

# SUSTAINABILITY REPORT 2024



# TABLE OF CONTENTS

**4 • 5**

## **A LETTER TO OUR STAKEHOLDERS**

**6 • 9**

## **STRATEGY AND BUSINESS MODE**

- WHAT WE SAFEGUARD
- OUR VISION AND MISSION
- OUR VALUE CHAIN
- SCOPE OF THIS REPORT

**10 • 11**

## **GOVERNANCE SUSTAINABILITY**

- ADMINISTRATIVE, MANAGEMENT AND SUPERVISORY BODIES
- LABELS & CERTIFICATES

**12 • 15**

## **MATERIAL SUSTAINABILITY MATTERS**

- MATERIAL TOPICS
- ABOUT THIS REPORT

**16 • 17**

## **STAKEHOLDER ENGAGEMENT**

**18 • 23**

## **ESG TOPIC ENVIRONMENT**

- RESPONSIBLE ENERGY MANAGEMENT (E1)
- TOWARDS A RESPONSIBLE COMPANY FLEET (E1)
- RESOURCE MANAGEMENT (E5)
- DIGITALISATION AND AUTOMATION

**24 • 33**

## **ESG TOPIC SOCIAL**

- HEALTH, SAFETY AND WELL-BEING (S2)
- EQUAL TREATMENT AND OPPORTUNITIES FOR ALL (S2)

**34 • 35**

## **ESG TOPIC GOVERNANCE**

- BUSINESS ETHICS (G1)
- PROTECTION OF WHISTLEBLOWERS (G1)

# **A LETTER TO OUR STAKEHOLDERS**



## FOREWORD BY THE CEO

At MAAT Security, we recognise that sustainability is no longer just an option—it's a necessity. As a company committed to safeguarding the people, assets, and environments we serve, we also hold ourselves accountable for the impact we have on our planet and our society.

In 2024, we've made significant strides in embedding sustainability into the core of our operations. Our focus has been on managing our energy use responsibly, improving the environmental efficiency of our company fleet, and enhancing our procurement policies. Through digitalisation and automation, we continue to optimise our services, ensuring that we operate more sustainably and efficiently.

Equally important is our dedication to the well-being of our employees. Their health, safety, and overall well-being are of the utmost priority, and we remain committed to fostering a workplace where everyone is treated with equal respect and provided with equal opportunities to grow.

Integrity has always been a core value at MAAT Security, and this is reflected in our commitment to business ethics and the protection of whistleblowers. We believe in transparency, fairness, and holding ourselves to the highest ethical standards.

This sustainability report highlights our ongoing efforts and future aspirations. We understand that sustainability is a continuous journey, and we are proud of the progress we've made so far. We remain fully committed to building a more sustainable and responsible future for both our business and the communities we serve.

Thank you for your trust in MAAT Security.

*Jan Swerts*



# **STRATEGY AND BUSINESS MODEL**



## WHAT WE SAFEGUARD

MAAT Security is a rapidly growing security company with clients all over Belgium. We are part of the international MAAT Group, active in Belgium, the Netherlands and Germany. MAAT Security is an expert in hospitality-driven security for a diverse group of clients in events, retail, logistics, industrial environments as well as high risks environments.

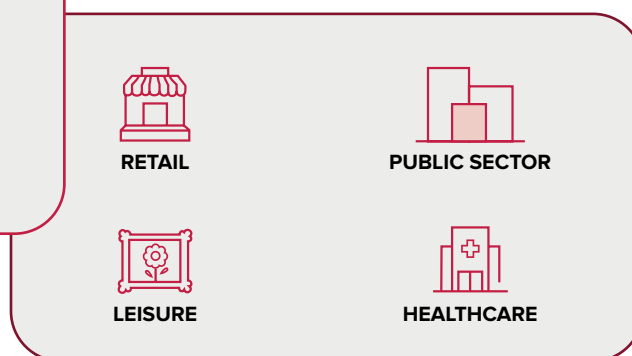
Together with our customers' security partners, we work out integral solutions including technological tools such as cameras, access control systems, etc. Within these integral solutions, we provide professional security guards with MAAT Security.

Most of all, at the centre of our business are our people: coaching and training are therefore key. Being people-driven applies not only to our employees, but also extends to our clients and their customers.

### OUR VALUES



### WE PROTECT

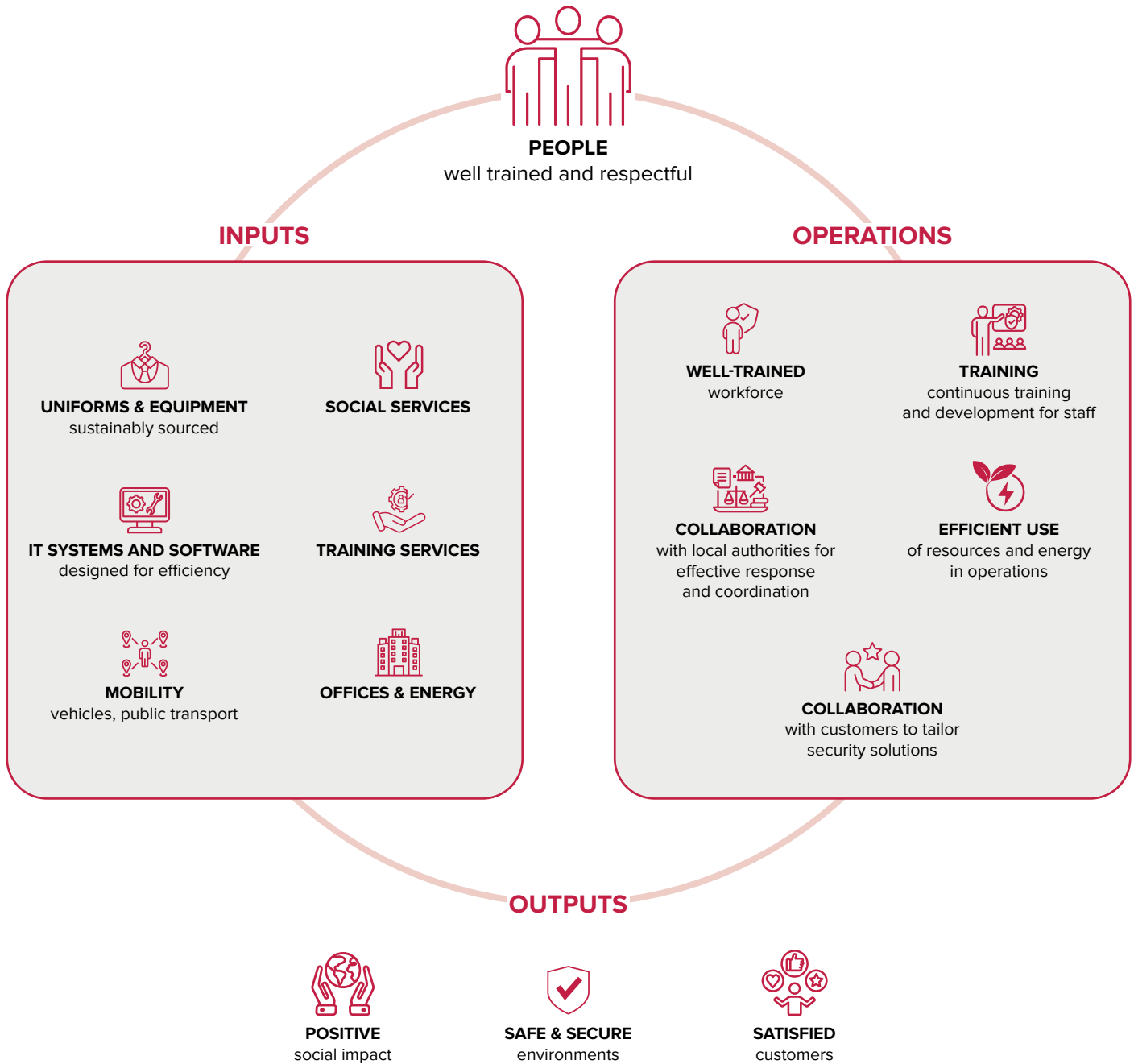


## OUR VISION AND MISSION

Based on **human contact, respect and with a personal approach**, MAAT Security offers its customers innovative - tailor made security solutions, our employees feel respected, involved and valued in order to passionately, efficiently and transparently **make the difference** every day with the entire MAAT Security team, resulting in **sustainable and safe growth**.

