

CSR Annual Report 2025



ProtinusIT



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FOREWORD

From the beginning, Protinus IT has taken steps to contribute to a more sustainable society. Our new management team, which took office in 2025, shares this ambition and continues the work we have carried out since our founding as a socially responsible organisation. After all, we are part of this society and we must act accordingly. Our role within it has always been central to our strategy as we've built a healthy, growing business – from reducing CO₂ emissions and ultimately offsetting them, to staff development and job satisfaction, all alongside local and socially responsible procurement.

Every year, we assess our performance against CSR benchmarks. This report sets out the results of that assessment and the ambitions we still hold. Our criteria fall under three themes – People, Planet and Profit – shaped by the frameworks of the certifications Protinus holds. In the field of CSR, these now include ISO 14001, CO₂ Performance Ladder Level 5, PSO Level 2, EcoVadis Platinum and CSR Performance Ladder Level 4.

These certifications form the basis for our actions, and define the role we play in the supply chain in terms of sustainability.

Our customers value that ambition and the clarity it brings, because it aligns with their own sustainable procurement goals. In turn, we guide our partners by working closely with them to ensure they take the same steps we do.

We operate within an ecosystem where everyone has a role to play and relies on one another to achieve shared sustainability goals. In it, we took a major step towards Level 2 of the PSO certification last year. Thanks in part to our consistent social return policy, we have been able to fulfil our direct social contribution under that certification.

Last year, we also introduced a policy giving every employee a standard donation from Protinus IT to put towards a social initiative of their choice – whether that's sponsoring a charity run, supporting a local sports club, or simply donating directly to a charity.





Protinus IT profile

Protinus IT was founded on the principle that meeting the IT needs of medium-sized and large organisations can be done better — and, above all, more intelligently and more in step with the times. That drive is captured in our statement: ‘Everyone is entitled to the best in IT.’ Every day, we do our utmost to deliver on that promise for our clients.

‘The best in IT’ is an evolving target: technological developments bring about functional improvements, market trends lead to new providers, and societal shifts demand that IT keep adapting. Today, ‘the best in IT’ is also shaped by the CSR challenges we all face. Client demand increasingly reflects this, and we ensure the right partners are matched to that demand — strengthening our clients’ IT on every front: find, connect, strengthen.

Our clients operate in the public sector — central government, local government (provinces and municipalities), education and healthcare — as well as among the top 100 largest companies in the Netherlands. Protinus IT makes a difference for these clients in a market traditionally defined by a rigid supply chain and heavy restrictions on the client’s side. We offer the flexibility needed within long-term contracts by removing

procurement barriers, finding the right partners and connecting these specialists to the client’s actual needs. In doing so, we strengthen our clients’ IT position.

This approach also lets us support our clients’ CSR (Corporate Social Responsibility) procurement strategy to the fullest. When it comes to procurement, we know which partners best align with their sustainability goals. In this connecting role, the human factor is crucial, particularly in a technical field like IT. That’s why, in this edition of the CSR annual report, we’ve given a number of colleagues the opportunity to talk about sustainability, their personal motivations and their role within Protinus — and how these things reinforce one another. We hope you enjoy reading it.



INTERVIEW WITH THE MANAGEMENT

Building a sustainable impact together



Sara Herzet and Niels Goderie

CSR in practice at Protinus IT in 2025

Since its founding, corporate social responsibility at Protinus IT has never been an afterthought, but an integral part of our strategy from day one. In 2025, that ambition gained fresh momentum with the arrival of a new management team, which is not only continuing along the established path, but accelerating progress along it. Sarah Herzet, COO, and Niels Goderie, CSO, took over from the previous management team in October 2025. Here, they explain how they intend to carry forward the company's sustainability approach.

“For us, CSR is not a separate pillar, but is embedded in everything we do.”

NIELS



“For us, CSR is not a separate pillar, but is embedded in everything we do. From how we source our supplies to how we treat people and how we help our clients become more sustainable.” — Niels Goderie.

In a world where technological progress and social responsibility go hand in hand, Protinus IT plays a unifying role. By helping customers make sustainable IT choices, involving partners in that process, and actively engaging staff, we create impact on multiple levels.

Planet: working systematically towards CO₂ reduction

One of the most visible results is our commitment to reducing — and ultimately offsetting — CO₂ emissions, with the greening of our vehicle fleet as a concrete example:

- In 2025, 71% of the vehicle fleet was electric.
- Staff are actively encouraged to charge their vehicles at the office using 100 per cent green electricity.

“We are constantly looking at how we can reduce our carbon footprint without compromising on growth. That is precisely where the challenge — and the strength — lies.” — Sarah Herzet.

Sustainability is also becoming further embedded in the services we offer customers, from promoting devices with sustainability labels to recycling or repurposing 1,181 devices at the end of their life cycle.

People: investing in people and inclusivity

CSR starts with people: in 2025, Protinus IT took clear steps toward inclusive employment practices and staff development, including significant investment in training.

