



DARING TO COMMIT



ESG INITIATIVES

April 2024



«Our ambition is to go as far as possible. I couldn't be clearer. We already have substantial resources for generating green electricity, with a wind turbine and almost a thousand photovoltaic panels that have enabled us to self-generate 56% of the electricity consumed at our Herstal site. Electrification of our fleet of cars is also imminent. When it comes to ESG factors, we work hand in hand with Ethias Group. The results show that we are making faster progress than the average for the IT sector, both in terms of analyzing our needs and our energy expenditure. Our fourth Top Employer certification and the many initiatives we have taken in the area of governance demonstrate the attention we pay to this issue. »

Laurence Mathieu Chief Executive Officer NRB S.A.

Sustainable development is part of NRB's strategy and one of its priorities



Social mission

Reducing our impact on the environment

Data security for the benefit of the citizen

Strengthen our Green IT initiatives in line with the ESG group-strategy

Provide secure IT solutions that respect data privacy (GDPR)

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Our vision & social benefits

Our vision

To act as a catalyst for progress and efficiency in businesses and society by delivering **digital solutions designed to meet the challenges of both today and tomorrow.**

Our social benefits

Contributing to building **individual, collective and organizational digital resilience**, and fostering the emergence of a **sustainable society**

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Three values that guide our actions



It's not so much the number of rules that matters, it's our attitude and behaviour, in line with our values, that will make the difference.

Trust



Because that's what liberates initiative in a positive way

- Autonomy and empowerment
- Loyalty & keeping our word
- Commitment, to earn trust
- Listening to suggestions, initiatives, ideas
- Relying on other people's intelligence and professional conscience
- Being responsible for delivering quality work within the deadlines and the budget stipulated

Respect



Because it is an essential condition for wellbeing at work and for the involvement of every employee

- Respect for rules, rights and ethics
- Respect for commitments to internal and external clients
- Recognition of people, not just for what they do but for what they are
- Valuing everyone's contribution
- Sense of fairness
- Structured & regular communication, speaking truthfully and authentically
- Reciprocity

Team spirit



Because together, combining our knowhow, we are stronger and more expert

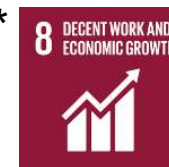
- To achieve our objectives, collective performance takes precedence over individual performance
- Solidarity in our work and in the achievement of our objectives
- Sharing our objectives and explaining them to everyone
- Sharing knowledge
- Encouraging cross-functionality
- Encouraging innovation, creativity and quality

Of the UN's 17 Sustainable Development Goals, 11 apply directly to the scope of NRB's activities which 6 have been identified as priorities for NRB (*)

