i3CONNECT

CTOUCH Europe B.V.

2024 ANNUAL SUSTAINABILITY REPORT

TABLE OF CONTENTS

About this report 4

Brand Name Information 4

Report Overview 4

Reporting Standard 4

Reporting Period & Scope 4

Statement from our CEO 5

1. OUR COMMITMENT TO OUR PLANET 6

Our Sustainability Commitments 6

Guiding Principles 6

Internal Training 7

ISO 14001 Certification 7

Greenhouse Gases: Our Goals and Progress 7

Report: 2024 CO2 Emissions 9

Carbon Reduction Plan 2024-2030 12

Eindhoven Office Carbon Footprint 15

Diest Office Sustainability Performance 20

Product Carbon Footprint 21

Product Eco-Design Innovation 23

Product Safety 28

Product Accessibility 30

Product Lifetime Extension 31

Product End-Of-Life 34

Hazardous Substances & Environmental Safety 38

2. OUR COMMITMENT TO OUR PEOPLE 40

Employee Health 40

Employee Benefits and Work-Life Balance 42

Employee Safety 43

Employee Training and Career Advancement 46

Diversity, Equity and Inclusion 48

Our People in Diest 52

3. OUR COMMITMENT TO SOCIETY 53
The Sustainable Development Goals 53
Proud Participant of the UN Global Compact 54
Environmental Partnerships with Non-Profit Foundations 55
Social Impact Initiatives with Non-Profit Foundations 55
Corporate Collaborations 56
Internship Opportunities 57
4. OUR COMMITMENT TO GOVERNANCE 58
Corporate Governance Structure 58
Ethics and Compliance 58
Data Security 61
Measures to Protect Third-Party Data from Unauthorised Access or Disclosure 64
Data Protection and Compliance 65
Security Measures 65
Compliancy and Third-Party Certifications 69
Compliance and Certifications Summary 70
5. OUR COMMITMENT TO OUR SUPPLY CHAIN 71
Driving Sustainable Procurement 71
Promoting Ethical Practices Across the Supply Chain 71
Conflict-Free Minerals Commitment 74
Supplier Assessment 76
LOOKING AHEAD TOWARDS 2025 78
Our unwavering commitment to sustainability 78
GRI CONTENT INDEX 79

ABOUT THIS REPORT

Brand Name Information

CTOUCH Europe B.V., part of i3-TECHNOLOGIES NV, and i3-TECHNOLOGIES NV, part of i3-Group Holding NV. operate under the brand name ‘i3CONNECT’.

CTOUCH Europe B.V. is headquartered at Achtseweg Zuid 153 R, 5651 GW in Eindhoven, the Netherlands. i3-TECHNOLOGIES NV is headquartered at Kleine Schaluinweg, 7, 3290, Diest, Belgium.

Report Overview

The 2024 Annual Sustainability Report is a comprehensive annual report covering topics of Environmental, Social and Governance domains including Policies, Measures and Reports for CTOUCH Europe B.V., operating under the brand name ‘i3CONNECT’.

The Impact Report 2024, containing just the highlights of our 2024 Annual Sustainability Report in a more easily digestible format, is accessible via https://i3-connect.com/sustainability

For further information, contact:
marketing@i3-connect.com

Reporting Standard

The 2024 Annual Sustainability Report has been prepared with reference to the Global Reporting Initiative (GRI) standard, using GRI 1: Foundation 2021. At the end of this report, we provide a GRI Content Index where topics and disclosure indicators can be found.

Reporting Period & Scope

The 2024 Annual Sustainability Report covers activities undertaken from 1 January 2024 to 31 December 2024 by CTOUCH Europe B.V.

In July 2024, CTOUCH Europe B.V. was acquired by i3-TECHNOLOGIES NV, part of i3-Group Holding NV. As of January 2025, CTOUCH Europe B.V. and i3-TECHNOLOGIES NV operate together under the brand name ‘i3CONNECT’.

Although the reporting period predates the introduction of the i3CONNECT brand, this report is published under the i3CONNECT name to reflect our current identity. All policies, measures, and performance indicators presented remain consistent and applicable across both brand names.

STATEMENT FROM OUR CEO

Leading the way towards net zero: sustainability as our core mission

At i3CONNECT, sustainability is not just a goal. It is a commitment that drives everything we do. 2024 marked another milestone in our journey towards becoming the world's most sustainable touchscreen brand. This year, we not only fortified our sustainability efforts but also embraced a transformative change that positions us for even greater impact: CTOUCH joined i3-Technologies under the brand name 'i3CONNECT'. This partnership amplifies our mission and strengthens our ability to deliver innovative sustainable solutions to the world.

Joining forces has allowed us to combine strengths, resources and expertise to advance our shared vision of a greener and more inclusive future. Sustainability stays at the forefront of this new chapter, propelling us closer to achieving net zero and reinforcing our dedication to creating solutions that benefit both the planet and people. Together we are striving and thriving, turning ambitious sustainability goals into measurable action.

In this 2024 Annual Sustainability Report, we offer a comprehensive view of our achievements, challenges and future aspirations. From pioneering sustainable touchscreen solutions to responsible resource management, every step we take is guided by our mission to lead the way in sustainable innovation.

I invite you to explore the pages of this report and see how i3CONNECT is contributing to a better tomorrow. I hope it inspires you to join us in our shared responsibility to protect and preserve our planet for generations to come.

Michel De Coster

CEO i3CONNECT

1. OUR COMMITMENT TO OUR PLANET

This chapter delves into our environmental impact in 2024.

Sustainability is at the heart of everything we do. We are committed to creating a positive impact on the environment and society while leading by example within the AV industry, which increasingly overlaps with IT solutions.

Our mission is to be the world's most sustainable touchscreen brand, to lead the way to net zero with our sustainable AV solutions. We aim to be the green leader of the AV industry. Our goal reflects our responsibility to reduce environmental impact and promote sustainable practices at every level.

Our Sustainability Commitments

We recognise our responsibility to operate in an environmentally conscious manner. We have established clear policies to achieve this:

- **CO2 Emission Reductions:** Aligned with the Paris Agreement, we have set ambitious goals to achieve net-zero emissions by 2050, with intermediate targets for 2030, including a 46% reduction in Scope 1 & 2 emissions and a 27% reduction in Scope 3 emissions (2019 baseline). More information on what this means is detailed in the chapter 'GREENHOUSE GASSES: OUR GOALS AND PROGRESS'
- **Eco-Friendly Product Design:** Our products are designed for energy efficiency and circularity, minimising their environmental footprint throughout their lifecycle.
- **Sustainable End-of-Life Practices:** We actively promote recycling and responsible disposal, supporting a circular economy.

Guiding Principles

We are guided by principles that go beyond compliance, striving for leadership in sustainability:

- **Proactive Measures:** we implement energy-efficient technologies, prioritises sustainable materials and minimises harmful chemicals in product design.
- **Transparency and Accountability:** We communicate openly about our environmental performance and progress.
- **Employee Engagement:** Training programmes ensure employees understand and integrate sustainability into their daily activities.
- **ISO Certification:** we have achieved ISO 14001 certification, reflecting our adherence to internationally recognised environmental standards.

The mission to be the world's most sustainable touchscreen brand drives our innovation and partnerships, ensuring that sustainability remains a fundamental part of our business strategy.

Internal Training

At least twice a year, we provide training updates to our personnel on our sustainability progress. These sessions educate staff on our sustainability progress and offer practical guidance on how individuals can contribute to our shared goals.

ISO 14001 Certification

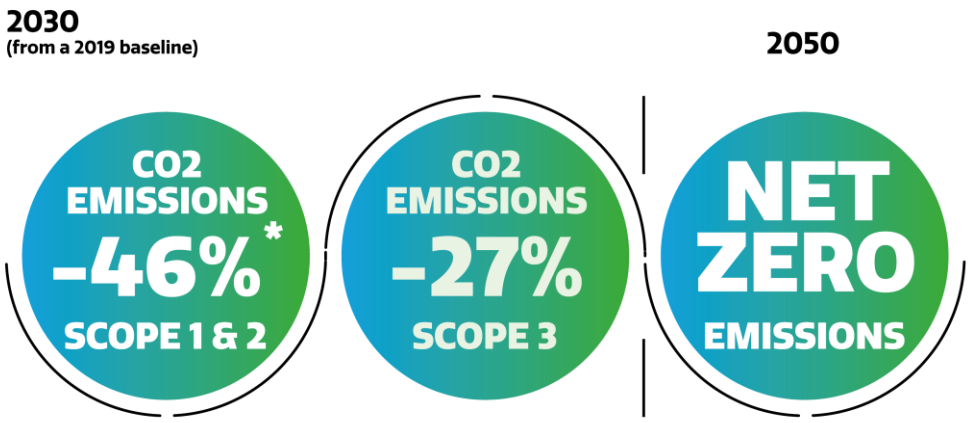
We are proud to hold the **ISO 14001 certification**, an internationally recognised standard for environmental management systems. This certification validates our structured approach to minimising environmental impact, improving resource efficiency and embedding sustainability into every aspect of our operations. In **2024**, we successfully maintained our ISO 14001 certification, highlighting our ongoing commitment to sustainability. This achievement demonstrates our dedication to continuous improvement and reducing our ecological footprint.

Greenhouse Gases: Our Goals and Progress

Our CO2 Emissions Targets

Our ultimate sustainability goal is to achieve net zero emissions by 2050, aligning with the Paris Agreement's objective to limit global warming to 1.5°C compared to pre-industrial levels. Our approach targets emissions reductions across scopes 1, 2 and 3, as defined by the Greenhouse Gas Protocol. Our net zero emissions ambition by 2050 aligns with the European Union's climate neutrality goals under the European Green Deal, ensuring we stay ahead of evolving regulatory requirements.

We calculate our goals and progress from our benchmark year: 2019.



*Officially validated by SBTi, see "Validated by " for more details.

Scope 1, 2 and 3 Emissions Explained

SCOPE 1

Direct emissions that result from sources that are owned or controlled by us.

SCOPE 2

Indirect emissions from purchased energy & heat by us.

SCOPE 3

All other indirect emissions that occur in the supply chain.[1]

To reach our goals, we have introduced a Carbon Reduction plan. Our Carbon Reduction Plan is an ever-evolving document, constantly updated to reflect the latest research, technologies and actionable steps toward our net-zero goals. It is highlighted further in this chapter, in section 'Carbon Reduction Plan 2024-2030'.

Validated by SBTi

To ensure our goals are science-based and transparent, our Scope 1&2 targets for 2030 have been officially validated by the Science-Based Targets Initiative (SBTi). The SBTi helps companies set emissions reduction targets grounded in climate science, ensuring alignment with pathways to limit global warming to 1.5°C. This validation demonstrates our commitment to ambitious, actionable and transparent climate action.

Our validation can be verified by visiting the SBTi Target Dashboard and searching for 'CTOUCH', via https://sciencebasedtargets.org/target-dashboard

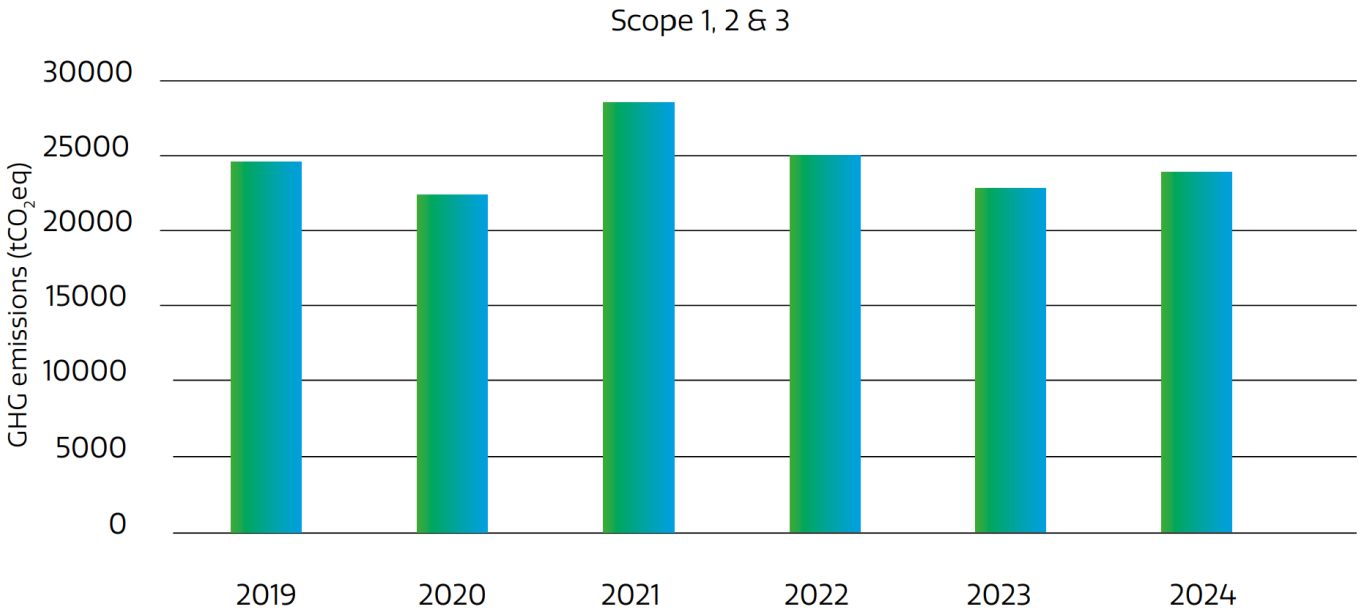
[1] This includes raw material extraction, manufacturing, transportation, use and end-of-life of our products

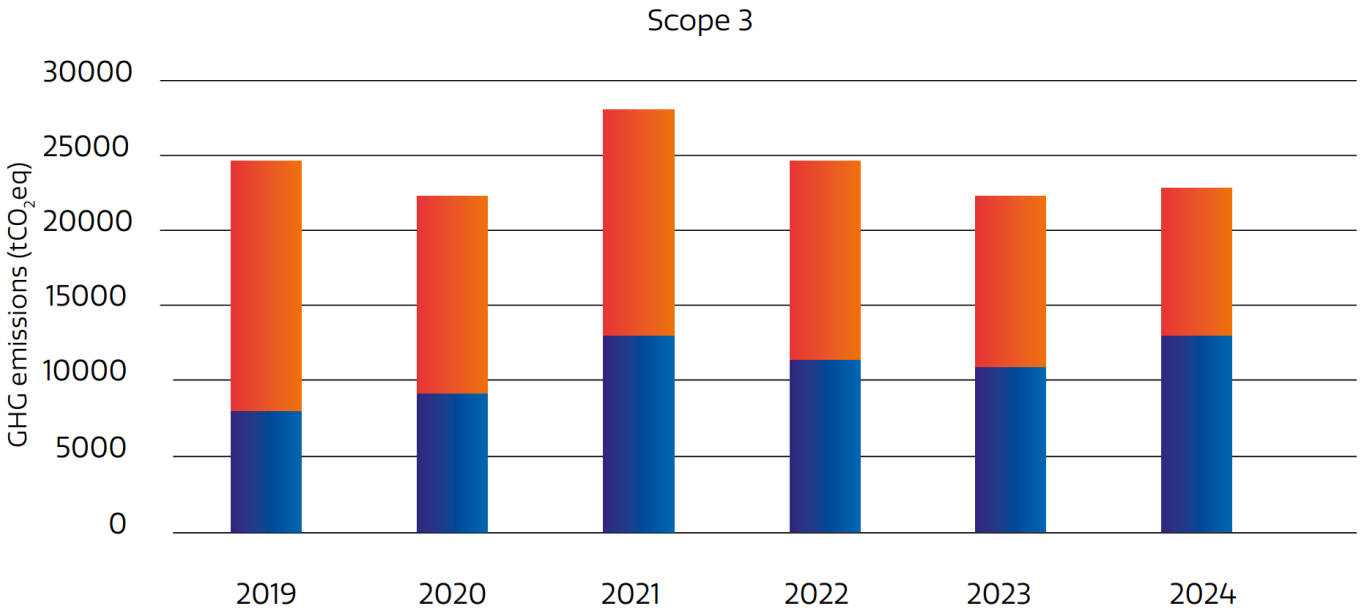
Report: 2024 CO2 Emissions

tCO2eq[2]	2019 (Benchmark)	2020	2021	2022	2023	2024
Scope 1	10,66	25,58	33,84	19,46	23,08	15
Scope 2	96,76	124,68	118,63	141,95	10,28	6
Scope 3	24477	22481	28238	24724	22703	23,670
Total (tCO_2e)	24584,42	22631,26	28390,47	24885,41	22736,36	23,691

	2019 (Benchmark)	2020	2021	2022	2023	2024
Total gross emissions of downstream Scope 3 GHG emissions	7371	9048	11948	11075	10779	12421
Total gross emissions of upstream Scope 3 GHG emissions	17106	13433	16290	13649	11924	11249
Total gross emissions of Scope 3 GHG emissions (tCO2eq)	24477	22481	28238	24724	22703	23670

[2] Total gross GHG emissions in tons of CO2 equivalent





Total gross emissions of upstream Scope 3 GHG emissions (tCO2eq)

Total gross emissions of downstream Scope 3 GHG emissions (tCO2eq)

Summary of Progress towards Co_2 Emissions Goals

To recap, we have set ambitious emissions reduction targets relative to our 2019 baseline:

- a 46% reduction in Scope 1 and 2 emissions,
- a 27.5% reduction in Scope 3 emissions by 2030.

