



IMPACT REPORT 2023



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With CTOUCH by your side.

CTOUCH[®]



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LEADING THE WAY TOWARDS NET ZERO WITH OUR SUSTAINABLE TOUCHSCREEN SOLUTIONS

Another year of making a positive impact, another Impact Report! In this report, we proudly share the efforts of our journey towards a sustainable and socially responsible future. You'll discover how CTOUCH leads the industry towards net zero by creating innovative and sustainable touchscreen solutions.

We've compiled the highlights of 2023 for you. Just the highlights, meaning there's even more we did last year. If you follow us on social media, you'll know of the small initiatives from CTOUCH colleagues throughout this year, such as the meatless lunch experiment. It's these small initiatives that also count towards the greater good. I'm very proud to state that sustainability is not just in our company's DNA, but also in our people's DNA. 😊

We hope our sustainability actions inspire you. Together, we can make a real impact.



Remmelt van der Woude,
CEO CTOUCH & Chief Sustainability

OUR MISSION

#1 in sustainability

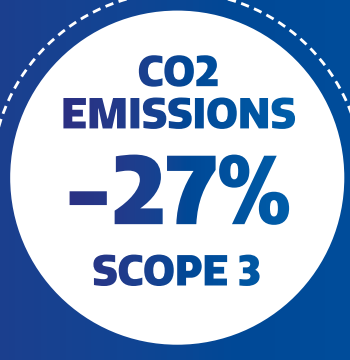
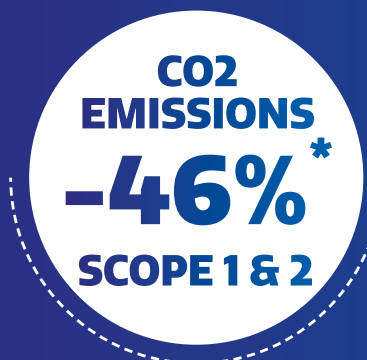
CTOUCH is the **world's most sustainable touchscreen brand**. We bring the power of touch and interactivity to any working and learning environment to empower sustainable and futureproof engagement between people.

Our ultimate sustainability goal is to **achieve net zero emissions by 2050**. This is a crucial milestone aligning with the Paris Agreement's objective to limit global warming to 1.5-2°C compared to pre-industrial levels. In 2023, we reviewed our reduction targets and defined **new near-term targets for 2030** that should lead us to net zero. These new targets align with international standards and help us to get an even better grip on reducing our emissions across scopes 1, 2 and 3, as defined by the Greenhouse Gas Protocol. Starting from 2024, we will report on our scope 1, 2 and 3 efforts.

Our road to net zero

2030

(from a 2019 baseline)



2050



Understanding scope 1, 2 and 3 emissions



SCOPE 1

Direct emissions that result from sources that are owned or controlled by CTOUCH.



SCOPE 2

Indirect emissions from purchased energy & heat by CTOUCH.



