

**sustainability
progress
report
2024**



about the infinite group

At the Infinite Group, we bring together IT specialists to provide clients with end-to-end solutions throughout the lifecycle of their IT infrastructure. Today, the Infinite Group consists of two key companies: Ynvolve and Exellyn (a new organization resulting from the recent merger of Global Systems & Services, also known as GSS, and Exellyn). Together, these companies form a complementary ecosystem, working together to deliver services, software, and hardware solutions worldwide.



Exellyn focuses on global hardware deployment, on-site services, and global maintenance, mainly targeting large corporate organizations with thousands of employees across multiple countries and continents. Through our 'global reach, local touch' approach, we work hand in hand with our clients to support them in their daily operations around the world.

Ynvolve is a circular system integrator that helps businesses adopt more sustainable IT strategies. Through our 360 model, we encourage companies to extend the life of their hardware via buyback, upgrades, and other eco-friendly practices, reducing waste and optimizing IT lifecycle management. While Ynvolve can ship worldwide, our primary market is Europe.



With IT at the core of our business, we acknowledge our responsibility to address sustainability challenges and raise awareness within the sector. We are committed to using all available resources to improve our practices and make a meaningful impact on the world around us.

To reinforce this commitment and head in the right direction, we created three new roles in 2024:



- An **ESG Lead** whose expertise is needed to help us find innovative and sustainable ways to improve our business.
- A **Supplier Relations Manager** whose role is essential in ensuring that the suppliers we work with share our sustainable and ethical values.
- A **Communication Specialist** whose role focuses on increasing internal awareness and promoting our sustainable initiatives.



To give more substance to our commitment, we developed a sustainability program built around three pillars: global IT lifecycle at our core, diversity as a superpower, and transforming our ecosystem together. Each pillar is backed by clear goals that we aim to meet by 2030. The roadmap detailing specific objectives and measures will be implemented in 2025 and is therefore not included in this 2024 report.

Sustainable development is a continuous journey. Like many organizations, we still have a gap between our ambitions and where we are at, meaning we are not fully sustainable yet. Although we started to formalize our sustainability program at the end of 2024, various initiatives and objectives throughout 2024 show our progress and are mentioned in this sustainability progress report.

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global IT lifecycle at our core

We aim to reduce our ecosystem's environmental footprint by placing the IT lifecycle at the heart of everything we do — from extending the lifespan of hardware and offering buybacks and refurbished devices, to lowering energy consumption during use. Through our 360° approach and fit-for-purpose solutions, we promote energy efficiency, circularity, and sustainable consumption. We're committed to helping clients make informed, responsible choices while raising awareness about the environmental impact of IT. We tackle challenges on the environmental front in IT that are within our reach. Our ambition is to significantly reduce negative impacts and encourage actions that drive positive change.



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12 RESPONSIBLE
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13 CLIMATE
ACTION



reducing our ecosystem's footprint

Infinite Group is not the manufacturer, primary user, or recycler of IT hardware. Yet, through our recommendations and the type of products and services provided to clients, we can have a significant impact on reducing the environmental footprint of the total value chain. We offer advice on configurations, power efficiency, and extended lifetime of IT systems. We offer refurbished devices and buyback programs to prevent unnecessary new raw material sourcing or materials from potentially going to waste before end-of-life. Finally, we also provide maintenance services to repair and extend the lifetimes of IT devices.

Why focus on reducing the ecosystem's environmental footprint? Because it is where we can make a difference.