Our progression to PSO Level 2 is strong evidence of that commitment. This step was achieved through, amongst other things:

- Actively creating opportunities for people who face barriers to the labour market
- Collaboration with social enterprises
- Professionalising recruitment, selection and mentoring

One initiative worth highlighting: employees can propose their own social initiatives, backed by a donation from the organisation.

“We believe it is important that employees make an impact not only within Protinus, but also beyond it. By facilitating this, we strengthen our collective contribution to society.” — Niels Goderie.

Profit: sustainable growth with social value

As an organisation at the heart of society, Protinus IT feels a responsibility to combine economic growth with social impact.

“Our strength lies in connecting supply and demand. By explicitly incorporating CSR into this, we increase our impact – not just for ourselves, but for the entire supply chain.” – Sarah Herzet.

In 2025, this translated into sponsorship contributions to organisations such as the Esther Vergeer Foundation and TechMeUp. We also actively collaborate with around 35 organisations on CSR themes, and source as locally as possible.

CSR is also becoming more explicit in how we work with suppliers: we actively assess the extent to which partners have established transparent, verifiable CSR policies in place. As a result, we procured goods and services worth over €3.3 million through the PSO marketplace.

“Initiatives such as our partnership with TechMeUp demonstrate how economic activity is linked to social impact. Through our own services, such as hackathons, students gain practical experience and access to a professional network.” – Sarah Herzet.

Looking ahead: continuing to build together

The results for 2025 show that CSR at Protinus IT isn't just an ambition – it's everyday practice. At the same time, it is not an end in itself.

In the coming years, we will continue to focus on:

- Further CO₂ reduction and, ultimately, CO₂ neutrality
- Strengthening inclusive employment practices
- Closer collaboration with CSR partners

“We're proud of what we've achieved, but we see this primarily as an intermediate step. The real challenge is to keep accelerating – and bring others along with us” – Niels Goderie.

With a clear strategy, tangible results and committed staff, Protinus IT continues to build a sustainable future – for clients, partners and society as a whole.

**“Our strength lies
in connecting supply
and demand.”**

SARAH





CSR activities 2025

In 2025, we took further concrete steps towards our CSR ambitions. Alongside offsetting a total of over 1,100 tonnes of CO₂ and maintaining and improving our EcoVadis Platinum status (top 1%), we invested in inclusive employment practices, progressed from PSO Level 1 to Level 2, further developed our sustainable procurement policy via the PSO Marketplace, and professionalised our HR policy. We continue to support our charity partners TechMeUp and the Esther Vergeer Foundation, and remain actively involved with the Positive Impact Foundation and Future Up (formerly MVO Nederland). An overview of key achievements:

- CO₂ emissions from major deals were offset this year via FairClimateFund, using the highest-quality Fairtrade-certified CO₂ credits. In 2025, we offset 982 tonnes of CO₂.
- We also offset our own total CO₂ emissions for 2025 (185.32 tonnes) via FairClimateFund.
- Over the past year, we progressed from PSO Level 1 to Level 2 — a step achieved through our commitment to inclusive employment, collaboration with PSO-certified organisations, and our involvement in social initiatives.
- We held a series of internal sessions to sharpen our CSR objectives and actions, resulting in defined set of CSR objectives to work towards in the coming years.
- We improved and maintained our EcoVadis Platinum status — with a strong score, we ranked among the top 1% of assessed companies.
- We took further steps to create opportunities for people in a vulnerable labour-market positions, optimising our internal recruitment, selection and induction processes, and professionalising internal procedures so new starters are better supported from day one. As a result, we welcomed several candidates to our workforce.
- Using the PSO Marketplace, we more actively sought out organisations that implement SROI (social return on investment), purchasing a total of €3,342,477 from social enterprises via the PSO marketplace.
- For internal and marketing purposes, we act in line with our CSR policy wherever possible — for example, by buying locally or from other social enterprises. This year, that included sourcing components for our Christmas hampers from local producers and, as part of our rebranding, gifting our partners jars made by Social Foods www.socialfoods.nl.

- We made significant improvements to our HR policy by structuring and documenting all relevant topics, from terms of employment to leave arrangements.
- To support the government’s key sustainability objectives, we carried out five initiatives, comprising market consultations and contract due diligence, including the drafting of associated action plans. These plans focus on CO₂ reduction, more efficient use of raw materials, and minimising negative impacts on international social conditions (ISC). Measures to promote social return have also been developed.
- The [Esther Vergeer Foundation](#) is the charity we’ve supported for many years, and not only through donations. During the ABN AMRO Open tennis tournament in January 2026, six colleagues volunteered at a sports festival for children with disabilities, each acting as a coach for a family team competing alongside their families in a friendly, competitive atmosphere.
- We’ve made it easier for staff to support a social cause of their choice, with a standard donation by Protinus IT for each request. Last year, several colleagues used this to support their chosen sports club or charity. This initiative will continue in the coming year.
- We have supported [TechMeUp](#) with a donation since 2025. TechMeUp provides interest-free loans to students for IT courses they would otherwise be unable to afford. To strengthen this partnership, we offer TechMeUp-affiliated students the chance to join our Smart Procurement service for customers – a ‘pressure cooker’ approach to resolving constraints in clients’ own procurement processes. There, these students bring

their technical background to support the participating teams, gaining valuable experience and expanding their network of potential employers.

