CO2 Data Management System

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Version: 7.0

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Document information

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History

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0.2	12-01-2014	Frits Wuts	Small adjustments to this document
1.0	26-2-2014	Frits Wuts	Final version
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1. Subject and Scope

This document will give an insight in the quality management plan (requirement 4.A.2) and energy management action program (requirement 3.B.2.) of ICT Group B.V.

Quality management plan

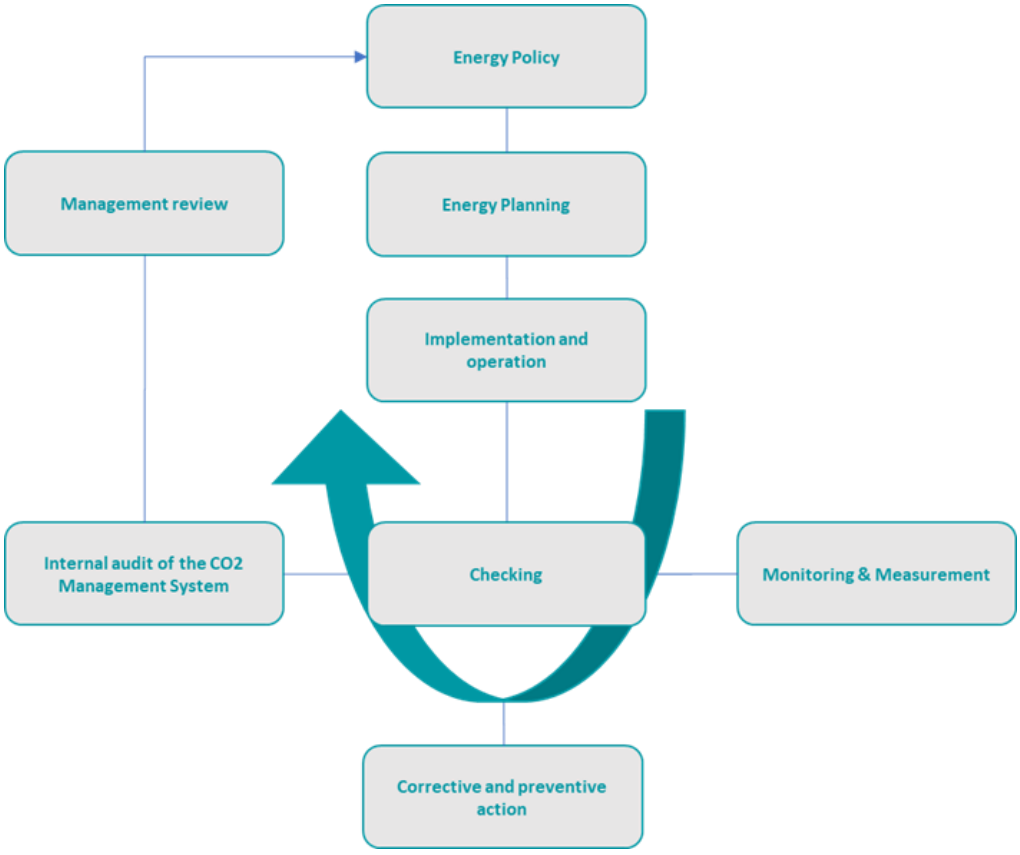
The quality management plan ensures that the emission inventory is accurately reported on a continuous and systematic basis. The data of the emissions is checked and internally audited to improve the quality.

Energy management action plan

ICT has implemented an Energy Management Action plan (EMA) in which amongst other procedures are established with respect to maintaining emission information. The purpose of the EMA is to ensure consistency in the use of the emission inventory and to secure the emission inventory. This report is based on the European ISO 50001 standard. In this standard, guidelines are recorded to establish an energy management action plan. The aim of this standard is to provide organisations with a document to support them in setting up systems and processes to achieve energy reduction.

The ISO 50001 standard is based on the Deming Cycles. This is common model for the continuous improvement of an organisation. The Deming Cycle (also known as the PDCA cycle) consists the following repeating steps: Plan, Do, Check and Act (see figure 1).

