

Environment, Social and Governance (ESG)

Annual Report 2023



A word from the Chief Financial and Risk Officer (CFRO)

2023 - 65 years of doing business responsibly

On behalf of CCV, I would like to extend a warm welcome and thank you for showing interest in our sustainability journey. After launching our sustainability programme #WeCare in 2022, 2023 has been the year in which we accelerated our work, reached new milestones and gained new lessons about our strengths and weaknesses. We are proud to see our consistent work being rewarded with a Gold status in Ecovadis, after our 2023 assessment.

In 2023, our dedication to the environment led us to conduct a company-wide CO2 emission audit and initiate Life Cycle Assessments to gauge the environmental impact of our products. This endeavor culminated in the development of an environmental footprint reduction plan, which encompasses initiatives like investing in solar panels, reassessing energy consumption and sourcing for our data centres, and transitioning to electric vehicles within our fleet, among other measures.

When it comes to our social impact, we work towards the health and wellbeing of our employees through CCVitaal programme. In 2023, on its first round year of implementation, our professional development programme 'Empower You!' has covered more than half of our employees, creating individual plans for professional development at CCV. Lastly, we worked to strengthen the leadership of our company, recognising that strong leaders are the core that drive our company's vision. For this, we ran a new Leadership programme in 2023.

Ethics and corporate governance are central to our business. We continuously update our policies to align with international standards and regulations. We've enhanced our CSR governance across the group, conducting internal audits and gap analyses on our ESG reporting and readiness for CSRD. We've also bolstered measures against money laundering and terrorist financing through additional policies and training. Furthermore, we're strengthening our privacy and cybersecurity systems, and offered training to our employees.

Embedding ethics and sustainability in our value chain has been one of our most significant milestones this year. We launched a new Code of Conduct for Business Partners, adhering to the latest international values of business ethics and responsibility. We have also conducted an ESG risk-based assessment of our existing strategic suppliers.

We are proud of our achievements, but we know that a lot remains to be done. We look forward to 2024, as the year that will reconfigure our way of doing business. With the CSRD affecting all areas of our work, we will apply a systematic approach to embedding the ESG into our business, to create ownership and build reporting capacity, in line with the new regulations affecting businesses and their value chain. I look forward with optimism to the future of CCV and the international shift in responsible and sustainable business.

Thank you for joining us on this journey!

Sander Maatman
Chief Financial and Risk Officer
(CFRO) CCV Group B.V.



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Topline stories

Our key progresses

Achieved Gold status in Ecovadis assessment

We approved our scope 1 and 2 **emission reduction strategy**

We installed solar panels at our head office in Arnhem, where **we have fully transitioned to renewable energy**

Launched our first **ESG risk-based assessment of our current top strategic suppliers**

We finalised our first **3 scopes emission CO2 audit** for the benchmark year 2022

Published a new **Business Partners Code of Conduct**

KPIs

90.3%*

of employees involved in the first year of Empower You, with a **professional development plan**

*Employees in the Netherlands only, due to different review period in Belgium and Germany

92.5%

of targeted employees completed the **Anti-money laundering and terrorist financing Charter training**



63% ↑ 39% in 2022

of CCV employees are aware of **CCV's sustainability programme**

1.93 CES ↑ 1.88 CES in 2022
Customer Effort Score

29.2 NPS ↑ 26.1 NPS in 2022
Net Promotor Score

8/10 = in 2022
Customer satisfaction score



78% ↑ 67% in 2022

of CCV managers and leaders participated in the **Leadership training programme**

97% ↑ 76% in 2022

of target group (strategic suppliers) have signed **Business Partners Code of Conduct**



85% of all employees completed the **Privacy and Security training**
↑ 59% in 2022

Average number of **training hours** per employee in 2023

20.2 hours*

↑ 8 hours in 2022

* improvement related to better tracking.



90.3% of the terminals processed by our repair centre have been repaired and **placed back into use**

↓ 91% in 2022

ESG risk-based assessment of our current top strategic suppliers


90% completed the assessment,
59% with fulfilling scores

Statement on the basis for elaboration and scope of the ESG report 2023

The present ESG report has been issued for the public disclosure of CCV Group B.V. sustainability performance, in line with our sustainability programme #WeCare – CCV’s vision and KPI’s-based plan to achieve its sustainability goals. The #WeCare programme covers our operations in the Netherlands, Germany and Belgium and our value chain. The present report provides information on CCV Group B.V. ESG performance over the period of 1st of January 2023 – 31st of December 2023.

The report is structured to provide general information about our organisation, engagement strategy and sustainability vision, structured under ‘General disclosures’, ‘Stakeholder engagement’ and ‘ESG governance and strategy’. Further the report provides insight into our progress on the five strategic sustainability pillars of #WeCare: ‘Environmental responsibility’, ‘Social responsibility’, ‘Governance and business ethics’, ‘Sustainability and ethics in the value chain’ and ‘Corporate citizenship’. Finally, the report features our contribution to the SDGs, workforce metrics and ESG performance data.



The background is a solid blue color. It features several decorative geometric shapes: a green circle partially overlapping a blue circle on the left; a green quarter-circle and a blue quarter-circle at the top center; a green circle in the upper right; a large blue quarter-circle in the top right corner; a light blue quarter-circle in the lower right; and a large green ring at the bottom center.

General disclosures

CCV at a glance

As a payment service provider with over 65 years of experience, we have supported the consumer experience of many businesses and their customers. Building on the legacy of Cor and Bep van de Velden, and preserving the entrepreneurial and forward-thinking mindset of our founders, we are now pleased to see CCV having catered to more than 150,000 clients internationally.

We are proud for bringing our products to clients across 25 countries: Australia, Austria, Belgium, Brazil, Canada, Czechia, Denmark, France, Germany, Hungary, Ireland, Italy, Luxembourg, New Zealand, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, The United Kingdom, The United States.

2023 turnover by core business activities

Our business is primarily represented by payment solutions, processing, and acquiring services. Last year, our payment solutions accounted for 58% of our turnover, acquiring services for 32% and transaction processing for 8%. We also recorded the highest volume of transactions processed since we have been offering transaction processing services to our clients. A growth of 8.1% over 2022 and 26.9% over 2019.



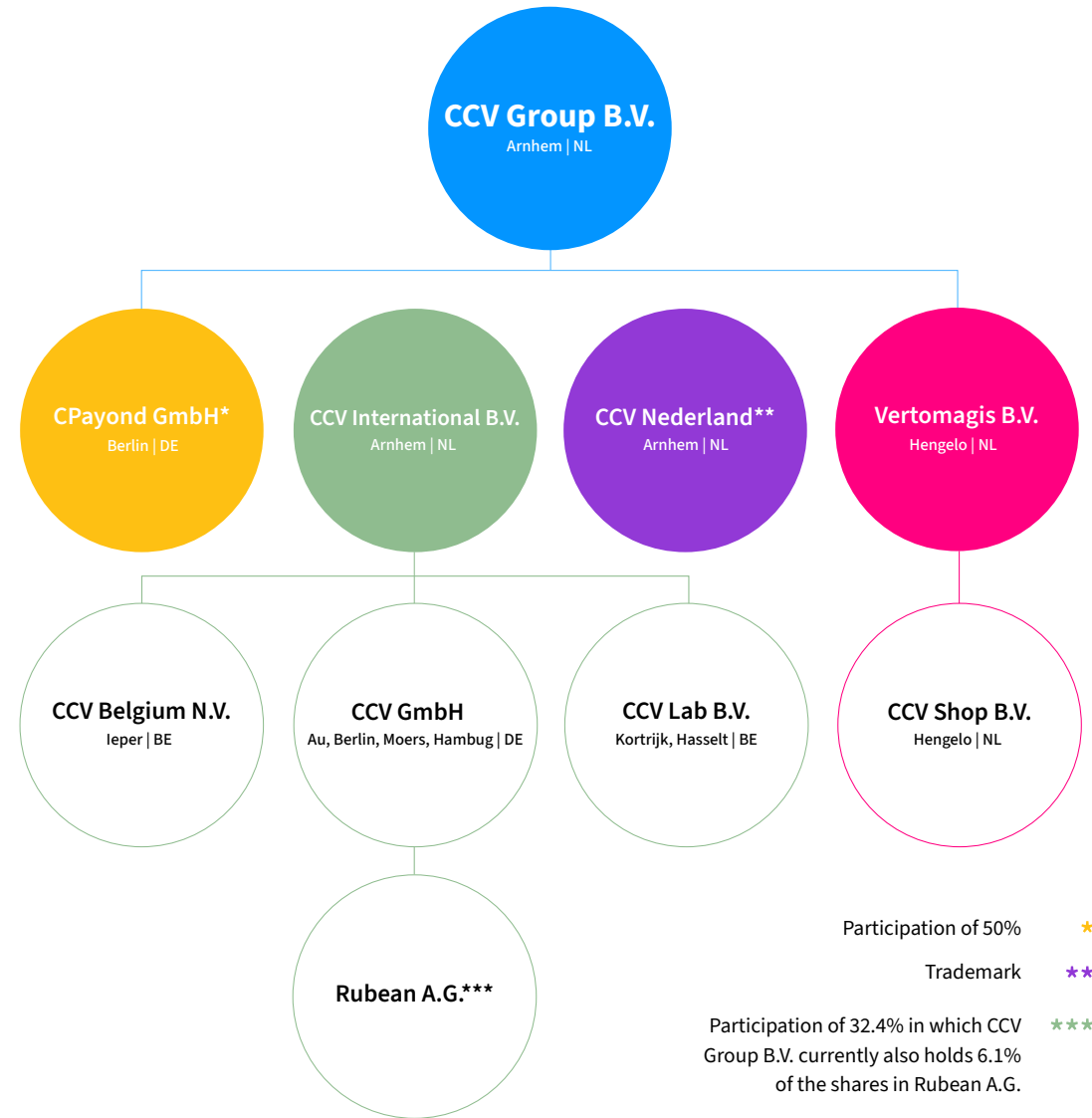
Over
65
years of experience

More than
150,000
clients internationally

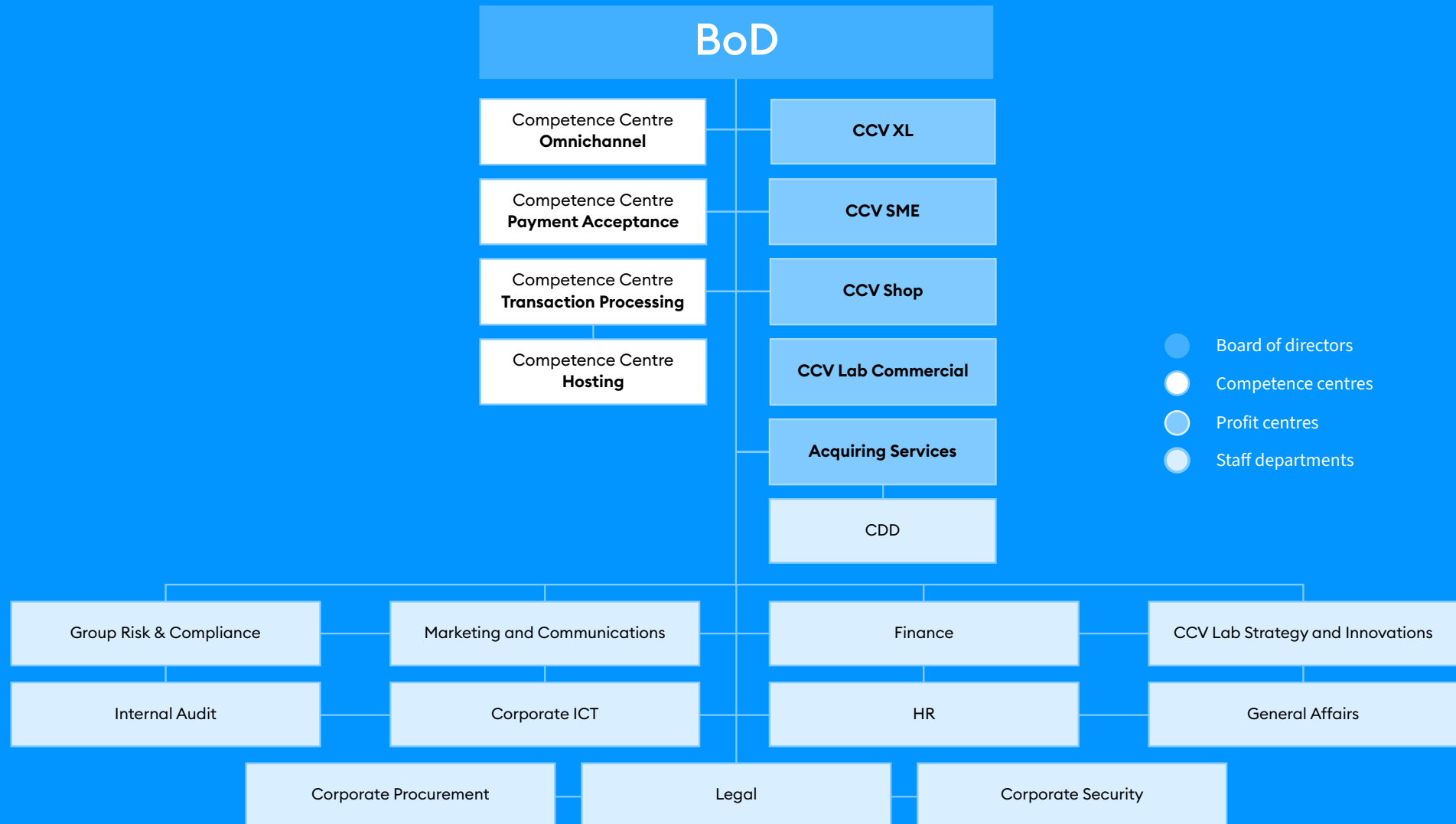
Active across
25
countries around the world

Legal organisation and operating locations

CCV consists of several European subsidiaries, assembled under our parent company – CCV Group B.V. Today we have ten offices across the Netherlands, Belgium and Germany. Our head office is based in Arnhem, The Netherlands, the city where CCV was founded in 1958. In the Netherlands, we operate in two other locations: Velp – where our repair and logistics centre is located – and Hengelo, where CCV Shop is based. In Belgium, we operate from Ieper, Hasselt and Kortrijk. The last two locations are the base of CCV Lab, the innovation brain of CCV. In Germany we operate from Berlin, Hamburg, Moers and Au in der Hallertau.



Organisational structure



Note: Organisation chart per December 31st, 2023. The coming year(s) there will be some change in centralising staff departments that are now a profit centre towards CCV Group.

Business principles

At the basis of everything that we do stand our business principles. These building blocks support our core mission of enabling reliable, efficient and seamless end-to-end payment solutions at all touchpoints of the customer journey:

- **Providing seamless end-to-end payment solutions** – offering end-to-end payment solutions at every touchpoint in a customer journey;
- **Pioneers in payments** – building on our legacy to provide future-proof solutions;
- **Building strong relationships with customers and partners** – building a strong partner ecosystem and driving innovation through collaborations;
- **Passionate about entrepreneurship** – catering to the needs and providing solutions fit for all the different entrepreneurs and businesses.



Our governance

CCV Group B.V. applies two layers of governance – two tiers board: Board of Directors (BoD) and the Supervisory Board (SB). Both boards are essential in steering and supervising CCV. The BoD and the SB complement each other by achieving the balance between execution and supervision within the organisation.

The Board of Directors

The Board of Directors (BoD) is responsible for the day-to-day management of the company. It has final responsibility for the CCV Group, its strategy (commercial, technological and financial), its tactical and operational processes. The BoD is based at CCV's head office in Arnhem, The Netherlands.

The configuration of CCV's BoD underwent several changes throughout 2023. Linda Moos left the CFRO position and was replaced by Sander Maatman. By 31 December 2023 the BoD had a 33% female representation.

At the end of 2023, our CCO and Chair of the BoD, Enny van de Velden also left CCV's BoD, and was replaced by Eric van Berckel as Chief Operational Officer and Chair of the Board of Directors and Andre Valkenburg, as Chief Commercial Officer (CCO) as of January 1st 2024.



