



# CSR Overview

Unlocking a Better Future

# Corporate Social Responsibility at Keylane

At Keylane, we believe that CSR goes beyond compliance. It guides us to foster stakeholder trust and safeguard the long-term sustainability of our business. By seamlessly integrating CSR principles into our operations, we generate a positive societal impact and actively contribute to a future that is both sustainable and fair for all.

CSR covers a wide range of activities and initiatives to promote sustainable development and make a difference for our employees, customers, and the environment.



## Areas of focus



Keylane focuses on three CSR themes:

1. Sustainability
2. Vitality
3. Diversity & inclusion

These themes are inspired by and aligned with the Sustainable Development Goals (SDGs) of the United Nations. The following SDGs play an important role in our Keylane CSR policies:



# Unlocking a more sustainable future

Keylane recognises the importance of taking concrete steps to protect the environment. Our corporate sustainability goals are in alignment with the Paris climate agreements:

- Be climate neutral in 2050
- Take measures to reduce our carbon footprint

And we go beyond reducing our carbon footprint; it is about contributing to a cleaner, healthier, and more sustainable world.

## The impact we're already making

### **Climax: more insight, more impact**

One of the key initiatives to become a more sustainable business is the introduction of Climax, a carbon emissions calculation tool that analyses our spend and helps us reduce our impact on the environment. By using Climax, we identify where we can reduce emissions and we take action to do so.

### **Reduce waste & plastic**

We no longer use disposable cups. Reusable cups are the norm. We also encourage our colleagues not to print documents but to use digital as much as possible. And plastic PET bottles in the meeting rooms? These have been replaced by water jugs.

### **Participate in green campaigns**

We support various sustainable (inter)national initiatives, such as vegan week and bike-to-work days.

### **Green data center**

One of the most important and impactful wins is to use green energy in the data center. Our data centers run on green energy.

### **Vegan options for lunch**

It is no secret that animal products have a big impact on the climate. That is why Keylane offers many tasty vegan dishes in the canteen. From delicious salads to soy milk.

### **You are EV-ery welcome**

Time for cleaner transport! To promote electric driving, the number of charging points has been increased significantly.

### **Sustainable year-end gifts**

Our gifts are sustainable. Don't use the gift? Then our employees can donate the value of the gift to a charity such as the Ocean Cleanup.

## These are the next steps



We are on a journey towards a more sustainable future. Our ambition is to further increase our impact and ensure a more sustainable planet. Here you find a selection of initiatives we are currently working on.

## Our plans in a nutshell

### The introduction of Ecovadis



We've decided to join EcoVadis. This opens the door for impactful change. EcoVadis Ratings are evidence-based and adapted to more than 200 industry categories, 160 countries, and companies of all sizes. They cover four themes: Environment, Labor and Human Rights, Ethics, and Sustainable Procurement. The EcoVadis overall score (0-100) reflects the quality of the company's sustainability management system at the time of the assessment. Our first rating will be available in Q4 2023.

### Electric bike charging points

To encourage sustainable transport, we are installing charging points in the bicycle parking area. By doing so, we will make it more attractive to swap car drives for a more sustainable bike ride.



### Sustainability certification



In the recent years, we all have become more aware of the energy we consume at home. Keylane as an organisation also wants a sustainable home. That is why we will soon receive a certificate that provides insight into the sustainability of our office building. Good as proof, but also to improve.

# Vitality is Key

Vitality encompasses physical, mental, and emotional aspects of well-being and promoting a healthy and thriving work environment. Initiatives include promoting healthy habits, providing opportunities for physical activity, ergonomic workplace setups, healthy food options and flexible work arrangements. It is all about supporting and empowering Keylaners in maintaining their well-being and achieving a healthy work-life balance.

## The impact we're already making

### Healthy food throughout the day

We have healthy offerings on several levels. Our company restaurant, for instance, has mainly healthy lunch options and the coffee corners feature fruit and vegetables.

### Mental fitness

For mental health, we offer various vitality courses. Does a colleague need more specific guidance? Then we always have a coach pool to provide appropriate guidance.

### Absenteeism training for managers

With training sessions, managers learn to recognise signs that lead to (long-term) absenteeism. By addressing it in the right way and at the right time, absenteeism is often prevented.