At MAAT Security, we are **committed to sustainability**, understanding its significance beyond our office walls. Our sustainability vision is driven by the principles of ESG: Environment (Milieu), Social (Sociaal) and Governance (Goed Bestuur). We aim for **a positive impact on all stakeholders**, including our employees, clients, suppliers, partners, and the broader community.

# OUR VALUE CHAIN

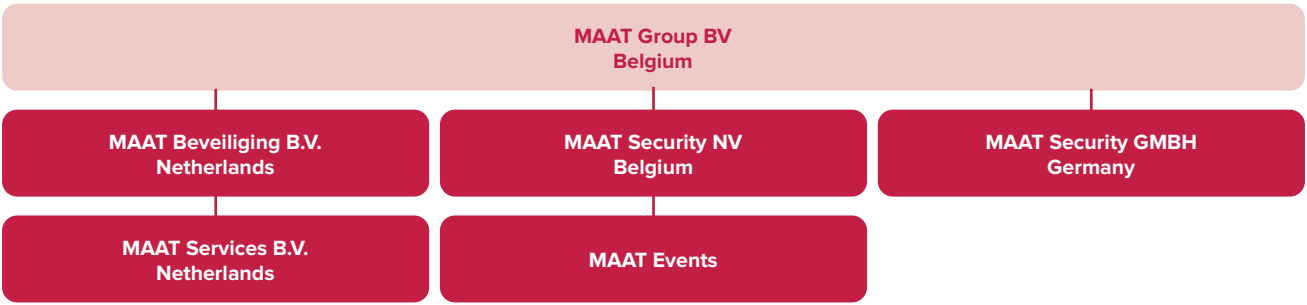




# SCOPE OF THIS REPORT

MAAT Security NV, the Belgian entity, is a subsidiary of the overarching MAAT Group. This group includes three distinct entities across the Netherlands (MAAT Beveiliging B.V.), Germany (MAAT Security GMBH), and Belgium (MAAT Security NV).

The focus of this sustainability report is exclusively on the operations of the Belgian entity MAAT Security NV.



**GOVERNANCE**

SUSTAINABILITY



## ADMINISTRATIVE, MANAGEMENT AND SUPERVISORY BODIES

Our organisation's governance structure includes key roles responsible for **managing sustainability matters**. Members of our management team hold these roles, comprising the Operations Manager, HR Manager, Finance Manager, and General Manager. It is important to note that our approach involves **integrating sustainability** into the responsibilities of **each department**, rather than constituting a separate ESG team.

Our management team holds bi-weekly management meetings where various operational aspects, including ESG topics are discussed. Despite the diversity of expertise within our management team, we acknowledge that our collective knowledge and skills on sustainability are limited. To bridge this gap, we actively engage **external experts** who provide valuable **insights and guidance**.

This collaborative approach ensures that decisions made during these meetings are well-informed and aligned with our sustainability objectives. Moreover, all decisions and action points are recorded and tracked through our IT system to facilitate follow-up and ensure accountability across the organisation.

## LABELS & CERTIFICATES

MAAT Security proudly holds a ISO9001 certification and a VCA certification, reflecting our commitment to excellence in governance and quality management. These certifications support our **Environmental, Social and Governance (ESG) goals** by ensuring that our security services meet **stringent quality standards** while minimising environmental impact and promoting social responsibility. Upholding ISO9001 principles raises trust with stakeholders and reinforces our promise to deliver sustainable security solutions prioritising safety, integrity, and community well-being.



# **MATERIAL SUSTAINABILITY MATTERS**



# MATERIAL TOPICS

As a result of the materiality assessment, as outlined below, we have identified a list of material sustainability topics. These topics are considered important to our business because they either have a significant impact on our operations or are areas where our business has a significant impact. This assessment helps us prioritise and focus on key sustainability issues that are important to our stakeholders and business performance.

## ENVIRONMENT (ESG)

- Responsible energy management (E1)
- Responsible company fleet (E1)
- Resource management (E5)
- Digitalisation and automation (E?)

## SOCIAL (ESG)

- Health, safety and well-being (S2)
- Equal treatment and opportunities for all (S2)

## GOVERNANCE (ESG)

- Protection of whistleblowers (G1)
- Business ethics (G1)

# ABOUT THIS REPORT

MAAT Security aims to enhance its commitment to sustainability. Creating a transparent report marks a significant step forward in this direction. Through this report, we are embracing what is quite new, namely the CSRD (Corporate Sustainability Reporting Directive), a requirement currently affecting many large companies. While we are not obligated to report according to this standard, we believe it is an opportunity to inform stakeholders such as suppliers and customers, who are subject to the CSRD, about our policy, actions, objectives, and targets regarding ESG.



## THE REPORTING PROCESS

We were guided by experts from Sustinera to undertake the entire reporting process. The first step was to involve the right people from the MAAT Security team, who would be part of the (temporary) sustainability team. To get all members on the same page, initial workshops were initiated to get everyone on the same level and educate the members about ESG in general, about the CSRD and other relevant frameworks. During the first sessions all touchpoints with sustainability were identified, which is important input for the materiality assessment. Next, individual interviews were conducted to get more in-depth information about possibly material topics.

In addition to our internal assessment, we drew upon external sources of information to inform our materiality analysis. This included reviewing reports from competitors, industry benchmarks, and standards such as the Sustainability Accounting Standards Board (SASB) and Global Reporting Initiative (GRI). By using these external resources, we were able to gain a broader perspective on emerging sustainability issues and best practices within our industry. This analysis served as a foundation for identifying and prioritising key sustainability topics to be addressed in our report.

## REPORTING STANDARDS

On the one hand, we were guided by the 'VSME ESRS,' the voluntary version of ESRS adapted specifically for SMEs (Small and Medium-sized Enterprises). This serves as the ideal framework for a company like ours and helps in developing our first sustainability report. On the other hand, in case we require deeper insights into specific topics, we also referred to the (general) ESRS requirements.

In addition, we collaborated with this team to identify material topics with this team, to collect data, and ultimately to compose a coherent report.

The purpose of this report is primarily to inform all stakeholders about our sustainability endeavours and to enable our company to take steps forward on the topics most relevant to us. This means focusing on issues that have the greatest impact on us and where we can make the most significant impact as a company.



