



ENGINEERED FOR IT



Annual report

CSR report 2025

MCX

Author Chris van Veen

Date March 23 2026

Editor Marije Politiek

Version 1.0



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1. FOREWORD

MCX attaches great importance to conducting business with integrity and to acting sustainably. These values have long formed the foundation of how we operate and are reflected in the relationships we maintain with our customers, employees, suppliers, and the communities around us. This 2025 CSR Annual Report provides insight into the societal impact we create and the steps we continue to take to strengthen that impact.

Our organisation operates in a dynamic environment in which stakeholder expectations are increasing and legislation and regulations continue to evolve. For that reason, we update our materiality analysis each year to determine which themes are most relevant to MCX. For 2025, four material themes have been identified: good governance, employment, emissions and waste, and privacy. These themes form the central thread of this report and guide our policies and objectives.

In 2025, we further strengthened our engagement with the local community. We continue to invest in sustainable relationships, social initiatives, and a safe, healthy, and inclusive working environment for our employees. Our new office contributes to this by providing a place where colleagues can meet more frequently and where connection is encouraged.

With this CSR Annual Report, we not only show what we have achieved, but also where our ambitions lie. In Chapter 5, we outline how we will build on our CSR objectives in the years ahead and how we will continue to strengthen the role of CSR within MCX. Step by step, we are working towards an organisation that consciously embraces its responsibilities and contributes to a sustainable future.

J.S. van Veen

CEO



2. ORGANISATION & STRATEGY

2.1 Profile MCX

MCX has been a reliable partner in technical Oracle management for more than 25 years. Our services are built on long-term customer relationships, expertise, and the ability to completely relieve customers of the technical challenges they face on a daily basis. We see these challenges as opportunities to make a meaningful difference. From our office in Apeldoorn, we support customers in nine countries, continuously striving for stability, reliability, and high-quality service delivery.

Honest business practices and sustainability are core values within MCX. Because we have deep knowledge of the services we provide, our customers must be able to rely on us. We earn and maintain that trust through attention, time, and a committed way of working together. This is how we build long-term partnerships centered around mutual trust.

These strong customer relationships also create opportunities to actively promote sustainability. Together with our customers, we work to make sustainable choices wherever possible. In addition, we select suppliers who share our values, enabling us to form a network of partners who want to make a positive contribution to people, the environment, and society.

2.2 Management system

Corporate Social Responsibility (CSR) is embedded within MCX's Integrated Management System (IMS). This system includes standards for quality, environmental management, information security, service continuity, and the CSR Performance Ladder. Because CSR intersects with nearly all business processes, we view it as an overarching theme within the entire system.

To ensure that we comply with the correct standards, our management system is audited externally each year. MCX is certified at MVO Performance Ladder level 3, and no deviations were identified during the most recent audit. Internal audits, management reviews, and structured consultation moments ensure that the quality of the system remains up-to-date and continues to improve.

2.3 Strategy

Corporate Social Responsibility at MCX is built around the three classic pillars: People, Planet, and Profit. Within these pillars, we aim to create a positive impact for our stakeholders, employees, customers, suppliers, partners, and our local community.

CSR is an integral part of our strategy. We ensure that employees understand why CSR is important and how they can contribute in practical ways. For MCX, CSR is not a label or an obligation but a way of working that is embedded in our culture. We collaborate actively with our stakeholders to encourage sustainable choices, both internally and throughout our value chain.



3. FROM MATERIALITY TO POLICY

3.1 Materiality

Corporate Social Responsibility (CSR) affects nearly all parts of an organisation. However, the impact a company has on its stakeholders is not the same for every topic. To focus our efforts where they matter most, MCX determines each year which topics are material to us. In this assessment, we consider two dimensions:

- The impact of MCX on the outside world:
Which topics can MCX meaningfully influence through its actions?
- The impact of the outside world on MCX:
Which topics do stakeholders consider important, and where do they expect MCX to take responsibility?

