Progress report CO_2 Emission Reduction ICT Group N.V.

YTD 2020

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History

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0.1	08-04-2021	M. Vrisekoop	Initial version
0.2	31-05-2021	M. van Eesteren	Additional information added
0.4	07-07-2021	M. Vrisekoop	Corrections applied
1.0	07-07-2021	M. Vrisekoop	Final version, approved

Distribution

Version	Date	To	Company

1. Introduction

ICT Group profile

ICT Group N.V. (hereafter: "ICT") is a leading industrial technology solutions and services providers offering high quality technological solutions in the information and communication technology areas within various functional domains, especially within Automotive, Logistics, Machine & Systems, Industrial Automation, Energy and Healthcare. ICT is active within the Netherlands, Belgium, France, Bulgaria, Sweden and the United States.

The ICT solutions offered to clients involve software development, solutions on project basis, the secondment of experienced and highly educated staff as well as services to maintain IT systems.

Corporate social responsibility

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 has a very important share in the total CO_2 emissions. Therefore, ICT has started initiatives to make it possible to drive electric. Also, charging stations are or will be placed at the offices to extend the possibility electric driving and promote this.

Furthermore, within our Energy unit we touch on corporate social responsibility cases in our day-to-day business as the Energy unit is servicing energy management systems from an IT perspective.

Active sustainability policy

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

1.1. Responsible

For the sustainability policies the final responsibility lies with the Chief Financial Officer (CFO) of ICT Group N.V.

1.2. Reference year

Based on ICT's energy management program the CO_2 Footprint is calculated at least twice a year. The reduction measures are part of the energy management program and described in the reduction plan 2017-2020.

On a semi-annual basis the progress of implementing the reduction measures relative to the reduction targets is reported. The main focus in this report is with the CO_2 reduction measures. The CO_2 footprint is part of this rapport. ICT Group N.V. is currently certified for level 4 of the CO_2 performance ladder with as reference year 2016. The period in which the CO_2 reduction measures must be realised is 2017 to 2020.

1.3. Organizational Boundary

In paragraph 6.3 of the 'CO_2-Prestatieladder' manual is recorded that the organizational boundary should be chosen in such a way that no C-providers are amongst the A-providers. ICT has chosen for the 'control approach'. Under the control approach, a company accounts for 100 percent of the GHG emissions from operations over which it has control. It does not account for GHG emissions from operations in which it owns an interest but has no control. Control can be defined in either financial or operational terms. When using the control approach to consolidate GHG emissions, companies shall choose between either the operational or financial control criteria which are defined below:

Financial control

The company has financial control over the operation if the form has the ability to direct the financial and operating policies of the latter with a view to gaining economic benefits from its activities.

Operational control

A company has operational control over an operation if the former or one of its subsidiaries has the full authority to introduce and implement its operating policies at the operation.

For a detailed description of the organizational boundary of ICT Group N.V. see the document Organizational boundary 2020 [ref 1].

1.4. Exclusions and verification

In paragraph 9.3 of ISO 14064-1:2018 a number of aspects are recorded which are irrelevant for ICT and therefore excluded. This applies to the following aspects:

	ISO 14064 topic	Explanation
g	a description of how biogenic CO2 emissions and removals are treated in the GHG inventory and the relevant biogenic CO2 emissions and removals quantified separately in tonnes of CO2e (see Annex D);	Biomass is irrelevant within ICT
h	if quantified, direct GHG removals, in tonnes of CO2e (5.2.2);	This is not relevant for ICT
i	explanation of the exclusion of any significant GHG sources or sinks from the quantification (5.2.3);	This is not relevant for ICT

l	explanation of any change to the reference year or other historical GHG data or categorization and any recalculation of the reference year or other historical GHG inventory (6.4.1), and documentation of any limitations to comparability resulting from such recalculation;	This is not relevant, as 2016 is the reference year.
n	explanation of any change to quantification approaches previously used (6.2);	This is not relevant, as 2016 is the reference year.
o	reference to, or documentation of, GHG emission or removal factors used (6.2);	The removal factors are not relevant for ICT

All other requirements with respect to ISO 14064-1:2018 are included in this rapport and all data is verified by the responsible CO_2 manager.

2. References

Ref.	Date	Version	Description
1	19-10-2020	5.0	ICT Group N.V. - Organizational Boundary 2020
2	26-07-2018	3.4	ICT Group N.V. - CO_2 reduction plan 2017-2020

2.1. Changes in 2020 compared to 2019

Scope

- On 24 January Raster Beheer B.V. was merged with ICT Netherlands B.V.
- At 25 May 2020, the MAAS-unit of InTraffic B.V. was separated and is now established as TURNN B.V. TURNN B.V. is part of the ICT Group NV.
- On 14 July 2020 ICT Group N.V. has required 100% of the shares of Indusoft B.V.
- On 14 July 2020 ICT Group N.V. has required 100% of the shares of Esprit Management & IT Services B.V.
- On 25 July 2020 TURNN B.V. was established by ICT Group N.V.
- On 25 July 2020 ICT Group N.V. became the main shareholder (100%) of Additude B.V.
- On 24 August 2020 Proficium B.V. and Proficium OVK B.V. become part of NedMobiel B.V.
- As of 1 October 2020 Nedmobiel B.V. was legally renamed into Innocy B.V.
- On 1 October 2020 the fusion of BMA Telenatal B.V. with Healthcare Technical Solutions (ICT HCTS) B.V. was completed.
- In 2019, a legal merger was filed for Additude AB (surviving entity), Additude Excellence AB, Additude Innovation AB and Additude Industry AB. The legal merger has no financial impact under consolidated financial statements of ICT Group N.V. The merger became effective as of 1 January 2020.