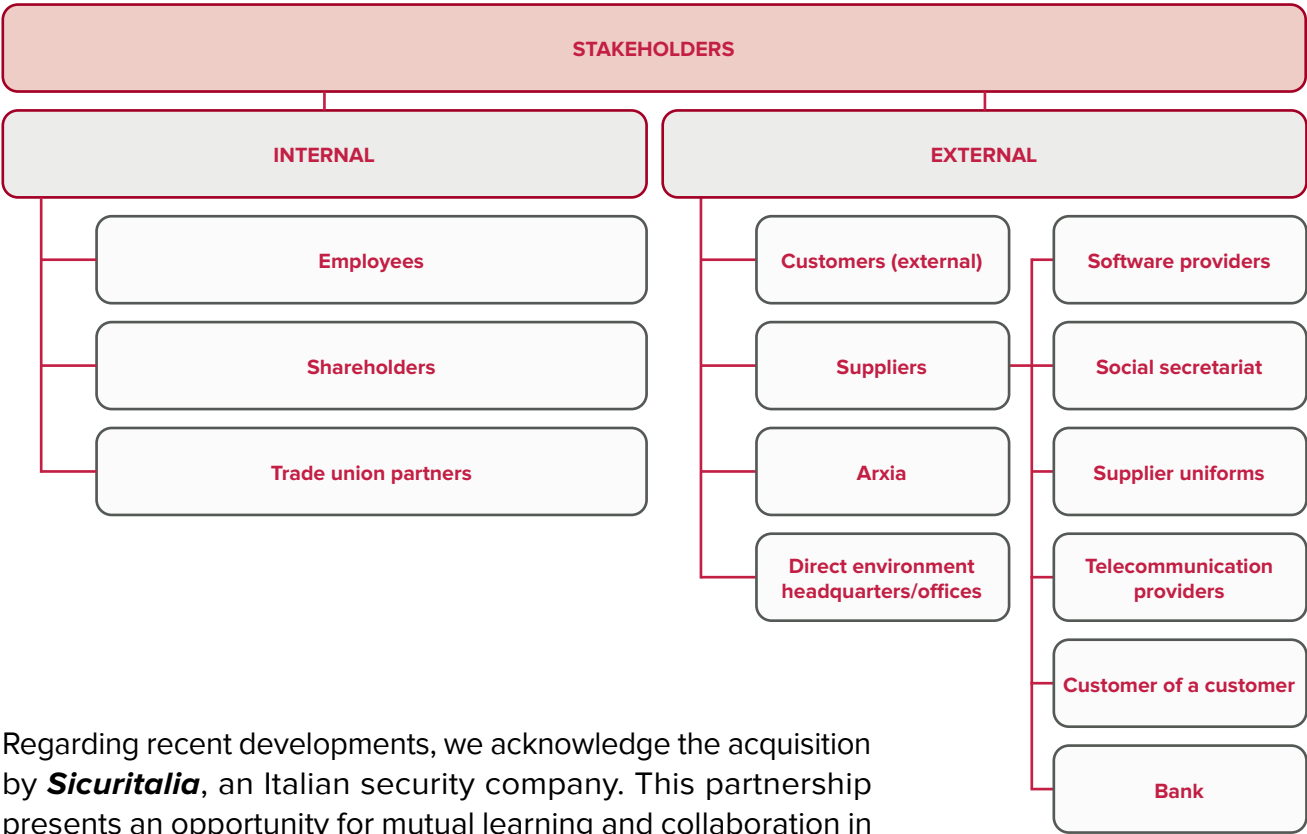


# **STAKEHOLDER ENGAGEMENT**





Below, we provide an overview of the most important stakeholders:



Regarding recent developments, we acknowledge the acquisition by **Sicuritalia**, an Italian security company. This partnership presents an opportunity for mutual learning and collaboration in sustainability management. Through this collaboration, we aim to share insights, best practices, and lessons learned, enhancing our collective ability to create sustainable value over the long term.

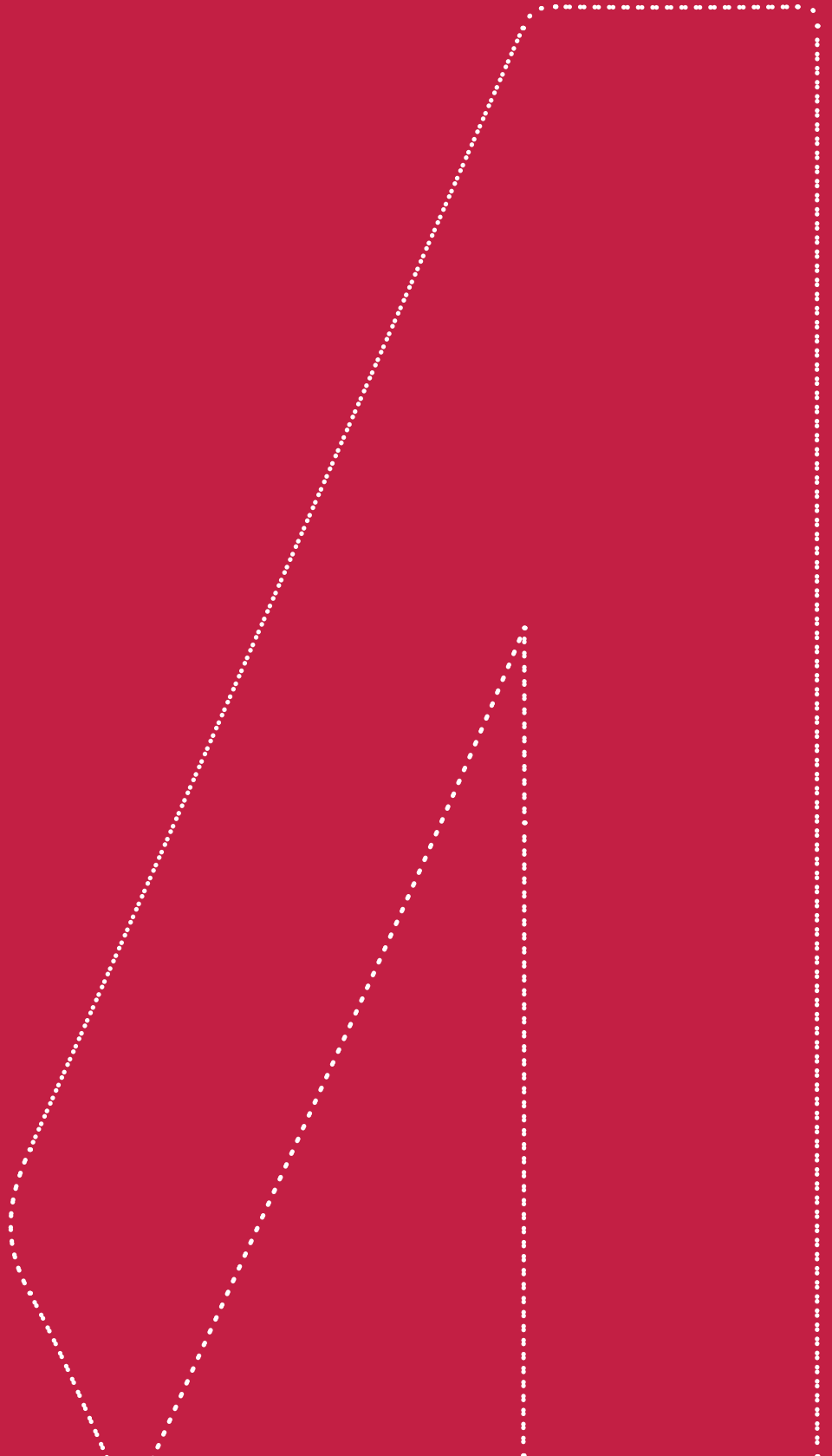
Maintaining effective **communication** with all stakeholders is fundamental to our business practices. We strive to continuously engage with our clients to understand their changing needs and adapt our services accordingly, facilitating lasting relationships built on trust and transparency.

To gain deeper insights into stakeholder perspectives, we regularly conduct stakeholder analyses. With recent analyses conducted in 2017 and more recently in 2023, we are committed to expanding this initiative. By gathering stakeholder data, we aim to remain responsive to stakeholders’ evolving expectations and concerns. This commitment underscores our dedication to continual improvement and alignment with stakeholder interests in our sustainability journey.



# ESG TOPIC

# **ENVIRONMENT**



We are constantly confronted, both personally and at a corporate level, with the importance of our **relationship with the environment**. While our company's activities result in a relatively low environmental impact, the importance of integrating environmental considerations into our operations cannot be overstated.

Our environmental policy addresses the following topics: energy management, transportation, sustainable procurement and digitalisation, which are discussed hereafter.

## RESPONSIBLE ENERGY MANAGEMENT (E1)

### POLICY

At MAAT Security, we recognise the importance of **energy management** in mitigating climate change. The **electricity** provided at our office spaces is 100% renewable and local (from Belgium). This is guaranteed by our energy supplier, which owns renewable energy plants and who purchases green energy certificates.

Sustainability is an important consideration in our choice of **office spaces**. While our current rented office space presents limitations, we remain proactive in seeking a new location that aligns with our values and prioritises energy efficiency and minimises our environmental impact.

As we explore options for a new office location, we prioritise sustainability considerations alongside practical needs. Factors such as the location of the building and its accessibility are important, but equally significant are the energy performance certificate (EPC) values, and the presence of rainwater recovery systems, low-impact heating systems, etc. These elements are integral to our decision-making process as we work towards aligning our operations with our sustainability goals.

