

Increase social contribution

Talent Management & Retention

2023

- Launch of Internal Job Portal
- Pilot Leadership Program
- Career Development Program
- Introduction of Career Dialogues
- CSRD/HR KPI's fact-based evidence + reporting
- GPTW: Ambassador Groups

2024 (concept)

- Kick off Leadership Program
- CSRD/HR KPI's fact-based evidence + reporting
- GPTW: certificate

2025 (concept)

- CSRD/HR KPI's fact-based evidence + reporting
- Target an average 80% score for the Trust Index of GPTW

Diverse & Inclusive Workplace

- Female Leadership Program
- CMBA: 50% female participants
- Female interviewer in job application process
- "Wet Ingroeiquotum en Streefcijfers"
- 5 extra (local) projects To Do Good
- Implementation SROI policy
- CSRD/HR KPI's fact-based evidence + reporting
- Pilot CM Values
- Zero tolerance fraud/bribery/corruption

- CSRD/HR KPI's fact-based evidence + reporting
- 30% Female leaders (as of scale 8)
- CM Values
- No average gender pay gap during career
- Measuring impact projects To Do Good

- CSRD/HR KPI's fact-based evidence + reporting
- 40% Female leaders (as of scale 8)

Integral Reporting

- Improvement scores ESG Investor Surveys GAIA + S&P Global: 50/100
- EU Taxonomy Roadmap (TSC/DNH, minimum social safeguards) to increase Eligibility + Alignment scores
- CSRD Roadmap + CSRD Dummy AR23
- Partnership NL Tech
- Short- and Long Term ESG Objectives in Remuneration Targets Board and ExCo (long term value creation)

- Improvement scores ESG Investor Surveys GAIA + S&P Global: 60/100
- EU Taxonomy: Eligibility 100% + Alignment 40%
- CSRD
- Partnership NL Tech
- Sustainable strategy for CM.com Payments

- Improvement scores ESG Investor Surveys GAIA + S&P Global: 70/100
- EU Taxonomy: Eligibility 100% + Alignment 60%CSRD

Integrated

Futureproof

Sustainable innovation

2023

2024 (concept)

2025 (concept)

Privacy & Data Security

- Yearly 1 security / PEN test per CM.com product
- 4 x per year in-depth Security Awareness training / education
- Monthly vulnerability scan of external facing systems
- Onboard 1 additional product to Bug Bounty program each year
- Ensure that all data process activities are assessed regularly, at least once a year
- Ensure that identified privacy risks are mitigated regularly
- Update and implement an approved access control policy

- Yearly 1 security / PEN test per CM.com product
- 4 x per year in-depth Security Awareness training / education
- Monthly vulnerability scan of external facing systems
- Onboard 1 additional product to Bug Bounty program each year

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Innovation lab

- Implementation of 5 global sustainable value propositions in Healthcare/Education/Charity
- Redefine strategy CM.com around human centered technology for short-, middle- and long-term horizon
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- Implementation of extra 5 global sustainable value propositions in Healthcare/Education/Charity (“human centric”)
- As a communication and technology services-company, we influence how people communicate and share information. We want to ensure that services contribute to a positive social impact.

- Implementation of 10 new global sustainable value propositions in Healthcare/Education/Charity (“human centric”)
- CM.com is global Thought Leader for Human Centric Conversation Commerce as recognized by several agencies

Procurement Strategy (

- Supplier Code of Conduct is integrated in Purchasing terms and conditions
- Mandatory Deal Guidelines include ESG
- Defining Sustainability Guidelines Landlords globally

- Mandatory Deal Guidelines include ESG

- ESG in integrated in current and new purchasing agreements
- Demonstrably in system

Integrated

Futureproof

Reduce environmental footprint

2023

2024 (concept)

2025 (concept)

Waste reduction
(Schrauwen/Van Glabbeek)

- Implementation of 2 new waste recycling initiatives to reduce our waste
- Launch Roadmap for decreasing the amount of physical waste per person in kg by 15% in 2025 for Breda HQ (vs 2021)
- CSRD/Facility KPI's fact-based evidence + reporting
- Data meters for waste, water, electricity, solar panels and pool cars in Breda HQ

- Start decreasing the amount of physical waste per person in kg by 10% in 2024 Breda HQ
- CSRD/Facility KPI's fact-based evidence + reporting

- CSRD/Facility KPI's fact-based evidence + reporting
- Decreasing the amount of physical waste per person in kg by 15% in 2025 for Breda HQ (vs 2021)

Control Carbon Emissions
(Smit/De Graaf)

- Planning Measuring Carbon Footprint:
Q2: Netherlands 2022, scope 1 + 2
Q2: Netherlands Q1 + Q2 2023, scope 1 + 2
Q3: Netherlands Q1, Q2 + Q3 scope 3
Q3: Europe Q1, Q2 + Q3 2022: scope 1 + 2
Q4: Global 2023: scope 1 + 2
- CSRD/Facility KPI's fact-based evidence + reporting

- Start measuring Global Carbon Footprint with SBTi
- Launch of Roadmap for 40% Reduction 2030 (SBTi, including business case)
- CSRD/Facility KPI's fact-based evidence + reporting

- On track with Roadmap for 40% Reduction 2030 (SBTi)
- Launch of Roadmap for net zero carbon emissions in 2050 (global, scope 1, 2 and 3)
- CSRD/Facility KPI's fact-based evidence + reporting

Environmental Legislation
(Smit/De Graaf)

- EcoVadis Silver
- ISO14001: extension Ticketing and Saas
- Extension UN One Global Compact
- EED audit periodically executed

- EcoVadis Silver: higher score
- ISO 14001
- UN One Global Compact: active participation

- EcoVadis Gold
- ISO14001

Integrated

Futureproof