As part of our commitment to reduce our ecosystem's environmental footprint, here are some of the highlights of 2024:



1. We organized a webinar for Ynvolve clients focused on optimizing server energy consumption. Fifteen clients joined the session live.
2. We have sold **4,123** circular servers in 2024.
3. Our Services department has conducted **199** asset recovery projects (buybacks).
4. Compared to 2023, there has been a **14%** increase in maintenance contracts for Exellyn and a **6%** increase in maintenance contracts for Ynvolve. Through our maintenance contracts, we offer, amongst other things, repairs and spare parts, prolonging the life of our clients' IT systems.
5. We organized an internal power efficiency training for **21** Ynvolve sales reps to train them on how to advise clients on power-efficient hardware solutions (fit-for-purpose) and engage with them on potential measures to reduce energy consumption.

our carbon footprint

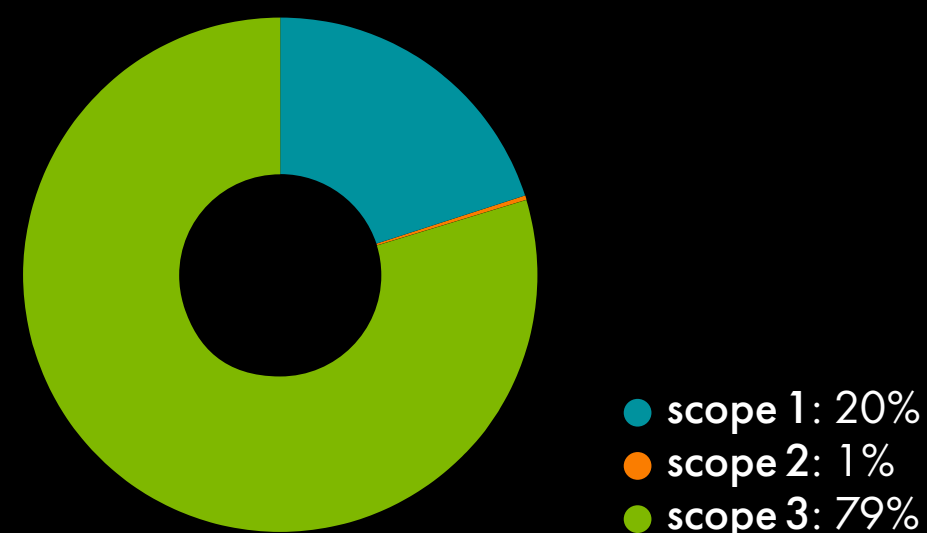
In 2024, our carbon footprint focus was on energy reduction measures, improving our carbon assessment, and getting more insights for target setting and definition of next steps.

Our corporate carbon footprint was 853 tonnes CO₂e in 2024. It includes our leased vehicles, refrigerants, energy use, employee commuting, waste, non-product purchases, packaging, and distribution of products to clients.



Distribution of products to clients accounts for 493 tonnes CO₂e (58%) of our carbon footprint. It represents 73% of our scope 3 emissions and equals 2.8x our scope 1 and 2 emissions. Therefore, providing clients with more sustainable transport alternatives is a focus point in our efforts to reduce our carbon footprint.

corporate carbon footprint 2024



emissions category	emissions (tonnes CO ₂ e)
scope 1: leased vehicles, natural gas & refrigerants	173
scope 2: electricity use, facilities & e-vehicles	3
scope 3: waste, distribution, non-product purchases & employee commuting	677
total	853