In 2024, we made substantial progress on Scope 2 emissions, reducing them by 94% compared to 2019, largely due to our continued reliance on green electricity and energy-efficient office systems. Combined Scope 1 and 2 emissions have decreased by 81%, putting us well ahead of our interim target.

However, Scope 1 emissions increased by 37% compared to 2019, which can be attributed to expanded operations and increased company transport needs. We aim to strengthen our efforts in this area in the coming years.

Meanwhile, Scope 3 emissions decreased by 3.3% compared to 2019, reflecting a modest reduction in our value chain emissions. We remain committed to deeper supply chain engagement and product circularity to drive further Scope 3 progress.

Carbon Reduction Plan 2024-2030

The Carbon Reduction Plan is the cornerstone of our sustainability strategy, offering a clear and actionable roadmap to achieve our ambitious climate goals. This plan provides both guidance and a future outlook by detailing the specific measures we are taking to reduce emissions across Scope 1, 2 and 3. By focusing on concrete actions, measurable targets and collaboration with our partners, we ensure continuous progress toward net-zero emissions by 2050.

Each scope within the Carbon Reduction Plan addresses the unique challenges and opportunities for emission reductions. Scope 1 focuses on minimising direct emissions from company-owned operations, while Scope 2 targets a transition to 100% green electricity. For Scope 3, where the majority of our emissions occur, we are actively working to design sustainable solutions, engage our supply chain and extend product lifetime.

This comprehensive approach not only helps us meet near-term milestones but also lays the foundation for long-term environmental stewardship. Together with our partners, customers and team, we are committed to building a sustainable future, one actionable step at a time.

Continuous Development

Our Carbon Reduction Plan is a dynamic framework, consistently evolving to incorporate the latest research, innovations and actions aimed at reducing our carbon footprint. We actively explore new methods, partnerships and technologies to enhance our journey toward net-zero emissions.

Acknowledgement of Challenges

While we have made considerable progress towards sustainability, we recognise that achieving our ambitious targets, such as net zero emissions by 2050, comes with challenges. Addressing Scope 3 emissions remains particularly complex due to dependencies on supply chain partners and customer usage patterns.

We continue to focus on engaging stakeholders, improving transparency and innovating solutions to tackle these challenges. By embracing these difficulties, we remain committed to finding actionable pathways toward our goals.

Scope 1: Direct Emissions (Company Facilities and Vehicles)

- Targets:
  - 50% less fossil fuel consumption by 2026.
  - Transition to 100% electric vans by 2030, charged with 100% green electricity.
- Actions:
  - Replace diesel vans with leased electric vehicles.
  - Promote cycling through lease-a-bike programmes.
  - Fully reimburse employee public transport commuting.

Scope 2: Indirect Emissions (Purchased Energy)

- Targets:
  - Zero CO2 emissions for Scope 2 from 2024 onward.
- Actions:
  - Maintain contracts for 100% green electricity (20% solar, 80% wind).
  - Compensate heat consumption annually via certified carbon credits.

Scope 3: Indirect Emissions in Supply Chain

1. Purchased Goods and Services:
   - Substitute materials for future touchscreen models to increase circularity and reduce footprints.
2. Transportation and Distribution:
   - Transition to emission-free transport by 2028 in collaboration with partners.
   - Reduce emissions by 5% annually until 2030.
3. Use of Sold Products:
   - Implement energy-saving features like eco-mode and dynamic LED backlight.
   - Expand dashboards for energy insights and activation.
   - Offer Android Upgrade Modules to extend touchscreen life by 3-5 years.
   - Introduce Next Life programme, sale of refurbished touchscreens.
4. End-of-Life Products:
   - Increase collection via the take-back programme.
   - Partner exclusively with WEEELABEX-certified recycling companies.
   - Reuse parts for spare components and improve recycling processes.
5. Upstream Supply Chain:
   - Require suppliers to use renewable energy and demonstrate sustainability strategies.
   - Enforce the signing of Supplier Codes of Conduct and sustainability declarations.

Carbon Reduction Plan Achievements in 2024

For 2024, we set the following goals in our Carbon Reduction Plan compared to 2023:

- Fossil fuel consumption: 10% less consumption
- Upstream transportation & distribution:5% less emissions
- Downstream transportation & distribution:5% less emissions
- End-of-Life of products: 3% CO2 reduction

We're pleased to report the following achievements:

- **Fossil fuel consumption**: 21.4% less consumption
    - Diesel consumption by service and transport vans was reduced from 8,677.5 litres to 5,500 litres (−36.6%)
    - Petrol consumption for lease cars declined from 8,454.2 litres to 7,962.33 litres (−5.8%)
    - Overall reduction from 17,131.7 litres to 13,462.33 litres in total fossil fuel usage
- **Downstream transportation & distribution**: 23% less emissions
    - CO_2 emissions decreased from 45.42 tCO_2 to 34.96 tCO_2
    - This was largely driven by the discontinuation of original Riva sales and the lower transport impact of the R2D2 model

We also report the following shortcomings:

- **Upstream transportation & distribution**: 11% increase in emissions
    - Emissions rose from 204.5 tCO_2 to 227.43 tCO_2
    - This increase correlates with a rise in overall sales volume in 2024 compared to 2023
- **End-of-Life of products**: 12.6% increase in CO_2 emissions
    - Emissions increased from 602.71 tCO_2 to 678.71 tCO_2
    - This was also caused by higher product sales, which inherently contribute more to future end-of-life impact

Despite these setbacks, we remain committed to long-term reductions and continuous improvement. Increased emissions in some categories reflect our growth, but also underline the importance of scaling circular design, take-back and refurbishment programmes in the years ahead.

Eindhoven Office Carbon Footprint

CTOUCH Europe B.V. is located at Achtseweg Zuid 153 R, in the 'Strijp T' business park. We lease office space and warehouse space in building TQ from Bouwonderneming Goevaers & Znn. B.V.

The space we lease in this building amounts to 11.09% of the total surface area of Strijp T, building TQ.

As the landlord, Bouwonderneming Goevaers & Znn. B.V. is responsible for the following utilities as utilised by CTOUCH Europe B.V.:

- Energy, including solar energy generation
- Water supply and management
- Waste

Solar Energy Generation

The 'Strijp T' business park is equipped with a **solar energy generation system**, which contributes significantly to powering the entire facility with clean, renewable energy.

A substantial portion of Building TQ's energy needs are met through the on-site solar panel system. We benefit proportionally from the renewable energy generated on-site as these panels generate electricity that is distributed among the tenants. Any additional electricity required for the building is sourced from certified green energy suppliers, ensuring that all operations align with renewable energy goals.

Efficient Lighting System

Lighting accounts for a sizeable portion of office energy use. To reduce electricity consumption, our entire office lighting system consists of 100% LED technology. LED lighting offers multiple sustainability benefits, including:

- **Up to 80% less energy consumption** compared to traditional incandescent or halogen lighting.
- **Longer lifespan**, reducing maintenance and replacement needs.
- **Lower heat emissions**, contributing to reduced cooling energy demand.

Optimised Heating Systems

Our leased office space in **Building TQ** benefits from a **gas-free heating system**, which is powered by **energy-efficient heat pumps**. These systems:

- Eliminate the need for fossil fuels.
- **Operate with high efficiency**, using renewable energy sources to generate heat.
- **Support a balanced indoor climate**, ensuring comfort without excessive energy use.

Responsible Water Use

We acknowledge the importance of responsible water consumption as part of our sustainability efforts. As a general office and warehouse space—not a manufacturing facility—our water usage is limited to standard office needs, such as hygiene facilities, kitchens and routine cleaning.

Water-Saving Technology in Restrooms

To minimise water waste, all taps in our restroom facilities are equipped with motion sensors instead of handles. This ensures water is used only when needed, preventing unnecessary consumption and aligning with our sustainability goals. This proactive measure highlights our commitment to incorporating environmentally friendly technologies into our daily operations.

Employee Awareness

To support water efficiency, employees are encouraged to:

- Use water mindfully in shared spaces, such as kitchens and restrooms.
- Report leaks or maintenance issues promptly to ensure swift action by Bouwonderneming Goevaers & Znn. B.V. and minimise water waste.
- Understand the role of water conservation as part of our sustainability goals.

By focusing on employee engagement, implementing water-saving technologies and collaborating with our landlord's infrastructure management, we contribute to sustainable water practices within the parameters of our tenancy.

Waste Management at Our Office

We're committed to minimising waste and optimising recycling practices at our office, contributing to a circular economy. This approach aligns with our broader sustainability mission to reduce environmental impact across all operations.

Separation and Recycling

- **Waste streams:** We mapped waste streams within this office, identifying the waste streams 'paper/cardboard', 'plastics', 'Plastics, Metals and Drinks packaging (PMD)', 'general waste'. The warehouse waste streams include 'e-waste', 'foil, 'paper/ cardboard'/, 'EPS/Styrofoam, 'glass' and 'general waste'.
- **Waste Separation:** Our office separates paper, plastics, PMD and general waste to facilitate recycling and minimise landfill contributions. These waste streams are separately deposited in designated containers managed by 'Bouwonderneming Goevaers & Znn. B.V.'.
- **E-Waste:** Our e-waste streams include steel, aluminium, circuit boards and cables. We have separate policies and measures for e-waste management; see below for further details.
- **Reduction of Single-Use Plastics:** Office-wide policies encourage the use of reusable items, such as personal water bottles and coffee cups, to reduce single-use plastics.
- **Sustainable Packaging:** Where possible, supplies and consumables are delivered in recyclable or minimal packaging.
- **Awareness:** Employees are regularly educated about sustainable practices and encouraged to contribute to waste reduction efforts.

Refurbishing of Office It Hardware

As part of our commitment to circularity and resource optimisation, we have implemented a programme for refurbishing IT hardware, such as laptops and monitors, where possible. This initiative extends the lifecycle of our devices and reduces the environmental impact of purchasing new equipment.

- **Internal Reuse:** Outdated IT equipment is refurbished and redeployed internally for non-critical functions, maximising the value of existing resources.
- **Partnerships with IT Specialists:** we collaborate with certified IT remanufacturing partners to restore hardware to near-new condition, enabling reuse within the company or resale to external users.
- **Environmental Benefits:** Refurbishing and remanufacturing reduce electronic waste and save valuable resources by decreasing demand for raw materials in the production of new devices.

This approach reflects our commitment to a circular economy by extending the lifecycle of our IT assets and minimising their environmental impact.

Reduction of Energy Consumption of It Infrastructure

We are committed to reducing the energy consumption of its IT infrastructure by implementing energy-efficient practices and technologies. This aligns with our broader sustainability goals to minimise our environmental footprint.

- **Energy-Efficient Hardware:** As part of our procurement process, we prioritise energy-efficient IT equipment that meets the latest sustainability certifications, reducing overall energy usage.
- **Server Optimisation:** Virtualisation and optimisation of servers minimise energy consumption while maintaining robust IT performance. We prioritise partnerships with data centres powered by renewable energy, ensuring that our cloud and server usage aligns with our sustainability goals.
- **Device Energy Management:** Through our **Endpoint Device Policy**, devices are configured with power-saving settings, such as sleep modes and automatic shutdowns during non-operational hours.

REPORT: 2024 ENVIRONMENTAL METRICS RELATED TO OUR OFFICE

We receive annual data on our utility's services in various formats:

- For energy, we are provided with a detailed overview of our metered consumption by Goevaers.
- For solar energy, we receive the total annual output of the entire solar park from Goevaers. Based on the leased office space, 11.09% of the output is allocated to us.
- For water, water is included in the general rent price and calculated for the entire building by Goevaers. Based on the leased office space, 11.09% of the consumption is allocated to us.
- For waste, specific containers are designated for our use. The annual data for these containers are provided by Goevaers. Based on the leased office space, 11.09% of the waste volume is allocated to us.
- For warehouse waste, we receive reports from Van Happen.

Metrics	2024
Total Electricity Consumption	285,867 kWh
Total Heat Consumption	336.7 Gj
Total Energy Consumption	379,553 kWh
Total renewable energy consumption	9,670 kWh
Total water consumption	237.1 m3
Total amount of water recycled and reused	0 m3
Total weight non-hazardous of waste from office and warehouse	13,460 kg
Total weight of hazardous waste	0 kg
Total weight of waste recovered	0 kg

Diest Office Sustainability Performance

Although the scope of this Annual Sustainability Report is formally limited to **CTOUCH Europe B.V.**, for transparency, we include a high-level overview on the performance of **i3-Technologies NV's head office in Diest, Belgium**. Together, CTOUCH Europe B.V. and i3-Technologies NV form the **i3CONNECT brand**, and reporting on both locations allows us to present a more complete view of our combined environmental footprint and sustainability performance.