SCOPE 3

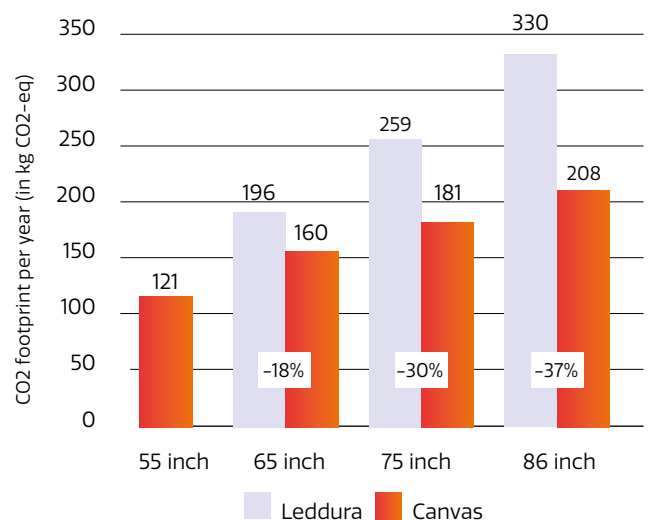
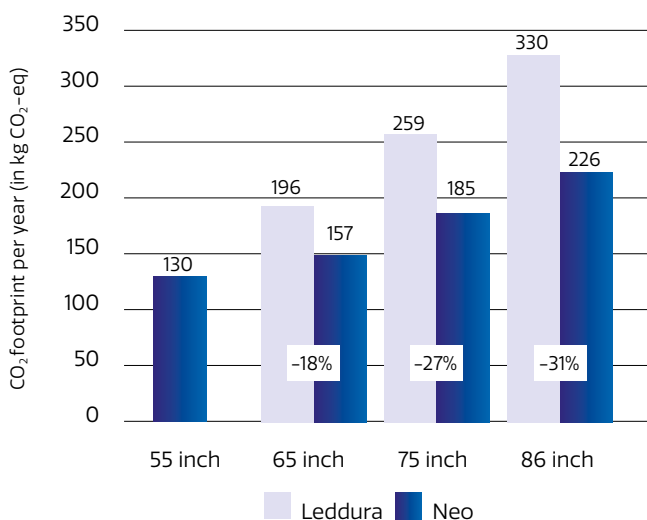
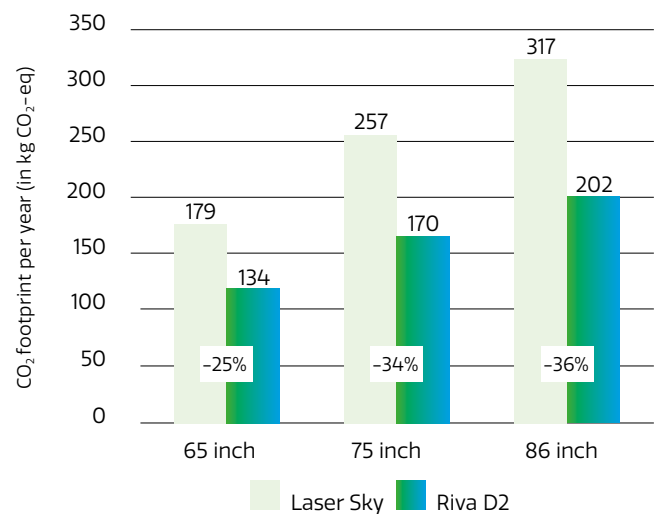
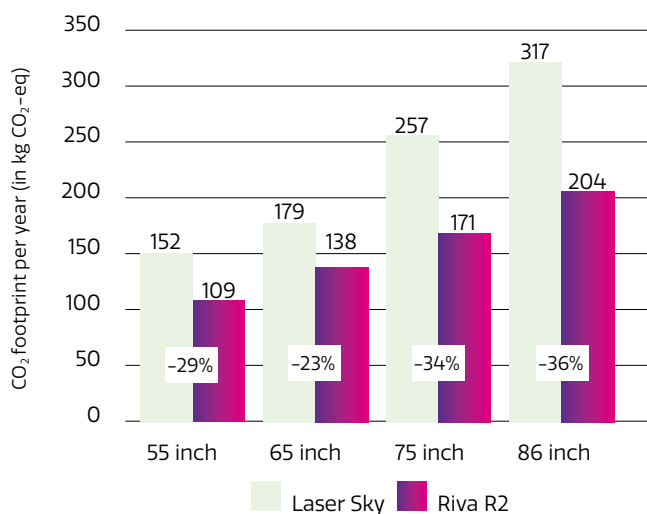
All other indirect emissions that occur in the supply chain. This includes raw material extraction, manufacturing, transportation, use and end-of-life of our products.

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*This goal is officially validated by the Science Based Targets initiative (SBTi).

OUR PROGRESS

Since our benchmark year of 2019, major steps have been taken to reduce the yearly impact of our products. We are proud to have achieved a **CO₂ reduction of up to 37%** with our current touchscreen models compared to CTOUCH's benchmark models in 2019*.



*Benchmark models (2019): Laser Sky (for education) and Leddura (for business); Current models (2023): Riva R2 and Riva D2 (for education), Neo and Canvas (for higher education & business). Since there was no Leddura 55" in 2019, a comparison of Neo and Canvas with the benchmark model is not possible for this screen size.



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END-TO-END IMPACT: SUSTAINABILITY IN EVERY ASPECT

At CTOUCH, our commitment to sustainability extends across every facet of our operations. We carefully consider our environmental impact at every stage of our product life cycle – from responsible raw material acquisition to sustainable packaging, efficient shipping, energy-efficient product use, refurbishing and responsible disposal at end-of-life.

