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BUREAU VERITAS CERTIFICATION nv,
EMAS environmental verifier registration number BE-V-022

Accredited for the scope 62.02

declares to have verified whether the site, as indicated in the updated environmental statement of the organisation Cronos Europa

with registration number BE-BXL-000047

meets all requirements of Regulation (EC) n° 1221/2009 & n° 2017/1505 & n° 2018/2026 of the European Parliament and of the Council of 25/11/2009 & 28/08/2017 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS).

By signing this declaration, I declare that:

- the verification and validation has been carried out in full compliance with the requirements of Regulation (EC) n° 1221/2009 & n° 517/2013 & n° 2017/1505 & n° 2018/2026 & 2023/1199;
- the outcome of the verification and validation confirms that there is no evidence of non-compliance with applicable legal requirements relating to the environment;
- the data and information in the organization's environmental statement provide a reliable, credible and accurate picture of all the organization's activities within the scope stated in the environmental statement.

This document is not equivalent to EMAS-registration. EMAS-registration can only be granted by a Competent Body under Regulation (EG) n° 1221/2009 & n° 2017/1505 & n° 2018/2026. This document shall not be used as a stand-alone piece of public documentation.

Done at Antwerp on 01/11/2025

Signature

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BE-V-0022



EMAS | ISO14001

Environmental Declaration

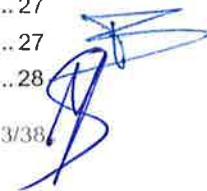


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1 Introduction

As an IT and creative company dedicated to the provision of services to International Organizations, **Cronos Europa** is strongly committed to environmental protection and climate action.

We see it as a core part of our mission. We put it in practice in our internal practices, through our corporate values, and by sharing the policies and initiatives of EU institutions through our communication channels, thus contributing to their awareness.

In our business activities, we provide a direct contribution through the cocreation and delivery of digital and communication projects and campaigns supporting EU environmental ambitions. The most recent among these is the development of a Q4 2022 EMAS-related digital campaign on the environmental impact of travel and tourism.

In 2011, we started our journey with the ISO14001 Environmental Management System (EMS). Ten years later, in 2021, the new Cronos Europa Management Team announced its ambition to go a step further.

This 2025 Environmental Declaration is our realisation of this ambition. It includes our accomplishments, challenges, objectives and actions points. The Cronos Europa management team gives full commitment to this Declaration and strongly believes that our organization can achieve these objectives with the help of Information Technology... and a strong human touch.

2 Approval statement

This Environmental Declaration is approved by the Management Team of Cronos Europa.

Mariam Souroukh

Director

Giovanni A. Colucci

Director

Nicolas Desmares

Director

Oliver Van Baerlem

Director

Mario Coppitiers

Director

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3 Cronos Europa

3.1 History

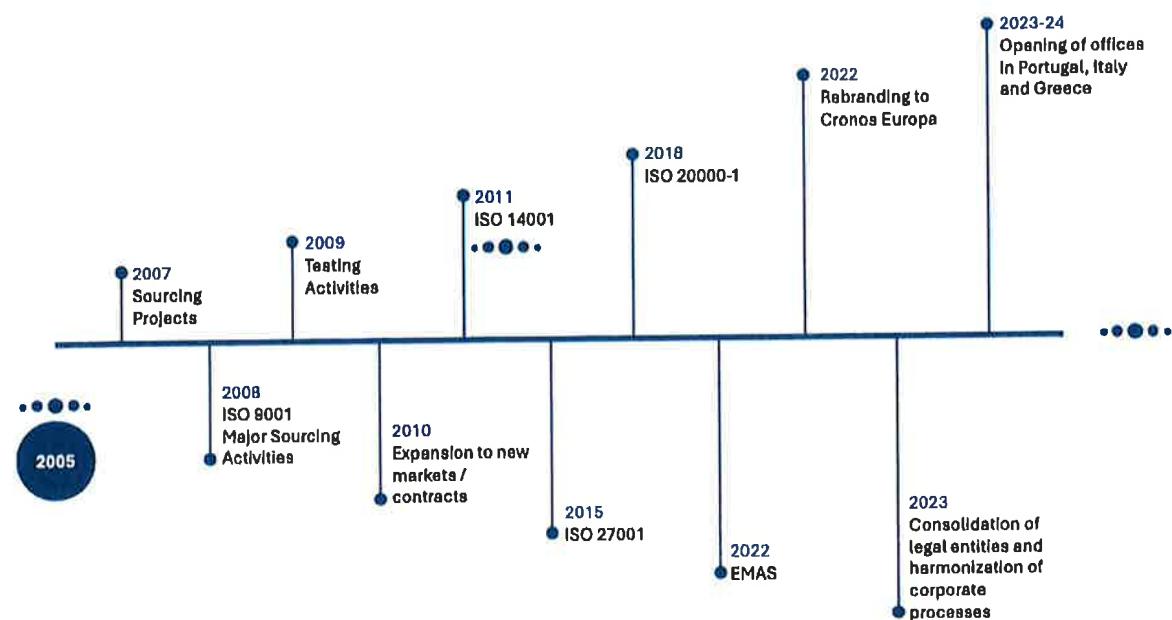


Figure 1: History of Cronos Europa

3.2 Organization chart

Cronos Europa Organization | Management Team

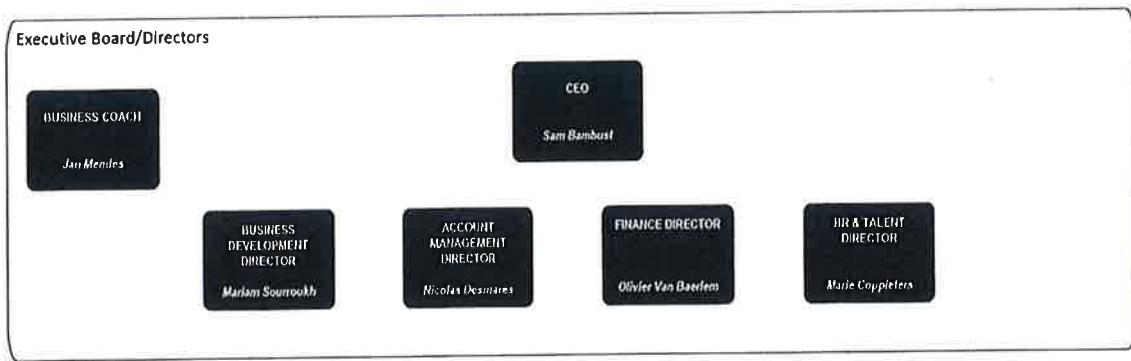


Figure 2: Organigram Cronos Europa

4 Mission

"Cronos Europa is dedicated to serving European institutions.

Whatever their IT or digital communication challenge, they can rely on our local expertise, from Ai to Zg Quantum".

This mission also translates into the continuous objective of growing a professional, competitive and profitable company, offering innovative and practical solutions.

Underlying our efforts, is the continuous improvement of the Cronos Europa Management System, in accordance with the requirements of the ISO 9001, ISO 14001, ISO/IEC 27001, ISO/IEC 20000-1, ISO 22301 international standards, of laws and legislations.

We are able to achieve this through the development of high-quality solutions and the delivery of superior services, focusing on the unique corporate objectives and needs of every business; by developing and maintaining long term strategic partnerships; by using leading-edge technology and based on green IT approach when it is possible; through the recognition that our employees are the key to our success and continuous improvement (i.e. success is a journey, not a destination) on our qualitative and environmental impact.

5 Integrated Management System (IMS)

Cronos Europa has implemented an Integrated Management System based on following frameworks:

- **Quality Management System** (QMS) based on the latest version of ISO 9001 (certified);
- **Environmental Management System** (EMS) based on the latest version of ISO 14001 (certified);
- **Information Security Management System** (ISMS) based on the latest version of ISO/IEC 27001 (certified);
- **Service Management System** (SMS) based on the latest version of ISO/IEC 20000-1 (certified);
- **Business Continuity Management System** (BCMS) based on the latest version of ISO 22301; and
- **Privacy Management System** (PMS) based on the latest version of ISO/IEC 27701 and GDPR;

The scope of the management systems is defined as follows:

The Integrated Management System of Cronos Europa delivers IT solutions and services, specialized in International Organizations.

