the environment and climate.



### **Making premises more sustainable**

We rent all our business premises. That is a fact that has an impact on the measures we can take. In the meantime, we have done the following:

#### **Solar panels**

Meanwhile, 1 building IS equipped with solar panels. In m2, this represents 35% of the total property portfolio. Where solar panels are possible, we are investigating the possibilities of installing (extra) panels together with our landlords.

#### **Green energy**

90% (in m2) of our buildings will use green energy in 2022. By 2025, that will be 100%.

### **Making mobility more sustainable**

The vast majority of our direct GHG emissions are caused by our fleet. That is why we invest specifically in reducing the impact of the fleet on the environment. Our policy: 'When we travel, we do it as sustainably as possible: less, different and cleaner.'

To achieve the main objectives, we use the following approach:

- **less travel**, by working from home or remote;
- **less air travel**, by making more use of our sophisticated Cisco Webex video and hybrid work environment. When we fly, we compensate the GHG emissions by paying the additional fee to the airliner;
- **Cleaner Travel**: all company cars should be electrical by 2028. Diesel cars are not orderable as from 2023.



### Making the chain more sustainable

We work closely with our suppliers. Together we ensure that we can deliver our services and innovations to customers. When choosing our suppliers, sustainability has been a selection criteria for quite some time. Here are some examples:

- **data centers:** the vast majority of the data centers we use have a pronounced ESG ambition and sustainability strategy, have signed the Climate Neutral Data Centre Pact, possess various sustainability certificates, use wind energy and invest specifically in water management;
- **lease cars:** Alphabet is one of our main suppliers of lease cars. Alphabet has a sustainability policy with which it actively focuses on making their own business operations and services more sustainable. For example, Athlon is committed to making customer fleets more sustainable (50% of total electric by 2025) and the company have signed 9 of the 17 SDG goals;
- **company 'restaurants':** the catering for our company lunches is provided by Albert Heijn (AH). This company has ambitious goals in the field of healthy food, social impact and sustainability. To reduce GHG emissions, AH works as much as possible with seasonal vegetables and fruit from local farmers. In addition, they use smarter production planning and creative methods for serving and presenting to combat food waste.

Furthermore, AH strives to reduce inorganic waste, such as plastic and disposables, and implements circular initiatives, which means that they close waste circles as much as possible.

### Circular economy

In a circular economy, the life cycle of products is expanded as much as possible. This means that when you no longer need a product yourself, or when a product is broken or worn out, you do not just throw it away, but check if reuse, repair or recycling is possible. This extends the life of a product and adds value. Product sharing also contributes to this, because fewer new products have to be produced. In the next paragraph we explain how we apply this.





### **A. Product use**

As a business service provider, we need products, mainly IT hardware, buildings, cars, office supplies and food. We do not make these products ourselves, but are produced by our suppliers.

### **B. Extend lifespan and reduce waste**

The development and application of (increasingly) green IT has a positive effect on the chain and production. IT companies such as Avit are a driving force in this. By using and/or advising on sustainable products, the demand for green IT in the entire chain increases.

We consider it our responsibility to advise, develop and innovate the green options for IT services. In other words, we go for sustainable energy and water management and for products that:

1. consume less energy;
2. have a longer service life and therefore a lower impact on raw material consumption in production;
3. have good options at the end of life. With all these points, we invest in making the entire chain more sustainable;
4. we use programs of our main IT vendor to increase circularity in the value chain and by making helping to make our suppliers more sustainable.



## GOOD GOVERNANCE: ON ETHICS, PRIVACY AND SECURITY

In today's world, there are different priorities set for the agile managed services provider than in the past. At Avit we are convinced that our value is not determined by turnover figures, but mainly by what we offer to our customers, employees and society. We feel responsible to offer our services honorably and sustainably.

We recognize and follow all applicable national and regional laws and regulations, including tax obligations and competition rules. We go further than strictly necessary. We have expressed this in our Business Ethics Code, which is included below. This is a document underlying other documents; for example, our Supplier Code of Conduct and parts of our Personnel Guide are based on this.





# CORE PRINCIPLES AVIT

## **No discrimination, fair treatment**

Avit stands for equal treatment of its employees and does not discriminate in any way. Avit promotes equal opportunities in recruiting new employees, promotions, rewards, access to training, benefits, pay termination or retirement. Unlawful grounds of discrimination include, but are not limited to: race, color, sex, age, language, property, nationality, religion, ethnic or social origin, disability, pregnancy, trade union membership, political or sexual belief as determined by ILO. Every employee will be treated with respect and dignity. Mental or physical threats, abuse, punishment, any form of sexual harassment and other harassment are prohibited.

## **Fair pay, wages and working hours**

We comply with all applicable (inter)national laws and regulations with regard to work and comply with the collective labor agreement(s) applicable to us. Avit treats its employees equally and rewards them with regard to the nature of the work and the quality and intensity of their efforts. Remuneration for work

complies at least with national legal standards and/or ILO conventions.

## **Health and safety**

Avit ensures a safe, hygienic and healthy workplace and good working conditions for its employees in accordance with all applicable laws and regulations, with a minimum reasonable access to drinking water and sanitation, fire safety and adequate lighting. Ventilation is be ensured. Avit takes adequate precautions to prevent accidents and damage to the health of its employees.

## **Integrity**

Avit complies with all applicable (inter)national laws and regulations and strives to maintain all international integrity standards. Avit declares to conduct business honestly and make pure decisions, without abuse of power, corruption and bribery.