Additionally, CTOUCH goes to great lengths to practice Corporate Social Responsibility, ensuring that our actions contribute positively to society and the environment.

Read on the find out more about:



CORPORATE SOCIAL RESPONSIBILITY



PRODUCE, PACK AND SHIP WITH CARE



RESPONSIBLE USE



REDUCE, RE-USE, RECYCLE



WE ♥ THE ENVIRONMENT, OUR PEOPLE & OUR COMMUNITY

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



Some facts & figures



ECOVADIS SUSTAINABILITY RATING

We are proud to have achieved the bronze Ecovadis Sustainability Rating in 2023.



FAIR TRADE

We make every effort to prevent slavery and child labour in our supply chain and maintain fair prices for everyone involved.



TREES FOR ALL

Together with Trees for All, we plant trees to offset our products' CO₂-eq emissions in the use phase.

Contributing to the SDGs

CTOUCH is guided by the **United Nations' Sustainable Development Goals (SDGs)**.

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.



Dedicated sustainability partnerships

In 2023 we introduced the **Green Ambassador Programme**. The goal of this programme is to make CTOUCH more sustainable by teaming up with like-minded partners. We aim to involve green ambassadors in our own sustainability initiatives, communicate together on green topics and exchange our knowledge. For 2024, we plan to roll out the programme in our focus countries and involve up to 3 partners per country.

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Green collaborations: together we achieve more!

Collaboration and partnerships are key in achieving our goals. In 2023, CTOUCH joined forces with **Buyer Group ICT Hardware**. Buyer Group ICT Hardware is a part of PIANOo, the Dutch Public Procurement Expertise Centre. This group consists of over 100 organisations committed to sustainable procurement, promoting the well-being of both humans and nature. Their goal is a circular, climate neutral, transparent and fair supply chain by 2030. We fully agree!

We're proudly partnered with:



Proud supporter of Eco-Schools

Eco-Schools is **the largest global sustainable school programme**.

The programme actively engages students to think and act in a way that promotes environmental awareness. By partnering with supporters like CTOUCH, Eco-Schools facilitates the exchange between demand and supply in the pursuit of schools to make their education and buildings more sustainable.



CTOUCH internal footprint



EMPLOYEE FOOTPRINT

The CO2 footprint per employee per year is 1,070 kg CO2eq, a decrease of 62% compared to 2019. Despite an increase in the number of employees, we have achieved a significant reduction through the transition to 100% green electricity and a major decrease in business flights.



WORK & TRAVEL

We promote hybrid working, cycling to work and driving electric cars. When traveling abroad, we choose the most sustainable option possible.



LIGHTING & HEAT

LED lamps and heat pumps provide light and heat for our beautiful head office in the innovative Strijp-T in Eindhoven, the Netherlands.



INTERNAL TRAINING

At least twice a year, we provide training updates to our personnel on our sustainability progress and how each individual can contribute to our common sustainability goals.



SOLAR POWERED HEAD OFFICE

CTOUCH's head office is 100% solar powered. Almost 100,000 kWh of solar power was fed back into the grid in 2023.



SUSTAINABLE WORK TOOLS

Our employees use sustainable work tools such as Framework laptops, Fairphones and eco-friendly mice.

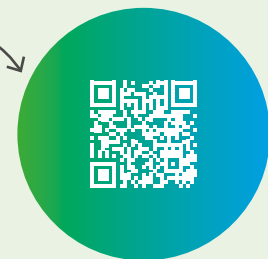


REDUCE & RECYCLE WASTE

Paper, plastic and general waste is collected in separate bins. Our goal is to shrink waste flows to the bare minimum.

Our guiding principles

We foster integrity, respect and inclusivity. Our **Code of Conduct** guides us to create a workplace where everyone is respected and supported. We prioritise ethical practices, diversity and professionalism. Together, we embrace these principles to ensure a positive work culture at CTOUCH.





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.



Some facts & figures



LESS WEIGHT, LESS IMPACT

By using less materials, we've decreased the average weight of our products by 24% and reduced the impact during production by 33%.



SUSTAINABILITY PASSPORT

Every CTOUCH touchscreen comes with its own Sustainability Passport, providing insight into the materials used and the overall CO2 impact.



EFFICIENT TRANSPORTATION

Through improved load efficiency and smaller packaging, we've reduced our CO2 emissions by almost 30%.