By analysing all CSR topics annually, we identify which subjects are material to MCX. For this reporting year, four material topics have been defined:

1. Good governance
2. Employment and the relationship between employer and employee
3. Emissions, wastewater, and waste
4. Privacy

These topics form the basis for our priorities and objectives within the pillars People, Planet, and Profit. They help us determine which societal effects MCX has and which of these are most relevant to our stakeholders.

3.2 Policy

3.2.1 Good governance

Honest business practices are a core value at MCX. To build long-term trusted relationships, our organisation must operate reliably, transparently, and with integrity. Good governance is therefore essential: there is never a valid reason to act improperly. We comply with all applicable laws and regulations and ensure that our processes and decisions are always grounded in responsible and ethical conduct.

3.2.2 Employment and the relationship between employer and employee

Our employees are one of our most important stakeholder groups. We continuously invest in a safe working environment, training opportunities, equal opportunities, and personal development. We believe the relationship between MCX and its employees must be based on mutual trust and respect. Only through open and honest collaboration can both the organisation and the individual continue to grow. In this way, we build sustainable success together.

3.2.3 Emissions, wastewater, and waste

Although MCX, as an IT organisation, has a relatively limited environmental footprint, our emissions are not zero. We believe it is important to continuously reduce our environmental impact. We do this by making conscious choices and seeking sustainable alternatives in areas such as:



- our own energy consumption,
- our modes of transport,
- the suppliers we select.

Because our activities are part of a wider value chain, we look beyond our own footprint to include that of our customers and suppliers. In this way, we aim to stimulate positive impact throughout the entire chain.

Our environmental management system focuses specifically on this topic and is supported by our ISO 14001 certification, which confirms that MCX actively works to minimise environmental impact.

3.2.4 Privacy

MCX is responsible for safeguarding the privacy of all its stakeholders. Our policy is designed to ensure that personal data is processed carefully and securely. Employees receive targeted training so they know how to handle information safely and responsibly. Our management system also supports the daily mitigation of security risks. By working transparently, proactively, and diligently, we safeguard the privacy of our stakeholders.

3.3 Corporate Sustainability Reporting Directive (CSRD)

Although MCX is not currently subject to the legal requirements of the CSRD, we actively prepare for the standards set by this directive. The CSRD requires structured and transparent sustainability reporting, in which organisations demonstrate how they address sustainability, risks, impact, and governance.

Driven by intrinsic motivation, MCX chooses to apply elements of this directive proactively. In this report, we therefore aim to provide as complete a picture as possible of how we manage our societal impact. Together with our partners, we explore ways to improve sustainability reporting, risk transparency, and value-chain insights. This collaboration supports a positive joint impact.

Working toward CSRD readiness means critically assessing:

- how we collect information,
- how we record it within the management system,
- how we report it to external stakeholders.

By taking incremental steps, we gain increasing insight into our societal impact, enabling more targeted improvements and strengthening our policies. Our ultimate goal is to make our reporting increasingly transparent and complete—not only to prepare MCX for potential future CSRD obligations, but also to support our stakeholders in achieving their own sustainability objectives.



