



IMPACT REPORT 2022

Share, inspire, have fun!
With CTOUCH by your side.

CTOUCH[®]

TOGETHER TOWARDS A SUSTAINABLE FUTURE

This may be CTOUCH's first impact report, but don't let that fact fool you: we've been making impact for years. For us, sustainability is not just a buzzword - it's at the core of everything we practice. Keeping our planet and our people at the forefront is what we've been doing since founding the company. We want future generations to enjoy fresh air, clear water and green grass.

In this impact report, we summarise what we've done in 2022 to achieve our sustainability goals. We've taken into account the European Commission's Corporate Sustainability Reporting Directive (CSRD) as much as possible. These directives will become mandatory from 2025 onwards.

We hope our sustainability actions inspire you to do good. It is together that we can make a positive impact.



Remmelt van der Woude,
CEO CTOUCH & Chief Sustainability

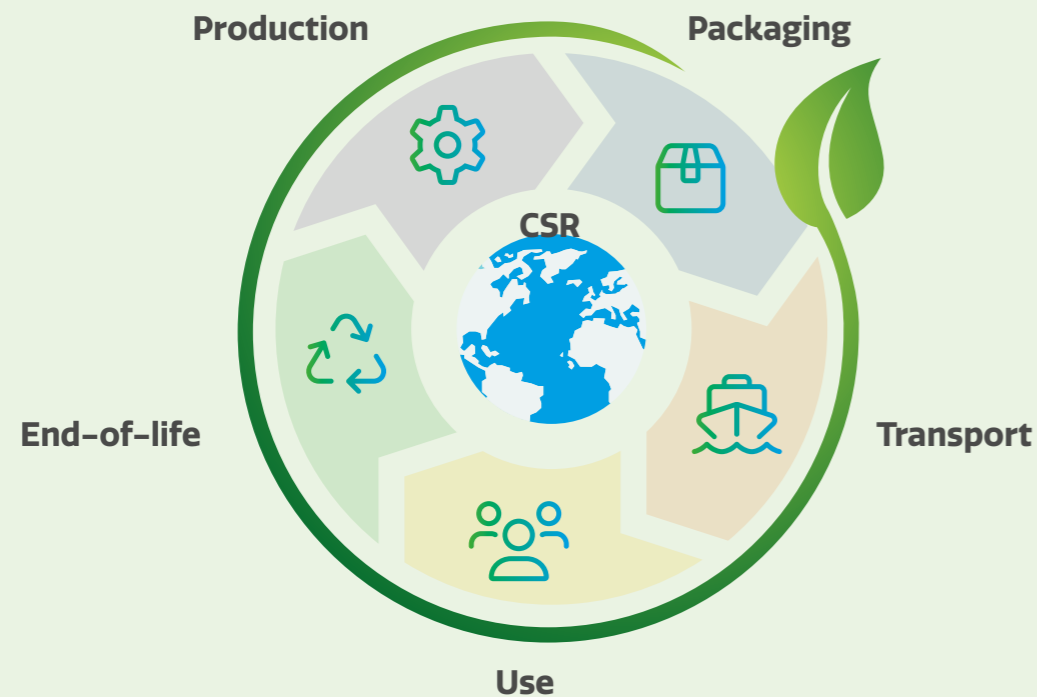
OUR MISSION

CTOUCH is the most sustainable touchscreen manufacturer in the world. Our mission is to **reduce our CO2 footprint by 60%** and **increase the circularity of our products by 25%** in 2025. We take responsibility for our actions by ensuring total transparency. To this end, we provide insights into the results of our sustainability mission.

From raw material acquisition to factory processes, and from the use phase to the end-of-life of our products - we look into **each life-cycle stage of our products** to identify opportunities to reduce CO2 emissions and increase circularity. Our progress does not stop at our products. CTOUCH goes to great lengths to practice **Corporate Social Responsibility (CSR)**.