### ACTIONS

#### Carbon footprint assessment

At MAAT Security, we are planning to calculate our carbon footprint for 2024. Our goal is to report on our **first carbon footprint calculations in 2025**. We are currently in the early stages, focussing on accurate data collection and determining the scope of our efforts.

In addition to our internal goals, this initiative aims to provide valuable information to stakeholders and potentially help other companies by offering insights into environmental impact through our carbon footprint calculations. We believe that there will be a 'ripple effect' of information sharing.

## TOWARDS A RESPONSIBLE COMPANY FLEET (E1)

### POLICY

#### Daily commuting as a security guard

Given that we are active in various sectors and working environments, as well as the wide spread of customers across Flanders and Wallonia, we have a mobility policy that respects flexibility.

For travelling to locations such as shopping centres in urban areas, where accessibility by public transport is optimal, we encourage our security officers to use

environmentally friendly modes of transport such as **public transport**. This not only contributes to a reduced environmental impact, but also encourages a deliberate choice for **sustainability**.

When security guards are operating in locations such as ports or industrial sites, where the use of public transportation is less practical, we actively encourage **carpooling**. This approach not only helps reduce our **environmental impact**, but also promotes stronger **relationships** and trust between coworkers.

At MAAT Security, we strive for a mobility policy that not only ensures the effectiveness of our operations, but also contributes to a positive impact on the environment. Encouraging sustainable transportation options and cooperation between our teams creates a win-win situation, where we as a company take responsibility for a sustainable future.

### Daily commuting for office personnel

#### Encouraging Cycling

We prioritise the use of bicycles for office personnel when feasible. Cycling not only reduces carbon emissions but also promotes employee health and well-being. We implement a bicycle allowance, which means that employees that bike to work benefit from an extra compensation for every kilometre not driven by car.

#### Remote Work

Additionally, we recognise the environmental and practical benefits of remote work, which reduces the need for daily commuting and decreases emissions associated with transportation. In 2024 we will be working on an official work from home policy.

#### Electric Vehicle Transition

For positions that require the use of a car, we have implemented a car policy that aligns with our sustainability objectives. Our goal for the coming years is to fully electrify our car fleet, thereby significantly reducing our carbon footprint. To achieve this goal, we regularly replace leased cars with electric alternatives. When procuring new vehicles, we prioritise models that meet strict environmental standards and have low emissions, ensuring that our fleet remains environmentally responsible.

## ACTIONS

### Mobility budget

In 2024, we will focus on actively implementing the mobility budget, a new initiative in Flanders. This programme provides employees with the opportunity to opt for alternative, sustainable commuting options instead of relying solely on a company car.

### Work from home policy

In 2024, we will be working out an official work from home policy. This policy will only be applicable to a part of the staff given the nature of the job. Nevertheless, it is important to set clear boundaries, while still providing flexibility to our office employees.

### Creating awareness among employees

It remains important to raise awareness among our employees about the impact of certain ways of commuting. We aim to continue this effort by, for example, communicating about the positive impact of carpooling.





"Carpooling not only allows us **to get to know each other better**, but it also fosters a different kind of **connection** among colleagues. This social interaction positively impacts our work atmosphere and builds trust within the team.

In urban areas vehicle restrictions can be challenging, and carpooling not only helps overcome this hurdle but also **reduces costs** for the company. With only one parking fee and shared fuel expenses, there's a noticeable decrease in financial strain. Additionally, reaching smaller towns via **public transport** can be time-consuming, making carpooling an efficient alternative.

Overall, the main drivers for carpooling are **time savings, cost reduction, and enhanced social interaction** among colleagues. The positive environmental impact is a bonus, reinforcing our commitment to sustainability."

# RESOURCE MANAGEMENT (E5)

## POLICY

### Clothes and recyclability

#### Purchasing of the uniforms

A large part of our purchases is our clothing for security guards. In our commitment to compliance and sustainability, we have partnered with **Sicuritalia** to establish a dedicated working group. Leveraging their expertise, we are actively seeking suppliers that align with our sustainability requirements. This includes selecting fabrics with minimal environmental impact and upholding social standards at production sites.

#### End of life

Our approach to managing the end-of-life treatment of our security guards' clothing is centred on our comprehensive take-back program, which follows these steps:

1. Evaluation: Clothing worn by leaving officers is assessed for potential reuse. Wearable items are cleaned and reintroduced into circulation.
2. Recycling: Unsuitable clothing (without a 'Vigilis' label) is directed to a clothing recycling facility for proper disposal.
3. Withdrawal: Unsuitable clothing (with a 'Vigilis' label) is removed from circulation. \*



### Small actions also count! - refurbished IT material

As part of our sustainable procurement process, we prioritise purchasing IT materials that are refurbished when this is feasible. This includes for example, our company-owned phones, laptops, desktops, and other hardware.

#### What does refurbished mean and why does it make a difference?

Refurbished devices are pre-owned items that have been carefully restored to their original working condition, giving them a second life. Despite being pre-owned, these devices undergo thorough inspections and testing by professionals to ensure their functionality. Additionally, any necessary repairs or replacements, such as battery replacements, are performed to enhance their performance and longevity.

By embracing refurbished IT materials, we not only minimise our environmental impact but also contribute to the circular economy by extending the lifespan of perfectly functional devices, preventing them from early disposal in landfills.

## ACTIONS

### Supply Chain management:

We commit to enhancing our supply chain sustainability by diligently selecting suppliers with sustainability at the forefront, guided by our dedicated working groups to ensure responsible and ethical practices throughout our supply chain management.

### DID YOU KNOW?

"On average, buying a refurbished mobile phone reduces the annual environmental impact by 91% to 55%, depending on the indicator, compared to using a new smartphone." (Adam, 2022) <https://librairie.ademe.fr/dechets-economie-circulaire/5833-assessment-of-the-environmental-impact-of-a-set-of-refurbished-products.html>

By focussing on refurbished materials, we can:

1. Reduce our environmental impact
2. Avoid e-waste
3. Increase the environmental awareness of our employees

\*Legally, we are obliged to refrain from reusing or recycling clothing labelled with 'Vigilis' to prevent unauthorised use or misuse.



# DIGITALISATION AND AUTOMATION

## POLICY

In today's business operations, digitalisation is a paramount. The last few years, we have made significant efforts to strengthen our digital infrastructure. We have invested in an advanced software platform that enables us to record all of our activities accurately and efficiently digitally. We have worked out a full automation roadmap, in which we identify all our activities and set short- and long-term goals.

Another important aspect of our digitalisation strategy is to take action and **change** our so called '**print culture**'. With our ongoing commitment to digitalisation, we aim to streamline processes and **minimise unnecessary paper consumption**. By centralising all of our processes into one digital system, we not only reduce our carbon footprint, but also increase operational efficiency. For instance, we have begun consolidating various documents into standardised templates, such as those used for documenting employee work clothing sizes. This has resulted in a significant reduction in our paper and ink consumption.

These initiatives show our commitment to integrating technology responsibly, finding the right balance between operational needs and environmental concerns.