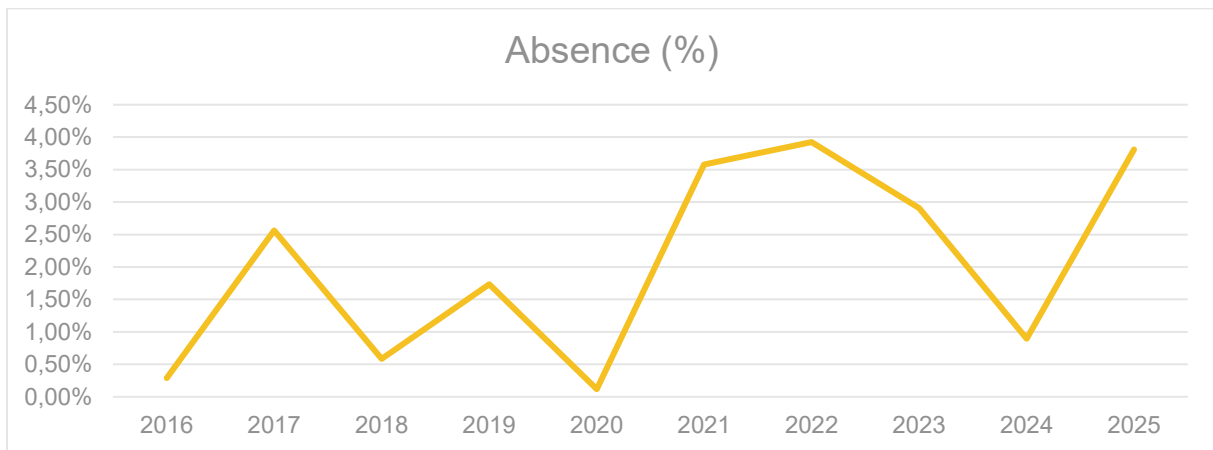
4. RESULTS

4.1 People

4.1.1 Absence rate

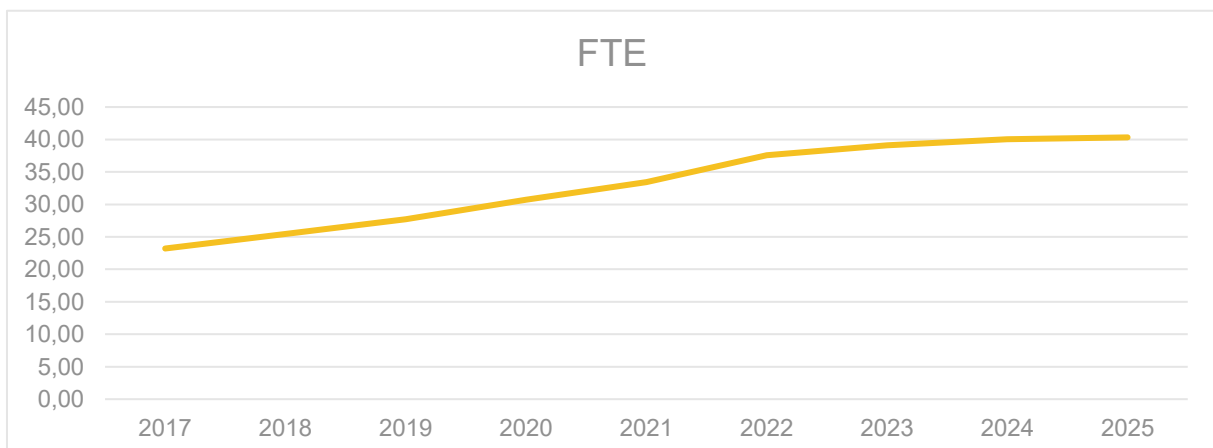
Thanks to our engaged organisational culture and strong working conditions, we can once again look back with pride on our absenteeism figures. Prevention and employee well-being remain key priorities within HR, with the goal of supporting a healthy work-life balance.

At MCX, we look beyond the numbers alone. An absenteeism percentage only tells part of the story, the employee is always central. Patterns in absenteeism are identified early so that we can intervene where necessary. In this way, we actively contribute to the vitality and sustainable employability of our employees.



4.1.2 FTE

In 2025, the number of FTEs increased slightly once again. Employee turnover remained low, allowing us to safeguard the continuity and quality of our services.





4.1.3 Employment

Employment is one of MCX's material CSR themes and therefore receives continuous attention. We work constantly to maintain high-quality working conditions for our employees.

This past year, several employees from the region started at MCX. Through internal training, we develop this local talent into professionals within our organisation. Collaboration with educational institutions helps us stay connected to new entrants to the labour market and anticipate future staffing needs. By offering good working conditions and a healthy work environment, we aim to foster sustainable employment.

MCX received no reports of misconduct in 2025.

4.1.4 Procurement

As a service provider, MCX has a relatively limited direct impact through procurement, yet the topic remains important. We consciously select suppliers that conduct business ethically and place a high value on sustainability.

Building long-term relationships with suppliers that contribute positively to society is important to us. By working with partners who share our values, we jointly contribute to a more sustainable future.

