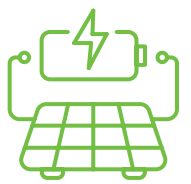
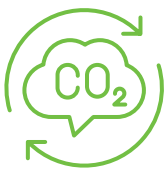
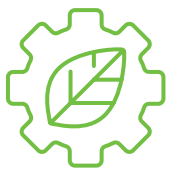


SUSTAINABILITY REPORT 2024



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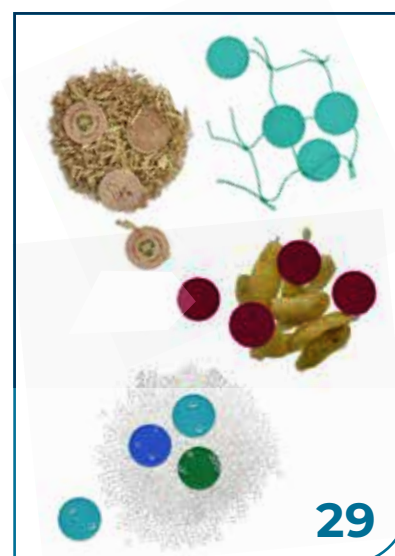
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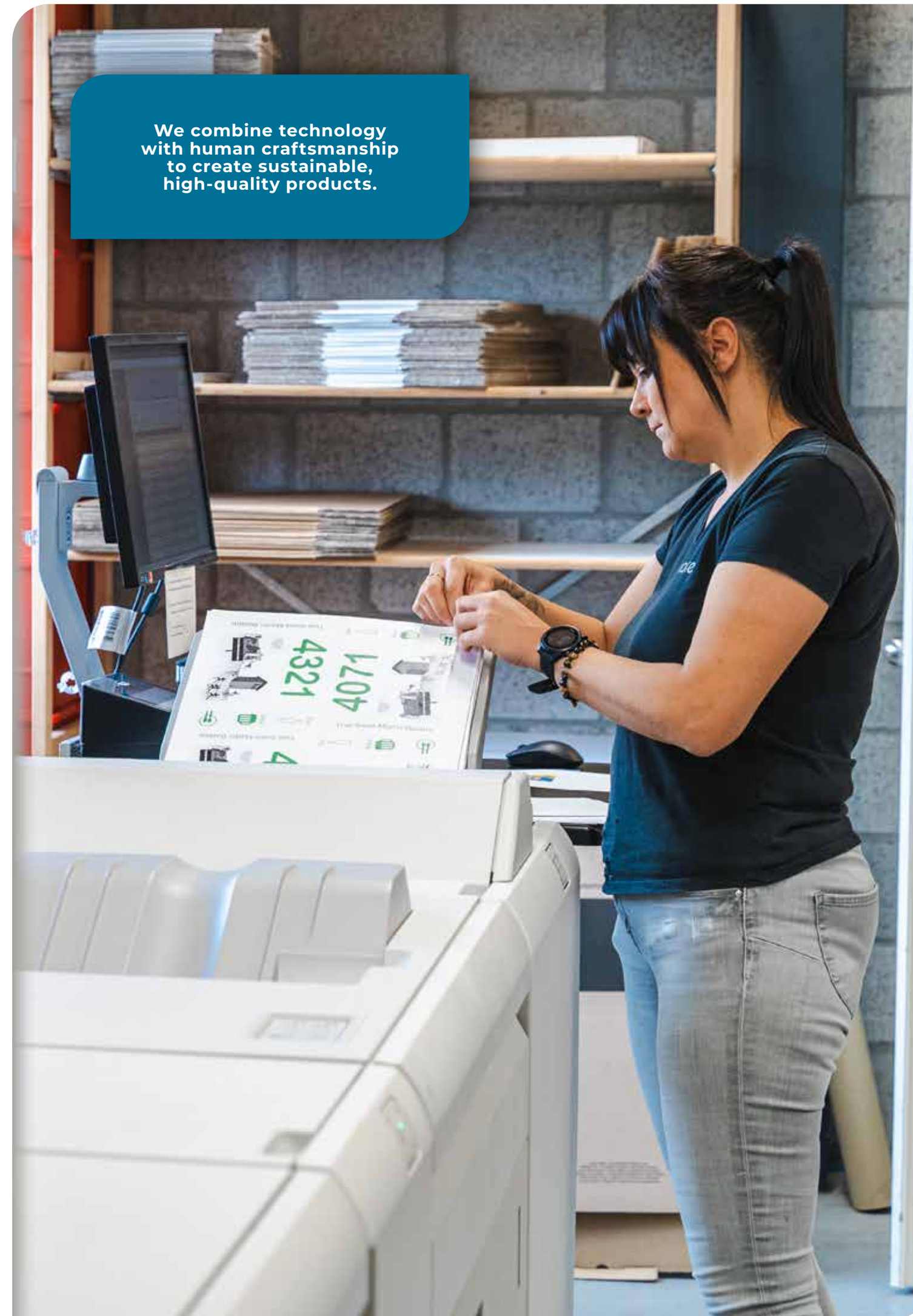


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29

We combine technology
with human craftsmanship
to create sustainable,
high-quality products.



"The adventure of Orakel began nearly 30 years ago in 1996, small, yet full of ambition. What started in a garage quickly grew into a thriving company with branches across Europe." CEO and co-founder Dirk Spooren takes pride in what he and his colleagues have accomplished."



Dirk Spooren
General manager



How it started

Since our foundation, we have been committed to responsible entrepreneurship

Our business started small, yet we were pioneers in Europe by introducing Tyvek® wristbands to the European market. We first discovered this innovative material at an exhibition in the US. Strangely enough, wristbands were still an unfamiliar product in our region at the time. Undeterred, we participated in various international exhibitions across different countries, determined to bring our products to Europe. These products proved to be a huge success.

Orakel was also the first company worldwide to print these wristbands digitally, another revolutionary step in the market. Our focus on innovation and digitalisation has brought us to where we are as a company today. From digital printing in 1996 to the successful introduction of our biodegradable tokens, we have continually pushed the boundaries. Our international expansion was made possible, in part, by foreign interns who later became permanent employees.

In 2000, we established a Hungarian company specialising in lanyards, further broadening our product range. This mindset centred on sustainability and innovation has driven

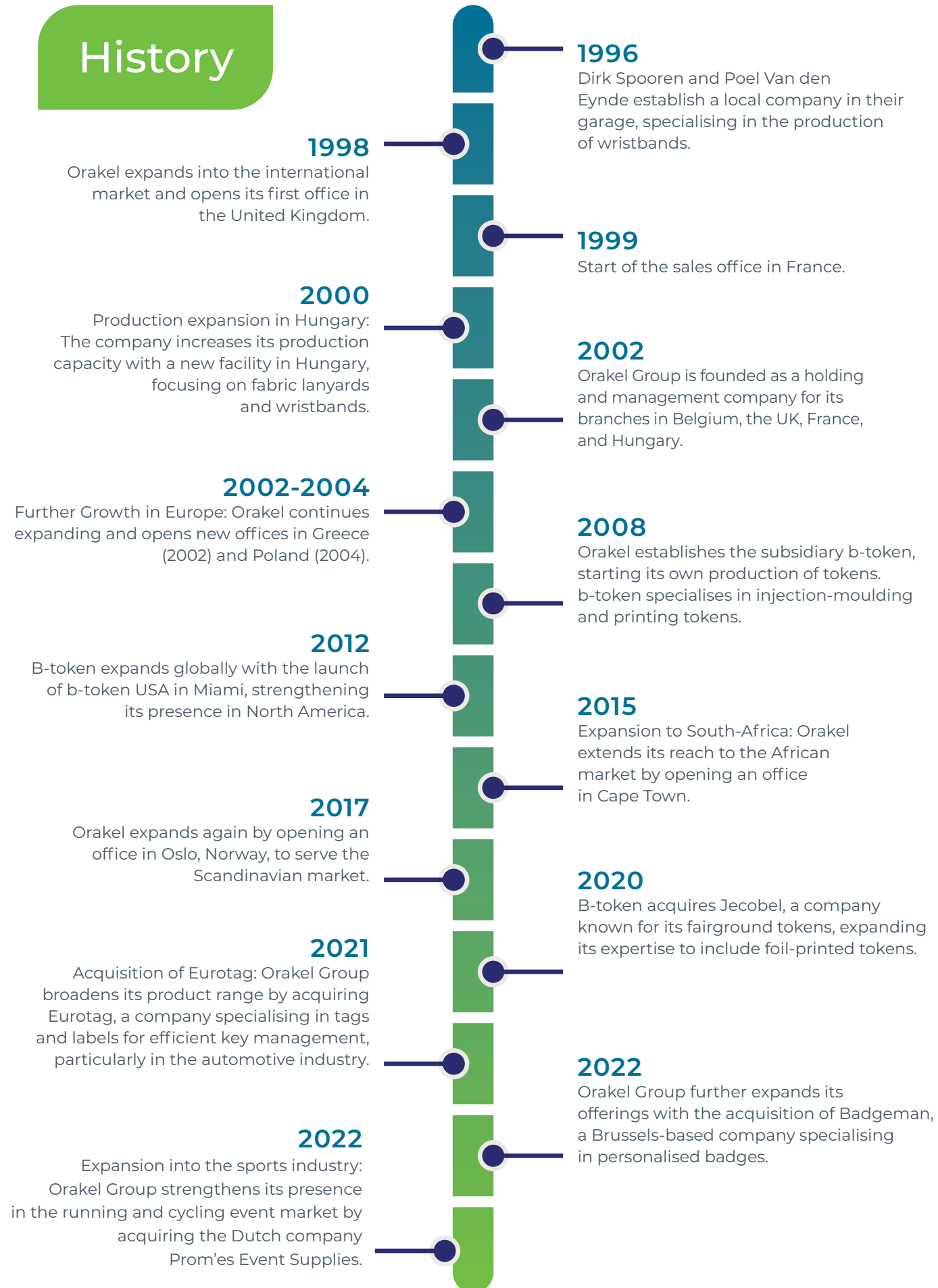
us to continuously develop and refine our products to make them truly stand out.

