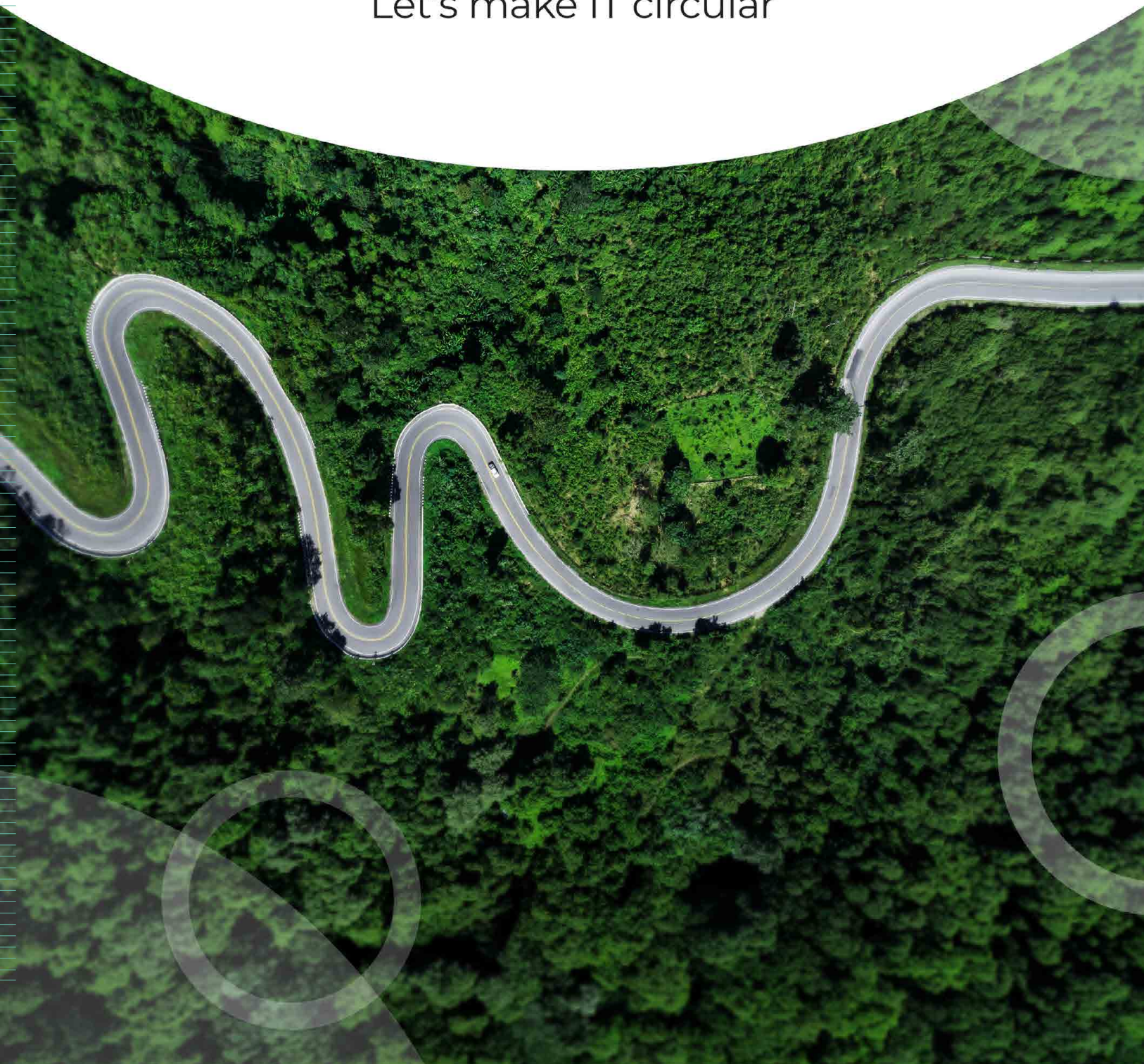


IMPACT REPORT 2025

Let's make IT circular



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Dimitri Wams, CEO

Message from the CEO

Making circular IT the natural choice

Joining Circular IT group as CEO means building on a strong foundation. A foundation created by people with a clear ambition: **to make IT circular and to make circular IT accessible to everyone.**

That mission is anchored in our DNA and remains unchanged. What is changing is the scale at which we pursue it. Our presence across Europe is growing rapidly,

as is the role we play in helping organisations make circularity part of their everyday IT decisions.

Yet, as we grow, we also need to become more demanding of ourselves.

One of my priorities is to strengthen the way we use data to make decisions. This is important for any business, but particularly for a company that wants to create measurable impact. Better data, new methodologies and improved calculation models continuously give us a more accurate understanding of the impact we make, and the impact we can still make.

Numbers and insights evolve as methodologies improve and our understanding grows. What matters is how we use those insights to steer our organisation and accelerate our mission.

Although we are currently not required to report under CSRD, we choose to continue doing so. Not because we have to, but because transparency helps us learn, improve and hold ourselves to a higher standard. We have also made this report more concise and accessible, because impact only has value when people can understand it and act on it.

Our ambitions go beyond environmental impact. We are raising the standards we set ourselves across environmental, social and governance performance. Making IT circular should not require organisations to compromise elsewhere.

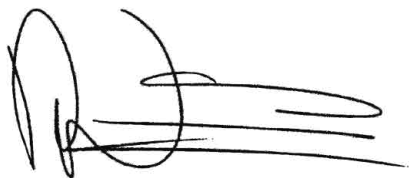
Our solutions shouldn't only be focused on making sustainable impact, yet be financially sound as well. By making our principles prerequisites rather than trade-offs combined with cost-efficiency, we remove the barriers that have traditionally held organisations back from embracing circular IT.

We know that by making sustainable impact a sound business decision, it will lower thresholds for businesses entering the domain of Circular IT and so enlarging the positive impact.

We have made good progress. There is much more to do.

Our direction, however, is very clear: making IT circular, for everyone.

Today, tomorrow and for the years to come.



Dimitri Wams
CEO, Circular IT group

1. Management summary



Circularity that makes business sense

In 2025, Circular IT group (CITg) made further progress on its core mission: making IT circular and accessible for every customer, community and end user in its value chain. This report sets out what that meant in practice: where circularity, growth and cost-efficiency reinforced one another, and where trade-offs remained.

2025 in figures

- **11% total emission reduction** (Scope 1–3) versus 2024, continuing the downward trend since 2023.
- **Renewable energy** increased from 27% in 2024 to 86.5% in 2025.
- **24,219 devices donated** to schools and NGOs.
- **€130,500** in hardware value donated via IT Donations.
- **1,351,585 kgs** of material processed across our downstream operations.
- **61,168.1 tCO₂e** in avoided emissions through our refurbishment activities.
- **426k Computing** assets processed within CITg. (A and B grade only. C and D grade left out of this calculation).

These results build on the progress made in 2023 and 2024, while improved data and methodologies are giving us an increasingly accurate view of our impact. In 2025, we took the next step: using better data and deeper insights to make more informed decisions on where and how we can increase our impact.

Progress against our ESG roadmap

Our strategy remains anchored to the three **Sustainable Development Goals** (SDGs) where CITg's activities make the most tangible difference:



- **SDG 8** – Decent work: fair jobs in refurbishment, and reduced dependence on new raw-material extraction.
- **SDG 12** – Responsible consumption: circular models that cut e-waste and extend device life.
- **SDG 13** – Climate action: lower CO₂ emissions across the IT value chain, for us and for our customers.

Group-wide ESG policies, KPIs and reporting processes aligned with CSRD and the ESRS are now further embedded across our operating companies, narrowing the gap between what individual entities do and what the group can report consistently.

Looking ahead

Our published targets for 2026 and 2027 set the pace for what comes next:

- Cut Scope 1–3 emissions by 25% (2026) and 30% (2027) against the 2022 baseline.
- Increase the share of dealer-pack Device as a Service (DaaS) intake to 91% in 2026, progressing towards 95% by 2030, cutting packaging at source.
- Grow the volume of devices reaching schools and NGOs to 31,000 (2026) and 33,000 (2027).

Together with our employees, customers and partners, we continue to shape a circular future for IT that is measurable, accessible and economically sound.



2. Our impact in numbers



2.1 2025 highlights



We avoided **61,168.1 tCO₂e** through our refurbishment activities, equivalent to the annual emissions of roughly 5,400 Dutch households.



11% total emission reduction, Scope 1–3 combined, versus 2024.



Renewable energy use at **86.5%** of total consumption, up from 27% in 2024.



Employee turnover reached **21%**, reflecting post-integration role consolidation.



€130,500 of hardware value donated via IT Donations.



24,219 devices delivered to schools and NGOs.

The table below shows how our key indicators developed from 2023 to 2025.

Indicator	2023	2024	2025
Total CO ₂ emissions (tCO ₂ e)	40,128 ^a	28,903 ^a	25,841 ^a
Scope 3 emissions (tCO ₂ e)	39,468 ^a	28,285 ^a	25,284 ^a
Renewable energy use (%)	16%	27%	86.5%
Employee turnover rate (%)	18%	5%	21%
Devices donated to Schools/ NGOs	26,699 ^a	32,549 ^a	24,219 ^a
Value of IT donations (€)	325,000	120,423	130,500

^a Restated based on improved data and/or calculation methodologies.

2.2 CO₂ savings and circular performance

- 11% total emission reduction (25,841 tCO₂e versus 28,903 tCO₂e in 2024).
- 236.2 revenue intensity (tCO₂e/€m revenue) in 2025, down from 440 in 2024.
- 1,351,585 kg of material recycled, compared with 1,559,052 kg in 2024.

Indicator	2023	2024	2025
Revenue intensity (tCO ₂ e/€m rev)	576	440	236.2
Material recycled (kg)	749,156	1,559,052	1,351,585
Total energy consumption (kWh)	988,918 ^a	766,387 ^a	864,960
Energy intensity (MWh/€m rev)	29	34	7.86 ^a

^a Restated based on improved data and/or calculation methodologies.

Revenue has grown, while emissions per euro earned have fallen. That revenue growth reflects both organic growth and the acquisitions completed in 2024/2025. That is exactly the trend we want to continue with our 2026–2027 targets. Energy intensity has also improved significantly. Again, though, this is partly the result of new datasets and more accurate measurements.

3. Who we are and what we stand for



3.1 Business overview

Founded in July 2022, CITg brings together 15 specialist organisations under one mission: making IT circular. Each has its own history, expertise and experience. By bringing together the best of these capabilities across the group, we are building an integrated circular IT organisation and helping set the standard for circular IT across Europe.

We make IT circular. In practice, that means helping organisations use IT assets more efficiently, extend their useful life and reduce their environmental impact, while ensuring circular IT also makes sound economic sense. Our activities are built around three core pillars:

- **End-user Computing:** providing and managing workplace technology throughout its lifecycle, with circularity built into the way devices are deployed, used and renewed.
- **IT Asset Disposition (ITAD):** securely and compliantly managing IT assets after their first use, including certified data erasure, while maximising reuse and value recovery.
- **Recommerce:** giving IT equipment a next life through refurbishment, remarketing and redistribution, extending product lifecycles and reducing demand for newly manufactured equipment.

Together, these three pillars cover the IT lifecycle from deployment and use to recovery, refurbishment and reuse for computing, network, server and storage equipment. Our approach is built on the same principles throughout: Safe, Secure and Sustainable, and Controlled, Compliant and Cost-efficient.

CITg in numbers



€110.0 (M)
net revenue



311 FTE
specialists across 4
regional service
centres



10,000+
B2B customers
worldwide



80+
years of combined
experience in
circular IT



19,990 m²
of warehouse space

Number of employees (FTE average)

	Own employees	Contractors
Netherlands	223.3	7.2
Belgium	30.1	2
Denmark	9.8	0
Germany	0	2
Singapore	0.5	0
Scotland	47.5	0
	311.2 FTE	11.2 FTE

We serve customers across various sectors, such as public, finance, healthcare, education, logistics, and professional services. We work directly and through partners across the world, with teams based in the Netherlands, the United Kingdom, Denmark, Belgium and Germany.

How the pieces fit together

Our suppliers include hardware manufacturers, leasing companies, organisations replacing their equipment, and other ITAD providers. This is where our pre-used equipment comes from. Our customers range from individual professionals to large enterprises, and all of them need IT that is reliable and properly managed across its lifecycle.

