Technical Experts Group

Corporate Social Responsibility

2020-2021

Technical Experts

Enjoy your SAP system

Our ambition

Make maximum contribution to
sustainability through
reduction of CO2 footprint,
increase employee satisfaction and
lower cost of ICT

Content

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The world of ICT and sustainability changes faster than ever and with that it rises importance of Social Responsible Business

Chapter 1

Technical Experts and Corporate Social Responsibility

Responsible Business

Technical Experts was founded in 2018 as a sales company for Technical Experts Interim and Technical Experts and like any other commercial enterprise, Technical Experts strives for excellent financial results. In doing so, however, we take people, the environment and society into account and are actively committed to this within the capabilities of a small company. We have an eye for the environment, ethics, health and safety and people.

In line with this vision, we invest in our employees and the society (people) and we actively contribute
to the reduction of the CO2 footprint (planet).
In the long run, these investments will pay for themselves back (profit) and we ensure that we continuously dialogue with all relevant stakeholders.

The following CSR principles form the basis for
all decisions and activities within our organization:

1. Accountability
Taking responsibility and accountability.

2. Transparency
Providing timely, clear and complete information regarding the activities of the organization, the manner ofdecision-making, the source of financial resources,the effects of its activities on People and Planet, and the identity of its stakeholders.

3. Ethical Conduct
Act honestly, fairly and with integrity, ethical formulating standards of behavior and conflicting
resolve the interests of stakeholders with integrity.

4. Respect for the interests of stakeholders
Identifying and recognizing the interests of stakeholders and enter into a dialogue with them.

5. Respect for the law
Comply with the rule and spirit of the law.

6. Respect for International Standards of Conduct
Where regulations are lacking, we stick to Identifying and recognizing the interests of stakeholders and enter into a dialogue with them.

7. Respect for Human Rights
Respect and promote human rights.

Making a maximum contribution to sustainability! Within ICT and sustainability, the world is changing faster than ever due to rapidly changing business processes and with the emergence of new technologies, such as cloud software products.
Our ambition is to make a maximum contribution to the sustainability goals of our customers. We do this through:

- Reduction of CO_2 footprint
- Increase employee satisfaction
- Increase efficiency and reduce costs

Depending on the business objectives, we advise our customers which software products and services will achieve the optimal result. We ensure stabilization, optimization and innovation of the IT landscape of our customers.

Sustainable business operations

In addition to proactively thinking along with our customers, we also focus on our own business operations when it comes to sustainability. We do this with a focus on reducing CO_2 emissions and by continuously looking at how we can make our processes and services more sustainable.

Employee satisfaction

The health, safety and well-being of our employees is very high on our agenda. Due to the deployment of various initiatives, employee satisfaction within the Technical Experts is very high.

It is our ambition to achieve Corporate Social Responsibility and to make a maximum contribution to sustainability!

Chapter 2

Consultancy

We proactively advise our customers on SAP, which can have a positive impact on sustainability and employee satisfaction and how automation can lead to cost savings. We are convinced that satisfied and well-trained employees ensure satisfied customers by offering technological solutions that contribute to user-friendliness, efficiency and sustainability.