THEMATIC FOCUS

CSR perspectives

In this annual report, we cover a range of CSR topics. Following an account of our corporate governance, these topics are grouped under the three standard ‘Ps’: People, Planet, Profit. In addition, each topic references the relevant themes of the SDGs (Sustainable Development Goals), the CSR Performance Ladder, and the ESRS (European Sustainability Reporting Standards).

This reflects the future reporting requirements under the CSRD (Corporate Sustainability Reporting Directive). To bring these perspectives together, each topic in the original design is marked with small reference icons indicating the corresponding CSR Performance Ladder, SDG and ESRS criterion.



CSR Performance Ladder and ESRS

The UN’s SDGs are 17 goals set out to make the world a better place by 2030, serving as a global compass for tackling challenges from poverty and education to the climate crisis. Protinus IT has been certified to Level 4 of the CSR Performance Ladder for a number of years, and within this framework, we report annually on the various themes covered by the standard. To fulfil our future obligations under the CSRD, we report in accordance with the specific ESRS guidelines.

- **CSR PERFORMANCE LADDER**
- **SDG NUMBER**
- ◆ **ESRS**

In the following pages, we indicate for each topic which number on the CSR Performance Ladder, SDG or ESRS it corresponds to.

ACCOUNTABILITY

Good governance

-  The organisation's board is subject to demonstrable oversight and advice in accordance with, at a minimum, the applicable local legislation.

Where dilemmas arise in the areas of ethics, fairness, transparency or trust, the organisation relies on its own core values and business principles as a tool for achieving its CSR objectives. These are set out in a code of conduct, which new employees receive and are required to sign upon joining. Over the past year, this code of conduct was updated and further refined, with additional ethical aspects incorporated to ensure desired behaviour, integrity and responsible business conduct even clearer. In addition, Protinus undergoes annual audits for several certifications.

In the event of deviations from its own CSR policy and/or breaches of legislation and regulations – whether or not accompanied by government sanctions – the organisation explains the cause and outlines the corrective action taken.

Our aim is to receive no complaints or reports of breaches in this area. This was the case in 2025, and nor were any irregularities identified during the various external audits.



ProtinusIT

Protinus and partners on board
the Titaan during Sail 2025

People



People

6%

Increase in the number of new employees

Terms of employment and employment practices

 As an organisation, we aim to excel and grow in a rapidly changing environment — and to do so, we need to rely on and build upon a base of highly qualified staff. After all, they're the key to our continued success.

In 2025, we set a workforce growth target of 10 per cent, just as we had the previous year. In practice, however, we found it difficult to fill our vacancies in a timely and suitable manner, so the final outcome came in lower, at 6 per cent growth. Whilst this means we didn't fully achieve our intended growth, it does represent a controlled expansion of the workforce.

Social dialogue and employer-employee relations

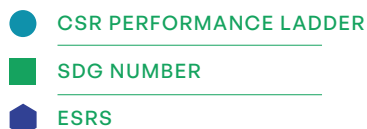
 Every staff member has a signed employment contract, which sets out the rules governing the working relationship between the company and individual. Monitoring compliance with these rules sits with HR and, ultimately, management. The duties, responsibilities and powers of all staff are also documented in our management system. Annual appraisals give us insight into how each employee is getting on in their work, and provide

an opportunity to discuss development and career progression.

Last year, we conducted an employee satisfaction survey, which yielded an average score of 7.3. Based on these results, we've worked with staff to address key areas for improvement. In the coming years, we aim to further increase staff satisfaction, aiming to reach an average score of 9.

Health and safety

 There have been no workplace accidents within our organisation in recent years. Absenteeism due to illness in 2025 stood at 4.2 per cent. That same year, we also introduced a policy to reward employees with very few or no absences: 66.3% of our employees qualified for this reward.



4.8%
Share of employees
aged 55 or over

4 Training and education

Investment in knowledge through training and education is crucial to us – both to maintain the high quality of our services, and to meet our employees’ development needs and contribute to their future prospects. In 2025, we spent €129,179 on in-house and external training courses, totalling 1,275 hours.

5 Diversity and opportunities

Protinus believes it’s important that our workforce reflects society. This year we set a target of employing at least 30 per cent women; we ultimately reached 31.3 per cent, a strong figure for an IT company. We’re also working towards a target of 5 per cent of our workforce being 55 or over. We currently stand at 4.8 per cent – up from 2.6 per cent in 2024, and now within reach of our goal.