4.1.5 Charities and Social Initiatives

MCX allocates an annual budget to charitable causes and local social initiatives. In the past year, donations were made to several charities, we supported a local sports association, and we contributed to the annual New Year's countdown event in the municipality of Apeldoorn.

Through these initiatives, MCX makes a tangible contribution to society and remains closely connected to its local community.

4.1.6 Notable results

In the area of People, the following results were achieved in the past year:

- Support for new local social initiatives, including those directly connected to our immediate surroundings.
- Further development of employment conditions aimed at sustainable employability and employee satisfaction.





4.2 Planet

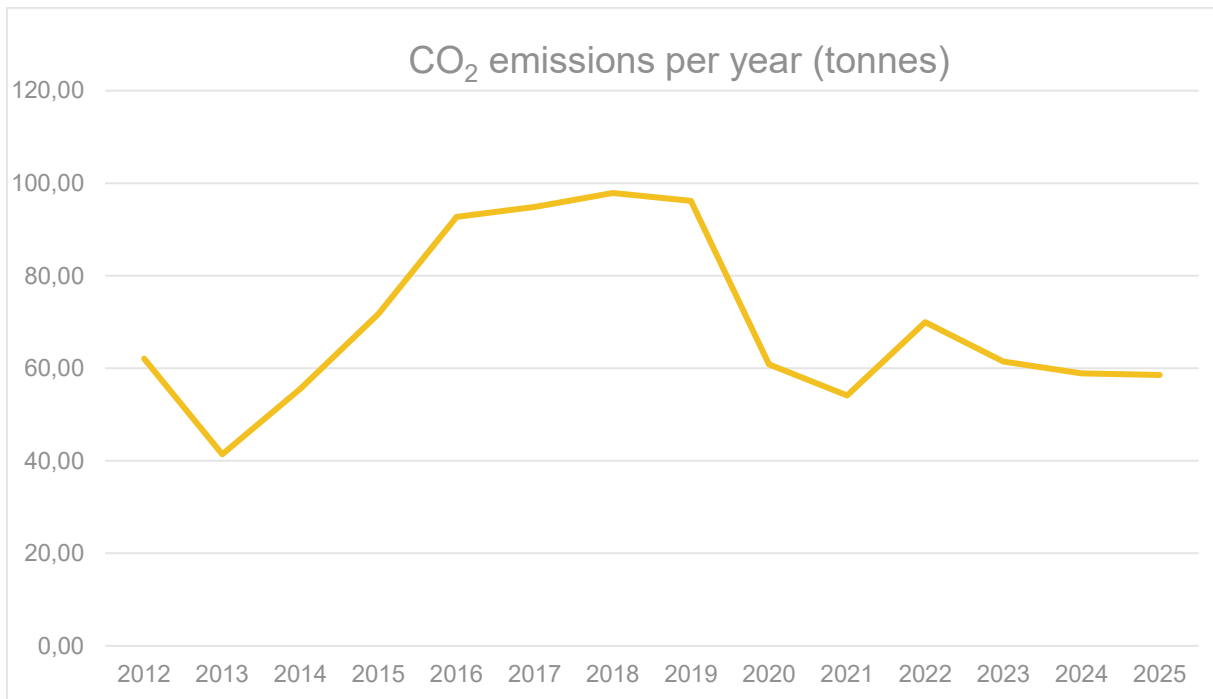
4.2.1 CO₂ emissions

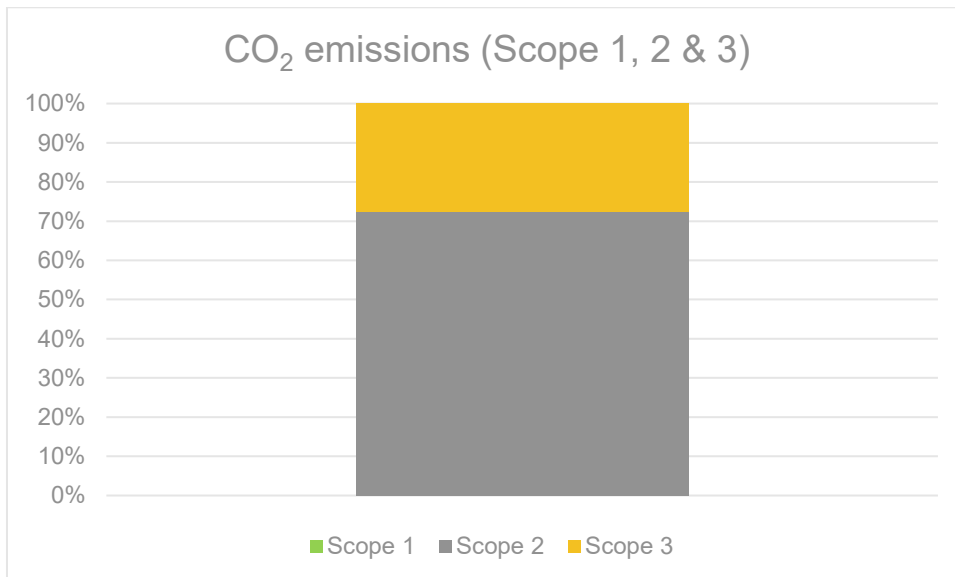
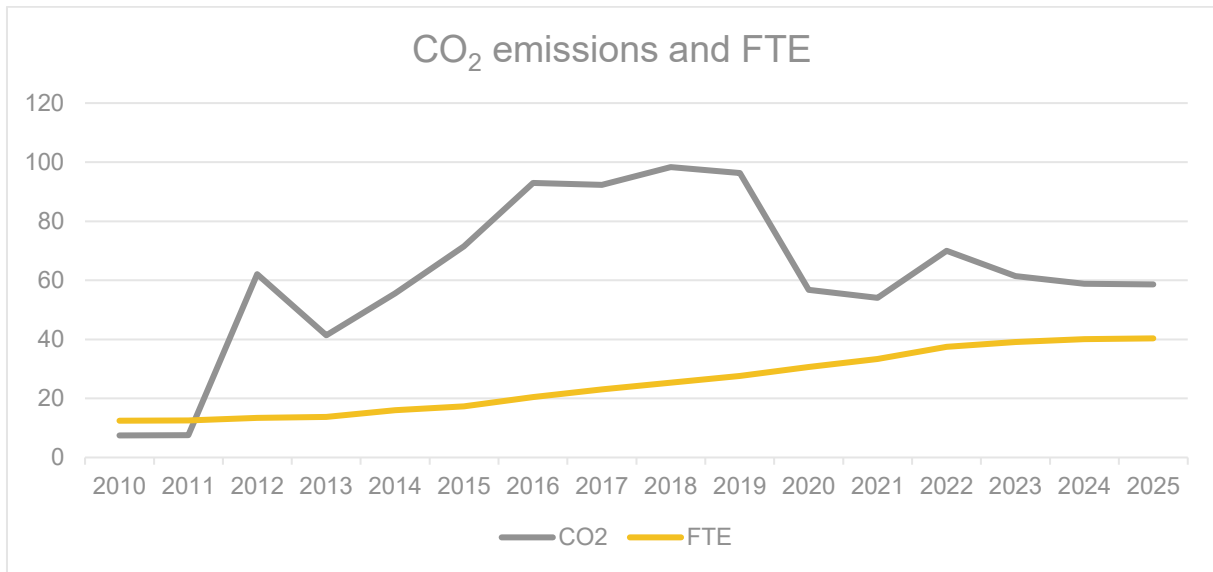
MCX monitors its CO₂ emissions annually. Through targeted measures, particularly in the area of mobility, we have achieved a clear decline in emissions over recent years. Since 2024, our entire vehicle fleet has been fully electric.

This year, additional attention was dedicated to improving the registration of emissions. By distinguishing between scope 1, scope 2, and scope 3 emissions, we gain deeper insight into where emissions occur and which actions can help reduce them further. This report contains the first version of that distribution. In 2026, we will refine and expand this registration.