Enny van de Velden

Chief Commercial Officer (CCO) and Chair of the Board of Directors

2016-2023

Twice awarded a Master's degree by the Rijksuniversiteit Groningen

Experienced in branding, change management and marketing

Responsible for CCV's strategic, organisational and commercial development, business development, branding and communication, strategic marketing, strategic human resources policy and organisational development



Michiel Bijleveld

Chief Technology Officer (CTO)

2016-present

Background in electronics and telecommunications

Responsible for CCV's Omnichannel, Payment Acceptance, Transaction Processing, Hosting, CCV Lab and CICT, General Affairs and Corporate Procurement business units



Sander Maatman

Chief Financial and Risk Officer (CFRO)

2023-present

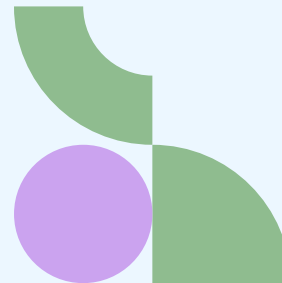
Studied Econometrics at the University of Groningen and has an Executive master's in finance

Longstanding professional experience gained having worked and held Board positions at Aegon

Responsible for CCV's financial reporting, business control, legal counselling and risk and compliance

Supervisory Board

The non-executive Supervisory Board (SB) of CCV is responsible for overseeing the BoD and the overall state of affairs at CCV, including reviewing strategy, strategic decisions and the overall integrity of the governance. The SB provides solicited and unsolicited advice to the BoD and oversees the interests of CCV and its stakeholders, providing an extra layer of control. The members of the SB are elected by the General Meeting of Shareholders, and they can occupy the role for a period of four years, with the possibility of being re-elected once. In 2023, our current SB consisted of three members, with 66% female representation.



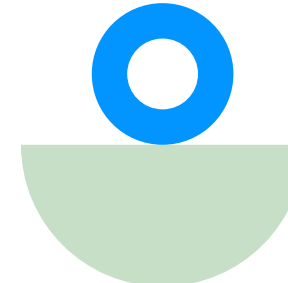
Petra Teunis

Supervisory Board

2020-present

20+ years of experience as a director in the banking industry

Background in financial sector, with focus on management, HR, risk compliance, audit and finance



Ben van Miltenburg

Supervisory Board

2020-present

25+ years of experience as director in national and international, small, medium and large enterprises

Background in B2C and B2B businesses, in the health care, insurance, ICT, telecom and e-commerce sectors



Joke Bakker

Supervisory Board

2020-present

25+ years of international experience in finance and risk management

Background in financial sector, in the areas of banking, insurance, capital markets and pensions

Due Diligence

The scope of our due diligence includes both the upstream and downstream level of our value chain, through: Supplier Due Diligence (SDD) and Customer Due Diligence (CDD). These structures are compliant to the law and aim at identifying and mitigating risks in the value chain, protecting our business, stakeholders and the financial sector at large, against criminal and unlawful activities.

Led by Corporate Procurement and with the BoD ultimately holding its responsibility, our work with SDD and the supplier screening process is based on the Dutch Financial Supervision Act (Wet op het financieel toezicht; WFT), the CCV's Supplier due diligence Policy – 1.1 6/11 Antimoney laundering and Counter-Terrorist Financing (CTF) Act (Wet ter voorkoming van witwassen en financiering van terrorisme; Wwft), the 4th European Union AML Directive, the Dutch Sanctions Act 1977 (Sanctiewet 1977; SW 1977) and the guidelines of regulatory Dutch authorities. Internally, we are guided by the SDD policy, procedure and the Outsourcing Policy.

Our CDD process acts to ensure the integrity and to mitigate the risks associated with our customer relations. In line with the applicable laws, the CDD policy and procedure inform on the approach, roles and responsibilities for implementing the CDD process at CCV. In 2023 we updated two complementary policies, supporting our CDD work: 'Klantacceptatie' and 'Klantonderzoek' policies. The two simplify the CDD process for low-risk customers and redefine/align our risks classification to the market standard.



Legal and regulatory supervision

We conduct our business in compliance with the applicable national and international laws and regulations, such as the Dutch Financial Supervision Act (Wft), the Money Laundering and Terrorist Financing (prevention) Act (Wwft) and the General Data Protection Regulation (GDPR).

Under the Dutch Financial Supervision Act, CCV Group B.V. holds two licenses of DNB: as Payment Institution and as Payment Processing Service Provider. We are supervised by the following legal authorities, which ensure that our business follows the relevant legislation:

- **National Bank of the Netherlands: De Nederlandsche Bank (DNB)**
- **National Bank of Belgium: Nationale Bank van België (NBB)**
- **Authority for the Financial Markets (AFM)**
- **Authority for Consumers and Markets (ACM)**
- **Data Protection Authority**

Certifications

CCV is subject to several external assessments, as we seek to acquire certifications and maintain standards that testify on the quality of our business management, security of terminals and the security and quality for the processing of payment transactions. CCV holds the following certifications:

CCV Payment Processing Services (license of DNB):

- PCI DSS
- PCI 3DS
- ISO/IEC 27001
- PCI PIN Security

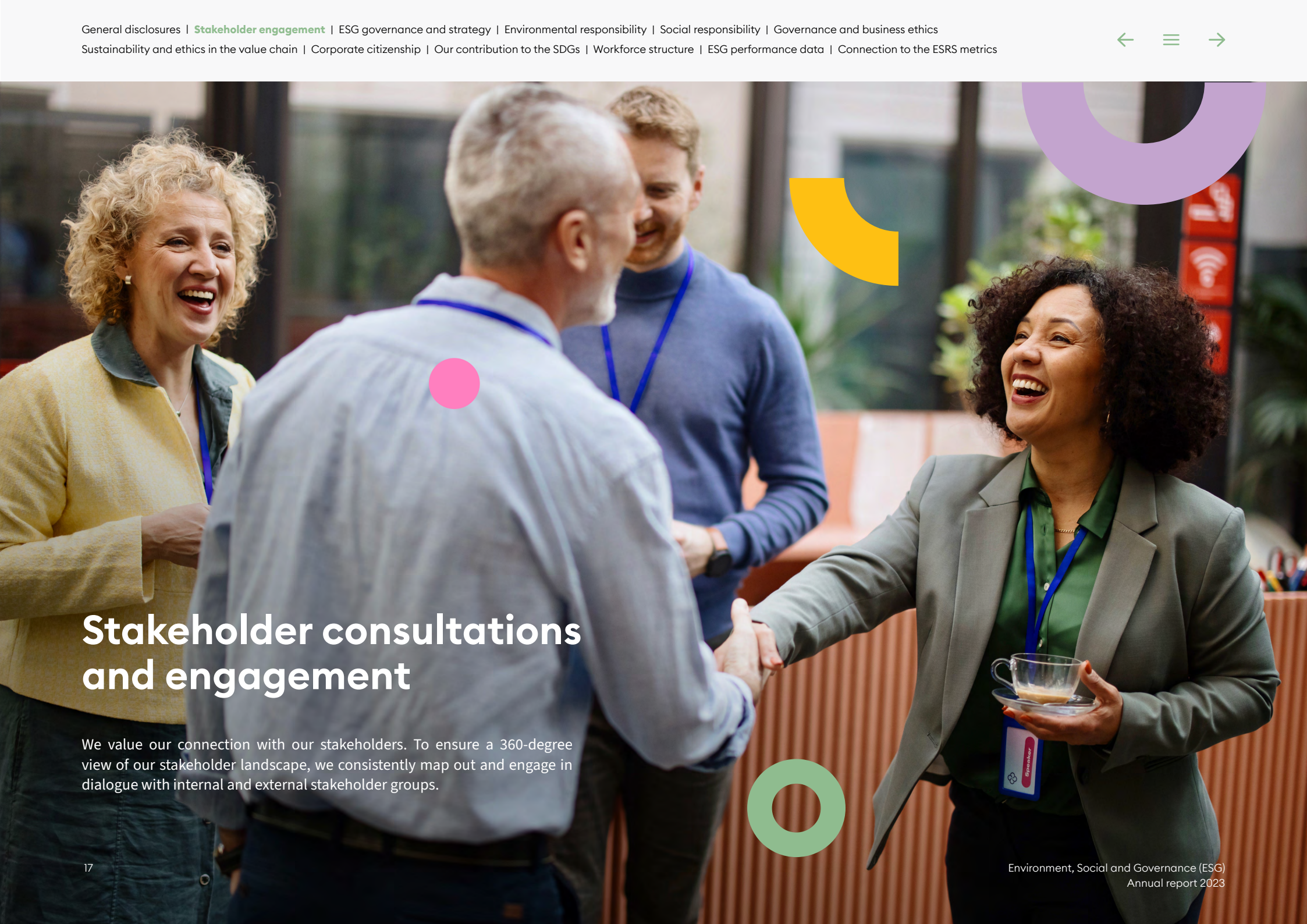
CCV Terminals:

- PCI PTS
- PCI PIN Security
- ISO 9001:2015
- acCEPT Host: PCI DSS



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Stakeholder engagement



Stakeholder consultations and engagement

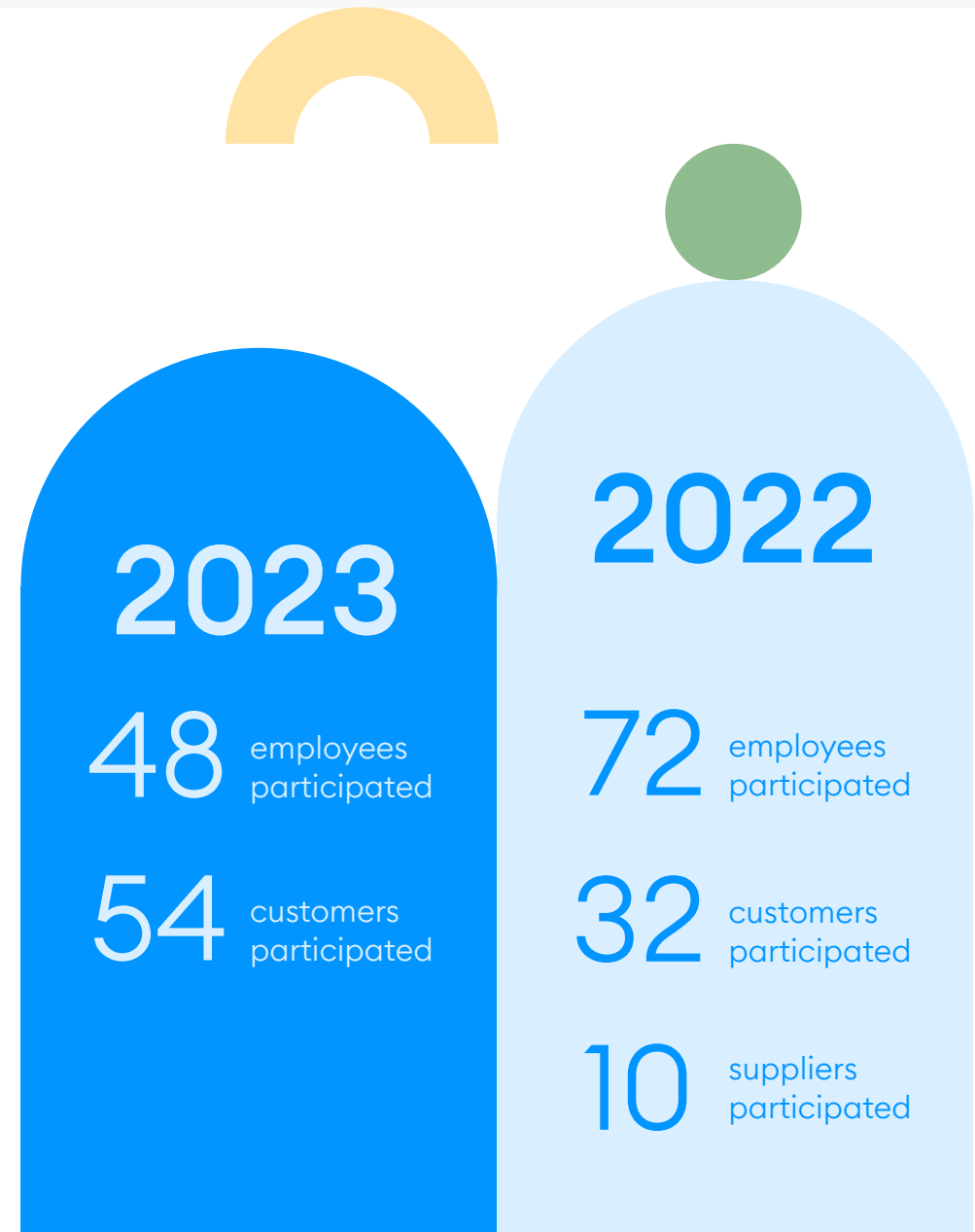
We value our connection with our stakeholders. To ensure a 360-degree view of our stakeholder landscape, we consistently map out and engage in dialogue with internal and external stakeholder groups.

Materiality assessment

Using stakeholder consultations to identify material topics for #WeCare

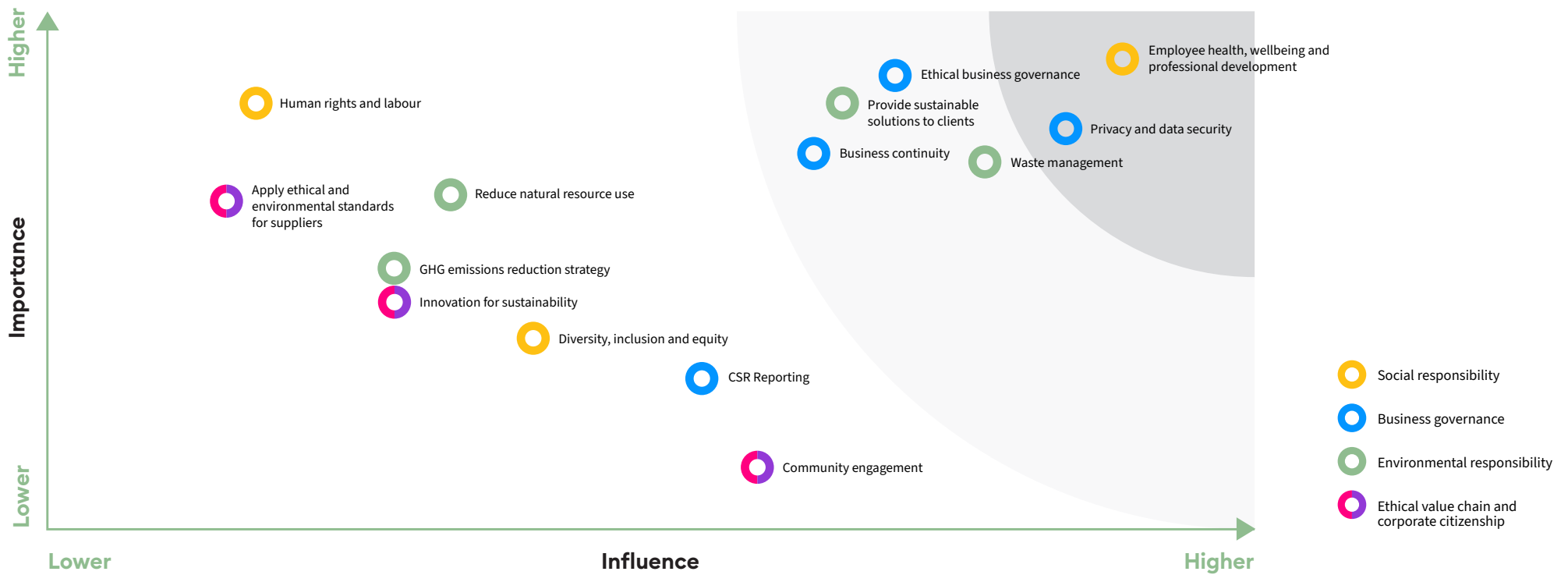
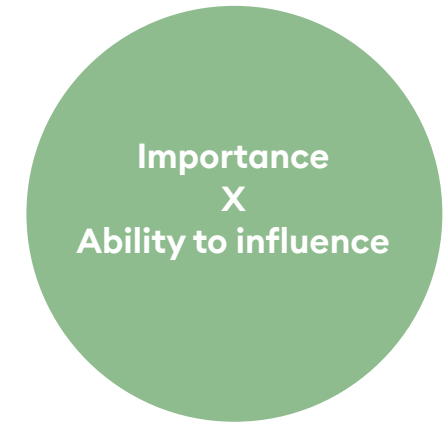
To develop our sustainability programme, in 2022 we conducted a materiality assessment with three major stakeholder groups that we had identified in our stakeholder mapping process: employees, customers and suppliers.

In 2023, we performed the materiality assessment again, to assess any variations in the opinion of our stakeholders. The assessment was performed with the participation of two stakeholder groups: employees and customers.