We are expected to be able and willing to work in a result-oriented manner. That is why we are continuously working on securing and gathering knowledge. Collaboration and well-being in the workplace are promoted, allowing us to offer customers something extra and our employees to develop their skills with passion. This enables us to bring positive change in an innovative way and keeps us sharp on the cutting edge of digital innovation.
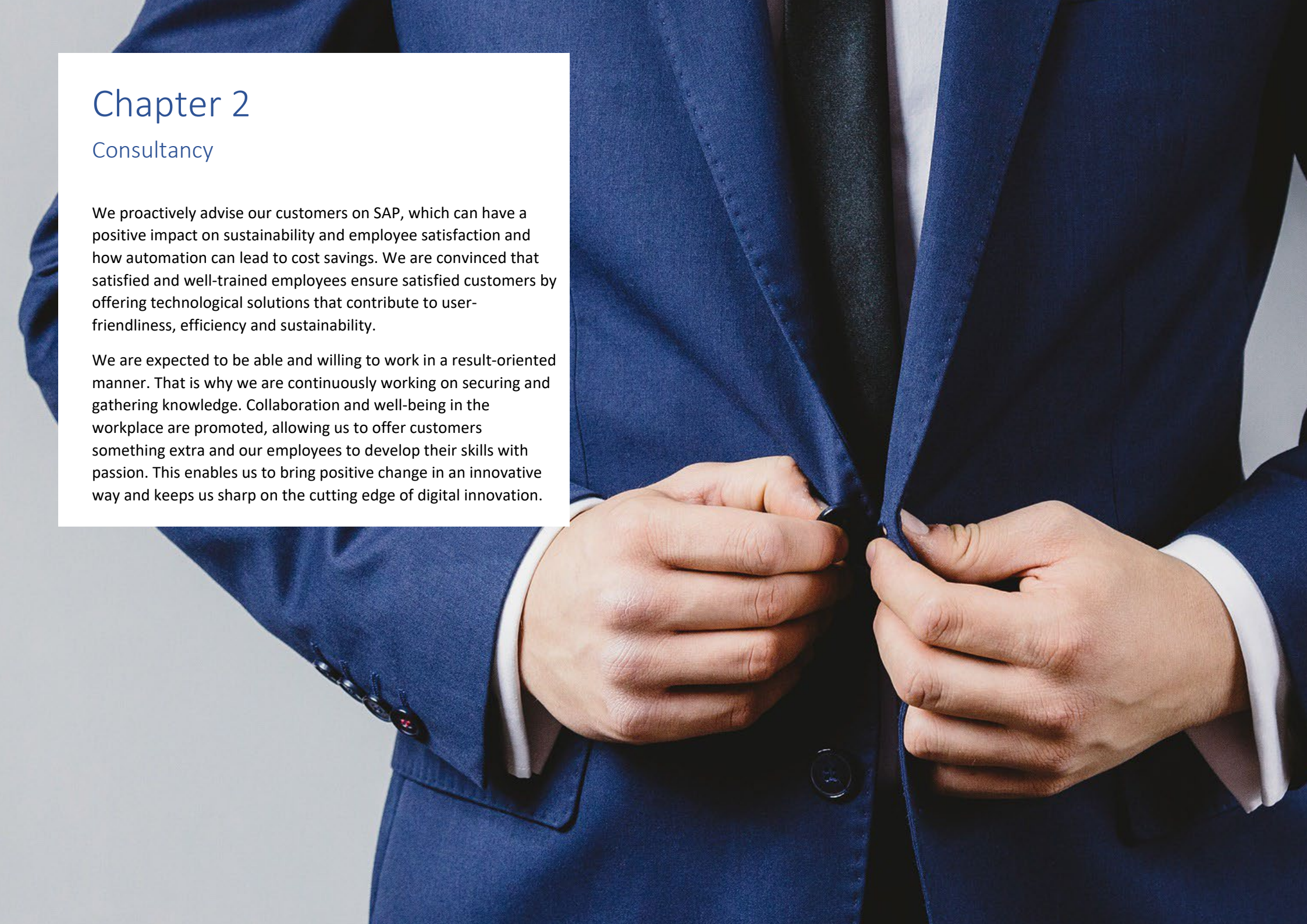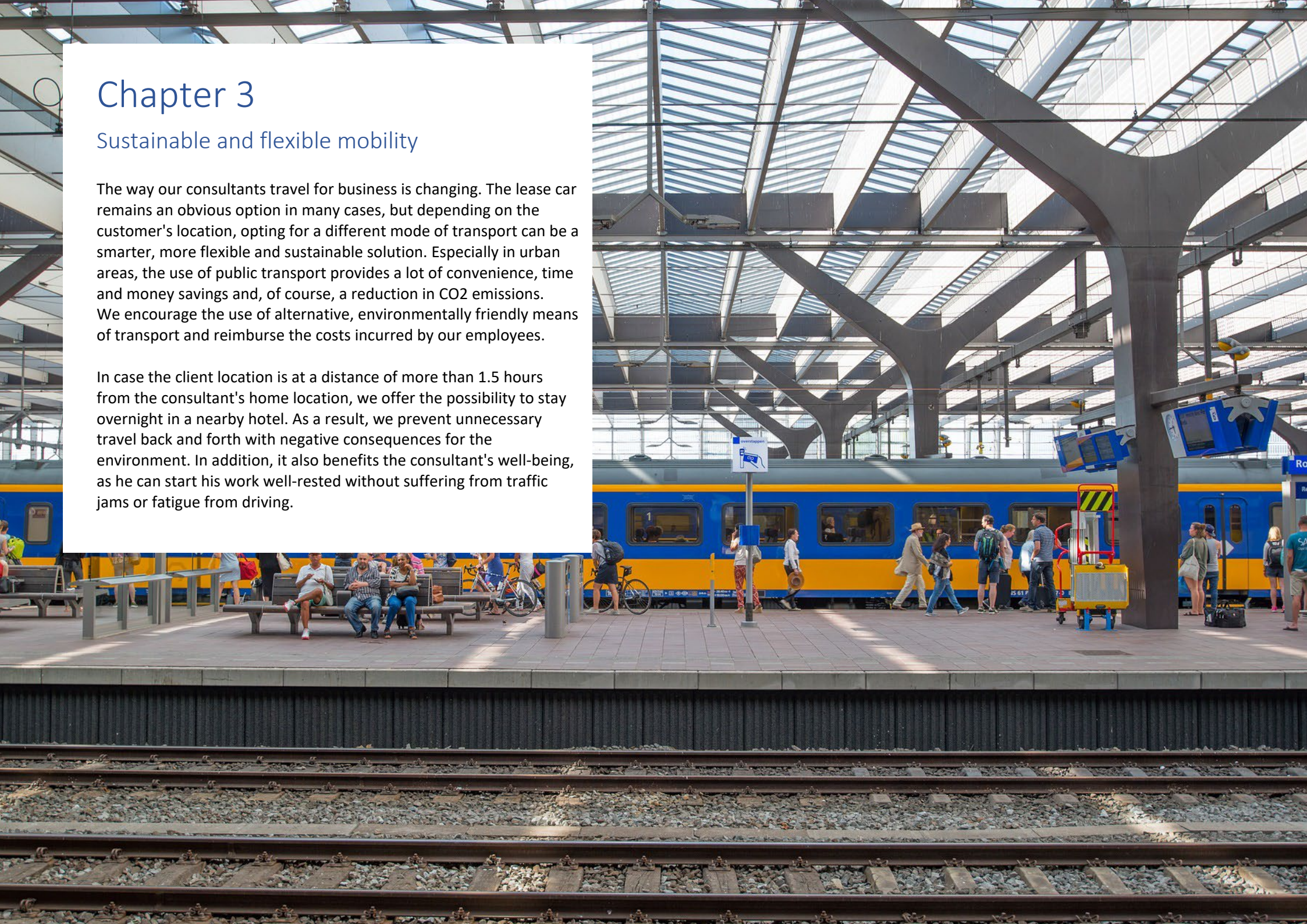
Chapter 3