Sustainability remains at the heart of our company. Since our foundation, we have been committed to responsible entrepreneurship. We minimise waste and reduce transport by using more compact packaging. Our dedication to sustainability was further strengthened in 2008 when we joined the Global Compact, a worldwide network encouraging companies to align their operations with the UN's sustainability agenda. The launch of b-token allowed us to expand this commitment even further.

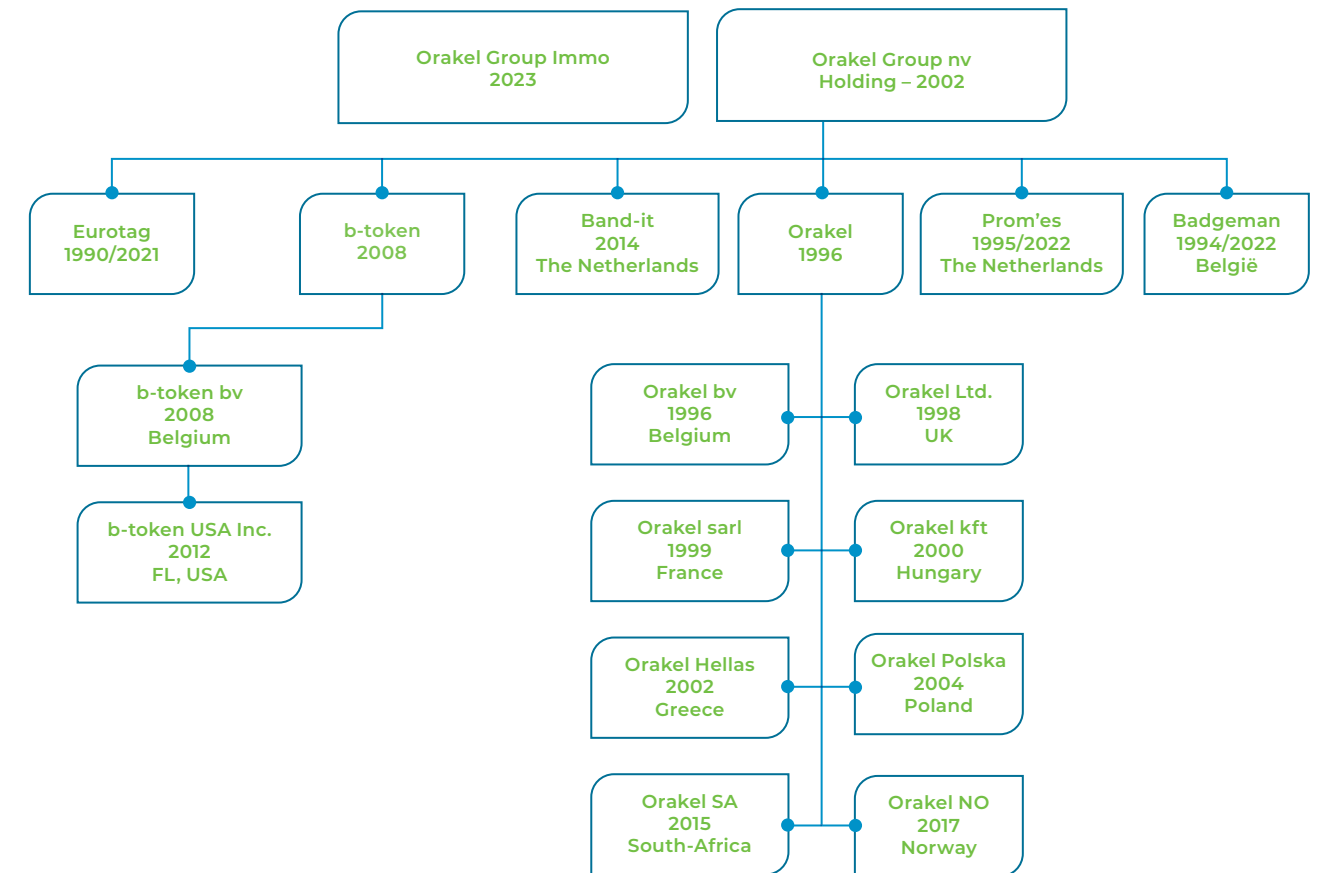
In 2010, we set goals for 2020, and by 2019, we had defined our vision for 2050. This has helped us work consciously towards a more sustainable ecological and social impact. We strive for carbon neutrality and improved working conditions. Our employees are at the heart of everything that we do, they are the ones who make Orakel Group a diverse and sustainable company, and we are most proud of them. Sustainable entrepreneurship is a responsibility for us, one that allows us to make a positive impact on future generations.