InTraffic has a CO_2-Performance ladder certificate on level 5 and continues to report separately from ICT.

2.2. Changes based on version 3.1 CO_2 performance ladder manual

As following from the introduction of the new conversion factors for the year 2015 and business travel with public transport in 2016, the CO_2 emissions are calculated again retrospectively as from the reference year 2011 with respect to ICT Netherlands B.V.

The conversion factors which are currently applicable are recorded in the Exsion consolidation tool in which all ICT Group N.V. entities have to report their energy consumption with respect to scope 1, scope 2 and scope 3 CO_2 emissions.

2.3. Footprint development 2020 vs 2019

Scope	Q4-2020YTD CO_2 emission in ton	Q4-2019 YTD CO_2 emission in ton	Diff. % CO_2 emission Q4-2020 YTD vs. Q4-2019 YTD	Q4-2020 YTD % of total CO_2 Footprint	Q4-2019 YTD % of total CO_2 Footprint	Diff. % of total CO_2 Footprint - Q4-2020 YTD vs. Q4-2019 YTD	CO_2 in ton per FTE - Q4-2020 YTD	CO_2 in ton per FTE - Q4-2019 YTD	Diff. % CO_2 in ton per FTE - Q4-2020 YTD vs. Q4-2019 YTD
Scope 1, Lease cars	1.893,47	3.337,32	-43,3%	83,3%	73,8%	9,5%	1,432	2,969	-51,8%
Scope 1, Gas	178,43	188,81	-5,5%	7,8%	4,2%	3,7%	0,135	0,168	-19,7%
Scope 1, Total	**2.071,90**	**3.526,13**	**-41,2%**	**91,1%**	**77,9%**	**13,2%**	**1,567**	**3,137**	**-50,0%**
Scope 2, Electricity and e-mobility	-	-	0,0%	0,0%	0,0%	0,0%	-	-	0,0%
Scope 2, Electricity	-	-	0,0%	0,0%	0,0%	0,0%	-	-	0,0%
Scope 2, WKO heating	29,68	29,68	0,0%	1,3%	0,7%	0,6%	0,022	0,026	-15,0%
Scope 2, Total	**29,68**	**29,68**	**0,0%**	**1,3%**	**0,7%**	**0,6%**	**0,022**	**0,026**	**-15,0%**
Scope 3, Public transport	13,31	12,08	10,2%	0,6%	0,3%	0,3%	0,010	0,011	-6,3%
Scope 3, Private cars	88,39	484,71	-81,8%	3,9%	10,7%	-6,8%	0,067	0,431	-84,5%
Scope 3, Business flights	70,22	471,10	-85,1%	3,1%	10,4%	-7,3%	0,053	0,419	-87,3%
Scope 3, Total	**171,93**	**967,89**	**-82,2%**	**7,6%**	**21,4%**	**-13,8%**	**0,130**	**0,861**	**-84,9%**
Total CO2 Footprint	**2.273,51**	**4.523,71**	**-49,7%**	**100,0%**	**100,0%**	**0,0%**	**1,720**	**4,025**	**-57,3%**

Historic CO_2 emissions

ICT Group N.V.

Year	2016	2017	2018	2019	2020
CO_2-emission H1	-	-	2.398	2.371	1.466
CO_2-emission H2	-	-	2.419	2.153	808
CO_2-emission total	**4.220**	**4.579**	**4.817**	**4.524**	**2.274**

ICT Automatisering Nederland B.V.

Year	2011	2012	2013	2014	2015	2016	2017
CO_2 emission H1	1.992	1.913	1.825	1.890	1.670	1.697	-
CO_2 emission H2	1.992	1.899	1.889	1.846	1.720	1.852	-
CO_2-emission total	**3.984**	**3.813**	**3.714**	**3.737**	**3.391**	**3.548**	**3.738**

In all CO_2 emission calculations the CO_2 emissions are based on version 3.1 of the performance ladder manual and the related conversions.

3. Reduction measures 2017-2020

For the period 2017-2020 the following reduction measures are recorded on ICT Group N.V. level. The reduction measures per subsidiary are recorded in the reduction measures plan 2017-2020.