A few things make or break this model:

- Sourcing: finding good pre-used and new equipment at fair prices, through strong supplier relationships.
- Quality: testing and refurbishing properly, so customers can trust what they receive.
- Skills: technicians who can diagnose, repair, and refurbish equipment well.
- Logistics: getting equipment where it needs to be, on time.
- Sustainability: built into every stage, not added on afterwards.
- Support: warranties and responsive service customers can rely on.
- Compliance: meeting safety, privacy, and environmental rules. This isn't optional.

3.2 Our vision, mission, and market context

VISION

We make IT circular.

MISSION

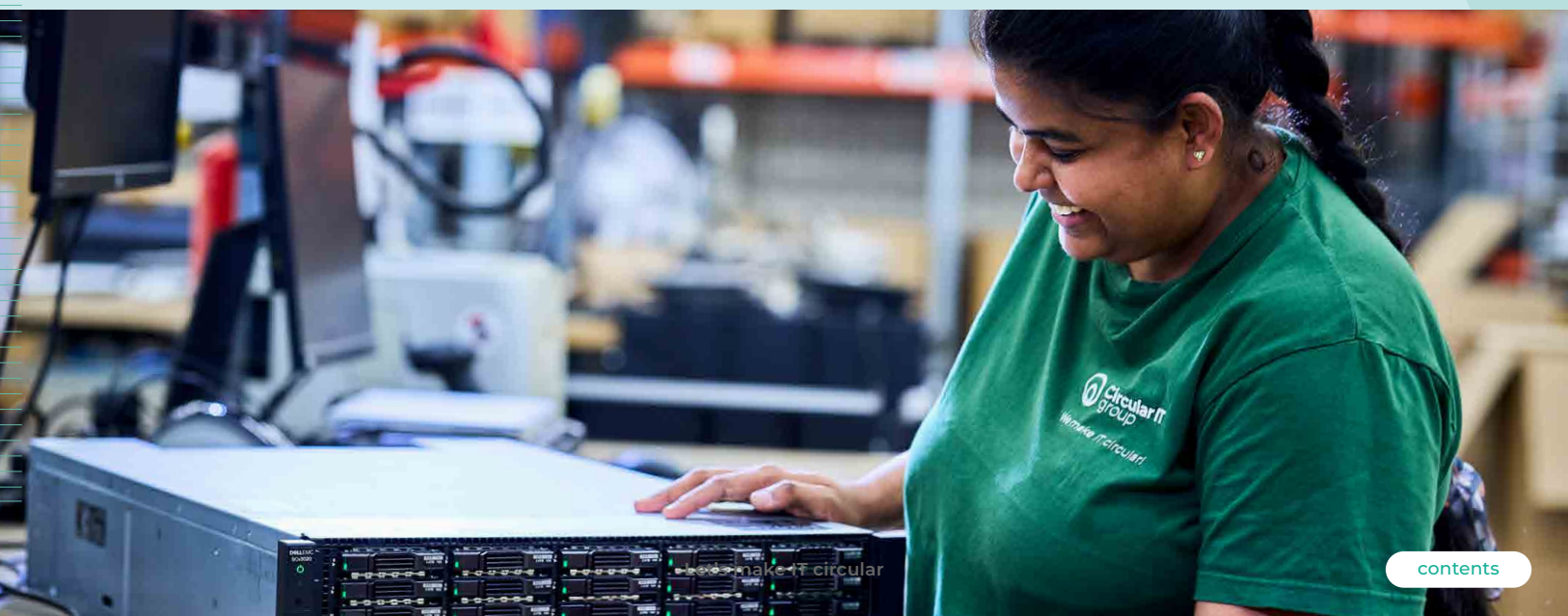
We empower users with our circular IT solutions, driving a more sustainable future for all.

HOW WE CREATE VALUE

We built our business model around three things at once: people, planet, and profit. That means cost-efficient products and services that also help customers meet their own sustainability goals, not one at the expense of the other.

Our long-term aim is to make IT fully circular: to show that IT equipment can serve different users well over a much longer life than the industry typically assumes. We do this mainly by extending the life of equipment through refurbishment and reuse rather than replacement, which cuts waste, saves energy, and keeps materials in circulation for longer. When a device does reach the end of its life, we recycle it responsibly, recovering materials instead of sending them to landfill.

Beyond the environmental case, we're driven by something simpler: everyone should have access to good IT, not just people who can afford it new. That's part of why e-waste, the digital divide, and fairness all matter to us: a smaller footprint and a fairer society go together.



Vision

**We make
IT circular.**

Mission

**We empower users
with our circular IT
solutions, driving a
more sustainable
future for all.**



4. Strategy & governance



4.1 Our strategy: three strategic goals (ESRS-2)

Based on our materiality analysis (chapter 5) and what fits our business, we focus on three UN Sustainable Development Goals (SDGs) where we believe we can make the biggest difference.



SDG 8. Decent Work & Economic Growth

The IT hardware industry faces a real tension: growing the economy while keeping jobs fair, and making sure technology reaches everyone, not just people who can afford it new. Millions of people worldwide still lack affordable access to reliable technology.

Our strategy:

By refurbishing and extending the life of equipment, we reduce demand for newly mined materials and new manufacturing, both linked to poor labour conditions elsewhere in the world. Instead, we create jobs in refurbishment and recycling, closer to home.

We insist on safe, inclusive workplaces for everyone, regardless of gender, background, or disability, and we do not tolerate modern slavery or child labour anywhere in our supply chain.

Our key suppliers must meet Responsible Business Alliance (RBA) standards; smaller suppliers must follow our own code of conduct. And by offering good, refurbished equipment at lower prices, we help more people get online.



SDG 12. Responsible Production & Consumption

Electronic waste is one of the fastest-growing waste streams in the world. In the EU, around 60% of e-waste isn't recycled; globally, the figure is closer to 80%. That's not just wasteful: e-waste can leak harmful substances, and it throws away valuable materials like cobalt and lithium that are in growing demand.

Our strategy:

We keep products and materials in use for as long as possible, guided by the “9R” principles of circularity (see section 6.4). We also invest in raising awareness with suppliers, customers, and consumers, because circularity only works if everyone plays their part.



SDG 13. Climate Action

Climate change is, simply, the biggest challenge we all face, and manufacturing IT hardware is a significant contributor to it.

Our strategy:

Most of our climate impact happens indirectly, through our manufacturing partners and the services we provide, rather than in our own operations. So, our biggest lever is keeping equipment in use through reuse, resale, and recycling, rather than letting it be replaced.

We're working towards climate neutrality by 2040, in line with the Paris Agreement, both by cutting our own emissions and by helping customers cut theirs. The SBTi targets are the next dot on the horizon to comply with. We are ramping up to validate our performance according to SBTi standards in 2027/2028.



Turning goals into a strategy

These three SDGs shape our ESG strategy, which we group into three types:

- **Impact Goals:** Where we can make the biggest difference.
- **Improvement Goals:** Areas where we keep raising the bar, even without a formal target.
- **Compliance Goals:** What we must do to meet regulatory or stakeholder expectations.

SDG Focus CITg

SUSTAINABLE DEVELOPMENT GOALS

Impact Goals



Improvement Goals



Compliance Goals



4.2 Governance structure and ESG oversight (ESRS G1)

Since 2023, we've been building ESG into how we lead the company, rather than treating it as a side project. As CITg grows, our Supervisory Board and executive team are putting the right structures in place, including, where needed, dedicated committees for audit, compliance, risk, and ESG. Every member of our executive team has a part to play:

Chief Executive Officer (CEO)

Sets the ESG strategy, champions it externally, and makes sure ESG risks and opportunities shape business decisions.

Chief Financial Officer (CFO)

Builds ESG into financial planning and reporting, tracks ESG performance, and manages ESG-related risks.

Strategy Director

Drives strategic programmes that support CITg's ESG ambitions, turns group-wide priorities into action, and ensures sustainability is embedded in key transformation initiatives.

HR Director

Builds ESG into HR policy, from diversity and inclusion to training and wellbeing.

IT Director

Aligns IT strategy with ESG goals, protects data and systems, and supports ESG data collection.

Director End-user Computing

Designs IT solutions that use less energy and encourages sustainable behaviour among users.

Director IT Asset Disposition (ITAD)

Sets policy for reuse, responsible recycling, and secure disposal, and tracks environmental performance.

Procurement Director

Leads ethical sourcing, audits suppliers on ESG criteria, and monitors compliance.

Marketing Director

Makes sure ESG reporting, including this report, is communicated clearly, and protects our reputation on ESG topics.

Director Re-commerce

Runs commercial models that cut waste and extend product life, and reports on the impact this creates.

Manager QHSE & ESG

Act as a gatekeeper & representative on QHSE, ESG. Point of contact with external stakeholders, partners, auditors and regulatory bodies.

We rolled out ESG KPIs and built ESG into our policies in 2024. In 2025, we have added training and regular internal updates, so everyone understands how we perform, and we keep reviewing whether our KPIs still measure the right things.

Ownership and Oversight

CITg is owned by Waterland, an international private equity firm that has made carbon reduction, talent retention, and customer satisfaction explicit priorities. Waterland supports our growth through acquisitions, financing, and organisational development, while our management team runs the business day to day.

Management team



Dimitri Wams
CEO



Reinout van Tuyll
CFO

Executive leadership team



Blerim Mustafa
HR Director



Daan van Nieuwenhoven
Director ITAD



Erwin van der Valk
Marketing Director



Jan Dirk Krispijn
Director End-user
Computing



Lennart van den Dool
IT Director



Marcel Does
Procurement Director



Sander Cornelissens
Director Re-Commerce



Hanne Oelen
Strategy Director



Marco Woudenberg, Manager QHSE & ESG

How ESG information reaches the top

In 2024, we appointed Marco Woudenberg as QHSE Manager. In 2025, as part of our push to make ESG more data-driven, his role was broadened to also cover ESG. He joins management meetings every two weeks to update the team on quality, health, safety, and ESG topics, and briefs the CFO, our Supervisory Board's ESG representative, on anything material.

KPIs are compiled by the Manager QHSE & ESG together with HR, Operations, Sales & Marketing, and IT, then submitted to senior management. The CEO reviews them and reports progress to the board and shareholders every month.

We're working to align ESG objectives, roles, and targets across all our operating companies by 2026. For our most material topics, we've already started breaking data down by entity, a process we expect to take another one to two years to finish.

What we discuss with our owner

Waterland sees ESG performance as directly linked to business performance and pushes us to manage ESG risk thoughtfully rather than as a compliance exercise. In 2025 our conversations with Waterland covered: our ESG strategy, goals, and KPIs; our Circular IT Calculator; CSRD and impact reporting; opportunities created by EU regulation; and ESG certifications.

4.3 Risk management and stakeholder engagement

4.3.1 How we identify what matters

To meet CSRD requirements properly, we brought in an ESG specialist consultancy to help us identify our material Impacts, Risks and Opportunities (IROs) in a structured way.

For every topic, across environment, social, and governance, we looked at: where the impact happens (in our own operations or further up or down the value chain), whether it's actual or potential, how it happens, how severe it is, and how likely it is.

We used the same method to map positive impacts, and financial risks and opportunities. The full process behind this is explained in section 5.3.



4.3.2 Disclosure of material IROs across the value chain

Domain	Impacts	Risks	Opportunities
Environment	Energy use and pollution upstream in our supply chain; heavy use of virgin materials; e-waste, offset by the positive impact of circular sourcing and refurbishment.	Climate policy changes and carbon pricing; energy cost swings; supply chain disruption; reputational damage from pollution incidents; water stress and resource scarcity upstream.	Rising demand for low-carbon IT; circular models that support compliance; access to green finance and public tenders; EU support for eco-design and right-to-repair.
Social	Inclusion of people with disabilities; safe, diverse workplaces; local jobs through refurbishment; digital inclusion; quality and reliability of reused products.	Exclusion of vulnerable groups; workplace harassment; human rights issues upstream; the digital divide; data privacy and cybersecurity concerns.	Inclusive employment; ethical, traceable sourcing; stronger consumer trust; job creation in repair and logistics; promoting digital equity.
Governance	Whistleblower protection; anti-corruption and anti-bribery standards.	Cost and complexity of aligning governance across our companies; evolving ESG and IT governance expectations; data protection and cyber risk.	Better operational alignment; stronger stakeholder trust; risk reduction through compliance; competitive advantage from strong data protection.

