



# **Corporate Social Responsibility Statement**

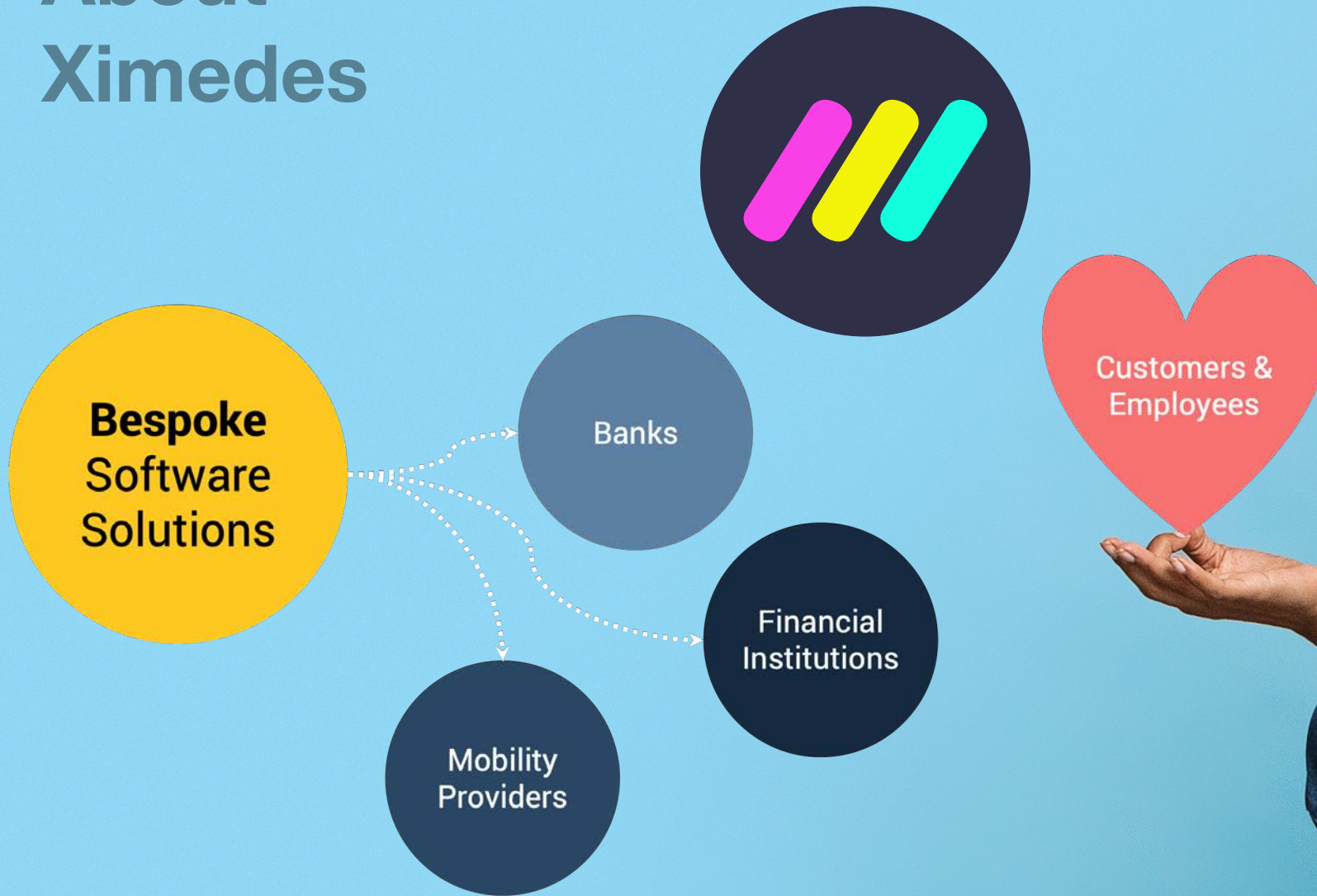


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# About Ximedes



Customers &  
Employees



Established in 1998, headquartered in Haarlem, the Netherlands, Ximedes' provides business critical technology services to the payments and public transport markets.