Cronos Europa has given the responsibility for maintaining the management systems at Cronos Europa to **Cedric Brosens, ISO Coordinator**. He is supported by **Anne Hombourger, Data Protection Officer**. These Management systems are based on the PDCA cycle.

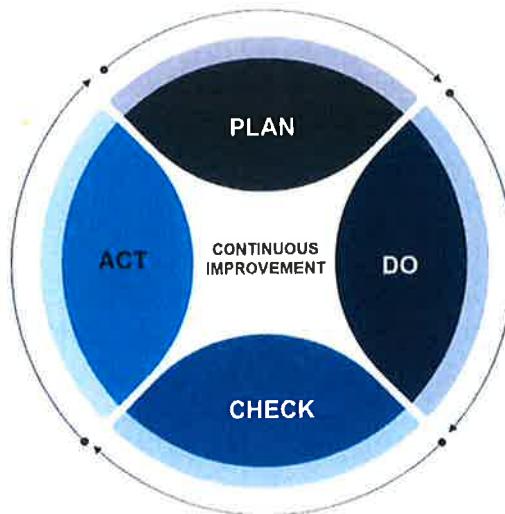


Figure 3: Plan do check act cycle

5.1 EMS management

Cronos Europa is concerned with achieving and demonstrating environmental performance by controlling the impacts of our activities, products and services on the environment, consistent with our environmental policy and objectives.

The Environmental Management System (EMS) uses a continual improvement approach in achieving and demonstrating environmental performance.

In accordance with this International Standard, we specify requirements for the EMS to enable us to develop and implement a policy and objectives which consider legal and other requirements to which our organization subscribes, and information about significant environmental aspects. It applies to those environmental aspects that we identify and which we can control and those which we can influence.

5.2 Extension of the EMS towards EMAS

End 2021, the Cronos Europa board of directors decided to take the step towards EMAS registration. This is a logical step in the continuous improvement and anchoring of

environmental care in the strategy and policy of the organization. EMAS verification for the Brussels site was achieved in September 2022.

Cronos Europa wants to deal in a professional and transparent way with all environmental aspects it comes into contact within its business activities.

The scope of EMAS applies only to Kunstlaan 46, 1000 Brussels, Belgium. Only office activities are carried out. Although other sites are not officially in scope of the ISO14001 certification and EMAS verification, they are in scope of the environmental management system. All environmental processes are applied in all sites. Decisions are made from the HQ in Brussels, which is officially ISO14001 certified and EMAS verified.

The scope of EMAS applies to all our activities (NACE 62.02).

5.3 Management of legislation and compliance obligations

Cronos Europa has identified the applicable environmental legislation for Belgium, Brussels: the Brussels environmental legislation and laws under regulatory authority of the Brussels Institute for Environmental Management.

It is the role of the Cronos Europa ISO Coordinator to ensure that applicable legislations are identified. Any changes or updates to legislation will also be followed up by the ISO coordinator.

Cronos Europa management ensures that corrective measures are taken to comply with the identified applicable legislations and regulations.

For compliance with environmental laws and regulations, compliance audits are executed by third parties with appropriate expertise. The ISO Coordinator is informed in case of new or changed legal requirements.

The management of Cronos Europa declares that the organisation is complying with all applicable laws and regulations.

5.4 Environmental Management Policy 2023 – 2025

Cronos Europa wants to minimize its environmental impact. However, Cronos Europa also has the ambition to keep growing as a company. The size of our company is directly correlated with our ecological imprint. Therefore, our ecological goal is to minimize our impact relative to the number of our employees (= reduce ecological impact/capita). Additionally, Cronos Europa wants to comply with the applicable environmental legislations.

Cronos Europa management is committed to continuously improve the EMS to enhance its environmental performance. In addition, Cronos Europa management is committed to protect the environment including prevention of pollution.

6 Predictive maintenance

When a breakdown occurs, and something unexpectedly stops working, maintenance services need to limit the loss by acting as quickly as possible. An emergency intervention is triggered by involving people who understand the problem on a technical level. Energy intensive emergencies are included in these mechanisms.

Cronos Europa understands that predictive maintenance can prolong the life of our equipment – preventing equipment to be replaced because of defects, and ensuring that it continues to be safely functional for an extended period.

An explanation of assets that break down at a faster rate than expected could be due to the difference between its actual wear and the theoretical wear calculated by the manufacturer.

A malfunctioning equipment can lead to higher energy consumption by that asset.

To avoid these occurrences, for example, we contractually leverage the expertise of Clima & Partners to cater for the maintenance of our air conditioning systems twice a year, with yearly leakage tests. Similarly, we ensure that our heating equipment is reviewed on a yearly basis.

Predictive maintenance speaks to all the aspects of Cronos Europa that we assess and maintain to thrive as an organization: environmental, energy, health and safety but also for our social responsibility.

7 Environmental aspects

To assess the environmental aspects of our activities, an analysis was made of all environmentally harmful activities. For the identification of environmental aspects, we have considered all incoming materials (input) as well as all outgoing products/waste (output). Apart from 'normal' circumstances, we also evaluate 'abnormal' and 'potential (emergency) situations' as well as aspects that relate to subcontractors and suppliers.

- Normal circumstances: working circumstances during normal operations.
- Abnormal circumstances: rare but planned activities.

- (Potential) emergency situations: not-planned, accidental/incidental operational situations which require special actions (e.g., fire, ...).

On the 1st of October 2023 Cronos International merged with C-Dev, Cronos ITS and Cronos Intelligence under the new company name 'Cronos Europa'. This merger also resulted in a significant growth in employees. At the end of 2023 Cronos Europa had 327 employees, but on average in 2023 we had 155,25 employees (+ 72% compared to 2022). In 2024, the average number of employees was 321,83 (+ 107% compared to 2023).

As we also calculate relative environmental impact (per capita), the relative environmental data in the following chapters is calculated with the average headcount of 2024.

7.1 Direct environmental aspects

EMAS distinguishes between direct and indirect environmental aspects.

Direct environmental aspects relate to activities, products or services of the organization over which it has direct management control – for example waste and emissions to water and air.

7.1.1 Energy

Cronos Europa has made significant efforts to save energy.

As for most companies in a post-covid environment, total energy consumption at Cronos Europa was increased in 2022 compared with the previous years. This is explained by returning to the office after the corona pandemic.

We maintain our focus on the continuous improvement of energy monitoring, generating new insights into energy flows and helps to identify opportunities for further enhancing energy efficiency.

In 2023, different energy efficiency measures were already implemented that significantly contributed to the decline in energy consumption per capita (-38%). These measures were further intensified in 2024, for example:

- Awareness for employees on electronic consumption during onboarding (BambooHR)
- Switching off electronic appliances when they are not used.
- Switching off lights in places where nobody is working.
- Big screens in meeting rooms have a snooze functionality so they automatically turn off after a period of inactivity.

- Sensors/detectors for automatic lighting in the restrooms, kitchens and meeting rooms.
- ...

Figure 16: electricity consumption

The measures had a continuing positive effect on electricity consumption. In 2024, our office's energy consumption per capita further decreased compared to 2023 with 41%. The increase in employees didn't force us to increase office space. On the contrary, Cronos Europa was able to decommission the 3rd floor (4 floors remaining in the building) because of homeworking possibilities, and we will further decrease to 3 floors as the 4th floor will be decommissioned by the end of 2025.

We expect that the implemented energy efficiency measures as well as the decommissioning of the 4th floor will show positive effects in the upcoming years.

Cronos Europa keeps track of the consumption of electricity. This will allow us to see the improvement in electricity resulting from the awareness training given to our employees and other new initiatives.

7.1.2 Material

Because consulting is our core business activity, we have no impact related to material.

We will keep checking if there are activities where there is an impact on the environment with regards to material. If we find to have such an activity, we will take appropriate measures to reduce our impact.

7.1.3 Paper

The environmental effects of producing paper include deforestation, vast amounts of energy and water usage, as well as air pollution and waste problems.

To limit and possibly eliminate paper consumption, Cronos Europa encourages the use of electronic documents.

For those documents that must be printed for legal/regulatory/client requirements, we have changed the default print option to double sided printing and the colour scheme to black and white.