Environmental impact of our products

For all our products we conduct a **Life Cycle Assessment** (LCA) to identify their environmental impact across the entire life cycle. This research generates valuable insights on product sustainability. It helps us to make sustainable choices for further product development, benefiting the environment, our supply chain partners, and our customers!

True sustainability needs transparency

The results of the Life Cycle Assessments are published in our **interactive sustainability dashboard**. It shows the environmental impact of our touchscreens: from CO2 footprints to material insights.

Learn more:





Sustainable packaging

In 2023, we tested a **reusable bulk packaging prototype** to transport products from our suppliers to our warehouse, eliminating the need for cardboard boxes. Unfortunately, the pilot yielded minimal CO2 reduction and an increase in costs, leading us to discontinue it. Despite this setback, we gained valuable insights on environmentally friendly packaging. In 2024, we will continue our efforts to improve the sustainability of our packaging.

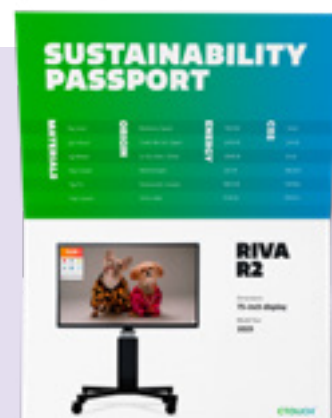
We plan to:

- ✔ Use thinner boxes to increase the number of screens per pallet
- ✔ Replace polyethylene (EPE) with mono materials like cardboard
- ✔ Increase recycled cardboard content in packaging to over 50%



Sustainability Passport

CTOUCH is the only touchscreen brand with a **Sustainability Passport** for all of its products. Through this passport we provide transparency and awareness of the used resources in our touchscreens.



Riva R2 86" in the spotlight

Discover the green highlights of the Riva R2 86", introduced in 2023.

* compared to 2019 benchmark model Laser Sky 86".
** compared to other brands.



33%*
LESS WEIGHT

28%*
LESS TRANSPORT EMISSIONS

26%**
MORE ENERGY-EFFICIENT

36%*
LOWER CO2 FOOTPRINT



CTOUCH Green Touchscreen

In 2023, we challenged our product owners and manufacturing partners to think of **the most sustainable touchscreen possible**, regardless of market/cost viability. The fruits of their labour culminated in a proof-of-concept touchscreen with some great green features.



RECYCLED-PLASTIC BACK COVER

71% less weight, 91% less kg CO2



DYNAMIC LED BACKLIGHT

41% less power consumption



LOW VOLTAGE EXTERNAL POWER SUPPLY

Easier and cost effective maintenance & repair
100% green power: 48v direct solar power feed

In 2024, we will continue developing these elements to discover their viability in our manufacturing process.

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RESPONSIBLE USE

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



Some facts & figures



LESS ENERGY, CO2 & MONEY

Our sustainable touchscreens use on average 29% less energy compared to other brands.



LONGEST PRODUCT LIFETIME

CTOUCH products have the longest lifetime in our industry of 10 years and beyond.



MONTHLY ENERGY REPORTS

Customers gain insight into their touchscreen energy usage and savings through our monthly energy report.

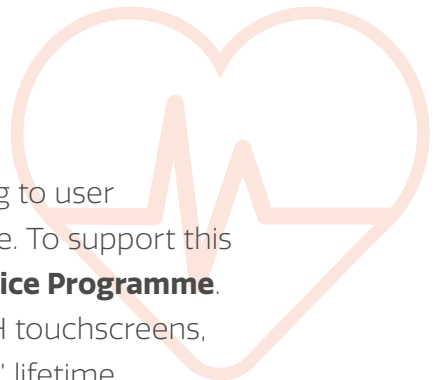
Lifetime support for our touchscreens

Our promise is that at least 50% of our screens are still functioning to user satisfaction (positively rated 8 or higher), even after 10 years of use. To support this promise, we have introduced the **CTOUCH Heartbeat As-A-Service Programme**.

It provides a lifetime of support, upgrades and training to CTOUCH touchscreens,

which massively extends the touchscreens' lifetime

and improves user experience. Heartbeat helps our customers to reduce their Total Cost of Ownership (TCO) with up to 20% while minimising their CO2 footprint.



