



Corporate Social Responsibility Report | 2012

In 2012 Exact's CSR reporting was integrated into the Annual Report 2012. This "CSR Report 2012" has been extracted in its entirety from the Annual Report.

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Corporate social responsibility

At Exact, we take responsibility for the impact of our decisions and actions as a company, not only in terms of their effects on our stakeholders, but on the environment and on society as a whole. Our strategy for corporate social responsibility (CSR) is based on three pillars: people, planet and community engagement.

Last year was a year full of changes related to the launch of the new strategy. Our focus was mainly on the transition and getting our organization in shape for the years to come. For this reason, our corporate social responsibility results are not in line with the targets set in last year's report. However, we did make progress on a few elements, which are described below.

We believe that our CSR strategy should be aligned with our business objectives and organization. In the course of 2013, we will review and adapt our CSR goals so that they are aligned with our new growth strategy and organizational structure.

People

Our people are what make us unique. That is why Exact is committed to building up and maintaining an extraordinary and diverse workforce. Keeping and engaging our people is a key priority. An important motivational factor for our employees is the opportunities we give them for personal development, so we are continually developing our learning culture. Since our strategy has changed, all the training courses described in the Human resources chapter of this annual report have been tailor-made and aligned with the new structure and strategy.

Employee diversity

At Exact, we believe in the strength of a diverse workforce. We try to recruit the right mix of people for Exact as a whole, as well as per department, taking into account skills, gender, nationality, and other factors. However, diversity is not a goal in itself, since we always strive for 'the best man/woman for the job'.

In 2012, our multicultural workforce consisted of 39 nationalities employed in 16 countries, with 38.5% (2011: 37.6%) of these women and 61.5% (2011: 62.4%) men. For the organization as a whole, we feel we have a healthy balance of nationality and gender. The 2012 men/women ratio is above average in the Dutch IT industry

(IT companies operating worldwide through several offices). Looking at the current market circumstances, and the development of the IT industry in general, we believe this is a fairly healthy balance.

When it comes to gender diversity, we strive to recruit more talented women for senior management positions. However, this is proving difficult; unfortunately, a common phenomenon in the IT industry. So while it is our goal to achieve a good balance, we realize that it will take some time before we can show results.

Planet

As a software company, our business has limited impact on the environment. Nevertheless, we do try to minimize in areas where we can regulate our impact, such as in energy consumption and business travel.

In our offices around the world, we stimulate awareness of electricity and gas use. In our Dutch headquarters, we took serious measures in 2012 to reduce our total energy use. We achieved some reductions through obvious and simple changes in behavior, such as turning off lights during the daytime and after working hours and the use of energy-saving lamps. We also turned off water heaters that were not actively being used and lowered thermostats after working hours.

This resulted in a reduction in energy use to 1,420,688 KWH in 2012, compared with 1,483,003 KWH in 2011.

As an international company working in a global market, we cannot avoid travel. However, we strive to reduce carbon emissions and minimize unnecessary travel as much as possible. We encourage our employees to make use of tools such as video conferencing, webinars, webcasts and messenger services. Our infrastructure is fully equipped with those facilities, which are available at all our offices and to all our employees.

For travel by car, we encourage our employees to drive low-emission cars. The percentage of cars that meet these criteria increased to 59% in 2012 from 47% in 2011.

Community Engagement

We wish to contribute to a better standard of living for future generations. Because of the nature of our business and our entrepreneurial roots, we believe we can add most value by sharing our knowledge and experience to stimulate entrepreneurship in developing countries.

In 2012, we worked with Child at Venture and 'adopted' a class of starting entrepreneurs in Manila, the Philippines. Through the 'Adopt a Class' project, Exact supported young entrepreneurs directly by sharing our knowledge and skills.

The 'Adopt a Class' project consists of a class of aspiring business owners aged 15 to 24. At the launch of the project, 44 youngsters in the Philippines attended an introductory workshop. Following a training course, seven of them received starting capital and coaching for one year.

Exact has organized workshops to share and increase business knowledge and Exact employees gave the young entrepreneurs advice and feedback throughout the year.

In November 2012, Exact renewed the contract with Child at Venture and donated € 21,200 for a new 'Adopt a Class' project in 2013.

Bridging the digital divide

People in developing countries often have limited or no access to information technology. Exact helps to bridge this digital divide by donating IT equipment and setting up local events. We work with not-for-profit organizations, such as Close the Gap (worldwide), Habitat for Humanity (Americas) and several local organizations (in Asia).

In 2012, we donated over 400 computer systems to organizations such as Habitat for Humanity (US) and Close the Gap. On top of this, we donated € 10 per item of IT equipment to the Close the Gap e-Waste program.

Exact also donated IT equipment to primary schools, orphanages and children's homes in Kuala Lumpur.

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