60%
CO2
REDUCTION
BY 2025

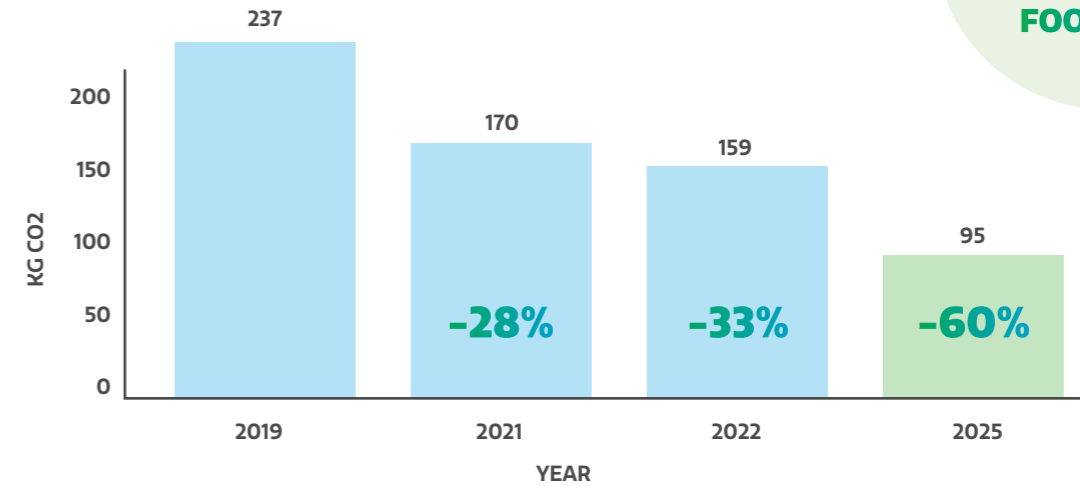
25%
INCREASED
CIRCULARITY
BY 2025



OUR PROGRESS

In 2022, we reduced our CO2 footprint per product per year to 159 kg CO2. **A reduction of 33% compared to 2019!**

33%
REDUCTION
CO2
FOOTPRINT



Progress made
Goal

How do we monitor our CO2 reduction?

We monitor our CO2 reduction by measuring the average CO2 emissions per touchscreen per functional year of life. This is also called emission intensity.

$$\text{Emission intensity} = \frac{\text{Average CO2 emission, weighted by sales}}{\text{Functional lifetime}}$$

WE ♥ THE ENVIRONMENT, OUR PEOPLE & OUR COMMUNITY

By practising CSR, we optimise the environmental and social impact of CTOUCH as an organisation.

Contributing To The SDGs

CTOUCH is guided by the **United Nations' Sustainable Development Goals**. We have adopted four SDGs where we believe we can make a real difference. These SDGs form the foundation of our sustainability mission and our social activities.



Together We Achieve More

Collaboration and **partnerships** are key in achieving our goals. In 2022, we entered into and renewed various new partnerships. We meet regularly, share our knowledge and work together on projects to make a positive impact on society and the environment.

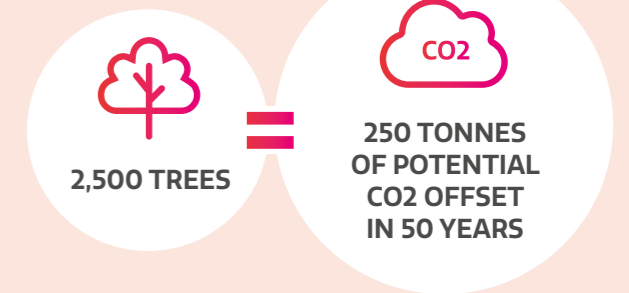


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We Planted 2,500 Trees

We planted 2,500 trees together with **Trees for All**. One tree for every Heartbeat Fit and Heartbeat Safe activation in 2022, to compensate our products' CO2 emissions in the use phase. The CTOUCH team physically planted 1,250 trees in Eersel, close to our head office in the Netherlands. We also donated 1,250 trees to help the restoration of parkland in Spain.



ISO14001 Certified



In 2022, we've achieved the ISO 14001 certification. **ISO 14001** is the international standard for environmental management, which supports organisations in reducing their environmental impact and to effectively manage environmental challenges of the future.

Managing CSR Risks Worldwide

CTOUCH joined the Advisory board of the **CSR Risk Check**, a free and easy-to-use tool from our partner MVO Nederland. This tool helps companies discover their CSR risks in the international trade or production chain – and how to tackle them.

CTOUCH Employee Footprint



8

Officially A Great Place To Work



84%
SATISFACTION
SCORE

CTOUCH is officially 'Great Place To Work'- certified. We love our people and take great care to ensure their happiness and well-being. Our efforts paid off! With a satisfaction score of 84%, our employees acknowledged us as a great workplace. We are proud to have fostered an **inclusive workplace culture** where all backgrounds, experiences and viewpoints are respected, valued and encouraged.