The Diest head office reflects i3-Technologies' broader sustainability approach, which prioritizes eco-friendly materials, energy efficiency, and responsible resource use throughout operations. Over the years, i3-Technologies has already implemented impactful measures at its sites, including:

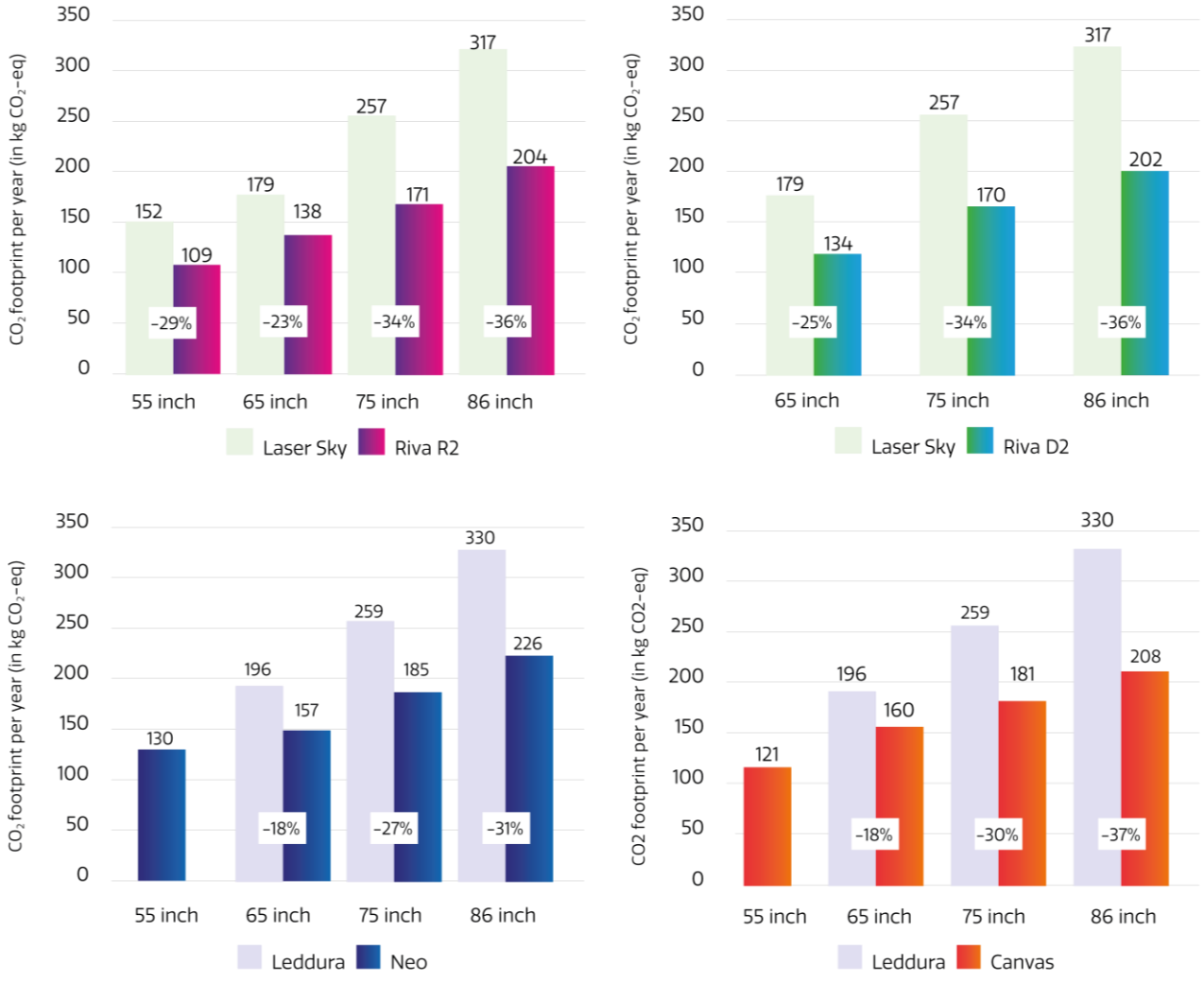
- **Renewable energy**: solar panels powering production and offices.
- **Water conservation**: rainwater reuse to reduce consumption.
- **Energy efficiency**: LED lighting in offices and factories.
- **CO_2 reduction**: electric vehicles and smart energy-saving measures.
- **Waste separation**: selective collection at both office and factory.

By including the Diest office in this report, we aim to provide stakeholders with a transparent overview of our joint sustainability progress, reinforcing our accountability as one brand with a shared mission to lead the AV industry toward a greener future.

Product Carbon Footprint

In 2024, we did not introduce new touchscreen models. That is not to say we have not made any progress so far. Since our benchmark year of 2019, major steps have been taken to reduce the yearly impact of our products. We are proud to have achieved a CO2 reduction of up to 37% with our current touchscreen models compared to CTOUCH branded benchmark models in 2019.

Product Carbon Footprint Progress



[3] **Benchmark models (2019):** Laser Sky (for education) and Leddura (for business); Current models (2023): Riva R2 and Riva D2 (for education), Neo and Canvas (for higher education & business). Since there was no Leddura 55" in 2019, a comparison of Neo and Canvas with the benchmark model is not possible for this screen size.

Product Carbon Footprint Made Transparent

Understanding and reducing the environmental impact of our products is a core priority of ours.

For every product, we let an independent external agency conduct a **Life Cycle Assessment (LCA)** to evaluate its environmental footprint across all stages of its lifecycle: from material sourcing to production, transportation, use and end-of-life disposal.

These LCAs generate valuable insights, enabling us to make informed decisions that enhance sustainability, benefit the environment and create value for our supply chain partners and customers.

We follow the EU guidelines for Life Cycle Assessments (LCA). We use the EcoInvent 3.8 database and model the data using OpenLCA. This ensures compliance with:

- **ISO14040** and **14044**
- **ISO14020** family of standards, specifically: **ISO14021**
- **Product Environmental Footprint (PEF),** as part of the EU initiative 'Single Market for Green Products'.

The results of these assessments are published in our **interactive sustainability dashboard**, offering full transparency into the environmental impact of our touchscreens. This dashboard details metrics such as CO2 footprints, material usage and other key indicators that guide our sustainability efforts.

To further reinforce transparency and accountability, our touchscreens come with a **Sustainability Passport**. This passport provides clear insights into the materials used in the product and its overall CO2 impact. By sharing the passports on the specific product pages, we aim to raise awareness about resource consumption and strengthen our commitment to sustainability.

Thanks to our passport, customers can make informed purchasing decisions by reviewing the CO2 impact and recyclability of their devices. This aligns with organisational goals for sustainability reporting and eco-conscious procurement.

By increasing awareness of material consumption and CO2 footprints, the passport encourages responsible usage and disposal practices, supporting a reduction in environmental impact.

Through these initiatives, we empower customers to make informed, sustainable choices while continuously striving to reduce our environmental footprint.

Product Eco-Design Innovation

Sustainability is deeply embedded within our product design. By prioritising energy efficiency, durability and circularity, we aim to minimise environmental impact while delivering innovative, high-quality and long-lasting solutions to our customers. Our eco-design philosophy reflects our commitment to reducing waste, integrating sustainable materials and enhancing product recyclability throughout their lifecycle.

Before 2024, we worked with a less detailed requirements list. While this list covered essential sustainability aspects, we recognised the need for a more comprehensive framework to further strengthen our sustainability objectives.

Supplier Sustainability Requirements List

In 2024 we have created an extensive Supplier Sustainability Requirements List. When we create a new touchscreen model, suppliers are required to demonstrate and provide evidence that they meet our company-wide certification standards and sustainability requirements. We set these sustainability requirements for our products to ensure we meet the highest sustainability standards achievable.

This comprehensive framework ensures that our suppliers align with our sustainability objectives and maintain the highest standards of environmental and social responsibility. Suppliers are required to:

- **Adhere to Rigorous Certification Standards:** Suppliers must hold certifications ISO 14001 (environmental management) and ISO 45001 (health and safety) and ISO 50001 (energy management) to demonstrate compliance with best practices in these areas.
- **Provide Transparent Evidence of Compliance**: Suppliers must document adherence to sustainability practices, including material sourcing, production processes and emissions reduction targets. Regular reporting and audits ensure accountability.
- **Support Lifecycle Assessments:** Suppliers must provide accurate data on material sourcing, energy use and manufacturing impacts to ensure full transparency and alignment with our sustainability goals.

Eco-Design Features

Our products are designed with energy efficiency at their core, incorporating innovative features to minimise energy consumption during operation. For each new touchscreen models, we set specific demands in our Supplier Sustainability Requirements List. At the minimum, they contain demands for:

- **Dynamic LED Backlighting:** Reduces power consumption by optimising brightness in real time.
- **Eco-Modes:** Configurable energy-saving modes enable reduced power usage when devices are idle.

- **Energy-Saving Features:** Integrated features such as auto-standby functions and low-power settings ensure that our products are among the most energy-efficient in their category.

Circularity and Material Optimisation

To further reduce our environmental footprint, suppliers are expected to:

- **Prioritise Recyclable and Circular Materials:** At least 50% of materials used must be recycled steel, aluminium, glass or plastics.
- **Prioritise Eco-friendly or Bio-based Input Materials:** Where possible, these materials must be used.
- **Minimise Material Consumption:** Adopt lightweighting strategies to reduce overall material use without compromising product durability.
- **Enhance Modular Design:** Products must enable easy repair, upgrades and component reuse to extend lifespans and minimise waste.

Products And Packaging Designed for Easy Dismantling and Recyclability

We recognise the importance of designing products and packaging that can be efficiently dismantled and recycled with minimal effort and resources. To support this commitment, suppliers need to take the following in mind for manufacturing our touchscreen models:

- **Easy Disassembly:** Products and packaging are designed to ensure they can be safely taken apart for recycling or reuse with minimal human and equipment resources.
- **Component Separation:** Panels, bezels, glass plates, PCBs and backplates are engineered to be easily separated for recycling, in compliance with the EU's revised Eco-Design rules enforced on March 1st, 2021.
- **Disassembly Standards**: we require alignment with EPEAT guidelines, with maximum disassembly times of:
    - **<10 minutes** for products weighing up to 18kg.
    - **<1 minute** per additional 2kg.

Sustainable Packaging

To further minimise environmental impact, we ensure that suppliers make sure that all packaging adheres to the following principles:

- **Recycled Cardboard:** Packaging is crafted from recycled materials wherever possible to reduce resource consumption.
- **100% Recyclable Materials:** All packaging is designed for full recyclability, aligning with circular economy goals.
- **Lightweight Design:** Packaging structures are optimised to be lightweight, reducing transportation emissions and simplifying recycling processes.

These measures ensure that our packaging not only meets high sustainability standards but also supports the broader goals of reducing waste, conserving resources and promoting responsible forestry practices.

In 2024, we gave our packaging a sustainable makeover, integrating more recycled materials and promoting a circular waste approach:

- 90% of packaging now consists of 100% recycled paper and cardboard.
- Touchscreen carton boxes now feature a sustainability message and recycling logo, reinforcing our commitment to responsible consumption.
- Recycled pulp-based packaging ensures durability while maintaining an eco-conscious design.

Compliance with European Environmental Regulations

We fully comply with European environmental regulations, ensuring alignment with stringent standards for substance restrictions and sustainable practices. Suppliers must adhere and comply with the following regulations and directives:

- **Adherence to the European Union ROHS Directive**, limit the use of hazardous substances in electrical and electronic equipment to protect human health and the environment.
- **Avoidance of Substances Under the EU REACH Regulation**, including:
  - Restrictions on cadmium use.
  - Elimination of intentionally added mercury in light sources.
  - Reductions in beryllium, bromine and chlorine content in plastic parts.
  - Reduction of fluorinated gas emissions from flat panel display manufacturing.
  - Reduction of fluorinated greenhouse gas emissions from semiconductor production.
- **Avoidance of Substances Under the EU POP Regulation**, including:
  - Prohibition of Persistent Organic Pollutants (POPs) in electronics and packaging materials.
  - Restrictions on unintentionally generated dioxins and furans, minimising long-term environmental contamination.
  - Compliance with safe disposal and recycling guidelines to prevent POP accumulation in the environment.

By complying with these stringent environmental regulations, we ensure that our products and supply chain support a cleaner, safer and more sustainable future.

Supplier Performance Monitoring and Collaboration

To maintain high sustainability standards, we engage suppliers through:

- **Third-Party Audits and Regular Assessments:** Verifies compliance with sustainability practices and drives continuous improvement.
- **Joint Innovation Projects:** Explores new materials, technologies and methods to reduce environmental impact.
- **Future Commitments:** Suppliers must support our targets to increase circularity by 25% and achieve net zero emissions by 2050.

Through these measures, we ensure that our products meet the highest sustainability standards while driving meaningful improvements throughout the supply chain. Regular assessments, audits and supplier engagement reinforce our shared commitment to environmental stewardship, supporting our mission to be the world's most sustainable touchscreen brand.

KPIs on Eco-Design Features Innovation

Responsibility for these KPIs is overseen by the Supply Chain Manager.

KPI	Target (2024)
All key suppliers must review, fill in and sign the Supplier Sustainability Requirements List to demonstrate alignment with our sustainability objectives.	100% of Key Suppliers need to fill in and sign the Supplier Sustainability Requirements List.

Report: 2024 Eco-Design Features Innovation

In 2024, we did not introduce new touchscreen models under the 'CTOUCH' brand or the 'i3CONNECT' brand. Therefore, there was no opportunity to have this signed. For transparency's sake, we are reporting this number.

Please note, however, that suppliers have previously completed and signed an earlier version of the Supplier Sustainability Requirements List, demonstrating their alignment with our sustainability objectives.

KPI	Result (2024)
Total % of Key Suppliers that filled in and signed the Supplier Sustainability Requirements List in 2024	0%

Product Safety

Ensuring the safety and reliability of our products is a cornerstone of our commitment to quality and innovation. By adhering to stringent safety regulations and implementing rigorous testing protocols, we strive to deliver touchscreens that are safe for users throughout their lifecycle.

Compliance With Safety Standards

As mentioned above in 'Compliance with European Environmental Regulations', we comply with all applicable European safety regulations, including:

- **ROHS Directive:** Ensuring that hazardous substances such as cadmium and lead are restricted in our electronic equipment.
- **REACH Regulation:** Avoiding or eliminating harmful substances, including mercury, to ensure user safety and environmental compliance.
- **CE Marking:** Demonstrating adherence to EU health, safety and environmental protection standards.

Our **Declarations of Conformity** are publicly accessible online. These documents detail our compliance with relevant safety and environmental regulations, providing customers and stakeholders with full assurance of our commitment to safety and compliance. Visit support.ctouch.eu to access these declarations for CTOUCH-branded touchscreens. Visit docs.i3-technologies.com to access these declarations for i3-Technologies branded touchscreens

Safety Features and User Support

We prioritise user safety by embedding comprehensive safety measures into product design and providing detailed guidance to ensure proper use. Every CTOUCH-branded touchscreen is equipped with robust features and accessible support resources to minimise risks during its lifecycle.

- **Comprehensive User Manual:** Each CTOUCH-branded touchscreen is accompanied by a detailed user manual, outlining critical safety precautions to promote secure installation and operation. These include:
    - **Electrical Safety:** Instructions to avoid overloading circuits and ensuring proper ventilation to prevent overheating.
    - **Installation Guidance:** Clear steps for safe mounting and positioning, reducing the risk of tipping or damage.
    - **Usage Warnings:** Alerts against improper use, such as exposure to extreme temperatures, water, or other hazardous conditions.
- **Accessible Online Support:** Customers can access additional guidance, cleaning recommendations and troubleshooting resources through support.ctouch.eu and docs.i3-technologies.com, ensuring continuous support throughout the product's lifecycle.

Incident Prevention

To proactively minimise risks, we incorporate safety-focused features and comprehensive user instructions into every product:

- **Safe Product Design:** Our touchscreens are engineered with features like flame-retardant materials and robust electrical systems to enhance safety during use.
- **Clear Operational Guidance:** The user manual provides step-by-step instructions for setup, operation and troubleshooting to prevent accidents and misuse.
- **Customer Support:** Online resources, including FAQs and tutorials at support.ctouch.eu and docs.i3-technologies.com, provide further assistance to address user concerns effectively.

Incident Management

We prioritise rapid and transparent responses to ensure the safety and satisfaction of our customers. Our robust incident management process enables us to address any product safety issues efficiently and effectively.

- **Customer Feedback Channels:** Customers can report concerns quickly and easily through our online support portal at support.ctouch.eu and docs.i3-technologies.com. The portal provides a structured platform for submitting questions or safety-related issues, ensuring prompt attention from our support team.
- **Proactive Recalls (if required):** In the rare event of a product safety issue, we are committed to proactive and transparent communication. We ensure that any affected products are recalled swiftly, with clear instructions provided to customers for resolution.
- **Comprehensive Knowledge Base:** support.ctouch.eu and docs.i3-technologies.com offer a wealth of resources, including troubleshooting guides, FAQs and safety updates. These tools empower users to address minor concerns independently while ensuring critical issues are escalated effectively.
- **Continuous Improvement:** Insights from customer feedback and incident reports are analysed to enhance product design and processes, reducing the likelihood of future issues.