scope 3 emissions





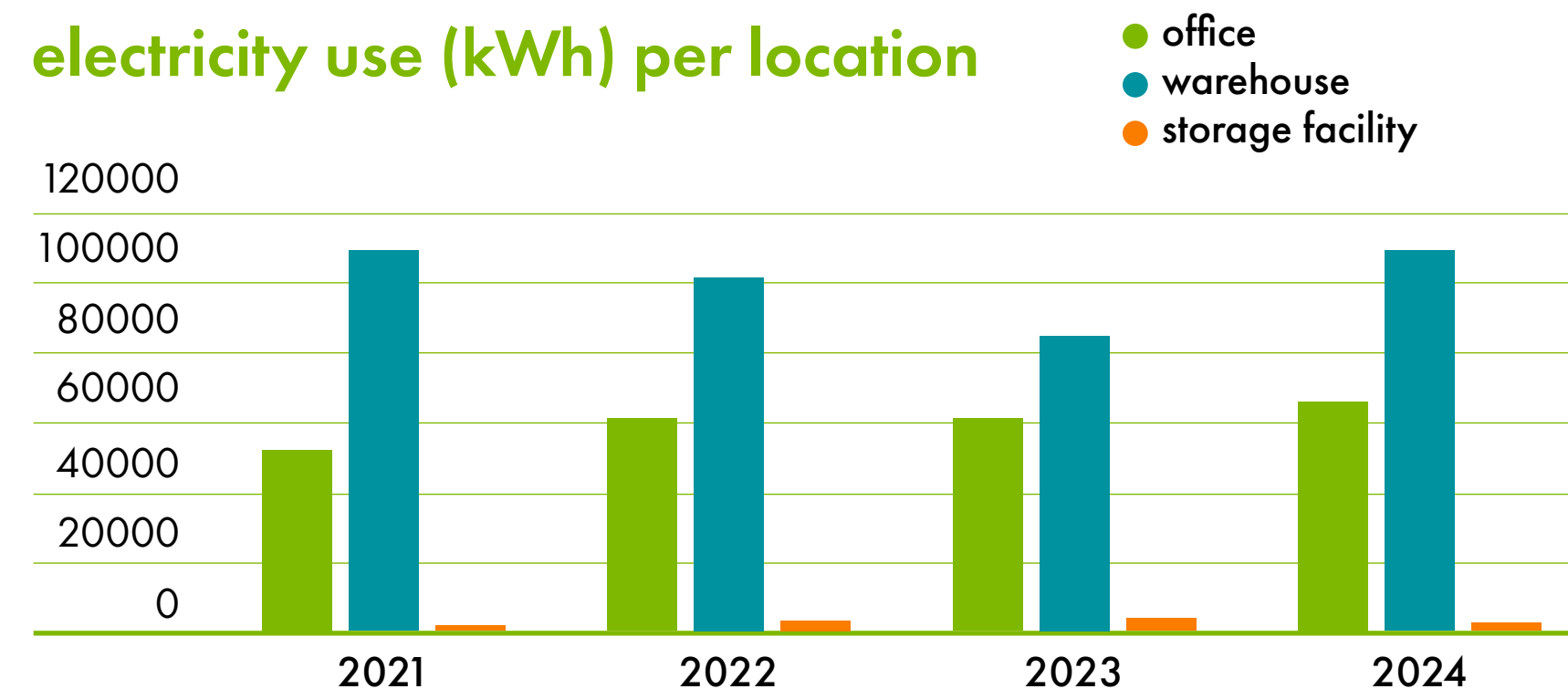
Our scope 2 emissions, covering electricity consumption in our office, warehouse and electricity consumption for electric vehicles, have an almost negligible share in our carbon footprint as we purchase green electricity from PZEM: 100% of this electricity is generated through EU wind farms. Although these emissions are near zero, we aim to reduce the electricity demand (kWh) for our office.

In 2024, we upgraded our lighting systems by replacing light fixtures to accommodate LED technology and expanded the use of motion sensors to reduce unnecessary energy consumption. We are also committed to minimiz-

ing natural gas waste. To this end, we created an enclosed corridor and installed an automatic closure system for the overhead doors in our warehouse to prevent heat and cold loss. We remain focused on identifying and addressing other sources of avoidable energy consumption.