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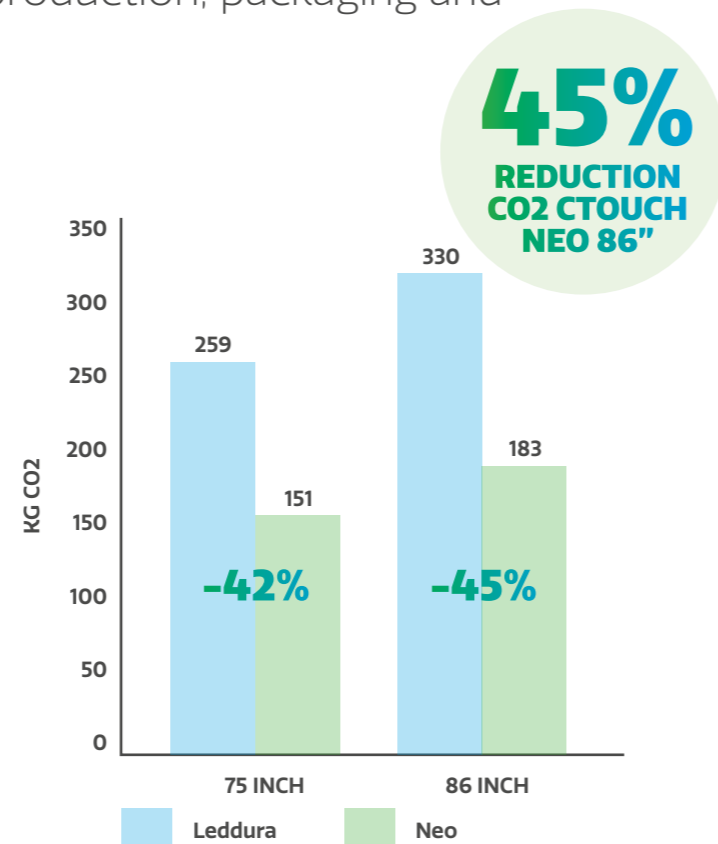


PRODUCE, PACK & SHIP WITH CARE

We make great effort to lower our CO2 footprint and increase the use of recycled materials during production, packaging and transportation of our products.

Life Cycle Assessment

We perform a **Life Cycle Assessment (LCA)** to measure the environmental footprint of our products throughout their life cycle: from raw material extraction and processing, through the production, distribution and use, to the recycling and final disposal of the materials composing it. An LCA study also includes concrete recommendations for CO2 reduction, increasing the circularity of materials, supply chain transparency and social responsibility. In 2022, we performed an LCA for the CTOUCH Neo. The results show that the CO2 impact of the CTOUCH Neo 86", introduced in 2022, is 45% lower than the CTOUCH Leddura 86" in 2019.



Interactive Sustainability Dashboard

The details of the Sustainability Passports come to life in our **Interactive Sustainability Dashboard**. This dashboard provides insight into the environmental impact of our touchscreens, from CO2 footprints to the materials used.



Smaller Packaging, Efficient Transportation

In 2022, we further decreased the size of our packaging. The result? We use less packaging material and are able to transport more products per container. On a yearly basis, we save more than 100 tonnes of CO2 emission on the transport of our products. **A CO2 reduction of almost 30%!**

Supply Chain Transparency

CTOUCH was granted another IMVO voucher in 2022, to boost the sustainability and transparency of our international supply chain. With this financial support, we've made some important steps.

- We **mapped** all our important and **impactful materials** and their suppliers.
- We consulted the **CSR Risk Check** to identify potential CSR risks.
- As a result, we had our key suppliers sign the **Social Responsibility Employment Statement** to ensure that slavery and child labour do not occur in any part of our supply chain

Sustainability Passport

The results of the LCA are included in our **Sustainability Passports**. CTOUCH is the first (and currently the only) touchscreen manufacturer with a Sustainability Passport for all its products. Through this Passport we provide transparency and awareness of the used resources in our touchscreens.



USE RESPONSIBLY

We aim to offer energy efficient products with an extended lifespan, helping our customers to reduce their impact and lower their operational costs.