Ximedes' 145 FTE staff spread over 4 countries consists mainly of software professionals who are intrinsically motivated to deliver quality, and thrive in our informal, can-do culture. The company is financially sound, and the financial results are stable.

Committed to maximizing the satisfaction of both employees and customers, Ximedes has for many years been building customized software applications for banks, financial organizations and mobility providers.

Recently, Ximedes added standard software services for payments and ticketing to its service portfolio, becoming a well-rounded one-stop shop for clients who want to go to market fast, focusing on their business and users instead of technology and implementation.

Ximedes has a diverse and loyal customer base, with long-term clients such as ING, Rabobank, European Merchant Services (ABN), Translink Systems, Loomis, FiServ, Daimler, European Patent Office and various universities in the Netherlands and Germany.

*Business today is about more than just making a profit. As climate change, economic inequality, and other major problems impact communities worldwide, Ximedes is convinced that we are not just employers, but stewards of society. Our company has been created to allow kind, sincere, and ambitious professionals to perform meaningful, interesting, and challenging work, together with our clients.*



POS  
Plugin

General

Dashboard

API Gateway

Credit Card

Swift

PayPal

IDEAL

Aggregator

ETL

DataBase

DWH

Business Intelligence

Analytics

Reporting

Ximedes is pro-active in contributing to a sustainable society. We limit our use of limited natural resources to the absolute minimum; if there is no viable alternative, we plan to compensate society for what we take.

We are a professional, mature member of society, and obey national and international laws and regulations both in text and in spirit. We value honesty and integrity and are not afraid to do what is right even when it hurts our short-term goals.

We strive to maintain healthy, sustainable relations with all our stakeholders. We treat our employees, clients and suppliers with respect and kindness, and expect the same from them. We do not tolerate discrimination on age, gender, race, or any other irrelevant attribute in our dealings with people, be they employees or from outside the company.

We do these things not only because they are part of the basic responsibilities of every person and company on this planet. We also do these things because we believe they are crucial for achieving long-term success.

As a company from the Netherlands, we realize we are privileged to be able to exist under the rule of law, in a country where corruption is scarce, human rights are kept in high regard, and the rights of workers are ensured by the government.

It is easy to forget that in other parts of the world things are different. We will not abuse our privilege, but instead try to be a force for good when dealing with others who are in less fortunate circumstances.

The management of Ximedes is expected to lead by example, and to foster a culture that promotes ethical behavior.





# United Nations Global Compact

The United Nations Global Compact is a United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The UN Global Compact is a principle-based framework for businesses, stating ten principles in the areas of human rights, labour, the environment and anti-corruption. Under the Global Compact, companies are brought together with UN agencies, labour groups and civil society.

The UN Global Compact is the world's largest corporate sustainability (aka corporate social responsibility) initiative with 16786 corporate participants and other stakeholders over 161 countries with two objectives: "Mainstream the ten principles in business activities around the world" and "Catalyse actions in support of broader UN goals, such as the Millennium Development Goals (MDGs) and Sustainable Development Goals (SDGs)". Moving forward, The UN Global Compact and its signatories are deeply invested and enthusiastic about supporting work towards the SDGs.

The UN Global Compact's Ten Principles are derived from: the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

