

Sustainability Report 2024

Ensuring our promises are more
than just words.

From the CEO

Reflecting on 2024, I am proud to see how Dataflex has embraced collective action as a cornerstone of our sustainability journey. Sustainability was never just an aspiration; it's embedded in our daily operations, conversations, and decisions across all departments. It took us many years to get to this point. Our efforts are infectious to not only our staff, but our customers and supply chain also.

The progress we made this year, from achieving 100% solar self-reliance at our headquarters to strengthening supplier compliance and initiating new community engagements, reflects a deepening of our commitment. I'm particularly proud of our teams' creativity and dedication, evident in initiatives like our Repair Café and continued participation in simple but meaningful community events such as World Cleanup Day.

Notably, our Scope 2 emissions have become negative, thanks to our substantial investments in renewable energy and efficiency upgrades at our headquarters. I talked about these investments in my previous letter in our 2023 sustainability report.

While many organizations limit their reporting to direct operational emissions, we have chosen to rigorously report and address our Scope 3 emissions, recognizing that these indirect emissions across our value chain represent our greatest environmental impact but also our greatest opportunity for meaningful change. This positions us uniquely among companies that report transparently on their environmental impacts.

I'm not implying that other companies omit this information, I think they simply don't know. We know and we want to act.

This year, we made a significant decision to step away from our carbon-neutral status, shifting our focus from offsetting emissions to actively reducing them at the source. Though challenging, we believe this transition truly reflects our genuine commitment to making tangible, impactful changes within our operations and supply chain.

Looking ahead, we remain dedicated to ambitious goals: setting clear carbon reduction targets, expanding ethical practices throughout our organization, and reinforcing our circular economy initiatives. Our decision to become more transparent and collaborative with our stakeholders through structured engagement reflects our belief that sustainability is a shared responsibility.

Thank you for your ongoing support and partnership in this essential journey. Together, we're creating meaningful change for a sustainable future.

Warm regards,

Roderik Mos
Owner and Managing Director

Preface

The theme for this year in our sustainability journey has been collective action. We aim to bring more people into the conversation so that sustainability becomes not just a checklist, but a mindset embedded across our organization. Through conversations, training, and forming a cross-functional B Corp workgroup, it has been inspiring to see ideas, no matter how big or small, emerge from every department. People are increasingly engaging with sustainability and understanding how it connects to their daily work. As our focus broadens, however, we remain mindful of the impacts that arise along the way and of the importance of staying aligned with our goals to benefit all stakeholders.

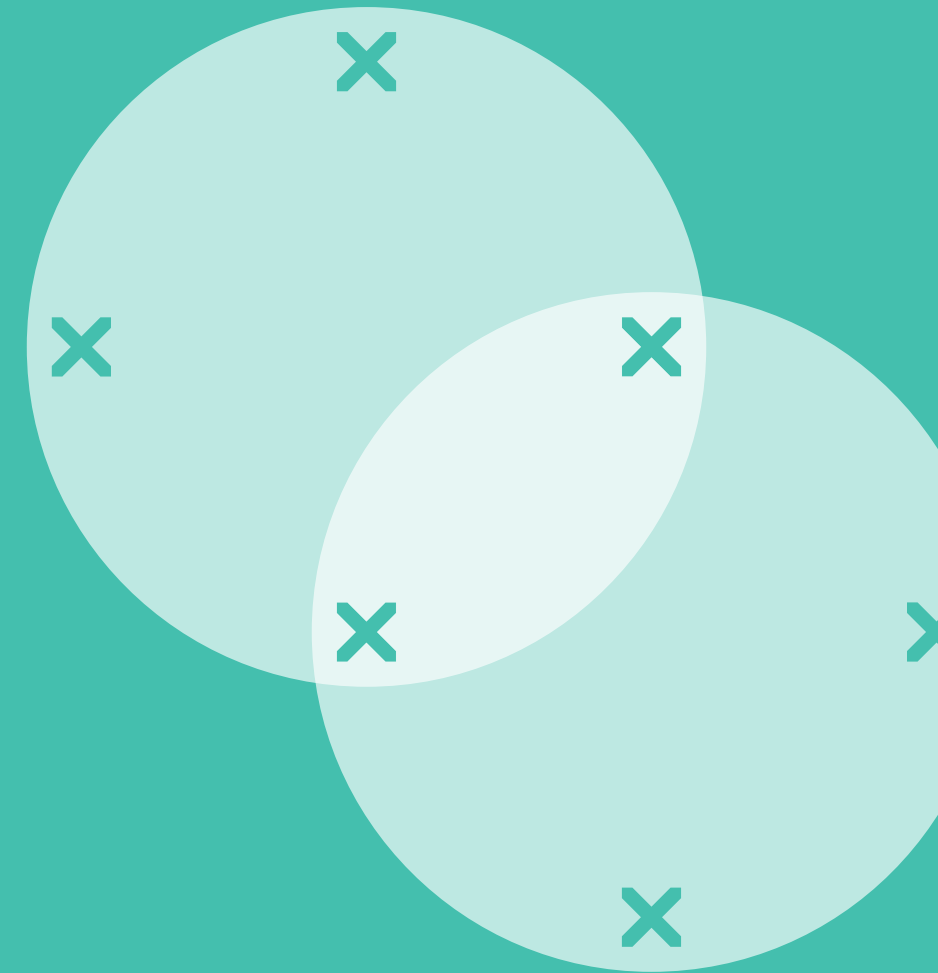
A significant shift this year was our decision to step away from the 'carbon neutrality' label we've held since 2020, during which we compensated for our Scope 1, 2, and 3 emissions. This wasn't an easy decision, and it may appear as though we are stepping back from responsibility. However, we genuinely hope that it reflects a deeper commitment: to invest in real operational emissions rather than relying on offsetting beyond our control. We are now developing an internal strategy to support this transition, and we look forward to sharing it once it's fully established.