Plan: Plan change ahead, try to predict and analyse what the results will be.
Do: Execute the plan in small steps under controlled circumstances.
Check: Study if the expected goal is met.
Act: Evaluate the result and take action to standardize or improve the followed route


Energy Policy
Management review
Energy Planning
Implementation and operation
Internal audit of the CO2 Management System
Checking
Monitoring & Measurement
Corrective and preventive action

2. Normative references

The following documents are normative references:

ISO 9001:2015	Quality management systems – ground basics and explanatory glossary
ISO 14064-1	Specifications with guidance at the organisation level for quantification and reporting of greenhouse gas emissions and removals
ISO 50001	Energy management system standard
ISO 14001	Environmental Management System

3. Terms and definitions

For the application of this document applies the terms and definitions recorded in:

- ISO 9001:2015
- GHG Protocol
- Handbook CO2 Performance Ladder 3.1 (SKAO)

4. Context of the organisation

4.1. Organisational structure

ICT Group B.V. (ICT) is a leading European industrial technology solutions provider. ICT offers its clients project-based and managed services as well as consultancy, training, software development and recruitment & staffing services.
ICT Group has identified the areas in which its range of expertise has the highest impact and where the solutions it offers provide the highest added value for customers. This approach enables us to further enhance our technological expertise and innovative capabilities in our focus areas: Healthcare, Industrial automation, R&D Engineering and Vital Infrastructure.

ICT Group serve the Engineering R&D of the Automotive, High Tech, Machine and Device Engineering industries. In industrial automation, we provide our management and other services within Port and Distribution Logistics, Chemicals, Life Science, Food and Beverages, Oil & Gas and Heavy Lifting segments. In the public domain, we also focus on the Water, Energy, Railway, and Road Traffic Infrastructures as well as Public transport and Mobility.

ICT Group B.V. has a presence in the Netherlands, Belgium, Bulgaria, Germany, Portugal and Sweden. For detailed information, see Organisational Boundary.

4.2. Corporate social responsibility and Sustainability

Corporate social responsibility

Sustainability has taken a prominent place in our daily activities. ICT Group are very much aware of their responsibility and the many functions we fulfil as an employer, supplier, client, and business partner. Sustainable business operation is an integral part of our endeavor to make the world a little smarter every day. This is linked to our Corporate Social Responsibility strategy and enshrined in our Code of Conduct, both implicitly and explicitly.

ICT Group have defined the following spearheads to execute our Corporate Social Responsibility strategy:

- Promoting sustainable availability
- Maintaining high ethical and business integrity standards
- Improving sustainable innovation
- Reducing our ecological footprint and that of the world

Active sustainability policy

For ICT sustainability is a natural and inevitable part of our daily work. In our day-to-day business, we pay attention to the sustainable use of energy and materials. We separately collect our waste and

products we use are recycled as much as possible. Within ICT mobility is very important, but we also want to be as sustainable as possible.

Related to corporate social responsibility ICT is executing an active sustainability policy. Part of this is the participation in the 'CO_2- Performance Ladder'.

5. Climate Policy

5.1. Involvement

In the ICT Group's Code of Conduct with respect to sustainability and corporate social responsibility the following is recorded:

"Sustainable business operations form an integral part of our commitment to make the world a little smarter every day. ICT Group focuses on promoting sustainable availability, maintaining high ethical and business integrity standards, improving sustainable innovation and reducing our ecological footprint and that of the world. These sustainable business practices also include our commitment to reduce carbon emissions. ICT Group endorses the Sustainable Development Goals ("SDGs") of the United Nations."

5.2. Policy

Periodically and at least once a year the statement in paragraph 5.1 is revised or reconfirmed. The registration of the revision or reconfirmation is recorded in the board review of the documents provided in the energy audit for the CO_2 Performance ladder. The statement is discussed by management and is spread within the common communication structures. External communication takes place via ICT website.

5.3. Roles and responsibilities

For a description for the responsible persons, roles, assignments and authorities, see the CO_2 Energy Measurement Plan.

6. Reduction targets and planning

The reduction targets are set for 3-year period at the minimum. The reduction targets are recorded in the reduction plan. In the reduction plan, all reduction measures are recorded to accomplish the reduction targets and which departments are responsible for these measures. The overview of the reduction measures and the responsibilities are recorded in the yearly plan and discussed. The ICT management decides which measured will be executed and provides the commitment to execute these measures.