ENVIRONMENT



SOCIAL



GOVERNANCE





ENVIRONMENT

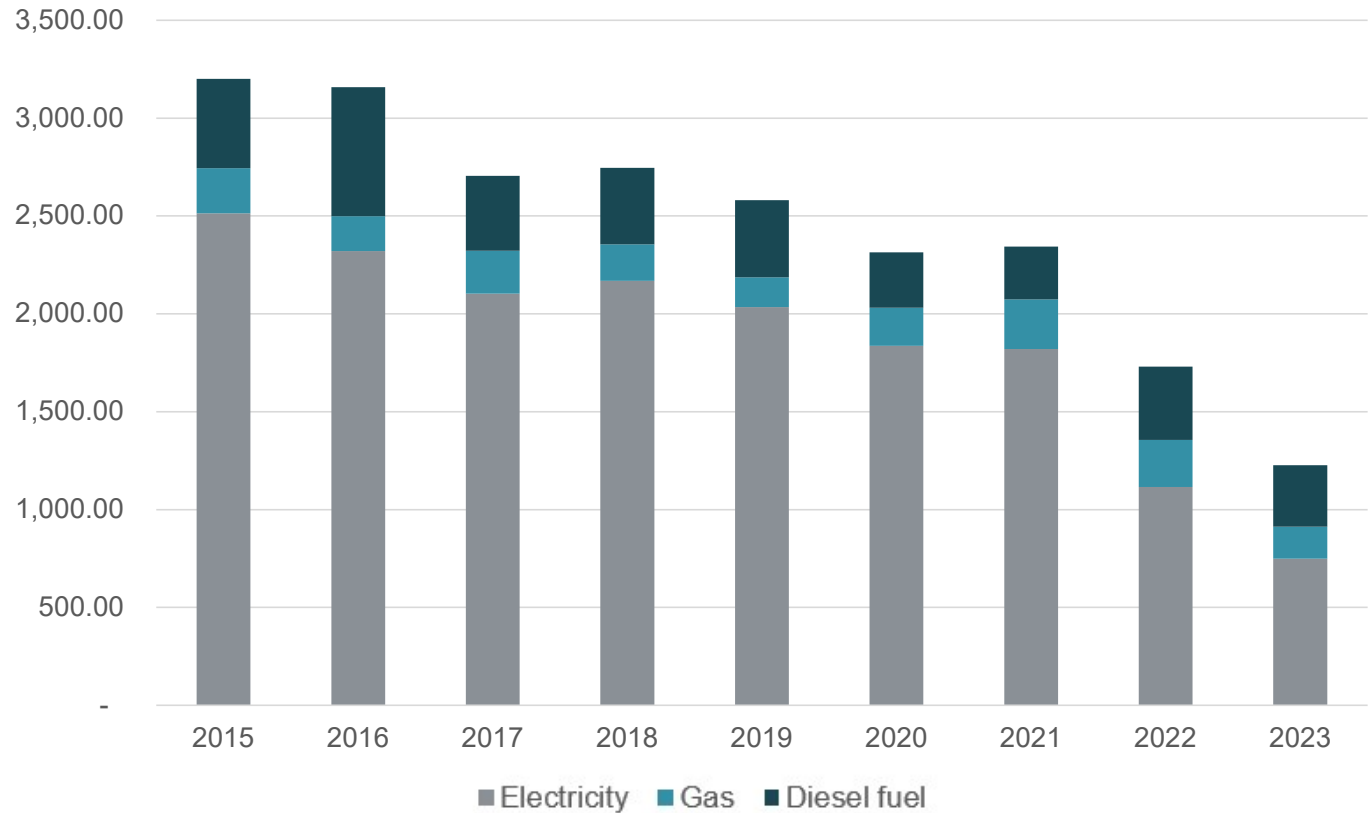
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NRB drastically
reduces
Greenhouse Gas
Emissions where
it is directly within
our control
(Scope 1, 2 & 3)



In the period 2015-2023, NRB reduced its CO2 emissions by 61%, despite the growth of our computing equipment (Scope 1 & 2)