Report: 2024 Product Safety

In 2024, we recorded zero safety incidents related to our products. This achievement reflects our commitment to rigorous testing, compliance and proactive customer support.

Metrics	2024
Safety incidents related to our products reported	0

Product Accessibility

Accessibility is a key consideration in the design and development of our interactive displays. We are committed to ensuring that our products contribute to an inclusive ICT ecosystem, enabling diverse users to interact with technology seamlessly. Our Product & Development team integrates accessibility features into every aspect of our design, aligning with industry standards to support universal usability.

Accessibility Standards

Our displays are built to align with the accessibility requirements outlined in **ETSI EN 301 549 – V3.2.1**, ensuring compliance with guidelines for ICT products and services. While our solutions have not undergone full testing for certification, they are designed to function as components within a larger ICT system, without impeding the accessibility of the overall setup.

Key Accessibility Features

Our displays incorporate a range of accessibility features to accommodate diverse user needs:

- **Assistive Technology Support:** Our displays are compatible with keyboard and mouse inputs, with visual and audio outputs replicating on-screen information.
- **Touch and Input Flexibility:** Users can interact with the display via finger or stylus, offering flexibility and ease of use.
- **Adjustable Visuals:** Customisable colour schemes and contrast adjustments enhance visibility and reduce eye strain.
- **Accessible Mounting Options:** VESA mount compatibility allows for flexible and user-friendly installation.
- **Safe Interaction Design:** The UI avoids flashing content to reduce seizure risks for sensitive users.

In 2024, we did not introduce new touchscreen models under the ‘CTOUCH’ brand or the ‘i3CONNECT’ brand. Therefore, no significant accessibility improvements can be reported for this year. However, we remain committed to enhancing accessibility in future product iterations, guided by evolving standards and user feedback.

Product Lifetime Extension

Touchscreens are typically depreciated after 5 to 7 years. We believe this is far too short, given the potential longevity of well-maintained and properly supported touchscreens. That is why our promise to our users is that at least 50% of our touchscreens will perform to their satisfaction even after 10 years of use.

To make our promise a reality, we are committed to extending the lifespan of our products. Through innovative software and hardware solutions, proactive servicing and sustainable design principles, we ensure that our touchscreens remain in use for longer. This significantly reduces e-waste and minimises overall environmental impact, for us as a company and for the user.

We offer two CTOUCH-branded solutions to extend the economic lifespan of our touchscreens: the Android Upgrade Module and Heartbeat Life (newly launched in 2024). These offerings help businesses, schools and institutions keep their touchscreens performing at peak efficiency while reducing costs and minimising their environmental footprint.

Android Upgrade Module

For older CTOUCH-branded models Laser Sky, Nova and Riva, this module upgrades devices to Android 12 (Android 13 in 2025).

Unlike traditional hardware, where outdated software often necessitates full device replacement, our module enables users to upgrade to the latest available Android version. By installing the module, these older models gain:

- Security and firmware updates for long-term performance.
- A modernised user interface, ensuring uniformity with newer CTOUCH-branded models.
- Access to a new app store with a wide range of applications.
- Unlimited wireless sharing via EShare.
- Remote management options.
- Built-in Wi-Fi for enhanced connectivity.
- Two years of additional warranty (*terms and conditions apply*).

This ensures that older CTOUCH-branded touchscreens remain functional for up to 10 years, eliminating the need for premature full device replacement.

Heartbeat Life

In 2024, we launched Heartbeat Life, a comprehensive service package designed to extend the lifespan of newer CTOUCH-branded touchscreen models. This package ensures that touchscreens remain uniform, secure and fully supported for up to 10 years.

As a key component of our product lifetime extension strategy, Heartbeat Life enables organisations to maximise their investment by maintaining software and hardware integrity over time, avoiding unnecessary disposal.

Key features of this lifetime extension package include:

- Software and Security Updates. Continuous firmware and security patches ensure screens remain functional, safe and compliant with modern digital standards, eliminating the need for early replacements.
- Operating System Upgrades. Futureproofing through OS updates ensures continued compatibility with evolving software ecosystems.
- Consistent User Experience. Updates maintain a uniform interface across different touchscreen models, reducing the need for retraining and replacement purchases.
- Screen Sharing & Remote Management. Enhanced digital collaboration features reduce the environmental impact of travel and physical meeting resources.
- Warranty Extension. By extending the warranty to up to 10 years, we actively promote product longevity and responsible consumption. (*terms and conditions apply*).

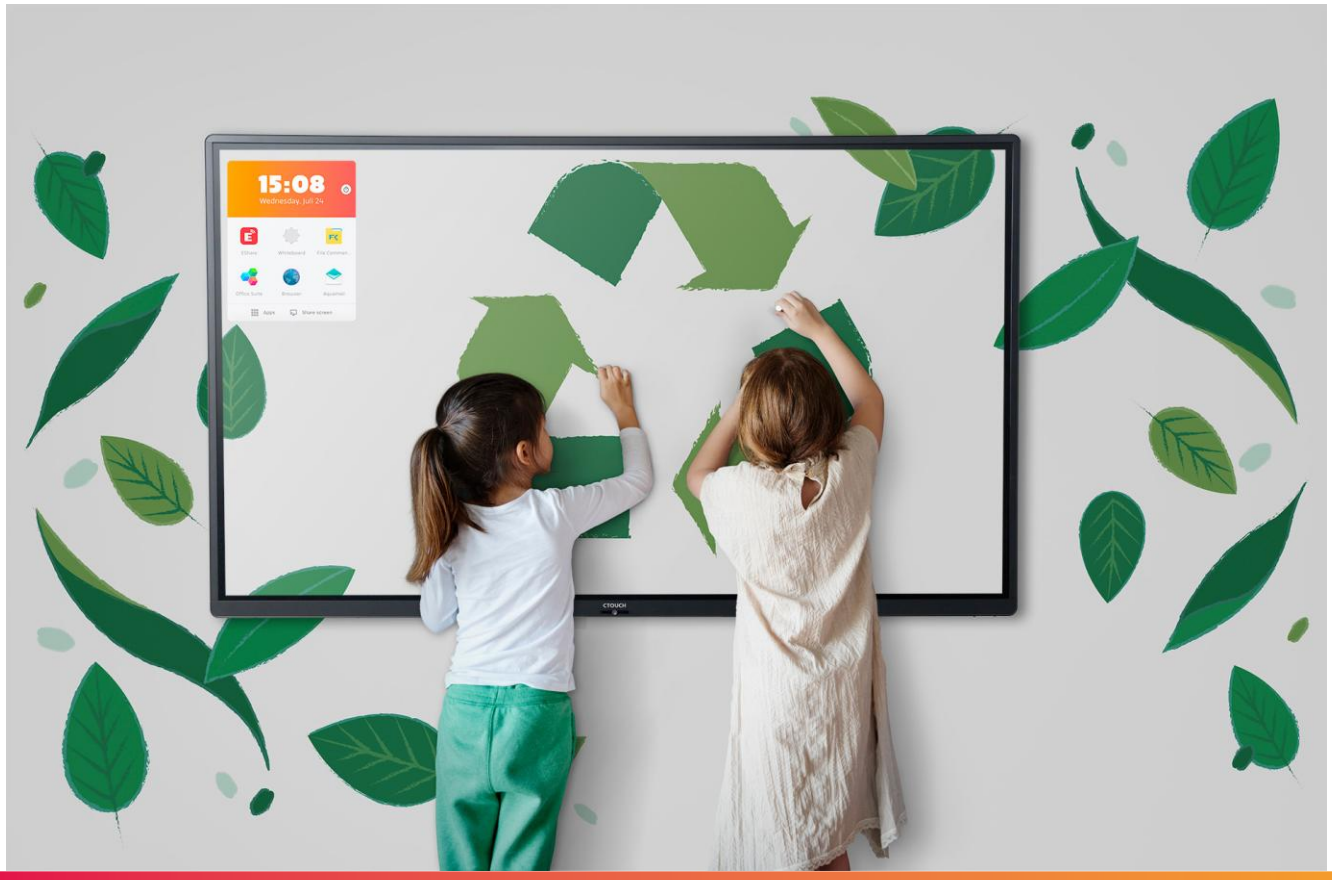
By reducing hardware replacements, Heartbeat Life significantly lowers e-waste generation and supports a more sustainable technology lifecycle.

CO2 Reduction When Choosing to Extend Lifetime

Purchasing the Heartbeat Life package and/or installing the CTOUCH Android Upgrade Module extends the lifespan of a screen by at least 3 years. The below illustrate illustrative calculation shows the CO2 saving per screen per year if lifetime extension is chosen.

In this illustrative calculation, the CO2 impact of a new screen is based on the impact of a CTOUCH Riva R2 in production phase, including transportation. The average lifetime of a touchscreen is 8,5 years. The calculation assumes that the old screens will be taken out of use when they are replaced.

	Riva R2 55”	Riva R2 86”
CO2 impact new screen per year	58 kg CO2	100 kg CO2
CO2 impact upgrade module per year	6 kg CO2	6 kg CO2
CO2 savings per screen per year	52 kg CO2	94 kg CO2



Product End-Of-Life

Take-Back Programme

Our Take-Back Programme provides a structured and sustainable solution for the responsible return and refurbishment of CTOUCH-branded touchscreens. Customers can return their end-of-life touchscreens free of charge, either directly to us or via our reseller partners. While the return itself is free of charge, customers are responsible for organising and covering transport costs.

Returned devices are thoroughly inspected to identify reusable components. Recovered components, such as circuit boards and panels, may be reused in refurbished touchscreens.

This action to recover, reuse and repurpose serves a double purpose:

- It reduces the need for need for new raw materials.
- It minimises e-waste, contributing to positive waste management in our office waste streams.

Materials that cannot be reused are responsibly processed by WEEELABEX-certified recyclers.

Businesses and schools benefit from a hassle-free process to return old touchscreens, reducing electronic waste while gaining access to refurbished devices that extend their budgets and sustainability goals.

In 2024, the CTOUCH Laser Sky, originally released in 2018, was the most frequently returned model through our take-back programme.

Next Life Programme

The CTOUCH Next Life Programme focuses on extending the lifespan of touchscreens through refurbishment. Returned screens, including those processed through our Take-Back Programme, undergo thorough inspection, testing and updates. Reusable electronic components recovered during the inspection are reintegrated into refurbished touchscreens, ensuring optimal performance and reliability while minimising the need for new materials.

Our refurbished touchscreens operate on Android 12 (with further updates possible) and feature the latest user interface, delivering the same user experience and safety standards as our newest models. Each refurbished touchscreen includes a 2-year warranty, providing customers with added peace of mind and reinforcing the product's quality.

By combining refurbishment with component recovery, the Next Life Programme prevents valuable resources from entering landfills and significantly reduces electronic waste. Customers benefit from affordable, high-quality solutions while supporting a circular economy and contributing to a more

sustainable, environmentally responsible future. This programme reflects our dedication to delivering sustainable solutions without compromising on quality or performance.

In 2024, the Laser Sky was our most refurbished model. For example, in one specific refurbishment, a broken LAN port was replaced using a circuit board from our existing stock of spare parts. The touchscreen was then updated with our Android Upgrade Module, enabling it to begin its next life as a fully refurbished device.

E-Waste Disposal

We have established a comprehensive system for managing and tracing electronic waste to ensure proper treatment and alignment with environmental standards. Our approach includes clear separation of e-waste, certified processing and transparent documentation at each stage.

- **E-Waste Separation:** Electronic waste is segregated at the point of disposal to ensure components such as circuit boards, batteries and panels are directed to appropriate recycling streams. This separation is a standard part of our internal waste management processes and is documented in operational procedures.
- **E-Waste Processing:** Processing a touchscreen involves shredding the device into small pieces. These fragments are then meticulously sorted into material streams, enabling the recovery and reuse of valuable components. This process ensures that recyclable materials are efficiently recovered, while non-recyclable materials are disposed of responsibly.
- **Material reuse, recovery or repurpose** components are inspected to see if they can be used in refurbished touchscreens, please see ‘Next Life programme’ above for more information.
- **Certified Recycling Partners:** All e-waste is transferred to WEEELABEX-certified recyclers, who adhere to stringent environmental guidelines for processing electronic components. Documentation from these partners provides assurance of proper treatment. In 2024, we partnered with Mirec.
- **Audit and Traceability:** we maintain an audit trail for all e-waste, logging each device's lifecycle from removal to recycling. These records ensure transparency and allow verification of compliance with regulations.
- **Awareness and Training:** Employees involved in IT and facility management receive training on proper e-waste handling and separation procedures, supporting compliance and reducing the risk of improper disposal.

WEEE Compliance

We comply with the Waste Electrical and Electronic Equipment (WEEE) regulations as implemented across EU member states. While WEEE follows a common European framework, each country enforces its own specific rules and collection systems. In the Netherlands, for example, electronic waste is managed by Stichting Open. In other countries, similar organisations oversee e-waste collection and recycling. We collaborate with the appropriate organisations in each market where our products are sold to ensure responsible end-of-life processing.

To further support the effective treatment and recycling of WEEE, we provide technical information to facilitate the work of reprocessing facilities. Technical drawings are included in our service manual which is available internally and to authorised partners. Additionally, these drawings are integrated into our user manuals ensuring that both customers and recycling professionals have access to the necessary details for proper disassembly and recycling.

By making this information readily available, we ensure that our products can be efficiently processed at the end of their lifecycle, reducing waste and supporting circular economy principles.

In 2024, circuit boards, power supplies and accessories were the most recycled touchscreen components from our e-waste programme.

KPIs on Product End-Of-Life

We are committed to managing the end-of-life phase of its products responsibly. These KPIs reflect our efforts to refurbish, recycle, and minimise waste while aligning with WEELABEX-certified standards. Responsibility for these KPIs is overseen by the Manager Operations.

KPI	Target (2024)
Carefully inspect all returned touchscreens and refurbish them if possible. If refurbishment is not feasible, carefully dismantle to re-use components. What is left needs to be send to a WEELABEX-certified company for processing.	100% of the offered touchscreens undergo ‘next life’ inspection progress.
Carefully dismantle all touchscreens offered for recycling and send them to a WEELABEX-certified company for processing.	100% of the offered screens are processed within 4 weeks.

Report: 2024 Product End-Of-Life

Metrics	Result (2024)
Total amount of returned touchscreens processed within 4 weeks	109 touchscreens
% of returned touchscreens processed	100%
Total amount of touchscreens refurbished	77 touchscreens
% of refurbished touchscreens	70.64%
Total Weight of WEEE processed (in kg)	5065 kg
Total Weight of EEE placed on the market (in kg)	930,377 kg

Hazardous Substances & Environmental Safety

Environmental Emergency Measures and Hazardous Substances Management

We use hazardous substances only when strictly necessary for operational purposes, such as diesel for service vans, having a replacement policy to move to electrically operated vehicles for all our vans and cars, or specialised cleaning agents like sticker remover. Our usage is minimal and carefully managed to ensure compliance with safety and environmental regulations.

Given the limited scope and essential nature of these substances, opportunities for reduction are constrained. However, we remain committed to exploring safer alternatives where feasible and continually ensuring that all hazardous substances are handled, stored and disposed of responsibly in alignment with regulatory standards.

Environmental Emergency Measures

We implement robust environmental emergency protocols designed to mitigate the impact of hazardous substance spills. These measures ensure compliance with safety standards and environmental regulations while minimising risks to people and the planet. Key components include:

- **Spill Response Protocols:** Detailed procedures address incidents involving substances such as battery acid, diesel and hydraulic oil. These protocols prioritise swift containment, neutralisation and clean-up to prevent soil and water contamination.
- **Readiness and Resources:** Absorbent materials and neutralising agents, such as sodium bicarbonate for acid spills and inert absorbents for oil, are strategically stored in accessible, designated locations.
- **Collaboration with Certified Partners:** we partner with licensed waste management companies to ensure hazardous materials are safely disposed of, in compliance with Dutch and international regulations.