5. What matters most: our material topics

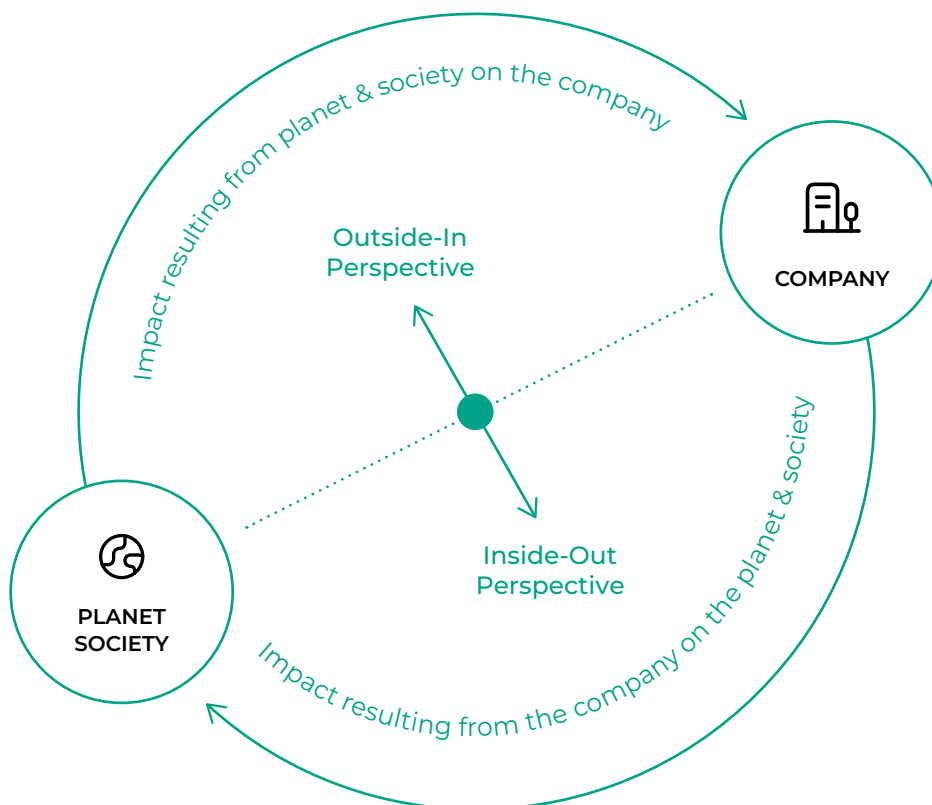


5.1 What “double materiality” means, in plain terms

CSRD asks us to look at materiality from two directions at once:

- **Outside-in:** how the world around us, environmental and social change, affects our business. We cover this in the “What’s at stake” section for each ESG topic throughout this report.
- **Inside-out:** how our own activities affect people and the planet, based on a structured materiality analysis.

Double Materiality



5.2 Where CITg has the most influence

The table below lists our most material topics, how they score on financial materiality (the potential impact on our business) and impact materiality (our potential impact on people and planet), each on a 1–5 scale, and where in this report you can read more. Financial materiality still reflects our 2024 assessment. Impact materiality for the four environmental topics has been updated with the 2026 stakeholder survey; the social and governance topics have not been resurveyed since 2024 and are carried forward unchanged.

Topic	Financial Materiality	Impact Materiality	Chapter
Climate change & energy	4	3.4 (was 4.4)	6.1
Resource use & circular economy	1	4.4 (was 5)	6.4
Pollution	1.6	3.2 (was 4.1)	6.2
Water & marine resources	1.8	2.9 (was 4.1)	6.3
Our workforce	5	3.1	7.1
Workers in the value chain	5	1.9	7.2
Affected communities	2.9	3.8	7.3
Consumers & end-users	2.3	3.1	7.4
Business conduct	1.6	3.1	8.3

Stakeholders rate CITg’s influence on all four environmental topics similar to the previous years. The pattern reflects a distinction between actual global impact, which stakeholders rate lower, and CITg’s influence on the behaviour of direct relations, which has risen.

A closer look at the 2026 environmental scores

The 2026 survey asked about nine specific environmental sub-topics rather than the four broad categories above. Here is how each one scored, combined across all five stakeholder groups:

Sub-topic asked in 2026	Weighted score (1–5)	Feeds into
Responsible procurement & reuse	4.3	Resource use & circular economy
Reducing customer IT waste	4.5	Resource use & circular economy
Reducing internal energy consumption	3.6	Climate change & energy
Limiting climate change	3.5	Climate change & energy
Less plastic & microplastics	3.5	Pollution
Promoting biodiversity	3.4	Not currently a standalone topic
Energy-efficient products	3.0	Climate change & energy
Limiting hazardous substances	3.0	Pollution
Reducing water consumption	2.9	Water & marine resources

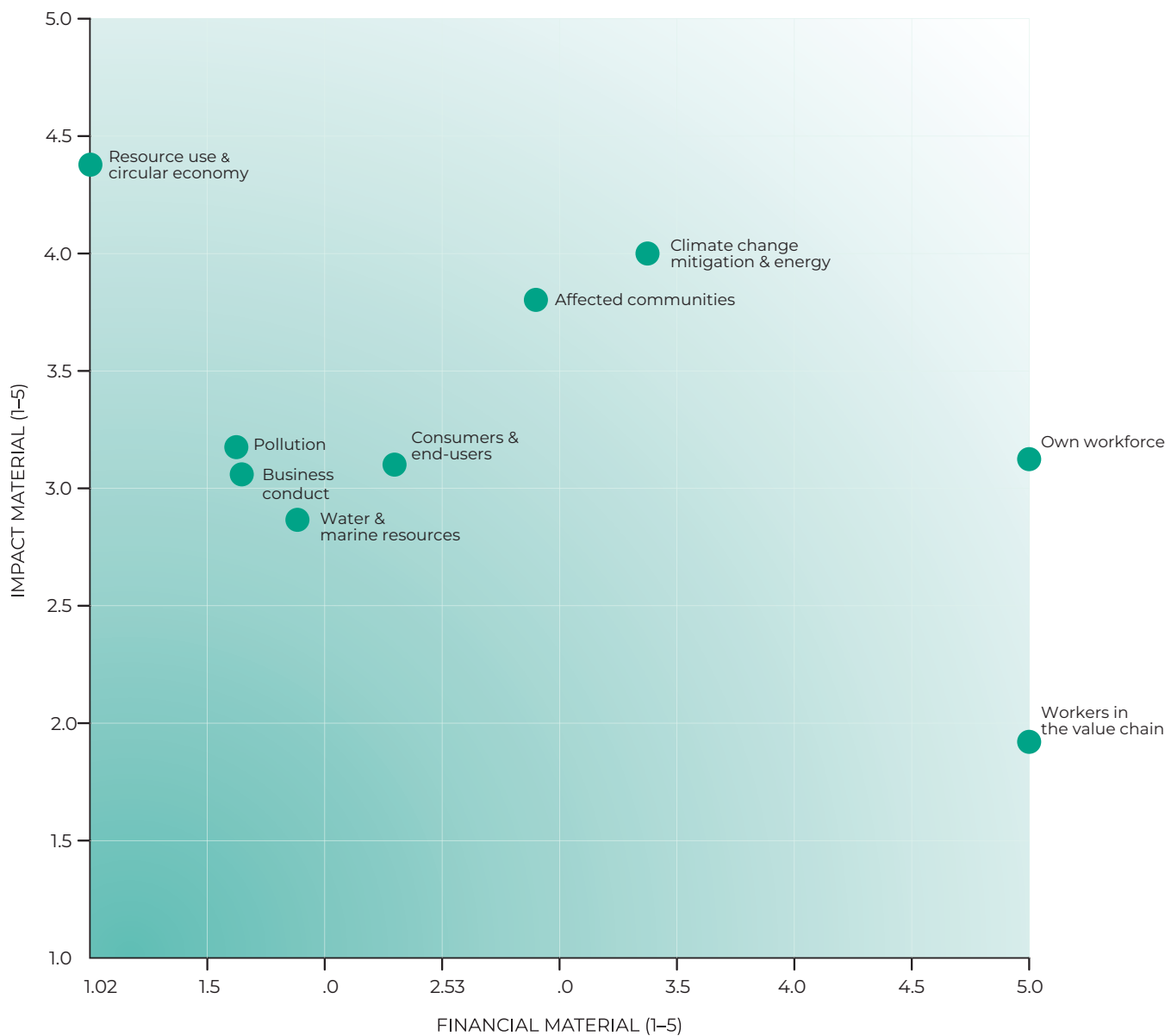
One result does stand out: biodiversity scored 3.4, on par with climate change and slightly ahead of water consumption. Our current approach to biodiversity treats it as a knock-on effect of climate change and pollution, rather than report on it individually. This proved to be a valid call, as we had no direct stakeholder input on it. Yet now that we do, and it scores this high, it’s worth revisiting whether biodiversity deserves its own line in next year’s materiality table rather than being folded into other topics.

We also plot our material topics on a matrix, with impact materiality on one axis and financial materiality on the other, to see at a glance where each one sits. This shows three kinds of topics:

5. What matters most: our material topics

- High on both axes: our top strategic priorities.
- High impact, lower financial materiality (like circularity): still important for our long-term role in the sector, even where the immediate financial stakes are smaller.
- Lower impact, higher financial materiality (like labour practices in our value chain): important mainly for compliance and risk management.

Materiality Matrix



5.3 How we got there

We followed a structured process, in line with ESRS, to work out which topics matter most:

- **Start broad:** we began with a long list of 92 potential ESG topics, taken directly from the ESRS framework.
- **Narrow it down:** using our earlier materiality work, internal analysis, research, and conversations with people inside and outside the company, we worked out which topics needed a closer look and which clearly didn't apply to us.
- **Score what's left:** for each remaining topic, we scored impact materiality (how big, how widespread, how hard to reverse, and how likely any impact is) and financial materiality (how big and how likely any risk or opportunity is for CITg), each on a 1–5 scale, so we could compare and plot them.
- **Ask our stakeholders:** in 2023 and 2024, we surveyed employees, customers, financial institutions, partners and suppliers, and the general public on all topics. In 2026, we refreshed this for our environmental topics with more specific questions, for example splitting “climate action” into climate mitigation, internal energy use, and energy-efficient products, so the input we get is sharper and easier to act on.

This 2026 refresh covered six stakeholder groups: the general public, customers, financiers, partners, suppliers, and employees. In total, 96 responses were used to weight the outcome, with employees carrying the largest share of the weighting simply because they made up most of the respondents.