History

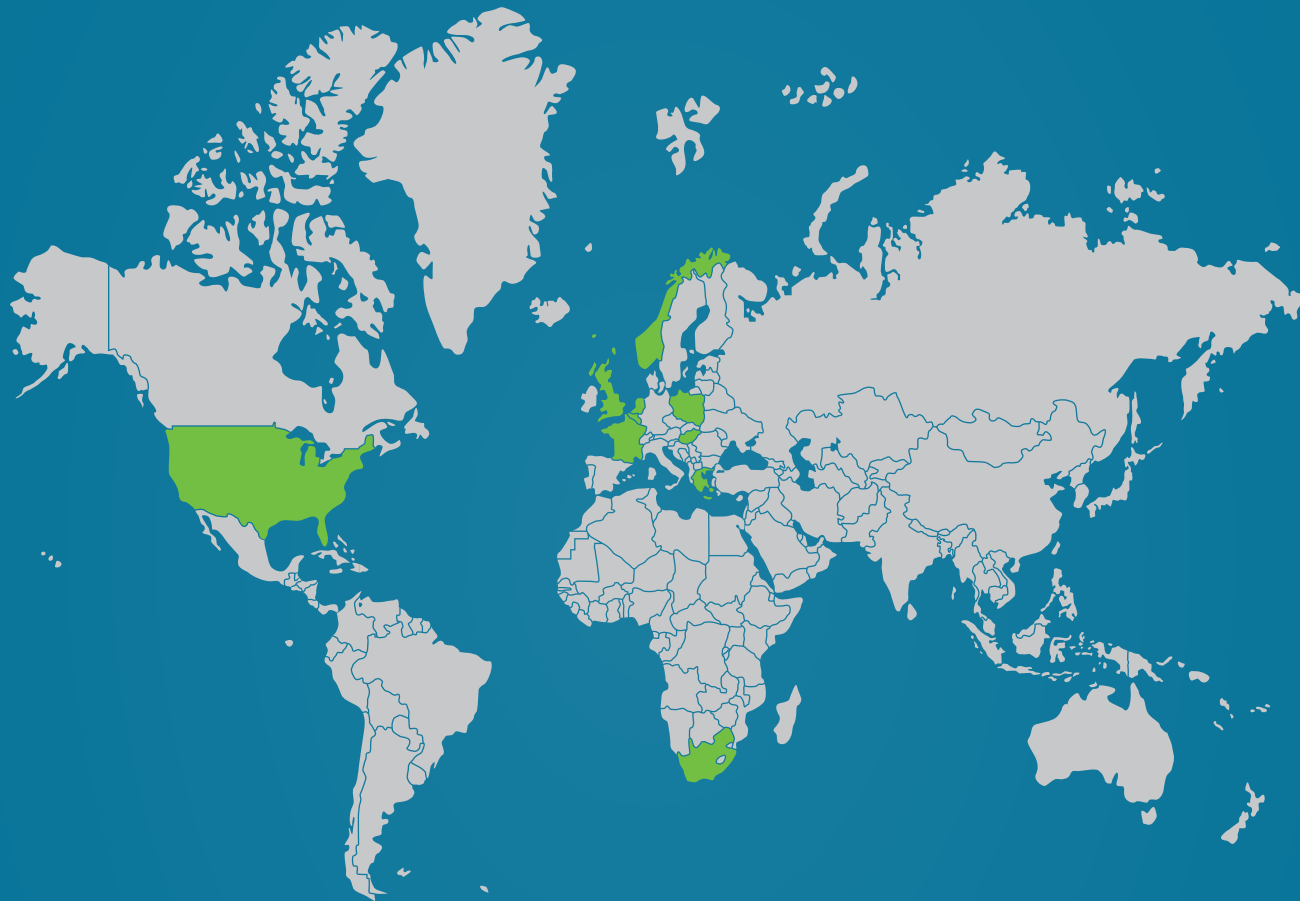


Corporate structure



Onze scope

This is the second formal ESG report of our group. The first report focused on the companies based together in Retie: Orakel, b-token, Eurotag, Badgeman and the overarching Orakel Group. In this 2024 report, we also include our international offices and Prom'es Event Supplies. We refer to this collective entity as 'group'.



■ Countries where an Orakel Group office is located.



2024 visual representation

Number of offices: **9**

Number of employees BE = **54**

Total number of employees Orakel Group = **103**,
of whom 69.9% are women and 30.1% are men

Total FTE within the group = **85,03**

Number of countries which we export to: **75**

Sector, products, and activities



Orakel manufactures and distributes a wide range of products, including wristbands, tokens, lanyards, badges, printed materials for sports, general printing, and promotional items.

Products

Our most popular products are wristbands, which are widely used for events, festivals, and sports competitions. They are available in a range of materials and can be personalised.

In addition to wristbands, Orakel also offers the same tokens as b-token. Customers can find printed products such as drink vouchers, sports-related goods (race bibs), and promotional items like keychains and buttons.

Materials

At Orakel, we offer a diverse range of materials for our products. The main materials for our wristbands include paper, Tyvek, vinyl, silicone, and fabric. For customers seeking sustainable options, we provide litter-free Tyvek wristbands and recyclable paper wristbands. Additionally, our lanyards, fabric wristbands, and keychains are available in recycled PET.

Export

As a leader in the European market, Orakel exports worldwide to 54 countries. In addition to our headquarters in Belgium, Orakel has offices in the United Kingdom, France, Hungary, Greece, Poland and Norway. We are also expanding our global reach through our office in South Africa.



Sector, products and activities



Pioneer in sustainable tokens

Since 2008, b-token has been a specialist in producing tokens. With a wide range of materials and customisation options, we have become a reliable partner for customers worldwide.

Materials

In addition to plastic, b-token offers an extensive selection of eco-friendly materials for token production. Recycled materials such as discarded fishing nets, chewing gum, and wood waste are given a second life. Tokens made from potato peelings are fully biodegradable. All our materials are designed to be both environmentally responsible where possible, and functional

Customization options

Beyond a variety of materials and colours, customers can choose from several finishing options to create fully customised tokens. These options include embossing for a durable and wear-resistant personalisation. Digital printing is used for vibrant colours and complicated designs, or foil printed tokens for a luxurious appearance

Export

B-token exports worldwide to 43 countries, serving customers on every continent. Thanks to our extensive network and high-quality products, we have built a strong international presence. With b-token USA, we specifically serve the North American market (the US and Canada), allowing us to support local customers more quickly and efficiently.

Sector, products and activities



Products

Eurotag's product range primarily consists of key labels in various sizes, promotional materials, accessories, and key storage solutions for the real estate and automotive industries. These labels and accessories are essential for efficient key management.

Materials

The key labels are available in polypropylene or PVC. We are working on other sustainable options.

Export

The majority of our exports take place within Europe, with deliveries to 24 European countries and Australia.



Products

Badgeman specialises in producing personalised badges for professional clients, including government organisations, businesses and event organisers. In addition to badges, Badgeman also manufactures a wide range of custom-made products in both large and small quantities, such as lanyards, labels, buttons, stickers, signage, boxes, and diplomas.

Materials

A wide variety of materials is used including paper, cardboard, plastic, metal, acrylic, and wood.

Export

Badgeman exports to 12 countries across Europe and the Americas.



Sector, products and activities



Prom'es is a supplier for running and cycling events both in the Netherlands and abroad. We provide unique medals, race bibs and a wide range of essentials to help sports events run smoothly. Prom'es has been supporting events from the Dutch polders since 1995, supplying everything from small races with 100 participants to large-scale events with up to 100,000 athletes.

Products and services

Prom'es offers a broad portfolio of supplies for sports events: from race bibs and medals to barrier tape, shirts and directional signage. Our race bibs can be machine-fitted with timing chips, and we also handle the fulfilment of participant information for organisers.

Our graphic team creates unique designs for all our products. Together with our clients, we develop new products and services to further evolve and make the running and cycling market more sustainable.

Export

Prom'es focuses on running and cycling events mainly in Western Europe. Alongside the Netherlands, Prom'es is also a leading partner for sporting events in Belgium, Germany and France.



Our Values

Our values serve as our compass, guiding our actions every day. Rather than being imposed through a hierarchical approach, they were carefully defined by an external agency based on discussions with our colleagues and partners.

Responsible

At Orakel Group, we are committed to providing a safe and inspiring work environment where our employees can grow and feel valued. We strive to extend this same sense of care to our customers. Additionally, we support local initiatives by contributing to community projects. Most importantly, we take great responsibility for the environment and society.

Moving

Our company's dynamic nature allows us to respond quickly to change. We believe in a future driven by innovation, continuously pushing boundaries and seeking creative solutions.

Colorful

We believe that our strength lies in our diverse mix of talents. Our team consists of individuals from different backgrounds, ages and all have different skill sets. This diversity enables us to bring fresh ideas and unique perspectives, leading to innovative solutions for our customers and creativity in our products. We love developing colourful products that inspire and surprise. At Prom'es, we adopt Supporting as a value instead of Colourful, as this better reflects the sporty, service-oriented character of the company.

Bonding

Bonding is at the heart of our company. It's about building and strengthening relationships with our partners, customers, and colleagues. Strong and lasting connections are key to mutual success.



Why Are We Creating This Report?