6.1. Energy Aspects

The first step is to provide insight in the energy consumption of ICT Group, the so-called CO_2 Footprint, Progress Reports and the Organisational Boundary. Based on the energy insights, an assessment can be made on which aspects steps forward can be made in the reduction of the CO_2 emission and energy consumption.

6.1.1. Energy consumptions ICT (scope 1 and 2)

Every half year (each 6 months) ICT is reporting his energy consumption. This reporting is based on the ISO14064-1, the GHG protocol for scope 1, scope 2 and scope 3 (Business travel) the requirements of the CO_2 Performance Ladder. Additionally, ICT verifies if the Organisational Boundary is up-to-date. Within ICT, the QHSE manager is responsible for the execution of the energy inventory. For the inventory a management tools is used. The tool Exsion is a consolidation reporting tool in which the ICT entities can report their energy consumption. The conversion factors from www.co2emissiefactoren.nl are used in Exsion. The CO_2 emission data is archived in Exsion and in the tool Carbon Manager and are checked by the QHSE manager on accuracy and completeness. Additionally, the QHSE manager checks if the Organisational Boundary is adequate and, if so, the emission data is classified in the right scope and the right conversion factors are used.

Figure 1 explains the scopes based on the CO_2-performance ladder manual.

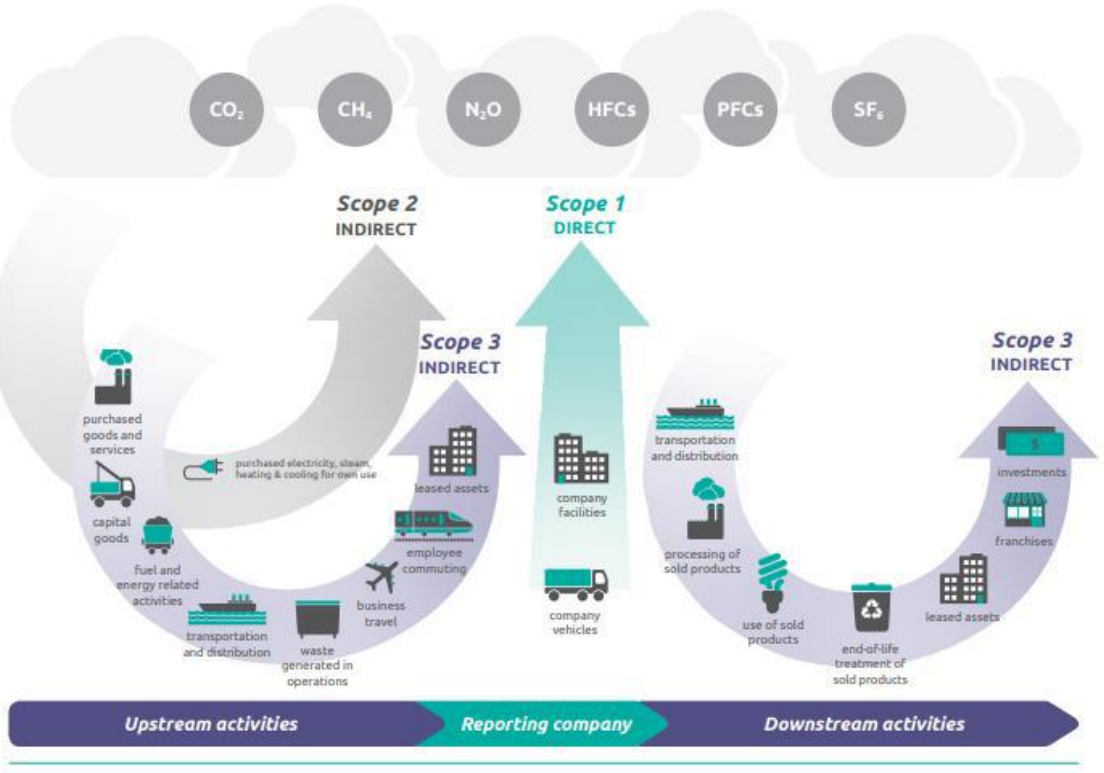


Figure 1 scope diagram

6.1.2. Energy consumption in the chain

Scope 3 emissions are emissions which are the result of the ICT activities which are not directly controlled by ICT. The scope 3 inventory is based on various aspects in the value chain 'source-production-transport-user-waste'. Based on the inventory of the scope 3 emissions, choices are made with respect the projects by which the scope 3 emission can be influenced. These projects are described in Value Chain Analyses.