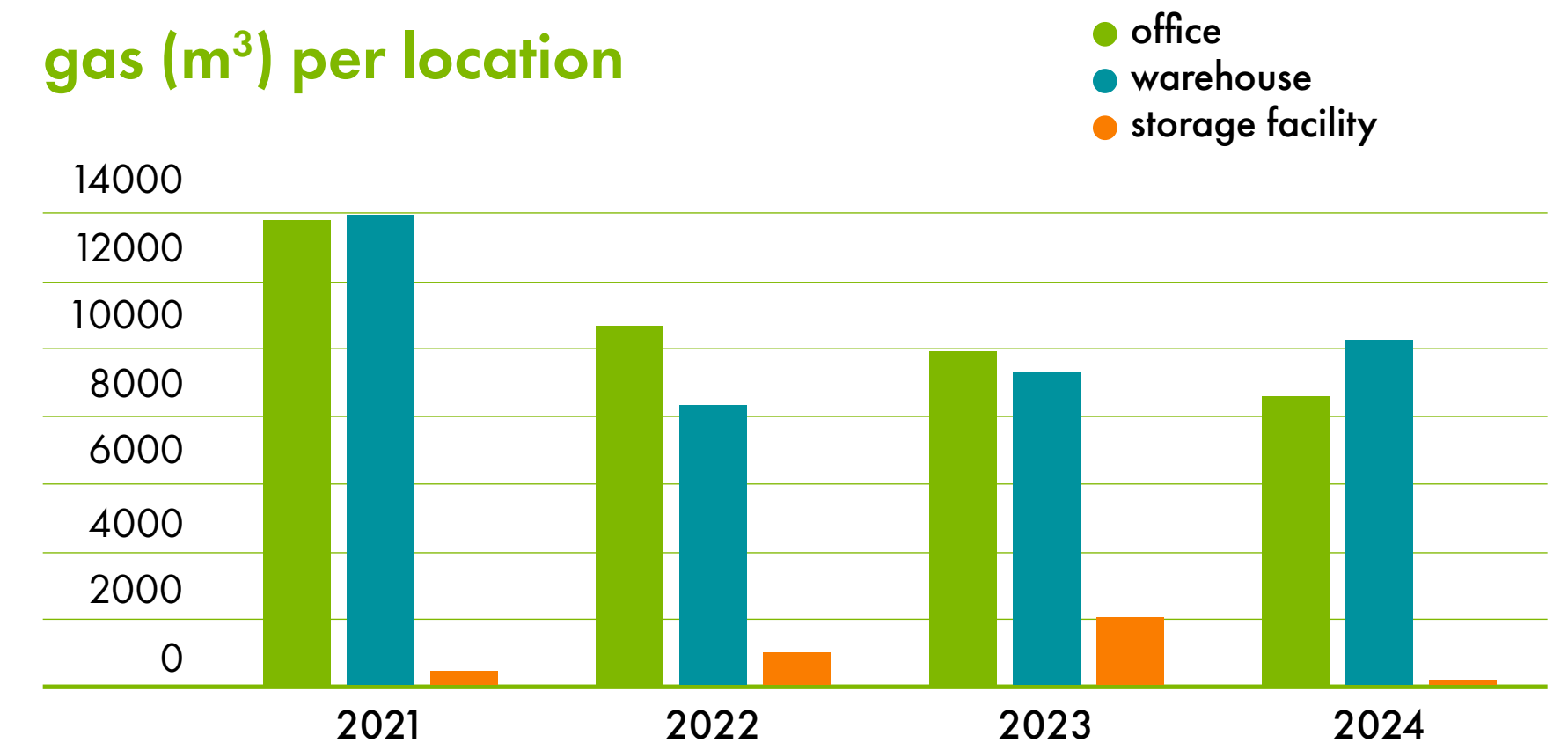
Our total electricity use in 2024 increased by 19% compared to 2023. There are several explanations for this: our workforce grew by 19,5%, meaning more laptops are in use and we, therefore, face a higher electricity demand at the office; electric charging at the office and warehouse for electric vehicles increased by 5%; and our sales revenue increased, which implies more testing and imaging were conducted, resulting in a 29% higher electricity consumption at our warehouse than in the previous year.

electricity use (kWh) per location



Our total gas use in 2024 decreased by 10% compared to 2023. The most significant difference in gas use was at our storage location. There is a single workplace at the storage location; all other assemblies and workshops are at the warehouse. The workplace at our storage location was barely used in 2024, leading to this significant reduction.

gas (m³) per location



In 2024, we took a deep dive—for the first time—into the carbon emissions associated with our product purchases (hardware stock), tracing their environmental impact from raw material extraction all the way to our door-step. Using spend-based data, we estimated that the products we procured for and sold to clients generated **10,907 tonnes of CO₂e**.