Nr.	Name	Disclosure	Execution	Execution period	Payback period in years	Measurement type	Status
1 Buildings	Reduce installed power indoor lighting – conventional lightning	On a natural moment – e.g. defect lightning – replace conventional lightning (TL8) by energy efficient lamps TL5 (with adapter)	When lamps should be replaced they must be replace by TL5 lamps.	2017-2020	< 5 years	Policy measure	Running
2 Buildings	Reduce installed power indoor lightning – HF TL to LED (day/night and presence sensors)	On a natural moment – by refurbishment or a new building – placement of the most energy efficient lamps and fittings (LED). Also investigate if sensors (day/light and/or presence) can be placed	Investigate/install LED (incl. sensors) in case of new buildings or refurbishments.	2017-2020	< 5 years	Policy measure	Running
3 Buildings	Optimise climate installation (warming and cooling)	Optimise climate installations. Every five-year an investigation must be performed to conclude whether a climate installation is well tuned. In first place the turn on/off or ventilations (outside work time) and the shutdown of ventilations	For every office we have to investigate if the climate installation should be optimised.	2017-2018	< 5 years	Policy measure	Running
4 Buildings	Continuous stimulation of change in behaviour via continuous campaigns and communication	We have to create awareness by the personnel to prevent that lighting, cooling and ventilations are unnecessary turned on. We have to create this awareness by a continuous campaign to the employees.	Record actions in communication plan. Create awareness during business unit and group meetings	2017-2020	Between 1 and 2 years	Policy measure	Open
5 Buildings	Own energy generation (electricity) – at least 10%	Consider if on natural moments solar panels can be placed to generate own energy	Investigate possibilities for the Deventer location. Afterwards, select solar panel supplier and request government subsidy.	2018	Between 10-15 years	Policy measure	Open
6 Buildings	Registration and monitoring energy consumption – registration of energy consumption data	Monitoring – organise the periodically measurement of energy consumption data of all locations, analyse the results per entity and office and take actions if necessary.	Register and analyse periodically the energy invoices and measurement data with Smart Meters. Make comparisons based on KPI's and take actions based on the actual energy consumption.	2017-2018	Between 10-15 years.	Policy measure	Running
7 Buildings	Purchase green power (guarantees or origin)	If grey power is purchased compensate this with the purchase of guarantees of origin	Grey power is compensated in 2017 on ICT Automatisering Nederland B.V. level. For 2020 we have purchased green power for all ICT Group N.V. offices	Yearly	Negative	Policy measure	Running. Annual compensation
8 Building	Optimise setting ventilation	Based on EED it is concluded that it is possible that the ventilation is on during hours in which this is not necessary	We plan that a climate and ventilation optimization investigation will be performed	2017-2018	51,5 years	Policy measure	Running
9 Buildings	Shut down IT equipment if possible	Investigate if (ICT) equipment is turned on during hours/periods in which this is not necessary. For example coffee machines, pc's and monitors	Check per office which equipment is installed and if these can be turned off during hours/periods in which this is not necessary	2017-2020	< 5 years	Policy measure	Open
10 Mobility	Shaping the norm emission of lease cars by a step-by-step basis	The emission for lease cars will be decreased step-by-step to 95 gram/km. This is based on the ANWB list for energy efficient cars.	The emission norm is adjusted on a semi-annual basis. In addition we promote the leasing of electric vehicles .	2017-2020	< 1 year	Policy measure	Running
11 Mobility	Reducing use of lease cars	Reduce number of car kilometres and relative number of lease cars. Stimulate use of public transport, online meetings etc.	Introduction and promotion use of 1. OV Business card 2. Skype/Teams 3. Working at home 4. Carpooling. In addition we promote the leasing of electric vehicles and will start a Mobilty policy with Athlon/TURNN to investigate which triggers can be used to reduce the use of the (lease) cars.	2017-2020	< 1 year	Policy measure	Running

12 Mobility	Campaign and activities to stimulate energy-efficient driving	Mobility project to stimulate energy efficient us of various means of transport. In addition electric driving is heavily stimulated and various campaigns for a right tyres tension are started. This to promote energy efficient driving.	The following campaigns has performed or will be performed: 1. New Mobility policy. 2. Stimulate electric vehicles. 3. Promote a right tyres pressure	2017-2020	< 1 year	Policy measure	Running

4. CO2 Reduction projects

Our target on ICT Group N.V. level is CO_2 of reduction of 11% in 2020 compared to 2016. The CO_2 emission equivalent of this reduction percentage is 1.652 ton CO_2. See the table below for 2020 of the reduction activities.

Nr.	Type	Activity	KPI	2020	Unit	2020 target reduction plan	2020 actual	2020 target in % relative to 2016 conform reduction plan
1	Buildings	On a natural moment – e.g. defect lightning – replace conventional lightning (TL8) by energy efficient lamps TL5 (with adapter)	Replace lightning (TL8) by energy efficient lamps TL 5 (with adapter)	No Offices	Percentage	On a natural moment	No offices	
2	Buildings	On a natural moment – by refurbishment or a new building – placement of the most energy efficient lamps and fittings (LED). Also investigate if sensors (day/light and/or presence) can be placed	a. Install LED by every refurbishment or new building	no office	GJ	35	n/a	83%
			b. By every change of an ICT office the energy label has to be better than the current office.	The new head office in Rotterdam	Label type	n/a	The Rotterdam office has a BREEAM-NL Excellent-certificate. It has 200 solar panels and a green roof. Also thermal storage is used and rainwater for flushing the toilets.	100%
3	Buildings	Optimise climate installations. Every five-year an investigation must be performed to conclude whether a climate installation is well tuned. In first place the turn on/off or ventilations (outside work time)	Check the climate installations for each office every five years	2-3 offices a year since ICT has 20 offices on a continuous basis.	Percentage	2-3 offices per year	Note: All offices were checked and the ventilation was turned on 24/7 as prescribed by the COVID-19 directives.	Reached