## ACTIONS

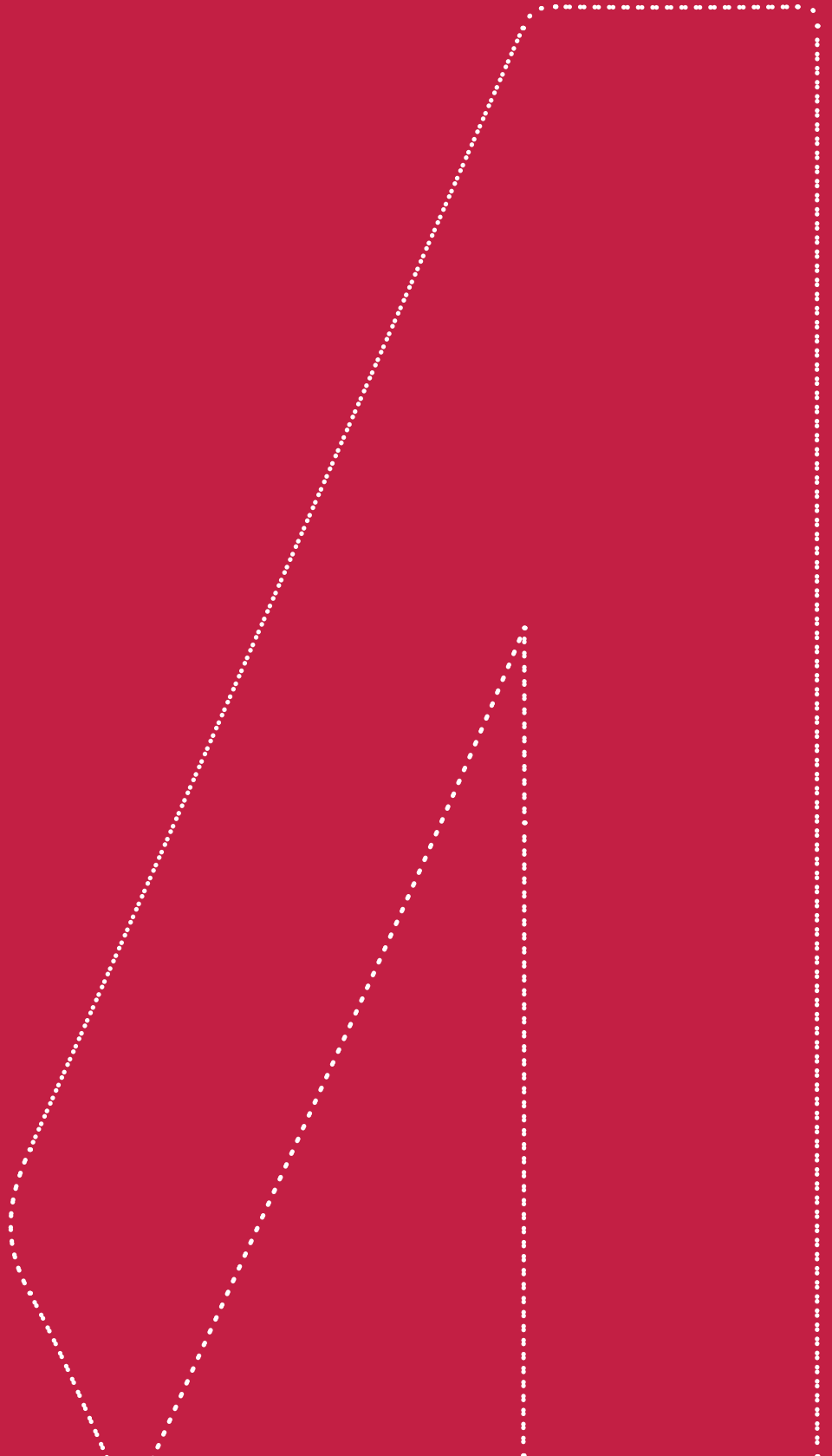
### Automation roadmap implementation

With our efforts to create an automation roadmap, we aim to implement it fully in the coming year. This will involve identifying key processes for automation, setting clear milestones, and continuously monitoring progress to ensure timely execution.



# ESG TOPIC

# **SOCIAL**





As a prominent company in the security industry, our core mission revolves around **protecting lives and ensuring the safety** of individuals. At MAAT Security, we prioritise the social aspect of sustainability throughout our operations. Our commitment extends beyond safeguarding our employees to also include promoting the well-being and security of the communities we serve.



Hereafter, we will provide an overview of our policies, actions, and targets across various themes, covering health & safety, working time, well-being, digital disconnection, and equal treatment and opportunities for all. Our focus will be comprehensive, addressing the needs of both our security guards and our office personnel.

## HEALTH, SAFETY AND WELL-BEING (S2)

### HEALTH AND SAFETY

Ensuring a powerful and high-performing health and safety policy is not only a legal requirement, but also a fundamental pillar in our philosophy, as protecting people and assets is our main purpose. By achieving our health and safety objectives, we not only safeguard our own employees but also extend protection to everyone around us.

We have identified the most important hazards that can be associated with working as a security guard. By mapping our risks and hazards, we can adapt our policies and actions continuously, so that risks are minimised, and the health and safety of employees is safeguarded.

HAZARD CATEGORY	DESCRIPTION
Work environment	<ul style="list-style-type: none"><li>Work environment hazards vary across diverse settings such as indoor/outdoor locations, shopping malls, and ports, each presenting unique risks like heavy machinery, adverse weather, or loud environments.</li></ul>
Physical hazards	<ul style="list-style-type: none"><li>Assaults, violence or injuries while dealing with unruly individuals or criminal activities</li><li>Physical and mental exhaustion from long shifts or irregular working hours</li></ul>
Psychological hazards	<ul style="list-style-type: none"><li>Security guards often are involved in situations that require quick-decision making, which can lead to stress</li><li>Exposure to traumatic events</li></ul>
Workplace ergonomics	<ul style="list-style-type: none"><li>Long hours of standing or patrolling around can be physically demanding</li></ul>
Emergency situations	<ul style="list-style-type: none"><li>Guards need to be prepared to respond to emergencies like fires, medical incidents, or terrorist threats, requiring adequate training and emergency response protocols.</li></ul>

Hereafter, we give an overview of how MAAT Security includes policies and actions to eliminate, minimise and manage these risks or hazards.

METRICS

In 2023 a total of 19 work-related accidents were reported. Two out of those 19 accidents were reported outside the working hours, when commuting to and from work. 15 of the reported accidents were caused by violence or aggression of individuals outside the MAAT Security workforce.



Year	Total number of injuries	Work-related injuries	Work-home travel	Caused by aggression (external)	Lost days	Frequency rate
2021	20	20	0	16	127	
2022	19	17	0	15	434	
2023	19	17	2	15	240	46*

\*The rate of recordable work-related accidents was calculated according to Belgian legal requirements, with the following formula:  $F = \frac{\text{\#accidents} \times 1.000.000}{\text{\#hours worked}}$ . This shows the number of work-related injuries per 500 full time personnel over a 1-year timeframe.

The numbers for 2023 are almost equal to the previous two years. Especially the number of accidents that are caused by aggression (of individuals outside MAAT Security) is especially high. Many of those accidents are related to thefts, people under influence of drugs or alcohol and crowded environments in general. In 2023 zero fatalities were reported as a result of work-related injuries or work-related ill health.

POLICY

MAAT Security aligns with all Belgian safety regulations and communicates them to employees through various channels, including the employment regulations, a well-being brochure, and training sessions. In addition to the guidelines provided by the prevention advisor or direct supervisor, the employee must also adhere to regulations concerning health, safety, and hygiene, such as:



1. Wear personal protective equipment as specified by regulations;



2. Identify all hazards that compromise safety immediately and, if necessary, take initial first measures;



3. Ensure personal safety and look out for the safety of colleagues and others;



4. Correctly use and adhere to safety regulations for equipment, transportation, machinery, installations, and buildings;



5. Immediately inform the employer and the prevention advisor upon detecting any serious or immediate dangers.

Every employee has the responsibility to follow these safety procedures and help maintain a healthy and safe workplace.

## Education and training (focus on health and safety)

First aid trainings are a principal component of every security guard's initial training. To maintain competence and stay updated on the latest first aid techniques and protocols, all security guards and supervisors are required to attend an annual refresher course. This course takes about four hours and aims to refresh our employees' knowledge and highlight specific aspects relevant to first aid in the security sector. It offers an opportunity for all security guards and supervisors to practise and refine their response to medical emergencies, ensuring that they are well-prepared to handle any situation that may arise while on the job. If the annual refresher course is not attended, it is mandatory to complete the entire three-day basic training course again.

## WORK-LIFE BALANCE (FOCUS SECURITY GUARDS)

### POLICY

In the security sector, where variable working hours and evening and weekend shifts are not exceptional, MAAT Security recognises the importance of ensuring a healthy work-life balance for all of our employees. Our commitment goes beyond simply maintaining the safety of our clients; we also strive to enhance the quality of life for our staff. Through strict monitoring of working hours, respect for personal needs, and careful planning, we aim to create a work environment that is not only efficient and productive but also based on the principles of mutual respect and understanding. In this way, we minimise risks and foster a work environment that not only meets the demands of our industry but also cares for the well-being of our personnel.