This report broadly follows the CSRD structure, addressing topics that are material or within scope for our organization. It also incorporates the five pillars of the B Impact Assessment, namely, Governance, Workers, Community, Environment, and Customers, enabling us to align and consolidate multiple reporting frameworks into a single, holistic structure.



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2017

Started performing
Life Cycle Assessments.

2019

Collaboration to establish the
industry's first Product Category
Rules for ergonomic accessories.

First company in our industry to
publish Environmental Product
Declarations (EPDs).

First carbon-neutral company in
the office interior sector.

2015

LED lighting and
hyper-efficient air
conditioning at the
offices.

First electric vehicle
and charging station
at HQ.

Switched to green
energy provider.

2014

2016

Banned all Styrofoam from
Dataflex packaging.

Ecosheets are published on
the product pages.

First Sustainability Report.

2018

2020

Launch our 100% recycled
PP cable guide series.

First products packed in paper,
reducing plastic in packaging to
an absolute minimum.

Our Viewlite toolbars become our
first in-themselves carbon-neutral
products.

2021

Calculation of the
Material Circularity
Indicator for an initial
15 products.

LED-lighting in our
warehouse.

Launch of the Dataflex
volunteering program.

2023

Business fleet achieved
100% electric.

HQ renovation
completed contributed
to 61% of gas reduction.

First Dataflex repair cafe

Launch of the
Circularity Program.

Refurbishment of 1327
pre-used monitor arms.

Start renovation project to
make our HQ even more
sustainable, including
placing 300 solar panels on
warehouse.

B Corp certification.

2022

Supplier compliance audits

100% HQ self-reliance on
solar energy

2024

Dataflex timeline



Governance

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PEACE, JUSTICE
AND STRONG
INSTITUTIONS

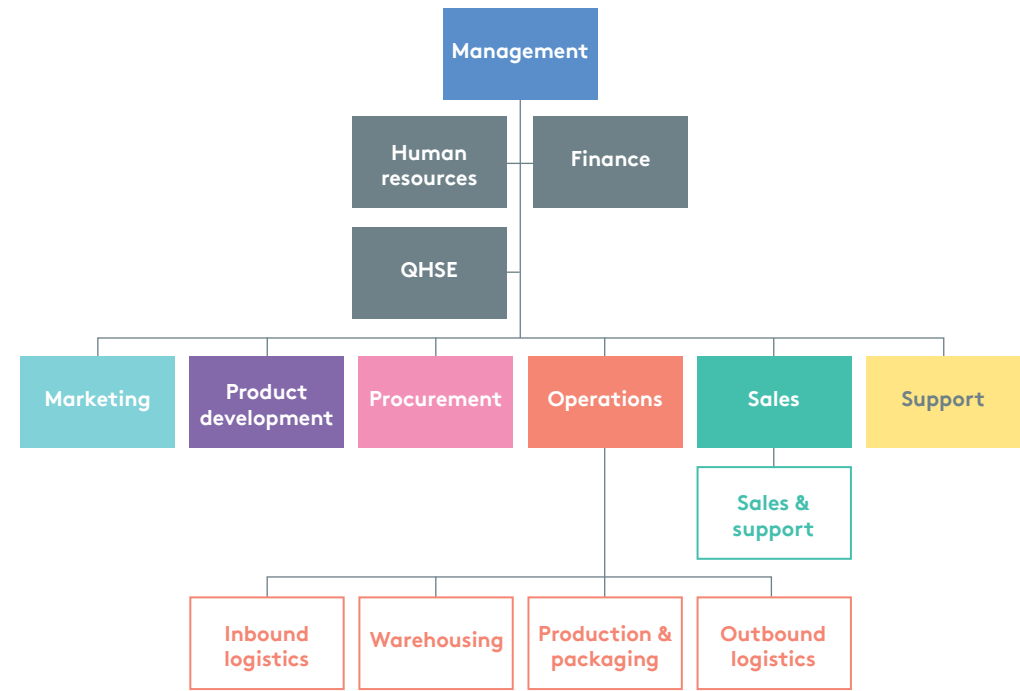
Governance guides our strategic direction and reflects our values. This section outlines our governance practices and recent updates to our governance framework. In addition to our internal structure, we are certified under ISO 9001 and ISO 14001, safeguarding our commitment to quality and environmental standards.



Governance Structure

Our director holds the highest decision-making authority and bears primary responsibility for the organization's direction. This leadership is complemented by three additional managers who form the Management Team (MT). Supporting the MT are three teams: the Governance Management Team (GMT), the Commercial Management Team (CMT), and the Product Management Team (PMT). Each team is composed of managers from diverse functions. Daily operations are carried out by various teams, as illustrated in the organizational chart below.

Department Structure



Sustainability governance

Sustainability-related topics are managed by our sustainability coordinator within the Marketing team. While functionally part of this team, the coordinator reports both to the Marketing Manager and directly to the director. This ensures visibility at the leadership level and integration into planning and operations.