Nr.	Type	Activity	KPI	2020	Unit	2020 target reduction plan	2020 actual	2020 target in % relative to 2016 conform reduction plan
		and the shutdown of ventilations						
4	Buildings	We have to create awareness among the employees to prevent that lighting, cooling and ventilations are unnecessarily turned on. We have to create this awareness by continuous campaigning towards the employees.	Regular updates via the progress reports about our electricity consumption per m²	A new communcation plan was developed to improve awareness. Creation of awareness will be an ongoing focus item.	-	-	-	-
5	Buildings	Consider if on natural moments solar panels can be placed to generate own energy.	Investigate if for at least one office solar panels can be installed	20 Offices	Number of offices	For the Barendrecht office, solar panels were no option	A new reduction plan for 2021-2025 is currently being drafted. Solar panels will be taken into consideration.	Not reached
6	Buildings	Monitoring – organise the periodically measurement of energy consumption data of all locations, analyse the results per entity and office and take actions if necessary.	Number of offices with smart meters	20 Offices	Number of offices	90% offices have smart meters	10 offices have smart meters	50% of the offices, is behind schedule.
7	Buildings	If grey power is purchased compensate this with the purchase of guarantees of origin	Compensate grey electricity	20 Offices	Percentage	100% compensation (1.500.000 kWh)	100% compensation (2020: 898.460 kWh)	Is on schedule

Nr.	Type	Activity	KPI	2020	Unit	2020 target reduction plan	2020 actual	2020 target in % relative to 2016 conform reduction plan
8	Buildings	Optimise setting ventilation. Based on EED, it is concluded that it is possible that the ventilation was on during hours in which this is not necessary.	Check the ventilations for each office every five years	2-3 offices a year since ICT has 19 offices on a continuous basis.	Percentage	2-3 offices per year	24/7 on. No optimalisation possible.	See action mentioned above (COVID19 directives)
9	Buildings	Investigate if (ICT) equipment is turned on during hours/periods in which this is not necessary. For example coffee machines, pc's and monitors	Investigate all ICT offices	20 Offices	Percentage	Purchase of sustainable ICT equipment	PC's and monitors will adequately go into energy efficient stand if the monitors are not used.	Is on schedule
10a	Mobility	The emission for lease cars will be decreased step-by-step to 95 gram/km. This is based on the ANWB list for energy efficient cars.	a. Step-by-step decrease in lease arrangement to 95 gr/km in 2019	Not changed	gr/km (CO2)	95	Not changed	Reached
10b	Mobility	Increase the number of full electric cars to a zero-emission lease car park in 2026.	b. Number of full electric vehicles	30% of lease car park in 2020	Number	70 (10% lease car park)	108 full electric lease cars	Is above schedule
11a	Mobility	Decreasing the number of car kilometres and relative number of lease cars.	a. Decrease relative number of lease cars	-	-	-	-	This KPI will be reconsidered in the new reduction plan for 2021-2025
			b. Decrease number of car kilometres	Decrease of 5% car kilometres	Decrease schedule in %	11.354 km/FTE	26% decrease referred to 2019	Is above schedule

Nr.	Type	Activity	KPI	2020	Unit	2020 target reduction plan	2020 actual	2020 target in % relative to 2016 conform reduction plan
				per FTE per year to 20% decrease in 2020 compared to 2016		(2019: 15.397 km/FTE)		
11b	Mobility	Introduction public transport cards. Relative number of public transport kilometres vs. lease car kilometres	Increase use of public transport	1% of lease car kilometres in 2017 5% of lease car kilometres in 2020.	Number of kilometres with public transport	400.000 >> 2% number of car kilometres	2020: 403.085 >> 3% number of car kilometres	Is behind schedule. This is also due to the COVID19 restriction not to use public transportation.
12	Mobility	Mobility project will be started to investigate incentives who stimulate economic driving and a sustainable transport choice.	gr/km (CO2)	151	gr/km (CO2)	151	126,1	Is above schedule.
	Total	Total CO_2-emission of ICT Group per FTE		4,70	CO2 ton/FTE	4,70 (/- 7,4% vs reference year)	1,72	Reached

5. Disclosure projects

Nr.	Type	Activity	KPI	2020	2020 disclosure
1	Buildings	On a natural moment – e.g. defect lightning – replace conventional lightning (TL8) by energy efficient lamps TL5 (with adapter)	Replace lightning (TL8) by energy efficient lamps TL 5 (with adapter)	1 Office	On a natural moment replace defect lamps by TL5 lamps. In 2020 there have been no changes in the offices.
2	Buildings	On a natural moment – by refurbishment or a new building – placement of the most energy efficient lamps and fittings (LED). Also investigate if sensors (day/light and/or presence) can be placed	a. Install LED by every refurbishment or new building	1 Office	During 2020 we did not had a large refurbishment or a new building in which it was needed to place the most energy efficient lamps and fittings.
			b. By every change of an ICT office the energy label has to be better than the current office.	1 Office	
3	Buildings	Optimise climate installations. Every five-year an investigation must be performed to conclude whether a climate installation is well tuned. In first place the turn on/off of ventilations (outside work time) and the shutdown of ventilations	Check the climate installations for each office every five years	2-3 offices a year since ICT has 20 offices on a continuous basis.	All offices were checked and the ventilation was turned on 24/7 as prescribed by the COVID-19 directives.
4	Buildings	We have to create awareness by the personnel to prevent that lighting, cooling and ventilations are unnecessarily turned on. We have to create this awareness by a continuous campaign to the employees.	Regular updates via the progress reports about our electricity consumption per m^2	Each year publish the H1 and the YTD reports	In 2020, a new communication plan was created more awareness to ensure that employees are better informed about the results that have been achieved.
5	Buildings	Consider if on natural moments solar panels can	Investigate if for at least one office	20 Offices	