The largest share of our CO₂ emissions results from the charging of our electric vehicles. Because MCX cannot determine whether vehicles are always charged with green electricity, all calculations conservatively assume grey electricity, which results in CO₂ emissions. Scope 3 includes other travel-related emissions, such as business travel and commuting using private vehicles.

As part of our continuous improvement efforts, we will develop this data further in the coming year, adding more differentiation in the next CSR Annual Report.





4.2.2 Office

Because our office building is gas-free, MCX has no direct CO₂ emissions under scope 1. As a result, no direct emissions are assigned to our physical workplace.

Through the use of solar panels and efficient installations, we aim to minimise energy consumption. These measures contribute to the effectiveness of the building's BREEAM certification, and we continue to explore further optimisations in our energy use.

4.2.3 Looking ahead

MCX remains committed to further reducing its emissions. Although major steps have already been taken, there is always room for improvement.

These improvements include:

- further greening of our mobility choices,
- reducing environmental impact throughout our value chain,
- engaging customers in discussions on energy use and efficient system utilisation.



A significant share of the total energy consumption occurs at customer locations. Although MCX itself purchases only green electricity, we remain conscious of the need to use energy responsibly. Through awareness and technical optimisation, we aim to reduce both CO₂ emissions and overall energy consumption.

We also continue to strengthen our audit performance and prepare for the updated version of ISO 14001 to further reinforce our environmental compliance.

4.2.4 Notable results

The past year delivered several noteworthy environmental results:

- Improved registration and insight into CO₂ emissions.
- Renewal and refinement of internal environmental policies.
- No findings during external environmental audits.

4.3 Profit

MCX aims to achieve healthy financial results to safeguard the long-term continuity of the organisation. Our goal is not to maximise profit but to create stability for both our employees and our customers. Financial continuity enables us to keep investing in people, quality, and sustainable choices.

Honest and transparent business practices form the foundation of our operations. These values are embedded in the way MCX is structured and reflected in our daily work. All applicable laws and regulations are followed, and our Code of Conduct provides employees with clear guidelines to ensure responsible decision-making. In the past year, no fines were issued by supervisory bodies, and external audits identified no findings.

The long-term relationships we build with our customers create value both in the short and long term. Being able to rely on one another and being jointly prepared for future challenges strengthens mutual trust. In the past year, we also welcomed several new customers, and we are proud that they deliberately chose MCX as their partner.

Our internal risk assessments identified several risks over the past year. Where necessary and appropriate, mitigation measures were taken. In this way, we continue to work toward a stable, reliable, and future-proof organisation.

4.4 Development in performance

In the period 2023–2025, the following developments can be observed for each material CSR theme:

- Good Governance
 - Throughout the entire 2023–2025 period, MCX did not receive any administrative sanctions. This consistent compliance highlights the stable embedding of governance principles within the organisation.
- Employment
 - The number of FTEs has increased gradually over the past three years. This development aligns with the growth of the organisation and shows no notable deviations. The trend is consistent with the data presented in section 4.1.2.
- Emissions
 - CO₂ emissions stabilised during this period. This is a direct result of the complete electrification of the vehicle fleet, which until 2020 was the primary source of emissions.



Remaining emissions mainly relate to smaller sources within scope 2 and scope 3, which means that further reductions will largely come from optimisation and incremental improvements. This development aligns with the results in section 4.2.1.

- Privacy
 - Privacy became a material theme for MCX in 2025. This development is driven by broader societal and regulatory changes and reflects rising stakeholder expectations regarding the careful and secure handling of personal data.

4.5 Sector benchmark

MCX conducts an annual sector benchmark to assess how our CSR efforts compare to those of other organisations in the market. For the 2025 comparison, publicly available information from four companies with similar services, size, or market position was used.

The analysis shows that MCX performs at an average level on the material CSR themes compared to the organisations reviewed. Notably, larger companies tend to be further advanced in the development of governance structures and CSR reporting, while smaller organisations often devote limited attention to CSR policy.

None of the organisations included in the benchmark hold a CSR certification. As a result, it cannot be established whether their CSR policies are independently assessed. This underscores the value of MCX's MVO Performance Ladder Level 3 certification, which demonstrates that our policies, processes, and performance are externally evaluated and assured.