Stakeholder engagement

In 2024, we launched our first stakeholder materiality survey to gather insights into the issues our stakeholders consider most important. The survey invited participants to share their perspectives on the material topics identified internally and to evaluate our performance in each area. This is our step toward more structured stakeholder engagement.

This year, we collected responses from a range of stakeholder groups, including internal employees and managers, suppliers, clients, and community members. In future cycles, we aim to expand the scope of engagement to include an even broader range of perspectives and ensure valid representation.

Materiality assessment

The material topics identified below are the results of our internal assessment, supported by insights gathered through our stakeholder survey. At this stage, our focus has been on identifying and prioritizing topics based on stakeholder relevance and perceived importance.

Topics
Product quality & safety
Work conditions
Energy management
Greenhouse gas (GHG) emissions
Business conduct, ethics and compliance
Data security
Career management & training
Product design & lifecycle management
Product end-of-life & circular economy
Supply chain management
Accessibility & affordability

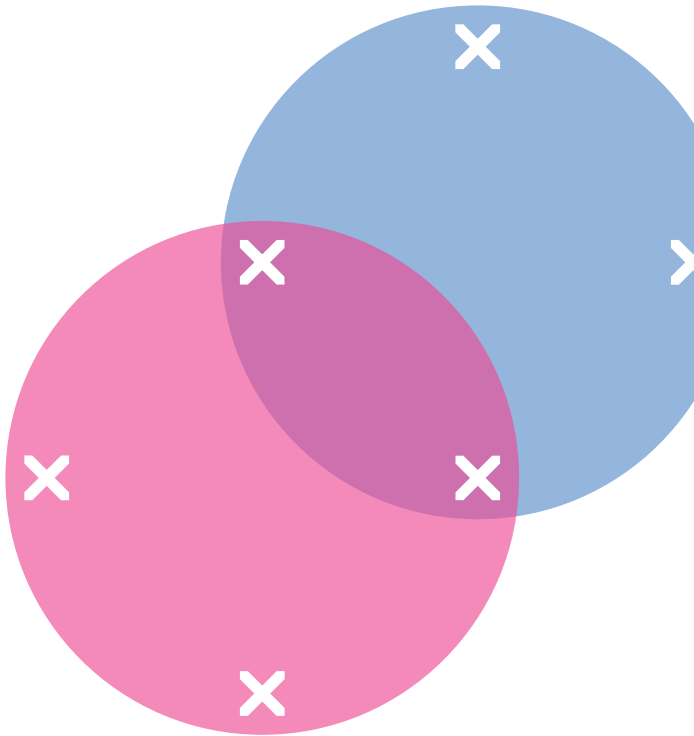
Looking ahead, we are planning to evolve our approach by conducting a double materiality assessment. This will allow us to evaluate not only how sustainability topics impact our business performance, but also how our operations affect people and the environment.

Progress and future goals

In 2024, we achieved several key goals, including enhanced engagement with stakeholder groups and expanded training initiatives focused on ethical decision-making and environmental practices. All three new employees who joined us this year received comprehensive environmental training, alongside periodic sustainability and regulatory training tailored to relevant departments.

Goals for 2025

- Report stakeholder engagement mechanisms in the sustainability report to enhance transparency.
- Extend ethical and environmental practices to include intern onboarding and project participation.
- Set long-term carbon reduction targets, focusing on operational and value chain emissions.





Social

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

We are committed to the well-being of our employees, customers, communities, and other stakeholders. This section covers our efforts to support employees and engage with the community.

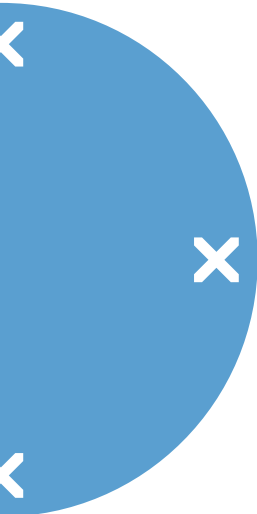
Our own workforce

As of the end of 2024, our team consists of 40 employees, with 3 joined and 1 left. No workplace accidents occurred in 2024. Our workforce represents nine different nationalities, highlighting our diverse and inclusive culture.

The gender ratio stands at 0.74 (calculated as the number of female employees divided by male employees), an increase from 0.61 in 2023. Notably, 25% of our team members have been with the company for over 20 years, showing strong long-term engagement.

We hold cross-departmental training and team sessions to foster professional growth. For example, our marketing team introduced a quarterly "Marketing Day," hosted by different team members, aimed at growing together and generating new ideas. This year, we also combined it with a community service activity by participating in volunteering city gardening.





Health, wellness, and happiness (HWH)

Beyond supporting professional growth, our Health, Wellness, and Happiness (HWH) Team focuses on creating fun and meaningful social and environmental initiatives that benefit both our employees and the broader community. While it can be a challenge to consistently engage a diverse group, the HWH team continues to develop creative ways to bring people together, rain or shine. On the next page are some highlights from 2024.

We also maintained our annual participation in World Cleanup Day. Employees joined forces to clean the area surrounding our Krimpen aan den IJssel office. In 2024, we collected 38.7 kg of litter, nearly 50% less than the previous year. While our effort level remained high, this decrease suggests that our neighborhood is becoming cleaner over time, a positive trend we're proud to contribute to.



