

ESG GOALS 2023



Objective has been met, supported by current and verifiable evidence.



The objective has not been fully met, but there has been notable progress.

ENVIRONMENTAL

Waste Reduction

- ✓ Implementation of two 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)
- ✓ Data meters for waste, water, electricity, solar panels, and pool cars in Breda HQ

Control Carbon Emissions

- ✓ Measuring Carbon Footprint (see our Company website)

Environmental Legislation

- ✓ EcoVadis Silver Medal
- ✓ ISO 14001: Extension Ticketing and SaaS
- ✓ Extension UN One Global Compact
- ✓ EED audit periodically executed

SOCIAL

Talent Management & Retention

- ✓ Launch of Internal Job Portal
- ✓ Pilot Leadership Program
- ✓ Career Development Program
- ✓ Introduction of Career Dialogues
- ✓ GPTW: Ambassador Groups

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
- ✓ Pilot CM.com Values
- ✓ Zero tolerance fraud/bribery/corruption

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
- ✓ Partnership NL Tech
- ✓ Short- and Long-term ESG objective in remuneration targets for Board and ExCo (long-term value creation)

GOVERNANCE

Privacy and Data Security

- ✓ One security / PEN test per CM.com product per year
- ✓ Four annual in depth security awareness training activities
- ✓ Monthly vulnerability scan of external-facing systems
- ✓ Annually onboard one extra product to Bug Bounty program
- ✓ 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

Innovation Lab

- ✓ Implementation of five global sustainable value propositions in Healthcare/Education/Charity
- ✓ Redefine strategy CM.com around human-centered technology for short-, middle-, and long-term horizon

Procurement Strategy

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