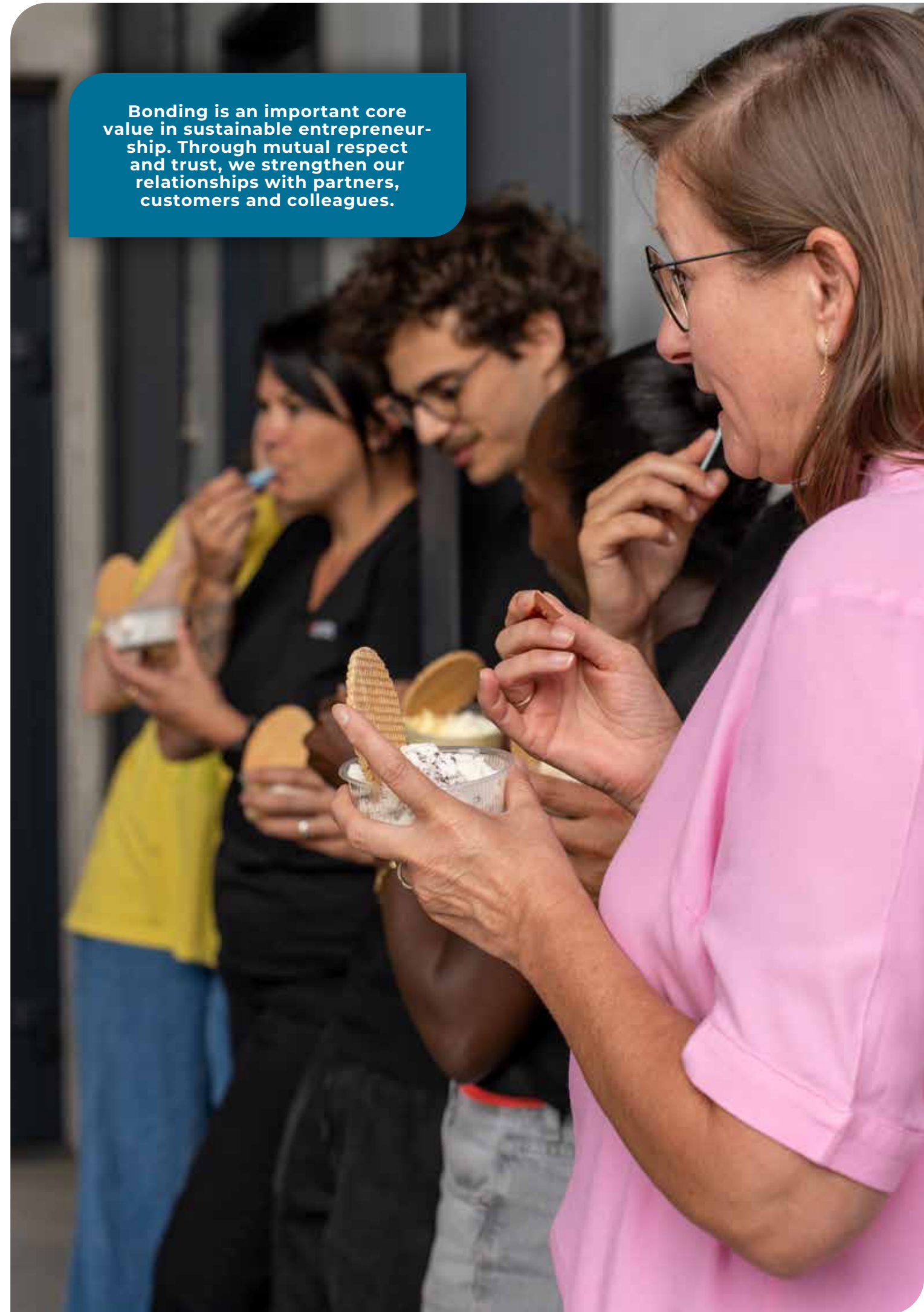
At Orakel Group, we believe that sustainable business is the key to a future-oriented approach. This goes beyond securing our company's future, it's about making a positive impact on our employees and their families, our community, our broad network, and the environment.

With this sustainability report, we aim to show our efforts, provide a solid foundation for our initiatives, and outline our future plans. It also allows us to communicate more transparently and reinforce our ambitions.

Of course, we don't do this alone. Together with our partners, we are building a sustainable future.



Bonding is an important core value in sustainable entrepreneurship. Through mutual respect and trust, we strengthen our relationships with partners, customers and colleagues.



“Sales is not just about selling, it’s also about guiding, informing and inspiring.”



Sofie Hermans
Sales en marketing
manager



From customer contact to climate impact

The demand for ecological products has increased significantly in recent years. Events and organisations are keen to operate more sustainably, a development that Sofie Hermans, Sales Manager at Orakel Group, notices every day.

“More and more customers are asking for sustainable alternatives. Sales is not just about selling, it’s also about guiding, informing and inspiring. We want to think alongside the customer while helping guide the market towards greater sustainability.”

How does sustainability feature in your daily work?

“For us, sustainability begins at the very first interaction with a customer. Our sales team listens carefully to what they need, and this often leads to new, more sustainable products. A great example is our zero-waste Tyvek wristbands, which were originally developed in response to a customer request. Working closely with the supplier, we created a more sustainable version step by step. The product performed so well that even our competitors now offer it, and we see that as something positive. It means we are making the entire events sector more sustainable together.”

What does this type of collaboration with suppliers mean to you?

“Our partnerships are built on trust and long-term stability. We have been working with most of our suppliers for over twenty years. We remain in close dialogue with them about innovation and quality. Thanks to these strong relationships, we can respond quickly to shifts in the market and launch new products efficiently.”

What matters most to you in customer contact?

“Honesty goes a long way. If something isn’t possible, we just tell our customers. But we always look for an alternative, customers value transparency. They know they can reach us directly and they are always welcome for a visit. That personal approach is one of our biggest strengths. We also don’t see negative feedback as a problem, but as an opportunity to improve.”

Are these values important within the team as well?

“Absolutely. Sustainability goes far beyond products. It’s also about how we treat each other internally. We want to show that everyone is welcome in our team. At Orakel Group, we don’t focus solely on qualifications, we also value motivation. We want to offer our employees real opportunities to grow.”

How will the role of the sales team evolve within Orakel Group in the future?

“Sales will play an increasingly important role in accelerating sustainability. By staying close to our customers and guiding them, we can respond quickly to their needs. That’s how we truly make a difference, not only by offering sustainable products, but also by delivering a genuinely sustainable story ourselves.”



Our Application of the SDGs

At Orakel Group, we use the Sustainable Development Goals (SDGs) as a framework to define our purposes. These international development goals were established by the United Nations in 2015 as part of a global sustainability agenda for 2030. They consist of five themes: People, Planet, Prosperity, Peace, and Partnership, also known as the 5 Ps. Within these themes, there are 17 goals and 169 targets. Our introduction to these goals came through our participation in the Voka Charter for Sustainable Entrepreneurship.

We actively work towards these objectives and ensure ongoing internal communication about them. These topics are a core part of our agenda. Thanks to the SDGs, we have successfully launched several valuable projects and partnerships.

We have deliberately chosen to keep all 17 SDGs in focus, even though our level of impact varies across the themes. Areas where we have the most influence receive additional actions and projects. In our ESG policy report, we will highlight the relevant SDGs for each topic.

Most of the actions concern implementation in our Belgian companies, although we pursue the same goals in our international offices.



Environment

SDG 6, 7, 12, 13, 15

Caring for the planet is at the heart of everything that we do. We want to show this in our wide range of sustainable alternatives but also in our day-to-day operations, where we strive to reduce our ecological impact.

The way to a circular production

We prioritise the use of sustainable raw materials, minimise waste, and sort materials for recycling whenever possible. Our goal is to create a circular production process by reducing resource consumption and reusing production waste.

Carbon neutral

In 2019 we set the goal to become a carbon neutral company. Since 2022, we have achieved this goal for Scope 1 and 2 emissions at our headquarters in Belgium. We have significantly reduced our direct emissions from electricity and gas consumption by optimising our energy use and closely monitoring it. Our office roof is almost completely covered with solar panels, and we additionally use green energy sources. Since switching to a heat pump for cooling and heating in 2019, our gas and air conditioning consumption has been drastically reduced. To compensate for any remaining direct emissions, we provide financial support to Bosgroep Kempen Noord, an organisation that helps local forest owners manage their forests sustainably. These funds are invested in two local reforestation projects to increase CO₂ absorption. Although our Scope 1 and 2 emissions are lower than 100 tonnes of CO₂, we offset this amount to ensure a positive environmental impact.

Scope 3, which covers indirect emissions, presents a greater challenge. However, we have already taken steps towards improvement. We offer a bike leasing program and mileage reimbursements to encourage our employees to come to work by bike. Additionally, we ship our packages using carbon-neutral couriers wherever possible. By reducing raw material use and incorporating recyclable materials, we work towards a fully sustainable supply chain in collaboration with our partners.

Supporting local biodiversity

We actively contribute to biodiversity conservation through various initiatives. Our eco-garden, developed in partnership with the Province of Antwerp, is managed using ecological principles. In 2019 and 2022, we planted trees locally with the help of our colleagues.

We partnered with a local beekeeping association and installed a beehive, sowed two hectares of wildflowers, and planted 5,000 crocuses on our company premises in collaboration with the local union of beekeepers, the municipality and local schools.

6 SCHOON WATER EN SANITAIR



7 BETAALBARE EN DUURZAME ENERGIE



12 VERANTWOORDE CONSUMPTIE EN PRODUCTIE



13 KLIMAATACTIE



15 LEVEN OP
HET LAND



Our meeting room also serves as a venue for beekeeping association gatherings. Additionally, we participate in the annual litter clean-up campaign with IOK.

Finally, we remain committed to sustainable land use, with plans for the construction of an eco-friendly building in the year 2025-2026.