We try to raise awareness of the negative impact of printing on our environment. Awareness initiatives and a paperless culture encouraging the electronic sharing of files support our efforts. Our employees are following the digital evolution that reduces the need for printing.

Data for paper consumption during 2020 and 2021 are not representative because of the covid pandemic, as during that period we recommended and even forced our employees to work from home as a safety measure. Therefore, we use data from 2022 as our starting point with the objective to reduce paper consumption per capita with 4% by 2025.

In 2023 the total paper consumption has increased with 6,56% compared to 2022 but the paper consumption per capita has decreased with 37,95%. This could be explained because client proposals are not printed out anymore but submitted electronically.

Some (new) actions were introduced:

- Expense notes are digitalized (Rydo).
- Printers' default settings are recto-verso and black-white.
- "Do not print" message in e-mail footers.
- The amount of printers will be reduced.
- Under (quality) investigation: possibility to only use recycled paper for printing.
- ...

As a result, the total paper consumption in 2024 decreased with 12,15% and the paper consumption per capita even decreased with 57,62% compared to 2023.

Figure 10: Paper consumption

7.1.4 Water

Our water consumption is primarily linked to office cleaning activities and the use of sanitary installations.

For cleaning our office, we rely on Greenclean. They have been carefully selected because of their drive to limit their impact on our world while keeping their cleaning standards high. They have obtained an ISO 14001 certification and maintaining it. Moreover, we send them instructions on cleaning, materials to be used, storage of cleaning products, ...

We can be assured that they keep their water pollution and water usage to an absolute minimum.

To know more about Greenclean, please visit their website: <https://www.greenclean.be/nl/> and <https://www.greenclean.be/fr/>.



Data for water consumption during 2020 and 2021 are not representative because of the covid pandemic, as during that period we recommended and even forced our employees to work from home as a safety measure. Also data from 2022 are not representative because of reconstruction works in the office. 2023 was the first year with representative water



consumption data. The initiatives we take to limit water consumption as well as the reduced office space (decommissioning of the 3rd floor, meaning 34,5% less office space) resulted in a decrease of water consumption in 2024 with 52% compared to 2023. Water consumption per capita even decreased with 77% for this period.

Awareness initiatives and the decommissioning of the 3rd floor resulted in a decrease of 51,97% of total water consumption in 2024 compared to 2023. The water consumption per capita decreased with 76,83% in 2024 compared to 2023.

Figure 11: Water consumption

7.1.5 Waste

Cronos Europa makes sure that employees can sort waste.

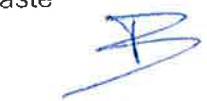
This means there is a separation between PMC waste, paper and residual waste. Waste is collected in the bins located on the different floors and are collected by MCA-recycling (<https://www.mca-recycling.com/>) in Brussels.

MCA Recycling is qualified by the Brussels Environmental Administration as collector of dangerous waste under registration number 001476409 (valid until 26/06/2026) and as collector of non-dangerous waste under registration number 001187445. We try to keep the bins in the same location so everyone knows where to put their waste.

Transport has an impact on our waste. When the tires are on the end of their life, we expect our employees to get new tires.

Batteries are another part of the car that can break down and can be recycled.

We continuously raise awareness about how important recycling is. In addition, we foresee recycle bins for PMC, paper, organic and residual waste and at the IT room we have battery recycle bins. This helps with creating a company culture that takes recycling more seriously and the fact that in 2024 only 34,81% of the total waste was of the category 'residual waste' (compared to 38,67% in 2023).



Waste collected in 2021, 2022, 2023 and 2024

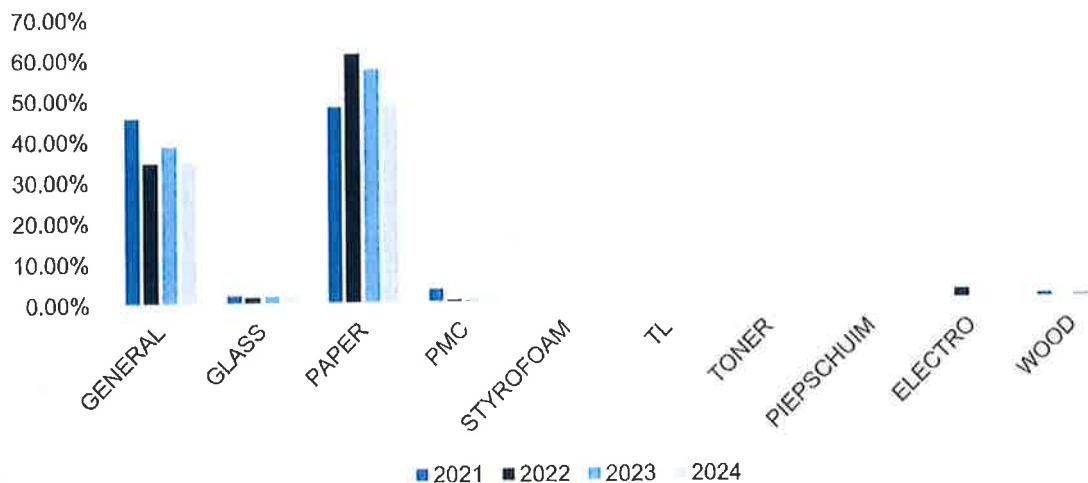


Figure 4: Waste collected In 2021, 2022, 2023 and 2024

7.1.6 Soil

Cronos Europa is aware of the negative impact on biodiversity and human health risks caused by the pollution of soil. We have taken extensive measures to reduce our pollution.

The reduction of pollution in the soil is made possible by the increased awareness of our employees and the same mindset of our partners.

Cronos Europa wants their employees to be able to work in spaces that are healthy, clean and well-maintained.

Cleaning products helps to achieve this goal. They are able to remove dust, allergens and germs from our office.

We have considered the impact of cleaning products on the soil, that is why we have decided to work with Greenclean. They are tasked with keeping our office clean and work together with us to achieve a minimal impact on soil pollution.

They achieve this by using bio-degradable floor soap and by using more than 90% bio-degradable cleaning products for sanitary equipment.

They show us commitment to reduce their soil pollution by achieving and maintaining an ISO14001 certification.

Transport can have a big impact on soil pollution. To reduce this impact, we started to look at the transport of our own personnel.

In Brussel, most of our workforce takes public transport to work, this means we are on the right track, but we still took actions for the cars we provided for our employees.

We reduced the chances of pollution of soil by leaking motor oil by providing our employees with modern vehicles that give them visual warnings on the board computer about possible engine problems.

Filling up gas tanks brings increased chance of soil pollution by spilling gas on the ground. We have given employees fuel cards to incentivize them to fuel up their car at gas stations that are equipped with environmental management.

We also expect the driver in case of spill during fuelling up to use absorbent pellets to limit pollution. More information about our mobility and transport can be found in chapter 7.1.12 Mobility and transport. We will continuously monitor our activities to identify any landscape related impact. Accordingly, we will define objectives and initiate activities to reduce such impact.

7.1.7 Emission

The issue of environmental emissions is more important than ever before.

We are aware that air pollution with particles, soot, carbon, aerosols, heavy metals, and so on is causing adverse effects on human health as well as the environment.

Considering the fact that air pollution/CO2 emission has a high impact on the environment we follow up on the consumption of this aspect.

During higher temperatures we use air conditioners to keep our office at a steady temperature.

These machines work in several ways and contain many different parts. CFCs and HFCs are both cooling agents that are in the air conditioners which, when released, increase the holes in the ozone over time.

We try to limit the impact of our emissions by having Clima & Partners do the maintenance of our air conditioning twice a year and a leakage test every year.

Figure 18: CO2 emission by heating

Figure 19: CO2 emission by cooling

During low temperatures, mostly during the winter season, we use heating equipment to keep our office at a steady temperature.

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To limit the impact of emissions from these devices we have a contractual agreement to maintain our heating equipment every year.

Most of our employees that drive to work do this in a petrol fuel car. This brings emission of CO₂, NO_x and soot particles. We try to limit these emissions by executing periodic maintenance on our cars and giving more ecological driving tips.

Petrol cars have a big impact on our emissions. This is also why we have implemented a new mobility plan.

