

=exact

2025 Responsible Business Programme

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A photograph showing two women in black jackets and gloves working in a field of green plants. One woman is crouching on the left, and the other is crouching on the right, using a tool. A red and black bag is on the ground in the foreground. The background shows a line of bare trees under a cloudy sky.

Making a difference together

Being of long-term value to customers, colleagues and society. That is what counts. That is why we adopt responsible business practices with respect for each other and the environment.

Our Responsible Business Programme

We have underlined our ambitions in a multi-year Responsible Business Programme which is supported organisation wide. It's built on five strategic initiatives:

- 1 Reducing our energy & carbon footprint
- 2 Expanding our diverse & inclusive workforce
- 3 Contributing to our local community
- 4 Developing a responsible supply chain
- 5 Maintaining 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.

An overview of our 2025 achievements

Our initiatives as part of our Responsible Business Programme have clear objectives, which we measure and monitor in the interim to determine whether we are on track to achieve our objectives. We report our results on an annual base.



1.

Reducing our energy & carbon footprint

Our organisation wants to be as sustainable as possible. That is why we want to be green in everything we do. We are committed to achieving our energy consumption and carbon emission targets. In this case, less is more. Our goal is to reduce the footprint of our carbon emissions by 50% by 2030, compared to our 2019 baseline.

Throughout 2025, we further reduced our footprint using several activities, including:

- ✓ In 2025, we continued our strict business travel policy, which resulted in limiting business travel, especially air travel. Simultaneously, we continued to reduce the impact of commuting while encouraging colleagues to come into the office 40-60% of their time to collaborate and connect.
- ✓ Our consultants of the Customer Success teams limit the amount of customer visits where possible. In 2025, the number of visits to customers was 8.6% in person of the approximately 15,000 total customer interactions.
- ✓ Our lease fleet in the Netherlands and Belgium consists of 62% electric cars at the end of 2025. Since 2022, colleagues in these countries can only choose electric cars in case of new or replacement orders. We want to achieve 100% electric vehicles by 2029.
- ✓ We reduced our carbon emissions by reducing the number of our own data centers, as well as moving data centers to carbon neutral public cloud providers. In addition, our team is taking an efficient data storage approach.

2. Expanding our diverse & inclusive workforce

Everyone is welcome at Exact. We want to create an environment where colleagues feel accepted and valued, a place where everyone is treated equally and feels supported to be the best version of themselves, regardless of their background. Our workforce consists of more than 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 set diversity and inclusion targets to make sure everyone feels welcome and recognised:

- ✓ 21% of leadership positions were held by women over the year. Women made up 31% of external appointments to leadership positions.
- ✓ We want to ensure that women and men have the right to receive equal remuneration for work of equal value. The average yearly base salary difference between men and women at Exact was within the target bandwidth of 5% by job level.
- ✓ We continued our employee groups to support diversity & inclusion and to ensure that colleagues feel welcome at Exact, including networking events for women, the younger generation and a soundboard with colleagues who support the LGBTQIA+ community.

4. Developing a responsible supply chain

We encourage our partners, suppliers and customers to adopt responsible business practices as well. We expect everyone who works with Exact to do their work with professional integrity and in accordance with our compliance policy. We strive to collaborate only with organisations that, like us, are committed to responsible business practices and strive towards the same goals for sustainability, diversity and inclusion.



In 2025, we launched our Supplier Code of Conduct, which sets out the expectations of Exact towards all suppliers in its supply chain and provides principles of ethical business behaviour. We expect our suppliers to ensure that their business conduct is proper, by adhering to universal human rights principles including, among others, non-discrimination and non-harassment, forced labour, child protection (in their own organization as in their supply chain), but also financial integrity and financial crime. The Supplier Code of Conduct ensures that our suppliers also provide their service in an ethical, appropriate, and compliant manner.

5. Maintaining high cyber security and data privacy standards

More than 675,000 companies and over 2,000 colleagues trust us with their data. That is why privacy and cyber security play a crucial role in our business operations. To maintain security, we develop our solutions based on the privacy by design principle, which means data protection is the starting point for all our software design efforts. We expect our partners to do the same. We also raise awareness around data and cyber security among our colleagues, partners and customers.



To keep our colleagues aware, each colleague followed a security awareness training and we did four internal phishing campaigns in 2025.



We executed pentests and redteams to test the security of all our products.



We assessed our suppliers on privacy and security measures where it's applicable.



Our cyber security and data privacy initiatives received external recognition including various ISAE assurance reports and ISO certificates.

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About Exact

Exact develops innovative business software for entrepreneurs, accountants and finance professionals. Our products, equipped with advanced technologies such as AI, automate business processes: financial and operational processes for companies in wholesale distribution, manufacturing, construction, hospitality and business services. This saves time and provides insight, enabling customers to work efficiently, make informed decisions and continue growing.

More than 675,000 companies, mainly in the Netherlands, Belgium and Germany, now rely on our software. Exact was founded in Delft in 1984, which is still the location of our head office. Every day, more than 2,000 ambitious professionals work on innovation. Driving responsible business, with respect for each other, the environment and society is central to this. For more information, visit: www.exact.com