9 Child labour, forced labour and human trafficking

Forced and compulsory labour have no place in Dutch working culture. At Protinus, every employment contract sets out clear agreements regarding work, in line with the Universal Declaration of Human Rights and the associated ILO guidelines. Protinus IT will not, under any circumstances, be associated with child labour, forced labour or human trafficking, and we terminate our relationship with any partner who facilitates such practices. Last year, no reports of breaches in this area were received.

7 Equal treatment and discrimination

Equal treatment is a prerequisite at Protinus; discrimination in any form is not tolerated, and we apply a zero-tolerance policy in this area. In 2025, we received no complaints.

6 Human rights, forced and compulsory labour in the value chain

At Protinus, we emphasise respect for the human rights of external stakeholders, including local communities, indigenous cultures and civil society organisations. We are committed to continually evaluating and adapting our business activities in order to minimise negative impacts on human rights, and to promoting positive social and environmental change alongside our valued external stakeholders.

INTERNAL CSR

Rayen Oaf, Data & AI Scientist



“For me, giving back is a way of turning gratitude into action.”

RAYEN

One of Protinus IT’s commitments is giving back — to people and nature. We asked Rayen Oaf, Data & AI Scientist, among others, what that means to him. Every year on Christmas Day, he helps out at the Open House at the Dominicus Church in Amsterdam.

Giving back to people and nature: what does that mean to you?

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“For me, giving back means, above all, being aware of what you’ve received. As an organisation, we at Protinus should be grateful — to the people who laid the foundations before us, to our colleagues, and to the clients and partners who contribute to our success. That success isn’t something to be taken for granted. That’s exactly why I think it’s important to reflect on what we have, and to do something with it.

For me, giving back is a way of turning gratitude into action — not just towards nature and the world around us, but also towards other people too. You share a bit of your happiness, your time or your resources with people who could really do with it at that moment.

Especially at a time when polarisation, loneliness and distance between people are becoming increasingly apparent, I believe that giving back is a way to forge connections. It helps to break down barriers, tear down walls and show once again that we’re part of something bigger than just ourselves.”

What motivates you to contribute to OpenHuis?

—

“The idea behind this day is actually very simple: everyone is welcome. It doesn’t matter who you are, where you’re from, what your situation is or who you come with. Throughout the day, there’s food, drink, entertainment and, above all, a friendly atmosphere. It’s meant for people who could do with a bit of extra warmth over Christmas — people on a tight budget, older people who are often on their own, families under pressure, or people without a permanent home.

My motivation for contributing to this stems from a few things. First and foremost, I believe that, as human beings, we should look after one another. I’m doing well at the moment, and that’s precisely why I feel I can — and should — share something with others. Happiness and



Christmas for Everyone

success aren't just things to keep to yourself. In fact, they become even more valuable when you can use them to help someone else.

There's also a personal aspect to this particular initiative. I know from my own experience that Christmas isn't automatically a happy time for everyone. If you're facing difficult circumstances at home, or if you don't experience the warm sense of family that's being celebrated all around you, a day like this can be especially painful. Christmas is often portrayed as a day when everyone is happily together, but if your reality is different, you feel that contrast all the more keenly. That's why I find it so rewarding to make a difference on a day like this — even if it's just by giving someone a hot meal, a chat, a safe place or a happy memory."

How would you like to encourage your colleagues to do something similar?

"If I wanted to encourage colleagues to do something similar, I'd start by inviting them to join in. Change ultimately starts with yourself. You can tell people something is important, but it has a much greater impact if you show them how it affects you and invite others to experience it for themselves.

We all lead busy lives — everyone has work, personal commitments and plenty on their mind. Not everyone can help all the time, and that's only natural. But what I'd really like to convey to my colleagues is that volunteering

doesn't have to feel like a burden or an obligation. For me, this day is genuinely one of the best days of the year, year after year. You see elderly people who arrive on their own and are, by the end of the day, sitting and chatting with others. You see a single mum who gets a stress-free moment with her children. You see someone who's homeless leaving with a food parcel and a smile. Those are moments that stay with you. At the end of a day like that, I'm tired, of course, but above all grateful and content.

That's why I'd like to say to my colleagues: just give it a go. Not because you have to, or because you need to prove yourself, but because it really does make a difference — to you. You roll up your sleeves, you help other people, and at the same time you get so much back in return. That's perhaps the best thing about giving back: it doesn't just make someone else's day better, but your own as well."

"Happiness and success aren't just things to keep to yourself."

RAYEN

13 Conflict of interest and corruption

In all our agreements, including employment contracts and supplier agreements, we aim not only for clarity in our arrangements but also to reduce corrupt practices to zero. Protinus expects every employee to communicate and act transparently, so that any form of corruption can be detected and prevented at an early stage.

Protinus' regulations state that employees may not disclose information about business matters entrusted to them. In addition, these regulations address potential conflicts of interest, such as accepting gifts, invitations or other benefits. In 2025, as in every year, we held an awareness session on recognising corruption.