Actions For Labelling, Storing, Handling and Transporting Hazardous Substances

We follow stringent guidelines for the safe management of hazardous materials to protect both employees and the environment. These actions include:

- **Clear Labelling:** All hazardous substances, such as battery acid and diesel, are labelled with detailed safety information derived from Safety Data Sheets (SDS) to ensure proper handling and identification.
- **Secure Storage:** Hazardous materials are stored in dedicated, ventilated areas with restricted access to prevent unauthorised handling and exposure.

- **Transport Compliance:** Hazardous materials are packaged, labelled and documented in accordance with applicable regulations to ensure safe transport. All procedures strictly follow relevant safety and compliance standards to minimise risks during transit.

Employee Training on Hazardous Substances Management

We prioritise employee safety by providing comprehensive training programmes to prepare staff for handling hazardous substances. Key training includes **Procedure Training**. Employees working with battery acid, diesel and hydraulic oil are trained in spill response protocols, including the proper use of personal protective equipment (PPE).

KPIs On Hazardous Substances & Environmental Safety

Responsibility for these KPIs is overseen by the Manager Operations.

KPI	Target (2024)
Number of incidents related to hazardous substances	0 incidents
Number of incidents related to environmental safety	0 incidents

Report: 2024 Hazardous Substances & Environmental Safety

Metrics	Result (2024)
Total number of incidents related to hazardous substances	0
Total number of incidents related to environmental safety	0

2. OUR COMMITMENT TO OUR PEOPLE

We believe that the strength of our organisation lies in the well-being, growth and engagement of our people. As part of our commitment to social responsibility, we prioritize employee safety, health, career development and diversity, while fostering an inclusive and respectful workplace culture.

Employee Health

Ensuring the health and safety of our employees is paramount. We are committed to creating a secure and supportive working environment through rigorous protocols, preventive measures and active engagement with employees.

Preventive Health Programmes

To promote well-being and healthy lifestyles among our employees, we provide a variety of initiatives that support both physical and mental health. These programmes reflect our commitment to creating a workplace that prioritizes employee satisfaction and holistic wellness:

- **Weekly Gym Access:** Employees have free weekly access to gym classes conducted by professional trainers, encouraging physical fitness and stress relief.
- **Healthy Office Lunches:** Subsidized healthy meals are available daily at our office, with costs tailored to employees' lunch frequency to make healthy eating accessible.
- **Fresh Fruit Programme:** Weekly fresh fruit is made available at the office to encourage healthy snacking habits.
- **Bike Lease Programme:** Employees are encouraged to adopt sustainable and active commuting options through our bike lease programme, supporting both physical health and environmental responsibility.
- **Regular Professional Cleaning:** Our office spaces are cleaned two times a week by a professional cleaner.

Mental Health and Stress Management

- **Access to Occupational Health Services:** Employees can consult the company physician directly and confidentially, without requiring prior approval from the employer. This ensures support for mental and physical health issues in a secure and private manner.

Employee Feedback Mechanisms

- **2024 Employee Satisfaction Survey:** In 2024, we conducted an anonymous employee satisfaction survey to assess well-being and gather honest feedback.
- **Cross-Department Feedback Sessions:** Following the survey, feedback sessions were organised with colleagues from different departments. Employees were encouraged to speak openly without fear of repercussions, fostering an environment of trust and transparency.

Participants were reminded of the importance of confidentiality within the sessions to ensure authentic feedback was shared.

KPIs on Employee Health

The HR Advisor oversees these KPIs, which aim to promote well-being and engagement across our workforce.

KPI	Target (2024)
Encourage active and environmentally friendly commuting options for employees.	At least 10% of CTOUCH Europe B.V. employees have participated in bike-leasing programme
Provide opportunities for employees to enhance their physical well-being through fitness initiatives.	At least 10% of CTOUCH Europe B.V. have participated in weekly gym classes
Gather actionable insights to improve workplace well-being and satisfaction.	100% of CTOUCH Europe B.V. employees fill in Employee Satisfaction Survey

Report: 2024 Employee Health

KPI	Result (2024)
Total % of CTOUCH Europe B.V. employees who participated in the bike-leasing programme	15%
Total % of CTOUCH Europe B.V employees who participated in weekly gym classes	15%
Total % of CTOUCH Europe B.V employees who completed the Employee Satisfaction Survey	90%

Employee Benefits and Work-Life Balance

We understand that a healthy work-life balance and comprehensive employee benefits are essential for fostering a supportive and thriving workplace. Our policies and programmes address diverse needs, enabling employees to balance personal and professional responsibilities effectively.

Parental and Care Leave

We provide flexible leave options to support employees with family responsibilities, including:

- **Parental Leave:** Available for parents to care for their children during critical early years, with tailored options to meet personal and family requirements.
- **Care Leave:** Extended to employees providing essential caregiving support for family members, ensuring adequate time for these responsibilities.
- **Customized Leave Scheduling:** Employees can adjust their leave schedules flexibly to accommodate their unique circumstances, whether for family, health, or personal priorities.

Flexible Work Arrangements

To promote work-life balance, we offer:

- **Remote Work Options:** Employees can work from home to accommodate personal or family needs, ensuring greater flexibility.
- **Flexible Schedules:** Options include part-time roles and variable schedules, enabling employees to tailor their work hours. This enables all employees—regardless of family status or role—to tailor their work schedules to their needs.

Health and Social Benefits

Our commitment to employee well-being extends to financial and social support:

- **Pension Plan Contributions:** we contribute to employee pension premiums, supporting long-term financial security for our team members.
- **Health Insurance Discount:** we offer employees access to a collective health insurance scheme with a premium discount, making healthcare coverage more affordable.

Additional Leave Options

We accommodate a variety of personal and professional situations through:

- **Emergency Leave:** Immediate, short-term leave for unexpected events, such as a family emergency.
- **Special Leave:** Leave allowances for occasions like weddings, relocations, or bereavements.

Diversity, Inclusion and Respect

We are committed to maintaining a workplace that values diversity and treats every employee with dignity:

- **Anti-Discrimination Policies:** A robust complaints procedure is in place to address any incidents of discrimination or harassment, ensuring employees feel safe and heard.
- **Confidential Reporting Channels:** Employees have access to a trusted advisor and anonymous reporting mechanisms for issues relating to workplace behaviour.

Through these initiatives, we reinforce our commitment to its people, ensuring they thrive in a supportive, safe and progressive environment. Together, we are building a sustainable and inclusive workplace that empowers our team to excel and contribute meaningfully.

Employee Safety

Ensuring the safety of our employees is a top priority for us. We are committed to maintaining a secure work environment through proactive safety measures, comprehensive training and the provision of appropriate resources.

General Safety Measures

- **Provision of Safety Equipment:** Employees are provided with all necessary safety equipment during their onboarding process, ensuring compliance with workplace safety standards. This includes protective clothing, ergonomic tools and specialized equipment tailored to their roles.
- **Onboarding Safety Training:** All employees receive mandatory safety training as part of their induction. This training covers essential safety protocols, equipment usage and emergency response procedures.
- **Ongoing Awareness Campaigns:** Regular safety communication ensures that employees remain aware of best practices and updates to safety protocols.

Emergency Preparedness

Our robust emergency preparedness programme ensures readiness and effective responses during incidents. Key measures include:

- **Emergency Response Training (BHV):** Employees are trained as certified emergency responders under the Dutch "Bedrijfshulpverlening" (BHV) system. These responders are equipped to handle emergencies such as fires, medical incidents and evacuations. We ensure that the required number of employees are always trained and up to date.
- **Annual Evacuation Drills:** Regular evacuation drills familiarize employees with emergency procedures, ensuring swift and organised responses in critical situations.

- **Facility Readiness:** Emergency equipment, including fire extinguishers and alarm systems, is inspected and maintained annually to ensure functionality and compliance with safety standards.

Risk Assessment

We continuously monitor and mitigate workplace risks through:

- **Comprehensive Risk Assessments (RI&E):** Regular evaluations identify potential hazards and ensure measures are in place to minimize risks. These assessments are reviewed periodically to adapt to changes in the workplace environment.
- **Preventive and Corrective Action Plans:** Any identified risks are addressed promptly through structured action plans, ensuring a proactive approach to employee safety.

KPIs On Employee Safety

The HR Advisor oversees these KPIs, which aim to promote safety across our workforce.

KPI	Target (2024)
Ensure sufficient emergency responders (BHV) are present in the office by training employees as certified emergency responders.	At least 4
Ensure all employees receive onboarding safety training within their first month of employment.	100%
Conduct regular workplace evacuation drills to ensure preparedness in case of an emergency.	100%
Maintain a safe working environment with zero workplace incidents or injuries.	0 incidents

Report: 2024 Employee Safety

KPI	Result (2024)
Number of employees trained as certified emergency responders (BHV)	4
Completion rate for onboarding safety training within the first month	100%
Completion rate of annual evacuation drills	100%
Number of workplace incidents or injuries resulting in lost time	0%
Number of workplace injuries resulting in lost time	0

Employee Training and Career Advancement

We believe in fostering a culture of continuous learning and development, recognising that investing in our employees' growth is fundamental to our success. Our comprehensive approach to training and career advancement ensures that every employee has access to the tools, opportunities and support needed to thrive in their roles and achieve their professional aspirations.

Structured Career Development: Koers & Kansen (Course & Opportunities)

Our **Koers & Kansen** (Course & Opportunities) programme underpins our career development. Employees participate in **biannual performance reviews**, including a progress meeting in spring and a wrap-up meeting in autumn. These sessions focus on three core areas:

- **Behaviour & Feedback:** Identifying strengths and areas for improvement.
- **Results & Development Goals:** Establishing clear expectations and growth targets.
- **Work Happiness & Ambition:** Understanding employees' aspirations and ensuring alignment with organisational goals.

The programme ensures every employee has a personalised career plan, formally documented and regularly updated in their HR files.

Comprehensive Training Opportunities

We prioritise skill enhancement and professional development through a variety of training options:

- **Annual Training Hours:** Employees are encouraged to dedicate a set number of hours annually to professional training to ensure ongoing skill enhancement.
- **Mandatory Health and Safety Training:** Employees receive role-specific training, including mandatory programmes for safety-critical roles.
- **External Education Support:** we offer financial support for eligible education programmes relevant to employees' current or future roles.

Leadership Development

We identify and nurture potential leaders through targeted mentorship and training programmes. Employees in managerial roles are provided with resources and coaching to enhance their leadership capabilities.

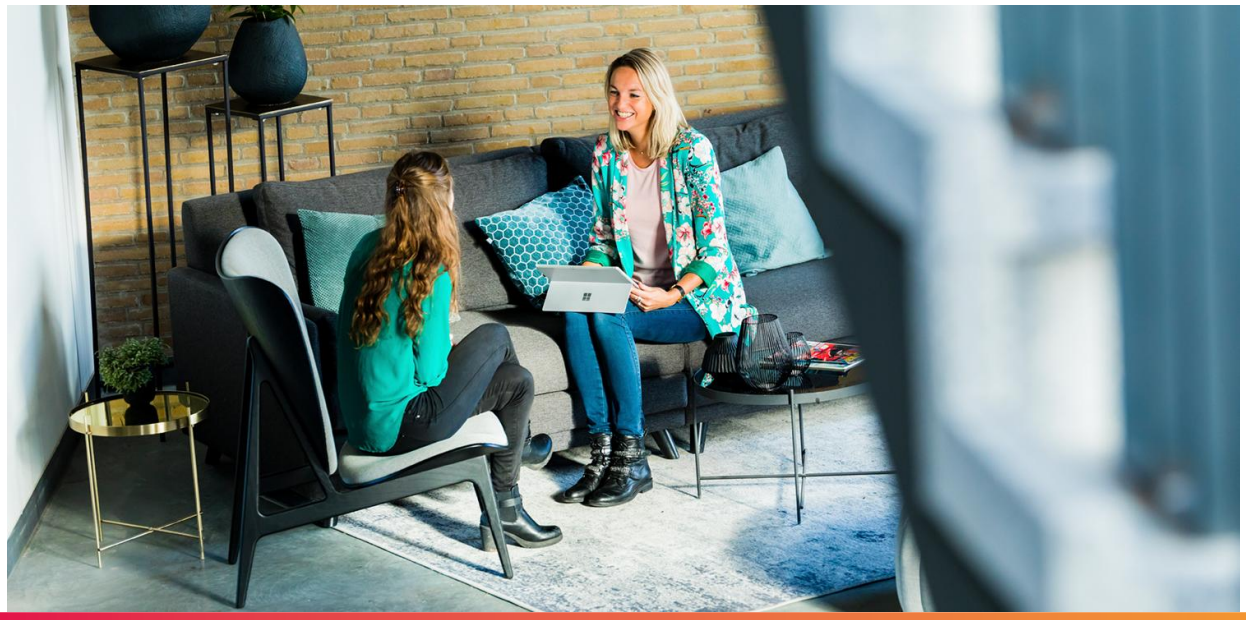
KPIs On Training and Career Advancement

The HR Advisor oversees these KPIs, which aim to promote career development across our workforce.

KPI	Target (2024)
Total % of employees who complete both biannual Koers & Kansen reviews	100%
% of employees participating in external education or training	At least 15%
Average training hours per employee annually	At least 8 hrs

Report: 2024 Training and Career Advancement

KPI	Result (2024)
Total % of employees who complete both biannual Koers & Kansen reviews	100%
% of employees participating in external education or training	20%
Average training hours per employee annually	8 hours



Diversity, Equity and Inclusion

We are committed to fostering a workplace culture that upholds respect, fairness and equality. Our policies and practices are designed to create an inclusive environment where every employee feels valued, supported and empowered to thrive.

Respect and Fair Treatment

We believe that diversity strengthens our organisation. We are dedicated to creating a work environment where employees:

- Are treated with dignity and respect, regardless of their background, identity or beliefs.
- Work in a culture that encourages collaboration, open dialogue and mutual understanding.
- Are protected against any form of harassment, discrimination or offensive behaviour through clear policies and regular training.

Equal Opportunities

We are committed to ensuring that all employees have access to opportunities for growth and development based on their qualifications, skills and experience. Our recruitment, retention and promotion practices are designed to eliminate bias and foster inclusion at every stage. Our policies ensure that all employees have equal access to opportunities, including:

- **Non-Discriminatory Recruitment Practices:** Recruitment and selection processes are inclusive, focusing solely on candidates' skills, experience and alignment with company culture.
- **Non-Discriminatory Recruitment Language:** We ensure that all job postings use inclusive language and that our hiring processes are free from bias.

Fair and Equal Pay Practices

We believe that employees should be compensated fairly and equitably. We regularly review and audits remuneration practices to ensure:

- Wages are determined solely by qualifications, experience and performance, free from discrimination based on gender, age or other personal characteristics.
- Salary structures are transparent and aligned with industry benchmarks to maintain fairness across all roles and demographics.

Offering an Inclusive Workplace

We actively work to create an inclusive and supportive environment by:

- **Promoting Diverse Perspectives:** Employees are encouraged to share unique perspectives and engage in healthy, constructive dialogue.

Anti-Harassment and Grievance Mechanisms

We maintain a zero-tolerance policy for harassment or discrimination in the workplace. Employees are supported through:

- **Confidential Reporting Channels:** Employees can report concerns regarding discrimination or harassment through a secure and confidential process.
- **Non-Retaliation Assurance:** Employees are protected from retaliation when raising concerns or making reports.
- **Whistleblower Protection:** Employees reporting misconduct are protected and supported in line with company policy.