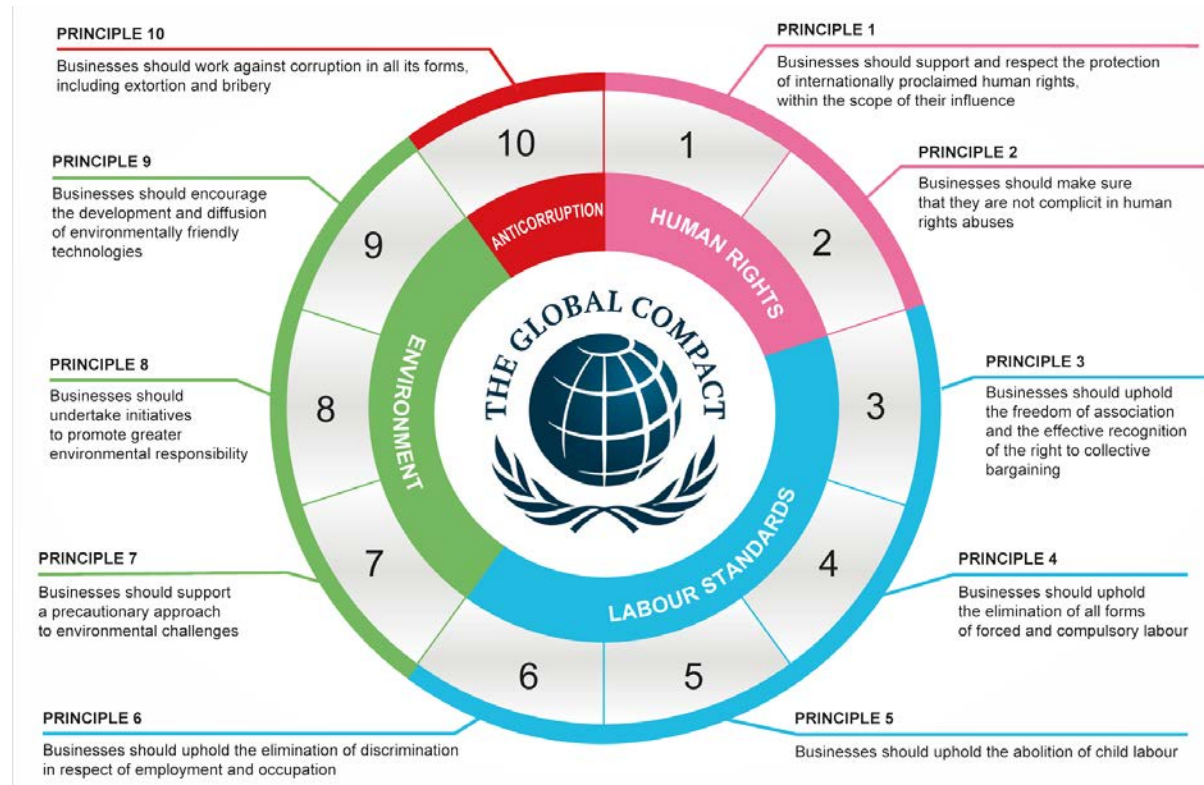


Ximedes is an active member of the [United Nations Global Compact](#).

At the UN Global Compact, we aim to mobilize a global movement of sustainable companies and stakeholders to create the world we want. That's our vision.

To make this happen, the UN Global Compact supports companies to:

- Do business responsibly by aligning their strategies and operations with [Ten Principles](#) on human rights, labour, environment and anti-corruption; and
- Take strategic actions to advance [broader societal goals](#), such as the [UN Sustainable Development Goals](#), with an emphasis on collaboration and innovation.





A photograph of two men in a modern office setting. The man on the left is younger, with short brown hair, wearing a dark blue button-down shirt with a small red logo on the chest. He is smiling and looking down at a laptop. The man on the right is older, with glasses and brown hair, wearing a light blue and white striped button-down shirt with a small polo player logo on the chest. He is also smiling and looking at the laptop. The background shows a modern office interior with large windows, track lighting, and yellow pendant lights. The text "Looking after our Employees" is overlaid on the left side of the image.

**Looking after  
our Employees**

Providing healthy, stimulating, and fulfilling work to our employees is key in our HR strategy. Ximedes employees are smart, ambitious, and friendly professionals who value meaningful work under pleasant conditions above maximizing financial gains and climbing some corporate ladder. We offer our employees the chance to work on projects they would not be able to work on otherwise. As a company, it is our mission to create the working conditions that allow our employees to excel on their own terms.

We value a healthy work-life balance for our employees. We actively try to prevent the need for working overtime. We are generous in allowing our employees to work part-time, and during hours that allow them to manage their home and work responsibilities. Working hours are tracked centrally, and we actively monitor for excessive working hours. Compensating overtime with extra time off is required of every employee, as described in our employee handbook.

We stimulate growth for our employees, offering them time and money to follow courses, visit conferences, or do whatever they feel serves their best professional interest.