### Variable working hours

The nature of the security sector entails that working hours vary, with periods of increased activity during the summer months and at the end of the year. To ensure that employees do not work extremely long hours, we enforce strict rules on breaks and the maximum number of hours worked per day. Our scheduling department monitors this and prepares for extra capacity to ensure that these limits are not exceeded.

### Planning

Working in the security industry means being flexible, especially with night and weekend shifts. We understand how this can affect work-life balance and we're committed to managing it carefully. Our planning teams collaborate with employees to minimise the impact of irregular hours and make sure tasks are distributed in a balanced way.

When hiring a new team member, our recruitment team talks extensively with them about their preferences to match their personal activities and private life. This helps our scheduling team consider these factors when making the work schedule. At MAAT Security, we believe in being proactive about respecting our employees' personal time. This open dialogue helps foster a healthy balance between work and life.

### ACTIONS

**Follow up first aid trainings:** Building upon ongoing efforts in 2024, we will implement a comprehensive follow-up system for first aid training sessions.

**Specialised Training Programs:** We want to introduce additional training modules tailored to address specific circumstances and risks. This includes sessions on handling individuals under the influence of drugs or alcohol, managing aggression without causing harm, and improving verbal communication techniques to prevent accidents.

**Near Miss Reporting:** We aim to set up a robust system for reporting near misses to proactively identify potential hazards and prevent future incidents, fostering a culture of safety and continuous improvement within our organisation.

**Overtime Oversight:** Implementing ongoing monitoring promote employee well-being and to manage costs.

**Breaks and Rest:** Ensuring compliance with scheduled breaks and rest periods to support a healthy work-life balance.

## WELL-BEING AND COMMUNICATION (FOCUS SECURITY GUARDS)

At MAAT Security, we're more than just coworkers; we're like a family known for our personal touch. Instead of just seeing names on a schedule, our planners and HR team know each agent personally. We believe that when our agents are happy, they not only perform better but also feel better overall.

### POLICY

#### Working with and for humans: A human approach

This philosophy is translated from the beginning, when a new colleague joins our team. In the onboarding process our recruiter takes the time to onboard every employee one by one. It does not matter if it is a group of 50 new employees or not. The HR-team and the planners strive to follow up the situation of the employees, either directly or through communication with the operational managers.

This way we seek to answer personal needs and preferences as well as possible. For example, if an agent is seeking more challenge, we explore ways to adjust the schedule to meet this need. Conversely, if an employee prefers a quieter environment, this is also thoroughly assessed to create the most ideal work environment that aligns with their individual preferences. The result is a work environment where everyone feels comfortable, based on mutual respect.

#### Communication is key

To fulfil our personal approach, communication is what matters most. Our security agents maintain close contact with their operational supervisor, who knows and monitors them personally. During monthly planning meetings, there is dedicated time to discuss field updates and address any concerns. This includes catching up on how the agents are doing, whether any adjustments are needed, and if there are any concerns.

At a higher level, ongoing communication takes place with the HR and planning departments to ensure that the individual needs of our security agents are continuously understood and supported. This transparent approach contributes to a supportive work environment where well-being is key and our employees can thrive.



#### Fun at work

To promote employee well-being, there is also the time for recreational activities with our workforce to promote fun and enjoyment in the workplace.

Here are a few of the activities that we organised in 2023:

- Yearly 'family day' for all employees and their families. This year we organised a breakfast and a trip to an amusement park.
- All employees receive a birthday gift and a Christmas gift.
- We often organise a small afterwork gathering at the offices. We included for example a pizza night with a small quiz.

### ACTIONS

#### Employee satisfaction survey:

In 2024, we will be launching an employee satisfaction survey to better understand the needs and concerns of our employees. This initiative aims to gather insights that will help us improve overall well-being and communication within the company.

The survey will address various aspects of the workplace experience, including job satisfaction, work-life balance, opportunities for professional development, and the effectiveness of internal communication. By collecting anonymous feedback, we aim to identify areas of strength and opportunities for improvement.



## DIGITAL DISCONNECTION (FOCUS OFFICES)

Our constant use of smart devices and the expectation to be available for work round the clock have blurred the lines between our personal and professional lives. This can have a negative impact on our ability to balance work and life, and it can take a toll on our well-being. As the future of work is evolving towards hybrid and remote models, it is crucial that we maintain a culture that respects our employees' personal time.

To address this issue, we are committed to creating clear boundaries for work-related communication after hours. We are doing this by following both regulatory requirements and our own internal policies. Besides, we see this as a form of respect, which is clearly embedded in our organisational culture.

### POLICY

#### **Making boundaries explicit**

For all of our employees, clear guidelines are established, so that they know when they are expected to be available for work-related communication and when they are not. We encourage our employees to disconnect during these 'off-hours'.

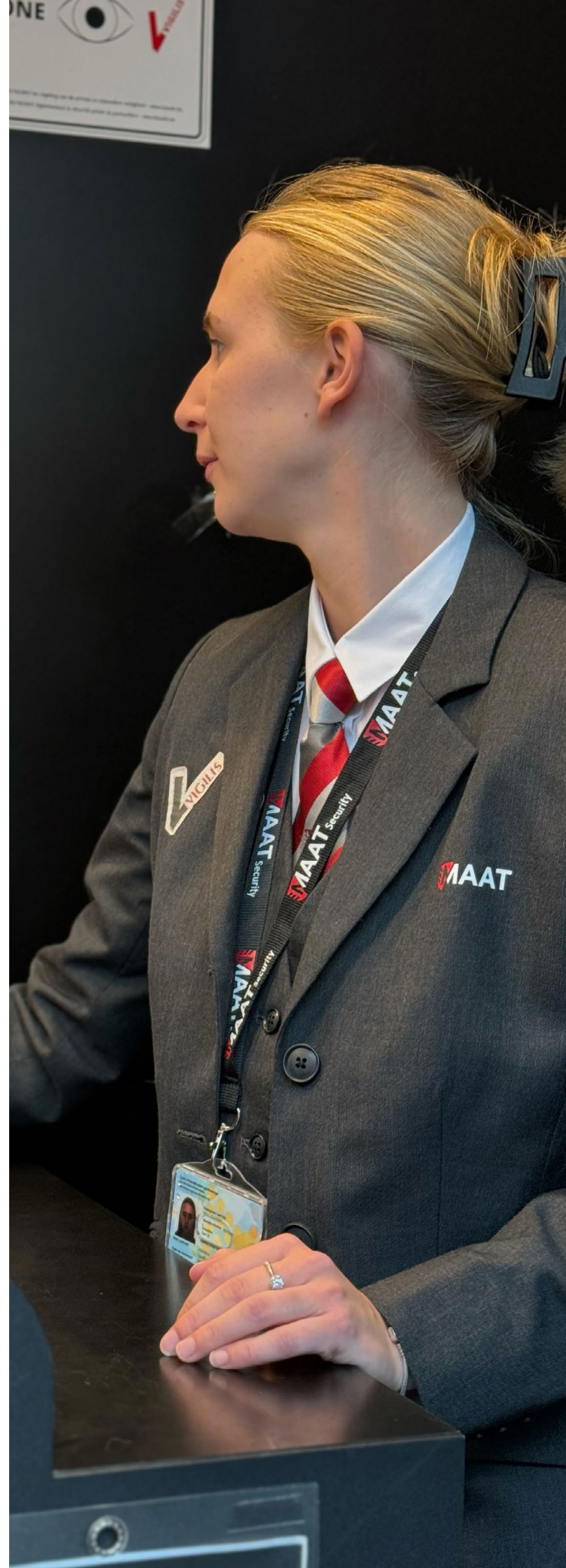
We actively encourage all of our employees to communicate certain breaches on this policy. This will help raise awareness among all employees.

#### **Communicating expectations**

Clear communication about expectations for responding to emails and calls is important. We encourage all employees to prioritise urgent matters and address non-urgent tasks during the next business day.