Social

SDG 1, 2, 3, 4, 5 and 8

At Orakel Group, we have embraced a strong social responsibility since our foundation. We prioritize maintaining a family-oriented and inclusive work environment while maintaining strong ties with our local community

Safety and well-being

As a company we want to provide a safe and respectful workplace where employee well-being is a priority. Every quarter, we conduct safety meetings with representatives from all internal work areas to define and monitor actions. To ensure employee satisfaction, we conduct a workforce survey every three years using the well-established “House of Work Ability” model. Based on the 2020 and 2023 results, we implemented several initiatives, such as individual coaching sessions with an external coach in 2023. We organised teambuilding activities to strengthen collaboration and had annual first aid training, which is also available to our neighbouring companies.

Labor rights and working conditions

We work closely with our external HR partner, SD Worx, to ensure fair labour rights and conditions. A healthy work-life balance is crucial to us. Since 2019 our employees benefit from flexible working hours. They work one additional hour per week in exchange for six extra days off per year. Our digital system allows employees to manage absences effortlessly. Our salary policy is regularly benchmarked by SD Worx to ensure fair compensation.

Diversity and inclusion

At Orakel Group, we welcome everyone, regardless of diplomas or backgrounds. We focus on a willingness to learn and a positive team spirit. Since 2022, we have partnered with I-Diverso to enhance our diversity policy. Our HR process, job descriptions and policies were reviewed for inclusivity. When we received their feedback, we launched a pilot job coaching project for teamleaders, which expanded to all employees in 2023. We actively support workplace learning and diverse talent recruitment.

Training and development

We encourage lifelong learning by providing training opportunities and promoting knowledge sharing among employees. In 2023, we registered and monitored individual training progress. We achieved an average of four training days per employee. We also offer internal job opportunities, internships, and workplace learning programs. Since the COVID-19 pandemic, we have provided local students with a quiet study space at our facilities.

1 GEEN
ARMOEDE



2 GEEN
HONGER



3 GOEDE
GEZONDHEID
EN WELZIJN



4 KWALITEITS-
ONDERWIJS





Community engagement

We are actively involved in our local community, collaborating with schools and associations. We host guest lectures at local secondary and higher education institutions and provide on site visits for these schools. We participate in projects, interviews, and internships, aiming for at least 15 collaborations per year. Each year, we also support charitable initiatives such as De Warmste Week, a project driven by a dedicated team of colleagues.



Customer relationships

We attach great importance to our customer relationships and systematically monitor customer satisfaction. In the past, this was done through surveys, but since 2023 we have invested in a partnership with Trustpilot, allowing customers to submit their reviews online.



Governance

SDG 16

Ethical and responsible business practices are very important to us. We comply with all legal requirements and continuously seek ways to maximize our positive impact. Transparency is a key driver behind the creation of this report.

Governance structure

Since 2005, we have had an advisory board consisting of four external, independent members with diverse expertise. This collaboration has been very important in guiding our company's professional and ethical growth over the past decades. Internally, we have significantly strengthened our organizational structure and leadership.

Risk management

In 2016, we obtained ISO 9001:2015 (Quality Management) and ISO 14001:2015 (Environmental Management) certifications. These certifications undergo annual external audits by LRQA. Additionally, our environmental performance is independently assessed through audits conducted by our partner, Thimad.

Transparency and reporting

Since 2012, we have annually reported to the UN Global Compact and these reports were published on our website. Since 2020, we have actively participated in the Voka Charter for Sustainable Entrepreneurship. In 2023, we began preparing our first sustainability report to enhance transparency and share our progress openly. This initiative will continue over the coming years.





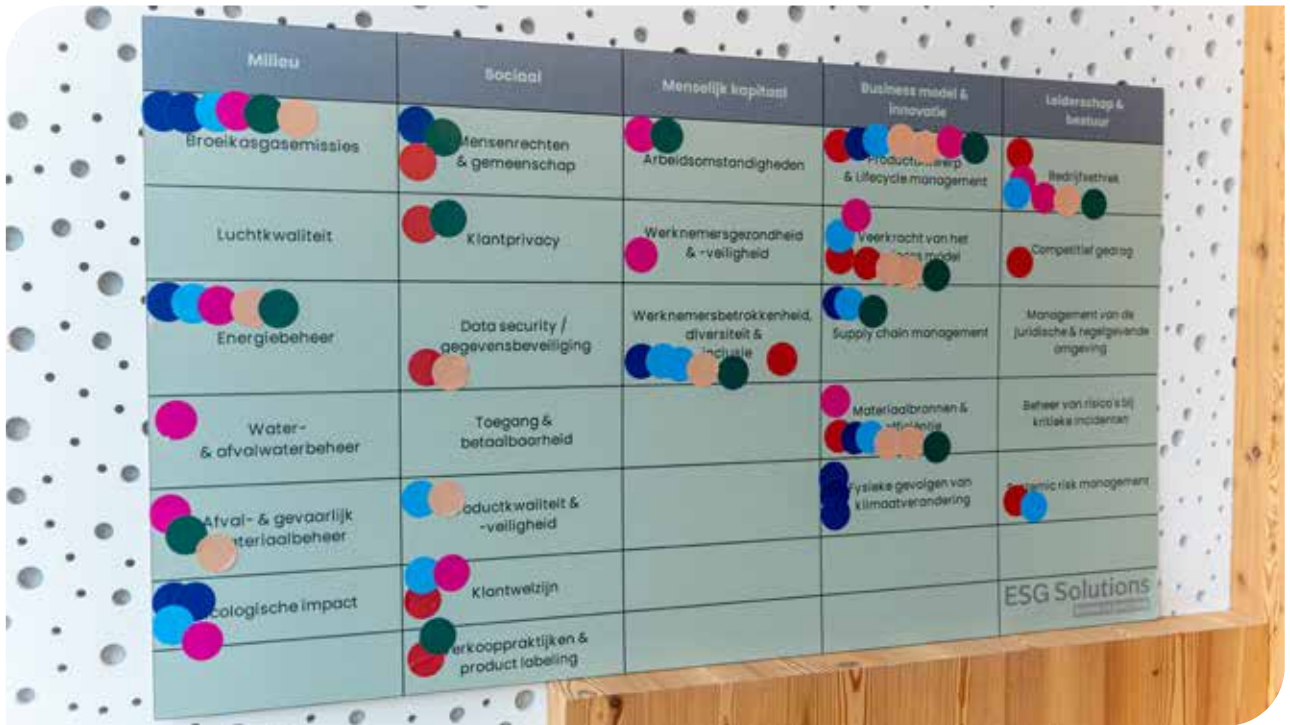
Our social commitment extends beyond the workplace. We actively contribute to the well-being of our community.

Our Stakeholders

Who are they?

Stakeholder mapping

Importance	High	Inform Family council Local government Society	Collaborate and Involve Employees Management Shareholders Distributors Direct customers Suppliers
	Low	Monitor End users (e.g. at festivals, events, etc.)	Satisfy Advisory board Competitors Knowledge institutions Media Employer organizations
		Low	High
		Influence	