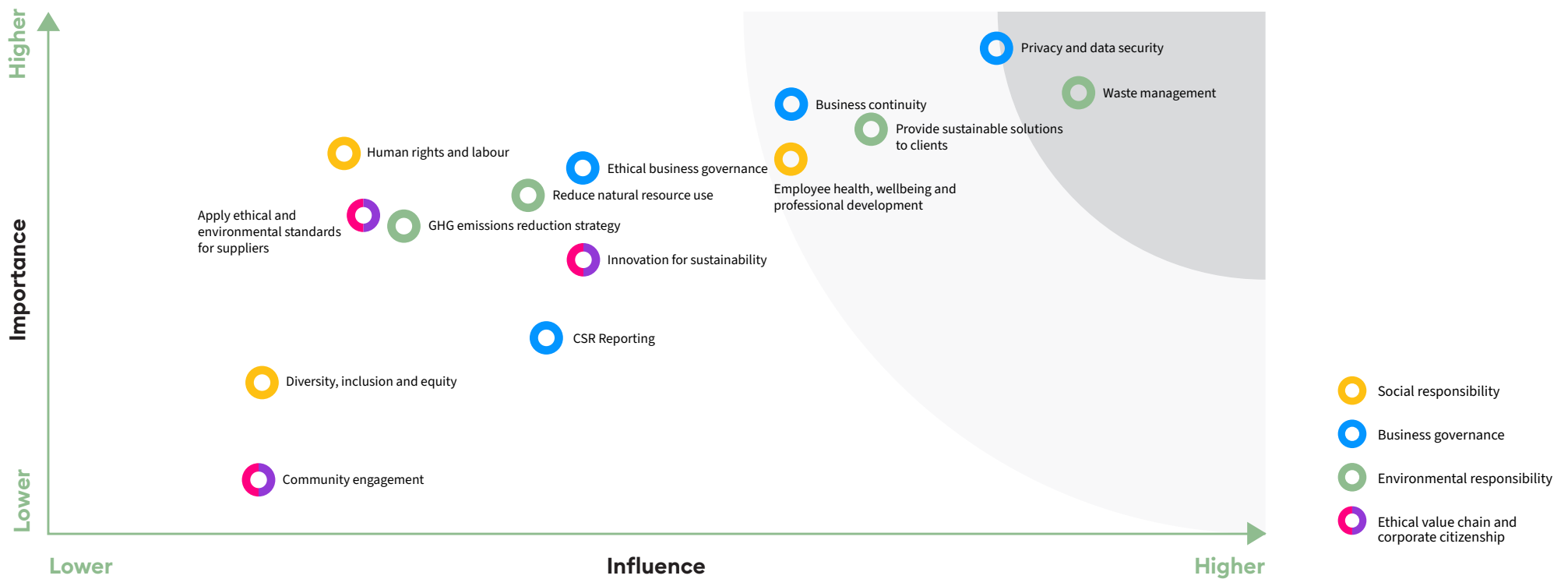
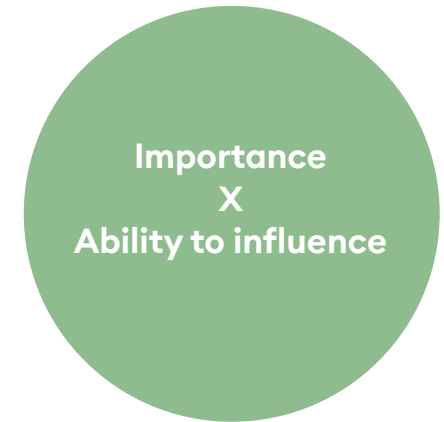
Target group: CCV employees

For our employees, the topics of employee health, wellbeing and professional development are seen as most important. In terms of ability to influence and control by CCV, employee health, wellbeing and professional development, privacy and data security and waste management are seen as most influenceable.



Target group: CCV customers

For our customers, the topics of privacy and data security, waste management and business continuity are seen as most important. In terms of ability to influence and control by CCV, waste management, privacy and data security are seen as most influenceable.



Most important topics per group

In comparison, when assigning importance to the different material topics included in the survey, employees and customers identified social impact, employee-related topics, sustainability of products, waste and data privacy as highly important. We also identified some increased importance assigned to these topics compared to 2022.

Employees

- ↑ 1. Employee health, wellbeing and professional development
- ↑ 2. Ethical business governance
- ↑ 3. Provide sustainable solutions to clients
- ↓ 4. Human rights and labour
- ↓ 5. Privacy and data security

Customers

- ↑ 1. Privacy and data security
- ↓ 2. Waste management
- = 3. Business continuity
- = 4. Provide sustainable solutions to clients
- ↑ 5. Human rights and labour

↑ Move up in ranking vs. 2022 ↓ Move down in ranking vs. 2022 = Equal in ranking vs. 2022



Most influenceable topics per group




In terms of the degree of influence perceived for CCV to have over these material topics, for both target groups, social impact – employee-related topics, product sustainability, waste, and data privacy are also most influenceable, followed by business continuity. Many of the topics from each group’s top five have seen some degree of change from the values assigned in 2022. The results of the materiality assessment have been presented to the CSR steering committee. The topics identified as material by the new assessment are already part of #WeCare. Therefore, the findings of the double materiality assessment conducted in 2023 reinforce and validate the strategic actions of our sustainability programme #WeCare.

Employees

-  1. Employee health, wellbeing and professional development
-  2. Privacy and data security
-  3. Waste management
-  4. Ethical business governance
-  5. Provide sustainable solutions to clients

Customers

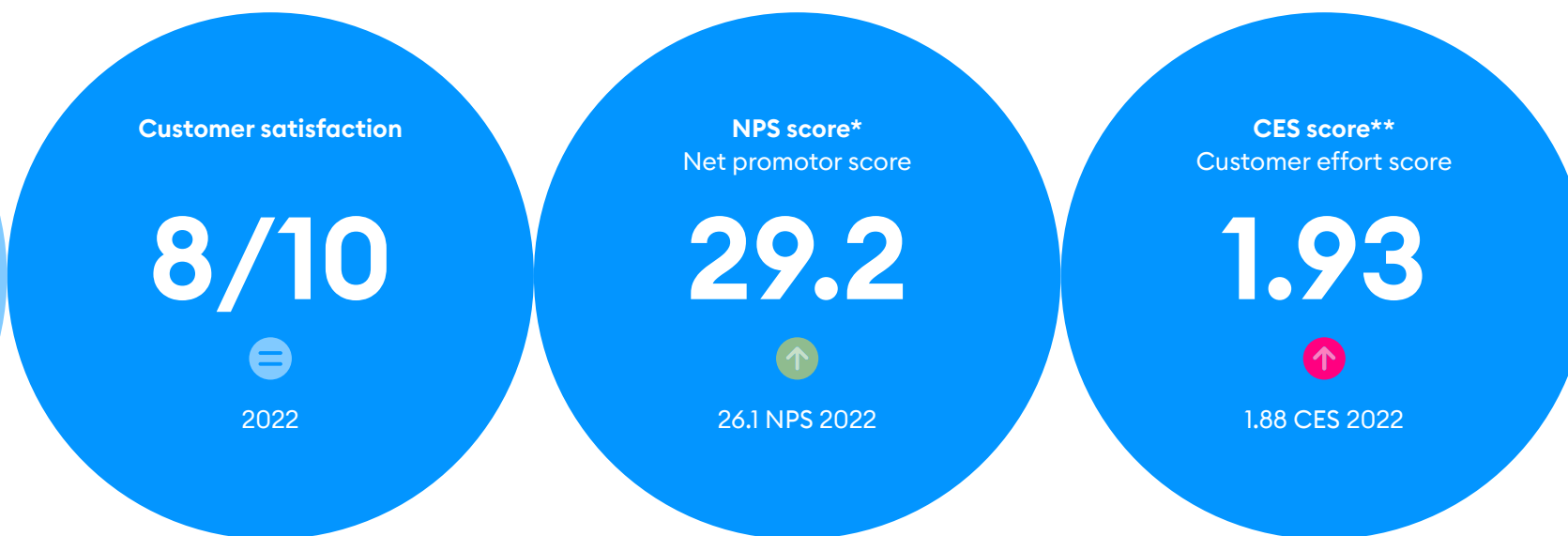
-  1. Waste management
-  2. Privacy and data security
-  3. Provide sustainable solutions to clients
-  4. Employee health, wellbeing and professional development
-  5. Business continuity

 Move up in ranking vs. 2022  Move down in ranking vs. 2022  Equal in ranking vs. 2022

Customer satisfaction

In 2023, we were assessed with an 8/10 average satisfaction score by customers, a 29.2 NPS* score and 1.93 CES** score. The average satisfaction score has remained the same as the 8/10 registered in 2022.

The NPS score has increased from the 26.1 NPS recorded in 2022, a positive outcome for 2023. As in the case of 2022, when we recorded 1.88 CES, this year customers still find it easy to work with us, meeting our target of staying under 2 points CES.



* NPS is measured based on a 10- scale and it is calculated by subtracting the % of detractors (=score 0-6) from the % of promoters (=score 9-10).


** CES is reported on a 5-point scale, going from easy to difficult to work with CCV. A score of 1.93 indicates an ease of working with CCV, according to our customers.


Strengthening the relationships with our partners – CCV Exchange 2023

As a full-service payment provider, we value our relationship with partners and customers. Annually, we organise a partner event as a platform to connect, share and exchange experiences. These occasions hold an immense potential for discussing and learning about sector innovation and other topics that concern both CCV as a service provider as well as our partners in the success of their business.


In 2023, we used our CCV Exchange event as a platform to discuss sustainability in the payment sector. The programme offered inspirational talks and panel discussions led by experts on topics such as:

 The impact of Gen Z in the sector

 How to scale sustainability effort

 The role of diversity in boosting one's profitability

 Financial inclusion

 Connecting customers with long-term sustainable approaches

Around 100 partners, including large customers in the fintech and paytech (i.e. banks, retailers, software providers) attended the event. The post-event survey informed that the participants appreciated the theme of the annual partner event and CCV's stand on addressing sustainability in the payment sector.

Held during CCV's 65 years celebration, the partner event was a step towards moving beyond regulatory ESG practices, into industry advocacy and building strategic collaborations and industry clusters.



Taking sustainability to our clients through responsible products and services

We believe in using the power of payments to do good in the society, and to co-create shared value. Through #WeCare, we have committed to continuously improving our products and services and to building stronger value chains and societal impact, by driving innovation and collaborations within our industry and beyond. In 2023, our progress towards these goals has driven innovation and sparked collaborations and solutions to support our vision for a sustainable and inclusive financial sector.

CCV Swap - our solution that supports refunds at events

Due to new European legislation, events in Europe are required to switch to reusable catering materials, such as reusable cups and plates, instead of the previously recyclable alternatives. This measure is requiring new payment solutions adapted to

support refunding safely and effectively. In 2023, CCV Lab supported the public Flemish waste company (Openbare, Vlaamse Afvalstoffenmaatschappij, OVAM), joining one of its conferences as the software provider. Through CCV Connect, our team has offered a solution to manage refunds and balances, in a closed-loop or hybrid-loop setting. Coupons or (e)vouchers are generated upon returning the cup or plate, which can then be claimed after the event. By scanning the QR code available on the voucher, the money is transferred by the card-issuer to a registered bank account.

Together with CupBrothers, advancing payment solutions for reusable cups

Following the launch of CCV Swap by CCV Connect, we tied a strategic partnership with CupBrothers, who needed a trusted partner that could understand the needs of their retail sector while providing an innovative and user-friendly payment solution. Through CCV Swap, we support CupBrothers achieve their sustainability goals, while ensuring a seamless customer experience by refunding used cups at events in the Netherlands and Germany.



Product innovation finds scale

Developed in collaboration with ING, Cow Hills and Zebra, our SoftPOS solution was successfully introduced to the market in 2022. In 2023, the CCV SoftPOS continued its story of success, being adopted by MediaMarkt, after several months of collaboration to develop a tailored solution. From order entry to checkout, regardless of the customer's location in the store, SoftPOS is now enhancing the customer experience at MediaMarkt with optimised flexibility.

“This payment innovation has significantly accelerated the closing of telecom subscriptions. The processing speed has been increased and waiting times have been reduced. That makes the experience for customers more convenient.”

Stephan De Wit
Business Unit Manager
Telecom MediaMarkt

Facilitating the way for EV charging

We see the potential of our products to support other sustainable industries in reaching their goals. Such is the case of EV charging stations, for which CCV has been a trusted provider of safe and efficient payment solutions, making it easier and more attractive for consumers. Our IM15 and IM30 have made it easier for the ecosystem of EV charging providers to connect their products with the consumer. With legislation pushing for EVs and an increased interest from large retailers, CCV has seen a surge in its market presence, with 100% annual growth in 2023 and a similar target set for 2024.





Communications and CSR awareness

Throughout 2023, we carried out various communication campaigns and activities to raise awareness and engage our employees and other stakeholders on the topic of sustainability.

1. We used our internal platform to publish updates on CSR, new policies and charters and information about the annual report.
2. We conducted surveys and engaged our employees in the data collection for our CO2 emissions audit.
3. We informed on financial inclusion and how companies like CCV can have an impact; we engaged in and communicated about the SDGs in connection to financial inclusion and other relevant topics.
4. We created a video series 'CSR Roving Reporter' to inspire employees on the topic of CSR and sustainability. Our colleagues have run activities in their office, promoted healthy and environmental behaviour through cycling, raised environmental awareness, educated on recycling, and acted on corporate citizenship in support of Ukraine.

Employee awareness about sustainability at CCV

In 2023, we assessed the employee's awareness and satisfaction with CCV's sustainability efforts. Due to consistent work and communication on #WeCare throughout 2023, employees have registered increased satisfaction and awareness compared to the benchmark year 2022.



39%
2022

63%

2023

We also embedded sustainability into the core of our 65th company anniversary themed ‘CCV 65-years future-proof’, focusing on actions of engagement and awareness with our colleagues from our CCV offices.

Consistent with our focus, we organised the following events across our CCV offices in The Netherlands, Belgium and Germany:

Arnhem

- Clean up the office area
- Help in Velp – disassemble pin terminals to recycle
- Workshop for elderly in Arnhem on secure payments
- Staying alive – AED training

Moers

- Clean up the office area
- Help the insects – build hotels for them

Au

- Clean up the office area
- Meet the neighbours at the elderly people day care

leper

- Clean up the office area
- Meet leper elders – visit the elders’ homes
- Help the insects – build insect hotels

Online

- Game of inclusivity – three online sessions on an inclusive work environment



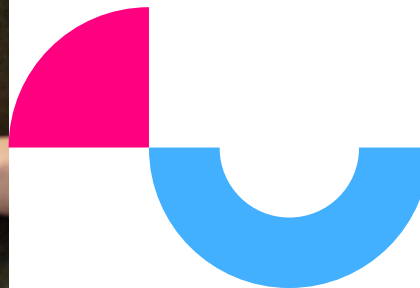


CCV Hackathons – steering learning and innovation

Hackathons are important platforms for learning and experimenting with innovation, resulting in prototypes that can become solutions. In 2023, we organised four hackathons.

Within the development teams of CC Payment Acceptance and CC Omnichannel, we ran two hackathons, in May and November, adding to a total of 17 editions of ‘Hackdays’ organised by these teams in the past years. Under the vision of “Unlocking the power of hacking together, as one CCV” and “Thinking outside the box, saving inside the budget”, some 40-45 participants were involved in learning, experimenting and gaining innovative knowledge over payment solutions.

CCV Lab also organised two hackathons in 2023. During the two-day event, our colleagues from CCV Connect and CCV Lab developed the working proof of concept for the refunding solution required by the event industry and the new legislation imposing reusable cups on events. We have successfully developed an app that was further fine-tuned into the product introduced to the market via CCV Connect at the OVAM conference and with our new partners CupBrothers.





Our work with financial inclusion

We believe that payments should be a bridge that connects people and businesses in the society. All too often, payments can be a challenge for people from groups with a higher risk of marginalisation. Under #WeCare, financial inclusion has been raised as an area where our responsibility for conducting our business ethically and our positive impact in society can be widened. During our CCV Partnerday, we engaged in critical discussions with experts and our partners, assessing opportunities and seizing collaborations that can support the improvement of our industry. We continued to work on this topic through several actions.