- Secret Valentine's Day messages and sweet treats shared among colleagues
- An office Easter egg hunt, accompanied by a shared Easter lunch (and yes, more treats)
- A new picnic table installed at headquarters for outdoor lunches and gatherings
- A warehouse laser tag
- An office European Championship pool
- A festive and traditional Dutch 'schoentje zetten' activity, completed with handmade shoes and sweet treats
- Company outing to the Efteling theme park and end-of-year dinner



Workers in the value chain

In 2024, we asked all our suppliers to reconfirm their adherence to our Supplier Code of Conduct, ensuring alignment with our ESG standards, including commitments to human rights. By the end of the year, we had achieved a 93% compliance rate.

As part of our due diligence efforts, we conducted audit visits to selected suppliers in both Europe and Asia. These visits aimed to strengthen the alignment of core values and included on-site inspections and worker interviews to better understand working conditions and treatment. We are pleased to report that no irregularities or violations were identified during these assessments.

To maintain ongoing oversight while minimizing travel-related emissions, we plan to introduce periodic supplier surveys to remotely monitor social performance.

Partners

Our suppliers are among our most important partners in the value chain, with relationships spanning from Asia to Europe. We prioritize long-term collaboration, and as of 2024, the average partnership tenure exceeds 9 years for our significant suppliers. We aim to continue building on these long-term relationships.

In addition to our suppliers, we collaborate with several key partners to improve our environmental impact and be a part of a community that demands positive change:



Ecochain has been our partner since 2016, supporting us in measuring the environmental impact of our products. Through this partnership, we have developed 109 Ecosheets and 15 Environmental Product Declarations (EPDs). We plan to continue producing Ecosheets for new products and updating existing ones. At present, we do not have plans to revise the EPDs.



B Corp is both a certification and a community of businesses committed to high social and environmental performance, driven by the initiative to be a force for good. We are set to undergo recertification by the end of 2025. To prepare, we have formed a B Team with representatives from each department to collaboratively address key areas, engage more employees in the process, and foster a greater sense of ownership.



EcoVadis is a platform that evaluates businesses' sustainability efforts across four key areas: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. This year, we joined the platform in response to client requests and were awarded a Silver Medal by early 2025. Our goal is to achieve a Gold Medal in the next assessment cycle.

Consumers and end-users

Ergonomics is at the core of our products and services. In 2024, our entire sales team completed extensive internal training led by certified ergonomic specialists. We also expanded our user engagement procedures, incorporating more direct input through surveys to better understand users' working habits and the impact of our products on their wellbeing.

We now take a more purposeful approach to promotional materials and client engagement, prioritizing bio-based alternatives and recycled PET for all promotional items. Instead of handing out one-off giveaways, we focus on interactive, mission-driven experiences, such as tree-planting initiatives and the distribution of B Corp-certified products. In 2024, these efforts led to the planting of 16 trees on behalf of our visitors. Additionally, we aimed to minimize waste at event stands by reusing stand designs, reducing printed materials, and offering purpose-driven drinks such as Roze Bunker syrups, which also promote circularity.

From a customer service standpoint, we are proud of our responsiveness and consistency. We aim to resolve client inquiries within 48 hours, and in most cases, within 24 hours. Our Trustpilot rating of 4.8 and a Net Promoter Score (NPS) of 66 reflect the strong relationships and consistent satisfaction we aim to build with our clients.



Community engagement

To encourage community involvement, we offer each employee one paid day per year to volunteer for a charity or a cause of their choice. In 2024, 16 employees took part in this initiative, resulting in 38 hours, which decreased by 2 hours from 2023. One of the highlights was volunteering at Repair Café Vlaardingen, building on the spirit of community support we fostered with the opening of our own Repair Café in 2023.

In addition, we organized a Walk@Work marathon to raise funds for the Jeugd Educatie Fonds, a foundation that promotes equal opportunities for children in education, while also raising awareness about the importance of staying active during work. During the event, our employees took turns walking and working on a Walkolution treadmill for 12 hours non-stop. The initiative brought together support from both our clients and the wider community, successfully raising € 715 for the cause.

We are currently exploring partnerships with local charities to establish long-term collaborations. By building closer ties with organizations in our neighborhood, we aim not only to deepen our community impact but also to make it easier for employees to find meaningful volunteering opportunities.

In the spirit of collaboration, we gave away ergonomic furniture from before our renovation through LinkedIn, offering a second life to functional items. The recipient, Studio Wae, a circular paving manufacturer that repurposes waste materials, also gifted us their circular paving products now used in our office.

Lastly, our Product Development team collaborated with Hogeschool Rotterdam, hosting two student groups for design evaluation focused on developing practical workspace solutions. The exchange helped support education to gain firsthand experience from the field while introducing new ideas for us.



Progress and future goals

In addition to the aspects we have mentioned in the section, we have also updated our goals for 2025 as shown below.

Goals for 2025

Community engagement

- Increase total volunteering hours by 20% and establish a long-term partnership with at least one local organization.
- Expand in-kind donation efforts by creating clear communication channels for suggestions from employees, dealers, and relevant partners.

Workers in the value chain

- Achieve 100% implementation of updated vendor selection criteria across all new suppliers.
- Ensure that at least 80% of new product developments include documented benchmarking with local suppliers within an 80 km radius.