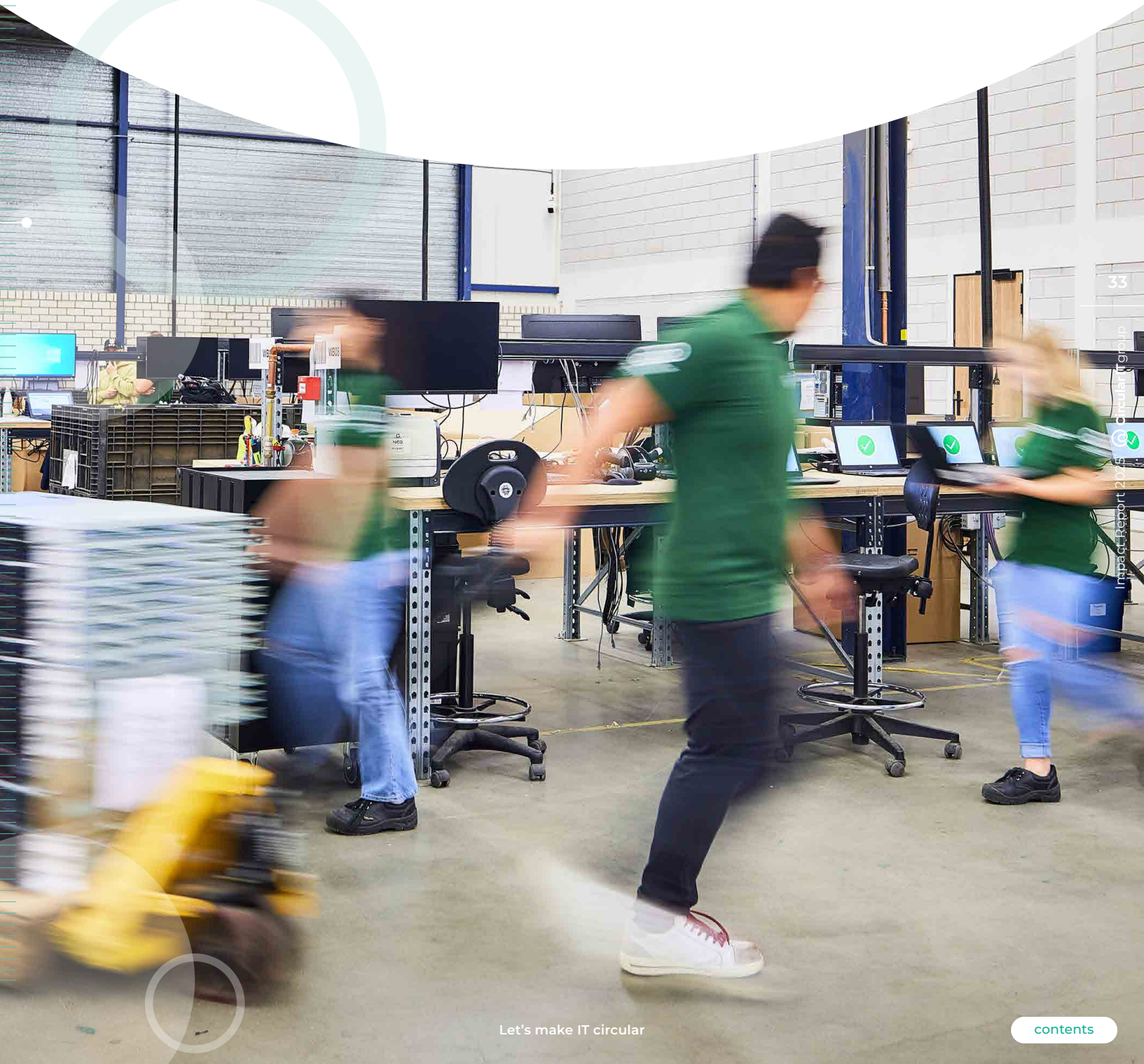
Where our analysis has limits

- For some topics, our influence is indirect. We're not the ones using the water or extracting the materials ourselves, but our choices further down the chain still matter:
- Biodiversity: our current approach is to focus on the root causes we can actually influence, such as climate change and air and water pollution, rather than reporting on biodiversity outcomes directly. As noted above, the 2026 survey gives us a first direct read on this topic, and it's higher than expected, so this approach is due to a review rather than being assumed to still hold.
- Water: we barely use any water ourselves. But further upstream, making the semiconductors, cleaning the components, processing the metals, IT hardware manufacturing uses a lot of water, and can pollute it too. By extending the life of equipment, we cut demand for new production, which indirectly reduces that water use and pollution as well.

This analysis gives us guidance on where to focus. The chapters that follow set out what we're doing, what we're aiming for, and how we're getting on, topic by topic.

Our DMA is subject to change as well, and we have learned that we can make the outcome more reliable by adding qualitative context. To date, we have executed quantitative interviews only and by doing so experiencing lack of context on the outcomes and openings for arbitrary interpretations. So we will add qualitative interviews for the upcoming reports and thereby consequently enlarging the context enabling better interpretation of the collected data and information.

6. Environmental impact



6.1 Climate change mitigation (ESRS E1)



Climate action

What's at stake

Making IT hardware is energy hungry. Chips, batteries, and screens all take a lot of energy to produce, and most of that happens in parts of the world where the power grid still leans heavily on fossil fuels. That makes it a slow, structural problem, not something a supplier can fix overnight. But every laptop or server we refurbish and keep in use instead of replacing avoids that upstream energy demand entirely, and the more customers choose refurbished, the bigger that effect becomes.

Climate change also creates real risks for us: carbon pricing and stricter climate policy raise our compliance costs, extreme weather can disrupt suppliers and logistics, and energy prices swing with the market. On the upside, more customers and investors now want low-carbon IT, and being able to show verified, traceable emissions data, including Scope 3, gives us a real edge as regulations like CSRD and the EU Taxonomy start to reward transparency.

Goals

Goals	2026	2027	2028	2029	2030
Reduce scope 1, 2 & 3 emissions (vs 2022)	-25%	-30%	-35%	-40%	-45%
Awareness of CO ₂ reduction options (reach of target audience)	85%	86%	87%	88%	89%
Total energy consumption (MWh) (vs 2023)	-10%	-15%	-20%	-25%	-30%
Increase renewable energy	+5%	+5%	+10%	+15%	+20%
Reduce energy intensity	34	33	32	31	30

Alongside these, we're also working to decrease total energy consumption, increase the share of renewable energy, and reduce our energy intensity per euro of revenue.

Results

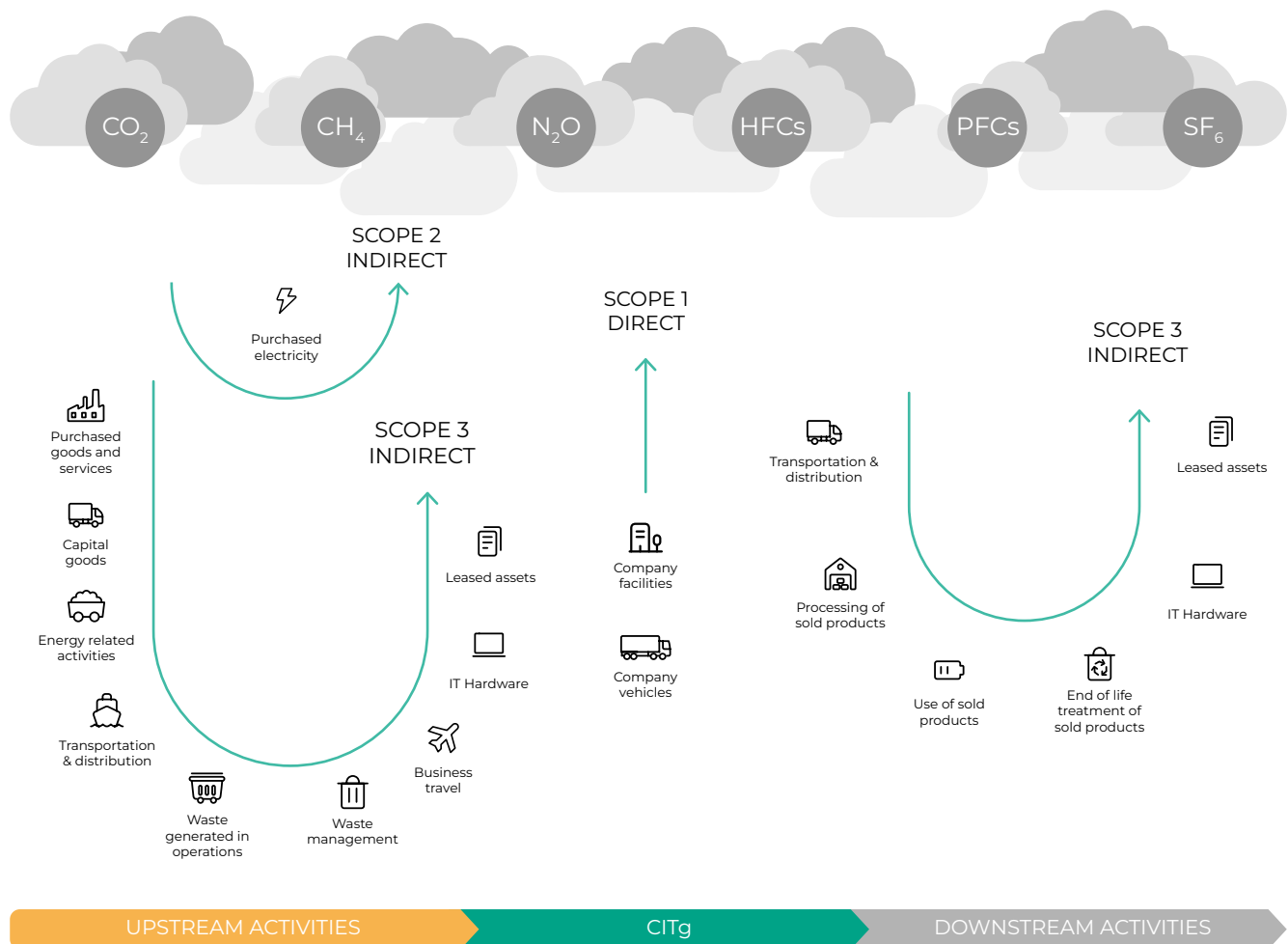
Carbon Indicators	2023	2024	2025
Scope 1 emissions (tCO ₂ e)	445	510	523
Scope 2 emissions (tCO ₂ e)	214	108 ^a	34
Scope 3 emissions (tCO ₂ e)	39,468 ^a	28,285 ^a	25,284
Total emissions (tCO ₂ e)	40,128 ^a (-66%, vs 22)	28,903 ^a (-76% vs 22)	25,841 (-78% vs 22)
Revenue intensity (tCO ₂ e/€m Rev)	576	440	236.2
Employee emission intensity (tCO ₂ e/FTE)	186	140	83
Renewable energy use (%)	16%	27%	86.5%
Total energy consumption (kWh)	988,918 ^a	766,387 ^a	864,960
Energy Intensity (MWh/€m rev)	29	34	7.86 ^a
Avoided emissions (ton CO ₂ e)	35,077.4	20,306.9	61,168.1

^a Restated based on improved data and/or calculation methodologies.

Most of our emissions come from purchased goods and services and from the use of products we've sold on, rather than from our own buildings or vehicles, which is typical for a business like ours: our footprint sits mainly in the value chain, not on our own premises.



Scope 1, 2, 3



How we calculate avoided emissions

Since 2025, we've changed how we calculate the emissions we avoid through refurbishment and ITAD. Because of this, the 2025 figure isn't directly comparable to 2023–2024, so we explain the change here, and we now label every avoided-emissions figure with the method used.

Until 2024, we used a simple “zero-burden” approach: every device we resold or refurbished counted as fully replacing a new one. That's straightforward, but it overstates the benefit. It assumes every device handed over for reuse is actually reused, it ignores that a device already has a life of its own once it's out in the world, and it glosses over the fact that devices entering resale often had a shorter first life than average.

From 2025, we use the method set out in Fraunhofer IZM's 2025 lifecycle study. It works out avoided emissions as the difference between two scenarios: what would have been emitted making a brand-new device (the baseline), minus what we actually emit getting a device into a second life through refurbishment or ITAD (the circular scenario). Two things bring that number down to something more realistic: not every device handed on for reuse is genuinely reused (we apply a 90% reuse rate for devices we sell directly to consumers, and a more conservative 85% for devices sold on to resellers), and a device only gets credit for the share of a full working life its second use actually delivers.

The result is more conservative, and that's the point: Fraunhofer's research puts the real benefit of circular models at around 20%, well below the 40–70% assumed in older studies. Our 2025 figure can still be higher than 2024's, but that's down to a wider scope (more entities included, tablets and mobiles now counted, and around 68,000 more ITAD devices measured), not the new method being more generous.

To keep this honest and easy to follow, every avoided-emissions figure in this report now carries a label: Old method (zero-burden) for 2023–2024, or New method (Fraunhofer) for 2025 onward.

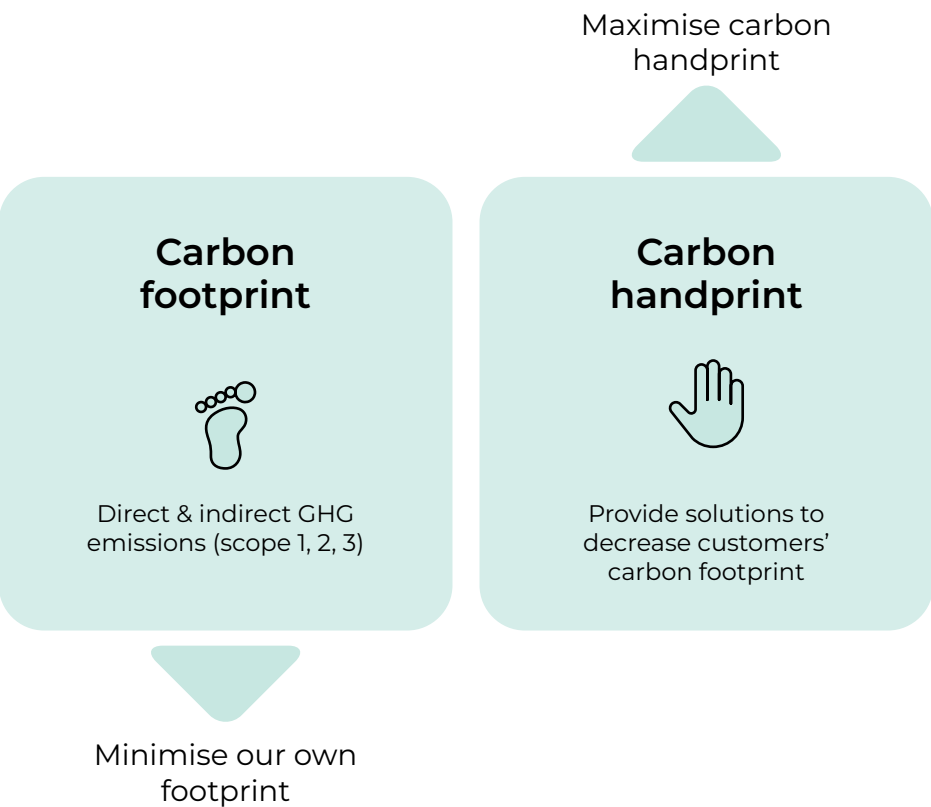
What we're doing

On our own footprint: we're shifting to green energy and more efficient buildings (LED lighting, movement sensors, battery systems to help balance the grid), tightening our travel policy, and expanding our carbon-measurement system to cover Scope 1, 2, and 3 emissions across all entities.