6.1.3. Propose energy reduction

Within ICT, every personnel member can propose energy and CO_2 reduction ideas. We have a specific mailbox for proposals. This energy and CO_2 reduction proposals are registered in a proposal register which is managed by the QHSE manager.

6.2. Monitoring and assessments

Every half year, the progress of the CO_2 reduction in comparison with the reduction targets and the annual plan is measured. The QHSE manager is reporting the results to the CFO of ICT Group. This report contains the following subjects at the minimum:

- An overview of the energy consumption and CO_2 emissions per scope.
- A comparison of the energy consumption in comparison to the reference year.
- An analysis of the notable increases/decreases in the energy consumption or CO_2 emissions.
- The progress and forecasts with respect to meeting the proposed reduction targets and recommendations for preventing and correcting measures.
- The status of previously taken preventing and correcting measures.
- General developments.

Based on the progress report, the CFO of ICT Group decides if the reduction targets or measurements in the annual plan should be adjusted.

7. Support

7.1. Resources

The resources which are used to support the measurement of the energy consumption are delivered by the purchasing department. Examples are tooling for the measurement of CO_2 emissions and planning/activities tool.

7.2. Competence and training

We refer to ISO 9001 for competence and training.

ICT takes care that the employees who are involved in CO_2 management have the right competences. Through ICT Academy, employees can request and attend the necessary courses to acquire the right knowledge and skills. Training and competence can also be provided by guidance from colleagues with the required knowledge and experience.

7.3. Awareness

The awareness about our energy consumption is raised by posting the progress reports and our Footprint documents on ICT's intranet, but also posting a special article about the publication of the Progress report and/or Footprint on ICT's SharePoint. Our Bi-Weekly mailings also include a short item about the completion of the reports and Footprint with a reference (link) to that article. We are also using narrowcasting on our publication screens in the lobbies of some of our buildings.

7.4. Communication

The QHSE communication plan with respect to communication about our energy and CO_2 consumption and the measures taken to decrease these consumptions, is updated every year.

7.5. Information

The documented information must comply with the standards as recorded in the CO_2 Performance Ladder manual. With respect to documentation, archiving and version management of the documented information we refer to ISO 9001 standard process, implemented in the QMS of ICT .

8. Execution

In the next paragraphs, the various targets with respect to scope 1, scope 2 and scope 3 and also ICT's chains are described.

8.1. Planning

The execution planning of the various steps to reduce the energy and CO_2 consumption are recorded in ICT's CO_2 Reduction plan.

8.2. Scope 1 and 2 targets

The scope 1 and 2 targets are recorded in the ICT Group CO_2 Reduction plan.

8.3. Scope 3 target

With regard to Scope 3 emissions, various goals are defined in the Chain Initiative documents. The reports of these Chain Initiatives are the responsibility of the Business Managers within ICT Group.

8.4. Sector initiative (initiator)

The sector initiatives which are initiated by ICT, are recorded in the document 'CO_2 Chain Initiatives'. The reporting on these sector initiatives is the responsibility of the project manager or business unit manager involved in these Chain Initiatives.

9. Securing the Data management Plan

ICT Group has a certified Quality Management System based on ISO 9001-2015 and the ISO-14001, which is the responsibility of the QHSE manager of ICT Group. The quality management plan and the energy management program are integrated in this quality system. The quality management plan and the energy management program are both part of the internal and external audit system and the yearly management review.

9.1. Monitoring, measurement, analysing and evaluating

Internal and external reviews are executed to determine the quality of the quality management system. Results, recommendations and improvements are discussed in a management review which is the basis for the determination of corrective actions.

9.2. Internal audits

On a periodic basis, internal audits are executed based on the internal audit process as described in the Quality Management System. The internal audit has the purpose to test if the energy policies of ICT Group are effectively implemented.