Sustainable and flexible mobility

The way our consultants travel for business is changing. The lease car remains an obvious option in many cases, but depending on the customer's location, opting for a different mode of transport can be a smarter, more flexible and sustainable solution. Especially in urban areas, the use of public transport provides a lot of convenience, time and money savings and, of course, a reduction in CO2 emissions. We encourage the use of alternative, environmentally friendly means of transport and reimburse the costs incurred by our employees.

In case the client location is at a distance of more than 1.5 hours from the consultant's home location, we offer the possibility to stay overnight in a nearby hotel. As a result, we prevent unnecessary travel back and forth with negative consequences for the environment. In addition, it also benefits the consultant's well-being, as he can start his work well-rested without suffering from traffic jams or fatigue from driving.

Chapter 4

Sustainable business operations

Technical Experts offers its customers a high-quality service with the lowest possible ecological footprint. We are always looking for ways to incorporate the latest climate change insights into all our operations. This ranges from reducing our direct CO2 impact to understanding the indirect consequences of our activities. This will remain a top priority in the coming years.

Reduction of CO2 emissions

When leasing cars, we choose cars that produce less CO2 emissions. In addition, we encourage own employees to use alternative, environmentally friendly transport. With this we make the fleet cleaner and more economical. The objective is to have a vehicle fleet in 2035 that consists of 100% fully electric cars and/or hydrogen-powered vehicles.

Consequences of products, processes and services

Waste

We separate the waste. By separating the waste materials can be reused. These used materials are converted into new products, reducing the need to consume natural resources. If used materials are not recycled, new products are made by extracting fresh, raw material from the Earth, through mining and forestry. Recycling helps conserve important raw materials and protects natural habitats for the future. Using recycled materials in the manufacturing process uses considerably less energy than that required for producing new products from raw materials. Recycling reduces the need for extracting (mining, quarrying and logging), refining and processing raw materials all of which create substantial air and water pollution. As recycling saves energy it also reduces greenhouse gas emissions, which helps to tackle climate change.

Paper consumption

The use of paper has a huge influence on the CO_2 footprint. This is because trees are cut down to make paper and it takes fossil fuels and chemicals to make paper.

To minimize the impact on the environment, we have measures developed to reduce paper consumption such as sending, signing and storing documents digitally. Our invoices are sent digitally and contracts are signed digitally and therefore do not need to be printed.