Promoting Gender Inclusivity

We recognise the value of gender diversity in fostering innovation, collaboration and a balanced workplace culture. As a technology company, we keenly understand our responsibility to create an environment where women feel welcomed, supported and empowered to thrive. We are committed to promoting gender inclusivity across all levels of our organisation and actively working towards a healthy balance between male and female employees.

- **Equal Opportunities:** We ensure that all employees, regardless of gender, have equal access to career development, leadership opportunities and compensation.
- **Supportive Initiatives:** Programmes such as mentoring, leadership training and flexible work arrangements are designed to support and encourage female employees in advancing their careers.

On Minority and Vulnerable Groups in the Workplace

We are dedicated to fostering a workplace that values diversity and respects the individual identities of all employees. In alignment with Dutch law and our internal policies, we do not collect data regarding employees' race, religion or ethnicity. This ensures compliance with privacy regulations and supports our commitment to fair and equal treatment in all aspects of employment.

Definitions of 'Vulnerable Groups' under Dutch Law

Dutch law defines vulnerable groups in the workplace as individuals or categories requiring specific protections due to their social, legal, or personal circumstances. This includes:

- **Children:** Recognised as a vulnerable group, Dutch law strictly prohibits the employment of children below the minimum working age to protect their rights and development.
- **People with Disabilities:** Individuals with physical, mental, or psychological challenges are considered vulnerable and may require reasonable workplace accommodations to ensure fair treatment and equal opportunities.
- **Workers on Temporary or Flexible Contracts:** These employees are often considered more vulnerable due to job insecurity or limited access to certain benefits.

Our Approach to Minority and Vulnerable Groups in the Workplace

- **Equal Opportunity Practices:** Recruitment and promotion decisions are based solely on qualifications, experience and merit, ensuring an unbiased and inclusive process.
- **Prohibited Practices:** In line with Dutch law, we explicitly do not ask employees or candidates about their race, religion or ethnicity during recruitment, performance evaluations or workplace interactions. This ensures a focus on skills and potential while respecting personal privacy.
- **Support for Vulnerable Groups:** we accommodate the needs of employees with disabilities through tailored workplace solutions, including accessibility adjustments and flexible working arrangements.
- **Children in the Workplace:** we strictly adhere to laws prohibiting the employment of children, recognising their need for special protections as defined by Dutch legislation.

Alignment With Our Code of Conduct

Our **Code of Conduct,** as detailed in 'Code of Conduct', underpins our commitment to diversity and inclusion. It explicitly prohibits any form of discrimination or harassment and establishes clear guidelines for fostering an inclusive workplace where every employee feels respected and empowered. Our Code of Conduct is revised regularly to ensure it is up to date. It can be publicly assessed via https://i3-connect.com/uploads/Files/i3CONNECT-CODE-OF-CONDUCT.pdf

KPIs On Diversity and Inclusion

The HR Advisor oversees these KPIs, which aim to promote diversity and inclusion across our workforce.

KPI	Target (2024)
Percentage of women employed in the whole organisation	25%

Report: 2024 Diversity and Inclusion

KPI	Result (2024)
Percentage of women employed in the whole organisation	18%
Percentage of employees from minority and/or vulnerable groups in the whole organisation	0%*

*Due to privacy regulations and our commitment to anti-discrimination, we do not track demographic data related to race, ethnicity or religion. While this limits our ability to report specific diversity metrics, it reinforces our focus on equitable treatment and opportunities for all employees, free from bias or categorisation.

Our People in Diest

While the primary scope of this Annual Sustainability Report focuses on CTOUCH Europe B.V., we believe in offering a transparent view of our combined performance as part of the new i3CONNECT brand. Since July 2024, CTOUCH has been part of i3-Technologies NV, headquartered in Diest, Belgium. To reflect our shared journey and provide a more complete picture of our people and values, we provide a factual overview of key workforce data from the Diest head office.

At the Diest headquarters, i3-Technologies employed on average **23 full-time equivalents (FTEs)** in 2024, representing a total of **39,265 hours worked**. Of this, **16.5 FTEs were men and 6.5 FTEs were women**, reflecting a male/female distribution of roughly **72% to 28%**. Training and development remained a priority: **5 employees** participated in formal training programs (90 hours in total), while **28 employees** took part in informal and on-the-job learning activities (464 hours in total).

These figures demonstrate our commitment to building a motivated and skilled team in Diest, illustrating how its priorities complement the sustainability values across i3CONNECT.

3. OUR COMMITMENT TO SOCIETY

We believe that a sustainable future is built through collaboration, innovation and a dedication to making a positive societal impact. Our Corporate Social Responsibility (CSR) initiatives focus on creating environmental, social and economic value by partnering with organisations that share our vision for a better world. From tackling climate change to promoting equal opportunities in the labour market, we are proud to contribute to meaningful change.

The Sustainable Development Goals

Our CSR strategy aligns with the United Nations' **Sustainable Development Goals (SDGs)** to ensure our efforts contribute to global progress:

- **SDG 4 – Quality Education:** Advocating for education through partnerships like JINC and Eco-Schools.
- **SDG 10 – Reduced Inequalities:** Championing equal opportunities in the workplace and beyond.
- **SDG 12 – Responsible Consumption and Production:** Promoting circular design and sustainable supply chains.
- **SDG 13 – Climate Action:** Reducing CO2 emissions and supporting reforestation.

Proud Participant of the UN Global Compact

In 2024, we as 'CTOUCH Europe B.V' became a participant of the UN Global Compact.

The UN Global Compact is the world's largest corporate sustainability initiative, calling on companies to align their strategies and operations with ten universal principles in the areas of human rights, labour, environment and anti-corruption, while taking action to advance societal goals.

By joining, we are expressing our commitment to being a responsible company for people and planet. This commitment is to operate responsibly, in alignment with Ten universal Principles, take actions to support society and report to the UN Global Compact annually on our ongoing efforts.

Integrating Stakeholder Management

Participation in the UN Global Compact reinforces our dedication to engaging with stakeholders and addressing their concerns transparently. Our approach includes:

- **Active Dialogue:** Engaging regularly with employees, customers, suppliers and community partners to understand their needs and align them with our sustainability goals.
- **Collaborative Solutions:** Partnering with stakeholders to co-create strategies that promote ethical business practices, sustainable supply chains and equitable opportunities.
- **Transparent Reporting:** Publishing detailed updates on our progress toward the Ten Universal Principles to ensure accountability to stakeholders at every level.

Our participation in the UN Global Compact marks a significant step in our sustainability journey. We are committed to embedding the Ten Universal Principles into our corporate strategy and strengthening our collaboration with stakeholders to contribute meaningfully to global societal goals.

Environmental Partnerships with Non-Profit Foundations

Our commitment to environmental sustainability drives our efforts to protect and restore the planet. Through strategic partnerships, we actively contribute to reducing our ecological footprint. We monetarily contribute to the non-profit initiatives listed below.

Trees for All

Trees for all is a Dutch foundation dedicated to restoring forests worldwide and fighting climate change. Over the years, we have collaborated with Trees for All in various capacities to support reforestation and offset emissions.

- 2022: We funded the planting of 2,500 trees in collaboration with Trees for All, including 1,250 trees in Eersel, near our office in Eindhoven.
- 2023: We offset 19 tonnes of CO2 emissions generated by its business operations in 2023 through a certified reforestation project in Bolivia.
- 2024: We donated 100 trees during its Green Friday initiative to counteract overconsumption on Black Friday.

Eco-Schools Programme

Eco-Schools is part of an international initiative aimed at promoting environmental awareness and sustainable practices in schools.

In 2023, we became a supporter of the Eco-Schools programme, marking our commitment to enhancing sustainability education for future generations. We've continued our support in 2024.

Social Impact Initiatives with Non-Profit Foundations

We believe in the importance of contributing to our local community. By supporting several impactful initiatives in Eindhoven, we aim to foster social inclusion, education and opportunities for all. We monetarily contribute to the non-profit initiatives listed below.

Brainport Voor Elkaar

Brainport Voor Elkaar is a Brainport Eindhoven initiative focused on creating opportunities for social inclusion and collaboration in the region. We participate in their ‘Samen Voor Eindhoven’ (“Together for Eindhoven”) programmes that connect companies with local social initiatives, encouraging employees to volunteer and contribute to community-building projects.

In 2024, our employees participated in community events, sharing expertise and human companionship to support underserved groups in the Eindhoven area.

JINC

JINC is a Dutch non-profit organisation that helps young people from underprivileged backgrounds gain access to the labour market by offering career guidance.

We collaborate with JINC to offer young people from disadvantaged backgrounds in Eindhoven a chance to explore career opportunities in technology. Through mentoring and events, we aim to inspire and empower future talent.

Playing for Success Eindhoven

Playing for Success is a Dutch educational initiative that helps Eindhoven children build confidence and develop skills through engaging and interactive activities in inspiring settings.

We first partnered with Playing for Success to provide interactive touchscreens for their sessions, enabling children to explore technology in creative ways and gain essential digital skills. We continue to support Playing for Success in its mission to inspire children through innovative learning experiences.

Corporate Collaborations

We believe in collaborating with organisations and networks that align with our vision for sustainability, innovation and social responsibility. These collaborations allow us to stay informed, exchange knowledge and contribute to collective goals.

Buyer Group ICT Hardware

In 2023, we joined forces with Buyer Group ICT Hardware, a part of PIANOo, the Dutch Public Procurement Expertise Centre. This group consists of over 100 organisations committed to sustainable procurement, promoting the well-being of both humans and nature. Their goal is a circular, climate neutral, transparent and fair supply chain by 2030—a goal we gladly contribute to by sharing insights on sustainable manufacturing and adopting best practices in procurement.

MVO Nederland

MVO Nederland is a network of over 2,000 businesses committed to sustainability and corporate social responsibility. We participate in their initiatives to ensure our practices align with the highest sustainability standards. Through knowledge-sharing and tools like the CSR Risk Check, we continually improve the transparency and responsibility of our supply chain.

Sparc

Sparc inspires young minds to explore careers in ICT by showcasing the creative and dynamic potential of the tech sector. We collaborate with Sparc and is a recognised Partner in Innovation through Fontys ICT, a leading programme that bridges the gap between education and industry.

As part of this partnership, we actively participate in educational events, facilitates interactive technology demonstrations and offers mentoring opportunities for students. Through these efforts, we promote awareness of technology's role in education and career development, empowering students and emerging talent to shape the future of ICT.

Workplace Vitality Hub

We are a part of the Workplace Vitality Hub, an innovation-driven collaboration between organisations and researchers focused on creating energising and sustainable workplaces. This initiative combines expertise in technology, design and human behaviour to redefine the future of workspaces. The Workplace Vitality Hub is located at the High-Tech Campus Eindhoven.

At the Workplace Xperience 2024, we showcased interactive touchscreens designed to enhance productivity, collaboration and sustainability in modern office environments.

Internship Opportunities

We actively collaborate with local educational institutions, including Fontys University of Applied Sciences, Avans University of Applied Sciences and Eindhoven University of Technology (TU/e), to offer study projects, internships and graduation projects that empower students to develop their skills and gain practical experience.

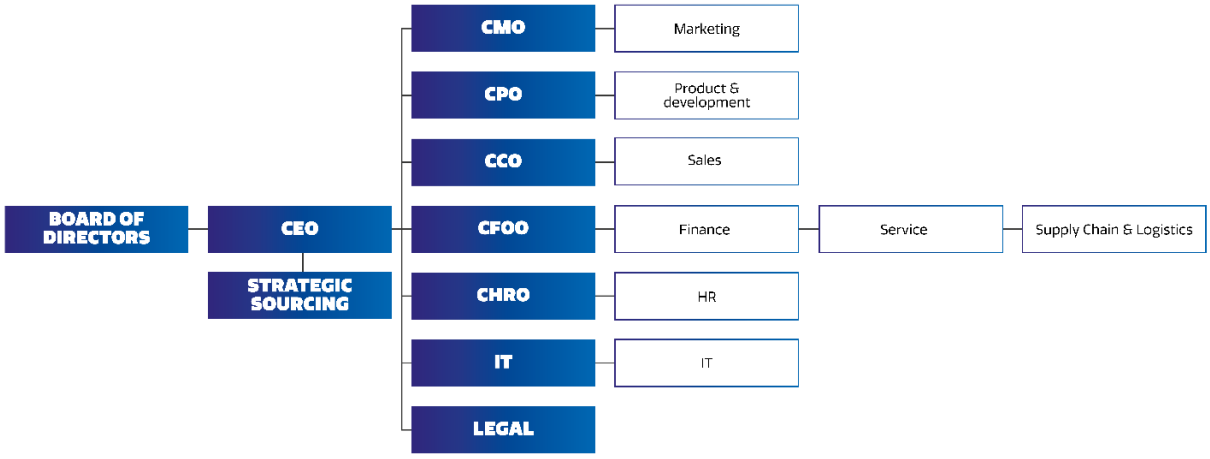
By fostering these partnerships, we aim to bridge the gap between education and industry, inspiring the next generation of professionals while contributing to workforce development.

In 2024, we welcomed **four** interns to work on graduation projects in our office. Over **20 students** participated in a variety of study projects.

4. OUR COMMITMENT TO GOVERNANCE

We believe governance is more than a compliance requirement. It is a cornerstone of our commitment to sustainability and ethical business practices. Through robust policies, transparent operations and a culture of accountability, we ensure that our business serves our stakeholders responsibly and fosters trust.

Corporate Governance Structure



Ethics and Compliance

Ethical business practices are at the heart of our operations. Our Code of Conduct and comprehensive anti-bribery and anti-corruption policies reflect our commitment to maintaining the highest standards of integrity, fairness and transparency across all business activities.

Code of Conduct

Our Code of Conduct serves as a guiding framework for ethical behaviour, applicable to all employees, partners and stakeholders. Key principles include:

- **Integrity in Decision-Making:** Employees are required to act in accordance with our ethical principles and long-term sustainability goals, ensuring fairness, transparency and compliance with our Code of Conduct.
- **Respect and Inclusivity:** We foster a culture of respect, with zero tolerance for discrimination, harassment, or unethical conduct in the workplace.
- **Adherence to Laws and Regulations:** Employees and partners are obligated to comply with all relevant laws, including those related to data protection, human rights and environmental impact.

To ensure understanding and compliance, all employees will be informed of the Code of Conduct during onboarding and through periodic refresher courses.

Our Code of Conduct is revised regularly to ensure it is up to date. It can be publicly assessed via https://i3-connect.com/uploads/Files/i3CONNECT-CODE-OF-CONDUCT.pdf

Anti-Bribery and Anti-Corruption Measures

We are committed to combating bribery, corruption and unethical practices. Our anti-corruption framework includes the following measures:

- **Strict Prohibition of Bribery:** Offering, receiving, or soliciting any form of bribe, kickback, or inappropriate gift is strictly forbidden. Clear guidelines on acceptable gift policies are outlined to prevent conflicts of interest.
- **Gift and Hospitality Policy:** We have established measures to govern the acceptance of gifts and hospitality. Employees are required to disclose and obtain approval for any received gifts that exceed a nominal value. This ensures transparency and prevents undue influence on decision-making processes.
- **Due Diligence for Third Parties:** We conduct rigorous background checks and due diligence on all suppliers, contractors and partners to ensure compliance with our ethical standards.
- **Whistleblower Protection:** We encourage reporting of any suspected unethical activities through confidential reporting channels. Reports can be submitted anonymously and employees are protected under a strict non-retaliation policy. We have separate channels in place for stakeholders to report misconduct and for stakeholders to report information security concerns.

Training and Awareness

To reinforce our commitment to ethical practices, employees participate in periodic anti-corruption training sessions. These workshops provide practical guidance on identifying and addressing unethical behaviour, ensuring that all team members understand their roles in upholding our principles.