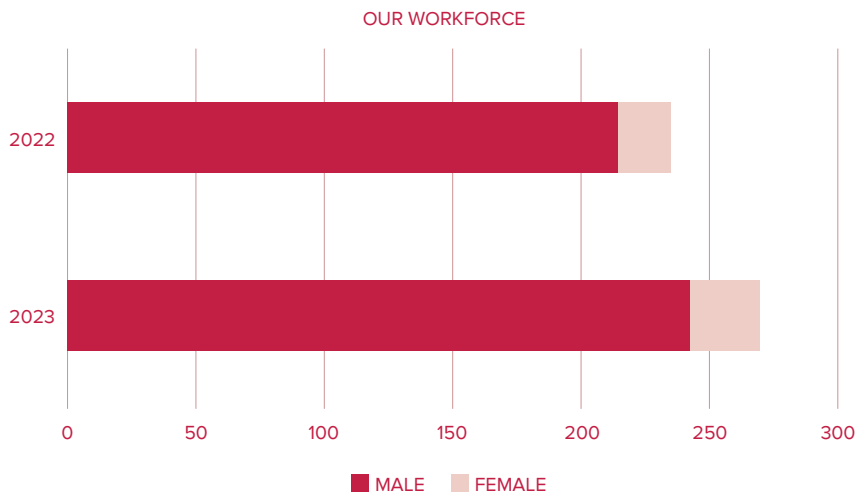
#### **Leading by example**

Managers and leaders lead by example, respecting employees' off-hours and refraining from sending non-urgent communications during evenings, weekends, and holidays.



## EQUAL TREATMENT AND OPPORTUNITIES FOR ALL (S2)

In 2022, out of 236 employees, 22 were female and 214 male.  
By 2023, with a total of 270 employees, we saw growth in both numbers, with 27 female and 243 male employees.



While the representation of women in the security sector remains a challenge, we are committed to creating an inclusive environment for all. As our team grows, we are dedicated to ensuring that growth is inclusive, welcoming individuals of all genders.

### DIVERSITY AND INCLUSION

At our security company, diversity and inclusion are fundamental aspects of our organisational culture. Our goal is to create an environment where every individual is valued and respected.

#### POLICY

The main goal of our policy is to ensure that individuals from various backgrounds find opportunities within our organisation. In our recruitment process, neither gender, nor any other demographic characteristic, is a determining factor. Rather, our key consideration is the competency, skills, and abilities of the candidates. We focus on recruiting security guards who have the **necessary expertise and qualifications** to excel in their jobs. Additionally, we assess whether candidates align with our company culture and values.

We want to ensure that we attract and retain individuals who contribute positively to our organisation's success, regardless of their gender and background.

Gender balance is recognised as important, and we are committed to increasing the representation of women in our workforce. While we do not set specific targets, it is important to create an environment where all employees feel empowered and supported. We actively promote the inclusion of individuals with disabilities if tasks are feasible. Additionally, we **embrace individual expression and acceptance**, including for example the acceptance of tattoos. This is also formally included in our employee handbook, a document provided to all employees.

We adapt to specific needs or requests from clients while ensuring that recruitment decisions remain unbiased. Our primary focus is on meeting language needs of clients. Moreover, we are flexible in assigning individuals with specialised skills to meet specific job demands as requested by our customers.

## TRAINING AND CAREER OPPORTUNITIES

In 2023 the average amount of training hours per person per year was 21,4 hours.

### POLICY

Every employee has the obligation to join three trainings each year. This is the case for our office employees as well as the security guards. In 2024 we are working out a specific training plan for all employees which can be evaluated each year during the performance review. We give our employees the opportunity to apply to several trainings, approved by our HR team.

#### Specific training for security guards

Ensuring compliance with legal requirements, all security guards undergo mandatory comprehensive training. This training is refreshed every two or five years, depending on when the employee initially achieved their general surveillance certificate. The courses are organised by recognised training centres, focussing on both theoretical and practical knowledge. In these courses a focus is put on the specific risks that can arise when securing different environments. At MAAT Security additional emphasis is put on strong verbal communication skills to minimise safety incidents and to insure continuous operations.

For some positions, for example for guards working at the port, specific trainings are mandatory to, as a specific certificate must be obtained. In this extra training the focus is on the specific risks that can arise in for example a port.

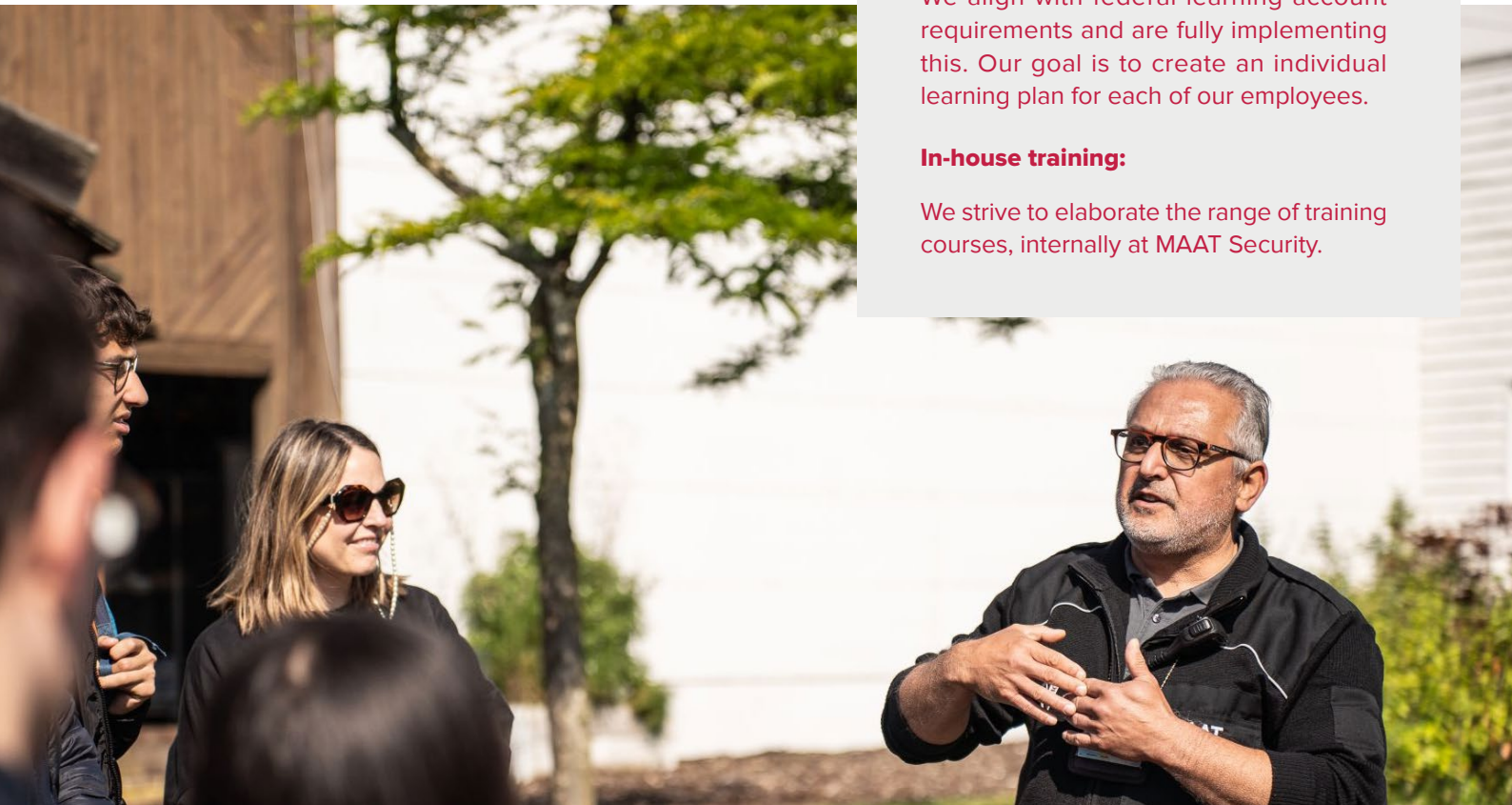
### ACTIONS

#### Individual learning plan:

We align with federal learning account requirements and are fully implementing this. Our goal is to create an individual learning plan for each of our employees.