Protinus has also reviewed and updated its code of conduct, with particular attention to ethical conduct, integrity, conflicts of interest and the prevention of corruption and bribery. Through these internal rules, the code of conduct, and our awareness sessions, Protinus works to combat corruption and bribery. No reports of corruption were received in 2025.

14 Public policy

Protinus makes no direct contributions to political parties or political lobby groups, and carries out its work without expressing approval or disapproval in this regard.

15 Anti-competitive behaviour

Protinus IT complies with applicable laws and regulations. For our core business operations, this means that we do not engage in anti-competitive activities directed at our competitors, in line with the Public Procurement Act. In the event of a warning or sanction, we assess whether corrective action is needed to prevent recurrence. No breaches were identified in the past year.

16 Health and safety of customers and end-users

Safeguarding the health and safety of our customers is important to us. All the products we supply comply with national and international environmental, health and safety standards – for example, they always carry a CE mark. We record all issues experienced by customers and end-users via our customer service department. No issues have been recorded.

17 Product information

12 Protinus IT ensures that accurate information is provided via the website and by staff who undertake training and courses to stay up to date on our products and services. To measure this, we analyse the ratio of customer returns caused by incorrect website information or human error against total orders in a given period. In 2025, this figure fell to 0.33% of total orders — a clear improvement on 2024, when it stood at 0.89%.

19 Responsible information management and customer privacy

1 Three information security incidents were reported in 2025. Their impact was minimal, so there was no need to report them to the data protection authority.

18 Marketing and communication

12 Protinus is committed to honest, accurate and transparent marketing and communication. We don't bother customers with unsolicited marketing campaigns, and operate on an opt-in basis in line with GDPR regulations. In terms of content, we strive for transparency: manufacturer product information is passed on verbatim, and other communications — for example on CSR — are verifiable.

Our management system is audited annually by our certification body, which also carries out various checks on the information we communicate. Over the past year, no non-conformities were identified during

audits of our communications, nor did we receive any complaints in this regard.

12 Property rights and payments

8 9 61 As part of doing business fairly, our policy is to handle third parties' physical and intellectual property correctly. This means acting with integrity in our use of software: we purchase every licences we're required to use, and the same applies to our sales — for every licence sold, a licence has been duly purchased. We received no complaints regarding this over the past year.



alliander

CUSTOMERS AND CSR

Alliander

Alliander is a network operator responsible for transmitting electricity, gas and heat to millions of households and businesses across the Netherlands. Through their networks, they ensure every day that energy stays reliable, affordable and accessible – while also driving a far-reaching transformation of the energy system, so that the Netherlands can transition to sustainable energy and become climate-neutral by 2050.

Alliander frames its ambitions and role within the energy transition around social responsibility: as a network operator, it works every day to ensure a reliable, affordable and accessible energy system, while also seeing it as its duty to facilitate and accelerate the shift to a sustainable energy supply.

Alliander keeps the lights on, homes warm and businesses running – both today and in a sustainable future. Energy is essential for living, working and prosperity, which is why Alliander remains committed to keeping its networks reliable and safe, working towards an energy system where customers can always count on continuity, at the lowest possible cost, with enough flexibility to make their own choices – such as feeding sustainable energy back into the grid.

Alliander's strategy centres on realising a future-proof energy system. It is investing at scale in expanding and upgrading its energy networks, and developing smart solutions to better

align energy supply and demand. At the same time, it is making the energy system more flexible and encouraging innovative applications, such as local energy exchange and new energy sources like solar, wind, hydrogen and green gas.

Alliander views the energy transition as a collective challenge, and works closely with public authorities, businesses and customers to keep plans and decisions properly coordinated. Only through cooperation and a joint approach can the necessary infrastructure be built and the energy transition steered in the right direction. Innovation and collaboration are essential to tackle challenges such as shortages of space, materials and staff.

Sustainability sits at the centre of everything Alliander does. It is working towards a sustainable energy supply while making its own organisation more sustainable – striving for climate-neutral and circular business operations while taking into account its impact on people, the environment and society. Alliander aims to create value for society as a whole and contribute to an inclusive and future-proof living environment.

Alliander also places great value on openness, collaboration and stakeholder engagement – actively involving its community in decisions and reporting transparently on progress, challenges and impact. Within its own organisation, it is committed to inclusivity, diversity and making the most

of talent, believing that all perspectives are needed to successfully achieve energy transition.

In short, Alliander is committed to a reliable, affordable and sustainable energy system — accelerating the energy transition, reducing its impact on the environment and society, and working with partners to build a future-proof energy supply for everyone.

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SOURCE: Alliander, *Strategy, Energy Transition, Social Sustainability* and *Annual Reports 2024-2025*.

[\[alliander.com\]](#), [\[alliander.com\]](#), [\[alliander.com\]](#),

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ProtinusIT

Planet

Protinus backyard
— view from the terrace



Planet

Energy

   As part of our CO₂ Performance Ladder Level 5 certification, we report every six months on our CO₂ emissions, our use of raw materials, and the CO₂-saving measures we implement across the business. We operate entirely digitally and only print when necessary.