By embedding these practices into our daily operations, we aim to create an environment of trust, accountability and integrity. These measures not only safeguard our reputation but also contribute to long-term sustainable growth and stakeholder confidence.

KPIs on Ethics and Compliance

The HR Officer oversees these KPIs, which aim to promote a safe environment for employees and stakeholders.

KPI	Target (2024)
Employees should be trained on our Code of Conduct, Ethics and Compliance	100% of CTOUCH Europe B.V. employees
Resolution of whistleblower reports	100% resolved within the timeframe specified in the whistleblower policy

Report: 2024 Ethics and Compliance Metrics

KPI	Result (2024)
Percentage of employees trained on our Code of Conduct, Ethics and Compliance [4]	100% of CTOUCH Europe B.V. employees
Total number of reports resulting from the whistleblower policy	0
Total number of investigations into misconduct	0
Total number of confirmed misconduct incidents	0
Time to resolution of whistleblower reports [5]	N/A

[4] Employees were trained across two group sessions. If anyone was unable to attend, private sessions were given.

[5] As no whistleblower reports occurred, no 'result on resolution of whistleblower reports within the timeframe specified in the whistleblower policy' is available.

Data Security

Protecting data is fundamental to our operations. We have achieved ISO 27001 certification on 12 May 2023, following the implementation of a comprehensive Information Security Management System (ISMS) and meeting the requirements of the Information Security Management System standard: ISO/IEC 27001:2022.

This certification, maintained in 2024, reflects our commitment to the highest standards of information security.

Our multi-faceted approach to data security includes the following measures:

Information Security Management System (Isms)

We have developed a robust ISMS framework to safeguard organisational assets and ensure continuous improvement. Key features include:

- Clear documentation of risks and controls, updated regularly through ISOPlanner.
- Ongoing internal audits to evaluate the effectiveness of the ISMS and address emerging vulnerabilities.
- Comprehensive risk assessment methodology aligned with ISO 27001, focusing on identifying, mitigating and monitoring risks.

Continuous Improvement (PDCA)

We use the PDCA cycle (Plan-Do-Check-Act) to continuously improve our Information Security Management System (ISMS), following the rules of ISO 27001. In the Plan step, we look at possible security risks, set goals and make rules to keep information safe. In the Do step, we put these rules into action within our ISMS. In the Check step, we review and test if everything is working as expected. Finally, in the Act step, we fix any problems and make improvements to our ISMS to stay secure and up to date. After this, the cycle starts again with Plan, ensuring ongoing security improvements.

Data Policies

To stay ahead of evolving threats, we regularly review and enhances its information security policies:

- **Information Classification Policy:** Defines the appropriate handling of public, internal and confidential data.
- **Access Control Policy:** Implements role-based access to sensitive information, ensuring data is available only to authorised personnel.
- **Data Retention Policy:** Establishes clear guidelines for data retention and secure disposal, reducing exposure to unnecessary risks.

Data Integrity and Confidentiality

We ensure the integrity of stored and transmitted data through:

- Regular validation of encryption protocols, adhering to industry standards like AES-256 and TLS1.3.
- Secure backup processes that allow for reliable data recovery in case of loss or corruption.

Cybersecurity Training

To support our policy, we invest in ongoing employee training to ensure a culture of security awareness. Programmes include:

- Role-specific cybersecurity training tailored to individual responsibilities.
- Security awareness quizzes and feedback mechanisms to evaluate employee understanding.
- Advanced phishing simulations to improve threat detection and response capabilities.

Incident Management

We have established a comprehensive incident response framework to promptly address and resolve security incidents. Key elements include:

- Incident reporting channels available to all employees.
- Clear escalation protocols to involve appropriate stakeholders and minimise response times.
- Incident post-mortem reviews to identify root causes and prevent recurrence.

Endpoint Security

To safeguard endpoints accessing company systems, We enforce strict security measures, including:

- Mandatory encryption of all devices, including laptops, mobile phones and tablets.
- Remote wipe capabilities to protect data on lost or stolen devices.
- Regular patch management to ensure devices remain updated with the latest security fixes.

Gdpr Compliance

Data protection is embedded in all our systems and processes from the outset. We strictly adhere to GDPR principles, ensuring:

- Minimal data collection and anonymisation where applicable.
- Secure encryption of all personal data, both in transit and at rest.
- Privacy impact assessments for new systems and processes that manage sensitive information.

We embed GDPR principles across all processes:

Processing Register (in Dutch 'Verwerkingsregister AVG'): We maintain a comprehensive register that details all data processing activities, ensuring transparency and accountability in handling personal and sensitive data.

Minimal Data Collection and Anonymisation: We limit data collection to what is strictly necessary and anonymises data where applicable.

Privacy Impact Assessments: All new systems and processes overseeing sensitive information undergo privacy impact assessments to evaluate and mitigate risks.

Privacy Statement: We provide clear information to all stakeholders on how personal data is collected, used and protected. The full privacy statement is publicly accessible and outlines data subject rights, including access, correction and deletion of their data. The privacy statement is online accessible via https://i3-connect.com/privacy-statement

In 2024, we updated our Privacy Statement to provide greater transparency and clarity on how and why we process personal data. This update reflects our commitment to better informing our customers about the types of data we collect, the purposes for which we use it and the measures we take to protect it.

Information Retention Policy: We have an information retention policy in place that defines the retention periods for all information in our organisation. This policy is in accordance with Dutch law.

Data type	Retention period	Location	Disposal
Applicant data	Maximum 4 weeks after ending the application procedure or 1 year after application, only if applicant agrees to be kept on file.	Digitally on file server	Delete
Financial records (invoices, tax records)	7 years	Hard copy in locked cabinet	Shredder

Financial records (invoices, tax records)	7 years	Digitally in ERP system	Delete
Personnel records (payment slips, contract)	7 years after termination	Digitally in HR system	Delete
Personnel records (ID, wage tax statement)	5 years after termination	Digitally in HR system	Delete
Personnel records (review forms, ...)	1 year after termination	Digitally on file server	Delete
Customer records	7 years after last transaction	Digitally in CRM system	Delete
Other records (non-competition, education, career, insurance)	until agreed validity or realization	Digitally in HR system	Delete
Source code	Unlimited	Digitally on file server(s)	Delete
Email	Unlimited, unless it contains any of the data types above	Digitally on mail server	Delete

Measures to Protect Third-Party Data from Unauthorised Access or Disclosure

We employ a multi-layered approach to protect third-party data, ensuring compliance with GDPR and ISO 27001 standards:

Access Control and Encryption

- **Role-Based Access Control (RBAC):** Access to sensitive data is restricted to authorised personnel based on their job roles and responsibilities.
- **Encryption Standards:** All third-party data is encrypted both in transit (using TLS 1.3) and at rest (using AES-256).

- **Multi-Factor Authentication (MFA):** Mandatory MFA is implemented for all external systems accessing our data.

Monitoring And Incident Response

- **Continuous Monitoring:** We use real-time monitoring tools to detect unauthorised access attempts or anomalies in third-party systems.
- **Breach Response Protocols:** In the event of a suspected breach, we have a defined protocol, requiring immediate reporting by the third party and collaborative remediation efforts.
- **Audit Trails:** Comprehensive logging ensures that all access and activity related to third-party data is auditable.

Supplier Data Governance

Our commitment to data security extends beyond our organisation to include rigorous governance of our supply chain. Suppliers are critical partners in maintaining the integrity and confidentiality of our data and we ensure their compliance through the following measures:

Limiting Information Sharing

Suppliers are granted access only to the data necessary for fulfilling their business operations. This principle of minimising data exposure helps reduce the risk of unauthorised access or misuse while safeguarding sensitive information.

Data Protection and Compliance

To ensure compliance with data protection regulations, we require:

- **Data Processing Agreements (DPAs):** All suppliers must sign agreements that outline specific measures for safeguarding personal, financial and business-sensitive data.
- **Data Storage Compliance:** Suppliers must store data within the European Union or in jurisdictions meeting GDPR adequacy standards.
- **Regular Reviews:** We periodically evaluate supplier compliance with internal data protection and security policies during scheduled assessments.

Security Measures

Suppliers must meet stringent security requirements, including:

- **Data Encryption:** All data must be encrypted both in transit and at rest using industry-standard encryption protocols.
- **Secure Transmission:** Communication channels between us and suppliers must use secure protocols such as TLS 1.3.

- **Data Storage Practices:** Suppliers must store sensitive information in secure environments, ensuring compliance with access control and audit requirements.

Periodic Assessments

Suppliers undergo biennial assessments to evaluate their compliance with our security and data protection expectations. Every two years, we conduct a structured evaluation by sending out a questionnaire to key suppliers, assessing their performance based on the results and initiating improvements where necessary.

Product Cybersecurity

Our interactive touchscreens are built to ensure data protection, system integrity and long-term digital security. By embedding robust cybersecurity measures, we help organisations maintain secure, future-proof technology while reducing e-waste caused by outdated software vulnerabilities.

Security By Design & Default

We integrate security at every stage of product development, ensuring that all devices are protected from cyber threats while remaining easy to use. Our security principles include:

- **Secure-by-Design:** Our products are engineered with security at the core, incorporating protected access points, encrypted data storage and privacy-first configurations.
- **Secure-by-Default:** Devices are shipped with the most secure configurations enabled, reducing the risk of human error in security settings.
- **Defence-in-Depth Strategy:** Following a multi-layered protection model, we implement redundant security controls at hardware, firmware and network levels.
- **Zero Trust & Least Privilege Principles:** Limiting access to only what is necessary.
- **Customisable Security Settings:** Administrators can enable or disable features such as USB ports, Bluetooth, Wi-Fi and local app installations, allowing control over data exposure. Administrators can enforce secure passwords and PINs to restrict access, preventing unauthorised system modifications.
- **Security Baseline developed by Grant Thornton:** Ensuring that products meet or exceed industry standards for threat mitigation and risk management.
- **Pen tests by Grant Thornton:** We have subjected our CTOUCH-branded touchscreens to rigorous testing by Grant Thornton.
- **Factory-Level Security Controls:** Administrator and dealer-level authentication options restrict access to advanced settings and firmware changes.
- **GDPR & Data Privacy Compliance:** No collection of personally identifiable information (PII) from touchscreens, ensuring privacy compliance for enterprise and education users

Software Updates & Patch Management

Keeping our products updated and protected against cybersecurity threats is a priority. We ensure:

- **Regular security patches & firmware updates:** Delivered over-the-air (OTA) or via USB for offline environments, ensuring continuous protection.
- **Automated update controls:** Devices automatically check for critical updates, keeping security up to date with minimal manual intervention.
- **Secure update channels:** Updates are delivered via encrypted communication channels, preventing tampering or interception.

Software Data Protection

Our data security measures extend to our product offerings. We're committed to ensuring the security, privacy and integrity of our products and digital ecosystem. Our multi-layered cybersecurity approach extends beyond compliance, embedding security at every stage of product development, software updates and device management.

Secure Remote Management

CTOUCH Sphere, our CTOUCH-branded remote device management platform, provides IT administrators with secure, centralised control over CTOUCH-branded touchscreens while ensuring data protection. Key security measures include:

- Secure data storage on servers located in Germany, adhering to ISO 27001 standards.
- Encryption and privacy settings aligned with GDPR, providing our customers with peace of mind.
- Granular access controls to prevent unauthorised modifications to device settings and configurations.
- No collection of personally identifiable information (PII)—device data is only logged for performance monitoring, not user tracking.

Additionally, we employ stringent security practices for its app ecosystem and software development:

- **Appstore Security**: Applications hosted in the CTOUCH Appstore undergo a multi-layered security process:
    - Scanning for malware, backdoors and unauthorised app tracking using VirusTotal.
    - Analysis with MobSF (Mobile Security Framework) to detect vulnerabilities.
    - Enforcing strict pre-check rules, including restricted permissions and prohibiting advertisements, unnecessary app tracking and in-app purchases.
- **Source Code Management**: Access to source code is restricted based on the principle of least privilege, utilising Microsoft GitHub and Azure DevOps. All access requests are validated and logging mechanisms ensure transparency and security.

- **Secure Development Practices**: During development and testing, we strictly use mock data in isolated environments to prevent exposure of real user information. Segregated databases and environment variables ensure secure and controlled processes.
- **Encryption Standards**: All data at rest and in transit is encrypted using strong encryption methods such as AES-256 and TLS 1.3, ensuring data integrity and confidentiality.

These measures reflect our unwavering commitment to protecting organisational and stakeholder data against evolving cybersecurity threats.

i3CONNECT Cortex, our i3CONNECT-branded successor to CTOUCH Sphere and i3RDM, applies the same safety measures and extends them with advanced remote software management. This enables IT administrators to deploy, update and monitor applications across devices more efficiently, reflecting our ongoing commitment to safeguarding organisational and stakeholder data. Read more online: https://i3-connect.com/products/software/i3connect-cortex

KPIs On Data Security

The Security Officer oversees these KPIs, which aim to promote a safe digital environment for employees and stakeholders.

KPI	Target (2024)
Number of major information security incidents/data breaches	0 major incidents/data breaches
Resolution of information security incidents/data breaches	100% resolved within the timeframe specified in the risk matrix

Report: 2024 Data Security Metrics

KPI	Result (2024)
Number of major information security incidents/data breaches	0 major incidents/data breaches occurred.

As no incidents/data breaches occurred, no ‘result on resolved within the timeframe specified in the risk matrix’ is available.

Compliancy and Third-Party Certifications

In 2024, we maintained our ISO 14001 certification (elaborated upon in Chapter 3) and ISO 27001 certification (elaborated upon in this chapter). These certifications reflect our continued commitment to environmental management and information security excellence.

ECOVADIS GOLD MEDAL

In 2024, we earned the prestigious Gold Medal from EcoVadis. EcoVadis is the world's largest business sustainability ratings system. They independently verified our commitment to sustainability across four key categories: Environment, Ethics, Labor & Human Rights and Sustainable Procurement.

The Gold Medal places us in the top 5% of companies rated worldwide by EcoVadis in the last 12 months—a testament to our unwavering dedication to sustainability and ethical business practices.

By implementing key learnings from our 2023 Bronze Medal, we elevated our performance to achieve Gold Medal status overall and attained Platinum recognition in the Environment and Sustainable Procurement categories.

Our EcoVadis Gold Medal reinforces our position as a leader in governance, sustainability and ethical operations.

Compliance and Certifications Summary

Product-Level Compliance

We ensure all products meet rigorous regulatory standards, including:

- **Regulatory Approvals:** CE, UKCA, FCC, RED, UKCA-RED, EU Eco-design, PoP, RoHS and REACH compliance.
- **E-waste Standards:** WEEE and WEEELABEX compliance.

Company-Level Compliance

We operate under internationally recognised certifications and sustainability frameworks:

- **ISO Certifications:** ISO 14001 (Environmental Management) and ISO 27001 (Information Security).
- **EcoVadis Gold Medal:** Achieved in 2024, placing us in the top 5% of companies worldwide.
- **UN Global Compact:** Proud participant under the “WE Support” initiative of the UN Global Compact NL.
- **SBTi:** Supporting Science-Based Targets for sustainability.
- **Environmental Frameworks:** we calculate our GHG emissions according to the Greenhouse Gas Protocol

Life-Cycle Analysis Compliance

We conduct Life Cycle Assessments (LCA) for its products to measure their environmental impact across all stages, from raw material extraction to end-of-life disposal. These assessments ensure compliance with:

- **ISO 14040 & 14044** (Life Cycle Assessment Standards)
- **ISO 14020 Family** (Environmental Labelling, including ISO 14021)
- Product Environmental Footprint (PEF)

LCA assessments for our touchscreens are conducted using the EcoInvent 3.8 database and modelled through OpenLCA software, ensuring compliance with globally recognised methodologies.