This plan creates the possibility for our employees to have a hybrid company car, electric company car or a public transport subscription.

To further increase the likelihood of our employee's choosing hybrid or electric vehicles, we installed electric charging stations in the parking lot.

Cronos Europa keeps a record of the fuel consumption of leasing vehicles on a monthly basis. The reporting on the invoices for the purchases of fuel allows us to have an accurate measurement of consumption.

More information about our mobility and transport can be found in chapter 7.1.12 Mobility and transport. We will continuously monitor our activities to identify any landscape related impact. Accordingly, we will define objectives and initiate activities to reduce such impact.

7.1.8 Use of natural resources

Natural resources are central to human wellbeing. We are unable to breath without clean air, we are unable to live without the plants we eat and the water we can drink.

We need natural resources to build and heat the places we want to live or work, and we need them to survive and thrive.

The use of natural resources are key assets that are drivers of our development and wealth creation. Industries are developing at a pace higher than ever before, for supporting this growth the use of natural resources increased as well.

In some cases, industries are using more natural resources then the natural regeneration rate. This can threaten the quality of life and the wellbeing of people who are the most dependent on these natural resources.

Since obtaining our ISO14001 certification in 2011, we have been working to make efficient use of natural resources.

We are devoted to keep thinking about the use of natural resources and educate our employees on the impact that their ill-considered use can have on our world.

7.1.9 External noise

Cronos Europa has taken measures to reduce noise pollution.

This kind of pollution could be described as, but is not limited to, unwanted or excessive sound that can have deleterious effects on human health, wildlife, and environmental quality.

Our employees could be producing noise hindrance during traffic while driving to work. We inform drivers not to let their motor run uselessly during stalling.

We understand that there could be noise hindrance caused by cleaning. To reduce this hindrance, we have decided to select Greenclean as our partner for keeping our office clean.

We can be assured that they minimize noise pollution by having achieved and maintaining their ISO14001 certification.

7.1.10 Electromagnetic fields

Our business activity – consulting – has no impact on electromagnetic fields.

We will continuously monitor our activities to identify any impact on electromagnetic fields. Accordingly, we will define objectives and initiate activities to reduce such impact.

7.1.11 Landscape impact

Similarly, our business activities have no impact with regards to landscape impact.

We will continuously monitor our activities to identify any landscape related impact. Accordingly, we will define objectives and initiate activities to reduce such impact.



7.1.12 Mobility and transport

While most of our employees go to work via public transport, we still have some company cars, primarily for overhead staff.



We try to limit the number of cars on the road by recommending carpooling, working from home and implementing a new mobility plan.

Our plan gives employees the possibility to have a hybrid company car, electric company car or a public transport subscription. The choice of car type (electrical / hybrid / petrol / Diesel) is defined according to the environmental impact and the economic impact of the travels performed by the employee.

Cronos Europa participates to the cost of installation of a charging station at the employee's home place (included in the leasing price). This is a way to optimize the charging of the car. If a charging station cannot be installed at home, CE will not provide an electrical car to the employee.

CE provides guidelines for the charging of electrical / hybrid cars in an addendum to the car policy.

Charging can be done:

- At home:
- In public stations:
 - TOTAL EV charging card for hybrids, Q8 for full electric
 - We ask to limit high speed charging, and if used, to stop after 80%
- At the office: charging stations are available in the parking lot

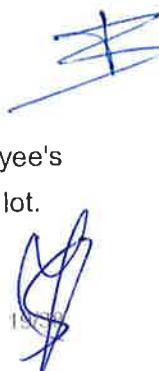
To improve the mobility plan even further we decided to roll out [Skipr](#), which is included in a commuting budget we provide to our employees. With a mobile application (journey planner), web dashboard en payment card, this allows us or employees to:

- Select a broader range of options (not limited to public transport anymore)
- Provide more flexibility (suited to specific routes)
- Allocate a monthly budget
- Provide employee awareness on CO2 emission

At this moment it only concerns those currently living in Brussels and its surroundings. An employee who doesn't benefit from a Cronos Europa company car and is leaving in Brussels can choose between:

- A Skipr budget of €60 per month for public transport, shared bikes, shared cars or Uber
- Yearly STIB subscription

To further phase out the use of fossil fuelled cars and increase the likelihood of our employee's choosing hybrid or electric vehicles, we installed electric charging stations in the parking lot.



The employees that don't have a car come to work by bus or train. In 2022 it was our ambition for 50% of our employees to use alternative uses of transport by which we mean anything that is an alternative to the car, which we accomplished in 2022 (less than 34% comes with a company car compared to 55% in 2021). This trend continued in 2023 and 2024.

Although the number of employees increased in 2024 with 107% compared to 2023, the total fuel consumption only increased with 13% (due to relatively fewer company cars for our workforce and the electrification of our fleet).

Figure 13: CO2 emissions by company cars (ICE)

In addition, in 2024 we started monitoring the CO2 emission of the electric vehicles (hybrid and full electric). The total CO2 emission in 2024 (ICE and EV vehicle) increased with 18,6% compared to 2023 (ICE vehicles only). This is still way below the increase in headcount (+ 107%).

Figure 15: CO2 emissions by company cars (ICE + EV)

We incentivize our employees to work from home whenever possible to further reduce the distance driven.

To increase our mobility and transport we have set objectives to increase a greener and more efficient mobility and transport plan. These objectives are:

- Yearly increase of ratio # alternative transport means / # employee cars.
- We want that 50% of our new employees choose a non-fossil car as their commercial vehicle.
- It is our goal to replace 25% of our current fossil driven cars with electric cars by 2025.

7.2 Indirect environmental aspects

EMAS distinguishes between direct and indirect environmental aspects. Indirect environmental aspects are more related to the organization's missions.

Management control is indirect (e.g., suppliers and contractors).



7.2.1 Suppliers and contractors

Cronos Europa understands that it is important to get a view on the environmental impact of our suppliers.



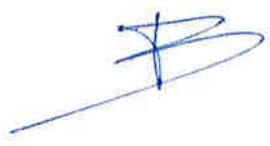
For this exact reason we have carried out an environmental review of our suppliers.

We try to persuade them to reduce their impact on the environment.

This is done by emphasizing the benefits for their business when reducing the environmental impact.

7.3 Comparison with benchmark of excellence

In addition to the comparison and evaluation of environmental performance indicators for 2024 against 2023 (or earlier baseline years), the performance is also evaluated against the benchmark of excellence defined in the relevant reference document, which is *Best environmental management practices, environmental performance indicators and benchmarks of excellence for the telecommunications and information and communication technologies (ICT) services sector*. The summary of the comparison with the benchmark of excellence is presented in chapter 13.