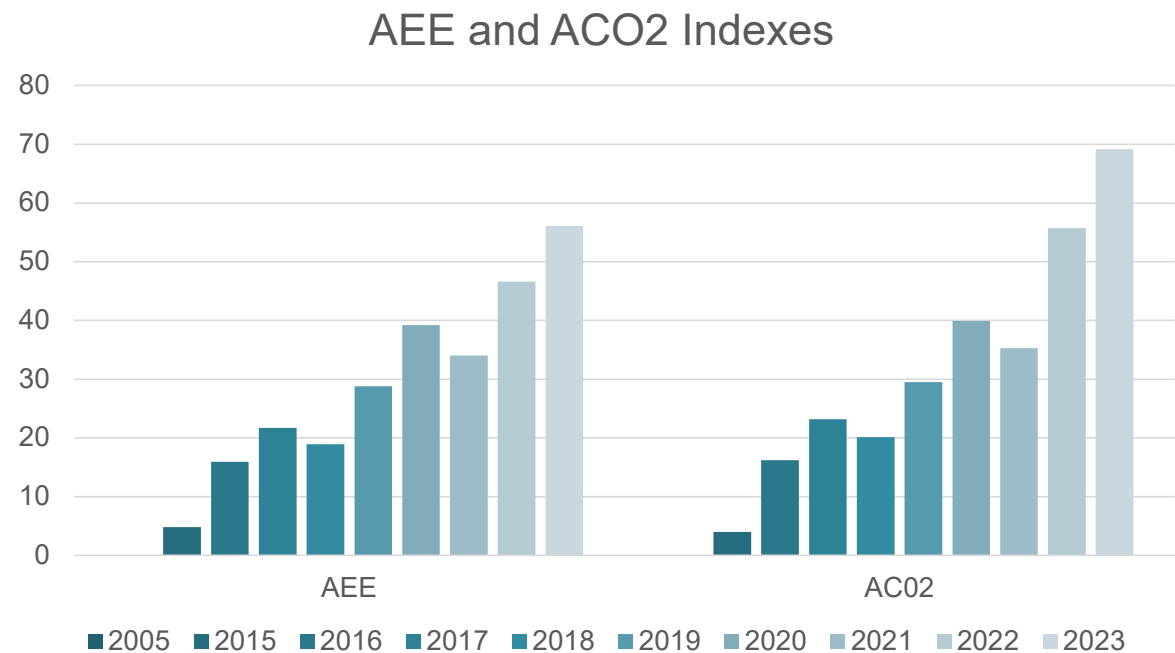
CO2 emissions 2015-2023



Source: 2023 follow-up audit of the Agoria branch agreement; CO2 emissions from electricity generation normalised to the EU energy mix

We have also set up improvement indexes based on our activities and our consumption and emissions (Scope 1 & 2)

Compared with 2005, energy efficiency (AEE) improved by 56.1% and CO2 emissions (ACO2) by 69.2%.



Source: Closing audit 2023 2nd generation Branch Agreement - Sense Engineering; The indices are calculated according to the methodology recommended by Wallonia: Walloon industry second generation branch agreement methodology. Rev2 - March 2016.

These results
were possible
thanks to a
number of
initiatives at Data
Centre level

Investments since 2016

New UPS in B0 and B4

New, more efficient cooling units

Increased number of (free-chilling) CRAH to cool the liquid refrigerant in the Data center rooms with fresh air from outside when the ambient air temperature is $< 10^{\circ}\text{C}$

New cold corridors in B10

New HVAC units

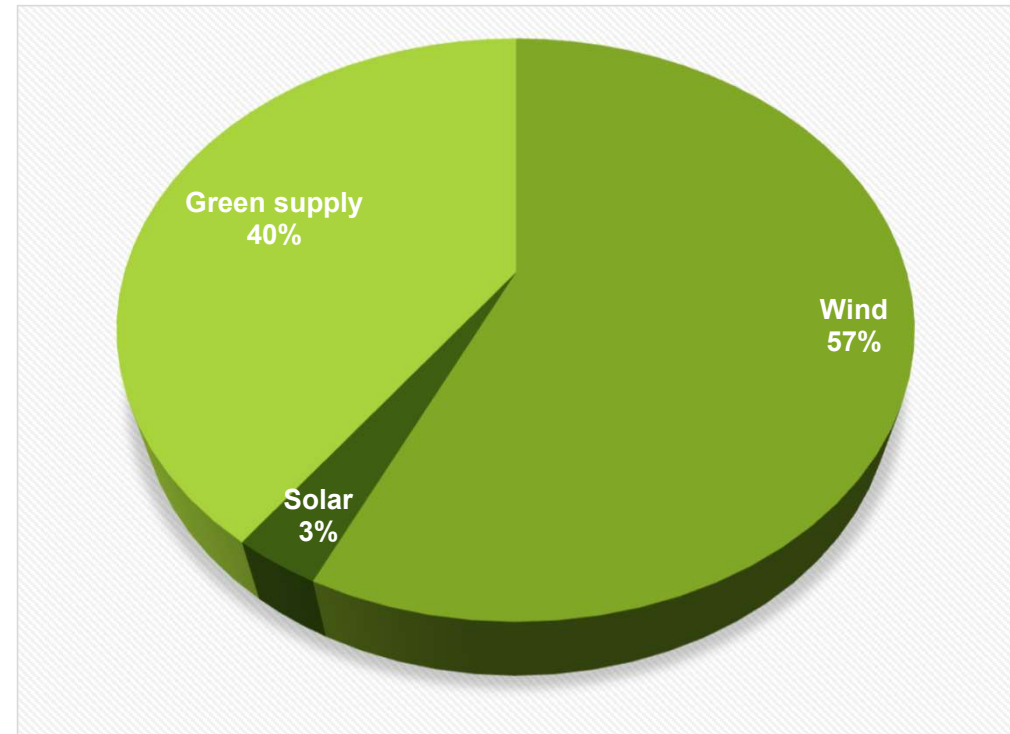
Installation of 940 photovoltaic panels on the roofs of the buildings