Supplier-Level Compliance

We collaborate with suppliers who uphold ambitious standards of sustainability and product responsibility. Supplier certifications include:

ISO Standards: ISO 9001, ISO 14001, ISO 14064, ISO 45001, ISO 50001.

5. OUR COMMITMENT TO OUR SUPPLY CHAIN

We strongly believe that our suppliers are integral partners in creating innovative and sustainable solutions. Our approach to supplier engagement reflects our commitment to sustainability, ethical business practices and social responsibility. We believe in fostering transparent, respectful and equitable relationships that drive progress for our business, our suppliers and the communities we serve.

Driving Sustainable Procurement

Our **Sustainable Procurement Policy** defines our commitment to embedding environmental and social considerations into every stage of the procurement process. This approach includes:

- **Eco Design:** Suppliers are encouraged to design and deliver products with minimal environmental impact by evaluating energy efficiency, material use and waste reduction over the product lifecycle.
- **Circular Economy Practices:** We prioritise the use of recyclable materials, repairable components and modular designs, reducing e-waste and supporting circular economic goals.
- **Reducing Carbon Footprint:** We collaborate with suppliers to reduce emissions by optimising logistics, adopting renewable energy sources and investing in eco-friendly materials.

Promoting Ethical Practices Across the Supply Chain

We place significant emphasis on fostering a supply chain that aligns with the highest standards of ethics, fairness and responsibility. Our commitment is reinforced through detailed policies and monitoring mechanisms to ensure compliance.

Supplier Social Responsibility Employment Statement

Suppliers are required to complete and sign the **Supplier Social Responsibility Employment Statement**, a declaration that formalises their commitment to ethical and fair labour practices. Through this statement, suppliers disclose:

- Their adherence to local and international laws on child labour, forced labour and working conditions.
- The employment relationship framework, which must include official contracts detailing job descriptions, working hours, salaries and employment benefits.
- Measures taken to provide a safe and healthy working environment.
- Evidence of fair wages, contributions to social security systems and compliance with tax and pension regulations.

- Policies guaranteeing workers' rights, such as freedom of association and equal opportunities.

The statement underscores our expectation that suppliers actively safeguard workers' rights, prevent exploitative practices and maintain a transparent and accountable employment structure. It is part of our broader due diligence process that includes supplier audits and training initiatives.

Supplier Code of Conduct

Our Supplier Code of Conduct further enforces ethical supply chain practices by establishing clear requirements for suppliers, including:

- The prohibition of forced and child labour, with strict age-verification mechanisms.
- Equal treatment and non-discrimination in hiring, pay and promotions.
- Freedom of association and collective bargaining rights

Key suppliers are required to formally sign our **Supplier Code of Conduct**, signifying their alignment with our ethical, environmental and social standards. This signature confirms their commitment to:

- Upholding legal compliance and labour rights.
- Guaranteeing health, safety and environmental responsibility.
- Monitoring and improving their supply chains to meet the same ambitious standards.

This step ensures that our suppliers are not only informed of our expectations but are also held accountable through measurable commitments and periodic evaluations. Suppliers who fail to meet these standards are given opportunities to improve and continued non-compliance may lead to termination of the partnership.

KPIs On Supplier Sustainability Commitments

The Supply Chain Manager oversees these KPIs, which aim to promote accountability, ethical practices and sustainability commitments across our supply chain.

KPI	Target (2024)
Number of key suppliers that complete and sign the Supplier Social Responsibility Employment Statement	100% of key suppliers
Number of key suppliers that sign Supplier Code of Conduct	100% of key suppliers

REPORT: 2024 SUPPLIER SUSTAINABILITY COMMITMENTS METRICS

KPI	Result (2024)
Percentage of key suppliers that complete and sign the Supplier Social Responsibility Employment Statement	100% of key suppliers
Percentage of key suppliers that sign Supplier Code of Conduct	100% of key suppliers

No new touchscreen models were introduced in 2024 and no new key suppliers were onboarded. However, all key suppliers had previously submitted signed Supplier Codes of Conduct and completed Supplier Social Responsibility Employment Statements. This result reflects the ongoing commitment of our existing supplier base to conflict-free sourcing practices.

Conflict-Free Minerals Commitment

Conflict Minerals (3TG) Statement

As part of our responsibility to ethical sourcing, we take significant steps to ensure the minerals used in our products are conflict-free. We recognise the importance of addressing the issue of conflict minerals and strive to ensure that our supply chain remains free from materials that may contribute to armed conflict, human rights abuses, or environmental harm.

That's why we outline expectations regarding the responsible sourcing of Tin, Tungsten, Tantalum and Gold (3TG) minerals towards suppliers:

Supply Chain Transparency: We expect our suppliers to provide full transparency regarding the origin of 3TG minerals used in the products or components supplied to us. This includes disclosing information about the smelters, refineries and mines involved in the supply chain.

Conflict-Free Sourcing: Suppliers must ensure that the 3TG minerals they provide do not directly or indirectly finance or benefit armed groups engaged in human rights abuses, labour exploitation, or environmental degradation in conflict-affected or high-risk areas. We require our suppliers to source materials only from responsible and conflict-free supply chains.

Due Diligence and Risk Assessment: We expect our suppliers to establish and maintain robust due diligence processes to identify and assess any risks associated with the sourcing of 3TG minerals. This may involve conducting reasonable country-of-origin inquiries and collaborating with reputable third-party auditors to ensure compliance with internationally recognized frameworks, such as the Responsible Minerals Initiative (RMI) or the Conflict-Free Sourcing Initiative (CFSI).

Supplier Verification and Certification: Suppliers are requested to provide appropriate documentation, such as conflict minerals reporting templates or certifications, to verify the source and chain of custody of the 3TG minerals supplied to us. Compliance with any reporting requirements imposed by applicable laws and regulations is also expected.

Continuous Improvement: We encourage suppliers to continuously improve their practices related to conflict minerals sourcing. We recommend engaging with industry initiatives and organisations to stay informed about best practices, share knowledge and participate in capacity-building programmes aimed at promoting responsible sourcing.

By prioritising transparency and accountability, we contribute to global efforts to eliminate exploitative practices associated with mineral sourcing.

KPIs on Conflict-Free Minerals Commitment

The Supply Chain Manager oversees these KPIs, which aim to ensure ethical sourcing practices and compliance with our commitment to conflict-free materials across the supply chain.

KPI	Target (2024)
Percentage of key suppliers that submit a completed Conflict Minerals Reporting Template (CMRT)	100% of key suppliers

Report: 2024 Conflict-Free Minerals Commitment Metrics

KPI	Result (2024)
Percentage of key suppliers that submit a completed Conflict Minerals Reporting Template (CMRT)	100% of key suppliers

No new touchscreen models were introduced in 2024 and no new key suppliers were onboarded. However, all existing key suppliers had previously submitted completed CMRTs, maintaining full compliance with our conflict-free sourcing standards. This result reflects the sustained commitment of our supplier base.

Supplier Assessment

To ensure accountability and alignment with our sustainability goals, we conduct **supplier evaluations** that include assessments of environmental and social practices. These evaluations are a cornerstone of our commitment to fostering a responsible and ethical supply chain.

Half-Yearly Supplier Evaluations

We perform half-yearly evaluations of key suppliers. These assessments focus on:

- **Sustainability Criteria/CSR assessment:** Evaluating adherence to our environmental and social requirements, including waste reduction, energy efficiency and fair labour practices.
- **Performance Monitoring:** Reviewing operational metrics such as order volume, quality performance and compliance with the Supplier Code of Conduct.
- **Targeted Engagement:** Providing feedback to suppliers to encourage continuous improvement in areas where gaps are identified.

The Supply Chain Manager oversees the evaluation process, adapting the frequency and focus of reviews based on the supplier's level of activity and order volume. In cases where a supplier has limited transactions, the evaluation may be deferred until more substantive engagement occurs.

Practical Implementation

- **Example of Supplier Evaluation:** A comprehensive review of a key supplier, including their sustainability compliance, operational efficiency and social responsibility practices, was conducted as part of our standard evaluation process.
- **Adaptation for Low Engagement Suppliers:** For suppliers with minimal order activity during the reporting period, evaluations may be postponed ensuring relevance and accuracy in assessments.

By combining robust evaluation frameworks with flexibility in implementation, we ensure that all key suppliers remain aligned with our sustainability objectives while fostering transparency and continuous improvement across the supply chain.

Supplier Sustainability Requirements List

To ensure our touchscreen models meet the highest sustainability standards, we maintain a comprehensive list of requirements for our suppliers. These requirements encompass company-wide certifications, sustainability and CSR policies and stringent criteria on materials and production processes.

Given the significant overlap with our Product Footprint, we have incorporated this section into **Chapter 3: OUR COMMITMENT TO OUR PLANET** to provide a holistic view of our sustainability efforts.

KPIs On Supplier Evaluations

The Supply Chain Manager oversees these KPIs, which aim to ensure that supplier performance, including sustainability requirements, is consistently monitored and aligned with our ethical and operational standards.

KPI	Target (2024)
Percentage of eligible key suppliers receiving a half-yearly evaluation, including CSR assessment	100%

Evaluations for suppliers with limited transaction activity during the reporting period are deferred to ensure relevant and accurate assessments.

Report: 2024 Supplier Evaluations Metrics

KPI	Result (2024)
Percentage of eligible key suppliers receiving a half-yearly evaluation, including CSR assessment	100%

LOOKING AHEAD TOWARDS 2025

Our unwavering commitment to sustainability

As we reflect on our progress over the past year, we reaffirm our dedication to building a sustainable future. By reducing CO2 emissions, optimising office operations and embedding circularity into our product designs, we are not just meeting today's challenges but laying the groundwork for long-term environmental stewardship.

Our journey towards net zero emissions by 2050 is guided by innovation, collaboration and accountability. Whether through renewable energy, responsible waste management or the introduction of eco-conscious products, every initiative aligns with our goal to lead the AV industry in sustainability.

As we enter this new chapter, we are expanding our efforts to make our products not only more sustainable, but also more intuitive, secure and future proof.

For example, we plan to implement features such as a customisable colour palette and text enlargement options for visually impaired users. These improvements will be proactively integrated into i3CONNECT STUDIO to align with the European Accessibility Act, ensuring that our solutions remain inclusive and user-friendly for all.

We also aim to subject our entire current and future portfolio to comprehensive Life Cycle Assessments (LCAs), ensuring every product we develop is designed with its environmental impact in mind.

While we can't reveal all the details just yet, we are working closely with our suppliers to ensure our next generation of touchscreens sets a new benchmark for sustainability.

By continuing to push boundaries, adapting our strategies to emerging challenges and collaborating closely with our partners and stakeholders, we can create lasting positive impacts on the planet and its people. Sustainability is not just a goal: it is the foundation of our future!

GRI CONTENT INDEX

We have reported the information cited in this GRI content index for the period 1 January 2024 – 31 December 2024 with reference to the GRI Standards. Material topics were decided based on stakeholder engagement and sustainability priorities reviewed in 2024.

GRI Standard	Disclosure Title	Location in Report / Clarification
GRI 2: General Disclosures (2021)		
2-1	Organisational details	About this Report
2-2	Entities included in the sustainability report	About this Report
2-3	Reporting period, frequency and contact point	About this Report
2-4	Restatements of information	About this Report (No restatements made in 2024)
2-5	External assurance	About this Report (No external assurance was conducted for this report)
2-6	Activities, value chain and other business relationships	Our Commitment to Our Supply Chain
2-7	Employees	Our Commitment to Our People
2-9	Governance structure and composition	Our Commitment to Governance

2-10	Nomination and selection of the highest governance body	Not applicable – we are not governed by a supervisory board
2-11	Chair of the highest governance body	Our Commitment to Governance (CEO leads executive decision-making; no separate chair role exists)
2-12	Role of the highest governance body in overseeing impacts	Our Commitment to Governance
2-13	Delegation of responsibility for managing impacts	Our Commitment to Governance (Responsibilities are embedded across teams and overseen by management)
2-14	Role of the highest governance body in sustainability reporting	Our Commitment to Governance
2-15	Conflicts of interest	Our Commitment to Governance (Addressed in the Code of Conduct)
2-16	Communication of critical concerns	Our Commitment to Governance (Whistleblower procedures in place)
2-17	Collective knowledge of highest governance body	Our Commitment to Governance (Management and leadership participate in ongoing sustainability training and reviews)

2-18	Evaluation of the performance of the highest governance body	Not disclosed – No formal performance evaluations conducted in 2024
2-19	Remuneration policies	Not disclosed – Remuneration details are not published in this report
2-20	Process to determine remuneration	Not disclosed – Not applicable under current reporting scope
2-21	Annual total compensation ratio	Not disclosed – Not currently tracked or disclosed
2-22	Statement on sustainable development strategy	CEO Statement
2-23	Policy commitments	Our Commitment to Governance
2-24	Embedding policy commitments	Our Commitment to Governance
2-26	Mechanisms for seeking advice and raising concerns	Our Commitment to Governance
2-27	Compliance with laws and regulations	Our Commitment to Governance
2-28	Membership associations	Our Commitment to Society
GRI 3: Material Topics (2021)		

3-1	Process to determine material topics	About this Report
3-2	List of material topics	About this Report
GRI 302: Energy (2016)		
302-1	Energy consumption within the organisation	Greenhouse Gases: Our Goals and Progress
302-3	Energy intensity	Greenhouse Gases: Our Goals and Progress
302-4	Reduction of energy consumption	Greenhouse Gases: Our Goals and Progress
GRI 303: Water and Effluents (2018)		
303-5	Water consumption	Responsible Water Use
GRI 305: Emissions (2016)		
305-1	Direct (Scope 1) GHG emissions	Greenhouse Gases: Our Goals and Progress
305-2	Energy indirect (Scope 2) GHG emissions	Greenhouse Gases: Our Goals and Progress

305-3	Other indirect (Scope 3) GHG emissions	Greenhouse Gases: Our Goals and Progress
305-5	Reduction of GHG emissions	Greenhouse Gases: Our Goals and Progress
GRI 306: Waste (2020)		
306-3	Waste generated	Waste Management at Our Office
306-4	Waste diverted from disposal	Product End-of-Life
GRI 308: Supplier Environmental Assessment (2016)		
308-1	New suppliers that were screened using environmental criteria	Supplier Assessment (No new suppliers onboarded in 2024; all existing suppliers previously screened using environmental criteria)
GRI 401: Employment (2016)		
401-2	Benefits provided to full-time employees	Employee Benefits and Work-Life Balance
GRI 403: Occupational Health and Safety (2018)		
403-1	Occupational health and safety management system	Employee Safety

403-2	Hazard identification, risk assessment and incident investigation	Employee Safety
403-5	Worker training on occupational health and safety	Employee Safety
403-6	Promotion of worker health	Employee Health
403-9	Work-related injuries	Employee Safety
GRI 404: Training and Education (2016)		
404-1	Average hours of training per year per employee	Employee Training and Career Advancement
404-3	Percentage of employees receiving regular performance and career development reviews	Employee Training and Career Advancement
GRI 405: Diversity and Equal Opportunity (2016)		
405-1	Diversity of governance bodies and employees	Diversity, Equity and Inclusion
GRI 406: Non-Discrimination (2016)		
406-1	Incidents of discrimination and corrective actions taken	Diversity, Equity and Inclusion (No incidents reported in 2024)

GRI 414: Supplier Social Assessment (2016)		
414-1	New suppliers screened using social criteria	Supplier Assessment (No new suppliers onboarded in 2024; all existing suppliers previously screened using social criteria)
GRI 416: Customer Health and Safety (2016)		
416-1	Assessment of the health and safety impacts of product and service categories	Product Safety
GRI 418: Customer Privacy (2016)		
418-1	Substantiated complaints concerning breaches of customer privacy	Data Security (No complaints reported in 2024)

I3CONNECT

CTOUCH Europe B.V.

2024 ANNUAL SUSTAINABILITY REPORT