Additionally, the internal audit has the target to increase the quality of the CO_2 footprint and to obtain a reliable understanding with respect to the progress of ICT energy reduction targets. The internal audit is focused on the manner how the data to measure the energy consumptions is collected and reported. The internal audit draws an auditor's report based on the findings in the internal audit. The auditor pays attention to the following items:

- If the CO_2 emission inventory is verified with by executing sample tests.
- If the CO_2 emission inventory complies with the ISO 14064-1 requirements.
- If validated data is used for the CO_2 Footprint (invoices and used data are compared to each other based on a sample).
- To which level the requirements of the CO_2 Performance Ladder are met.

The full audit checklist is available by the ICT's QHSE department. Previous year recommendations are considered in the annual plan to improve the quality management system.

9.3. External audits

The external audit will be annually executed, based on the CO_2 Performance Ladder requirements by an certified body. They will assess if ICT meets the CO_2 Performance Ladder requirements for the level on which ICT is certified.

9.4. Management review

On a yearly basis management assess the quality management system, so also the CO_2 Data Management System, on appropriateness, suitability and effectiveness. Based on this investigation, a Management Review is made which, serves as a quality registration. The output of the management review is a year plan, in which the targets and improvements with respect to the quality management system for the coming year are recorded.

10. Improvements

Based on the input of the previous paragraphs and the evaluation report based on the management review reduction targets, if necessary, adjustments and follow-up actions can be set out to realise improvements. This is necessary to promote continuous improvement of the data management systems. The feedback of results to the involved employees is performed verbally and non-verbally. The involved employees must take care of the corrective and preventive measures within their own unit.

10.1. Management cycle CO2 Performance Ladder

During the year, CO_2 emission inventory is recorded under the responsibility of the QHSE Manager. The specific roles and responsibilities, we refer to the Energy Measurement Plan. This emission inventory is the basis for the yearly CO_2 Footprint. The CO_2 Footprint is the basis for initiating CO_2 reduction initiatives.

The QHSE Manager proposes a number of CO_2 reduction initiatives and seeks advice from internal employees or external consultants who are also active in the field of CO_2 reduction. This reduction initiatives are discussed with management and approved by the Board. In addition, the CO_2 Footprint is updated annually and analysed whether there have been any changes in the energy streams of energy aspects.

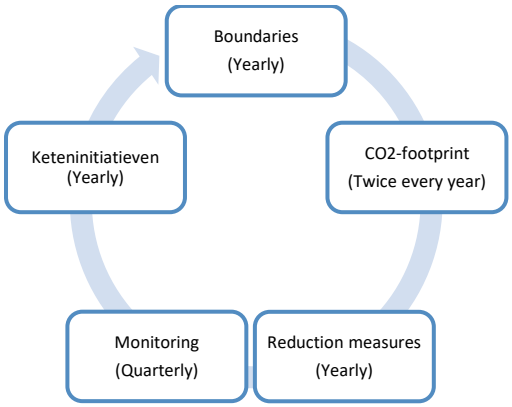


Figure 3 - Overview management cycle

In table 1, a management cycle overview is recorded with regard to the process steps to take. In the CO_2 Energy Measurement Plan these steps are worked out in detail including the activities, responsibility, executors and resources.