On our value chain: all our own staff use refurbished laptops and phones, our lease policy favours electric and hybrid cars and bans high-emission diesel vehicles, we lean on hybrid working and online meetings to cut commuting and travel emissions, and we prioritise EU sourcing and advance ordering so goods can travel by ship rather than by air.

For customers: we help them extend the lifecycle of their own IT-assets, for both new and pre-owned hardware, have access to refurbished hardware, responsibly recycle hardware when a device truly reaches the end of the line, and prioritise procuring energy-efficient, combined with service to make sure the full lifecycle is safe, secure, sustainable, fully controlled, compliant and cost-efficient. Our online Circular IT Calculators let customers see the carbon footprint of specific devices, or provide a clear first indication, before they buy, so sustainability becomes part of the purchasing decision rather than an afterthought.

Footprint versus handprint



6.2 Pollution (ESRS E2)



Responsible consumption and production

6.2.1 Impacts, risks & opportunities

What's at stake

We don't manufacture anything ourselves, so our biggest pollution footprint sits upstream, in mining and chip manufacturing, and downstream, in how e-waste is disposed of when it isn't handled properly. Both can contaminate air, soil, and water, especially through informal recycling, and the damage is often hard to reverse. Every device we refurbish instead of scrapping avoids a share of that pollution at both ends.

Our own risk here is mostly reputational: if a downstream partner mishandles waste, that reflects on us, which is why we manage it through careful partner selection rather than direct control. On the upside, tightening environmental rules and rising demand for proven pollution prevention increasingly favour circular businesses like ours.

Goals

- Grow the average size of inbound shipments by 58% by 2030, cutting the amount of packaging needed per device.
- Move from 100% individually packed new DaaS devices to 95% dealer-pack shipping by 2030.
- Use over 90% recycled or responsibly sourced material (e.g. FSC-certified fibre) in our main packaging.
- Reduce the share of supplied IT waste that ends up in landfill and avoid hazardous or radioactive waste entirely.

Goals	2026	2027	2028	2029	2030
Reduce waste destined for landfill (supplied IT material waste)	10%	9%	8%	7.5%	7%
Increase Inbound shipment size vs 2022	50%	52%	54%	56%	58%
Increase dealer pack share vs individually packed	91%	92%	93%	94%	95%
Packaging material recycled or responsibly sourced	91%	92%	93%	94%	95%

Results

Indicator	2023	2024	2025
Transport from suppliers (tCO ₂ e)	[n/a]	1,822	1,692
Distribution to customers (tCO ₂ e)	[n/a]	375	200
Transport share of total emissions	[n/a]	4.8%	7.3%
Hazardous or radioactive waste (tons)	0	0	0
Group waste to landfill/thermal disposal	[n/a]	1.13 % (17,772 kg of 1,559,052 kg)	1,18% (15,948 kg of 1,351,585 kg)

What we're doing

We extend product life through refurbishment wherever possible (see section 6.4), run take-back programmes to recover value at end of life, and work only with certified recycling partners for e-waste and packaging. All our products meet CE, RoHS, and REACH standards, and we comply with the WEEE Directive on collection and recycling. Our packaging strategy favours recycled or FSC-certified fibre over plastic, and we push suppliers to do the same.

In 2025, Circular IT group refurbished around 425,679 IT computing assets through ITAD and refurbishment programmes.

Helping customers cut their own footprint: our carbon handprint

Most of our climate impact happens through helping customers reduce their own emissions, rather than through our own operations. We use the term carbon handprint for this: the counterpart to a carbon footprint, it measures emissions avoided rather than emissions caused.

We build that handprint in four ways:

- Extending product lifetimes. Our DaaS model helps customers avoid over-purchasing and idle devices, while our ITAD and refurbishment services grade used devices for a second or third life, cutting demand for new manufacturing.
- Responsible recycling. When a device genuinely can't be reused, we recycle it responsibly and help customers improve their own recycling performance too.
- Energy-efficient technology. We prioritise devices with recognised certifications (TCO, Energy Star, EPEAT) that use less energy over their lifetime and share that data with customers so they can choose accordingly.
- Sustainable procurement. We work with suppliers who prioritise eco-design, recycled materials, and low-carbon logistics, and we give customers visibility into a device's footprint, from recycled content to transport emissions.

Two tools back this up. Our free Circular IT Calculator lets any customer estimate the carbon footprint of their IT environment at device level. For a more detailed picture, our partnership with Px3 generates precise, model-specific carbon data based on real-world usage, helping customers lower energy use, extend device life, choose low-carbon hardware, and get the data they need for their own CSRD reporting.

6.3 Clean water and marine resources (ESRS E3)



Clean water and sanitation

Responsible consumption and production

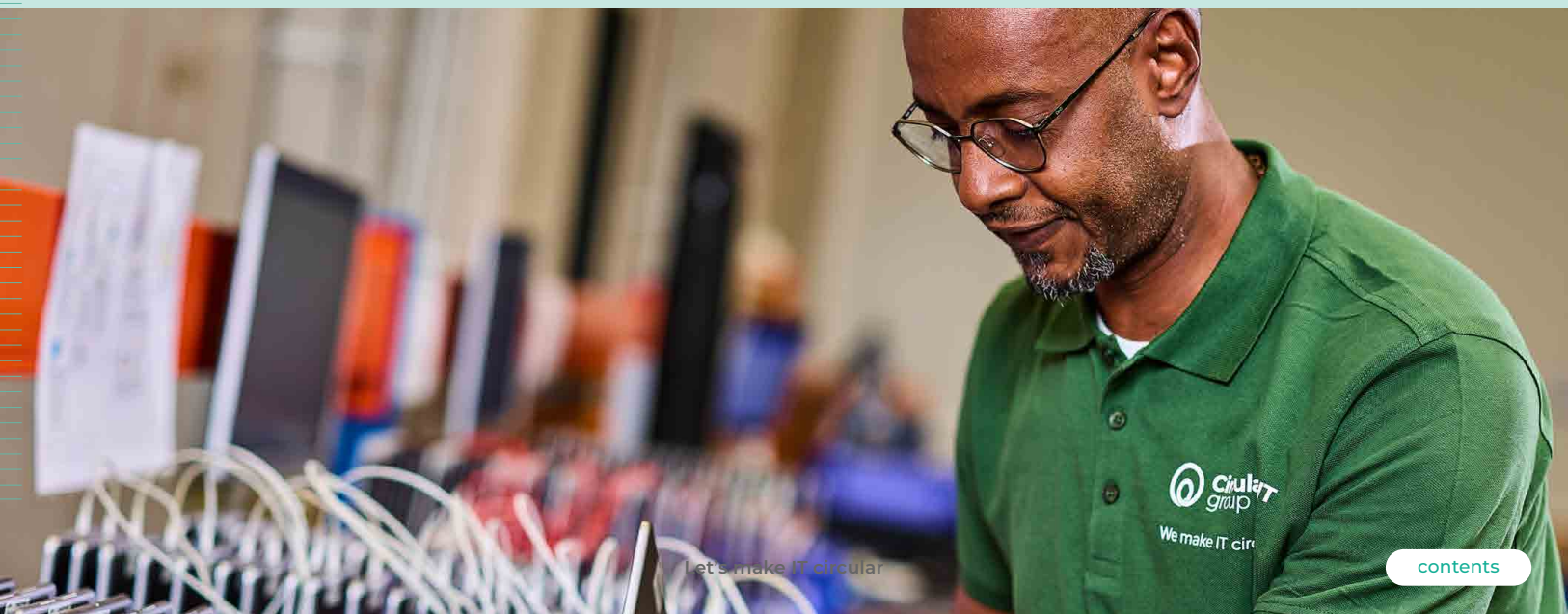
What's at stake

We use very little water ourselves. The real water footprint sits far upstream, in chip fabrication, circuit board manufacturing, and cooling systems, some of the most water-intensive processes in any industry, concentrated in a handful of countries. It's also slow to recover from: contaminated or depleted water sources can take years to recover, if they recover at all. Every device we keep in use instead of replacing indirectly avoids some of that water use and pollution.

Our own risk is mostly about supply: water stress at a supplier's site can delay or raise the cost of sourcing components. As water regulation tightens and buyers pay more attention to it, being able to show a lower water footprint through circularity becomes a genuine selling point.

Goals

Our own water use is small enough that we haven't set a specific target for it, though we're working towards one (see below).



Results

Indicator	2023	2024	2025
Water consumed (m³)	2,444	2,084	1,346

This figure covers our main locations. We don't own all the buildings we operate from, so full visibility across every site isn't guaranteed.

What we're doing

We sell only CE, RoHS, and REACH-compliant products and work exclusively with certified recycling partners (WEEELABEX and ISO), so hazardous materials are tracked rather than left to enter water sources unchecked. Our circular model reduces water use indirectly, by cutting demand for new manufacturing, and we prioritise suppliers who actively manage and reduce their own water use. We track progress against industry benchmarks and stay engaged with regulators on upcoming water-related rules.



6.4 Resource use & circular economy (ESRS E5)



Responsible consumption and production

Climate action

This paragraph responds to the disclosure requirements under ESRS E5, covering resource inflows, waste management, and circularity performance.

What's at stake

New IT hardware demands a lot of virgin material, energy, and water, mostly through mining and energy-intensive chip and motherboard production, and those raw materials don't come back once extracted. Every device we refurbish or keep running instead of scrapping avoids a share of that demand.

At the other end of a device's life, the risk is e-waste: the fastest-growing waste stream in the world, and one where a lot of value is lost if devices are landfilled, burned, or dismantled by hand instead of being properly reused or recycled. We reduce this through service models like device-as-a-service and take-back schemes, and by working only with certified recyclers.

On the risk side, scarcer raw materials can push up our costs or limit what we can source. On the opportunity side, circularity is a genuine growth strategy: EU policy increasingly rewards eco-design, extended producer responsibility, and right to repair, most notably the EU Right to Repair Directive, which member states must apply from 31 July 2026 (see section 9.3). Strong circularity credentials open doors to green finance and public tenders that value proven sustainability performance.

Goals

Goals	2026	2027	2028	2029	2030
Material recycled	85%	90%	90%	90%	90%
Media reach within target audience	85%	90%	95%	96%	97%

Results

Resource outflows	2023	2024	2025
Total weight (kg)	749,156	1,559,052	1,351,585
Recycling	546,607 (73%)	1,392,077 (89%)	1,184,799 (87.66%)
Energy recovery	173,571 (23%)	149,357 (10%)	150,836 (11.16%)
Thermal disposal	25,478 (3%)	15,590 (1%)	5,676 (0.42%)
Landfill disposal	3,243 (0.4%)	2,182 (0.1%)	10,272 (0.76%)

Devices refurbished	2023	2024	2025
Computing (Group data starting in 2025)	46,047	34,010	425,679 ^a
Networking (subsidiary CITG Netherlands BV)	26,962	39,555	38,859

^a Restated based on improved data and/or calculation methodologies.

Our End-user Computing organisation, NEG-ITSolutions, also held onto its Platinum EcoVadis rating for a third-year running, ranking it amongst the top 1% of companies carrying the EcoVadis rating.