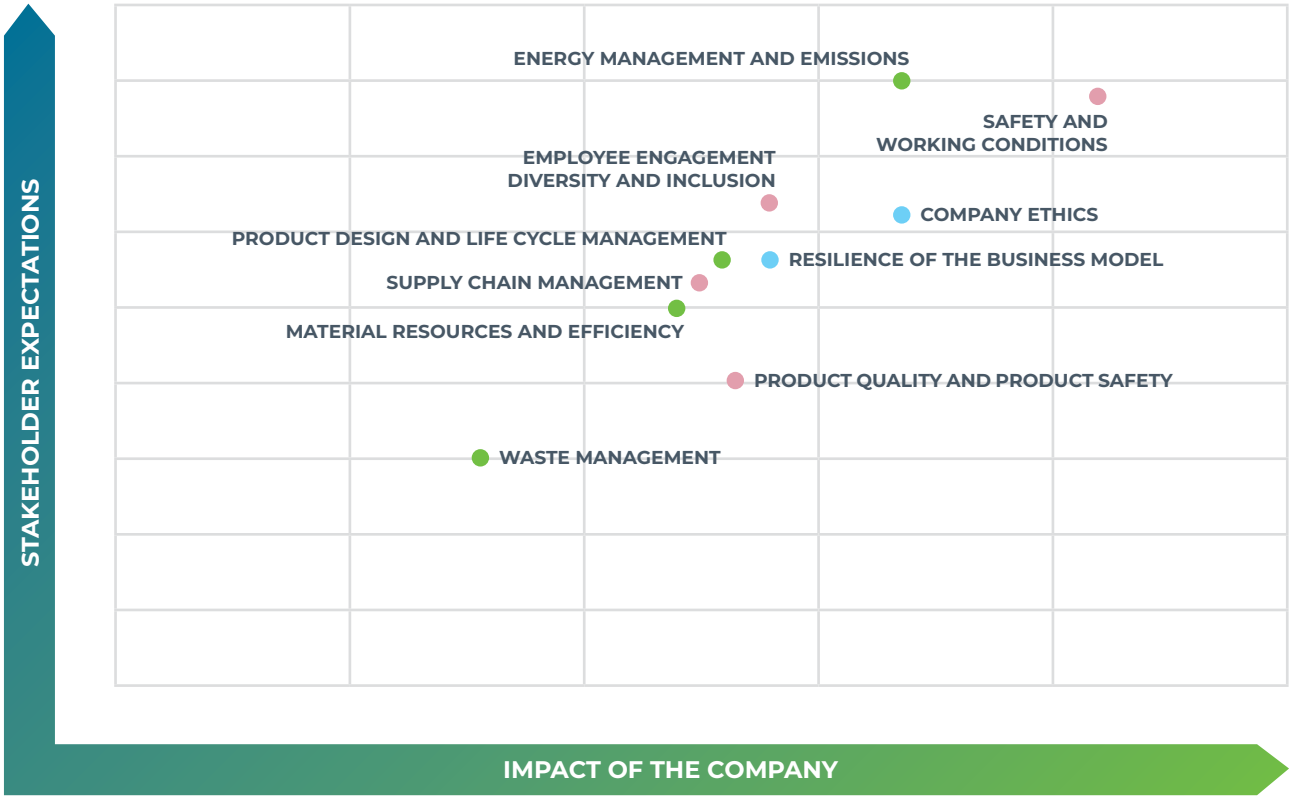


How did we involve them in this report?

In order to determine which sustainability topics should be at the top of our agenda, we entered into a partnership with consultant Jeroen De Muynck of Van Havermaet Sustainability in 2023. He guided us through the planning of this report and the stakeholder analysis. Together with him, we engaged in discussions with various strategic stakeholders.

We organised four panel discussions, individual interviews, internal consultations and a broad online survey in seven languages

After clustering, we selected six “material” themes that we can place under the three ESG pillars. These are the most important themes that we want to focus on with Orakel Group in the coming years.



Environment

- 1. Climate Action & Energy Management
- 2. Raw material consumption and waste management

Social

- 3. Safety and Wellbeing
- 4. Inclusion and Employee Engagement

Governance

- 5. Communicating this policy across our value chain
- 6. Resilience of our Business Model (Financial and Logistical Autonomy)



Jonas Douwen
General manager

“We share the responsibility of leaving a better world for our children. That’s why, at Orakel Group, we make conscious choices to work more sustainably and truly make a difference.”

Driven by the European CSRD regulations, we aim to underpin our sustainable strategy with KPIs and clear objectives. In doing so, we were inspired by the Voluntary European Sustainability Reporting Standards (VSRS), which offer the most suitable voluntary reporting framework for small and medium-sized enterprises like ours.

Our first report in 2023 served as a baseline measurement of the material topics for our group of companies in Retie, even though we had already been active in these areas for many years. The current report for the 2024 financial year establishes the baseline for our entire group, including our international offices.

We consider transparency essential. It allows us to make our progress measurable, to set goals and to follow up on them.

Environment

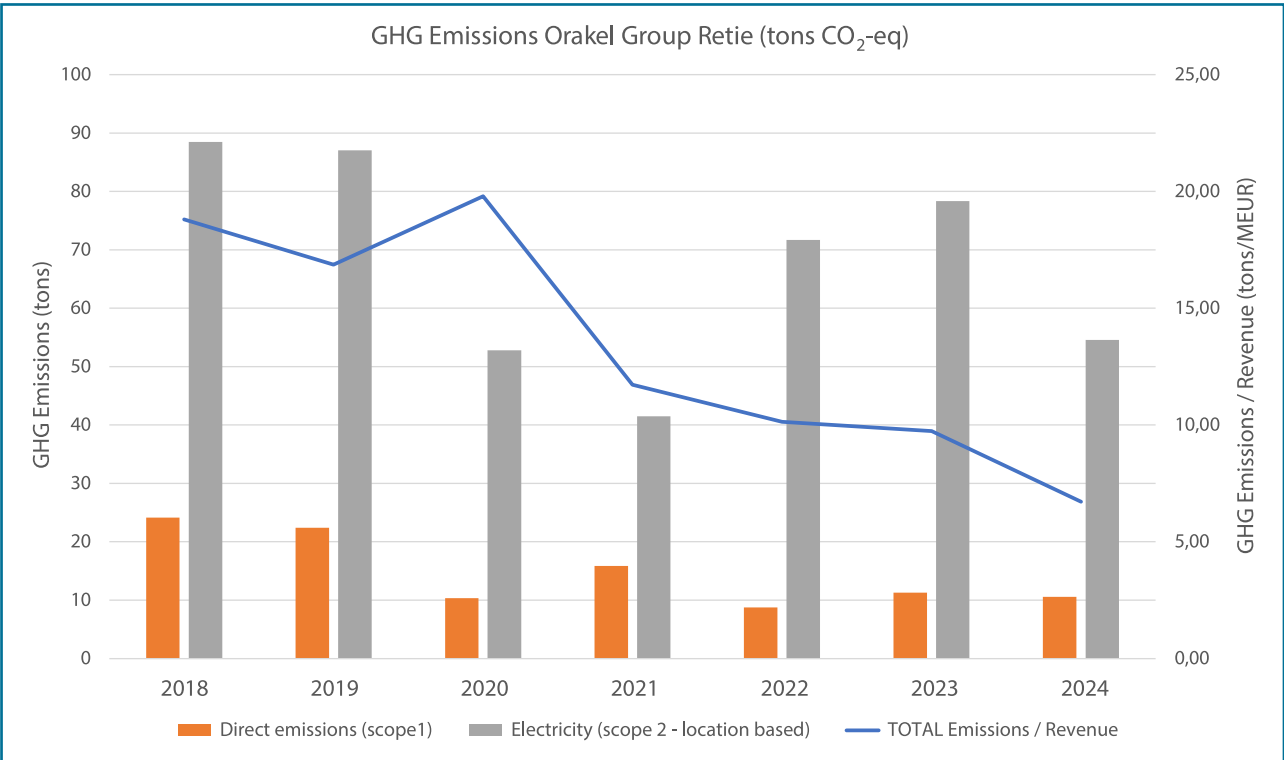
1. Climate Action & Energy Management

In 2018, we set ourselves the goal of becoming CO₂-neutral by 2025.

After calculating our carbon footprint in 2018 and implementing numerous actions between 2019 and 2022, we have been able to call ourselves CO₂-neutral in scope 1 & 2 since 2022, with the remaining emissions compensated through a pilot project with Bosgroep Kempen Noord.

The expansion of our solar panel installation in Retie in July 2024 (162 kWp / 100 kVA) resulted in a reduction of 6 tonnes of CO₂-eq in 2024 (*) and will provide an annual reduction of 5 tonnes of CO₂-eq from 2025 onwards.

In addition, we systematically renewed our injection moulding machines, resulting in an extra reduction of 7 tonnes of CO₂ in 2024.



Total GHG Emissions Orakel Group		
Scope	Activity type	CO ₂ -eq. (t)
Scope 1	Stationary combustion	4,54
	Mobile combustion	12,96
	Refrigerant gases	0,00
	Scope 1 total	17,50
Scope 2	Scope 2 - Location based	78,70
	Scope 2 - Market based	16,92

(*) Based on the same production level as in 2023 and no changes in the CO₂ intensity of Belgian electricity production.

Our sales offices in France, Greece and Poland are run from home by our local sales colleagues and therefore have a very small impact on the group's overall energy consumption. In South Africa, we operate a small production unit for Tyvek wristbands and race numbers, which contributes only minimally to our footprint. Our production office in Hungary has a larger impact, but is actively working on reducing its energy consumption. Finally, Prom'es Event Supplies moved to a CO₂-neutral building at the beginning of 2024, significantly reducing its climate impact.

Plans for 2025-2030:

- Scope 1: Stationary combustion: No more gas-fired heating by 2030.
Mobile combustion: No company cars with combustion engines from 2028 onwards
- Scope 2: Electricity consumption: We will continue to improve energy efficiency across the entire group and aim for additional reduction targets.