Nr.	Type	Activity	KPI	2020	2020 disclosure
		be placed to generate own energy.	solar panels can be installed		
6	Buildings	Monitoring – organise the periodically measurement of energy consumption data of all locations, analyse the results per entity and office and take actions if necessary.	Number of offices with smart meters	20 Offices	10 offices have smart meters
7	Buildings	If grey power is purchased, compensate this with the purchase of guarantees of origin	Compensate grey electricity	18 Offices + rental houses with grey electricity	Annual compensation.
8	Buildings	Optimise setting ventilation. Based on EED, it is concluded that it is possible that the ventilation was on during hours in which this is not necessary.	Check the ventilations for each office every five years	2-3 offices a year since ICT has 20 offices on a continuous basis.	All offices were checked and the ventilation was turned on 24/7 as prescribed by the COVID-19 directives.
9	Buildings	Investigate if (ICT) equipment is turned on during hours/periods in which this is not necessary. For example coffee machines, pc's and monitors	Investigate all ICT offices	20 Offices	
10 a	Mobility	The emission for lease cars will be decreased step-by-step to 95 gram/km. This is based on the ANWB list for energy efficient cars.	a. Step-by-step decrease in lease arrangement to 95 gram/km in 2019	97 gram/km	95 (for Athlon: average 82 gram/km)
10 b	Mobility	Increase the number of full electric cars to a zero-emission lease car park in 2026	b. Number of full electric vehicles	30% of lease car park in 2020	The percentage of full electric cars has increased
11 a	Mobility	Decreasing the number of car kilometres and	a. Decrease relative number of lease cars	Decrease of 2% ratio lease cars vs total number of employees in %	See paragraph 4

Nr.	Type	Activity	KPI	2020	2020 disclosure
		relative number of lease cars	b. Decrease number of car kilometres	Decrease of 5% car kilometres per FTE per year to 20% decrease in 2020 compared to 2016	See paragraph 4
11 b	Mobility	Introduction public transport cards. Relative number of public transport kilometres vs. lease car kilometres	Increase use of public transport	1% of lease car kilometres in 2017 5% of lease car kilometres in 2020.	See paragraph 4
12	Mobility	Mobility project will be started to investigate incentives who stimulate economic driving and a sustainable transport choice.	gr/km (CO2)	126,1	See paragraph 4

6. CO2 emission footprint ICT Group N.V.

In march 2021 the CO_2 Footprint over YTD 2020 is determined. This CO_2 footprint is compared to YTD of the previous year.

Direct and indirect CO_2-emissions (ton CO_2)	2020	2019	Increase / decrease in %
Scope 1	2.072	3.526	-41,2%
Scope 2	30	30	0,0%
Scope 3	172	968	-82,2%
Total	2.274	4.524	-49,7%
Average number of total FTE	1.322	1.224	8,0%
Total emission per FTE	1,72	3,70	-53,5%

Buildings related emissions (ton CO_2)	2020	2019	Increase / decrease in %
Electricity	-	-	-
Heating + WKO	208	219	-5,0%
Total	208	219	-5,0%
Buildings related kWh	2020	2019	Increase / decrease in %
Number kWh (before the purchase of green power)	868.239	954.910	-9,1%
Number m^2	16.617	15.239	9,0%
Number kWh per m^2 (before the purchase of green power)	52	63	-16,6%
Number kWh per FTE (before the purchase of green power)	657	780	-15,8%

Mobility related emissions (ton CO_2)	2020	2019	Increase / decrease in %
Lease cars	1.893	3.337	-43,3%
Electric vehicles (EV) (after purchase of green power)	-	-	-
Business travel with private cars	88	485	-81,8%
Public transport	13	12	10,9%
Business flights	70	471	-85,1%
Total	2.065	4.305	-52,0%
Number of electric vehicles	108	87	24,1%
Public transport kilometers	403.085	446.539	-9,7%

Norm and actual emission lease cars in gr/km	2020	2019	Increase / decrease in %
Average emission lease cars (norm consumption) (TTW)	82	91	-9,9%
Average emission lease cars (actual consumption) (WTW)	126	164	-23,2%

Number kWh electric driving	2020	2019	Increase / decrease in %
Number kWh electric driving	728.271	203.984	257,0%

7. Results and conclusions

7.1. Results

CO_2 emission per FTE

The relative CO_2 emission per FTE has decreased with 53,5%. The decrease of the relative CO_2 emission per FTE is mainly due to the COVID-19 restrictions and the emphasis on working from home. This resulted not only a decrease in mobility related emissions, but also in a decrease of building related kWh (per FTE) emissions. Furthermore there is an increase of the use of electric lease cars instead of diesel or gasoline cars.

The number of FTE increased in 2020 with 8,0% compared to 2019.

Mobility

The lease car related CO_2 emissions have decreased with 43,3% compared to 2019. Also the CO_2 emissions of business flights and the usage of public transport have decreased. The usage of more electric lease cars instead of diesel or gasoline lease cars had a positive effect. The Dutch government subsidies on the lease of electric cars instead of fossil fuelled cars and the focus of ICT Group N.V. on promoting and providing additional subsidies were successful. The amount of electric cars has increased with 24%.

With regard to new norm emissions of ICT, the actual emission in grams has decreased from 164 gram/km to 126,1 gram/km, a decrease of 23,2%. This decrease is less than the average increase of the CO_2 norms for diesel and gasoline, being 8,3% for diesel and 5,1% for gasoline.