Replacement of the boiler with a dual-fuel model and use of heated air from the Data center for ventilation and heating

Installation of presence detectors to avoid heating empty rooms unnecessarily

Server Virtualization

Thanks to the wind turbine and PV panels on its site, NRB produces 60% of its electricity locally from renewable sources



Thanks to the purchase of green electricity for the remainder, NRB is already zero carbon in terms of scope 2.

Source: Closing audit 2023 2nd generation branch agreement - Sense Engineering

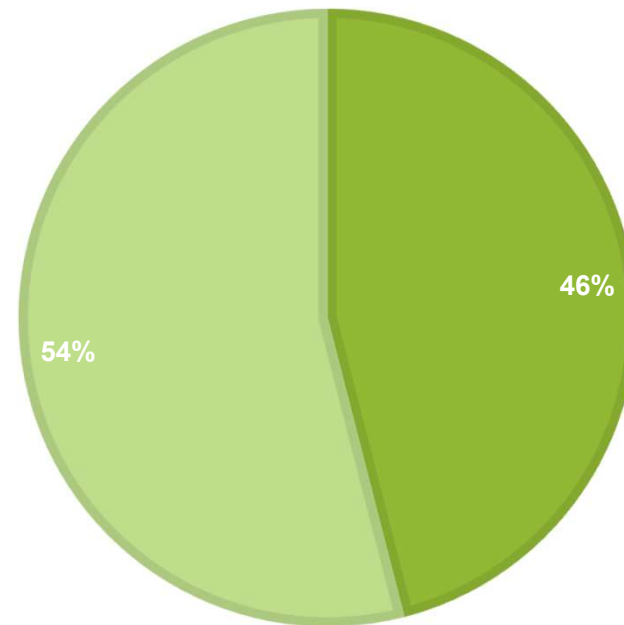
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We use 46% of the total electricity produced by the wind turbine, and the rest of this green energy is fed back into the grid for use by local communities

GREEN ELECTRICITY GENERATED BY WIND TURBINE

■ Electricity used ■ Electricity fed back into the grid



Source: NRB EMS Environmental Dashboard

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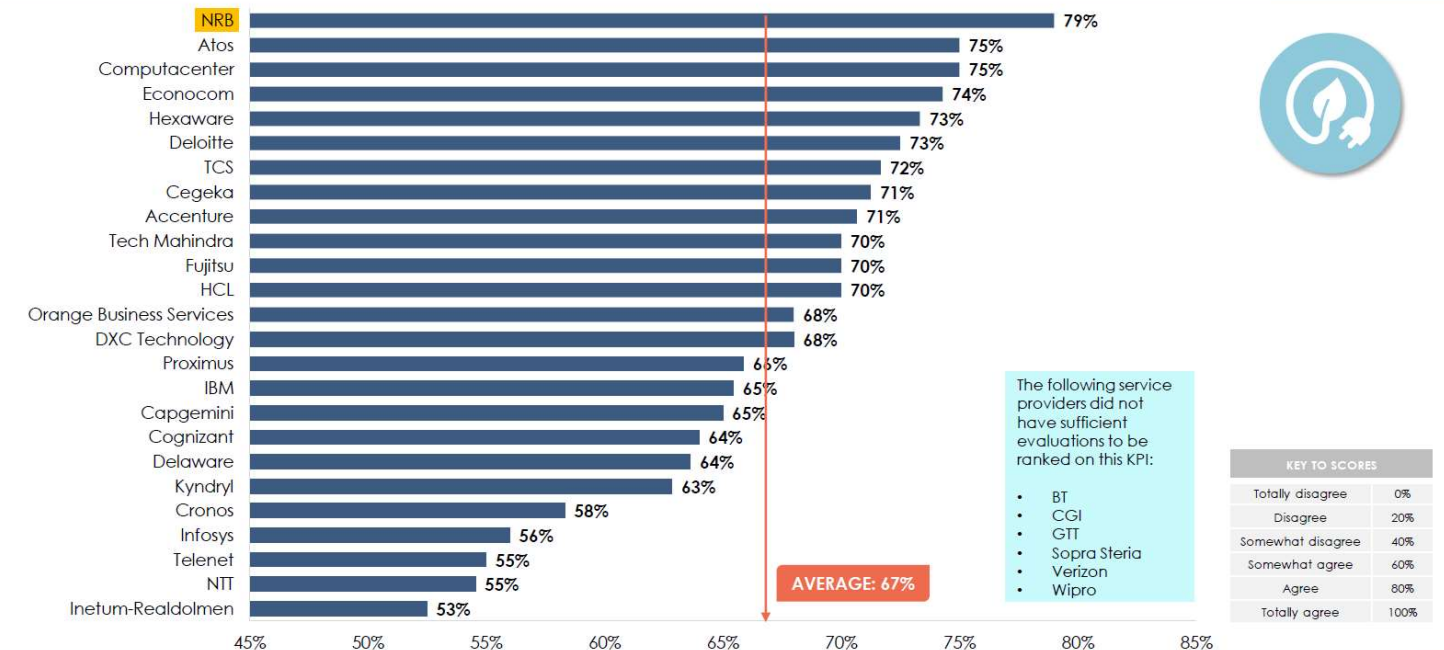
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Thanks to these initiatives, NRB is recognised on the Belgian market as the “#1 IT outsourcer in terms of sustainability”, 12 points above the average