We are inclusive, and actively work to create a diverse workplace that fully embraces the differences between people. We realize we should do better; there is a lack of diversity in our current workforce, one we feel is larger than it should be.

We fully comply with all the applicable labor laws and regulations of any country we work in and/or hold office. We go even further – we make sure that our employees are treated the same wherever they are located, even if that means we go above and beyond what is required of us legally. This is why, for example, we are giving our Serbian colleagues access to a pension plan and health insurance, which is common and required in the Netherlands but not in Serbia.

Employees are represented in an employee-elected employee council, which meets with the management of Ximedes monthly to discuss any matter that affects employees. (Note that in the Netherlands, the existence of such a council is required by law for companies over 50 employees.)

Ximedes has contracted an external OSH company to ensure we provide our employees with a safe and healthy working environment. In the Netherlands it is obliged that every company has an Emergency response Team (BHV).

The future of Ximedes is dependent on the hard work of smart and ambitious professionals, who dedicate their career to making the best software possible. We therefore want to contribute our part in providing education and work experience to young people at the very start of their career.

For that purpose Ximedes has partnered with Young Colfield (<https://www.youngcolfield.nl/>), an organization that helps students with a technical background to find their first job in IT. Together with them we have created a program where for 12 months we provide several 'learning on the job' opportunities for junior software developers and business analysts. Surrounded by experienced colleagues, they get to work on actual client-facing projects and thereby kickstart their career.



# Looking after our Customers & Partners



To Ximedes our customers are as important as our employees. We measure our success in terms of the satisfaction of both these stakeholders, and neither is more important to our long-term strategy and survival than the other.

We seek long-term relationships with our partners, gaining their trust by being honest, communicating openly, and treating them with the integrity and sincerity with which we want to be treated with ourselves. We do not use our customers to achieve short-term goals, but as partners to realize long-term objectives. We seek mutual trust, and are therefore maximally transparent about our pricing calculations, project plans, successes, and failures.

We protect the confidentiality of our customer's data and information. We take our obligation to protect the personally identifiable information that flow through our systems seriously and share the responsibility with our customers to keep their clients' data safe.

We believe in fair and free competition in business, and act in accordance with the letter and the spirit of competition laws.

We do our due diligence when starting a business relationship with customers and suppliers. This includes financial and legal checks based on chamber-of-commerce records. To maintain our independence, we make sure we never rely too much on a single customer for turnover. On the supply side as well, we make sure that we do not rely on external parties for critical roles and services.

We communicate our UN global compact commitment to our customers and suppliers, review our suppliers and partners yearly. Our subcontracting / insource model contracts contain a clause concerning adherence to the compact.



# Protecting the Environment



Ximedes is very aware of our company environmental responsibilities and we act in an environmentally friendly manner.

Our office is in an energy friendly building with a hot/cold storage exchange system, that results in a 40 – 80% save on electrical usage. We are supplied with green electric power and have equipped all rooms with sensors that activate the lights when someone is near and turn off when nobody is in the room. We use as many energy saving lamps as possible and use only energy saving laptops and computer screens, we recycle old PC's and printers.

At our office we use fair trade coffee in a biodegradable bag and our lunch is composed of biological food which we are purchasing from SMAAK in 2022 <https://www.smaakhaarlem.nl>. SMAAK is not just another restaurant. In the kitchen and service, we get help from enthusiastic young people with mental disabilities. At SMAAK, they learn the intricacies of the catering trade.

All waste is collected separately, batteries get special attention and are processed in a specialized waste disposal centre.

We choose the most sustainable solutions for mobility, starting by reducing the number of lease cars and only allowing employees to choose A rated label cars, hybrid cars, or electric cars. In 2022 we have all 30 lease cars electrical or hybrid and outside our office we placed charging stations for electric cars. To further reduce the use of cars we have brought down the number of company cars with 25% and implemented a bicycle lease plan.

We encourage employees to work from home, video conferencing instead of traveling to work, partners, and clients. All our processes are based on digital documents instead of paper.