8 Environmental process flows

8.1 Illustration of environmental process flow for our office

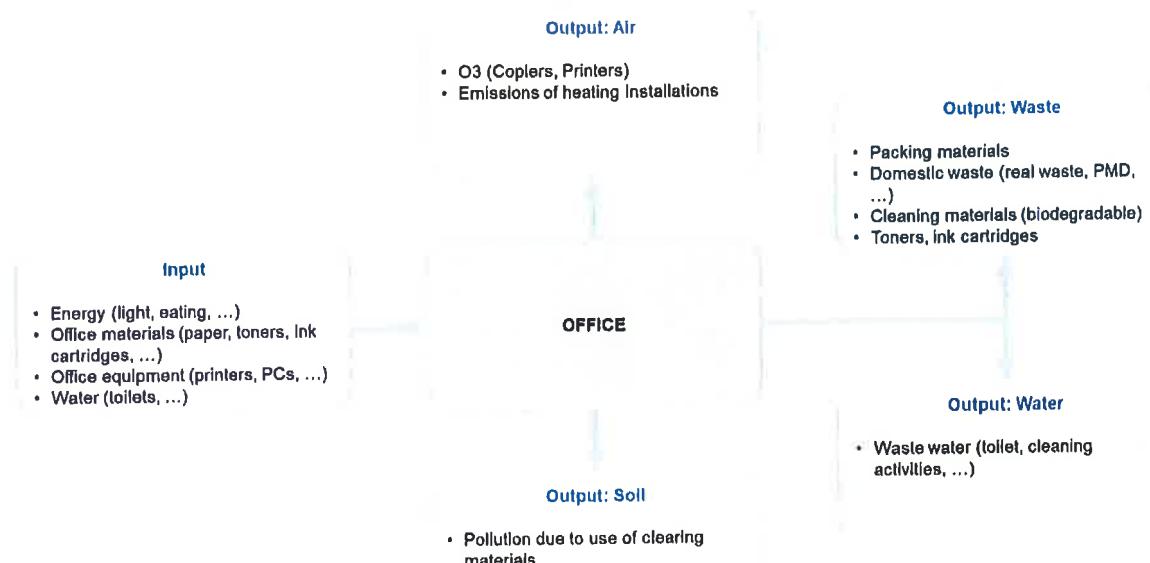


Figure 5: Illustration of environmental process flow for our office

8.2 Illustration of environmental process flow for our transport

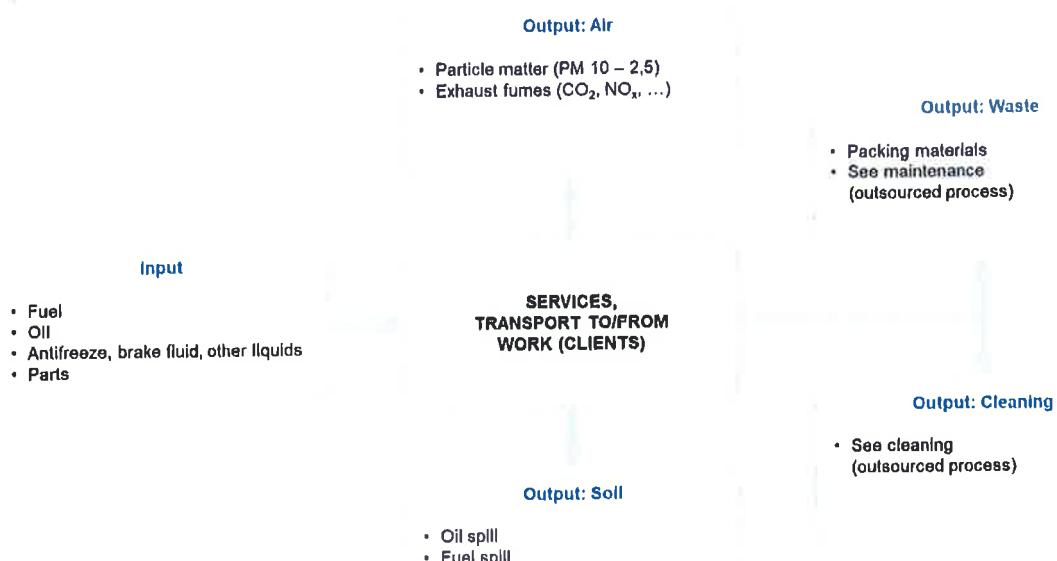


Figure 6: Illustration of environmental process flow for our transport

8.3 Illustration of environmental process flow for our cleaning

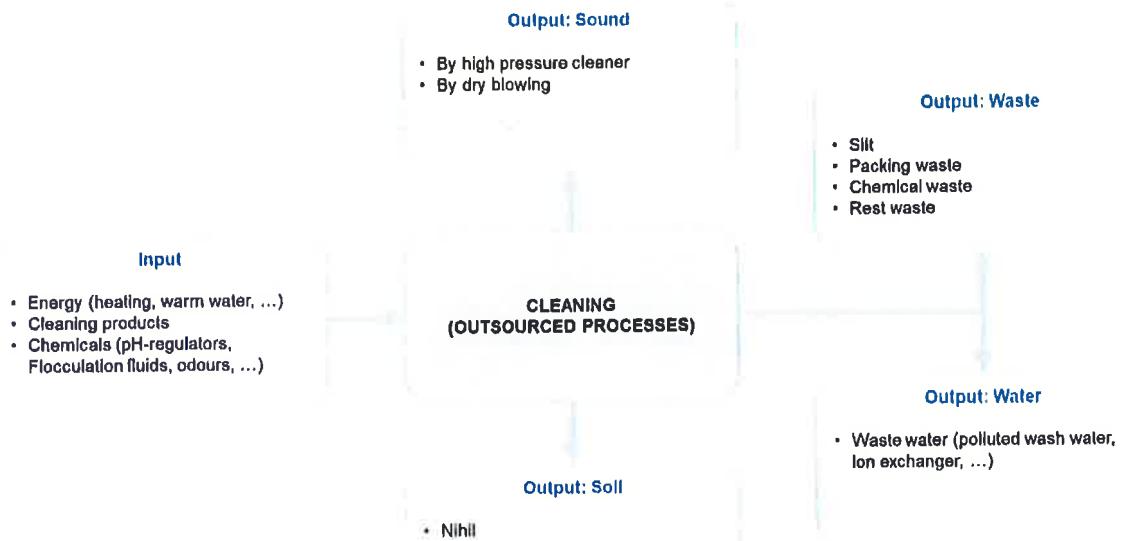


Figure 7: Illustration of environmental process flow for our cleaning

8.4 Illustration of environmental process flow for our maintenance

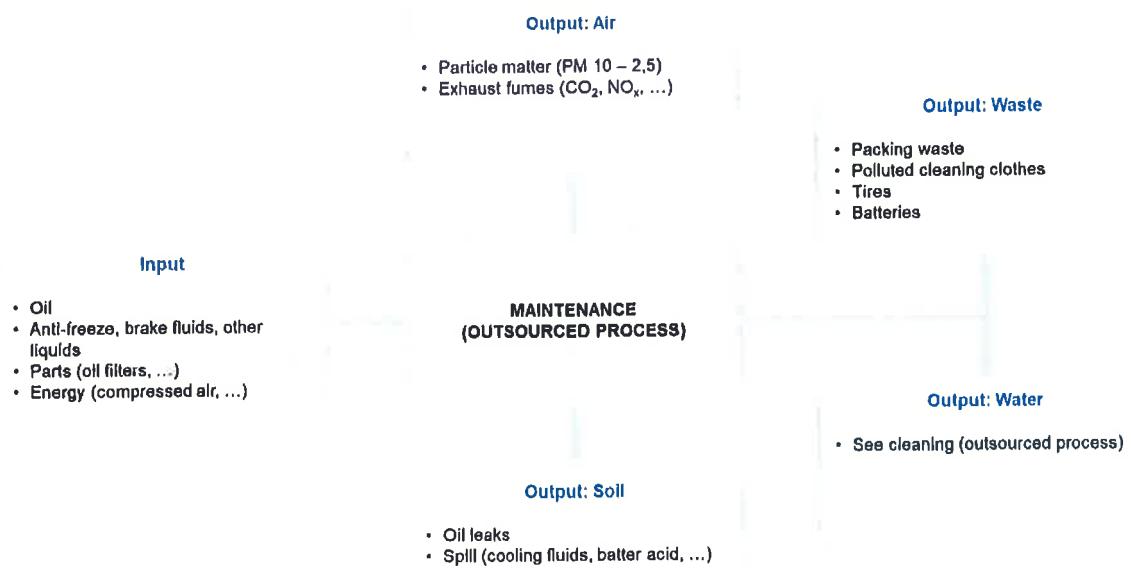


Figure 8: Illustration of environmental process flow for our maintenance

9 Communication with stakeholders

Cronos Europa has determined the external and internal issues and the needs of the stakeholders that are relevant to the strategic direction of the company, and which might impact Cronos Europa's ability to achieve the intended purposes (of its management system).

For every issue, the impact type (positive/negative and high/medium/low) will be determined for every management system. Issues with a high/medium negative impact and issues with a high positive impact will be included in the risk assessment of the respective management system.

The organization determined the influence and interest of all stakeholders for all implemented management systems (quality – environment – Information Security) and determined a suitable strategy, based upon the stakeholder context analysis, to cope with the needs of all identified stakeholders.

10 Emergency management

The Cronos Europa crisis management team is responsible for all official (internal and external) communication relating to a crisis.

For communicating internally, the crisis management team notifies employees when a crisis occurs and gives them the necessary information (e.g., Work from customer office or home because the office is unreachable).

When a crisis is resolved the crisis management team will debrief all employees on the crisis event and lessons learned from the event.

For external communication all official communications relating to the crisis event will be communicated by the Cronos Europa crisis management team.