Leveraging the SDGs and financial inclusion

In 2023, we joined the SDG-Challenge, an event platform developed by Soapbox, which for several months connects students and companies in finding innovative solutions to sustainability matters. Our team of five students from various universities of applied sciences across the Netherlands have worked for four months to define and develop a plan for financial inclusion at CCV.

Named 'Geldmattie', the solution is an app that bridges the information gap and the barriers of accessing financial services. The SDG-challenge jury awarded this project the first prize at event hosted by Soapbox at HU University of Applied Sciences Utrecht. We were inspired by the motivation, creativity and sustainable thinking that students have proven in addressing financial inclusion.

Education – one step to financial inclusion

Digital payments have marked an extraordinary advancement in being part of the economy. But we know that for some people, digital payments are a barrier that makes them vulnerable and possibly at risk for financial exclusion. With this in mind, we visited two elderly homes from Stichting Welzijn Ouderen Arnhem (SOWA), where we organised a workshop on the theme of safe online and contactless payments. This initiative was part of CCV's 65th anniversary.

Advancing mobility inclusion through payment digitisation in Ghent

In 2023, CCV Connect won the tender on the digitisation of the third-party payer system in The City of Ghent, Belgium. The system aims to provide financial support to citizens in mobility poverty, including those with limited financial resources and the visually impaired who rely on taxis. CCV will support The City of Ghent in the digital transformation of the allowance sent to these citizens. The digitisation process will improve the efficiency of the services for mobility inclusion currently offered by The City of Ghent and create opportunities for expanding into bike maintenance and rental services. We are proud to co-create a more accessible landscape for the people of Ghent and to support The City of Ghent in advancing its goals for the wellbeing of the people and civic responsibility.



A recognition of our commitment to sustainability

In 2023 CCV Group was awarded Ecovadis Gold status

Two years into our coordinated approach to sustainability, we were awarded the Ecovadis Gold status for the CCV Group with 73/100 points, placing our company in the **top 5 percent** of the over 100,000 companies assessed by Ecovadis. We owe this achievement to extensive work and progress made on sustainable value chain management and climate action in 2023.



Awarded Gold status with

73/100

points

we are in the top

5%

of the over 100,000 companies assessed in Ecovadis

UNGC Pledge for commitment

In 2023 we continued to pledge our support to the United Nations Global Compact (UNGC) and to disclose our Communication on Progress (COP). Due to technical errors experienced by the UNGC in the transition to the new survey platform, our 2023's COP was not published. We remain committed to the ten principles of the UNGC, which have informed the development of #WeCare.



The background is a solid blue color with several abstract geometric shapes in shades of blue and green. There is a large light blue circle in the top left, a smaller light blue circle in the middle left, and a green circle in the bottom left. There are also several semi-circles and quarter-circles in both light blue and green scattered across the top and right sides.

ESG

governance and strategy

ESG governance

The BoD

The BoD is ultimately responsible for Corporate Social Responsibility (CSR) and corporate sustainability material topics, including the ESG, and makes the final decision on the strategy and plans.

CSR Steerco

The role of the CSR Steerco is to review and approve the annual strategy, plans, and budget for CSR, to facilitate decision-making processes and prioritise key initiatives aligned with the CSR programme. In 2023 we had two CSR steerco meetings:

1. in October 2023, involving representatives from CEO XL (Germany) and SME (The Netherlands and Belgium) and the Chair of board;
2. in December 2023, to review and approve the CSR year plan for 2024. As we move into 2024, we plan quarterly CSR Steerco meetings, to review the outcomes, monitor and align on upcoming actions in the next quarter.

CSR Lead and CSR function

The CSR Lead's role is to support the organisation with a CSR strategy, objectives, and KPIs to drive the sustainability agenda and moving ahead, to comply with the CSRD. The CSR Lead compiles a quarterly report for the BoD, based on the deliberations and decisions made during the CSR Steerco meetings, ensuring transparency and accountability in our CSR endeavours. The CSR Lead acts as the head of the CSR function.

CSRD Steerco

Responding to the new regulations, in 2023 we created a new steerco – CSRD steerco. This is a cross-department body with diverse areas of expertise including finance, legal and GRC. The role of this assembly is to advise, provide guidance and monitor CCV's compliance to the CSRD. The CSRD steerco meets every three weeks.



CSR Task forces driving sustainable action

After the approval of #WeCare programme (June 2022), the task forces were created with the objective of integrating the vision, driving action and monitoring the ESG indicators into CCV's business functions. The task forces meet quarterly to review and monitor progress towards targets. In 2023, the following CSR task forces were active:

- HR task force
- Procurement task force
- Facility and general affairs task force

Governance over ESG reporting

Our ESG reporting is the result of a group-wide process, with responsibilities shared by the following internal stakeholders:

CSR Lead

provides quarterly reports to the BoD and is responsible for annual Environmental, Social, and Governance (ESG) reporting.

Administrative and operational

the departments provide quarterly and yearly reporting on their functional area.

Finance

responsible for the annual external financial and non-financial reporting, and CSRD-compliant reporting.



CSR and sustainability are a joint effort.

At CCV, we have two people dedicated to building CSR capabilities:

Anna Ahrenberg, Brand and CSR Lead, and Daniela Nemeti Baba, CSR Specialist.

“Coming from branding, I know the power of brand reputation well. I strongly believe in authentic and purpose-driven brands and companies. Let’s call it “business karma”. If you act and do good, good business will follow. When we started reviewing the CSR and sustainability capabilities and status at CCV three years ago, it was great to see that CCV has always been a responsible company since its start in 1958. What we have done is really put it all together, strategized it, and built up reporting capabilities to also be transparent about our impact.

As we see regulations shaping up, and also the customer demand for more and more detailed information and commitment to CSR and sustainability perspectives on a company, we are thrilled to see how we, CCV, are also improving our ability to become an even more responsible company and create value for people and the planet. Our ambition is to make CCV one of the frontrunners in making payments as sustainable and inclusive as possible. And we believe our work really matters; in the yearly ESG report, we clearly see progress year on year.”

Anna Ahrenberg
Brand and CSR Lead

“A serious sustainability agenda implies a fair share of change management. And that is certainly not a linear process. From understanding the business, to identifying the hot topics, developing the vision, processes and building powerful coalitions, embedding sustainability into the DNA is both challenging, as well as immensely rewarding. Together with CCV, we dived deeply into this process, placing learning at the core of our approach, while always striving for progress.

Building on CCV’s heritage and responsible business fabric, it has been evermore inspiring to see 2023 bring remarkable progress on climate action, responsible supply chain management, and beyond, into taking the role of advocate and motivator for business partners. As proof of systematic and coordinated efforts, CCV fully deserves the recognition of Gold status awarded by Ecovadis in 2023.”


Daniela Nemeti Baba
CSR Specialist

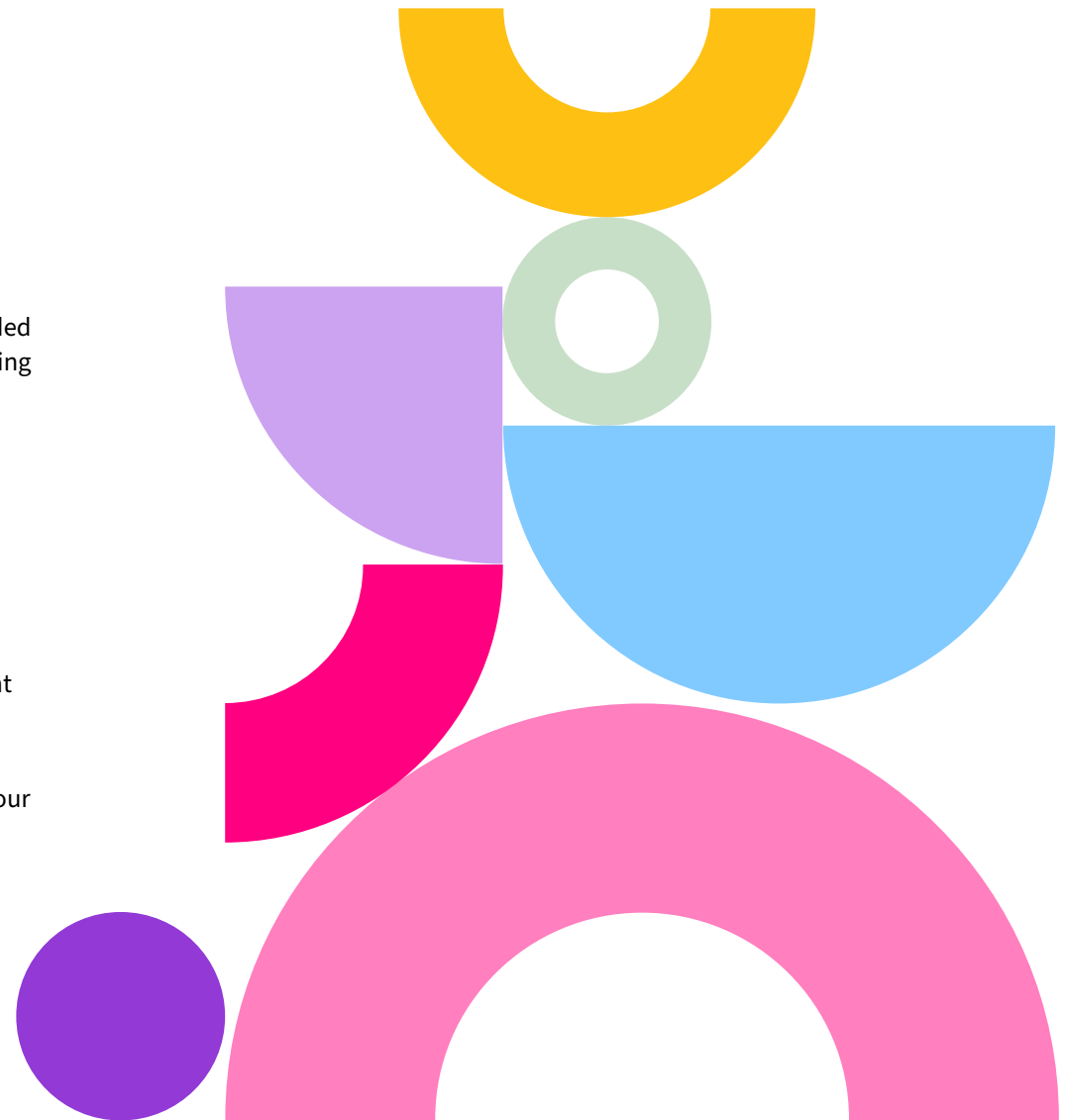


ESG strategy

Our sustainability principles

Our sustainability programme is rooted in a set of principles that have guided us in our vision development and the implementation that followed. Our guiding principles are:

-  Aligned to international thought leadership and frameworks
-  Adaptive – action and learning oriented
-  Leveraging our legacy – building on CCV’s values
-  Participatory – building awareness and engagement among our stakeholders
-  Specific – anchored in CCV’s context
-  Embedded – integrated in our business as usual
-  Systematic – a group-wide journey



#WeCare: Our sustainability programme

In 2022, the CCV BoD approved CCV's first Group-wide sustainability programme - #WeCare. The strategy was informed by a gap analysis developed with input from the sustainability audit, trends, market and industry analysis and a multi-stakeholder materiality assessment. The programme identifies five pillars for action, which shape CCV's vision and action for sustainability: environment, social, governance, sustainability and ethics in the value chain and corporate citizenship.

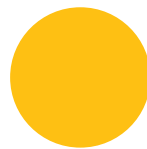
Each pillar integrates several themes (or topics), each of them including more sub-topics. These material topics have been identified throughout the process outlined above, informing the sustainability programme.

#WeCare has a three-years implementation round, including some long-term targets that require action over a longer period of time. Our sustainability commitment and vision was published as a charter, available on CCV's Corporate Social Responsibility website page.



Environment

#WeCare about our environmental footprint



Social

#WeCare about our employees



Governance

#WeCare about our business ethics



Value chain

#WeCare about our global impact



Corporate citizenship

#WeCare about our role in the community



Environmental responsibility

#WeCare about our environmental footprint

Strategic vision, integration into the business and governance

The environment is one of the five pillars of action under our sustainability programme #WeCare. We apply a holistic view to our environmental interventions across operations, product and value chain – the latter constituting a separate strategic ESG pillar for CCV. Our commitment to environmental action is captured and communicated through our Environmental Charter, launched together with the #WeCare programme.

Based on the materiality assessment, market and industry research and insights from our internal audit highlighting gaps, we have identified several material topics, which are reported on in this section.

The CSR Lead oversees the progress of the environmental agenda. Alongside, the general affairs task force has the operational role of implementing the environmental actions, monitoring and providing recurring progress updates. Additionally, our product and procurement task forces support environmental action on areas connected to their functions.



Our Environmental action supports the UN Global Compact principles:

Environment

Principle



Businesses should support a precautionary approach to environmental challenges;

Principle



Undertake initiatives to promote greater environmental responsibility;

Principle



Encourage the development and diffusion of environmentally friendly technologies.



Climate change

Climate change was identified as a material topic under #WeCare, both by means of the multi-stakeholder materiality assessment and the industry assessment. Our strategy aims at managing our GHG emissions, auditing, adopting a GHG reduction strategy for the short and medium-term, monitoring, and finally, offsetting the remaining emissions in the long-term.

Emissions reduction targets

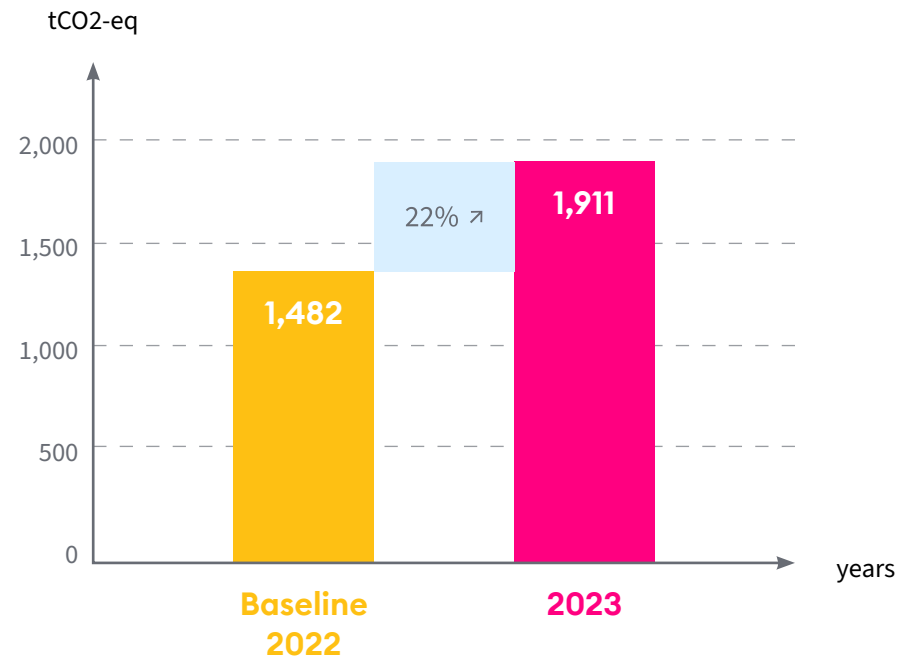
In the beginning of 2023, we conducted our first GHG emissions audit covering all three emission scopes for the baseline year 2022. This process was conducted in collaboration with a certified external agency - Hedgehog. Following this audit, in early 2023 we established our emission reduction ambition for Scope 1 and 2, at 70% off from the baseline year, to be reached by 2030. Currently, due to limited data availability on scope 3 and our ongoing efforts to include more emission sources, scope 3 is not within the scope of our GHG emissions reduction strategy.

In 2023, our total emissions increased by 22%* compared to the baseline year of 2022. This increase is mainly attributed to the Covid-19 measures still in place at the beginning of 2022, which resulted in lower emissions from our car fleet. Despite this increase, we intend to maintain our target of a 70% reduction in scopes 1 and 2 by 2030, as we are transitioning our car fleet to electric vehicles.

Our ambition is to enhance our ability to measure our scope 3 emissions and align our targets and reduction plans with the Paris Agreement.

* The increase is due to limited driving and travel during Covid restrictions, still present in the beginning of 2022.

Scope 1 and 2 emissions





GHG emission sources

Scope 1 emissions

Scope 1 emissions represent the direct emission sources accounted for by the company car fleet (petrol, diesel and hybrid cars) and natural gas for heating. In 2023, scope 1 represented 48% of our total emissions.