We produce environmentally friendly (for instance lead-free) and ask our suppliers to do the same, for instance in all our insource contracts we announce the UN nations global compact principles and ask the supplier to confirm these by undersigning.

### **Computing**

Ximedes migrated years ago to 100% AWS cloud computing, it offers inherent scalability, flexibility, and agility, all whilst reducing the cost and hassle of maintaining physical on-site hardware. Yet cloud computing doesn't stop there. On top of all these business benefits, cloud computing is also better for the environment.

Due to consolidation, efficiency and virtualization the energy use can be up to more than 93% efficient than on-site data centres.

It certainly helps to lower greenhouse gas emissions, particularly carbon dioxide. research carried out estimates that cloud computing is up to 98% more carbon-efficient

It promotes dematerialization data centres and AWS already run on 60% renewable energy, with the goal of achieving 100% by 2025. Amazon (AWS) aims to be net-zero carbon by 2040, investing in renewable energy and sustainable practices to achieve this goal.

Currently the carbon footprint of our AWS cloud computing is 5 MT-CO2- equivalent per year, that's about 2.500 m3. That's comparable with 1 household per year.



# Community Engagement



The Ximedes headquarters are in Haarlem, close to Amsterdam. Many of our Dutch employees live in Haarlem as well; in general, they find that living close to their place of work is a strong positive factor in their work-life balance. Many of our employees come to the office by bike, which reduces our impact on the environment significantly.

Ximedes has a strong preference for working with local suppliers and partners. We support local universities in the region with guest courses / colleges, we have continuously filled several internships so that young local ICT students learn the trade and we sponsor the local Hockey club with trainer jackets and financial support.

We also run the Haarlem Software Development Meetup, offering interesting technical talks in a friendly social atmosphere to local developers and software enthusiasts.

We encourage our employees to come up with ideas to support our local community. Over the years, this has led to a number of Ximedes-supported initiatives:

We have participated 3 years in a row in the Rotterdam-Paris relay race, the benefits of this sponsor relay race are for children with a terminal disease.

We have participated in Young Africa that aims to educate young Africans in Zimbabwe on various craftsmanship, we supplied the website, PC's and ICT labour for free.

We have 2 years in a row participated in sponsor cycling Alpe d'Huez and Mont Ventoux to collect funds for diseases like cancer.

We sponsor a blind guide dog.

We sponsor computer classes in elementary school, grade 3 and 4. See also <https://www.ximedes.com/2020-05-12/ximedes-at-school/>



# Measuring our Success



## 1. **Communication on Progress platform UN global compact**

Yearly we communicate our progress regarding the principles of the UN global compact in a yearly COP Report which we deliver to the UN. See also <https://www.unglobalcompact.org/participation/report/cop>

From 2023 a new Communication on Progress platform is introduced; we will transition from a narrative format to a standardized questionnaire supported by a digital platform. All participants will be required to disclose their progress using the new Communication on Progress system beginning in 2023.

- **Build credibility and brand value** by showing their commitment to the Ten Principles and the Sustainable Development Goals.
- **Measure and demonstrate progress** to stakeholders on the Ten Principles and the Sustainable Development Goals, in a consistent and harmonized way.
- **Receive insight, learn and continuously improve performance** by identifying gaps, accessing guidance and setting sustainability goals.

- **Compare progress against peers** with access to one of the largest sources of free, public and comparable corporate sustainability data.

In our next COP report, we will present a plan up to 2025 that allows for a reduction and offsetting of up to 100% of our carbon footprint.

## 2. **Yearly annual report**

Our financial and policy administration is yearly audited by an external and independent accountant. They report their findings in an accountant report which is published.

## 3. **Yearly employee satisfaction survey**

An annual employee satisfaction survey is conducted, allowing all employees to reflect anonymously on the following main topics (with many sub-questions below):

- a. Covid impact on employee well-being and the company with 8 questions.
- b. Job satisfaction with 25 questions.
- c. Hybrid working with 4 questions.

The results are published in full and discussed with all employees & the work council, as well as possible measures formulated on the basis of the response.

## 4. **Ximedes Work Council**

They have the legal power to review working conditions in a broad sense.