What we’re doing: the 9R framework

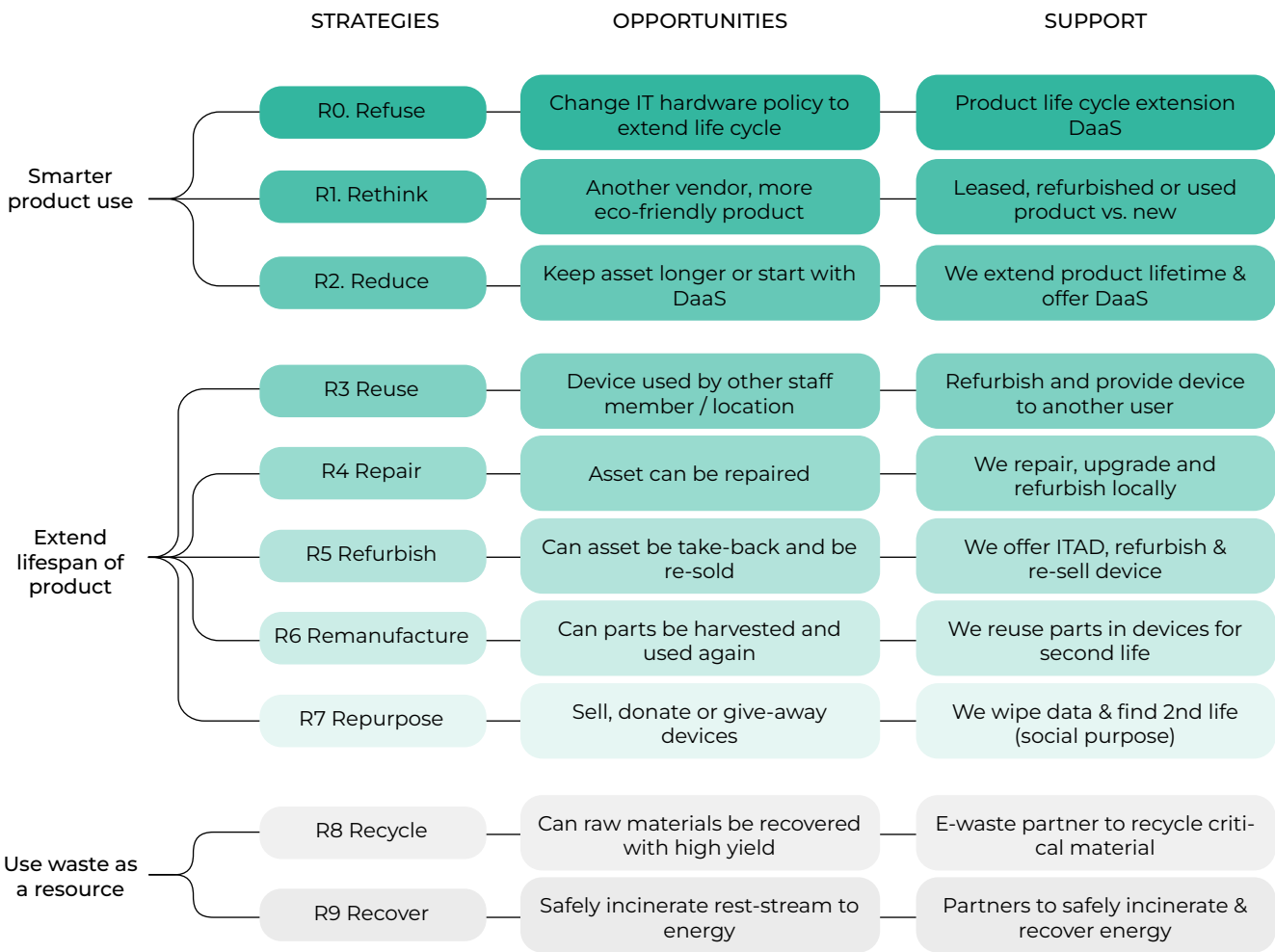
Our approach follows the 9R framework, which ranks circular strategies from the most to the least resource efficient. The earlier in a product’s life we apply one of these, the bigger the impact:

Strategy	What this looks like at CITg
R0 Refuse	Hardware policies that prevent over-purchasing and encourage smarter, longer use of existing devices.
R1 Rethink	Moving customers from upfront purchases to flexible leasing (DaaS) and mixing new with refurbished devices.
R2 Reduce	Extending product lifetimes through DaaS, cutting both e-waste and demand for new raw materials.
R3 Reuse	Redeploying existing devices to other staff or locations before considering anything new.
R4 Repair	Keeping devices updated and repaired, replacing parts like batteries or memory where possible.
R5 Refurbish	Grading and refurbishing devices at the end of a DaaS subscription for resale or donation.
R6 Remanufacture	Reusing parts from discarded products to build new devices with the same function.
R7 Repurpose	Securely wiping devices and reusing parts to create products with a different function.
R8 Recycle	Working with WEEELABEX-certified partners to recover valuable and critical raw materials.
R9 Recover	Where recycling isn’t possible, disposing of materials responsibly, including safe energy recovery.

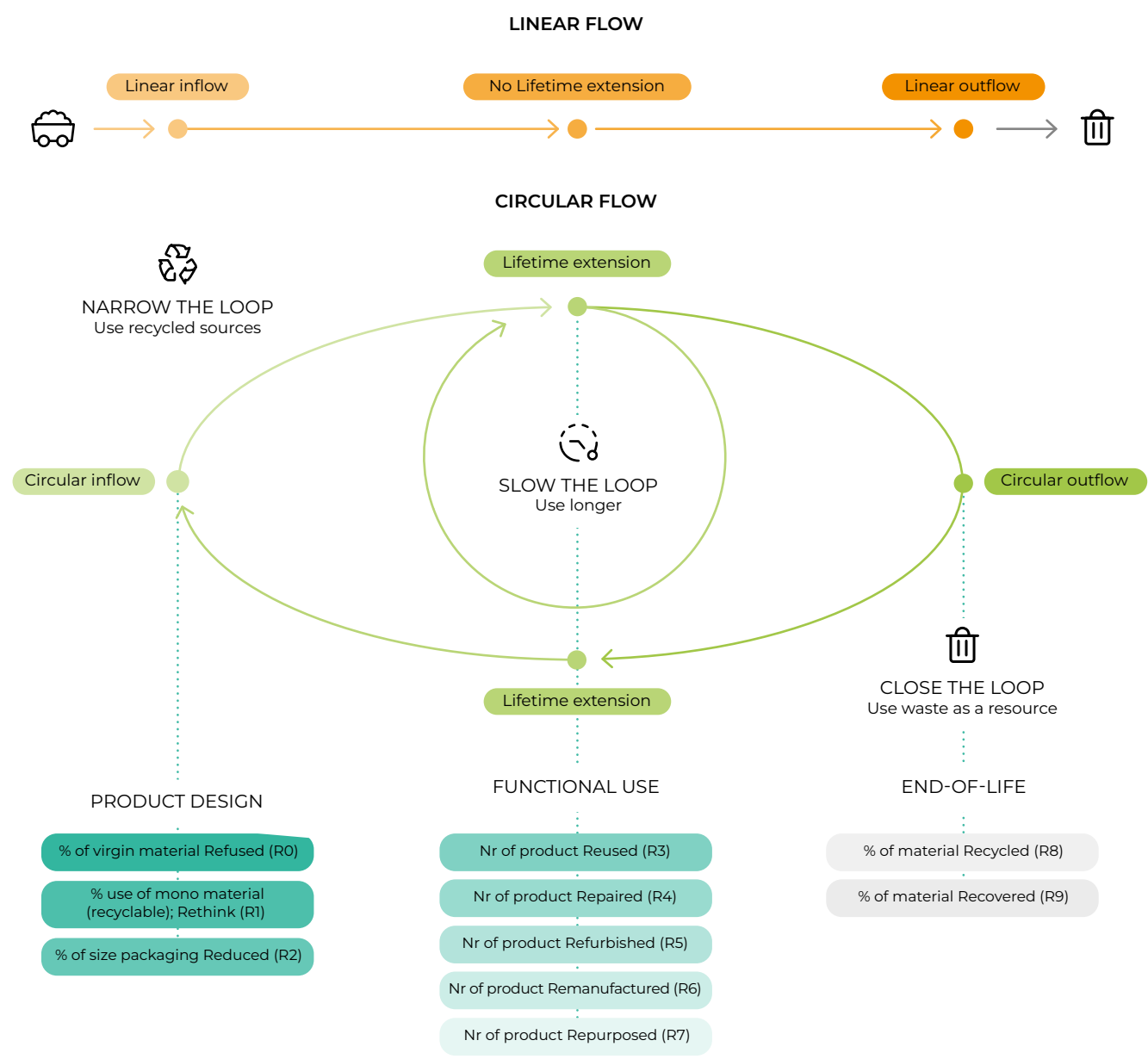
We continue to drive public awareness on sustainability, not by negative examples, yet led by positive reinforcement guided by low threshold best practices and tools. We aim to make lowering one's footprint the standard choice, by making it convenient and commercially attractive.

In 2024, we launched an advanced version of our Circular IT Calculator for laptops, providing approximately half our customers the data they need to make more sustainable purchasing decisions and support their own CSRD reporting. Beyond the tool itself, we raise awareness by participating in events, blogs, social media, advertising, education, and partnerships with universities and public research institutes.

Circular opportunities



Circular model



7. Social impact



7.1 Our people (ESRS S1)



Decent work and economic growth

Reduced inequalities

This section corresponds with ESRS S1 – Own Workforce.

What's at stake

How we treat our own people matters as much as what we sell. Inclusive hiring, especially for people with disabilities or people who've had a hard time finding work elsewhere, gives people meaningful jobs and helps us tap talent competitors overlook; getting it wrong costs us that talent and risks real reputational and legal damage.

The same goes for workplace safety: a respectful, safe workplace keeps people well and keeps them here, while harassment or unsafe conditions cause harm that's hard to undo. Diverse teams make better decisions and are more resilient, but building that takes deliberate effort against bias in hiring and promotion. And open dialogue with employees, through clear feedback channels and honest conversation, reduces conflict and surfaces better decisions before problems escalate.

Employment & working conditions

Our employment targets for 2026–2030 also stay constant rather than shift year on year: 100% compliance with local labour laws on working hours, employee turnover kept under 10%, and 100% of employees paid fair wages, throughout the period.

Our target for the PSO ladder (Prestatieladder Socialer Ondernemen, a Dutch certification scheme that measures how inclusively an organisation employs people with a distance to the labour market) is to reach Level 1 in 2026, and to hold Level 2 from 2027 through 2030.

Indicator	2023	2024	2025
Employee turnover (%)	18%	5%	21%

Employee turnover reached 21%, reflecting post-integration role consolidation.

We use a group-wide employee manual and a set of shared policies (whistleblower, undesired behaviour, theft/fraud/corruption, information security, and health & safety). As noted in our report from last year, we implemented the 2025 pension plan for all companies in the Netherlands.

Training & development

Both training and development targets hold steady through 2030:

- 100% of employees reviewed in a performance cycle every year or every other year.
- 100% of employees with system access complete annual information-security training.

Indicator	2023	2024	2025
Employees reviewed in performance cycle	60%	70%	80%
Employees who joined information-security training	[n/a]	54%	60%

Diversity, equity & inclusion

We want a workplace where everyone gets a fair shot, and where our team reflects the world around us. That means equal pay and equal treatment for every employee, regardless of background, and a clear commitment to hiring at least 5% of our people from groups with a distance to the labour market. It also means working towards a gender-balanced workforce at every level, in line with the wider IT industry.

Indicator	2023	2024	2025
Board members (#)	4	2	2
Women on the board (#)	0	0	0
Women in executive management (of 10 FTE)	0	0	1
Women in the workforce (%)	25%	28%	30%
Unadjusted gender pay gap (%)	32.3%	31.4%	33.34%
Employees with a distance to the labour market (%)	3%	5%	5%



There were no women on the Supervisory Board or in executive management in either 2023 or 2024, and the unadjusted gender pay gap, while narrowing slightly, is still around 31%. Progress on hiring people with a distance to the labour market (3% to 5%) is a genuine positive; leadership diversity is under development.

We introduced a behaviour policy in 2024, covering discrimination and harassment, with a clear complaints procedure and a confidential officer employees can turn to. All salaries follow a consistent, benchmarked structure, and we respect employees' rights to organise and bargain collectively.

Health & safety

We want a workplace that's genuinely safe and sustainable to work in. That starts with supporting a healthy work-life balance, with an average of 20% home working where a role allows it, and it means aiming for zero workplace incidents or accidents, backed by safety and health training twice a year. We also aim to keep sick leave under 4%, and to protect our people's privacy completely, with zero data breaches involving employee data.