Company car fleet

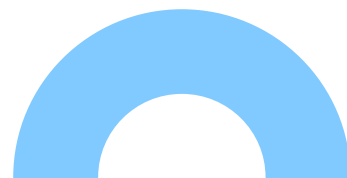
In 2023, our company car fleet was responsible for 1,448 tCO₂ generated, representing 45% from our total emissions for 2023. In line with our sustainability focus, as well as increasing regulations on EV, our fleet is in a transition towards more EV and hybrid vehicles. In 2023, 33% of our fleet consisted of EVs and hybrids. To support our employees by providing convenient recharging points while at work, our offices are equipped with a total of 30 EV charging station.

Company facilities:

Natural gas and district heating

We aim at maintaining our office temperature within the limits of comfort and the environmental standards of the countries where CCV's offices are. In 2023, the emissions associated with this source accounted for 225 tCO₂.

Emission source	Total carbon impact in 2023 (tCO ₂ -eq)	Total carbon impact in 2022 (tCO ₂ -eq)
Natural gas NL	102	99
Natural gas BE	16	15
Natural gas GER	107	104
Cars - petrol	867	249
Cars - diesel	451	547
Total	1,543	1,014



Emission source	Total carbon impact in 2023 (tCO2-eq)	Total carbon impact in 2022 (tCO2-eq)
Electricity use facilities	235	422
Electricity use EVs	131	44
District heating	2	2
Total	368	468

Scope 2 emissions

Scope 2 emissions represent the indirect emissions generated by CCV, through purchased electricity at CCV offices and sites, district heating (Hamburg) and the electricity purchased for our EVs. In 2023, scope 2 represented 12% of our total emissions.

Energy consumption mix on CCV sites

In 2023 our total energy consumption was 1,641 MWh. We made significant progress on our energy mix, by making a full transition to EU wind energy supply for our Arnhem head office and Velp office. In April 2023 we also activated the solar panels installed on the rooftop of our HQ in Arnhem, which are now supplying renewable energy for our head office.

Further aiming to reduce the amount of energy used in our operations, 100% of our offices are equipped with energy-savings systems and appliances. These can be in the form of sensor lighting, heating controls, and solar films on the windows.



Scope 3 emissions

Every year we aim at improving our data collection and monitoring, so that scope 3 emission sources provide a more comprehensive picture of CCV's environmental footprint. In 2023, our calculated scope 3 emissions accounted for 1,276, representing 40% of the total emissions.

Transition in the data centres

Due to the nature of our business, data centres and their impact has been assessed under Cat. 11. Use of sold products – data centres. In 2023, we assessed whether the server(s) should migrate to the cloud, relocate to a new data centre, or will retire before the current data centre closes. This inventory will inform our roadmap for future action. In 2024 we will proceed to implementing the required change. This action will impact CCV's emissions for scope 1 and 3.

Emission source	Total carbon impact in 2023 (tCO2-eq)	Total carbon impact in 2022 (tCO2-eq)
Cat. 1: Purchased goods and services and non-product procurement	205	37
Cat. 4: Upstream transport and distribution	245	0
Cat. 5: Waste generated in operations	5	4
Cat. 6: Business travel	122	55
Cat. 7: Employee commuting	689	157
Cat. 11: Use of sold products	10	164
Total	1,276	417

Offsetting the CO2 emissions of our 65 years anniversary

Although offsetting is not yet part of our GHG emission strategy, in 2023 we encountered a special case. For our 65 years anniversary marked in 2023, we considered the CO2 emissions generated throughout our events organised in the Netherlands, Belgium, and Germany. We aimed at containing our celebrations to local events at the office locations, limiting emissions associated with travelling of all attendees.

On top, we collaborated with Regreener to offset the emissions of the CCV branded truck that toured around the offices, and which generated 1,993 kg CO2-eq. We did this by planting 1,000 trees. One tree for each visitor of the celebration events. The trees were equally distributed between Belgium, the Netherlands, Germany and Zambia.



Water use

Integrated under the topic of natural resource use and environmental impact, we identified water consumption in our operations as a material topic, to which we intend to apply a precautionary principle for sourcing and using. We require our suppliers to apply the same precautionary consumption principle to their water use and not to pollute any water bodies, as informed by our Ethical value chain and business relations Charter and the Code of Conduct for suppliers and business partners.

Water consumption in operations

With offices in The Netherlands, Belgium and Germany, we supply our water from the local providers of the area where each operational site is based. To limit our water intake, several of our offices have applied water saving measures, such as water reducing toilet appliances and circulating rainwater into the dishwasher. Currently we do not have a hard target set for the reduction of water in operations.

In 2023 we registered

1,238 m³*

in water consumption

*Data only available for Arnhem and Velp office in Netherlands.





Resources inflows and outflows – the environmental impact of our products

The environmental impact of our products and the resources they take is an integrated part of our #WeCare strategy, as informed by CCV’s Environmental Charter. For this, we steadily progress towards gaining new and deeper understanding of our products’ environmental impact, identifying new solutions for reducing it.

Life Cycle assessment (LCA)

In 2023 we conducted an activity-based cradle-to-grave Life Cycle Assessment of one of our products – IM 30, looking at all stages of the product life cycle, from raw material extraction to manufacturing, distribution, use, and end-of-life treatment. The LCA informed us that the use of materials, followed by the means of distribution and energy use for production measure the highest CO2 emissions impact. Performed using a scientific approach facilitated by a trusted external agency – Hedgehog – the LCA will help us gain a better understanding of our products’ environmental impact and their contribution to the Scope 3 emissions.

Product packaging: Changes from 2023 to lessen our downstream environmental impact

Responding to growing demands for sustainable packaging from our clients and in line with our concern for limiting our products' environmental footprint, 2023 brought significant progress in product packaging.

We engaged in a process of assessing our current packaging, evaluating new possibilities that would meet the environmental and safety standards. This process led to the new type of product packaging used for the distribution of our products Pad Next, IM30 and IM15. The new packaging avoids combined materials, to ensure that all components can be disposed selectively and recycled by our customers upon receiving the products. We also use RESY certified materials, with an increased percentage of recycled parts in the composition of the materials. We aimed at reducing the weight of packaging by switching to 1.25b thin cardboard packaging, from 1.4b which we had been using previously. Further, we replaced plastic tape to wet adhesive tape made of paper. Lastly, we optimized the volumes and weight of packaging required per shipment when using pallets. For downstream pallet shipments, we completely eliminated the outer boxes.

As a result of these adjustments, we further reduced the weight of packaging per 1,000 Pad Next terminals with 50kg, reducing two pallets from the total needed and eliminating all materials combined with plastic.



Reducing the packaging in downstream repair

We are also investigating the packaging required in the transfer of products between CCV repair centers and our customers. In suitable cases, we provide our customers with crates, which are used for shipping the devices to CCV's repair centre and back to the customer. By doing this, we re-use the boxes and reduce the amount of single-use packaging resulted from the transport of devices.

Logistics – upstream and downstream

Having an international value chain both from the procurement and customer distribution side, we identified our logistics of upstream and downstream value chain as material for our scope 3 emissions.

Depending on the place where our products come from, our logistical arrangements vary. In 2023, our upstream shipments from Asia were carried out by way of water, via air freight and by road. All upstream shipments by rail were suspended at the beginning of the war in Ukraine.

In 2023, our upstream shipments have generated a total of

245

tCO₂-eq emissions



Waste and circular economy

General waste management

In 2023 we expanded our understanding of our waste, their sources and impact. We conducted a waste audit to identify and define the categories of waste generated at CCV. While waste in our operations is sorted and divided into fractions as required by the local laws, we take additional measures to handle specific categories of waste. Due to the profile of our work and the security protocols, certain types of waste require special handling, both from an environmental and data security perspective. Such is the waste resulted from IT equipment, which needs to be recycled and data safely disposed of, and for which we collaborated with our trusted partner Remondis. In 2023, our IT equipment related waste included 1,150 devices in the Netherlands, 15 monitors and 4 laptops in Belgium and 20 laptops in Germany.

From the devices that could still be used safely, we donated 10 monitors from Arnhem to 's Heeren Loo, a social organisation active in the field of disability care. 8 laptops were given away to our employees in Hengelo.

In 2023, we generated the following amounts of waste by type:

Office	Plastic	Paper	Food	Electronic waste	Hazardous	Miscellaneous*
The Netherlands		32,084 kg	7,113 kg	24,525 kg	628 kg	85,985 kg
Belgium	187 kg**	2,120 kg	100 kg			6,022 kg
Germany		1,405 kg***		5,835 kg	300 kg	91,550 kg

*MSW (Municipal Solid Waste i.e. “everyday waste”)

** Only data from CCV Lab, Belgium available.

***Only data from Moers office in Germany available.



Advancing circularity in payments through terminal repair

At the core of our circular approach lies our highly proficient repair centre. Thanks to our in-house technical expertise, we manage to repair and extend the lifecycle of the majority of terminals that require servicing. This process reduces the amount of new hardware required on the market, while strengthening our customer relationships.

In 2023, we have successfully repaired 88% of the terminals processed in The Netherlands and 92% of the terminals processed in Germany. Overall, at Group level, 90.3% of all processed terminals have been repaired and have had their life cycle extended.

In the case of devices beyond repair, we dismantle and use the spare parts. The parts that no longer have value or use are sent for recycling following the norms for environmental electronic waste management. In 2023, 3,973 terminals were classified as beyond repair by our repair centre in Velp, the Netherlands and 3,108 in Au, Germany.

Oyster Mushrooms to combat waste

In 2023 we collaborated with SpijkerZwam, a social and circular local enterprise from Arnhem, contributing to their goal of creating a short, local, inclusive and circular food chain. We donated the coffee grounds from our offices in Arnhem, which have been used as raw material for their oyster mushroom farm. This initiative reduces waste by transforming a residual product into an input for generating new market value – healthy, locally-produced oyster mushrooms. Their produce is sold to 11 top restaurant and catering agencies, sustainably delivered by bike. In 2023, we gave away 2,378 kg coffee grounds, leading to 17,982 kg CO₂e emissions avoided from otherwise being treated as waste.

Limitations to environmental action and disclosure in 2023 and aspirations for 2024 and beyond

When it comes to environmental management, our progress and data availability varies by location. As we have identified over the past two years, we hold the highest degree of control over the offices that we own or rent fully. However, CCV rents office space in shared office buildings as well. This impacts the degree of influence that we have in affecting change and pushing for new measures or collecting environmental metrics information. Nonetheless, at CCV, we aim at building collaborations and productive relationships. Looking ahead, in 2024, we will continue to advance our collaboration with landlords, yielding more results and KPI data, and an increasingly standardised approach to environmental management across CCV Group.





**Social
responsibility**

#WeCare about our employees

Strategic vision, integration into the business and governance

The topic of social responsibility is one of the five strategic pillars included in our #WeCare sustainability programme. Based on our industry research and materiality assessment, we have identified several material topics, which are reported in this section.

In 2023 we published CCV's Human rights, labour and anti-discrimination Charter, informing on the fundamental principles and areas for action based on #WeCare, in line with the relevant national and international human rights and labour conventions.

Social responsibility embedded in CCV's human resource

Our social responsibility is aligned to CCV's human resources (HR) strategy, approved by the BoD. Together with the CSR Lead who oversees the progress on the social metrics included in our CSR programme, the HR department is the advisor and implementer of action. During the quarterly Social – HR task force meetings, the CSR Lead and HR representatives monitor progress on actions, review and report on our social responsibility agenda. In addition to HR, which is the primary implementer, CCV's general affairs is responsible for occupational health and safety, and site accessibility.

Our Social action supports the UN Global Compact principles:

Human rights

Principle



Businesses should support and respect the protection of internationally proclaimed human rights;

Principle



and make sure that they are not complicit in human rights abuses.

Labour

Principle



Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle



The elimination of all forms of forced and compulsory labour;

Principle



The effective abolition of child labour;

Principle



The elimination of discrimination in respect of employment and occupation.

Social policies and employee acknowledgement process

All issues related to human rights and labour conditions at CCV are formally conveyed and communicated to our employees in the Employment Conditions and the informational document 'Working at CCV'. New employees receive a training on these topics during the onboarding process, while updates are communicated to all employees via our intranet.

In 2023, we reviewed and published the new Employment Conditions applicable to the CCV Group. Through this, we align with the relevant national and international legislation and inform our employees about CCV's approach to:



Employment conditions

contracting, obligations, complaints and disputes.

Income

remuneration and performance management, salary classifications, and rules, allowances and profit sharing, holiday and retirement schemes, insurances, allowances on commuting and working from home, and provisions concerning death.

Work and leave

working times, hours, supplements and regulations on irregular hours, additional work, overtime, on-call, shifts, leave hours public holidays, special and care leave.

Career and development

employability and study.

Illness and incapacity to work

general provisions for such cases, rules on continued payment, provisions for over-the-years, and resumption of work.

Other schemes

reimbursement of costs and allowances, company cars, referral fee scheme, group health and accident insurance, and remote working.

Working conditions

At the end of 2023, CCV Group B.V. was the employer of 1,185 employees. On average, our employees stay with CCV for around 7.6 years. The average age of our employees is 42.3 years. Informed by the headcount, gender, region and type of employment, our employees had the following characteristic in 2023:

Workforce					
Entity	Total	Male	Female	% Female	Comparison 2022
CCV Nederland	739	479	260	35%	↓
CCV Belgium*	95	41	54	57%	↑
CCV Lab (Belgium)*	58	50	8	14%	↑
CCV GmbH (Germany)	256	157	99	39%	↓
CCV Shop (The Netherlands, Hengelo)	37	30	7	19%	↑
Total employee	1,185	757	428	36%	↓

Workforce in management position					
Entity	Total	Male	Female	% Female	Comparison 2022
CCV Nederland	58	42	16	28%	↓
CCV Belgium*	11	6	5	45%	↓
CCV Lab (Belgium)*	2	2	0	0%	=
CCV GmbH (Germany)	36	26	10	28%	=
CCV Shop (The Netherlands, Hengelo)	3	3	0	0%	↓
Total leaders	110	79	31	28%	↓

* Data 31.12.2023 and including external hire

When it comes to layoffs and social protection, employees are protected by the national laws that CCV operates under. We are compliant and act in accordance with the applicable labour laws in the Netherlands, Belgium and Germany. We also follow the national regulations for setting adequate wages and control over the work hours, times and leave. Employees are informed in the onboarding process and as changes occur.

Employee engagement and satisfaction monitoring

Throughout the year, we assess our employees' engagement scores using Peakon, a digital tool used for surveying the engagement indicators of satisfaction, loyalty, belief in our products and recommendation of CCV as employer.



Employee representation body

According to the Dutch law, CCV employees have the right to be represented by the Works Council. The Works Council represents the interests of the employees and has the right to discuss organisational and social challenges, give consent and advise the BoD. Some of the areas in which the Works Council works to bridge the interests and stimulate dialogue between employees and management are: Healthy and safe working conditions; Rules on working conditions and work-resting times are followed; Employees are treated equally; The employment process is equitable, transparent and lawful. In 2023, the Works Council had 11 members, of which 73% men and 27% women (8 man and 3 women). Representing the CCV employees in The Netherlands*, the Works Council covers 62% of CCV Group workforce.

Providing a trusted system for employee's grievances

We do not tolerate aggressive, harmful or discriminatory behaviour that might affect the integrity of our employees. To identify and mitigate any deviations we implemented different channels for reporting, including anonymous means. In 2023, we registered zero complaints connected to social concerns.

*Excluding CCV Shop.

Our decisional making process and the involvement of the Works Council

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 Preparation with help from HR, including stakeholder management 2 Intended decision by BoD 3 BoD sends request to the Works Council | <ol style="list-style-type: none"> 4 Formal meeting Works Council and BoD 5 Advice and consent from Works Council 6 Formal decision by BoD |
|---|---|

Diversity, inclusion and equity

With operations in three European countries, diversity is inherent to us. We strive to create an inclusive space for all CCV. Our Human rights, labour and anti-discrimination Charter informs on our commitment to protect individual integrity, respect diversity and promote inclusion. To support our objective, we took several measures in 2023.

Using the language that matches our values

Building on our aim to create an inclusive and non-discriminatory work environment and business, we identified marketing and communications as a key function to align our speech and actions with our values. Our Ethical marketing and communications Charter, developed based on the #WeCare programme, informs us of the dos and don'ts, in line with the principles to which we abide. In 2023, 67% of the targeted group completed the e-learning training.

Inclusive recruitment

Recruitment is also a key area where we aim to advance our view for diversity, inclusion and equity. In 2023, our HR staff followed a training to equip them with the skills of writing vacancy announcements free from gender bias.