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CTOUCH Android Upgrade Module

As part of our commitment to **future proofing our touchscreen product range**, we've introduced the CTOUCH Android Upgrade Module. This module upgrades older CTOUCH touchscreens to the latest Android Operating System available. This unique hardware module:

- ✓ immediately updates the displays from their outdated Android OS to the currently actively supported Android 12 OS
- ✓ and for even longer! This module will support future Android versions, ensuring the touchscreens remain secure and updated for years to come.
- ✓ is a conscious choice for the environment. A longer product lifetime leads to a much smaller footprint!



Longer lifetime = less impact

Fifty percent of the total CO2 impact of a touchscreen occurs in the production phase. To lower its impact, it is important for a screen to last as long as possible. Installing the **CTOUCH Android Upgrade Module** extends the lifespan of a screen by at least 3 years, or even longer. This saves money and CO2, as there is no need to buy a new screen. A win-win for both the wallet and the environment!

Illustrative calculation*

	Riva R2 55"	Riva R2 86"
CO2 impact new screen per year	58 kg CO2	100 kg CO2
CO2 impact upgrade module per year	6 kg CO2	6 kg CO2
CO2 savings per screen per year	52 kg CO2	94 kg CO2

Each year you postpone purchasing a new touchscreen, you save between 52 to 94 kg of CO2 per screen. All thanks to the Android Upgrade Module!

*The CO2 impact of a new screen is based on the impact of a Riva R2 in production phase, including transportation. The average lifetime of a touchscreen is 8,5 years. The calculation assumes that the old screens will be taken out of use when they are replaced.



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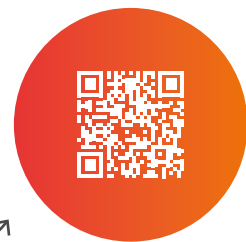
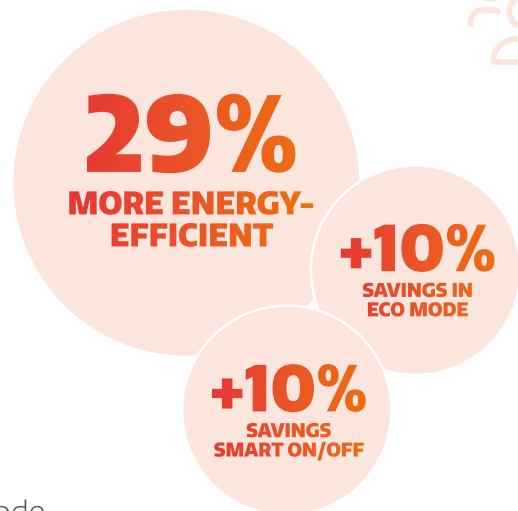
Energy-saving features

The CO2 impact during the use phase is directly related to a touchscreen's energy consumption. On average, our touchscreens are **29% more energy-efficient compared to other brands**.

Additionally, our screens are equipped with several energy-saving features to help our customers save even more energy.

All our displays are set to **eco mode by default**. Eco mode reduces energy consumption by approximately another 10% compared to standard mode.

The **smart on/off function** is a standard feature in the CTOUCH Neo and Riva R2 touchscreens. This feature automatically puts the screen into standby mode when nobody is in the room. The estimated energy savings with the use of smart on/off are an additional 10-15%. Count your gains in kWh, CO2 and money!



Check out the CTOUCH Energy Saving & CO2 Calculator.

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 reduce their energy use.



REDUCE, RE-USE, RECYCLE

To prevent unnecessary waste, we're committed to increasing the circularity of our products, improving recyclability and promoting re-use at their end-of-life.



Some facts & figures



INCREASE CIRCULARITY

The goal for our products is to be as high as possible on the circularity ladder (R-Ladder).



PRODUCT RECYCLABILITY

88% of the materials used in our products is recyclable.



RESPONSIBLE DISPOSAL

We only partner with certified e-waste recycling companies to ensure responsible disposal of our products at the end-of-life.

End-of-life? Next life!

In 2023, CTOUCH launched the **Next Life Programme**. This programme allows users of CTOUCH touchscreens to responsibly return their retired screens to CTOUCH in exchange for a compensation. Their touchscreens are then refurbished, made up-to-date again thanks to the included Android Upgrade Module. This initiative aims to prevent retired screens from being discarded by giving them a next life.