#### In-house training:

We strive to elaborate the range of training courses, internally at MAAT Security.









## CAREER OPPORTUNITIES (TESTIMONIALS FROM FERDI AND MICHIEL ON THEIR GROWTH OPPORTUNITIES AT MAAT SECURITY)

### MICHIEL:

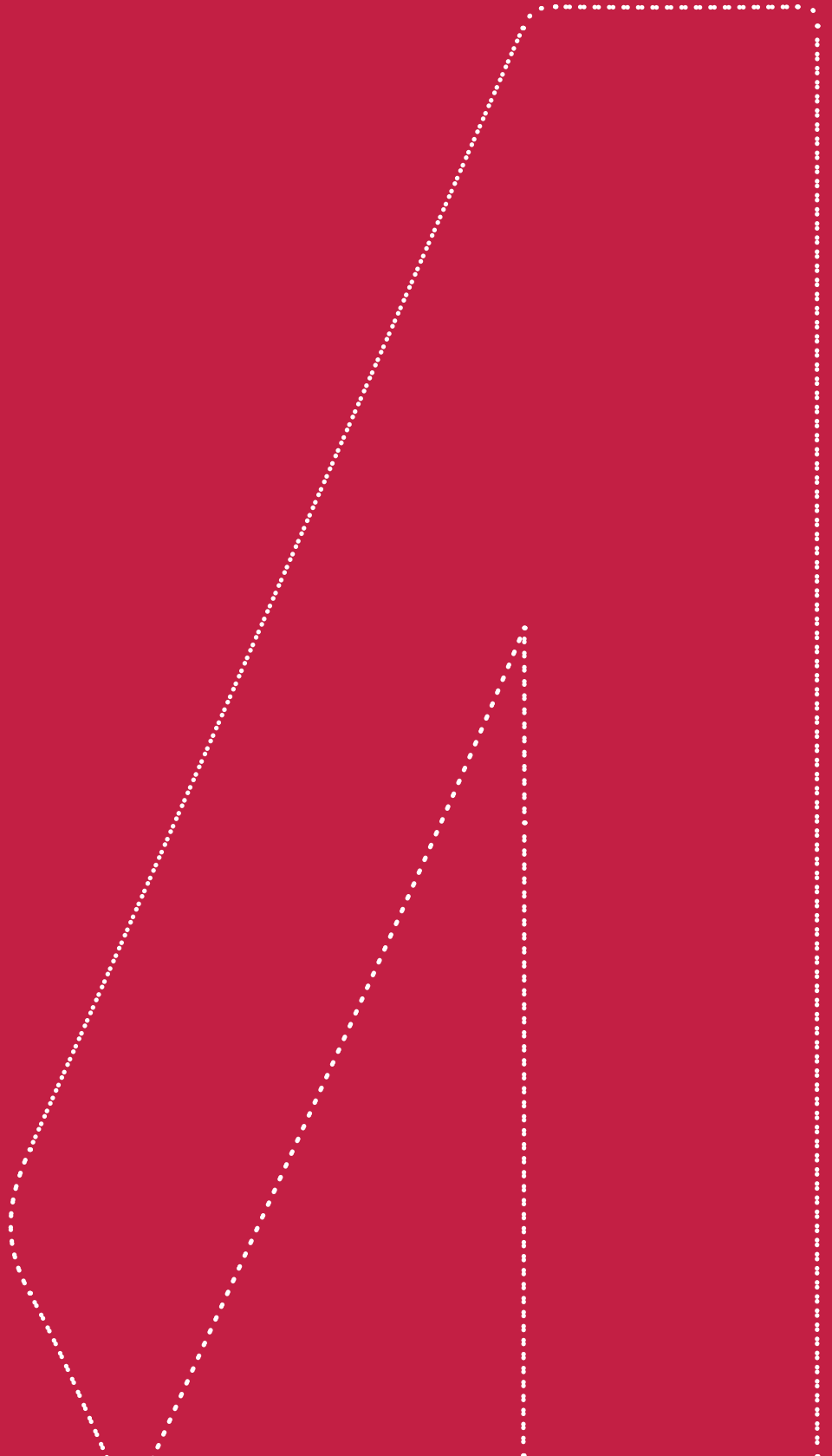
"During my job search, I came across MAAT Security, which offered me a position as a Junior Operations Trainee. This allowed me to get to know the company firsthand and then progress to other roles. I started my journey by working as an agent on the field for the first three months. There, I was able to familiarise myself with all the branches of our operations and gained valuable hands-on experience. Following that, I spent three months as a sergeant, while also supporting our planning department. Recently, I've been promoted to the role of Field Coach and have also begun training to become a level 2 prevention advisor. Thanks to the experience I gained as a security agent, I can better assess situations and use my expertise to solve problems more effectively. I've also gained a lot of respect by being in the field alongside other agents (and still am). MAAT Security's personalised approach has allowed me to grow steadily, providing me with the necessary training and support along the way."

### FERDI:

"Since day one and have been offered many opportunities. Starting as an agent, I was given the chance to progress to the role of sergeant. Not long after, I was asked if I would consider taking on the position of Field Coach. Due to MAAT Security's growth, I've been able to further progress to the role of Field Supervisor. MAAT Security provides necessary opportunities for individuals within the company to grow both horizontally and vertically. We can always rely on support from our managers and colleagues and are given the opportunity to undergo training necessary for personal and professional development. Now, I have the opportunity to share my experience with the agents I mentor and provide them with the same support I have always been able to count on."

# ESG TOPIC

# **GOVERNANCE**



In this section of our ESG report, we delve into the governance aspect, focussing specifically on whistleblowing and business ethics.

## BUSINESS ETHICS (G1)

### POLICY

We have developed an integrity policy that has been communicated to all employees. The aim of this policy is to promote **integrity awareness** among everyone within the organisation and to pass this on to the outside world. Integrity is of great importance to us because in everything we do, people are at the centre, including both our employees and our customers.

This integrity policy guides our employees towards acting upon the values we stand for within our organisation, but it is not a ready-made recipe on how to act with integrity. We therefore ask our employees to constantly ask themselves what they can best do under the given circumstances, taking legislation into account. Because that is what integrity is all about, holding on to **norms and values**. It is a form of human action that is adapted to the environment in which one finds oneself.

**“FIRSTLY, I HAVE THE SUPPORT OF MY COLLEAGUES, AND MY SUPERVISOR IS AVAILABLE TO PROVIDE A LISTENING EAR. AT MAAT SECURITY, WE ALSO HAVE A DESIGNATED CONFIDENTIAL ADVISOR. THIS INDIVIDUAL CAN BE REACHED ANONYMOUSLY, PROVIDING AN ADDITIONAL LAYER OF SUPPORT AND CONFIDENTIALITY.”**

**- FRANK**

## PROTECTION OF WHISTLEBLOWERS (G1)

### POLICY

We have appointed a confidential advisor who serves as a first, easily accessible point of contact for all our employees. This procedure ensures that communication on whistleblowing is strictly between the reporting employee and the advisor, applying principles of confidentiality. The confidential advisor is trained to manage sensitive information with discretion, safeguarding the anonymity and protection of the whistleblower. This setup creates an environment of trust and security, encouraging employees to come forward with any concerns they may have without fear of reprisal.

Additionally, we have implemented an online platform specifically for anonymous reporting. This platform provides another way for employees to raise issues discreetly.

It is important to note that the existence of this reporting platform is communicated to all employees from the moment they join our company. This ensures that every employee is aware of their options for reporting concerns and understands how important this is to our company.

In addition to these formal channels for whistleblowing, we actively encourage our employees to report any unlawful or inappropriate behaviour to their supervisor. Our supervisors have established strong relationships of trust with their teams through regular communication and collaboration. This open-door policy encourages dialogue and ensures that employees feel comfortable raising concerns directly with their immediate supervisors.

### ACTIONS

**Widely communicating about the whistleblowing platform:**

Spreading awareness through QR codes providing information on confidential contacts and anonymous reporting links.