5. FUTURE OUTLOOK

Developments never stand still. Stakeholders are placing new and evolving demands on organisations, legislation requires us to consider new rules, and we set high standards for our own CSR policy. Although we are a relatively small organisation, we believe that making the right choices enables us to create a meaningful impact on the world around us. In collaboration with our employees, customers, and partners, we continuously explore ways to generate positive societal value.

This means we will continue to develop ourselves across the material themes we have identified governance, employment, environmental impact, and privacy, while remaining attentive to the broader spectrum of CSR topics. Through our Integrated Management System, CSR can influence policy from within the organisation and contribute to a better, more responsible way of working.

Concretely, we will focus on refining our CO₂ registration and expanding our ability to report on various KPIs that provide insight into our societal impact. Within the three CSR pillars, we have set clear expectations:

- People: strengthening sustainable employability and preventing absenteeism.
- Planet: further reducing emissions and preparing for the updated ISO 14001 standard.
- Profit: maintaining stable financial performance and nurturing long-term customer relationships.

Our supplier assessments are becoming increasingly structured, enabling us to conduct a more thorough analysis of whether a supplier aligns with our procurement policy. CSR criteria play an explicit role here, ensuring we select partners who contribute to achieving our objectives.

We are also closely monitoring developments related to the Corporate Sustainability Reporting Directive (CSRD) and preparing for future regulatory requirements. This ensures we can provide our customers with the necessary data to help them meet their own reporting obligations.

With continuous improvement as a guiding principle, we will implement further enhancements within the CSR management system in the coming years. These improvement projects help us strengthen both CSR policy and implementation. We report on progress quarterly and determine the most important improvement initiatives annually. In this way, CSR remains firmly embedded within MCX, enabling us to make a meaningful contribution to a more sustainable world.



6. ACCOUNTABILITY

6.1 Purpose and scope

This report has been carefully prepared to provide insight into MCX's CSR efforts during 2025. Transparency is an important principle in our relationships, and this report contributes to strengthening that trust. Each year, we take steps to further improve this report and offer more insight into our CSR performance.

Within the Integrated Management System (IMS), CSR functions as an overarching component, influencing various aspects of the organisation. HR, procurement, service, sales, and security. CSR is embedded throughout all these domains. By consolidating this within the IMS, policy development and steering can take place centrally, allowing CSR to create value across the entire organisation.

This CSR Annual Report is publicly available through the MCX website, ensuring that all stakeholders have access to the information.

6.2 Data accountability

Internal data sources were used for this report. These data originate from various systems and are collected throughout the year. Recording and verification are carried out by multiple employees to ensure data quality and reliability. During quarterly review meetings, data are shared to identify potential issues early and to document any quality concerns. Data collection is conducted carefully and proportionately, with privacy always being a key consideration.

The CO₂ calculations are not yet based on a fixed standard. The categorisation of scope 1, scope 2, and scope 3 follows the Greenhouse Gas Protocol, while the underlying figures rely primarily on standard emission factors. For example, it is not known whether electric vehicles are always charged with green electricity, so grey electricity is assumed in all calculations. Commuting with personal vehicles is calculated using the average fuel consumption of a standard car, without further differentiation at this stage.

6.3 Assurance and Verification

The CSR policy was renewed in 2025 and communicated internally through multiple channels. Internal audits helped identify potential improvements in both policy and implementation. The most recent external audits, conducted in December 2025, resulted in no findings. Outcomes of internal audits are discussed quarterly within the IMS, where progress is reported and any risks of non-compliance are identified in time.

In the quarterly management reports, key stakeholders are informed about the progress of the CSR subsystem. In December 2025, MCX once again received certification for MVO Performance Ladder Level 3 (version 4.1), as well as a renewed ISO 14001:2015 certification.



MCX Administration Services B.V.

Kanaalpad 1
7321 AP Apeldoorn, GE
The Netherlands

C.C. 08086235
VAT NL8197.37.823.B.05

info@mcx.nl
+31 (0)55 - 526 06 70