Another trend is that the CO2 emission due to business flights has decreased with 85,1% in 2020 compared to 2019. This is due to COVID-19 travel restrictions.

Buildings

The number of offices increased from 19 in 2019 to 20 in 2020. However, the building-related emissions decreased by 5%. This is mainly due to COVID19 restrictions and working mainly from home. Some offices were even closed for a certain period.

7.2. Conclusion

The absolute CO_2 emissions have decreased with 49,7%. This is mainly due to the COVID-19 restrictions, but also promoting electric cars is beginning to have an impact. The amount of kWh used for Electric driving has increased with 257%.

The number of employees increased with 8% in 2020 and the number of buildings and m^2 has increased.

The CO_2 emissions per FTE has decreased with 53,5%. The absolute CO_2 emission per FTE of 1,72 ton over 2020 is below the targeted CO_2 emission per FTE of 4,33 ton. This reduction is more than the CO_2 reduction target of 2% CO_2 emission per FTE over 2020.

Currently no extra reduction measures are needed to reach the CO_2 emission reduction targets over the years 2017-2020 based on the CO_2 emissions developments over the 2020.
However, on sub-targets we have to execute and/or enhance the execution of the reduction measures as the absolute CO_2 emission per FTE is close to the targeted CO_2 emission per FTE. The increase of the number of electric cars is not fast enough and we have to promote public transport even more. Also the building related emissions need further investigation to determine suitable reduction opportunities.

Mobility

The CO_2 emissions on lease cars per FTE have decreased. This is due to the following reasons:

- no new norm emissions were available due to the new European CO_2 tests which resulted in the same lease car policy from a sustainability point of view. This resulted into a stable lease car related CO_2 emissions.
- the number of full electric cars has increased.
- the lease mix has changed from less diesel cars to more gasoline cars.

During 2020 the promotion of electric driving continued and a new mobility arrangement is discussed internally, targeting a more sustainable mobility arrangement.

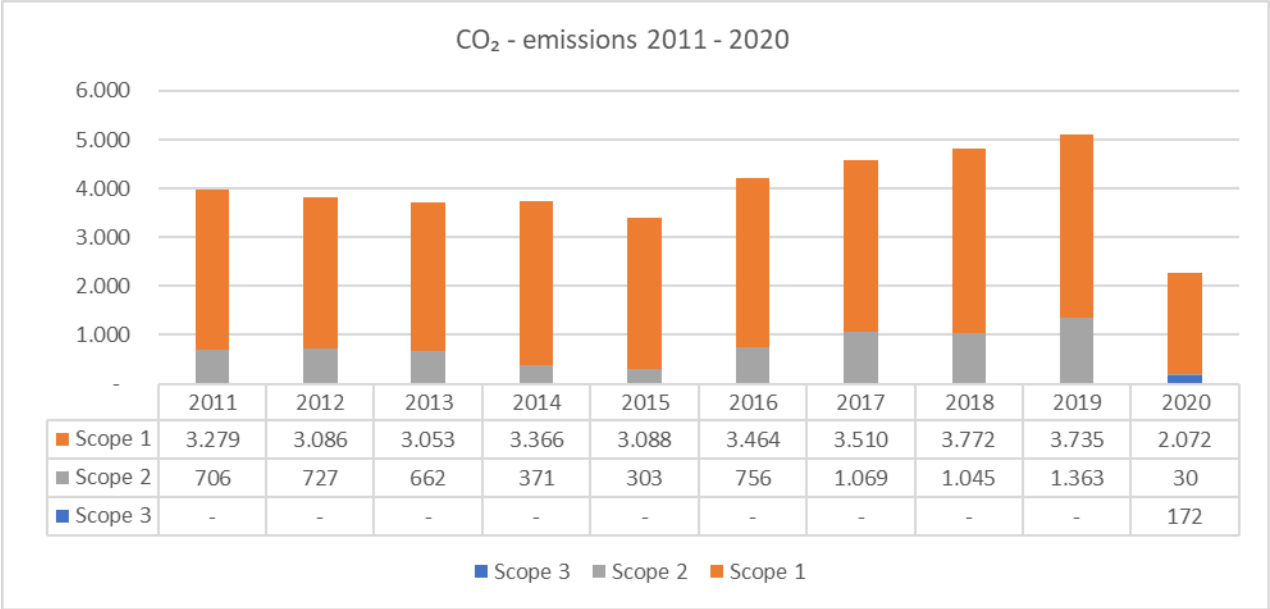
The CO_2 emissions related to business flights have decreased significantly (85,1%). This is mainly due to the COVID19 travel restrictions.