Corruption, money laundering, fraud and any form of conflict of interest are avoided and Avit is reluctant to

give and receive promotional gifts. Law and culture of countries where business is done are respected. Avit takes measures to minimize the risks of corruption and/or abuse of power, in both the production and supply of goods, products and services.

Avit also applies a strict anti-fraud policy: fraud will not be tolerated. We make every effort to prevent fraud as much as possible. By fraud we mean all kinds of deception or deception, that are intended to unfairly favor yourself and/or third parties. Fraud includes various actions such as falsifying invoices or other data, theft, declaring private expenses in business, or the unauthorized sharing of (customer) files or confidential information. There are also less clear situations, such as an incorrectly dated document.

## **Truthful communication and administration**

We are honest, careful and complete in all communications and reports. We record all transactions in the books according to applicable

procedures, so that they are transparent and verifiable for external auditors. We always record agreements in writing and come after our agreements. We also adhere to the procurement, procurement and approval regulations.

### **Ancillary positions**

Sometimes employees have a paid or unpaid ancillary position in addition to their job at Avit. Employees may only accept these with the prior written consent of Avit. This applies to ancillary functions whose performance may conflict with Avit's interests (such as overload or other adverse effects on someone's functioning).

### **Security and privacy**

Avit handles (intellectual) property rights and personal data of customers and employees with care and in accordance with current laws and regulations. Avit treats this data in accordance with the General Data Protection Regulation. Avit is transparent, honest, complete and clear. Personal data and privacy-sensitive information will not be used for other purposes and/or

shared with other parties than agreed.

### **Sustainability and CSR**

In its business operations, Avit complies with the (inter)national laws and regulations applicable to its industry with regard to environmental matters. Avit ensures that the harmful consequences and risks for the environment, health and safety are kept as limited as possible. Avit continuously and actively monitors and invests in eliminating and reducing the environmental impact caused by the supplier's services and products.

### **Privacy and security**

Privacy and security within an ecosystem require a different approach than that of the average company. We have 9 principles that form the core of our policy on privacy and security. We can measure each principle with one or more performance indicators, which are periodically reported to the management group.

The 9 principles are, for example, about the maturity of risk management, always complying with laws

and regulations, mutual trust relationships, resilience, and the fact that Avit must be an example for customers.

To help the companies in our ecosystem to implement these principles, a standard method is available for risk management. This is a uniform set of measures for the identification of vulnerabilities, including the ISO27001 measures and a standard way for mapping the business processes. Because we want to be an example for customers, all these methods and documentation are available to everyone on request.

For the individual companies in our ecosystem, we also have a number of privacy and security services for putting their system landscape in order. These include technical services such as a password manager and backup of information in office automation, but also more organizational services such as awareness training, workshops on the Avit methods, security Officer as a Service and Security Supplier Management, which assesses all frequently



used suppliers on a regular basis according to the relevant (public) supplier and contract management directive.

Privacy and security officers exchange information and knowledge about new initiatives, incidents and other topics at least once a month.

Our Chief Strategy Officer also participates, on behalf of our Managed Security Service Provider Avit Secure, in the continuous consultation between the national government and the business community about the current threat landscape. The National Cyber Security Centre facilitates this consultation via the industry association Cyber Veilig Nederland.

### **Privacy-sensitive information**

Apart from the information about our own employees, we do not have much privacy-sensitive information under our management. We do, however, manage systems on which customers process privacy-sensitive information. For our own business operations, we manage the following privacy-sensitive information:

- about employees,
- about potential employees,
- from monitoring our public website,
- from customer contacts.

Retention periods have been defined for all types of information, which are enforced in the systems. Every company in Springboard Network ecosystem has a privacy officer who monitors this and who works together with our central data protection officer.

Avit has a register for (security) incidents and data leaks in place. In case of an incident an Avit employee has to follow the incident or data leak process. Every incident and/or data leak will be registered. This process is being followed by the Avit Legal Counsel.



# CERTIFICATIONS AND RATINGS

## ISO 14001

Avit complies with the ISO 14001 standard. This is the internationally accepted standard with requirements for an environmental management system. It was developed by the International Organization for Standardization. The environmental management system is used to develop environmental policies that suit the organization, and to ensure its implementation.

## CO2-‘prestatieladder’, level 3

Avit uses the CO2 Performance Ladder. This is the sustainability instrument of the Netherlands to gain insight into and grip on the energy consumption and CO2 emissions of a company. The ladder encourages companies to reduce GHG emissions. The system consists of five levels. Up to level 3, an organization gets to work on the emissions of its own organization (and all projects).

From levels 4 and 5, work is also being done to reduce CO2 emissions in the chain. Avit is level 3 certified since 2022 to level 3.

## Certification

The companies in the Avit Ecosystem have various certifications, appropriate to the nature of their services. These are certifications such as:

- ISO9001
- ISO27001
- SOC2

There are also ISAE3402 Typell reports available in 2023.

## ESG assessments MJ HUDSON

Our investor Quadrum Capital reviews Avit's ESG progress once a year. This is done under the leadership of MJ Hudson. During this research, we are compared with other organizations in the industry. The most recent report showed that Avit is pursuing an ambitious ESG strategy with a focus on the well-being of people and the environment, and collaboration and communication with external stakeholders. There is still potential in valorizing the ESG position by communicating it to customers, investors and (future) employees.





## WOULD YOU LIKE MORE INFORMATION?

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