KPI 3: Sustainability

The service provider uses technology sustainably and as a vehicle for being more sustainable (reduce environmental footprint, carbon emissions, improve green credentials, etc.).

03 Key
Performance
Indicators



2022 IT Sourcing Study - BeLux

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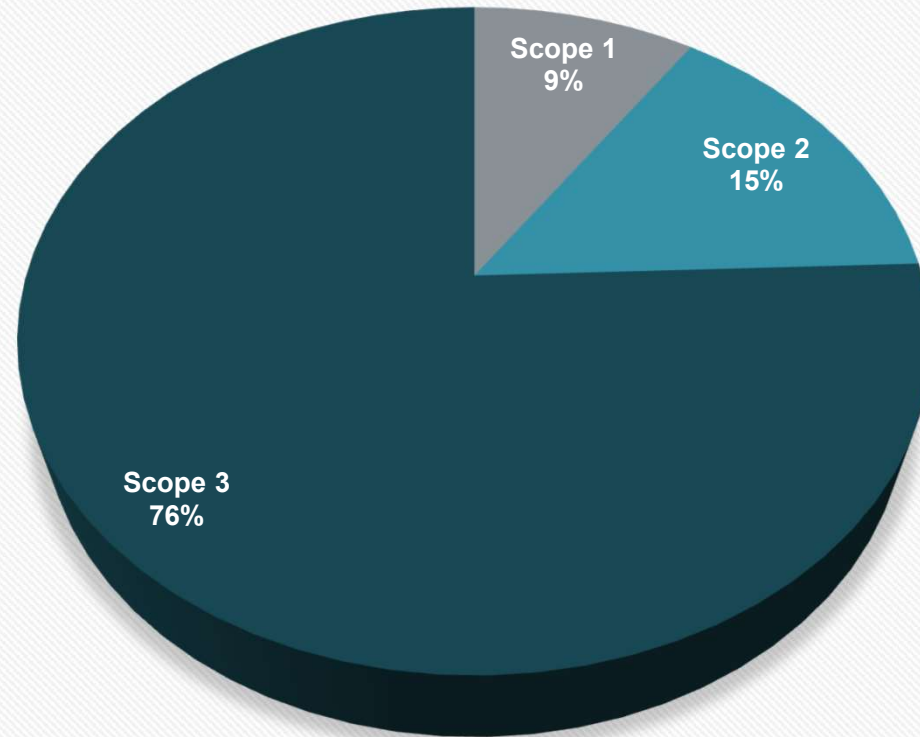
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Source: Whitelane Research, 2022 IT Sourcing study BeLux ©.

