



2023 Responsible Business Programme achievements

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Making a difference together

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

Our Responsible Business Programme

We have underlined our ambitions in a Responsible Business Programme which is supported organisation wide. It is built on several 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; 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



Electric car lease fleet



An overview of our 2023 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 2023:

1. Reducing our energy & carbon footprint

Our organisation wants to be as sustainable as possible. That's why we want to be green in everything we do. We are committed to achieving 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 2023, we further reduced our footprint using several activities, including:

- Continuing our strict business travel policy, which resulted in limiting business travel, especially air travel. Simultaneously, we reduced the impact of commuting while encouraging colleagues to come into the office 40-60% of their time to collaborate and to build a strong team.
- The Netherlands and Belgium account for approximately 80% of our lease car fleet. Colleagues in these countries can only choose electric cars in case of new or replacement orders.
- Our consultants of the Customer Success teams limit the amount of client site visits where possible: 11% of the approximately 15,000 client interactions have been in person.
- We reduced our carbon emissions by closing 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.
- We lowered the impact of our offices, by reducing our square meters of floor space by 6% and by moving to environmentally friendly offices.

2. Expanding our diverse & inclusive workforce

Everyone is welcome at Exact. We want to create a workplace where colleagues are 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 35% 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.
- In 2023, we launched our [Welcome Everyone manifesto](#) which explains why we embrace and how we embody diversity & inclusion.

- We continued to launch several initiatives to support diversity & inclusion and to ensure that colleagues feel welcome at Exact, including some networking events for women and a soundboard with colleagues who support the LGBTQIA+ community.

3. Contributing to our local community

Our organisation is firmly embedded in society and feels it's important to relate to our environment. Together with our colleagues, we make a difference and actively contribute to society. We support society in various ways and make a difference together with our colleagues, including :

- Our colleagues supported their local communities through on what we call Giving Back activities. In total, we volunteered at 2,000 Giving Back activities with an employee participation rate of 67%.
- We matched our colleagues' fundraising activities to a total of € 70,000, -. For the first time, we centrally organised two events to enable colleagues to contribute to good causes. The Miles for Smiles Exact Office Trail took place in Delft, supporting the Emma Children's Hospital in the Netherlands. In Belgium we brought the action for Make-A-Wish through the Miles for Smiles Exact Cross. In total we donated € 46,000, - to these two charities which have a positive impact on the lives of children who are dealing with health issues.
- Through our HR referral programme we invite colleagues to nominate an acquaintance from its network as candidate for a job vacancy. If we hire the referred person, our colleague gets not only a personal bonus but also € 250, - to donate to charity. In 2023, we made 15 donations to various causes picked by our colleagues, totaling € 3,750, -.

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 2023, we implemented a responsible purchasing program that covers both new and existing suppliers.

- We assessed our key suppliers that are responsible for 63% of our total spend. Each assessment had a positive outcome.
- We started a process to screen new suppliers before onboarding to ensure that they meet our responsible purchasing requirements.

5. Prioritising in cyber security and data privacy

More than 675,000 companies and over 2,000 colleagues trust us with their data. That's 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.

- Our initiatives in leading cybersecurity and data privacy have garnered external recognition including:
 - Assurance reports ISAE 3402 for Exact Online (including Exact Online Premium and Spain) Exact Cloud Services, Exact Proquro, Boekhoud Gemak/Multivers, HR&Salaris Gemak, Managed Payroll Services and Exact Venice.
 - ISO 27001 certificates for the information security management system of Exact Group B.V. which covers above mentioned products and separate certificates for Weclapp and Gripp.
 - For Exact Cloud Services we received a NEN7510 certificate, a Dutch standard relating to information security in healthcare.
- To keep our colleagues alert, every employee received three phishing campaigns and participated in a security awareness training in 2023.
- In terms of data privacy and supplier compliance, suppliers to which this applies (36 in total) were managed by colleagues from procurement to make sure they are compliant.
- We have launched trust.exact.com, containing all relevant security and privacy information and statements for our customers and prospects.
- All our privacy and security incidents were handled according to the procedure.

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