Consumers and end-users

- Achieve a Net Promoter Score (NPS) of 75 and maintain a Trustpilot rating above 4.7
- Incorporate ergonomic training into all sales training programs.
- Ensure 100% of promotional products are made from recycled or environmentally friendly materials.
- Achieve a 90% response rate on user surveys conducted within six months of product launch

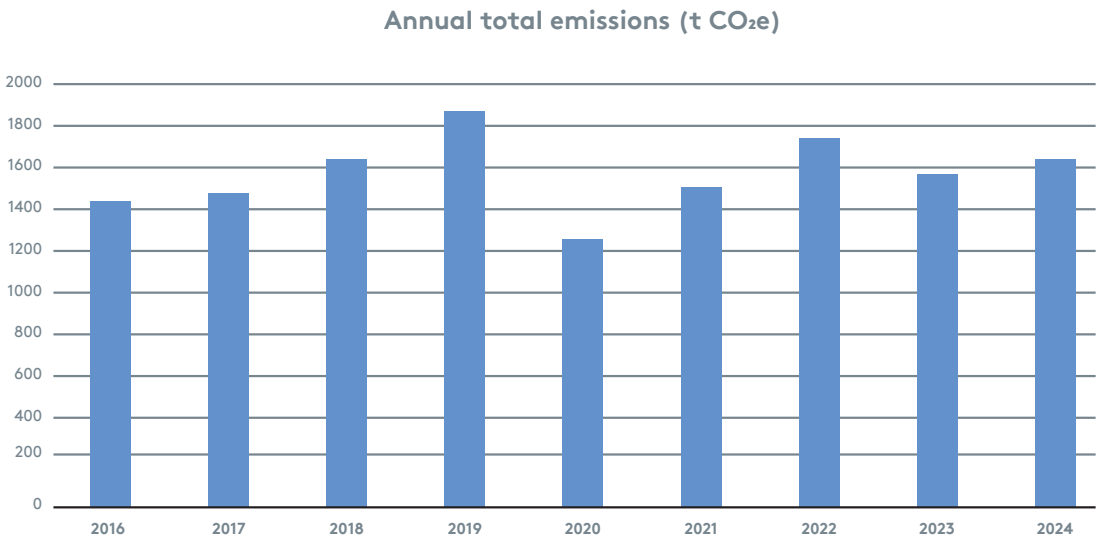
Environmental



This section provides an overview of our environmental initiatives, highlighting our progress in reducing Scope 1, 2, and 3 emissions and our ongoing commitment to advancing a circular economy.

Climate change

Nearly all (99.85%) of our 2024 emissions, totaling 1,642.22 t CO₂e, came from Scope 3, mainly due to supply chain activities. The overall increase in emissions this year was largely driven by business travel and commuting-related impacts, which are further detailed in the following sections.



*Following an update to our emissions calculation references, our 2023 total has been revised from 1,425.41 t CO₂e to 1,574.27 t CO₂e. We have compensated for the full amount of the original calculation in 2024 before we updated the calculation references.

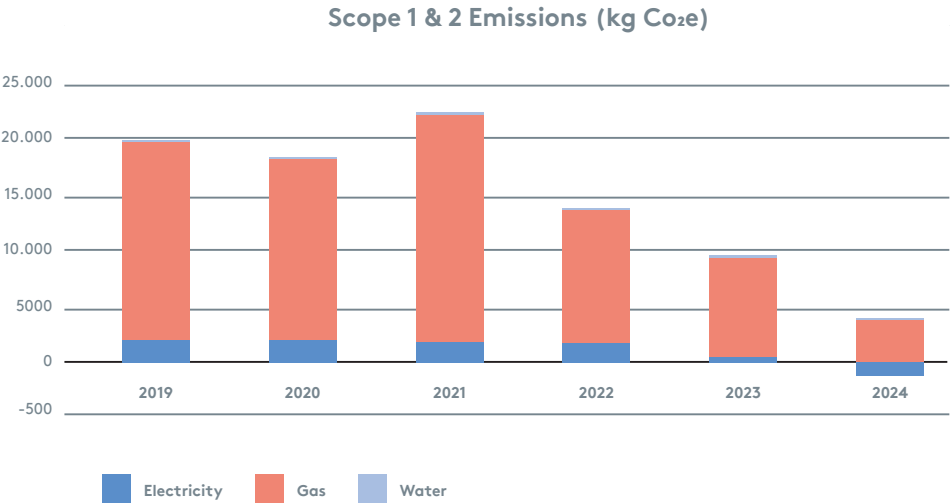
Emissions compensation & strategic shift

Since 2020, we have partnered with Trees for All to compensate for our Scope 1, 2, and 3 emissions through tree planting initiatives in Indonesia. Over the past five years, this collaboration has resulted in the total offset of 7,583.48 t CO₂e.

After five years of offsetting emissions through tree planting, we paused our compensation strategy in 2024 to focus on direct reductions at the source. While this new strategy is still in development, we remain fully accountable for the emissions generated in 2024. These will be taken into consideration as we define our next steps.

Scope 1 & 2

Scope 1 emissions resulted primarily from gas and water usage, while Scope 2 emissions reflected our electricity consumption. Scope 1 and 2 emissions totaled 2.46 t CO₂e in 2024, a 98% reduction from 2019. This drop is largely due to our renovated headquarters and 100 kW of installed solar panels. We generated more renewable electricity than we used, supplying 9,236 kWh back to the grid.