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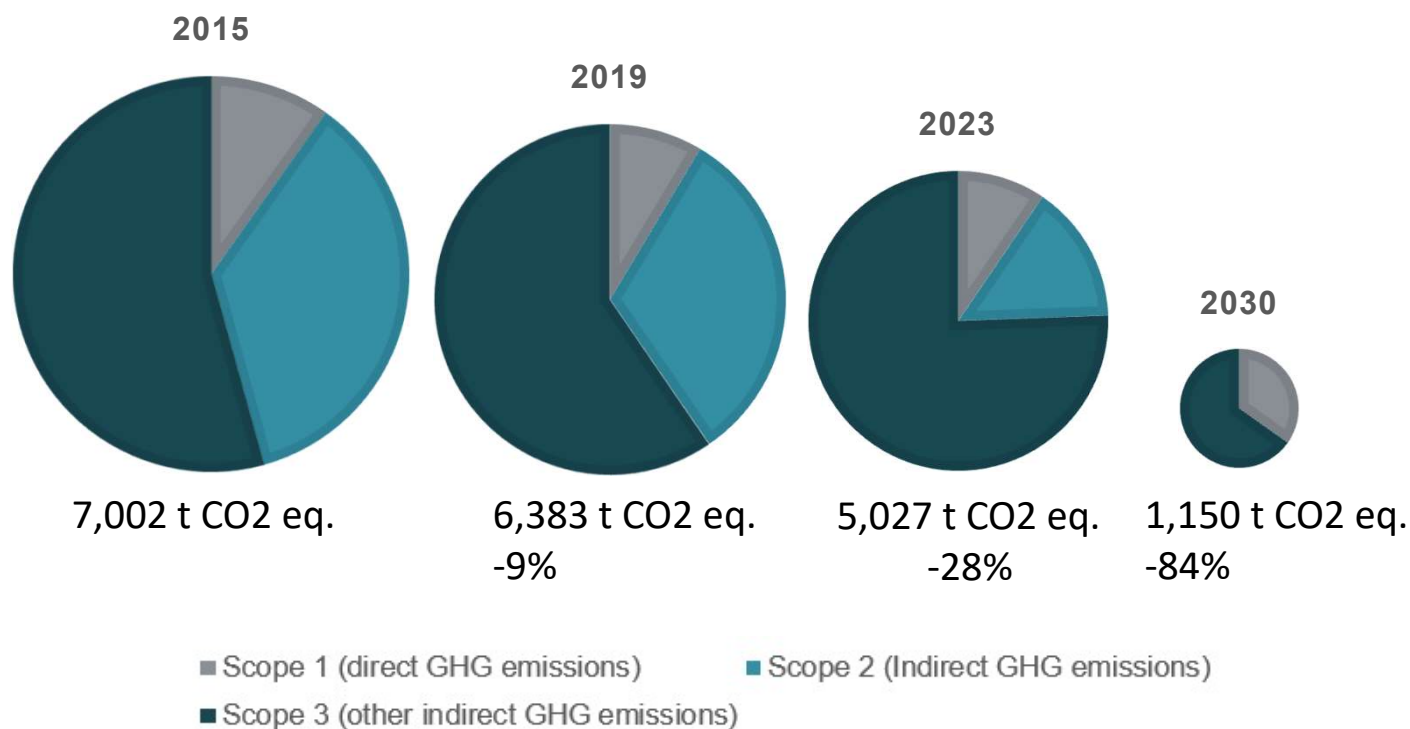
Now our efforts will focus on Scope 3, a major contributor to our GHG emissions, mainly due to the vehicle fleet

Emissions GES



Because of the COVID-19 crisis, Scope 3 emissions have been calculated based on 2019 only. Scope 1 and 2 are up to date, Scope 3 will be fully reviewed in 2024.