The decision whether a crisis is or is not considered closed is the responsibility of the Cronos Europa crisis management team.

The termination of a crisis does not necessarily have to coincide with the restoration of the operational service of Cronos Europa. It is quite possible that the crisis in terms of communication and impact on the image are not yet finalized when operations are restored.

After dealing with the crisis, the course of the crisis will be reviewed and evaluated.

11 Environmental objectives and goals

11.1 Action Plan 2024 achievements

- Only use power from a green energy source (biomass/wind/solar/sun).
- Add more electric chargers at the office garage.
- Further extend the use of sensors/detectors for automatic lighting to reduce unnecessary energy consumption for lighting in the server rooms, biggest meeting room and phone booths.
- Disclaimer in e-mail signature to not print e-mails.
- Specific space on the Intranet on environmental instructions, awareness, ...
- New function responsible for environmental improvements in the office: Facilities Coordinator.
- Reduce residual waste to 40% of total waste so that 60% of the total waste production is sorted to be recycled (PMD, paper, toners, ...).
- Use recycled paper for printing.
- Improve CO2 reporting of electric vehicles.

11.2 Environmental objectives for 2025

- Fuel Consumption => Reduce CO2 emission / capita with 2% every year
- Electricity Consumption => Reduce electricity consumption with 2% every year
- Paper Consumption/capita => Reduce paper consumption with 2% every year
- Reduce residual waste to 40% of total waste so that 60% of the total waste production is sorted to be recycled (PMD, paper, toners, ...).
- Increase the ratio of # alternative transport means / # employee cars.
- Ensure 50% of the new employees (with a company car) take an electric car.
- Replace 25% of our current fossil driven cars with electric cars.

11.3 Action Plan 2025

- Discuss with Cofinimmo to have better reports on waste by placing separate containers for Cronos Europa.
- Look at investment opportunities for generating or buying renewable energy.
- Implementation of Ecofleet to better manage the environmental performance of our fleet.
- We keep supporting initiatives to inspire people to go greener and encourage to take the bike and leave the car.

11.4 Long Term Action Plan

- Acquiring power from renewable energy sources via a power purchase agreement or via onsite installation that generate renewable energy.
- Look which departments use the most paper and what the need is for the paper, see where we can change the need for paper to electronic documents.
- Research possible cooling agents with a lower GWP ratio (Global Warming Potential).
- Introducing a carpool tool and empowering employees to carpool.



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- Get 50% of our employees to use alternative uses of transport by which we mean anything that's an alternative to the car.
- Become carbon neutral.



12 HSE indicators

12.1 Number of employees

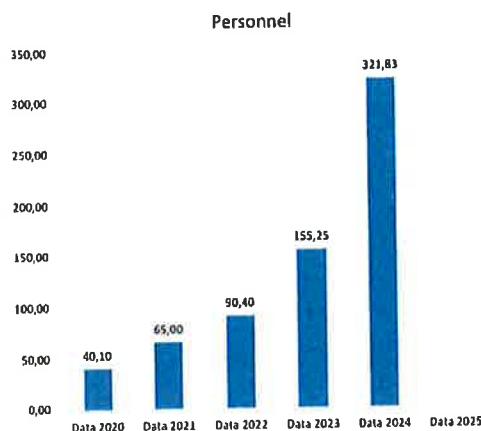


Figure 9: Number of employees

12.2 Paper consumption

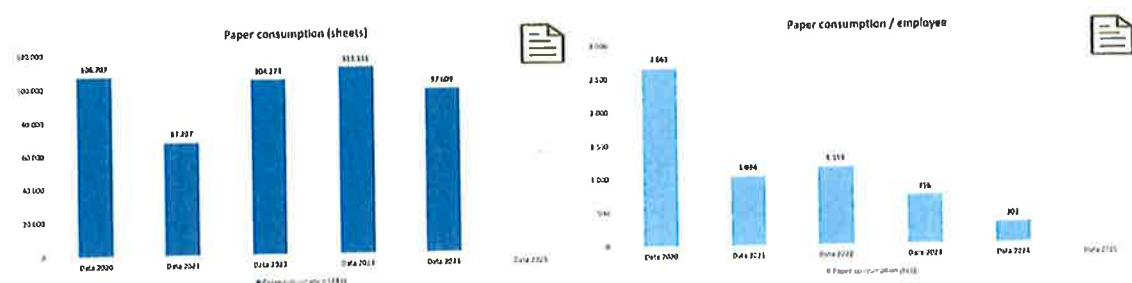


Figure 10: Paper consumption

12.3 Water consumption

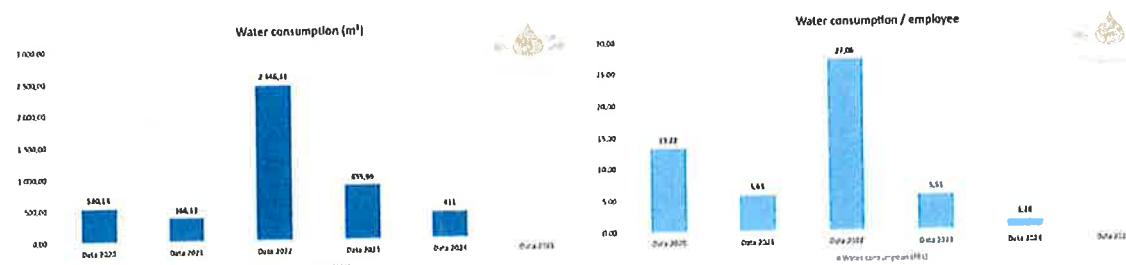


Figure 11: Water consumption

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12.4 Toner consumption

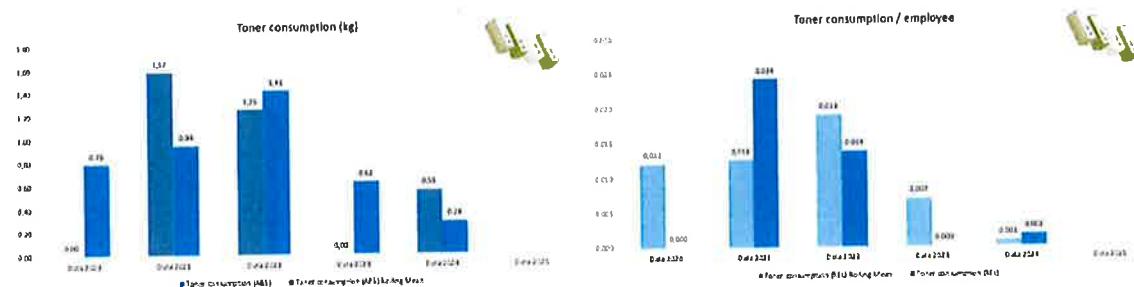


Figure 12: Toner consumption

12.5 CO₂ emissions by company cars

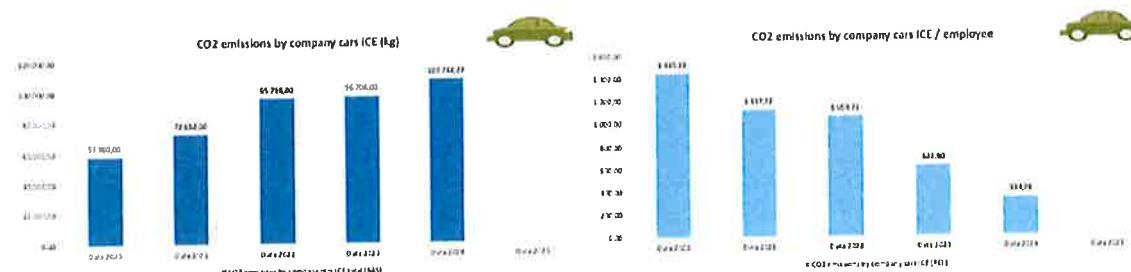


Figure 13: CO₂ emissions by company cars (ICE)