Indicator	2023	2024	2025
Work-related injuries (#)	0	2	3
Days lost to injury (#)	137	0	3.49
Accident rate	0	3.1	5.29
Absenteeism	2.8%	3.3%	3%
Data breaches involving employee privacy (#)	0	0	0

7.2 Workers in the value chain: fair and safe work (ESRS S2)



Decent work and economic growth

Responsible consumption and production

This section corresponds with ESRS S2 – Workers in the Value Chain.

What's at stake

Circular IT shifts some jobs away from traditional manufacturing towards repair, refurbishment, and resale, which can mean job losses in parts of the world still built around producing new hardware. We can't undo that shift, but we can make sure the jobs it creates, in refurbishment, testing, logistics, and resale, are decent ones, and we actively hire people who've struggled to find work elsewhere.

There's also a harder problem further upstream: cheap electronics can hide labour conditions we wouldn't accept if we saw them directly, from unfair wages to child or forced labour deep in the supply chain. We reduce the pressure that drives this by cutting demand for new production, and by pushing our suppliers, through codes of conduct and required certifications, to meet basic labour standards. Getting this wrong risks real reputational and legal exposure; getting it right also helps us meet incoming rules like the EU's Corporate Sustainability Due Diligence Directive before they become mandatory.

Goals

Goals	2026	2027	2028	2029	2030
Suppliers who signed our code of conduct	n/a	55%	60%	65%	70%
Key suppliers assessed	80%	80%	80%	80%	80%

Results

- In 2025, 86% of our key suppliers have been assessed. The number of suppliers signed our code of conduct (CoC) is a new KPI. It will be reported for the first time in 2027, alongside the roll-out of a standard group CoC.
- All management and procurement staff at CITg are trained on our Code of Conducts and the possibilities of sustainable procurement.

7.3 Affected communities (ESRS S3)



Quality education

Reduced inequalities

Sustainable cities and communities

Responsible consumption and production

Our donation and inclusion programmes help reduce the digital divide, aligning with ESRS S3 – Affected Communities.

What's at stake

Refurbished IT can be the difference between a school, clinic, or family having reliable technology or going without, especially where budgets are tight. Extending devices' lives this way tends to have a lasting effect: once someone has digital access and the skills that come with it, that opportunity compounds. Circular business models also create local jobs, in repair, logistics, testing, and customer service, often in regions with fewer alternatives.

The main risk on our side is trust: if refurbished devices are seen as unreliable, that undermines the whole case for circularity, which is why warranties and consistent quality control matter as much for social impact as for sales. There's also a genuine, if smaller, concern that greater device access can mean more screen time or less in-person interaction, something we can't control directly but try to address through awareness work with schools and partners.

Results & Goals

	Results			Goals					
Goals	2023	2024	2025	2025	2026	2027	2028	2029	2030
Devices going to schools/NGOs x 1,000	27	33	24	28	31	33	35	38	41
Value of hardware donated (IT Donations) x 1,000	€325	€120	€131	€150	€180 ^a	€210 ^a	€230 ^a	€240 ^a	€270 ^a

^a Restated based on improved data and/or calculation methodologies.

In 2025, Close the Gap shipped devices sourced from CITg: 15,239 to Kenya and 5,994 to Benelux projects, reducing digital inequality and extending the useful life of the hardware involved.

What we're doing

Through our ITAD process we refurbish laptops, desktops, tablets, and smartphones, making quality IT hardware affordable for people and organisations with limited budgets. We work with partners including Close the Gap, Digital for Youth, and Laptop Desk to donate or subsidise devices.

Through our IT donations Foundation, customers can donate the residual value of decommissioned IT assets to a charity of their choice; we handle the collection, certified data wiping (NIST 800 and Blancco standards), valuation, and reporting. We also support digital inclusion through local partnerships and offer internships and job training in our refurbishment operations, particularly for people with a distance to the labour market. Critical note; we sense fewer donations as a result of market- and economical trends.

7.4 Consumer trust and safe IT (ESRS S4)



Quality education

Reduced Inequalities

Responsible consumption and production

Climate Action

This chapter addresses ESRS S4 requirements related to consumer safety, privacy, and sustainable consumption.

Most of our subsidiaries are in the business-to-business industry. iUsed & RefurbishedDirect offer refurbished products directly to consumers.

What's at stake

Most of what we do is business-to-business, but two of our brands, iUsed and RefurbishedDirect, sell refurbished IT directly to consumers, and that comes with a different set of responsibilities. Access to affordable, reliable technology is genuinely valuable for people who couldn't otherwise afford it, but only if the products hold up: inconsistent refurbishment or weak after-sales support quickly erodes the trust the whole model depends on.

The same is true of how we talk about our products: overstating the environmental or social benefits, even unintentionally, does lasting damage once discovered. The clearest risk is data: a device that reaches a consumer without properly wiped data isn't just a technical failure; it's a privacy breach that's hard to undo. We manage that through certified data erasure and strict quality control. Those protect the trust the whole model depends on. The lower-carbon case for refurbished IT rests on something separate: it avoids the emissions of manufacturing a new device in the first place, but that case only holds up if customers can also count on the device being safe and reliable.

	Results			Goals		
Goals	2023	2024	2025	2025	2026	2027
Turnover growth, RefurbishedDirect	7%	53%	12%	10%	10%	10%
Turnover growth, iUsed	7%	10%	2%	10%	10%	10%
Trustpilot rating, RefurbishedDirect	4.7	4.7	4.6	>4.7	>4.7	>4.7
Trustpilot rating, iUsed	4.6	4.7	4.7	>4.7	>4.7	>4.7
Trustpilot reviews, RefurbishedDirect (#)	1,000	2,000	3,207	N/A	N/A	N/A
Trustpilot reviews, iUsed (#)	12,000	14,000	15,566	N/A	N/A	N/A

Results & goals

We also ran a customer satisfaction survey for our business-to-business customers in early 2025: overall satisfaction was high, as reflected in the review ratings online, and we're following up directly with customers who gave lower scores, improvement actions are part of the daily activities by the service delivery team as the overall customer satisfaction is considered of the highest value. This is not only relevant within our online sales channels, this is measured across all elements of the company and as of September 2026, Net Promoter Score (NPS) measurement will be in place for the full organisation, except iUsed and RefurbishedDirect.com, as they will continue to use Trustpilot as their standard.

What we're doing

Our quality and compliance framework covers the full lifecycle: WEEELABEX for responsible e-waste handling, ISO 14001 for environmental management, ISO 9001 for consistent quality, ISO 27001 / NEN7510 for information security, ISO 45001 for Health & Safety, Blancco data wiping to NIST 800 standards on every device, and an EcoVadis Platinum rating for our sustainability performance overall. We even hold the B-Corp certification in our Belgium ITAD site.

Both iUsed and RefurbishedDirect are accredited by the Webshop Trustmark, and products come with a 24–36 month carry-in warranty plus a 30-day money-back guarantee, with 15 days to register a product and a further 15 days to return or exchange it. Customer data is handled in line with applicable privacy law at every stage of the process.

8. Governance & business conduct



8.1 Key governance impacts, risks & opportunities (ESRS G1)



Decent work and economic growth

Peace, justice, and strong institutions

Partnerships for the goals

Strong governance is the backbone of sustainable value creation.

What's at stake

Good governance isn't just paperwork, it's what lets people trust that we do what we say. When employees and partners feel safe raising concerns, without fear of retaliation, problems like fraud, safety issues, or discrimination surface early enough to fix; when they don't, those same problems tend to surface later, in public, and cost far more to repair. The same logic applies to bribery and corruption: a single scandal, even a small or isolated one, can undo years of built-up trust, which is why we treat this as zero-tolerance rather than case-by-case.

Running consistent governance across a group built from many different companies takes real, ongoing effort: aligning policies, training people, and keeping up with standards that keep evolving, especially in ESG and IT, costs time and doesn't always land well internally. Data protection carries its own version of this risk: we're GDPR-compliant, but a breach would still cost us reputationally, even where we're not at fault.

Done well, though, strong governance pays for itself: clearer decision-making, fewer internal conflicts, lower compliance costs, and real credibility with investors, partners, and customers who increasingly treat data protection and business ethics as a condition of doing business, not a nice-to-have.

8.2 Governance structure

Oversight runs through four layers: the Supervisory Board and CEO set strategic direction; the management team leads day-to-day operations and ESG integration; the QHSE & ESG Manager and HR Director coordinate ESG objectives, data collection, and compliance across entities; and local leads at each entity handle implementation and reporting on the ground. We're still in the process of aligning this structure more tightly across entities and improving transparency on ESG performance at every level.

8.3 Business ethics & culture

Code of Conduct

Our Code of Conduct sets out how we expect people to behave on integrity, anti-bribery, compliance, and human rights. In practice, that means clear whistleblower procedures and safe reporting channels, screening suppliers on human rights and labour conditions, and backing our zero-tolerance stance on corruption with training and third-party audits. The aim is a culture where doing the right thing is simply the norm.

Data integrity & IT governance

As an IT business, we treat data protection as a trust asset, not just a legal obligation. That means full GDPR compliance across all entities, regular security audits and penetration tests, certified data destruction in our ITAD services, and ongoing cybersecurity awareness training for staff.

8.4 Anti-bribery, corruption prevention

We hold a zero-tolerance line on bribery, corruption, and unethical conduct. This has been backed by a group whistleblower policy and a policy on theft, corruption, and bribery, plus clear, legally binding rules in the employee manual on accepting business gifts and invitations. We take the same hard line on anti-competitive behaviour: collusion,

price-fixing, and market manipulation are explicitly ruled out, both in policy and contractually.

No incidents of corruption or bribery were recorded in 2025.

8.5 Policies, KPIs, and due diligence

Our policies

CITg has group-wide policies covering: anti-bribery and anti-corruption; anti-discrimination and equal opportunities; business travel; data security and privacy; diversity, equity and inclusion; our employee code of conduct; environmental management; ESG and sustainability; health and safety; our supplier code of conduct; and whistleblowing.

Governance KPIs

Our governance targets for 2026–2030 are steady commitments rather than a trend to track:

- Zero cyber security or data breach incidents.
- 100% of employees trained in anti-corruption and anti-bribery.
- At least 80% of key suppliers assessed, every year through 2030.

Results

Indicator	2023	2024	2025
Data breaches (#)	0	0	0
Security incidents (#)	2	5	5

Since October 2023, employees have followed quarterly online security awareness training, and clicking a phishing test email triggers a short, mandatory training module. The training planned for 2025 covers secure emailing (Q1), privacy and GDPR (Q2), mobile working and business travel (Q3), and safe browsing (Q4).

Our due diligence approach

We follow the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights: identify risks, put policies and mitigation in place, monitor suppliers, and report transparently. In practice, that covers human rights, environmental performance, corporate governance, and stakeholder concerns.

On sourcing, we only work with suppliers who meet fair labour standards, assess major suppliers against ESG certifications (EcoVadis, B Corp, RBA, MSCI, Sustainalytics, Refinitiv, KnowTheChain), and require any supplier without one of these to sign our own Supplier Code of Conduct as part of the purchase order. On waste, we follow reduce-reuse-recycle principles and work only with certified e-waste processors who are transparent about their own downstream partners. We comply with RoHS, REACH, CE, and WEEE requirements and hold ISO 14001 certification, and we protect data through full GDPR compliance, certified Blancco data wiping, and ISO 27001 certification.

Grievances can be raised through our undesired-behaviour, information-security, and fraud policies (all backed by annual training since 2024), through an external confidential advisor for sensitive or anonymous reports, and, since March 2025, through a new incident management system (YouTrack) used at all locations to log complaints, suggestions, and incidents. On transparency, we publish an annual ESG report aligned with EU legislation including the Corporate Sustainability Due Diligence Directive (CSDDD), and we communicate new policies as they land, including an AI policy and a revised information security statement since April 2025.

Supplier assessment

In 2025, we worked with 176 key suppliers and ended 2 of those relationships. With an average score of 7.2, 154 out of 176 suppliers are assessed in 2025. In 2024 we assessed 72 out of 119 suppliers. This increase can be explained by a stronger evaluation program and adding all entities in Europe in our supplier evaluation process. Next year this increase will level off. Four suppliers scored below 5.5: one relationship was terminated, the other three continue under conditions. No significant issues were found in the environmental performance reviews carried out per supplier.



9. About this report



9.1 Reporting scope and methodology

The EU adopted the Corporate Sustainability Reporting Directive (CSRD) in 2022, requiring companies to report on how their activities affect people and the environment. Reporting obligations began in 2024 for the largest companies, as part of the EU Green Deal's push for more transparent, standardised ESG reporting.