By 2030, we aim to reduce our scope 1 & 2 GHG emissions by 80% compared to 2015



Source: Projections Sense study September 2022

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We are working on several fronts to achieve our goal

Scope 1: Minimising the use of carbon-based fuels (diesel, natural gas)

- Reducing consumption, particularly by using smart technology

Scope 2: Ensuring our electricity purchases are zero carbon

- Installation of new PV panels (to be confirmed by energy audit 2024)
- Purchase of green electricity

Scope 3:

- Gradually moving (from mid-2024) towards an electric vehicle fleet
- Promoting NewWayOfWorking
- Encouraging green mobility
- Implementation of a green purchasing policy to further control the environmental impact of our suppliers

Many other environment-friendly initiatives should be highlighted

EMS – ISO 14001

NRB is certified ISO14001 since May 2024

Less printing

Installation of multi-function printers instead of individual printers. Use of FSC certified Ecolabel paper

LED lights

Replacement of traditional light bulbs with LED, including in the car park

Smart technology

Installation of presence detectors to avoid lighting empty spaces unnecessarily

Automatic power-off

IT equipment fitted with energy economy function and automatic power-off

Rainwater harvesting

Rainwater harvesting for toilet flushes in B10

Beehives

Installation of 3 beehives in partnership with local beekeeper. First harvest in spring 2023!

Phytosanitary products

Use of environment-friendly phytosanitary products to maintain green spaces and plantations.

Selective waste collection

Use of specific containers for sorting waste and recycling

Supplier charter

Negotiation of an eco-responsibility charter with suppliers

Avoiding unnecessary travel

Use of collaborative tools to reduce travel (messaging, audio & video conferencing, screen sharing, etc.)

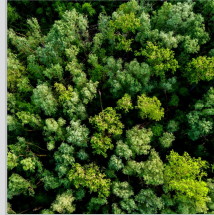
Soft mobility

Dedicated bicycle parks are available, as well as changing facilities and showers

Eco-responsible driving

Training and regular communications are provided on eco-responsible driving and good vehicle maintenance

In May 2024, NRB obtained ISO 14001 certification



Implementation of an **environmental management system** that demonstrates our commitment to reducing our environmental footprint and promoting sustainable business practices



Thanks to the implementation of the ISO 14001 standard, we have in particular:

- Reduced our electronic **waste** and improved our recycling programs
- Optimized and monitored our **energy consumption**
- Raised our employees' **awareness** on environmental issues



SOCIAL

NRB - Politique ESG | Avril 2024

NRB aims to be a player that contributes positively to the social evolution of its eco-system, so it has developed HR policies in line with best practices

- An HR reference framework and dynamic policies that provide agile solutions and appropriate responses



- TOP EMPLOYER certification 2021, 2022, 2023, 2024
- Ethical Group Charter
- Adherence to the principles of the Universal Declaration of Human Rights, the OECD guidelines and the UK Modern Slavery Act
- Ongoing constructive social dialogue with representatives of the personnel, in particular through SD, EC & HSC meetings

On a day-to-day basis, numerous career development initiatives contribute to a positive retention rate

Training Policy

Training is an investment that boosts the expertise of the NRB teams and the image our clients have of us; it contributes to the motivation and growth of every employee. It is also a way of differentiating the company from our competitors by anticipating the needs and requirements of the market as much as possible. NRB encourages certification.

Lucy

"Learn – Understand – Collaborate – Yearlong", an e-learning platform that has been rolled out for all our employees in Belgium in spring 2023.

Pre-onboarding & onboarding

Before joining the company, new employees receive relevant information about NRB. They then have an induction interview and a presentation of the company, its benefits and working tools.

Career management

Understanding employees' wishes/needs and identifying paths for growth. Accompanying them in their career development.

A new organizational model

Implementation of a new internal organization to be more customer-focused. Providing assistance to employees transitioning into these new roles

Lunch & Learn

Knowledge sharing by employees during physical or remote sessions

Développement personnel

Creation of personal development plans for key positions. Introduction of the role of 'coach' to strengthen proximity with teams and enhance the value of experts.

Enterprise Value Proposition

Enjoy your Journey, Be part of our Community . A recognised EVP that aligns all our internal and external initiatives



On a day-to-day basis, numerous initiatives to promote wellbeing at work and cohesion underpin a strong corporate culture

Coffee corners

Free drinks (coffee, tea, water, soft drinks) available to personnel at welcoming coffee corners

Wellbeing initiatives

Burn-out prevention plan.
Personal development
Soft skills training
Fruit distribution

Social gatherings

Group social events that foster cohesion are organised throughout the year to support the corporate culture

Pulse

Pulse surveys are carried out regularly to measure the personnel's satisfaction and wellbeing at work.

