



# 2022 Responsible Business Programme achievements

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## We want to make a difference

Making a difference is what Exact is all about. We like to make responsible decisions and do business with respect for each other and our surroundings. This is how we can make dreams come true and create value for the long term for our customers, employees, stakeholders and society.

### Our Responsible Business Programme

As we strive to always do business with respect for each other and the environment we have underlined these ambitions in a Responsible Business Programme. This programme is supported organisation wide. It is built on several strategic initiatives:

1. Reducing energy consumption and CO<sub>2</sub> emissions;
2. Promoting diversity & inclusiveness;
3. Contributing to the local community;
4. Developing a responsible supply chain; and
5. Prioritising high cyber security & data privacy standards.

Clear targets are attached to all initiatives. We measure these annually and monitor them mid-term whether we are on track to meet our targets and adjust if necessary.

Colleagues contributing to their local community



Solar panels on the headquarters in Delft



# An overview of our 2022 achievements

Our initiatives all have clear objectives, which we measure annually and monitor in the interim to determine whether we are on track to achieve our objectives. An overview of our key achievements in 2022:

## 1. Reduce energy & carbon footprint

We think green in everything we do. That's why we are committed to CO<sub>2</sub> emissions targets. In this case, less is more. Our goal is to reduce our energy & carbon footprint by 50% by 2030, compared to our 2019 baseline. During 2022, we achieved our goal to reduce our footprint with >30% through various activities, including:

- Since 2022, we have a stricter business travel policy. This resulted in limiting business travel to the bare minimum, especially in terms of air travel.
- As of mid-2022, our leasing policy has been reviewed in the Netherlands. Colleagues in the Netherlands, representing 80% of our global lease cars, can only lease electric cars.
- We facilitate hybrid working. We ask colleagues to come to the office at least 50% of the time, while in 2019 colleagues came almost every day to the office.
- Our Customer Success consultants in the Netherlands significantly reduced their client visits in 2022 and achieved less than 10% on-site visits of the 15.000 visits in 2022.
- We have increased the use of energy from renewable sources versus grey energy for our headquarters in Delft, the Netherlands, where most of our colleagues work.
- We help our customers to reduce their footprint as our software reduces paper usage and helps our customers improve their energy footprint. The development of electronic and online invoicing, offering online payment possibilities and online document management to customers remains one of our goals. With new innovations, we continue to focus on solutions that will support our customers in their environmental goals.

## 2. Expand diverse & inclusive workforce

Everyone is welcome at Exact. Our workforce consists of around 2,000 ambitious professionals representing 50 different nationalities along with many cultures and religions. We also stand out in terms of our knowledge and experience. We have set various targets to make sure everyone feels welcome and recognised:

- We maintained around 20% (2022: 20.9% and 2021: 20.0%) of women in leadership positions over the year 2022. In 2022, 21% of women were appointed to senior leadership positions.
- We do not have a gender pay gap. The average yearly base salary difference between men and women at Exact is within the targeted bandwidth of 5% by job level.
- In 2022, we offered two people with a disability who have a distance to the labor market a relevant role at Exact.

- We launched several initiatives to support diversity & inclusion and to ensure employees feel welcome at Exact: Young Exact network, Exact Cross Cultures team and a female mentoring program.

### 3. Contributing to our local community

As an organisation, we are at the heart of society and believe it is important to contribute to our local community. We support society in various ways and make a difference together with our colleagues, including:

- In 2022, our colleagues supported their local community through so-called Giving Back Days. In total, we volunteered over 900 Giving Back Days.
- We matched our colleagues' fundraising activities for a total amount of 17.000 euros. In addition, we donated 15.000 euros directly to support Ukraine.
- We have a reference programme where colleagues can nominate a friend as candidate. In case we hired the referred person, our colleague has 250,- euro at his/her disposal to donate to a charity. In 2022, we did about 25 donations.
- Through the [Exact Foundation](#) we donated 20.000 euros to two related initiatives: HackYourFuture and TechMeUp. In addition, we donated 50.000 euros to a special initiative in the Netherlands, called Giro555, which raises money in the event of exceptional humanitarian disasters on behalf of various organisations.
- We defined a renewed and broadened goal of the Exact Foundation in 2022 to extend the opportunities. We focus on unique learning & education initiatives that help people who need it to make progress in life.

### 4. Develop a responsible supply chain

We want to be a reliable partner for our customers, suppliers and partners. We comply with the standards set out in our compliance policy to ensure that we are not only providing the best service, but are also working in an ethical, appropriate and legal manner.

- In 2022, we investigated how we can screen our suppliers, resellers and customers and have them comply with our [Code of Conduct](#). We defined and implemented a Human Rights/ Ethical Policy.
- We defined responsible business purchase conditions in 2022.
- We included responsible business criteria in a risk-based approach for suppliers, in conjunction with the Code of Conduct, by 2022.

### 5. Cybersecurity and data privacy

Cyber security and data privacy play a crucial role in our daily operations. To ensure IT-security and privacy, we develop solutions according to the privacy by design principle. We require our partners to do the same. We also raised awareness around data and cyber security among our colleagues and customers.

- In 2022, we received the external assurance reports (ISAE 3402) for Exact Online, for the ninth consecutive time), Exact Cloud Services and Exact ProQuoro.

- To keep our colleagues aware, every employee received two phishing campaigns and followed a security awareness training in 2022.
- Regarding data privacy and supplier compliance, 100% of suppliers are managed by colleagues from Procurement and key suppliers are monitored. For the apps which are part of our apps center, 100% of apps in scope are reviewed and 91% are monitored for compliance.
- All our privacy incidents are treated according to the procedure.

Please contact us if you have any questions about the content of this document.