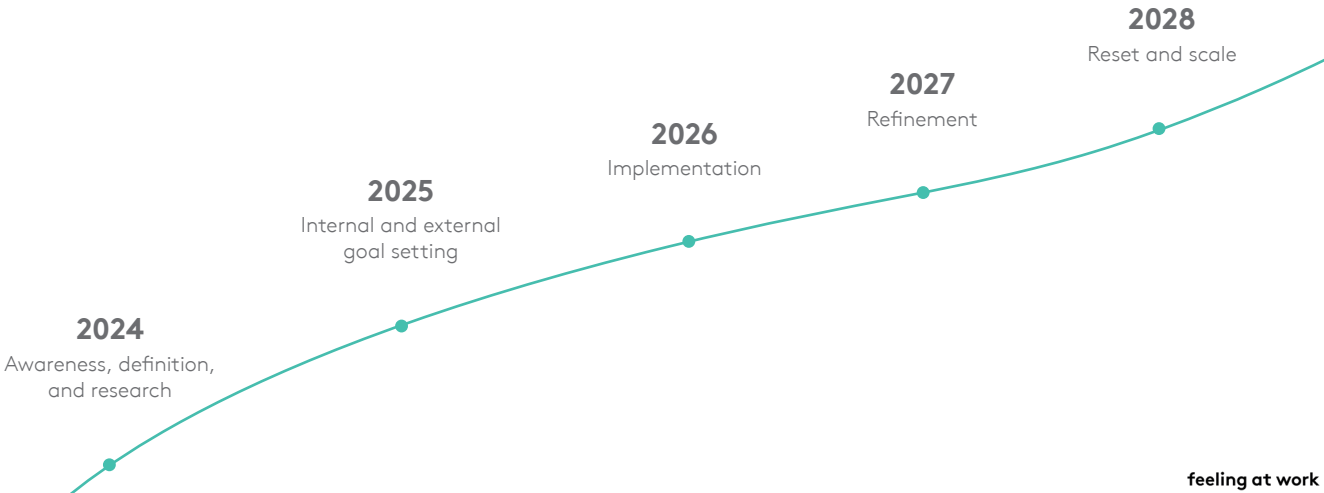
Scope 3

Scope 3 emissions cover indirect emissions across our value chain, including those from upstream suppliers, business travel, employee commute and waste. Given Scope 3 accounts for nearly all our emissions, it remains our top environmental priority.

Supply chain

We collaborate closely with our suppliers to collect the data required for calculating product emissions using Ecochain.

To further align our supply chain with our environmental goals, we have introduced a five-year Supplier Sustainability Roadmap, designed to support our suppliers on their journey toward more sustainable operations and gradually decrease our value chain emissions.

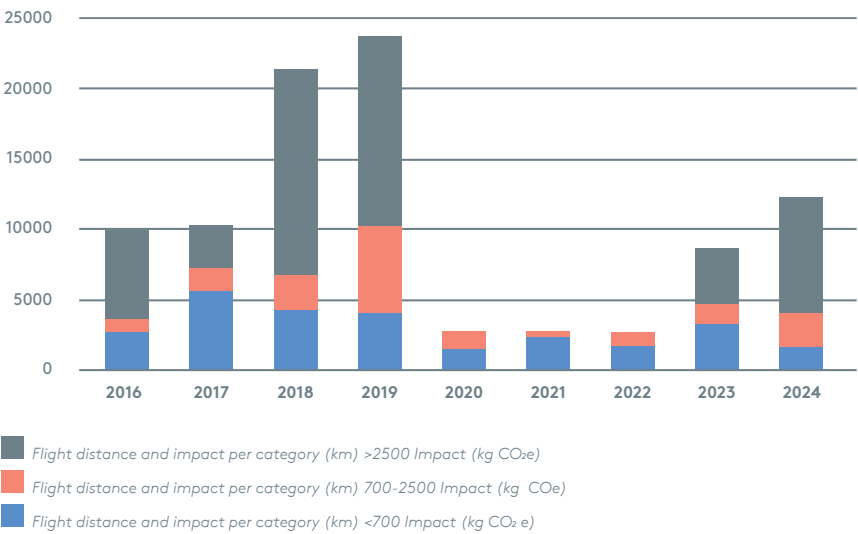


In 2024, we began aligning with key suppliers on emissions data, EU sustainability targets, and regional regulations. In 2025, we'll work together to set tailored goals that align with both our roadmap and local laws to reduce implementation barriers.

Business travel and employee commute

Business travel emissions rose by 74% in 2024, primarily due to an expanded sales territory and a supplier audit trip to Asia. Although most road travel used electric vehicles, emissions still increased significantly. To mitigate future impact, we will alternate in-person audits with virtual assessments.

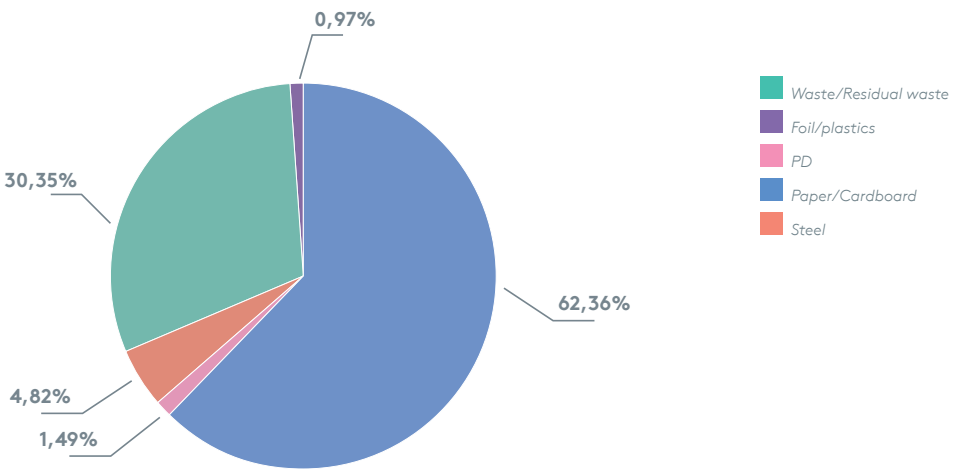
Business Flight Emissions by Year (kg CO₂e)