Buildings

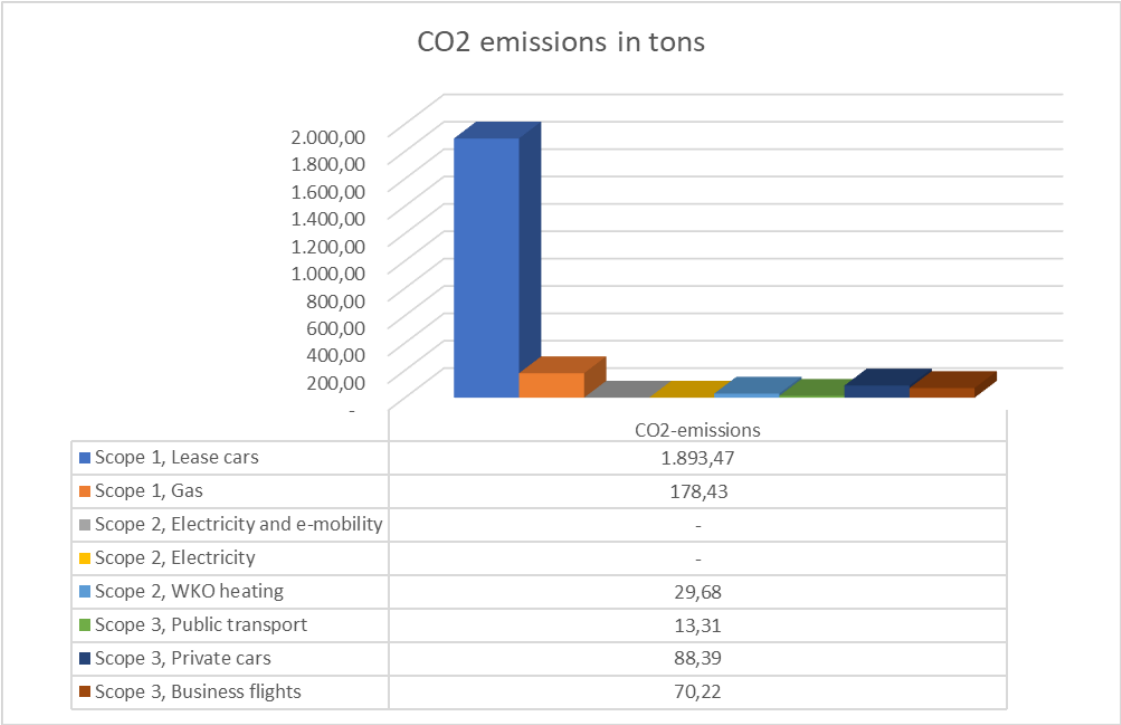
The building related absolute CO_2 emissions have decreased with 5,0%, while the number of offices increased from 19 to 20 offices by the end of 2020. This is an increase of 5,2% more offices.

The emphasis will be to reduce the electricity and gas consumption is possible. Furthermore, we will actively follow up on the project to install smart meters in all offices, read these smart meters to acknowledge energy consumptions trend and take actions where needed.

Various insights in CO_2 emission developments

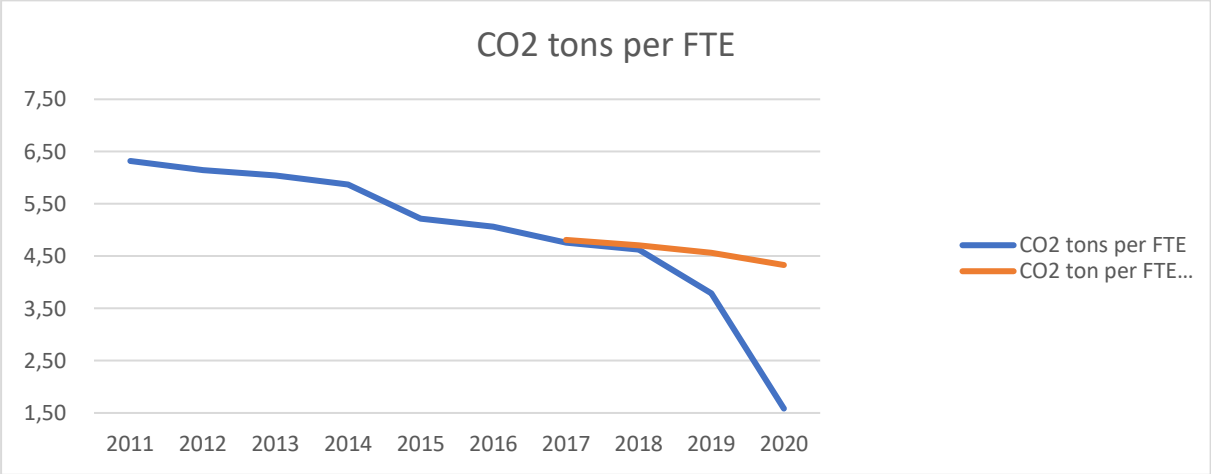


	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Scope 1	3.279	3.086	3.053	3.366	3.088	3.464	3.510	3.772	3.735	2.072
Scope 2	706	727	662	371	303	756	1.069	1.045	1.363	30
Scope 3	-	-	-	-	-	-	-	-	-	172