We also took steps towards being a more inclusive employer for young professionals. We raised our internship pay in 2023 to support students' economic wellbeing. In 2023, we had 42 interns at CCV, of which 10 women and 32 men. Of these, 29 were in The Netherlands, 1 in Belgium and 12 in Germany.





Diving into equity

Striving to understand sources of inequity and areas for further improvement, our HR staff engaged in a workshop that reviewed the dimensions and challenges of gender representation across all levels at CCV, a contributor to the issue of the gender pay gap. The workshop represented a step in developing an informed action plan and setting context-specific targets for gender equity in representation and pay at CCV.

Employees awareness

In 2023, we initiated a few activities to educate and raise general awareness on the topics of gender diversity, inclusion, and equity. On the 8th of March, the International Women's Day, we welcomed Suzanna Jansen, author of 'Het Pauperparadijs' and 'De omwenteling: of de eeuw van de vrouw' for an insightful presentation at our lunch and learn session.

We also welcomed the initiative of our colleague Tamara van Veenendaal who invited CCV to support their participation in the Trans Rights read-a-thon campaign, part of an international campaign started on Booktok and Bookstagram supporting

the transgender community. Our colleague chose to donate to the Transgender Network Nederland. Globally, the campaign succeeded to raise more than USD 200,000, with the participants reading over 7,000 books and reaching over 5.4 million views on TikTok alone.

Additionally, as part of our 65-years celebration at CCV, we organised the activity 'The Game of Inclusivity'. Three sessions took place online, encouraging colleagues from all CCV offices to join. The interactive sessions focused on different aspects of inclusivity and of creating an inclusive culture.

Looking ahead

Based on the experience we gained in 2023, in 2024 we aim to develop an integrated plan to advance equal opportunities in the recruitment and across all levels of the organisation. This plan further aims at promoting equity in employees' pay and representation at CCV, in line with our vision for a working culture free from gender bias and other forms of discrimination.

Professional development

Performance management and development programme

Professional development plays an important role in determining our employees' decision to join, stay, and be satisfied at CCV. For this, we designed Empower You! - CCV's new performance management and development programme. 2023 was the first complete year of running Empower You!. In 2023, the programme was available to the employees in The Netherlands, following that in 2024 it will expand to include Belgium and Germany as well. At the end of 2023, 90% of the employees in The Netherlands had a professional development plan as a result of participating in Empower You!

90%*

of the targeted employees have been included in the process.

78%

of leaders participated in various skills-based workshops.

Leadership programme

We recognise that leaders are a significant part of CCV's core, and that empowering our leaders means empowering the vision of CCV. In 2023, we continued to organise events under the Leadership programme initiated in 2022. Two events took place, one in January and one in June, where 78% of CCV's leaders took part in various skills and knowledge-based sessions.

The Leadership programme focused on the theme 'Skilled and competent leaders - making a real connection'. Our workshops addressed two main topics:

- 'The power of communicating', with a split focus on the power of storytelling and communication skills
- 'The art of good communication', addressing techniques of good communication and appreciative inquiry.

*only the employees in the Netherlands have been within the scope of Empower You! in 2023.

Training

Creating a learning culture is high on our social impact priorities. We aim to provide learning opportunities and resources for our employees to engage in the training and capacitation that will advance them in their current or future job. At CCV, we offer study facilities in two forms:

- Job-oriented (compulsory) courses, which contribute directly to the performance of our employees in their current positions. For these, we allow employees to take office time to complete. If the course took place outside the working hours, we provide time off in lieu (100%)
- Career-oriented courses, which focus on a higher position or a position in another area of expertise within the organisation. These take place outside work hours or based on requested leave

We reimburse the costs of job- and career-oriented courses in full or partially, if these are approved by the manager. This includes course fees, study materials, travel, accommodation or examination fees.

In 2023, we registered 20.2 hours of training time on average per employee. This number includes online, e-learning and in-class courses provided by CCV. Improved monitoring over the year 2023 shows a drastic increase of average training hours per employee, from the 8 hours reported in 2022.

In 2023, we registered

20.2 hours

of training time on average per employee

Employee health and wellbeing

We work to uphold the office health standards required by the national law, while supporting our employees' overall well-being. Employees are informed about our standard and additional health and wellbeing programmes via internal channels and the 'Working at CCV' document delivered in the onboarding. Paid leave in case of illness or incapacity of work is done according to the law. This is communicated to our employees in the Employment Conditions.

Occupational health and safety

In 2020, we launched our 'Arbobeleid plan', the labour plan, effective until 2025 and applicable to The Netherlands and Belgium. Within this framework, we developed our five-year vision on matters of occupational health and safety, based on an evaluation of relevant risk inventory. Our approach focuses on the prevention and provision of inclusive occupational health and safety, ensuring that our premises and employees are equipped with the necessary information and tools corresponding to their needs. Additionally, our work on occupational health and safety is supported by the 'Occupational health and safety toolbox', the Emergency Plan updated in 2023 and effective until 2026, and the Physical safety policy and procedure 2023-2024.

We defined measures to address all employee groups, including those requiring special attention, such as new employees, elderly, pregnant or employees with reduced mobility. New employees are provided with the information and equipped with the resources to have a safe and healthy start and work at CCV during their onboarding training. Pregnant colleagues are informed about the possibility for frequent breaks, while employees who are breastfeeding are provided the space for this. Employees with reduced mobility can use designated parking spaces, accessible entrances and



sanitary groups and get specific guidance for emergency exist. Employees who work in shifts or at atypical hours are given regular occupational health check-ups. In 2023, all our offices had access to ergonomic furniture.

We also provided 24 Occupational health and safety trainings across all locations. Additionally, we provided an AED and CPR training at our HQ in Arnhem. The training aimed at delivering critical information in case of health failure, building internal knowledge and capacity to perform a CPR. In Germany, we provided a first aid course, attended by 35 employees in 2023, and a fire extinguisher training and extinguishing exercise, attended by 11 participants in 2023. Additionally 6 employees benefited from the annual eye examination for VDU workstations. In Germany we conduct a specialised inspection of workplace safety 3 times a year. In 2023 we registered 2 cases of accidents taking place on the way to work or in our offices. These accidents were not related to the work conditions.



Work-life balance and flexible working

Creating a modern, healthy and enjoyable work environment also means allowing for greater flexibility for our employees to choose where they want to work from. Our Hybrid work Policy informs on this vision, supporting work-life balance and reducing the environmental footprint of employees' commute. We also support our employees' remote work by providing information on:

- The correct way to set up a home office
- Good posture
- Taking breaks
- The prevention of work-related stress
- The need for regular exercise

It is also possible to request a work-from-home allowance. The Code of Conduct and Acceptable use Policy also apply and guide our conduit while working remotely.

In November 2023, we launched our Workation programme, allowing all employees of CCV Group to work from abroad for a maximum of 4 weeks per year. We believe that this will add to the flexibility, needs and satisfaction of our employees. In 2023, 5 employees benefitted from this new programme.

Supporting our employees' health and wellbeing

Moving beyond regulatory standards, we developed a programme that supports our employees' wellbeing through adjacent actions, such as healthy eating, sports and mindfulness. Our programme is called CCVitaal (CCVitality).

We believe that by having access to a suitable workspace, resources for mental and physical health and a healthy lifestyle, our employees would gain the vitality required to be more active and involved in their work. For this, we identified four themes for action:



Physical environment



Mental health



Physical activity



Healthy lifestyle

In 2023, we implemented the following initiatives under our health and wellbeing programme CCVitaal

In Belgium, we organised a bootcamp, a Yoga session on World Yoga Day, a ‘Lunch ‘n Learn’ about healthy food and we ran the online miniguide to improve resilience. 23 employees participated in the padel tournament organised in Ieper.



In the Netherlands, we organised multiple sessions of padel with the participation of 31 colleagues; we also organised bootcamp and yoga sessions, implemented the campaign ‘Bike to work’ and participated in Arnhem Urban Trail.



In Germany, we organised trainings and info sessions in cooperation with the health insurance provider AOK, and B2Run Company Run in Munich (Au), Hamburg and Düsseldorf.

Fresh fruit and snacks in CCV offices.



CCVitaal Bike buy Plan, where we would offer a tax gross-net benefit for up to €1,250,- for electric bikes and €749,- for regular bikes. 43 Dutch employees benefitted from the CCVitaal Bike Buy plan in 2023.



CCVitaal Bike leasing Plan, where for a monthly pay subject to tax benefits, our employees could use a fully insured bike, and buy it at a convenient rate at the end of the leasing period. 31 employees signed up for this.



Continued to provide **Health Check-ups**



Step challenge involving teams from all offices, driving engagement for a healthy lifestyle

Sports plan, whereby Dutch employees can exchange a maximum of €300,- in sports gross net per calendar year. In 2023, 207 employees claimed this benefit.

Governance and business ethics

#WeCare about our business ethics

Strategic vision, integration into the business and governance

Responsible governance and business ethics are of utmost importance at CCV. We are committed to upholding the highest standards of corporate behaviour towards all our internal and external stakeholders, following the applicable laws, regulations and industry standards.

Informed by the regulatory context of the fintech and financial sector and the materiality assessment, governance and ethics we have identified several material topics related to governance and business ethics, which are reported on in this section.

Our Governance and business ethics action supports the UN Global Compact principle:

Anti-corruption

Principle



Businesses should work against corruption in all its forms, including extortion and bribery.

Several matters pertaining to governance, stakeholder consultation processes and shared value have been detailed in the general disclosures and introduction to our ESG strategy, in the beginning of the report. In this section, we inform on the remaining sub-topics identified as material: anti-corruption and ethics in business, reporting and whistleblowing, training and awareness, reinforcement of ethical behavior, privacy and information security.

The actions indicated by this pillar are embedded into various CCV functions. Progress on these topics is reported to the BoD at the department level throughout the year and to the CSR Lead for the annual public ESG performance disclosures and upon need.

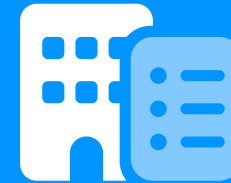
Business integrity: governance, policies and training

CCV's BoD is responsible for conducting CCV's operations lawfully and ethically. Our pledge for business integrity informs all our actions and is communicated internally and externally through CCV's Code of Conduct (CoC). In 2023 our BoD proposed a revised version of our Code of Conduct, which was approved by the Works Council and will become effective from the 1st of January 2024, as an integral part of employees' contracts. Following the revision taking place in 2023, CCV's CoC is applicable to all entities of CCV, strengthening our approach to topics such as respect of individual and inclusiveness, labour and human rights, anti-corruption, privacy and data protection, use of Social Media, press and media relations. Our latest CoC aims at further aligning CCV to the ten principles of responsible business established by the UNGC, and committing to ethical and sustainable behaviour as a corporate actor in the society.

Corporate culture and business ethics training

Walking the talk on our integrity as a financial institution, employees in the Netherlands, depending on their role, take an oath. This oath affirms their commitment to perform their duties with care and integrity, put customers' interests first, and make every effort to maintain and promote trust in the financial sector. As part of the onboard process, our new employees are informed of our organisation's ethics by reading and acknowledging the CCV CoC*. Our employees are also informed on the ethics and recommended behaviour regarding gifts and entertainment, through CCV's Gifts and Entertainment Business Guidelines.

*In 2024, our onboard process will include a company-wide ethics training.



Business integrity

- Anti-corruption
- Competition
- Gifts and business entertainment
- Communication
- Press and media
- Social media guidelines
- Human rights and child labour



Corporate integrity

- Business assets and confidentiality
- Privacy and protection of personal data
- Clean desk Policy
- Right to association
- CCV and the community



Personal integrity

- Respect for the individual and inclusivity
- Secondary activities, individual conflict of interests



Combating unlawful behaviour

Anti-money laundering / combating the financing of terrorism at CCV

In December 2022, we launched a new Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) Charter, creating the mandate for the AML Compliance Officer, and further informing on the governance and roles within the organization to manage the risks associated with AML CTF adequately and as such safeguard AML CTF compliance. We manage our Anti Money Laundering/Combating the Financing of Terrorism compliance risks according to the 3Lines model; Business Management, Risk Management & Compliance and Internal Audit.

In addition, in 2023, we published the AML/CFT Training & Awareness policy and program, informing on our responsibility and approach to ensuring that our Supervisory Board, BoD and employees are informed and educated on the AML/CFT, as per Dutch Financial Supervision Act (Wet op het Financieel Toezicht). In 2023, 624 employees completed the AML/CFT training in 2023.

Whistle blow and how we handle misconduct

As we are committed to safeguarding the right to freedom of expression, both our internal and external stakeholders are given several tools for reporting, ranging from internal structures to external, anonymous channels. These are informed externally via our corporate website and internally via our internal communication platforms, onboarding programme and the employee working conditions.

Updated in 2023, our Misconduct Policy is aligned to the Dutch Whistleblowers Authority Act and it informs on the reporting procedures, principles of non-retaliation and uniformity guiding the decision-making and resolution process. Our employees have the possibility of reporting via the open channels (supervisor, an HR Business partner, Risk and Compliance Director or Topdesk), the Misconduct Confidential Advisor appointed for purposes of the Misconduct procedure or completely anonymously via the SpeakUp.

In 2023, we recorded

0

cases of unethical business behaviour through the Whistle blow tool

At CCV we identify various types of in-tolerated behaviours:

- Discrimination or racism
- Sexual harassment
- Agression or violence
- Internal malpractice
- Bullying

We provide several pathways and tools for our employees to report and seek support in their experience with misconduct:

1

Contact your supervisor or your HR advisor

If you are encountering any challenges or issues, your supervisor or your HR advisor can assist you in finding a resolution. They are there to support you and provide guidance as you navigate through any difficulties you may be experiencing.

2

Contact the internal confidential counsellor

If you feel unable or unwilling to discuss this with your supervisor or HR, our internal confidential counselor is available to provide support. Our trained experts can help you navigate the available options to find a solution to your situation. They also have in-depth knowledge about our corporate culture and employees.

3

Contact the external confidential counsellor

In case you are unable or unwilling to discuss your situation with the internal confidential counsellor, you can reach out to the external confidential counsellor. The external confidential counsellor does not work within the organisation and only fulfils the role of confidential counsellor. They hold an independent position within the organization, providing an objective approach towards addressing your concerns.

4

Contact the SpeakUp Line

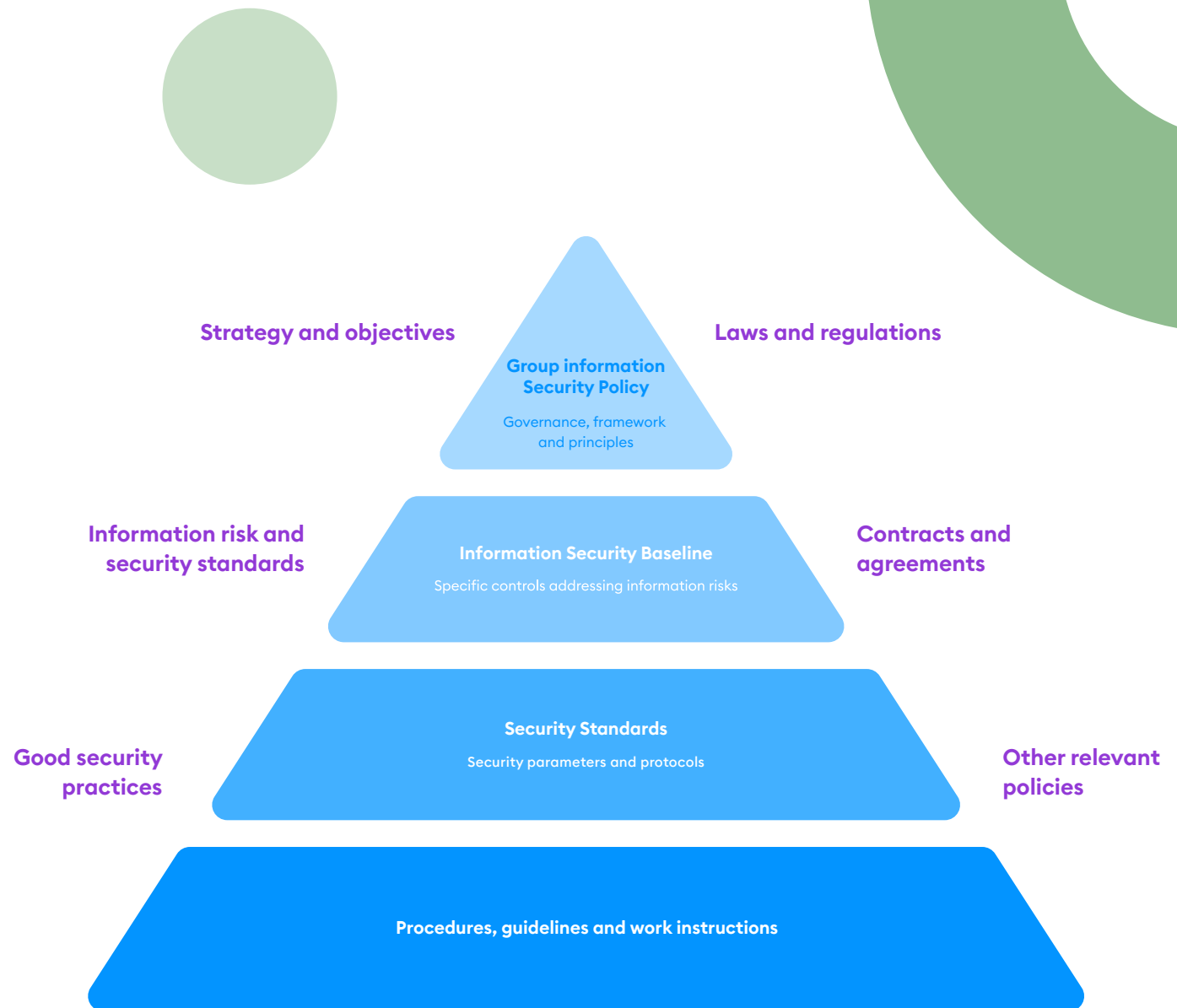
CCV also offer a SpeakUp Line for reporting internal abuses that cannot be reported elsewhere and where you need greater confidentiality or anonymity. This third-party reporting line allows you to voice your concerns in a safe and secure manner.