By collaborating with dedicated resellers and strategic partners, we are committed to extending the lifespan of our screens and giving them a second chance to shine!

Explore the Next Life product range on our website. 



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Collaboration with Fontys Students

Ten students and their professors of the **Fontys University of Applied Sciences** (minor 'Circular Economy') were involved in the development of our Next Life programme. They conducted research in groups and provided valuable insights for:

- the implementation of a buy-back programme.
- the positioning of Next Life screens in the market.

A valuable collaboration for both CTOUCH and the students!



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.



Responsible disposal of e-waste

We are compliant with the **European regulations of Waste from Electrical and Electronic Equipment (WEEE)**. We only partner with WEEEBALEX certified e-waste recycling companies to ensure responsible disposal of our products at their end-of-life.



THE PRINCIPLES OF OUR SUSTAINABILITY POLICY

In our sustainability policy, we adhere to the following strategies and guidelines:

- Our reduction goals align with the **Paris Agreement's** objective to limit global warming to 1.5–2°C compared to pre-industrial levels. To meet this target, global emissions should reach near zero by 2030 and **net zero** by 2050.
- We comply with EU guidelines for scope 1, 2, 3 emissions as defined by the **Greenhouse Gas (GHG) Protocol**, a globally recognised standard for measuring and managing greenhouse gas emissions.
- We adhere to the **ISO 14064** standards for quantifying and reporting greenhouse gas emissions.
- Our 2030 target for scope 1 & 2 is officially validated by the **Science Based Targets initiative (SBTi)**. The SBTi is a global body that enables companies to set ambitious emissions reductions targets in line with the latest climate science. It is a collaboration between CDP, the United Nations Global Compact, World Resources Institute and WWF.
- In our sustainability journey we are guided by the **United Nations' Sustainable Development Goals (SDGs)**. The SDGs are a set of 17 global goals established in 2015, with the aim to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.
- From 2024, the EU's **Corporate Sustainability Reporting Directive (CSRD)** mandates larger companies to report on their impact on people and the environment. While this obligation doesn't apply to CTOUCH, we actively work to integrate these guidelines into our policies, procedures and reporting.
- CTOUCH is **ISO 14001** certified. ISO 14001 is an internationally recognised standard for environmental management systems.
- We follow the EU guidelines for **Life Cycle Assessments (LCA)**. We use the EcoInvent 3.8 database and model the data using OpenLCA. This ensures compliance with:
 - ISO14040 and 14044
 - ISO14020 family of standards, specifically: ISO14021
 - Product Environmental Footprint (PEF), as part of the EU initiative 'Single Market for Green Products'.
- Our circularity strategy is based on the **9 R-strategies of the circularity ladder (R-ladder)**. The goal for our products is to be as high as possible on the R-ladder.

NEW
IN
2023

Green labels & certifications: an overview

CTOUCH has received several **green accreditations** from verified third parties. These accreditations demonstrate our dedication to reducing our environmental impact and continually improving our environmental performance.

Company level



Product level



In 2024, we will actively pursue other recognised benchmarks and certifications to accelerate our journey towards achieving net zero.

EcoVadis: on our way from bronze to gold



In 2023, CTOUCH earned the Bronze EcoVadis Medal. EcoVadis, the **world's largest business sustainability ratings system**, independently verified our commitment to sustainability across four key categories: Environment, Ethics, Labor & Human Rights, and Sustainable Procurement. We proudly attained gold status in the Environment category in 2023, with our aim to attain gold ratings in the remaining three categories by 2024 as well.

**NEW
IN
2023**

Hi, we are CTOUCH

CTOUCH is an innovative and distinctive touchscreen brand, specialised in providing interactive touch solutions for education and businesses. CTOUCH believes in sustainable engagement: empowering learners, collaborators, thinkers, and doers to create meaningful interactive experiences. Supporting them to reach their full potential, now and in the future. Our mission is to energise meetings and lessons with interactive, user-friendly tools. Every day, we enable people to safely connect, collaborate and learn together. We dare to say that we are the most sustainable touchscreen brand in the world.



Awards

- Finalist Sustainability Innovation of the Year – AV News Awards 2024
- Winner Sustainability Innovation of the Year – AV News Awards 2023
- Finalist Green Award – AV Magazine Awards 2023
- Finalist Best Sustainability Product – The ProAV Awards Germany 2023