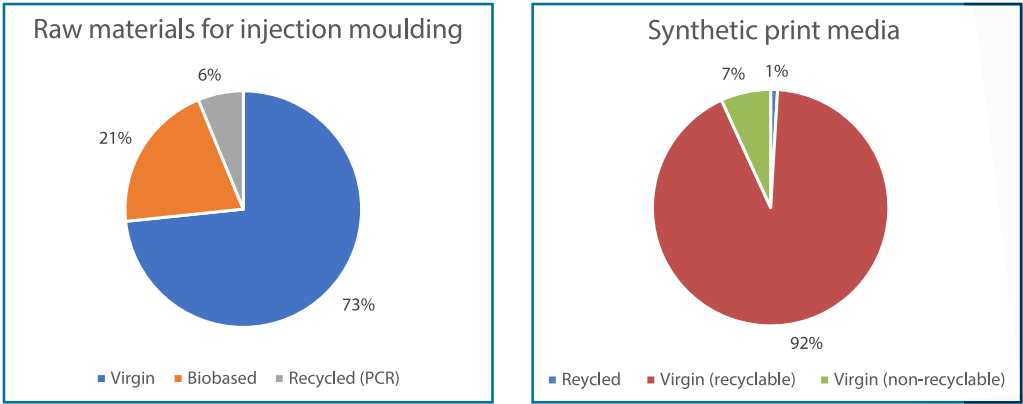
2. Raw material use and waste management (circular production)

Raw material use

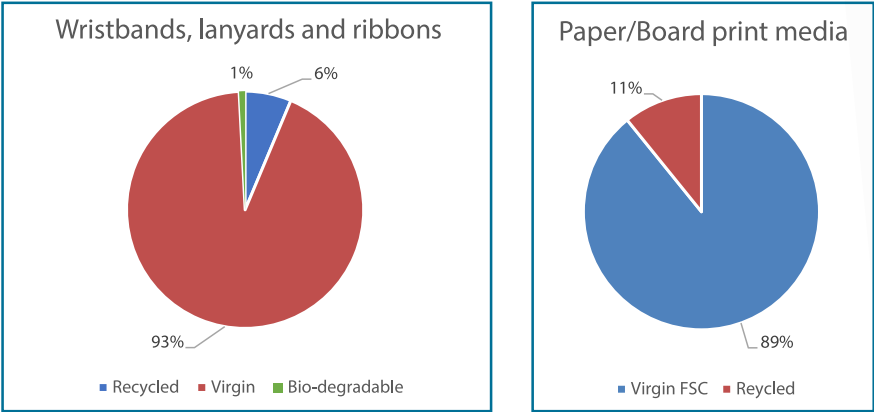
We measure our purchases of sustainable materials (recycled and bio-based) compared to non-sustainable materials. Whenever possible, we choose more sustainable alternatives such as recycled and bio-based materials. This is not always straightforward, as such materials are not yet available for all products or applications, and must fully meet the required safety and quality standards.

The additional raw material use of our offices is negligible and is almost entirely included in the analysis of Belgian production and sales

Injection-moulded products, wristbands and lanyards



Print media



Evaluation of actions: In 2024, we successfully obtained FSC certification for specific printed materials at Orakel.

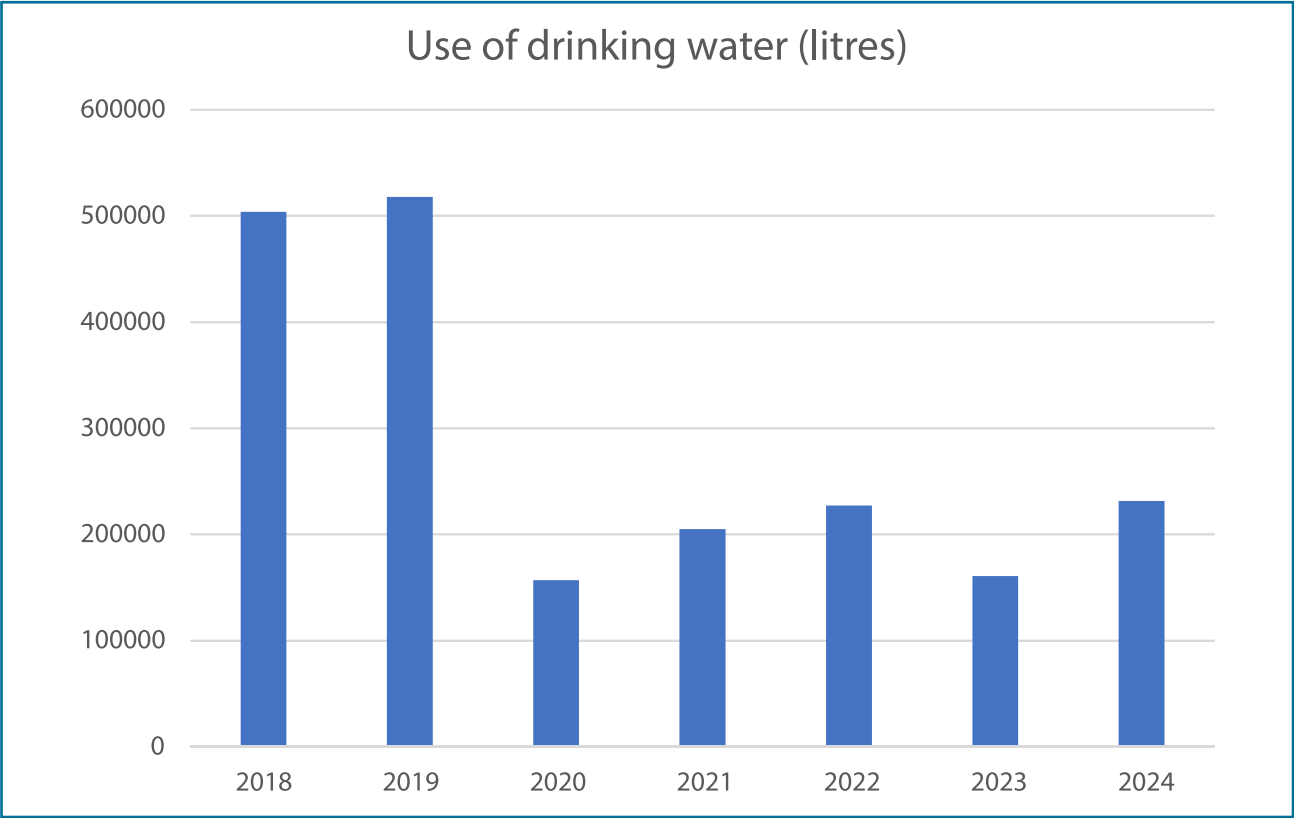
Plans for 2025-2030: We aim to replace non-recyclable synthetic print media with 100% recyclable or recycled substrates.

Water consumption

In Belgium, we currently use two meters to monitor our water consumption, one for the old building and one for the new facility. Over the past years, we have been able to reduce our water usage. Only in 2018–2019 did consumption exceed 500 cubic metres per year. In 2024, water consumption in Belgium increased slightly to 231 m³.

This concerns tap water and does not include the use of rainwater. When we include our international offices, total water consumption amounts to 472 m³ for 2024. Our colleagues abroad also contribute to efficient water management by actively preventing unnecessary water use. On average, this results in a water consumption of 4.62 m³ per employee per year for the entire group.

Figures for 2018-2024 tap water consumption in Belgium



Tap water consumption group

Company	2024
Total BE	231,00
Total group	475,43
Average per FTE	5,59

Waste management

We aim for maximum reuse of production waste within our production process.

Production waste by colour

At b-token, production waste is stored separately by colour so that it can be reintroduced into the production process.

Mixed colour waste

Coloured waste that cannot be separated is collected separately and sent to a specialised plastic recycling company. Unfortunately, mixed colour waste from eco tokens cannot yet be reused, as there is currently no suitable recycling process available. This limited waste

stream is therefore disposed of as residual waste. However, we continue to actively explore alternative solutions to process this type of waste in the future. For our other recycled token materials such as fishing nets, chewing gum or wood the process is completely waste-free. Any production waste from these materials is fully reused.

Cutting waste

Cutting waste from printed products such as paper wristbands, drink tickets, race numbers, etc. is sorted and sent for recycling. Since March 2024, our Tyvek waste stream has increased significantly due to the additional production of race numbers.

Office waste

Waste from our administrative building is processed as household waste. Batteries are collected and delivered to Bebat via a local school. Any electronic waste is delivered to Recupel.

Separate collection

Paper and plastics are collected separately. Plastic sheets are disposed of as residual waste unless a sufficiently large fraction is available for recycling, as is the case with Tyvek race numbers. In 2024, we successfully obtained FSC certification for specific printed materials at Orakel.