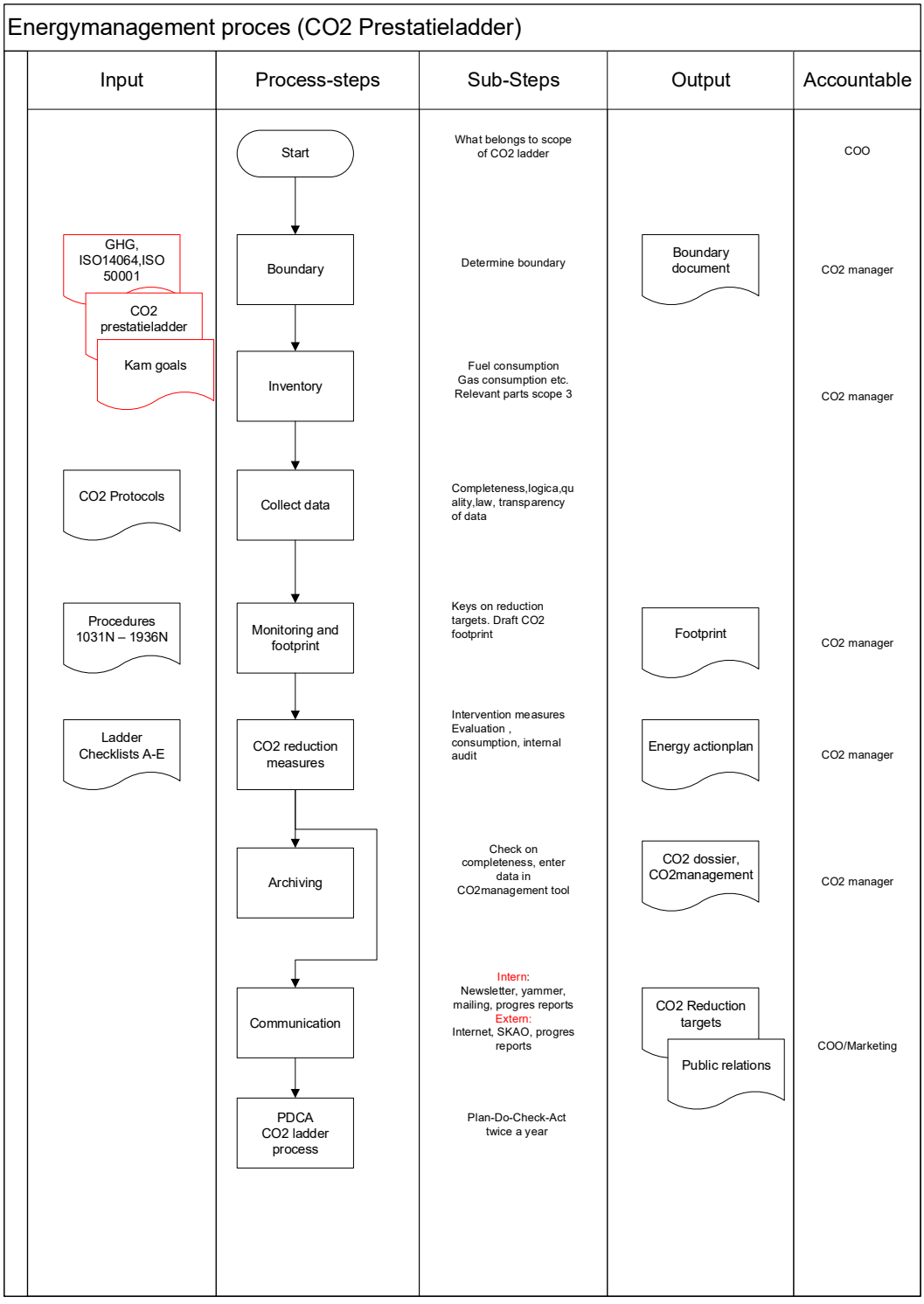
	1 Boundaries	2 Determination CO2-footprint	3 Reduction measures	4 Monitoring and adjustment reduction measures	5 Monitoring chain initiatives
	Yearly	*Twice every year*	*Yearly*	*Quarterly*	*Yearly*
A	Updating boundary document: assessment of organisational and operational boundary	Collecting data	Execution energy scan	Monitoring progress of reduction measures	Inventory of chain emissions
B		Update emission factors	Choice reduction measures and targets	Determination deviations and inventory possibilities to adjust reduction targets and measures	Choice scope 3 categories
C		Footprint calculation	Reduction measures and target decisions	Adjustment decision	Update inventory and partners and chain Initiatives
D		Reporting footprint	Reporting reduction measures and targets		Quantification chain emissions
E		Implementation improvement measures	Internal and external communication		Decisions about involvement in chain initiatives
F		Internal and external communication			Monitoring progress of chain initiatives
G					Communication

Table 1 Management Cycle Overview with various process steps

10.2. Data collection

All collected data is recorded and archived in Exsion, which is the consolidation reporting tool. All other documents are recorded in a systematic document structure.

Appendix A Energy management process



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