Work environment

Attention paid to work and collaboration areas. Convivial cafeteria and shared workspaces.

Teambreaks

Tool deployed in team context to help the manager reinforce the team spirit necessary for effective collaboration, to enable employees to get to know each other, agree on priorities, objectives, operating methods and areas in which the team could improve, as well as to strengthen links in specific situations.

Homeworking

Teleworking is regulated by a policy. Compensation for expenses incurred.
Hybrid work mode thanks to flex desks, which can be booked.

Ergonomics

Regular specific advice on ergonomics in the workplace.
Visits to workplaces and provision of suitable equipment.

CLA 90

Bonus awarded to all personnel when set targets are exceeded

Sport and work

Possibility to practise a sport activity thanks to provision of changing rooms and showers.

Amicale

The aim of the Amicale is to develop friendly interaction and relationships between members of the personnel, so that everyone can participate more closely in the development of the company. The Amicale offers its members numerous activities and discounts, as well as a health insurance and a personal accident insurance.

Active partnership with the world of education to raise the company's profile and fulfil our social mission

Chair of Big Data ULiège

Funding of a Chair of Big Data at the Faculty of Applied Sciences.
Sponsorship of the best final year project.

Master of Data Science UCL

Sponsorship and collaborations on the theme of Data Sciences

Involvement in the community

Employees give courses, visits to our data centres for students, coaching on writing CVs, job interview training

Trainees and mentoring

Student placements, support for final year projects, prime referencing when recruiting candidates.

Group for HEC Liège

Providing business input for the management school.
Silver Partnership.
Meet our experts.

Digital Escape Game / Hackathons

Organisation of fun inter-university competitions on the theme of cybersecurity (Herstal and Athens) or other topical issues.
Hackathon Citizens of Wallonia

Raising awareness about IT professions

An introduction to IT careers in the form of fun workshops for university bachelors' and master's students

UCL HR Chair

Active participation in tomorrow's HR 'Labor HR' initiatives

BeCode

Partnership in retraining people for IT jobs by involving our experts in their training and in the creation of course materials.

Solidarity initiatives involving company personnel

Solidarity Ukraine / Floods

Collection of clothes and basic necessities for the victims of conflict in Ukraine and the floods in the summer of 2021.

Sponsorship

Foundation against Cancer
Ihsane Jarfi foundation against homophobia
RTBF – CAP48 / RTL – Télévie
La Marjolaine

Blood donation/ Vaccination

Promoting blood donation and 'flu vaccination to the personnel.

Reducing the digital divide

Distribution of end-of-life equipment in partnership with Digital4Youth
Donation of tablets to CHR

Shoe box

Support for disadvantaged children over the festive season

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GOVERNANCE

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Good governance practices and a special focus on Risk management and Cybersecurity

Business model

Governance, operating principles and key roles described in a Business Model

Crisis management

Crisis management procedures

Intranet / Yammer / Teams

A thesaurus of information and tools, as well as a vehicle for collaboration and communication within the company.

DORA

Compliance with the European regulation on digital operational resilience in the financial sector, known as DORA (Digital Operational Resilience Act)

Balanced Score Card

Communication and monitoring of the company's objectives across all the teams.

TOP 10 risks

A regular review of the major risks to the company in order to support long-term viability.

Audit and Risk Committee

A committee of the Board of Directors which oversees the effectiveness of internal control and risk management procedures

Cybersecurity

Global framework for securing information systems and data. ISO 27001 certification.

Ethics charter

Code of ethics and good business practices, measures to combat money laundering, terrorist financing and tax evasion, GDPR compliance.

In Digital We Trust

A series of initiatives aimed at raising awareness and reassuring citizens regarding the importance of data security.

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On the strength of these commitments, NRB has signed the Responsible Digital Charter

- Already signed by more than 400 organisations in 6 countries, including 85 in Belgium (HEC Liège, EPHEC, numerous public administrations, major businesses such as Belfius, Luminus, Proximus, UCB, Umicore, Orange, Accenture, Ageas, etc.), the Responsible Digital Charter demonstrates NRB's commitment to a more inclusive, more ethical and more environment-friendly digital world.