Since then, the EU's Omnibus simplification has shifted CSRD's thresholds and timelines, and under the current rules CITg falls outside the mandatory scope. As noted in the foreword, we report anyway, voluntarily, and in as much depth as we can manage.

9.2 Alignment with ESRS and CSRD

CITg isn't required to comply with CSRD, but we started preparing in 2023: we formed an internal ESG project team, partnered with an external consultant, and adopted the double materiality principle at the centre of ESRS. That means looking both ways: financial materiality (how outside developments, like resource scarcity or extreme weather, could create financial risk for us) and impact materiality (how our own activities affect people and the environment, from biodiversity to human rights in the supply chain).

In 2023 and 2024, we ran stakeholder research to work out which topics we needed and wanted to report on (see chapter 5). Once an analysis and report are complete, we have the disclosures assured by an external auditor to check they meet CSRD requirements.

The EU's Omnibus process has eased some short-term reporting obligations, but we've chosen to keep aligning our disclosures with ESRS-codes throughout this report anyway, going beyond what's currently legally required. We also work in line with the Science Based Targets initiative (SBTi), so our climate goals stay consistent with the latest science on limiting global warming to 1.5°C.

9.3 Looking ahead

We appreciate anyone taking the time and effort to read our Impact report, especially as it will broaden the audience to deliver our message for sharing our mission and vision, we value any feedback as well and will use it to further increase our level of transparency, our performance and above all our impact.

The past year has further reinforced our view that the future of IT should be circular, transparent, and built on innovation, balancing cost, compliance, environmental impact, and the needs of everyone involved.

Three things will keep shaping our direction: making our data more transparent and verifiable, so stakeholders can trust the results we present; keeping circular IT financially attractive, because cost-efficiency is one of the strongest reasons any organisation switches to sustainable practices; and continuing to innovate across our Circular Workplace, ITAD, ITAM, and Re-Commerce services, so the impact we report is backed by real, measurable performance rather than intentions.

One regulatory development is worth flagging specifically: the EU's Right to Repair Directive, which entered into force in 2024 and must be transposed into national law by all member states by 31 July 2026. Requirements for smartphones and tablets have already applied from June 2025, and further product categories, potentially including laptops, are expected to follow as related eco-design rules expand. For CITg, this direction is broadly aligned with how we already work: as it contributes to the extension of lifecycles and this is the foundation of our business, not an add-on.

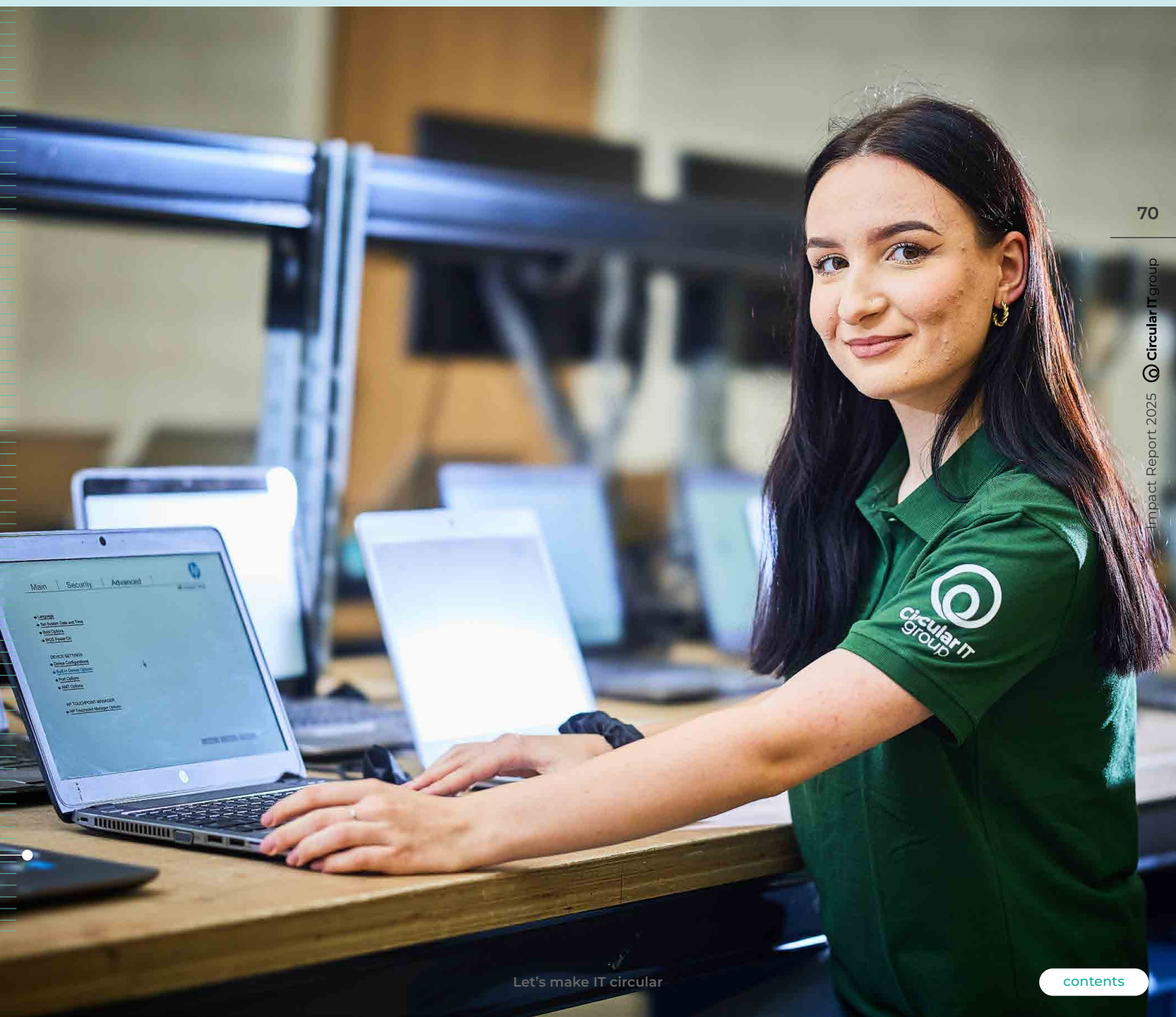
At the same time, we expect it to bring new obligations, for example around informing customers about repair options and warranty terms when we sell refurbished devices, and we are following the national transposition processes closely to understand what it means in practice for CITg and how we can secure the conversion into low threshold propositions and solutions together with our partners, customers, and employees.

We will keep turning this year's ambitions into next year's results. Together.

9. About this report

For questions or more information:

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Appendix



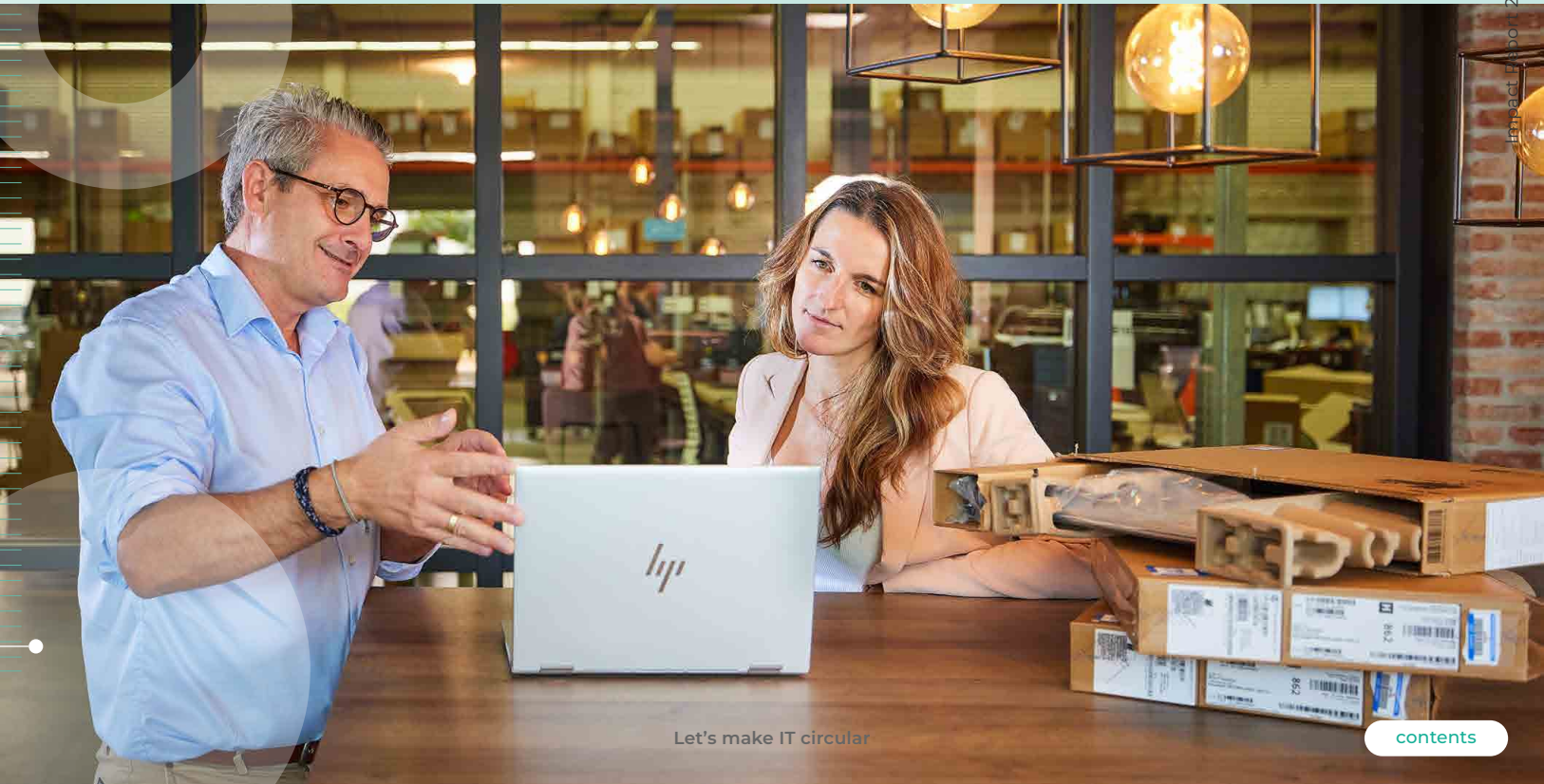
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Appendix: Glossary of terms

CE	Conformity with European health, safety, and environmental protection standards.
CIO	Chief Information Officer.
CO₂	Carbon Dioxide - greenhouse gas, meaning it contributes to the greenhouse effect and global warming by trapping heat in the Earth's atmosphere.
CSDDD	Corporate Sustainability Due Diligence Directive.
CSRD	The Corporate Sustainability Reporting Directive.
DaaS	Device as a Service.
DEI	Diversity, Equity, and Inclusion.
EPEAT	Electronic Product Environmental Assessment Tool.
ERP system	Enterprise Resource Planning - a centralised database and tools for streamlining operations.
ESRS	European Sustainability Reporting Standards.
EU	European Union.
FSC	Forest Stewardship Council - Products carrying the FSC label indicate that they come from responsibly managed forests that provide environmental, social, and economic benefits.
GHG emissions	Greenhouse Gas emissions.
GRI	Global Reporting Initiative.
ICT	Information & Communication Technology.
ISO	International Organization for Standardization.
IT	Information Technology.
ITAD	IT Asset Disposition.
ITAM	IT Asset Management – workplace solutions ensuring proper management, documentation and optimisation of hardware, software, and other IT assets.
KPI	Key Performance Indicator.
NGO	Non-Governmental Organisation.
NIST800	A series of cybersecurity and information security guidelines published by the U.S. National Institute of Standards and Technology, providing best practices for protecting information systems and managing risk.
OECD	Organisation for Economic Co-operation and Development.
RBA	Responsible Business Alliance.
RoHS	Restriction of Hazardous Substances Directive EU directive that restricts the use of specific hazardous materials in the manufacture of various types of electronic and electrical equipment.

REACH	Registration, Evaluation, Authorisation, and Restriction of Chemicals. An EU regulation that addresses the production and use of chemical substances.
SBTi	Science Based Targets initiative (SBTi).
SDG	Sustainable Development Goal.
TCO	Total Cost of Ownership.
WEEE	Waste Electrical and Electronic Equipment.
WEEELABEX	Waste of Electric and Electronic Equipment Label of Excellence. It is an independent organisation that certifies companies that collect, treat, and recycle waste electrical and electronic equipment (WEEE) in accordance with high environmental standards.





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