On the commuting side, we observed a shift as some employees moved farther from our headquarters or transitioned from biking to public transport or car travel for personal reasons. Despite existing incentives promoting sustainable commuting, there is still work to be done to make biking and public transport more attractive and accessible options for our team.

Waste Stream

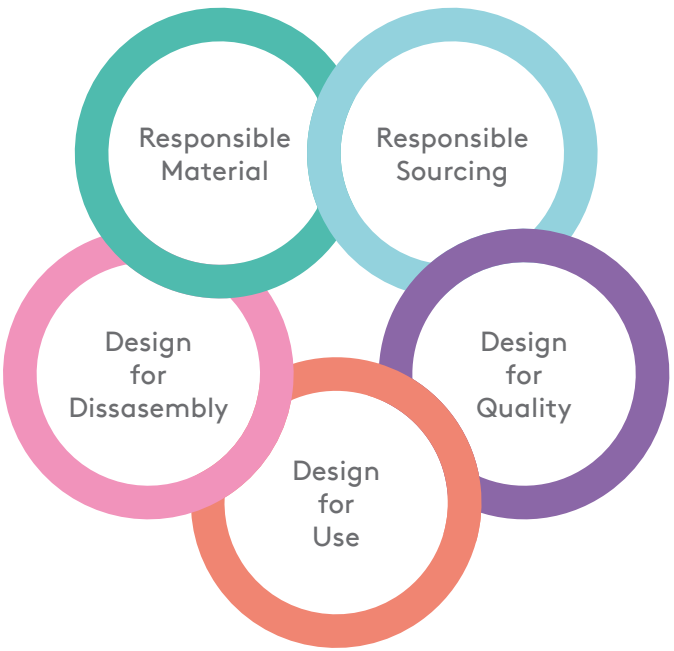
We generated 15,391 kg of waste in 2024, a 29% decrease from 2023, mainly due to the end of renovation-related waste. Plastic waste continues to decline as we expand renewable packaging, including the new Power units.



Resource use and circular economy

In 2024, we finalized the product design principles and continue to integrate them into our designs.

Our Product Design Principles are:



Circularity program

Since 2022, our Circularity Program has focused on refurbishing returned products instead of recycling. In 2024, we refurbished 30 monitor arms. Participation remains a challenge, and we aim to boost client engagement and demand by relaunching the program with an updated approach in the upcoming year.

Second-chance products

In 2024, we sold 50 Second-chance products, an increase from the previous year, thanks to proactive promotion by our sales team emphasizing their affordability and environmental benefits. Additionally, our support team provided 33 cases of missing spare parts to clients this year, helping avoid unnecessary replacements. By extending product life cycles, we aim to conserve resources and continue delivering value through more sustainable solutions.

Donated products

Since 2020, we have been making in-kind donations by providing our products to support charitable causes. This is our way of giving back to society while helping organizations benefit from the ergonomic health advantages of using our products when working at a computer.

We didn't identify suitable donation recipients in 2024, despite outreach efforts to several charities and NGOs. To improve access, we'll create a visible request form on our website and encourage employees and dealers to suggest causes.

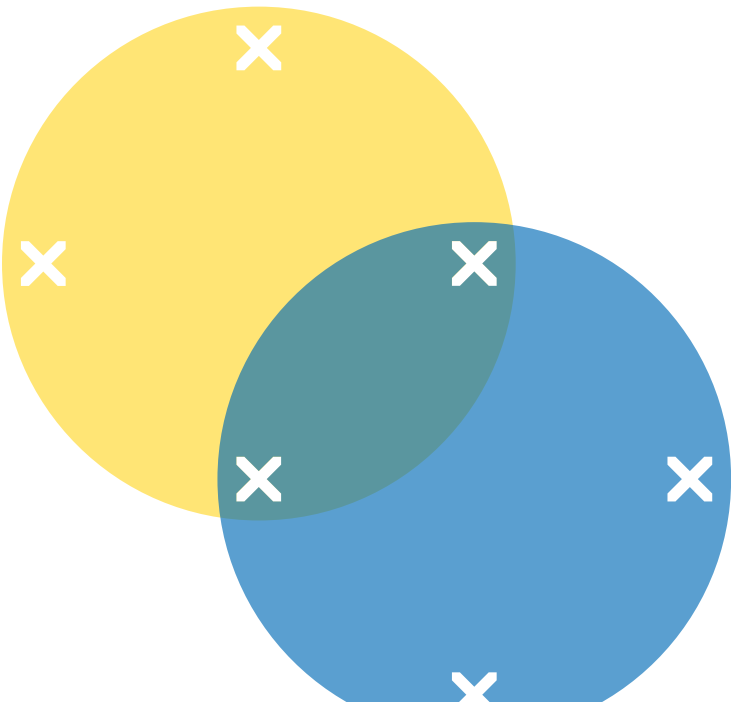
If you are a non-profit organization looking to upgrade your workplace, come reach out to us at info@dataflex-int.com.