### Let's get physical, and social!

Thanks to our Academy Playground, we organise activities like participation as a Keylane team in the NN Marathon, Triathlon, Cycling, Singelloop, Bootcamp, Yoga, Mindfulness, Cooking classes etc.

It's not only about getting fit, but also about having fun and getting to know each other in a social and informal setting.

### Healthy workstation

Home offices are not always health-proof. That is why we offer employees all the necessary tools for a suitable home workplace. From a desk to a monitor. For employees with specific wishes, we create a tailor-made solution.

## Healthy and engaged



We look forward to some great projects that support and empower Keylaners in maintaining their well-being and achieving a healthy work-life balance. It's time to get moving!

## Our next steps? On your marks. Ready? Go!

### a.s.r. Vitality

With this proven program, we stimulate and reward a healthy lifestyle. The accessible challenges make it extra fun to get moving.



### Health checks

Health checks give more insight into the physical condition of our employees. It offers the chance to check for cardiovascular disease risk indicators and work specifically on improvements.

### Quiet rooms

More quiet rooms will be set up this year. It will help colleagues reduce the number of distracting impulses.



### Mental health first aid course

We further increase our knowledge about mental challenges and learn to recognize signs at an early stage. With the knowledge and skills our employees acquire in the course, they can make a difference in the life of someone who is going through psychological difficulties.

### Vitality week

In this week we not only raise awareness among our colleagues, we also showcase our vitality program to our colleagues.



# Diversity & Inclusion

Providing a working environment that promotes and supports diversity and inclusion at all levels of our business is supported by various initiatives. We are committed to maintaining equal opportunity in our recruitment practices and creating inclusive office environments that cater to diverse abilities, neurodiversity, cultural backgrounds, and genders.

## The impact we are already making

### Inclusion days

Why should we decide which public holidays our colleagues should celebrate? By introducing inclusion days, we eliminate the requirement for mandatory days off on Dutch national holidays. Embracing a flexible holiday policy demonstrates our commitment to promoting an inclusive Keylane culture that embraces diversity and meets the needs of all individuals.

### Code of conduct

We are an equal opportunity employer in all aspects of employment and do not tolerate any discrimination or harassment based on race, color, religion, sex, national origin or any other.

### Speak-up

Keylane has an Integrity Committee and a Confidential Counselor for all employees who want to raise something in confidence, but do not want to do so with their manager.

### Employee Engagement Survey

Because we value diversity and inclusiveness, these topics are always included in our bi-annual Employee Engagement Survey. This monitors whether colleagues e.g. feel safe and welcome and whether Keylane pays enough attention to this topic.

### Courses to improve diversity

With language courses and e-learnings about cultural diversity, among other things, the Keylane Academy provides more knowledge about diversity. The female leadership courses and the inspirational talks about diversity also contribute to this topic.

### Remove gender from Axon

Choosing gender is no longer mandatory in our Axon product. This functionality is now optional.

### Gender neutral toilets

We have several gender neutral toilets in our offices.

## We profit of a diverse team



Diversity goes beyond norms and values. Keylane believes that diversity within teams creates a valuable dynamic that makes Keylane stronger. It creates better solutions that benefit our customers.

## These steps take Keylane to the next level

### EcoVadis certification

The EcoVadis report also assesses (among other things) diversity and inclusiveness policies. With the EcoVadis rating, we are motivated to carefully examine our policy documents and align our HR operations in a way that diversity and inclusion are firmly embedded in our organisation.



### Recruitment



We will ensure that fairness and equal opportunity will remain integral to our recruitment process in the long term. We continue to provide a wide offer of training and learnings on topics such as bias and cultural contribution.

### Office environment

We adapt our office environment to cater to the diverse needs of all our employees. With this ongoing process, we are meeting the inclusive work environment and creating an office space that is accessible to all and in which everyone can thrive. One example is the creation of stimulus-free workstations.



### Promoting connections between cultures



Promoting cultural connections and inclusivity is something we continue to invest in with initiatives such as culture workshops, expert talks, language training or playground events we keep on building a more diverse and vibrant workplace at Keylane.