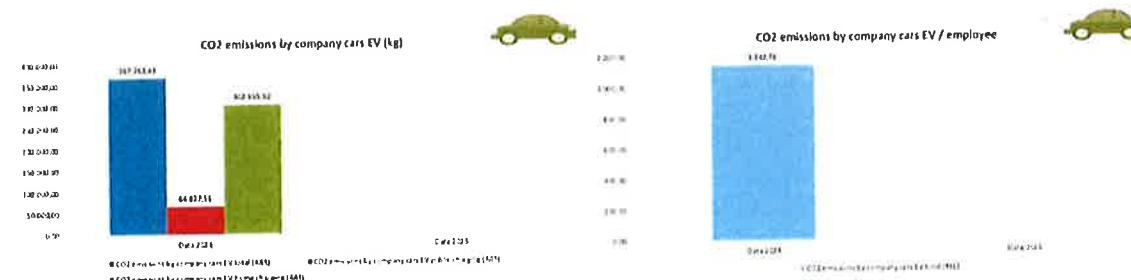


Figure 14: CO₂ emissions by company cars (EV)

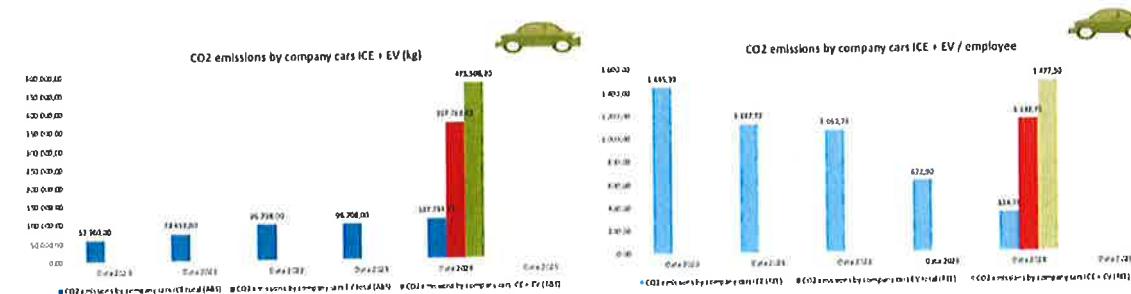


Figure 15: CO₂ emissions by company cars (ICE + EV)

12.6 Electricity consumption



Figure 16: electricity consumption

12.7 CO₂ emission by electricity use

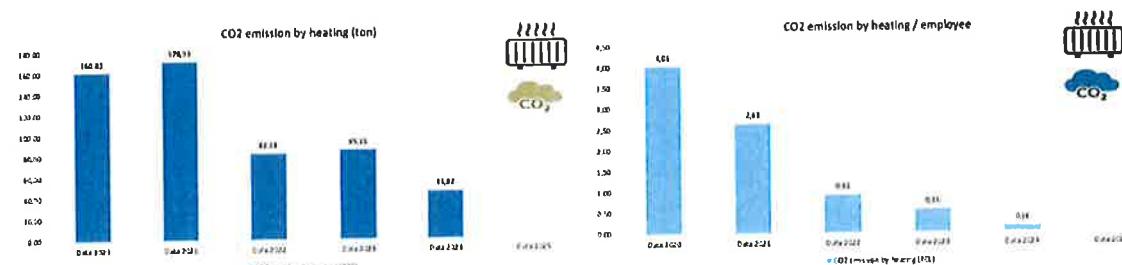


Figure 17: CO₂ emission by electricity use

Emission factors = <https://www.co2emissiefactoren.be/>

12.8 CO₂ emission by heating

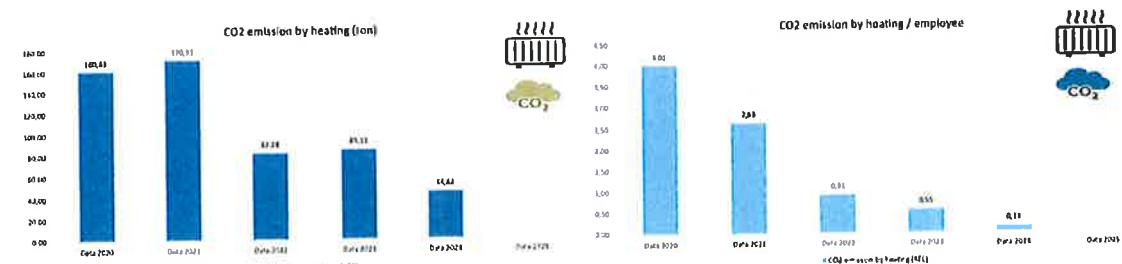
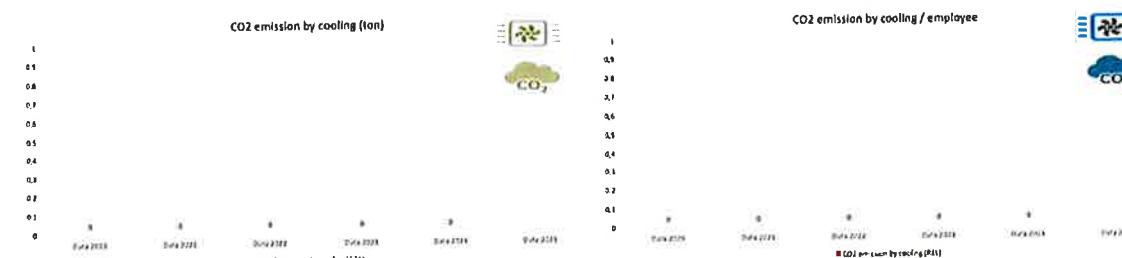


Figure 18: CO₂ emission by heating

12.9 CO₂ emission by cooling



No emissions, as there is no leakage in our cooling systems.

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Figure 19: CO2 emission by cooling

12.10 Waste Production

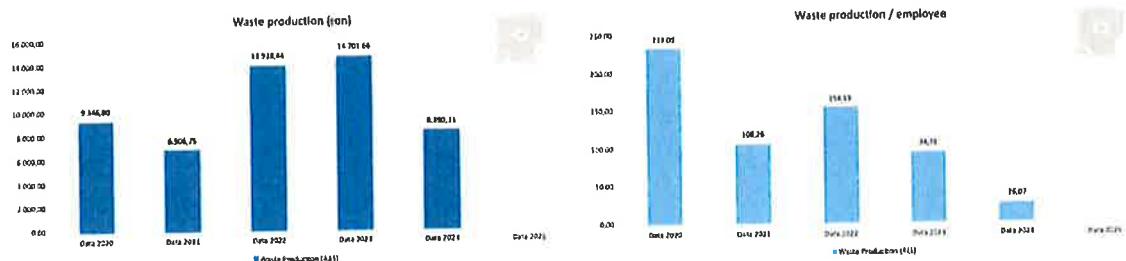


Figure 20: Waste production

12.11 Surface used / biodiversity

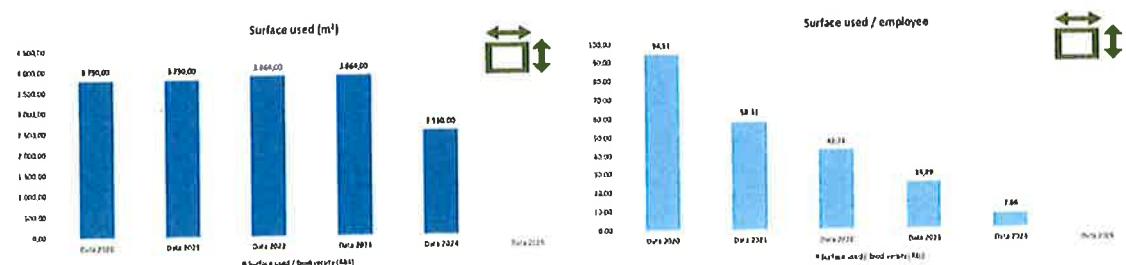


Figure 21: Surface use

13 Comparison with benchmark of excellence (SRD for telecommunications and information and communication technologies (ICT) services sector)