In 2025, our electricity consumption increased by 10.9 per cent in absolute terms compared with the previous year, mainly due to the continued growth of our organisation and the growing number of electric cars in our fleet — both of which mean more electricity is being used for charging vehicles and supporting day-to-day operations.

Although electricity consumption has risen, this has no direct impact on our CO₂ emissions, because Protinus IT purchases entirely green electricity — 100 per cent Dutch wind energy.

71%
Of the fleet is electric

Raw materials and supplies

  This year, too, we've seen the market increasingly factor sustainability into product choices. As a result, sales of products with a sustainability label (such as TCO) continue to rise — virtually all laptops, desktops, tablets, monitors, phones and servers sold in 2025 carried one. We achieved CO₂ offsetting for 8,686 devices in 2025.

Product use, information and end-of-life products

   Protinus is committed to providing circular solutions for its customers, aiming to give as many devices as possible a second life. Where this isn't possible, we ensure all products are processed responsibly, whether by us or our partners.

We believe it's important to give our customers accurate, appropriate information about the products we sell. Protinus ensures this information is provided via the website and by staff, who undertake training to stay up to date. In 2025, we processed and/or repurposed 1,181 end-of-life devices — a 59% increase on the previous year.

● CSR PERFORMANCE LADDER

■ SDG NUMBER

◆ ESRS



Emissions, wastewater and waste

We sort our waste as thoroughly as possible, currently across five separate streams – residual waste, plastic, paper/cardboard, confidential paper and glass. We’ve also arranged with neighbouring businesses to have everything collected simultaneously by our waste management provider.

In 2025, the total amount of waste was 4,852 kg, up 13.3 per cent on 2024 – an increase largely explained by our growing headcount and the accompanying rise in activity.

SDG 9

SDG 13

ESRS E1

Transport

New cars are preferably electric, and our policy to encourage this is clearly paying off: electric vehicles made up 33 per cent of our fleet in 2024, rising to 71 per cent in 2025 – proof that our course towards a more sustainable fleet is working.

As the range of electric cars on the market continues to expand, we remain committed to purchasing them wherever practical. Our recruitment policy also treats living in or around Houten as an important selection criterion; 54 per cent live within a twenty-kilometre radius – unchanged from last year.

54%
of staff live within a
20km radius of Houten

PLANET – TO MEASURE IS TO KNOW

CO₂ emissions

Absolute CO₂ emissions

Since launching our CO₂ reduction initiatives in 2017, we achieved a significant reduction through to 2020, partly through the purchase of 100% green electricity. At the same time, our workforce has grown substantially — by 2025 we had almost four times as many employees as in 2017 (21 FTEs in 2017, rising to 80.2 FTEs in 2025). This growth has led to an increase in travel, including lease cars and commuting.

Despite this growth, we still achieved a reduction in CO₂ emissions in 2025 compared with the previous year. As a result, the increase in CO₂ emissions compared with 2017 fell from 71.1 per cent in 2024 to 62.2 per cent in 2025 — a reduction mainly driven by continued sustainability improvements to our vehicle fleet, which have reduced CO₂ emissions from transport.

In 2025, our absolute CO₂ emissions totalled 185.32 tonnes, down from 195.62 tonnes in 2024 — a reduction of 10.30 tonnes. Since 2021, we have been offsetting our remaining CO₂ emissions using carbon credits from FairClimateFund.



PLANET — TO MEASURE IS TO KNOW

CO₂ emissions

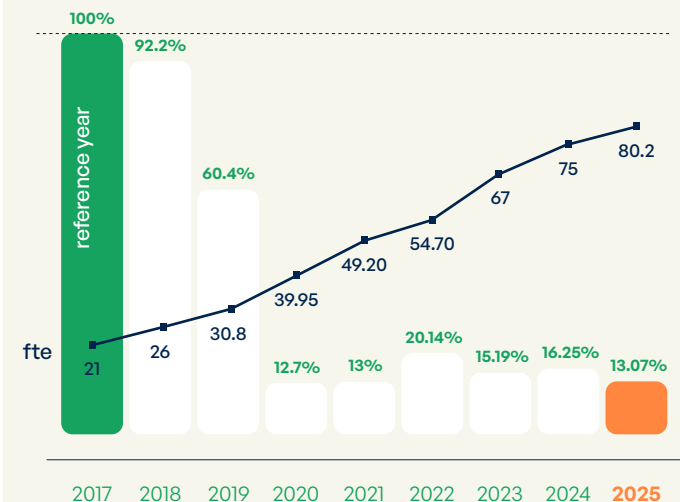
CO₂ emissions relative to turnover

To compare performance across years, we calculate CO₂ emissions relative to turnover, using 2017 as the base year. We've grown significantly in recent years, which has also driven an absolute increase in emissions; however in relative terms, we've still managed a reduction.

