



2024 Responsible Business Programme achievements

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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; 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.

An overview of our 2024 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.

An overview of our strategic initiatives and our key achievements in 2024:

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 2024, we further reduced our footprint using several activities, including:

- In 2024, 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 lease fleet in the Netherlands and Belgium consists of 44% electric cars at the end of 2024. 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.
- Our consultants of the Customer Success teams limit the amount of customer visits where possible. In 2024, the number of visits to customers was 8.6% in person of the approximately 15,000 total customer interactions.

- 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.
- We continuously lower the impact of our offices, by making them environmentally friendly and reducing our square meters of floor. In 2024, our workforce grew by 4.8%, while we reduced our office space by 2.3%.

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, in line with 2024. 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.

3. Contributing to our local community

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 during work hours through Giving Back activities. In total, we volunteered with just over 2,000 Giving Back activities by around 1200 colleagues. This means that we had an employee participation rate of around 70%, based on around 1600 colleagues who can register their activity.
- We matched our colleagues' fundraising activities to a total of €80,000,-. We again, organised an event in the Netherlands and Belgium to enable colleagues to contribute to a good cause. Through the Exact Run x Miles4Smiles we supported *Spieren voor Spieren* in the Netherlands by donating €27,572,-. In Belgium we brought the action for *De Warmste Week* through the Exact Walk X Miles for Smiles and donating in total €15,540,-.
- In 2024, we celebrated the 40th anniversary of Exact. As part of this milestone, we planted a tree for each colleague. Including 400 extra trees we got on behalf of *Trees For All*, we planted in total 2,400 trees in the Netherlands and in Borneo.

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.

Developing a sustainable supply chain aligns to our mission with respect to environmental and human impact is therefore important to us. To ensure that our partners share our mission and values, we have developed a supplier code of conduct in 2024. The supplier code of conduct will be rolled out during 2025, making sure our partners are contributing to the mission Exact has with respect to a sustainable world.

5. Prioritising 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 2024.
- We assessed our suppliers on privacy and security measures where it's applicable.
- We launched the DORA subsection on our Trust portal. All our security and privacy information and statements for our customers and prospects can be found there.
- We executed pentests and redteams to test the security of all our products.
- We launched a bug bounty program for the Premium edition of Exact Online.

Our initiatives in leading cybersecurity and data privacy have gathered external recognition including:

- Assurance reports ISAE 3402 for Exact Online (including Exact Online Premium and Spain) Exact Cloud Services, Exact Proquero, Boekhoud Gemak/Multivers, HR&Salaris Gemak, Managed Payroll Services and Exact Payment Services
- ISO 27001 certificates for the information security management system for Weclapp and Gripp.

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