

Policy Statement

itsme strives to continuously improve the quality of its services through corporate social responsibility ('CSR'), with quality, integrity, reliability, and expertise as the foundation.

One of the guiding principles is the CSR performance ladder, inspired by ISO 26000, which for itsme has been elaborated into several relevant themes determined by the main stakeholders. This is realized in policy and execution through ethical conduct, open and honest communication, adherence to laws and regulations, and always doing what is right.

To achieve this goal, itsme has established a harmonized management system in accordance with the Harmonized Structure (HS') in which the quality requirements of ISO 9001, information security requirements from ISO 27001, and the requirements from the CSR performance ladder (level 3) are integrated and fully implemented within the organization. itsme has an internal auditing system to monitor the implementation and compliance with quality, information security, and CSR policies and processes. Additionally, itsme uses an external certifying body to periodically and independently assess compliance with the obligations regarding the mentioned management systems.

itsme aims to:

- Fully comply with applicable laws and regulations;
- Ensure that every employee is familiar with the principles of the quality, information security, and CSR policies to achieve and maintain the desired level;
- Ensure that everyone feels welcome and valued;
- Be a diverse and inclusive organization that invests energy into its work environment. A place where collaboration, equal opportunities, attention to individual quality, and development opportunities are prioritize;
- Ensure a safe and healthy working environment in accordance with the Working Conditions Act and the Working Hours Act;
- Implement an open social policy regarding its own employees, the living environment, suppliers, and customers, based on mutual cooperation, trust, and respect. itsme operates with fair pricing in a competitive market;
- Strive to establish a sustainable relationship with its customers, suppliers, and employees every day, where customer requirements and specifications are paramount;
- Treat the environment and society with respect. itsme is committed to environmental protection and aims to realize energy savings wherever possible, electrify its fleet, and reduce CO2 emissions and waste within the supply chain as much as possible. itsme implements these principles across all business units and actively communicates them to its employees, customers, and suppliers;

- Alert its suppliers to the requirements of the CSR performance ladder that we set for them, which include considering conflict minerals, human rights, labor conditions, and the environment in the countries where the materials or products are manufactured or originate;
- Exclude corruption, bribery, conflicts of interest, fraudulent activities, money laundering, or anti-competitive practices throughout the entire supply chain;
- Provide professional attention to customer inquiries and gain the trust of customers. The resources, processes, and people meet the required standards so that only top-quality services are delivered;
- Ensure and control the total of business processes, meet specified standard requirements, and continuously improve where possible so that deviations, complaints, and damages are minimized, risks are addressed, and opportunities are seized;
- Use an administrative system that is reliable and structured in a way that the activities carried out are always transparent and measurable, thus enabling the optimization of business activities;
- Ensure that (digital) business data is handled with integrity by employees, and that security systems are implemented to ensure this data is stored confidentially and securely, preventing unauthorized access.

This policy statement has been communicated both internally and externally.

Raamsdonksveer, July 24, 2025



Jan Bijnen
Managing Director