Information security

We employ a robust group information security system, that relies on defined governance, frameworks and policies. Our risk-based approach anticipates and mitigates the inherent risks to confidentiality, integrity and reliability associated with the field of information, information technology and the security of physical space for processing and storing the information.

By implementing our Group information security Policy, together with the tactical information security baseline, security standards, operational procedures and guidelines, each CCV department and contractors for outsourced core business activities are provided resources and contribute to the ongoing protection of CCV.

Our work with information security supports CCV's vision and is informed by the applicable laws, standards and the environment. Based on this, we developed our strategic, tactical and operational plan for information security.



Responsibilities within CCV

Our BoD is ultimately responsible for information security, in charge of determining the risk appetite on information security risks and approving the Group information security Policy. In terms of reporting on information security, this is conducted according to our decentralised information security organisation. The Information Security Officers (ISO) assigned by CCV entities report hierarchically to the managers of their departments and functionally to the Chief Information Security Officer (CISO) at CCV, the leader of the CCV information security organisation. The CISO holds the responsibility of reporting to the Chief Technology Officer (CTO) and the BoD.

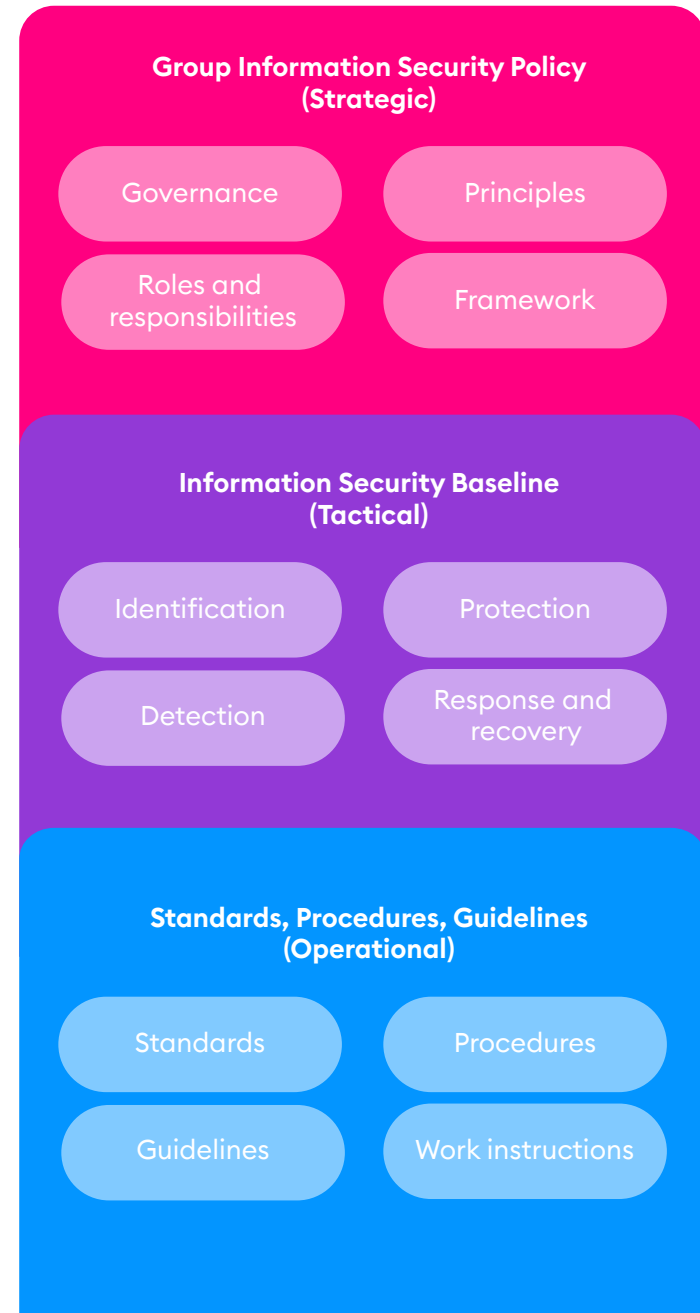
Our information security organisation is verified through international certification ISO27001. We own the Attestation of Compliance for PCI PIN and PCI DSS.

Our employees are also guided on responsible use of ICT, vulnerabilities and other issues concerning the ICT and digital/online behaviour through the CCV Acceptable use Policy, updated in 2023.

Cybersecurity awareness

In October 2023, CCV marked the 20th annual Cybersecurity month by organising several events aimed at educating our colleagues on the cyber and digital safety and security. Following an online campaign information, we organised a tour in the Corporate Security office, engaged in a cybersecurity quizz on the topic of cybersecurity challenges, invited our colleagues to assess their practices around cybersecurity and published several materials in our online Resource Hub.

We also published a series of informative articles on employees' online behaviour concerning the dissemination of employee information, ChatGPT and AI.



Privacy

We are committed to protecting the privacy and confidentiality of data, and to act against breaches and the use of data for any other purpose than the agreed on. Following our Privacy audit in 2022, in 2023 we implemented a group-wide process aimed at strengthening our Privacy framework.

In 2023, we updated our Privacy Policy, with applicability to the CCV Group B.V., its subsidiaries and international offices. The policy informs on how CCV processes and protects the personal data of customers, suppliers, employees and other third parties of whom data are collected and processed, both as Data Controller and Data Processor. The policy is aligned to the requirements of the EU General Data Protection Regulation (GDPR), committed to protect personal information. We also updated our procedure for handling requests from data subjects and the procedure for data breach.

With the new Privacy Policy, we also updated our employee statement. This statement is communicated to employees via the Intranet, and it constitutes a part of the onboarding information for the new employees. External stakeholders are informed about the Data Privacy statement both via our corporate website and through our data processing agreement, adjusted to fulfil the specific business data requirements.

Privacy and Security training

Keeping our employees informed, we run a Privacy and Security training, which in 2023 has been completed by 85% of our employees. The increase in completion marks a progress in raising awareness on Privacy and Security, whereas in 2022, only 59% of our employees had completed the course.

Looking ahead

In 2024 we will continue to embed the new policies and their implications across our organisation. We also look forward to providing more training, specifically targeting the Privacy concerns of different departments at CCV.



The background is a solid pink color with two large, overlapping, curved shapes in a lighter shade of pink. One shape is on the left side, and the other is on the right side, creating a sense of depth and movement.

Sustainability and ethics in the value chain

#WeCare about our global impact

Strategic vision, integration into the business and governance

Ethical and sustainable value chain management constitutes one of our five strategic pillars for ESG under #WeCare. Following our sustainability audit, industry research and materiality assessment, we have concluded that sustainability is both important and action is required across CCV's value chain.

In 2023, our action on value chain, primarily oriented towards upstream level has been implemented and overseen by the CSR procurement task force and CSR Lead, assembling quarterly. This task force is additionally in charge of monitoring progress and reporting on the metrics disclosed in the ESG report.

Our aims for the pillar sustainability and ethics in the value chain management are:



Formulate and adopt standards and principles of sustainability in our value chain relations, in line with international frameworks and the industry practice



Assess existing business partners (i.e. suppliers) against these standards



Embed in business as usual and due diligence procedures for new business partners



Embed ESG risk-management into the procurement and due-diligence procedures



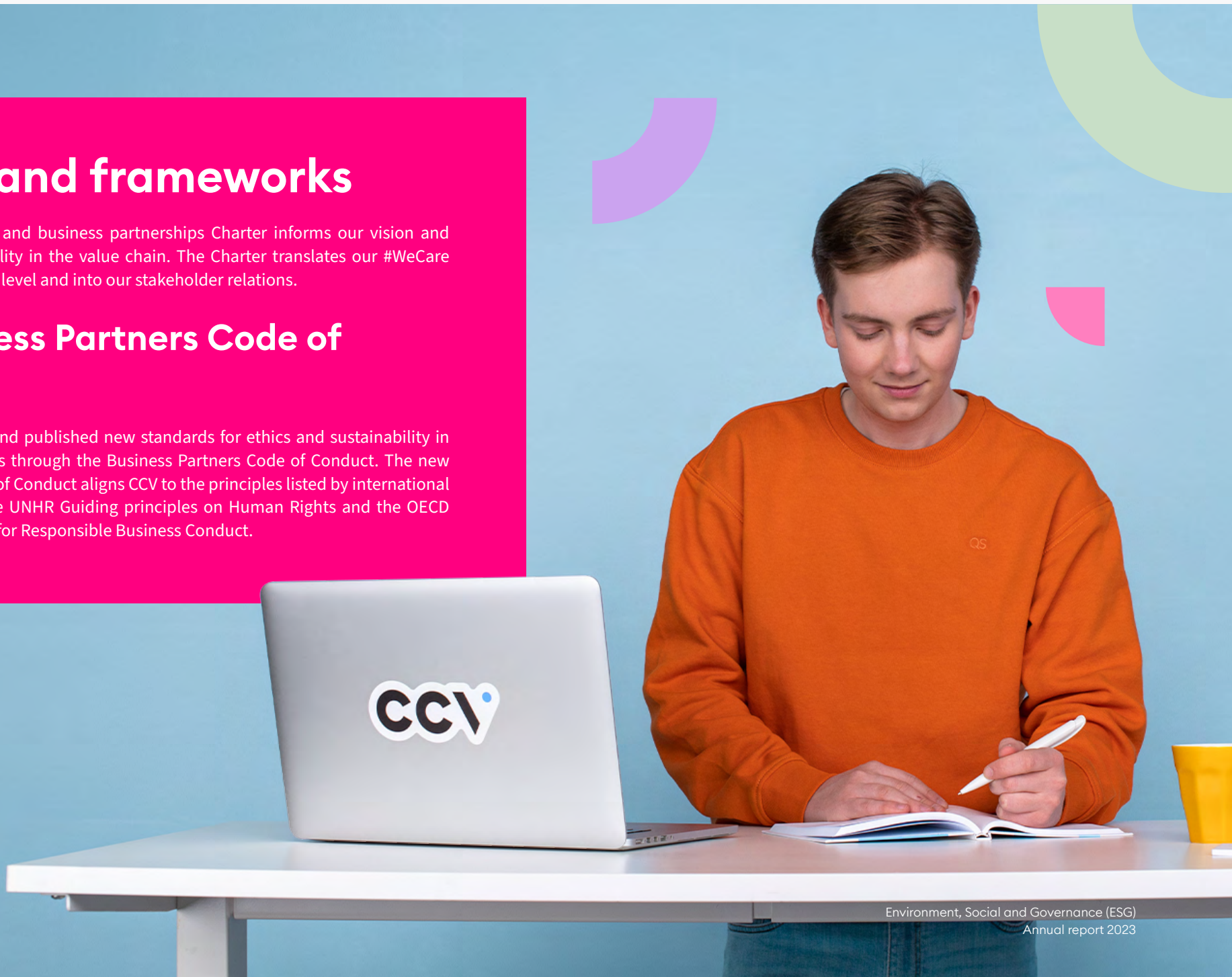
Monitor and report our progress on targets

Policies and frameworks

Our Ethical value chain and business partnerships Charter informs our vision and principles for sustainability in the value chain. The Charter translates our #WeCare vision at the operational level and into our stakeholder relations.

New Business Partners Code of Conduct

In 2023, we reinforced and published new standards for ethics and sustainability in our value chain relations through the Business Partners Code of Conduct. The new Business Partners Code of Conduct aligns CCV to the principles listed by international frameworks, such as the UNHR Guiding principles on Human Rights and the OECD Due Diligence Guidance for Responsible Business Conduct.



Establishing ethical and sustainable standards for strategic suppliers and business partners through the new Business Partners Code of Conduct

The purpose of our Business Partners Code of Conduct is to establish, inform and require our strategic suppliers and business partners to comply to the principles of ethics and sustainability that we deem material for the value chain. These are:



Environment

- Climate action
- Natural resource use
- Waste management and circularity



Social responsibility

- Compliance to local, national and international legislation
- Forced and compulsory labour, child labour and modern slavery
- Working times, remuneration and leave
- Employment safety
- Right to organise and collective bargaining
- Occupational health and safety
- Equality and equities in opportunities and treatment
- Diversity, inclusion and anti-discrimination



Governance and business ethics

- Anti-corruption
- Bribery, extortion and gifts
- Money laundering and financing of terrorist activities
- Competition and antitrust
- Data protection and privacy
- Consumer interests and integrity of goods and services
- Whistle blowing
- Corporate accountability, transparency and disclosures
- Conflict of interests
- Insider training
- Provision of site health, security and safety



Value Chain

- Procurement standards (including the requirement to comply to the restriction of business on high-risk countries and entities and the regulations on conflict minerals)
- Due diligence



Corporate citizenship

- Community and international engagement

ESG assessment of current strategic suppliers

In 2023 we launched our ESG risk-based assessment process of current strategic suppliers. The process subjected our strategic suppliers, as informed by CCV's Due Diligence procedure, based on the supplier's criticality and impact of supply on CCV's core business and annual spend. The strategic suppliers included in the scope of our assessment accounted for 48% of CCV's annual Procurement spend in 2023.

Assessment methodology

The process includes the assessment of ESG topics and risks included in the new Business Partners Code of Conduct. To complete the assessment, the suppliers were reviewed based on:



Step 1

The acknowledgement of CCV's Business Partners Code of Conduct



Step 2

The supplier's sustainability performance data collected through CCV's sustainability survey or their Ecovadis scorecard





Step 3


An ESG risk assessment based on the supplier's industry and region and the fulfilment of the previous steps.

Targets

In 2023 we agreed on the targets for the sustainability assessment of CCV's existing strategic suppliers

 **Target 1** By 2025, 100% of our current strategic suppliers have undergone the sustainability assessment

 **Target 2** By 2025, 90% of our current strategic suppliers meet the standard for sufficiency on their sustainability data

 **Target 3** By 2025, 100% of our current strategic suppliers have signed the Business Partner Code of Conduct

Progress on targets at the end of 2023

Strategic target	Progress at the end of 2023	Completion status
Target 1	90%	On track
Target 2	59%	On track, further action required in 2024 to meet the target
Target 3	97%*	On track

Based on a series of thresholds related to the suppliers' acknowledgement of the Business Partners Code of Conduct, sustainability performance data and the ESG risk values, as well as the incompleteness of the process, 48% of all suppliers within the scope of this assessment require further action.

*This involves strategic suppliers who have refused to sign based on internal policies, but who have acknowledged the Business Partners Code of Conduct and in some instances provided a statement in lieu.

ESG due diligence: status and ambition

In line with the applicable German law, our Product Procurement of CCV GmbH has been conducting an ESG assessment under the suppliers' due diligence procedure. This process requires new suppliers to acknowledge CCV's Code of Conduct for Business Partners and to complete the self-disclosure survey that requires information on the company's sustainability and ethics.