Progress and future goals

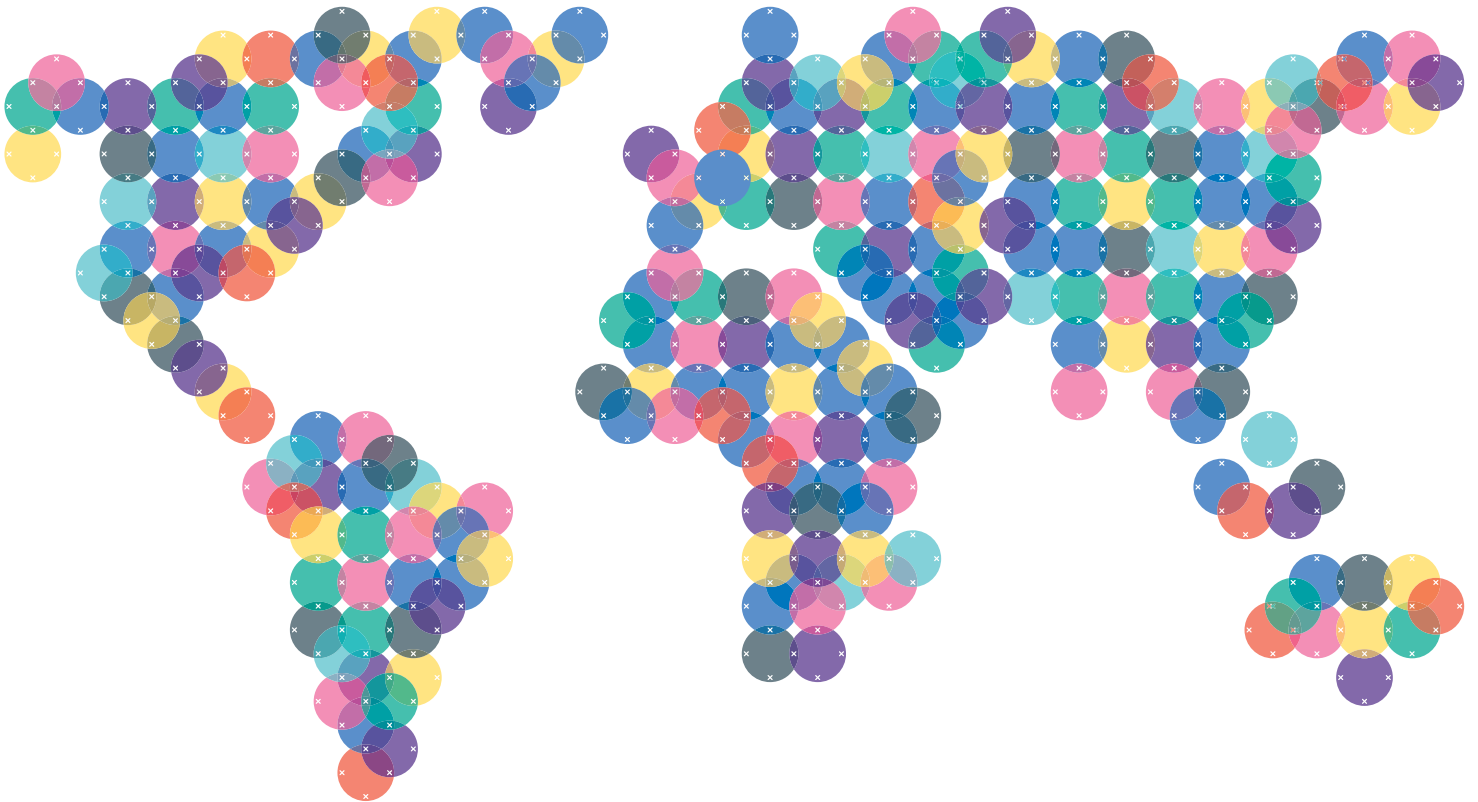
Our Scope 1 and 2 emissions have stabilized thanks to prior investments. Going forward, our focus will focus on Scope 3, which will require long-term collaboration across our value chain.

Goals for 2025

- Complete B Corp recertification.
- Achieve at least Gold Medal rating from EcoVadis.
- Maintain a toxin-free supply chain across all product lines.
- Establish a new climate strategy to replace the former carbon neutrality approach, focusing on real emissions reduction.
- Maintain Scope 1 and 2 emissions at or below current levels regardless of company growth.
- Work with suppliers to set Scope 3 emissions reduction goals.
- Ensure product components meet circularity standards, they must be easy to access, repair, replace, and refurbish, passing our Circularity Checklist.



We are international



Dataflex International BV
T +31 180 530 751
info@dataflex-int.com

Dataflex Benelux BV
T +31 180 530 750
info@dataflex.nl

Dataflex Deutschland GmbH
T +49 211 1760 7610
info@dataflex.de

Dataflex France Sarl
T +33 134 753738
info@dataflex.fr

Dataflex Italia Srl
T +39 02 39197911
info@dataflexitalia.com

Dataflex UK
T +31 180 530 751
info@dataflex-int.com

Dataflex España y Portugal
T +34 654 76 00 52
info@dataflex-int.com

Dataflex Polska
T +48 533 362 466
info@dataflex-int.com