We are currently receiving correspondence on paper from a number of business relations, which we scan and store digitally. We want to reduce this in the coming years. The aim is to have a completely paperless office by 2030.

Air regulation

A heat recovery (wtw) installation has been installed in the office building. This energy recovery ventilation system works between two sources at different temperatures. Heat recovery is a method which is increasingly used to reduce the heating and cooling demands and thus energy costs of buildings. By recovering the residual heat in the exhaust gas, the fresh air introduced into the air conditioning system is pre-heated or pre-cooled, and the fresh air enthalpy is increased or reduced before the fresh air enters the room. The heat recovery system recovers about 60–95% of the heat in exhaust air and has significantly improved the energy efficiency of the building.

Solar energy

Our office building is equipped with 12 solar panels (4260 WP).
The average annual yield of solar panels in kilowatt hours (kWh)
is 90% of the capacity of the system in watt peak. These solar
panels therefore produce 3,834 kWh of electricity per year.
The avoided C02 emissions annually amount to 1576 kg.
This is equivalent to 47 trees planted.

Where the self-generated electricity is not sufficient, green
electricity is purchased from
our energy supplier.
Wind is an excellent source of renewable energy. And the
innovations to make wind turbines even better follow each other
in rapid succession. We always receive 100% green electricity
generated by windmills in Europe from our energy supplier.

Insulation

Our office building has energy-saving measures such as triple
glazing and insulated walls, which resist heat flow. By insulating
the building, we reduce the heat loss in cold weather and the
heat surplus in warmer weather. The advantages are energy
savings, cost savings and more comfort.

Energy saving

We are continuously implementing efficiency improvements,
such as optimizing the lighting: using energy-efficient LED
lighting. And turn them off if not needed.
Airconditioning is set on the ideal working temperature (between
22 and 24 degrees) using as little kWh as possible. The position is
set to "eco". And airco's are turned off if not needed.

Chapter 5

Employees of Technical Experts

Technical Experts considers the health, safety and development of its employees very important. Satisfied employees are the force behind the success of Technical Experts. Common internal topics are fun, health, a good and safe workplace, education and working conditions.
Technical Experts invests in the following initiatives for the benefit of its employees:

Vitality Policy

Technical Experts pays a lot of attention to the health and well-being of its employees.
En therefore we give them the opportunity to work out completely free of charge at a fitness club of their choice.

Diverse workforce

To ensure the long-term success of our company, we believe in the positive effect of a diverse workforce, including a good mix of generations and cultures.
We recognize the differences between people and consider these differences as valuable. We will thus encourage initiatives that embrace diversity in our organization and overcome obstacles that
equal opportunities, both visible and invisible.

Training policy

In order to be able to respond to the changing environment, the development of employees is becoming increasingly important. Technical Experts therefore wants to promote any form of business-oriented development for employees. A good training policy contributes to the development of a vital workforce, whereby each employee performs optimally in his or her (future) position. All consultants are given the opportunity to become proficient in the latest SAP products and to be certified accordingly.

The new way of working

Technical Experts puts its employees first and allows them, within certain limits, to give them space and freedom in determining how they work, when they work, with whom they work and where they work.The aim of this is to make work more effective, efficient but also more enjoyable for both the organization and the employee.
As a result: Increase in employee satisfaction.
- Better work/life balance.
- Increasing accessibility.
- Better use of natural energy (morning/evening person).
- Avoid traffic jams and shorten travel time.
- Higher (proven) productivity.
- Efficient use of office and parking space.

Chapter 6

Stakeholder management

Technical Experts enters into a dialogue with the most important stakeholders: customers, employees, partners and suppliers. We do this to gain a better understanding of the requirements, expectations and material issues in the field of corporate responsibility.

Sustainable purchasing policy

Sustainability is integrated into our hiring policy. This enables us to assess and question the selected suppliers in order to make a maximum contribution to achieving the wishes and requirements in the field of CSR. All agreements relating to CSR and the impact that the purchased services can have on the environment are recorded in the Contractor code document.

Technical Experts wants to maintain stable and honest business relationships with its contractors.

We expect them to comply with laws and regulations and being committed to sustainable business operations with respect for the environment and strives for continuous improvement. And to act with integrity and honesty.

Chapter 7

Responsibility, communication and points of contact

Within Technical Experts, the Management Board is responsible for the CSR policy. It initiates projects aimed at the environment, sustainability, CO2 reduction and support in the social field.

Communication and information about the environment and initiatives for the employees are carried out through the available communication channels like Intranet, Internet, meetings, team events and e-mail.

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