Looking ahead to 2024

Building on the framework of CCV's Due Diligence, we aim at strengthening our ESG governance in the supply chain, by including compliance to the Business Partners Code of Conduct, sustainability data collection and ESG risk assessments for new strategic suppliers both in the Product and Non-Product division.

Corporate citizenship



#WeCare about our role in the community

Strategic vision, integration into the business and governance

Over the years, CCV has collaborated with various organisations for social impact. This kind of involvement supports our aim of contributing to the SDGs, by supporting and advancing the mission of local initiatives. Based on this vision we identified corporate citizenship and community engagement as the fifth and last pillar of #WeCare.

Our work in this field is supported by the CCV Sponsorship Policy . With a decentralised approach, the initiatives under this pillar are conducted by various people and departments at CCV. We encourage and welcome different initiatives that support the mission for corporate and community engagement.

Actions and impact in 2023

In 2023, we initiated a campaign aimed at supporting those impacted by the earthquakes in Syria and Turkey. Our employees could donate on the digital CCV donation page for Giro555 and CCV doubled the amount. The donations supported The Foundation of Cooperating Aid Organisations consisting of eleven organisations such as Oxfam Novib, Unicef and The Red Cross.

We also saw the ongoing situation in Ukraine as one where we could join forces and catalyse resources. In April 2023 we ran a donation campaign within CCV, where our colleagues could bring sleeping bags, home items, clothing and other goods.

As we celebrated our 65th anniversary in June 2023, we organised our activities with a strong focus on social engagement in the community. Next to organising financial education programmes in elderly homes and cleaning the surroundings, we also donated food for a food-sharing project, and all materials for activities at Pluryn, a youth and disability care organisation.

Traditionally, at CCV we run an end-of-year donation campaign. In 2023, our donations went to the Red Cross Foundation, Kinderkrebshilfe Dingolfing-Landau-Landschut and Kika (Children cancer -free).

Long-standing partnerships

We have a long-standing partnership as Matchmaker for the Arnhemse Uitdaging (Challenging Arnhem). Through one of our colleagues who acts as Matchmaker, CCV stands open for knowledge sharing and other collaborations with social organisations in the region Arnhem.

Since 2013, we have been supporting the Ronald McDonald Kinderfonds in The Netherlands, who provides accommodation for the parents of hospitalised children. We support the foundation with our payment solutions.



In 2023, Our donations amounted to

€5,644



€34,954




through sponsorships



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Our contribution to the *SDGs*

Our contribution to the SDGs

SDG	Connection to #WeCare pillar	Actions in 2023	Top ESG metrics
<p>SDG 3. Good Health and Wellbeing</p> 	<p>#WeCare Social programme</p>	<p>We ensure that our offices meet the standards for health and safety and provide training on the topic.</p> <p>CCVitaal provides various activities on health and wellbeing, awareness campaigns and medical checkups.</p> <p>We provide bike allowances and schemes to support healthy commute.</p>	<p>24 training opportunities in first aid, health and safety across all CCV.</p>
<p>SDG 4. Quality Education</p> 	<p>#WeCare Social programme</p>	<p>We support employees' training through educational funds.</p> <p>We deliver online, e-learning and in-person courses that support employees in their areas of work and in developing new skills.</p> <p>We continued our leadership programme. We support young professionals' formation and provide paid (increase in 2024) internships</p>	<p>2 leadership events, 78% of CCV managers and leaders participated</p> <p>20.2 average training hours per employee</p> <p>42 paid internships</p>

SDG	Connection to #WeCare pillar	Actions in 2023	Top ESG metrics
<p>SDG 5. Gender Equality</p> 	<p>#WeCare Social programme</p>	<p>We measure gender distribution across all levels of our employees.</p> <p>We conduct several awareness campaigns on diversity and inclusion.</p> <p>We carry out discussions and workshops to inform our approach to gender inclusivity across all levels of the organisation.</p>	<p>33.3% of women in the BoD, 28% management and 36% of all employees</p>
<p>SDG 8. Decent Work and Economic growth</p> 	<p>#WeCare Social programme</p>	<p>We marked the first complete year of running the Empower You! Programme for professional development.</p> <p>We monitor employee engagement indicators and include employees in the ESG strategy development through the materiality process.</p> <p>We comply to the legislation on employee representation with our Works Council.</p> <p>We provide means for anonymous reporting for all stakeholders.</p>	<p>90.3% of employees in the Netherlands have a professional development plan</p> <p>4 overall employee eNPS score</p> <p>62% of CCV employees covered by the Works Council*</p> <p>0 complains in relation to human rights, labour, discrimination and other social and ethics indicators registered through the Whistle blow tool</p> <p>*covering only the employees in The Netherlands</p>
<p>SDG 9. Industry, Innovation and Infrastructure</p> 	<p>#WeCare Product innovation and Co-creation</p>	<p>We engaged in innovation and market sectors that advance and contribute to other sustainable goals: SoftPOS, CCV Swap.</p> <p>We engage in collaborations that support better practices in the financial sector: SDG challenge on the topic of financial inclusion.</p>	

SDG	Connection to #WeCare pillar	Actions in 2023	Top ESG metrics
<p>SDG 10. Reduced Inequalities</p> 	<p>#WeCare Social programme</p>	<p>We equip our offices with ergonomic furniture and toilet spaces to ensure accessibility and use for differently abled employees or the pregnant.</p> <p>Our HR is getting training into improving recruitment bias.</p> <p>We provide English language courses that help all employees be confident and proficient in an international company and working environment.</p>	
<p>SDG 12. Responsible Consumption and Production</p> 	<p>#WeCare Environmental programme</p> <p>#WeCare Sustainable and Ethical value chain management programme</p>	<p>We improve our sustainable and ethical standards across the value chain with a new Business Partners Code of Conduct and business partners.</p> <p>We require our strategic suppliers to acknowledge the Business Partners Code of Conduct and business partners.</p> <p>We conduct ESG risk-based assessment on our strategic suppliers.</p> <p>We monitor customer satisfaction scores and include stakeholder consultations in our ESG materiality process.</p>	<p>97% of targeted strategic suppliers acknowledged the Business Partners Code of Conduct</p> <p>90% of the targeted group of strategic suppliers completed the ESG-based risk assessment</p> <p>Customer CES score 1.93</p> <p>Customer NPS score 29.2</p>

SDG	Connection to #WeCare pillar	Actions in 2023	Top ESG metrics
<p>SDG13. Climate Action</p> 	<p>#WeCare Environmental programme</p>	<p>We completed the baseline year CO2 emissions audit and set Scope 1 and 2 emission reduction targets at 70% by 2030</p> <p>We completed the LCA of our IM30 product.</p> <p>We installed solar panels on the rooftop of our head office and made a full transition to renewable energy mix in the Netherlands.</p>	<p>3,187 Total Scope 1, 2 and 3 emissions accounted in 2023</p>
<p>SDG 17. Partnerships for the Goals</p> 	<p>#WeCare Corporate Citizenship programme</p>	<p>We collaborate with NGOs that advance environmental goals, health and assistance for people from war-torn countries.</p>	<p>40,598 Euro in donations and sponsorship</p>

Workforce structure

The background is a solid blue color. It features several abstract geometric shapes: a large green ring in the top left, a light blue curved shape in the top right, a solid green circle in the middle right, a light blue and green semi-circle in the bottom middle, a light green semi-circle in the bottom left, and a large light blue curved shape in the bottom right.



Workforce structure

Workforce					
Entity	Total	Male	Female	% Female	Progress
CCV Nederland	739	479	260	35%	↓
CCV Belgium*	95	41	54	57%	↑
CCV Lab (Belgium)*	58	50	8	14%	↑
CCV GmbH (Germany)	256	157	99	39%	↓
CCV Shop (the Netherlands, Hengelo)	37	30	7	19%	↑
Total employee	1,185	757	428	36%	↓ (38%)

* data 31.12.2023 and including external hire

Workforce in management position					
Entity	Total	Male	Female	% Female	Progress
CCV Nederland	58	42	16	28%	↓
CCV Belgium*	11	6	5	45%	↓
CCV Lab (Belgium)*	2	2	0	0%	↔
CCV GmbH (Germany)	36	26	10	28%	↔
CCV Shop (the Netherlands, Hengelo)	3	3	0	0%	↓
Total leaders	110	79	31	28%	↓ (30%)

* data 31.12.2023 and including external hire

Workforce by age			
Entity	Under 30	Between 30-50	Over 50
CCV Nederland	123	379	237
CCV Belgium*	26	61	8
CCV Lab (Belgium)*	18	39	1
CCV GmbH (Germany)	24	131	101
CCV Shop (the Netherlands, Hengelo)	8	28	1
Total age ratio	199 (17%)	638 (54%)	348 (29%)
	↑ (14%)	↓ (55%)	↓ (30%)

* data 31.12.2023 and including external hire.

The background is a solid blue color. It features several decorative geometric elements: a light green quarter-circle in the top-left, a light blue quarter-circle in the top-right, a solid light green circle in the upper-middle, a large light blue quarter-circle in the top-right corner, a solid light green circle and a light blue semi-circle on the left side, a large light green semi-circle at the bottom, and a light blue quarter-circle in the bottom-right.

ESG performance data

ESG performance data

Environment	2023	2022	Progress
Climate action			
Energy consumption in MWh by all CCV Facilities (including data centres)/year	1,641	1,825	↑
# cars in carfleet	149	183	↑
% electric cars in car fleet	33%	28%	↑
GHG emissions scope 1 (tonnes Co2e)	1,543	1,014	↓
GHG emissions scope 2 (tonnes Co2e)	368	468	↑
% offices equipped with solar panels	50%	45%	↑
# EV charging stations installed at the CCV offices	30	15	↑
% offices equipped with EV charging stations	62%	45%	↑
Waste and circularity			
Waste generated from offices (tonnes)*	252.7	182.5	↓
Repair rate for payment terminals and devices	90%	91%	↓
# Electronic devices reaching end of life	243	161	↓
Natural resource use			
% offices equipped with energy-saving systems	100%	100%	↔
Water consumption in m3**	1,238	N/A	
% offices equipped with water saving appliances	54%	54%	↔

* CCV Shop, The Netherlands not included in data. We improved our waste management monitoring, thus including increased number.
 ** Data only available for Arnhem and Velp office in The Netherlands.

Social (CCV Employees)	2023	2022	Progress
Human and labour rights (incl. anti-discrimination action)			
# cases reported in connection to human and labour right violations (including child labour, forced labour etc.)	0	0	↔
Professional development			
̄ training hours / employee *	20.2	8	↑
% employees completed performance and development plan and review "Empower you" in the Netherlands	90%	N/A	
% participants in the leadership programme (from the total number of leaders/management)	78%	67%	↑
# leadership events	2	4	↓
# opportunities for young professionals (interns)	42	30	↑
# learning opportunities in Health and Safety in the offices	24	7	↑
# incidents of Health and Safety reported in the offices	7	3	↓
Diversity, inclusion and equity			
% women in the BoD	33%	66%	↓
% women in the workforce	36%	38%	↓
% women in management positions	28%	30%	↓
% facilities suitably equipped to cater for disabled	81%	81%	↔
CSR awareness and education			
% of CCV employees aware of CCV's sustainability programme	63%	39%	↑

* in 2023 our training registration improved significantly.



Governance	2023	2022	Progress
Ethical Governance, transparency reporting			
% of new employees informed about our CCV Code of Conduct (e.g., based on Code of Conduct signature, online training, or onboarding training)	100%	91%	↑
# of confirmed corruption incidents	0	0	↔
# of cases reported through the whistleblowing and internal misconduct procedure	0	0	↔
% of targeted employees trained on Anti-Money Laundering Training (Wwtf)	93%	N/A	
Privacy and security			
% of employees trained into Privacy and Security	85%	59%	↑
Stakeholder consultations			
% of employees covered by the Works Council *	62%	59%	↑
Peakon result - Employee engagement (eNPS)	4	10	↓
% of employees taking part in the Peakon survey**	67%	73%	↓
Customer satisfaction score (average)	8	8	↔
Customer NPS score	29.2	26.1	↑
Customer CES score	1.93	1.88	↑


* Only in the Netherlands
 ** CCV Shop employees excluded

Value chain	2023	2022	Progress
Due Diligence			
% suppliers signed Business Partner Code of Conduct	97%	76%	↑
% strategic suppliers assessed*	90%	N/A	
% strategic suppliers with no corrective action required*	59%	N/A	

* In 2023 a new strategic supplier assessment was initiated

Corporate citizenship	2023	2022	Progress
Resource flow			
Amount in Euro donated	€ 5,644	€ 105,000	↓
Amount in Euro provided through sponsorship	€ 34,954	€ 13,000	↑



The background is a solid blue color with several abstract geometric shapes in shades of green and light blue. In the top left, there is a large green semi-circle. In the top right, there is a light blue quarter-circle. In the middle right, there is a green circle. In the bottom left, there is a green semi-circle. In the bottom center, there are two overlapping semi-circles, one light blue on top and one green on the bottom. In the bottom right, there is a large light blue quarter-circle.

Connection to ESRS metrics

Connection to ESRS metrics

As CCV will be required to be compliant to the new CSRD directive, in 2024 we are to conduct the methodological process of double materiality and alignment of our ESG programme with the CSRD guidelines. The table below constitutes an initial assessment of CCV’s #WeCare sustainability programme and our current ESC report, as connected with the ESRS standards informed by the CSRD. Notably, the table does not claim that our current ESG disclosure meets the ESRS standards, and it should be treated as an exercise of mapping the connection between the material topics of #WeCare and the ESRS topics informed by CSRD.

ESRS metric code	ESRS metric name	Connection to ESG report	Page reference
ESRS 2, BP 1	General basis for preparation of the sustainability statement	Statement on the basis for elaboration and scope of the ESG report 2023	6
ESRS 2, GOV 1	The role of the administrative, management and supervisory bodies	Our Governance The Board of Directors Supervisory Board	12-13
ESRS, GOV 2	Information provided to and sustainability matters addressed by the undertaking’s administrative, management and supervisory bodies	Our ESG strategy	40-41
ESRS 2, GOV 4	Statement on due diligence	Due diligence	14
ESRS 2, SBM 1	Strategy, business model and value chain	CCV at a glance Legal organisation and operating locations Organisational structure Business principles Our ESG strategy	8-11, 40-41

ESRS 2, SBM 2	Views, interests and expectations of stakeholders	Stakeholder consultations and engagement	17-24
ESRS 2, IRO 1	Description of the processes to identify material sustainability impacts, risks and opportunities	Materiality assessment Our ESG strategy	18-22, 44
ESRS E1	Climate change	Climate change	44-48
ESRS E3	Water and marine resources	Water use	49
ESRS E5	Resource use and circular economy	Resource inflows and outflows – the environmental impact of our product	50-54
ESRS S1	Own workforce	Social responsibility	56-65
ESRS S2	Workers in the value chain	Sustainability and ethics in the value chain	75-80
ESRS S3	Affected communities	Corporate citizenship	82-83
ESRS S4	Consumers and end-users	Our work with financial inclusion Whistle blowing and how we handle misconduct Information security Privacy	32-33, 70-73
ESRS G1	Business conduct	Governance and business ethics	67-73

Reporting parameters

Legal name: CCV Group B.V.

VAT number: VAT NL004895782B01

NACE codes: 7010, 6311, 6499

Location of headquarters: Arnhem, the Netherlands

Nature of ownership: Privately owned

Offices: The Netherlands: Arnhem, Velp, Hengelo, Belgium: Ieper, Kortrijk, Hasselt and Germany: Au in der Hallertau, Moers, Berlin and Hamburg.

Active in: Australia, Austria, Belgium, Brazil, Canada, Czechia, Denmark, France, Germany, Hungary, Ireland, Italy, Luxembourg, New Zealand, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, The United Kingdom, The United States.

Reporting period: 01.01.2023-31.12.2023

Contact point for questions about the report:
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About this report

This report includes aggregated information about all entities under CCV Group B.V. except CPayond GmbH (50% owner) and Rubean.

This is the second CSR annual report from CCV Group B.V. The aim is to update the report annually to monitor progress and keep the company focused on achieving its goal of becoming a more sustainable and future-proof company.

The report is the result of an independent review by independent external consultant, commissioned by the board and management of CCV.

No 3rd party audit has been provided for the report as an external assurance.