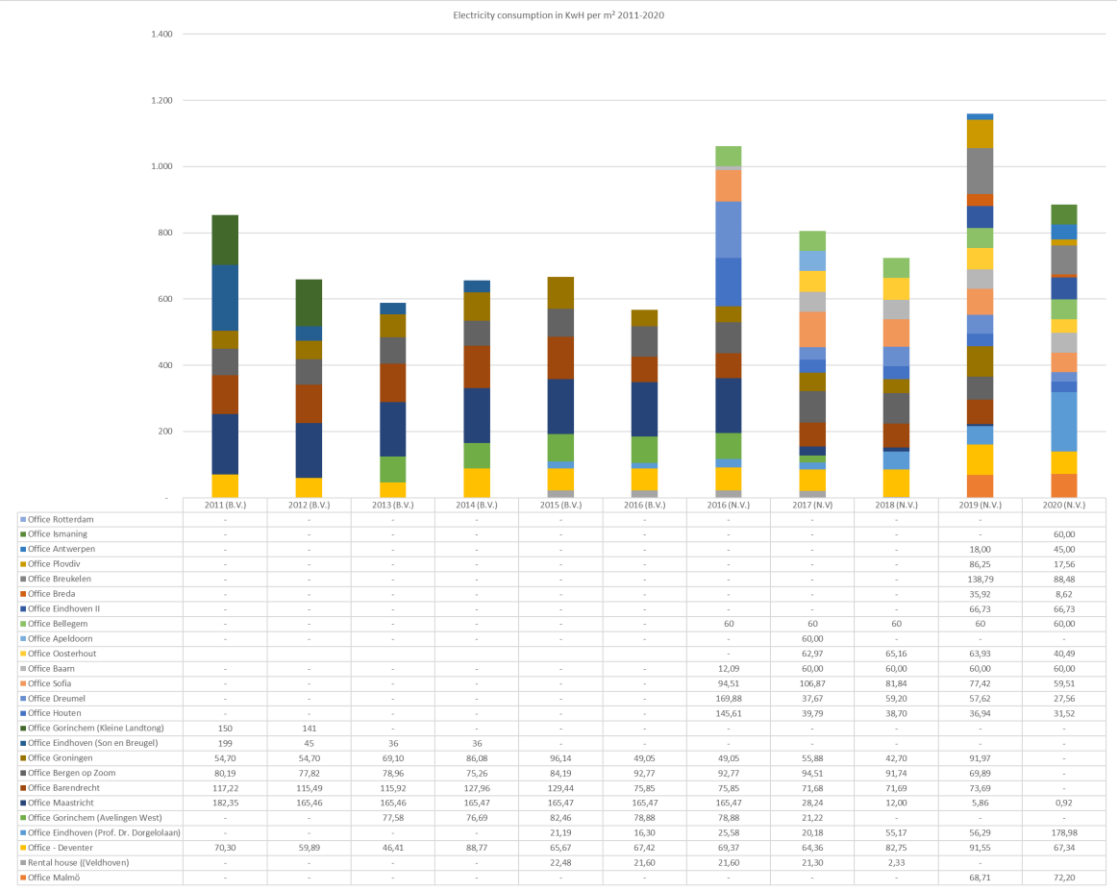


	CO2-emissions
Scope 1, Lease cars	1.893,47
Scope 1, Gas	178,43
Scope 2, Electricity and e-mobility	-
Scope 2, Electricity	-
Scope 2, WKO heating	29,68
Scope 3, Public transport	13,31
Scope 3, Private cars	88,39
Scope 3, Business flights	70,22

CO_2 tons per FTE



kWh per m²



	2011 (B.V.)	2012 (B.V.)	2013 (B.V.)	2014 (B.V.)	2015 (B.V.)	2016 (B.V.)	2016 (N.V.)	2017 (N.V)	2018 (N.V.)	2019 (N.V.)	2020 (N.V.)
Office Rotterdam	-	-	-	-	-	-	-	-	-	-	
Office Ismaning	-	-	-	-	-	-	-	-	-	-	60,00
Office Antwerpen	-	-	-	-	-	-	-	-	-	18,00	45,00
Office Plovdiv	-	-	-	-	-	-	-	-	-	86,25	17,56
Office Breukelen	-	-	-	-	-	-	-	-	-	138,79	88,48
Office Breda	-	-	-	-	-	-	-	-	-	35,92	8,62
Office Eindhoven II	-	-	-	-	-	-	-	-	-	66,73	66,73
Office Bellegem	-	-	-	-	-	-	60	60	60	60	60,00
Office Apeldoorn	-	-	-	-	-	-	-	60,00	-	-	-
Office Oosterhout							-	62,97	65,16	63,93	40,49
Office Baarn	-	-	-	-	-	-	12,09	60,00	60,00	60,00	60,00
Office Sofia	-	-	-	-	-	-	94,51	106,87	81,84	77,42	59,51
Office Dreumel	-	-	-	-	-	-	169,88	37,67	59,20	57,62	27,56
Office Houten	-	-	-	-	-	-	145,61	39,79	38,70	36,94	31,52
Office Gorinchem (Kleine Landtong)	150	141	-	-	-	-	-	-	-	-	-
Office Eindhoven (Son en Breugel)	199	45	36	36	-	-	-	-	-	-	-
Office Groningen	54,70	54,70	69,10	86,08	96,14	49,05	49,05	55,88	42,70	91,97	-
Office Bergen op Zoom	80,19	77,82	78,96	75,26	84,19	92,77	92,77	94,51	91,74	69,89	-
Office Barendrecht	117,22	115,49	115,92	127,96	129,44	75,85	75,85	71,68	71,69	73,69	-
Office Maastricht	182,35	165,46	165,46	165,47	165,47	165,47	165,47	28,24	12,00	5,86	0,92
Office Gorinchem (Avelingen West)	-	-	77,58	76,69	82,46	78,88	78,88	21,22	-	-	-
Office Eindhoven (Prof. Dr. Dorgelolaan)	-	-	-	-	21,19	16,30	25,58	20,18	55,17	56,29	178,98
Office - Deventer	70,30	59,89	46,41	88,77	65,67	67,42	69,37	64,36	82,75	91,55	67,34
Rental house ((Veldhoven)	-	-	-	-	22,48	21,60	21,60	21,30	2,33	-	
Office Malmö	-	-	-	-	-	-	-	-	-	68,71	72,20

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