In 2025, CO₂ emissions relative to turnover fell a further 13.07 per cent, down from 16.25 per cent in 2024. Compared with 2017, that's an 86.9 per cent reduction in emissions relative to turnover.

In other words: we've become more efficient in our energy consumption, and the measures we've taken — including a more sustainable vehicle fleet and purchasing green electricity — continue to drive down our relative CO₂ emissions.

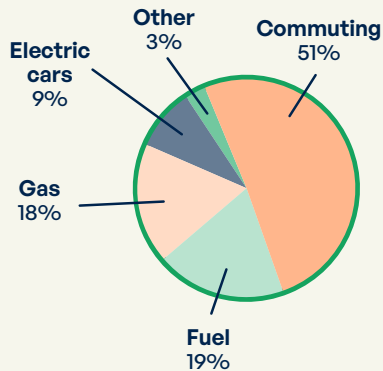
CO₂ emissions relative to turnover — in percentages



PLANET — IN DEPTH

Main factors influencing CO₂ emissions

Main factors influencing CO₂ emissions



The four main contributors to CO₂ emissions at Protinus are fuel consumption, commuting, electric cars and gas consumption. For each, we show the absolute change compared with 2024, as well as the change relative to turnover.

Fuel consumption

Making our vehicle fleet more sustainable has reduced fuel consumption further in 2025. Compared with 2024, absolute fuel consumption fell by 36.61%, by 48.03 per cent relative to turnover — confirming that a more sustainable fleet is effective in reducing fuel consumption.

Commuting

When recruiting new staff, we factor in the distance between home and work and give preference to candidates from the Houten area. In 2025, absolute CO₂ emissions from commuting rose by 21.39% compared with 2024, though relative to turnover, this was a modest increase of 2.66%. This rise is linked to our growing headcount and the associated increase in commuting journeys.

Gas consumption

ICO₂ emissions from gas consumption fell in 2025: absolute emissions were down 24.96 per cent compared with 2024, and 32.82 per cent relative to turnover — a positive result, particularly given the organisation's continued growth.

Electric cars

We encourage staff to charge their cars at our office as much as possible, where we use 100% green electricity — though this is not always the case at other locations. Due to the strong growth in the proportion of electric cars in our fleet, CO₂ emissions from electricity consumption for lease cars rose in 2025: absolute emissions rose by 500.80 per cent compared with 2024, and 369.15 per cent relative to turnover. This increase is explained by the sharp rise in the number of electric cars within the fleet.



CUSTOMERS AND CSR

Achmea

Since 1 December 2024, Protinus IT has been assisting Achmea, as a client, in strengthening its IT organisation. Achmea has placed strong emphasis on its sustainability ambitions for many years, and ensures that suppliers throughout its supply chain contribute to these ambitions. In this CSR annual report, we're pleased to highlight clients who set an example in the market when it comes to sustainability.

Achmea frames its sustainability ambitions through the lens of its vision, 'Living Sustainably Together' — aiming to contribute to a society that becomes a little healthier, safer, greener and more socially inclusive every day. For Achmea, sustainability is not a separate issue but an integral part of its strategy, and of how it works, invests and develops its services on a daily basis.

Achmea's sustainability strategy focuses on three key pillars. Under **climate and nature**, it is working to accelerate the transition to net-zero CO₂ emissions and to strengthen nature's resilience, promoting a climate-neutral and nature-inclusive future through its investments and insurance policies. Its ambitions include making its business operations climate-neutral by 2030, to gradually make its investment portfolio more sustainable (with key milestones toward 2040 and 2050) and ultimately to achieve a climate-neutral insurance portfolio — alongside a broader commitment to

protecting and restoring nature and promoting climate adaptation.

Under **health and social wellbeing**, Achmea is working to make health more accessible by encouraging accessible healthcare and promoting healthy lifestyles while integrating health, inclusion and social wellbeing into its way of working and its relationships with staff, customers and partners. It places great importance to respecting human rights and complying with labour standards, enshrined in its policies and working practices.

Under **financial resilience**, Achmea focuses on helping people make responsible financial choices, developing solutions that mitigate financial risk and protect incomes — contributing to a stable and resilient society, in which people are better prepared for financial challenges, now and in the future.

Achmea endorses the United Nations' Sustainable Development Goals (SDGs) and focuses on the goals where it can make the greatest impact. Together with its customers and partners, Achmea is building a future-proof society centred on stability, health and resilience — for now, the near future, and beyond.





TechMeUp students (see the CSR activities section) are involved in, among other things, the delivery of our Smart Procurement service.



Profit

 **Engagement with and development of society**

  Protinus has also made a number of sponsorship contributions over the past year. We have supported the [Esther Vergeer Foundation](#) since 2019 and [TechMeUp](#) since 2025 — the two charities to which we're committed for the long term. At the heart of both is 'development': the Esther Vergeer Foundation focuses on the social and physical development of children with disabilities, whilst TechMeUp supports people from vulnerable groups by enabling them financially to undertake IT training. In both cases, participants are empowered to boost self-esteem, strengthen their role in society and enjoy the experience along the way.