Benchmark of excellence	Cronos Europa (2024)	Δ Cronos Europa (2024) to benchmark (in %)
The company has a global and integrated asset management system e.g. certified ISO 55001	Asset management is part of the ISO27001 Information Security Management System and ISO20000-1 certified Service Management System	Benchmark met
100 % of operations implement an advanced environmental management system, e.g. EMAS verified or ISO 14001 certified	Cronos Europa has an ISO14001 certificate and EMAS verification with all activities in scope	Benchmark met
100 % of operations measure and monitor their energy use and water consumption as well as waste management	For all operations managed by Cronos Europa (in our own office) energy use, water consumption and waste management are measured and monitored.	Benchmark met
The company has achieved carbon neutrality (scope 1 and 2), including through the use of renewable energy and carbon compensation, after having pursued all efforts to improve energy efficiency	Ongoing: <ul style="list-style-type: none"> Carbon reduction is ongoing Carbon neutrality is not the goal today There is no carbon compensation today CO2 emission 2024: 	Ongoing <ul style="list-style-type: none"> Carbon reduction is ongoing Carbon neutrality is not the goal today There is no carbon compensation today CO2 emission 2024: 

<ul style="list-style-type: none"> CO2 company cars: <ul style="list-style-type: none"> 114,72316 tons CO2 CO2 electricity use: 0,3952 tons CO2 CO2 heating: 44,82 tons CO2 <p>In total: 159,9405368 tons.</p>	<p>All ICT equipment purchased by the company is ISO Type I eco-labelled (e.g. EU Ecolabel, Blue Angel) (if available), Energy Star, or EU Green Public Procurement criteria (if available) are applied in its procurement.</p> <p>All broadband equipment purchased by the company meets the criteria in the EU Code of Conduct on broadband equipment</p>	<p>The ICT equipment procurement process is under review to include green criteria and eco-labels</p>	<p>Ongoing</p>
<p>10 % of the bid weighting is dedicated to environmental performance when purchasing ICT equipment</p>	<p>100 % of packaging purchased by the company is made from recycled material or was awarded the Forest Stewardship Council label</p>	<p>N/A – Cronos Europa does not purchase packaging</p>	<p>Best practice not applied yet</p>
<p>100 % of products and services provided by the company has related environmental information available to end users</p>	<p>Environmental Declaration is publicly available.</p>	<p>N/A</p>	<p>Benchmark met</p>
<p>Use of total cost of ownership as criterion in call for tenders</p>	<p>N/A as we don't do call for tenders and don't have equipment where TCO is relevant</p>	<p>N/A</p>	<p>Best practice not applied yet</p>
<p>All end-user ICT devices are configured on installation at optimal power management</p>	<p>Not the policy today. Will be discussed in 2025 to possibly implement in 2026.</p>	<p>Best practice not applied yet</p>	<p><i>W</i></p>

All end-user ICT devices have been audited on power management at least once during their lifetime	Not the policy today. Will be discussed in 2025 to possibly implement in 2026. yet	Best practice not applied
All staff has been trained at least once on energy savings	Yearly environmental awareness training	Benchmark met
100 % of electricity used is from renewable energy sources (either purchased or produced on-site)	100% of Scope 2 electricity on our premises. Scope 2 on other locations (e.g., charging stations in public / at home) cannot be managed / impacted.	Benchmark met
100 % of facilities have a certified zero waste management system or a certified asset management system	<ul style="list-style-type: none"> Zero waste management system: N/A - As part of our ISO14001 certified environmental management system, we have a waste management system (but no zero waste management system); Asset management system: As part of our ISO27001 certified information security management system and our ISO20000-1 certified service management system, we have an asset management system. 	Benchmark met



90 % of own ICT equipment recovered for reuse or refurbishment or sent for recycling	All ICT equipment is sent for recycling. Under investigation how we can report about this.	Ongoing
30 % of ICT equipment from clients taken back and recovered for reuse or refurbishment or sent for recycling (for ICT companies providing equipment to customers)	N/A	N/A
Zero ICT waste sent to landfill	Zero ICT waste sent to landfill	Benchmark met
All data centres have implemented the best practices in the EU Code of Conduct on Data Centre Energy Efficiency or the expected practices of CLC/TR 50600-99-1 regarding the development and deployment of new IT services.	Outsourced	Outsourced
All staff (software developers) trained on energy efficient software.	Not implemented	Best practice not applied yet
At least one project for minimising data traffic demand through green software was implemented during the year	Not implemented for now	Best practice not applied yet



14 Appendix

14.1 Appendix A: EMAS Validation



ENVIRONMENTAL VERIFIER'S DECLARATION ON VERIFICATION AND VALIDATION ACTIVITIES

BUREAU VERITAS CERTIFICATION nv,
EMAS environmental verifier registration number BE-V-022

Accredited for the scope Nace 62.02

declares to have verified whether the site

Cronos Europa
Avenue des Arts 46 PB 5, 1000 Brussels, Belgium

with registration number : BE-BXL-000047

meet all requirements of Regulation (EC) n° 1221/2009 & n° 2017/1505 of the European Parliament and of the Council of 25/11/2009 & 28/08/2017 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS).

By signing this declaration, I declare that:

- the verification and validation has been carried out in full compliance with the requirements of Regulation (EC) n° 1221/2009 & n° 2017/1505 & n° 2018/2026;
- the outcome of the verification and validation confirms that there is no evidence of non-compliance with applicable legal requirements relating to the environment;
- the data and information of the environmental statement of the organization reflect a reliable, credible and correct image of all the organization's activities within the scope mentioned in the environmental statement.

This document is not equivalent to EMAS-registration. EMAS-registration can only be granted by a Competent Body under Regulation (EG) n° 1221/2009 & n° 2017/1505 & n° 2018/2026. This document shall not be used as a stand-alone piece of public documentation

Done at Antwerp on 28/11/2024

A handwritten signature in blue ink, which appears to read 'Pauline Martens, Certification Manager'. Below the signature, there is a small printed text block.

Managing office: Bureau Veritas Certification (Belgium) NV/SA - Mechelsesteenweg 128-136 - B-2018 - Antwerp, Belgium
Testing office: Bureau Veritas Certification (Belgium) NV/SA - Mechelsesteenweg 128-136 - B-2018 - Antwerp, Belgium



A handwritten blue ink signature in the bottom right corner of the page.

14.2 Appendix B: EMAS Logo and registration number

EMAS registration number: BE-BXL-000047



A handwritten signature in blue ink, appearing to be a stylized 'A' or 'X'.

14.3 Appendix C: ISO14001:2015 certificate

A handwritten signature in blue ink, appearing to be a stylized 'A' or 'X'.



By Royal Charter

Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

Cronos International SA
Avenue des Arts 46
1040 Bruxelles
Belgium

Holds Certificate No:

EMS 678405

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

Delivering IT Solutions and Services, specialized in European organisations.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2011-11-25
Latest Revision Date: 2022-11-28

Effective Date: 2023-01-29
Expiry Date: 2026-01-28

Page: 1 of 2



...making excellence a habit.™

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An electronic certificate can be authenticated [here](#).
Printed copies can be validated at [www.bsi-global.com/ClientDirectory](#) or telephone +31 (0)20 3460 780.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP, Tel: +44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

ANNEX VII

ENVIRONMENTAL VERIFIER'S DECLARATION ON VERIFICATION AND VALIDATION ACTIVITIES

In behalf on Bureauveritas Certification Belgium: **Robert Vandersypen**

with EMAS environmental verifier registration number **BE-V-022**

accredited or licensed for the scope **NACE 62.02**

declares to have verified whether the site(s) or the whole organisation as indicated in the environmental statement/updated environmental statement ([1](#)) of the organisation **Cronos Europa (updated on September 8, 2025)**

with registration number : **BE-BXL-000047**

meet all requirements of Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS).

By signing this declaration, I declare that:

- the verification and validation has been carried out in full compliance with the requirements of Regulation (EC) No 1221/2009,
- the outcome of the verification and validation confirms that there is no evidence of non-compliance with applicable legal requirements relating to the environment,
- the data and information of the environmental statement/the updated environmental statement of the organization: "EMAS ISO14001 Environmental Declaration Cronos Europa 5/09/2024 version 4.1", site: "Cronos Europe-Avenue des Arts 46 PB 5-1000 – Bruxelles – Belgium" reflect a reliable, credible and correct image of all the organisations activities, within the scope mentioned in the environmental statement.

This document is not equivalent to EMAS registration. EMAS registration can only be granted by a Competent Body under Regulation (EC) No 1221/2009. This document shall not be used as a stand-alone piece of public communication.

Done at Brussels on 10/10/2025

Signature: Robert Vandersypen