Administration and monitoring

We maintain a **waste register** in Belgium and work closely with our partners and offices to further optimise our waste management. This enables us to continuously pursue sustainable improvements. Our goal is to reduce waste, maximise sorting and ensure separate collection for recycling, so that over time all remaining waste streams can be fully recycled.

Residual waste versus total group waste

Residual waste '24	Total volume	Residual waste volume	% Residual waste
Total Belgium	36,16	11,03	30,50%
Total group	53,22	14,24	26,75%

Monitoring of waste streams through the waste register:

The total volume of waste in Belgium and the percentage of residual waste increased in 2024, partly due to the additional production of Tyvek race numbers. We were unable to find a waste processor in Belgium that could recycle this stream, but fortunately this was possible through a partner of Prom'es Event Supplies in the Netherlands. From November 2024 onwards, we were able to implement separate sorting and processing, and we expect to see a clear improvement in the percentage of residual waste in relation to total waste volume in 2025.

When including the waste volumes of our international offices, the total group waste amounts to **53.22 tonnes**, of which **26.75%** is residual waste.

- Plans for 2025–2030: 2025 target: < 25% residual waste - 2030 target: < 20% residual waste



Social

3. Safety and well-being:

- **Number of occupational accidents** in 2024: 1 in Belgium, resulting in a total of 44 days of absence. **Target = 0**
- **Annual action plan of the internal prevention service** 2024: 89% completed. **Target = 100%**
- **Quarterly safety team meetings:** 4 meetings held in 2024 → **100% achieved**

4. Inclusion and employee engagement

- In 2020, we conducted our first **workability survey**. A new edition was carried out in December 2022, with communication of the results in spring 2023. Overall, we scored slightly higher than in 2020. Results are not expressed as an overall percentage but evaluated per theme.

Evaluation of 2024 actions: We launched a call for an internal confidential counsellor, and this role was filled in late 2024.

2025 target: A new workability survey, repeated every two years, including an action plan and follow-up, covering all offices. Prom'ès conducts an annual employee survey.

- In 2022, we began a collaboration with I-Diverso for our Belgian companies. The process started with a scan of our inclusive **HR policy**. Several actions were identified and have since been implemented, including: relaunch of growth conversations, offering job coaching with an external coach and an appropriate onboarding for workplace-learning trajectories. The “Inclusive Enterprise” action certificate for 2024 was provided by I-Diverso. We have scheduled annual evaluation moments with them.

2025 target: Continue offering growth conversations and job coaching.

- **Number of internships:** 2 in Belgium and 2 in South Africa in 2024.

Target: number of internships = 5% of total FTEs. We continue to work towards an inclusive policy and accessibility for diverse talent.

- **Number of job coaching sessions in 2024:** Sessions with 10 employees, an increase of 42% compared to the previous year.
- **Annual growth conversations:** Relaunched in Belgium in 2022 for all employees, with a clear methodology. In 2024, **93.44%** of Belgian employees had a formal conversation. Across the entire group, this results in **1.07 formal conversations per person**. This figure appears positive, but it is influenced by the high frequency at Prom'ès Event Supplies, which has **2.16 conversations per person**. At most international offices, formal conversations are still rare, this is a clear improvement point.

Target = minimum 1 formal conversation per person per year.

- Since 2023, we have been tracking **training hours per employee**.

Company	2024	avg. # hours per employee
Total Belgium	1722	34,92
Total group	2724	32,04

In Belgium, we achieved an average of nearly 35 training hours per FTE in 2024. For the entire group, this corresponds to 32.04 hours. Our target is an average of 5 training days of 7 hours, bringing the goal to 35 hours per FTE per year.

Targets 2025–2030: An individual training plan for each employee, with additional focus on developing digital skills.

Absenteeism 2024

Turnover and absenteeism figures are important indicators of employee satisfaction, and we therefore monitor them structurally.

Company	2024 Short-term absenteeism	2024 Long-term absenteeism	2024 total
Total Belgium	3,04 %	4,31%	7,35 %
Total group	2,47 %	2,57 %	5,04 %

Employee turnover 2024

Company	2024 in	% in	2024 out	% out
Total Belgium	6	10,17	5	8,47
Totaal group	12	11,65	8	7,77

In 2024, we updated our attendance policy and appointed an additional internal confidential counsellor.



Governance

5. Business ethics and our value chain

- Our **values framework** is clearly integrated into the onboarding training. In 2024, this was systematically discussed with all new colleagues. Target = 100%.
- The **sustainability team** was established in 2022 and meets twice per year to evaluate completed actions and discuss future initiatives. In 2024, two meetings took place as planned. Target: two meetings per year with follow-up.
- We ensure **frequent internal meetings** within every team. Since 2024, we aim again for monthly team meetings across all offices.
- We communicate clearly about the external confidential adviser at Idewe in our onboarding brochure. Following the appointment of a new internal confidential adviser, we increased communication internally as well. Action 2025: external training for the internal confidential adviser.
- **Advisory Board:** Since 2015, we have had an Advisory Board with four external members, holding four meetings per year. In 2024, all four scheduled meetings took place.
- Frequent consultation with the **local business park:** In 2023, we initiated quarterly meetings with neighbouring companies. Target: one neighbourhood consultation per quarter.
- Since 2016, annual external audits for ISO 9001 and ISO 14001, as well as a separate environmental audit, have taken place. In 2024, these were again positive, with no non-conformities, and the ISO certification was renewed. Target: zero non-conformities from external audits.
- We frequently share our sustainability presentation with strategic partners, suppliers and customers. In 2024, we organised 15 **information sessions with external stakeholders**. Target 2024–2030: > 15 contact moments per year with schools, students or associations to address sustainability.



- We **actively promote our sustainable products/projects** on our website, in newsletters, and on social media.
- In 2022, we sent a **self-survey on sustainability to seven strategic suppliers**. Actions 2024: Development of a code of conduct and an online survey on sustainability topics for materiality analysis. Action 2025: Communication of the code of conduct to all strategic suppliers. Target 2025-2030: Annual updates of the ESG report shared with key stakeholders and consultations with suppliers.

6. Resilience of Our Business Model (Financial and Logistical Autonomy)

- **Financial Ratios 2024::**
 - Solvency ratio (equity / liabilities): 0.19
 - Liquidity:
 - Current ratio: 1.04
 - Quick ratio: 0.72
 - The COVID crisis had a significant impact on Orakel Group. However, the market fully recovered from 2022 onwards, leading to a steady improvement in our financial ratios. Orakel Group aims to reach a solvency ratio of at least 0.3 and a current ratio above 1.5 by the end of 2025.
- **Logistical autonomy:**
 - On the purchasing side, we aim to have a backup for every supplier. As of 2024, this requirement is included as a criterion in the development of all new products.
 - On the sales side, we mitigate risks by being active in as many countries and sectors as possible. Target 2025–2030: active customers in 100 countries.

Geographical distribution of companies (based on revenue per country)				
Orakel	b-token EU	Eurotag	Badgeman	Totaal
45 countries	49 countries	18 countries	12 countries	66 countries

- **Customer satisfaction:** We have been measuring customer satisfaction at Orakel and b-token for many years. In September 2023, we switched from our own survey system to an online solution via Trustpilot.
 - By the end of 2024, Orakel (including its offices) achieved a Trustpilot score of 4.79 out of 5, based on 395 reviews.
 - For b-token, the score was 4.83 out of 5, based on 270 reviews.



Close collaborations,
both within and outside
our company, contribute
to our sustainable policy.

Certificates and recognitions

Orakel & b-token



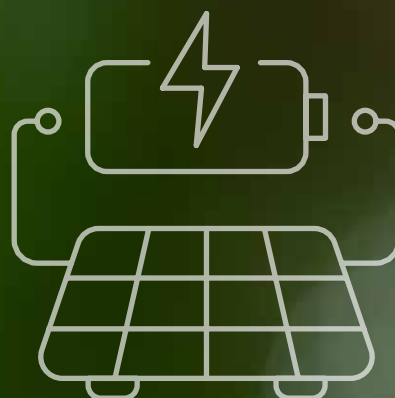
Orakel Group



Prom'es



(*) only for Orakel



A word of thanks

We would like to thank our entire team for their dedication, commitment and involvement in preparing this report and carrying out the related actions. Thanks to their enthusiasm and collaboration, we have been able to create a strong and well-considered ESG report. Our gratitude also goes to all partners who contributed valuable input to the realisation of this report.



RESPONSIBLE MOVING
COLORFUL BONDING