Heartbeat As-A-Service Programme

Our promise is that at least 50% of our screens are still functioning to user satisfaction even after 10 years of use. The prolonged lifetime will reduce the annual CO2 impact of our touchscreens by at least 12%.

To support this promise, we have introduced the **CTOUCH Heartbeat As-A-Service programme**. Heartbeat provides a lifetime of support, upgrades and training to CTOUCH touchscreens. These features massively extend our touchscreens' lifetime and improve user experience. This leads to a much lower Total Cost of Ownership (TCO). At the same time, Heartbeat contributes to our sustainability goals and helps users to reduce their footprint.

LIFETIME
EXTENSION TO
10
YEARS

Save Watts & Watts Of Money

We introduced our **Energy Saving Calculator** to show our customers how much electricity, CO2 and money can be saved when choosing CTOUCH sustainable touchscreens over another brand. Their savings on their electricity bill? Several hundreds of Euros or Pounds per year!



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Monthly Energy Report

CTOUCH Sphere, our remote management system, generates **monthly energy reports**. Users receive insight into the energy consumption and savings of their touchscreens. This creates awareness and helps our customers to save energy.



Eco Mode By Default

The CO2 impact during the use phase is directly related to the touchscreen's energy consumption. By using our products in eco mode, **emissions can be reduced up to 33%**. That's why we've decided to set our touchscreens in eco mode as the default energy mode. Using backlight off mode reduces CO2 emissions by as much as 83%!

33%
REDUCTION
OF EMISSION
IN ECO MODE

REDUCE, RE-USE, RECYCLE

We're committed to increase the circularity of our products and improve the recyclability and re-use at the end-of-life to prevent any unnecessary waste.

Recyclability Of Our Products

At a product's end-of-life, valuable materials often end up being disregarded and dumped in landfills. We believe that sustainability doesn't end when our products have reached the end of their usable life. That's why we've conducted a study to investigate the recyclability of our products. The results?

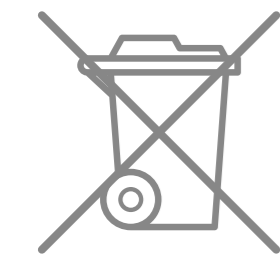
- **88% of the materials used in our products can be recycled.**
- 12% is incinerated with energy recovery.
- A fraction of 0,1% ends up in regulated landfills.



End-Of-Life? Next Life!

We refurbish our end-of-life products as part of our **CTOUCH Next Life initiative**. CTOUCH Next Life provides our customers a unique and circular platform, through which they can:

- offer their used CTOUCH touchscreen to our buy-back programme
- buy good-as-new, refurbished CTOUCH touchscreens at a discount
- enroll their refurbished touchscreen in our Heartbeat programme for future proof upgrades and updates



WEEE Compliant? Check! ✓

We are compliant with the **European regulations of waste electrical and electronic equipment** (WEEE). The European union's WEEE goal is for 65% of e-waste to be recycled by 2030. With our 88%, we're proud to have gone beyond that goal years earlier!



Circular Packaging

Driven by our ambition to increase the circularity of our packaging, we initiated several pilots in 2022. Our starting point is to make positive impact, while still keeping (y)our precious products well-protected.

- **Mycelium packaging**
We're investigating using the natural and compostable material Mycelium as alternative to EPS blocks.
- **Recycled plastics**
We are looking into strategic partnerships with suppliers of recycled and/or circular plastics to reduce our use of virgin materials.
- **Returnable & re-usable packaging flow**
Together with our reseller partner Kinly we're investigating the possibility of re-using product packaging and performing box-less shipments.
- **Re-usable C-Racks to transport multiple screens**
We are testing re-usable racks instead of cardboard packaging to transport our products with.

With the insights gained from these pilots, improvements will be made and new pilots will be launched in 2023.

Hi, We Are CTOUCH

CTOUCH is an innovative and market leading interactive displays manufacturer, focusing on large format touch displays and interactive touch solutions. We want to boost interactivity, productivity, and engagement during your meeting and in your classroom. To take concrete steps towards our sustainability goals, we have defined four themes that reflect how we think, act, innovate and develop our products. These four themes are sustainability, customer engagement, future proof and security. Together they form the CTOUCH Circle, guiding us to add value to our most important customer: you!



Sustainability Award 2021 – Inavate Magazine



Sustainability Innovation of the Year Award 2023 – AV News