Throughout the year, we support various other charities through donations (money or refurbished laptops) or practical support, such as the deployment of staff. In total, Protinus spent €25,500 on sponsorship in 2025 — a 64 per cent increase on the previous year. We also spent €135,882 on procuring local products and services, up 308 per cent on last year.

64%
Increase in sponsorship expenditure

Our recruitment policy also aims to hire more employees from the Houten area. In 2024, we recruited 12 people who live locally.

Contribution to the economic system

Protinus IT contributes to the wider economic system through memberships of, and participation in, various initiatives — we learn from these, but can also exert influence for the benefit of the system as a whole. For example, we're a member of the Positive Impact Foundation (formerly the CO₂ Neutral Foundation), whose meetings, held at least twice a year, give companies the opportunity to learn about measures taken or planned in the context of CO₂ reduction. We took part in six such initiatives in 2025.

We're also a member of NLdigital, the trade association for the IT sector, and of Future Up (formerly MVO Nederland), which supports companies in becoming more sustainable. In June, we attended 'De Dag van de Doendenkers', Future Up's annual conference, to gain insights into corporate social responsibility.

● CSR PERFORMANCE LADDER

■ SDG NUMBER

◆ ESRS

35

Different organisations
spoken to about CSR
themes

Beyond these memberships, we stay in constant contact with clients, partners and other organisations to discuss CSR topics and initiatives — in total, we discussed one or more CSR themes with 35 different organisations.



CSR in relation to suppliers

We periodically assess the CSR contribution of partners and suppliers, and factor these performance metrics into decisions whether to do business with them. Our target is for at least 70 per cent of key partners and suppliers to have made their CSR policies transparent and implemented them effectively. Our 2025 assessment shows that 68 per cent of our top 50 suppliers and partners received a positive rating on this measure. We also monitor suppliers on social and environmental issues more broadly.

Through a due diligence process, we investigate the extent to which suppliers are working to reduce and/or prevent abuses — both social and environmental aspects — within their supply chains.

Any fine or warning issued by (local) authorities or the police is recorded, as are customer complaints about disruption at a customer's premises or in the surrounding area caused by subcontractors and suppliers we've deployed. In 2025, we received no complaints in this area.

AMBITIONS 2026–2027

CSR Objectives

People

We strive to create a healthy, engaged and future-proof working environment, where employees can perform and develop to their full potential — the foundation for our organisation’s sustainable growth. To this end, we have set ourselves the following objectives:

- Raise employee satisfaction levels further in 2026-2027.
- Ensure that no employees are absent for long periods due to burnout or work-related issues, every year.
- Achieve at least 80 per cent of our targeted staff recruitment to support our growth objectives.

We want to contribute to an inclusive labour market and social entrepreneurship. Our target PSO Level 2 certification by 2027 was already achieved in early 2026. Our objectives in this area are:

- Actively recruiting staff from vulnerable groups to promote labour market participation — both within our own organisation and through placements with partners.
- Directing as large a share of our total procurement value as possible with PSO-certified suppliers and partners.

We’re developing a digital partner portal to strengthen transparency and collaboration on CSR with our partners and suppliers. Our objectives here are:

- Gaining insight into the CSR performance of as many key partners as possible.
- Getting as many partners as possible to actively commit to our CSR Code of Conduct.

Planet

We are committed to reducing our ecological footprint and to achieving CO₂-neutral business operations. We also want to actively involve employees and partners in sustainability — including through knowledge sessions. Our objectives:

- Become CO₂-neutral within our direct sphere of influence by 2026 at the latest — for example, through green electricity and sustainable commuting — offsetting any remaining emissions via FairClimateFund.
- From 2027, add only fully electric vehicles to our fleet.
- Have at least 50 per cent of our staff living within 20 km of Houten.
- Encourage and support staff to travel by bicycle or public transport.

- Develop a CSR awareness programme for staff and external partners, with twice yearly meetings to continue our dialogue on sustainability and social impact.

Profit

As a company at the heart of society, we have a responsibility to contribute to a sustainable and inclusive future. With our knowledge, resources and network, we support initiatives that make a difference. Our objectives:

- Invest each year in charities that contribute to social impact and strengthen our role in society.

- Support 10 CSR-related initiatives each year, driven by the involvement and commitment of our own staff.
- Regularly and actively share our knowledge on sustainable growth and social impact through external initiatives.

Christmas lunch organised with local businesses





ProtinusIT

Protinus IT

Visiting Address

Waterveste 1
3992 DB Houten
The Netherlands

Mailing Address

P.O. Box 81
3990 DB Houten
The Netherlands

Phone

+31 30 744 0 744

info@protinus.nl

www.protinus.nl



This report references the UN Sustainable Development Goals, the CSR Performance Ladder, and the European Sustainability Reporting Standards (ESRS).