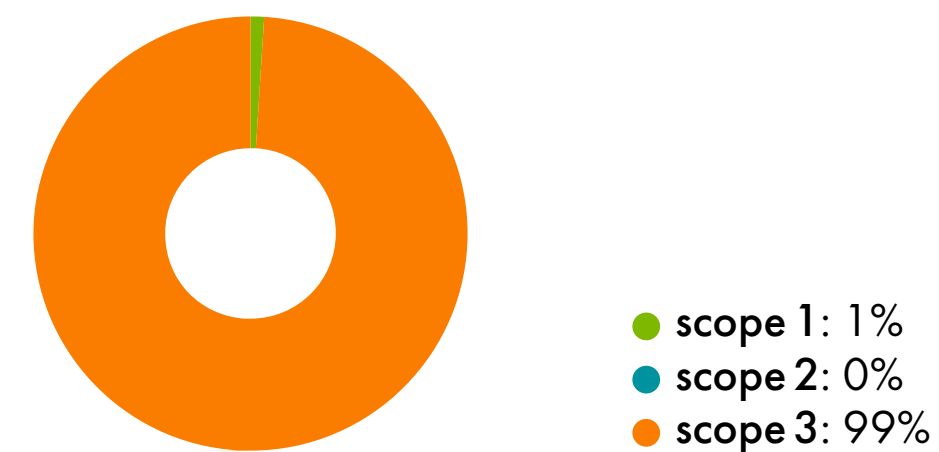
We undertook this analysis fully aware that the findings would not necessarily be flattering. But we moved forward because a genuine commitment to sustainability requires transparency, even when it's uncomfortable.

Looking ahead, we plan to enhance the accuracy of our measurements by shifting to activity-based calculations. These insights are already helping us steer our clients toward smarter, more sustainable decisions.

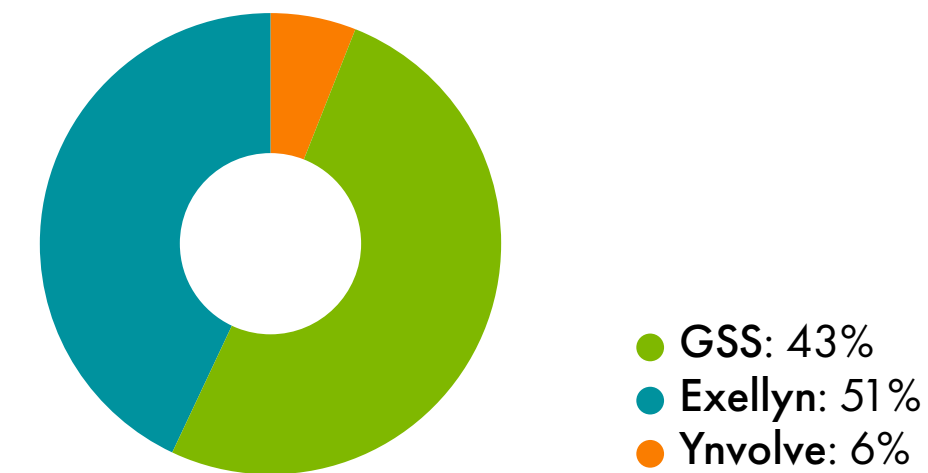
Taking these emissions from our hardware stock into account, our total footprint (scope 1, scope 2, and broader scope 3) is **11,761 tonnes CO₂e**. Therefore, our distribution, the second most significant share, accounts for 4.2% of the total footprint.

Since we are IT providers in our sector, the largest share of this total footprint, 93%, stems from the products we buy for and sell to our clients. We need to highlight that we have minimal to no influence on these emissions because we do not design or manufacture them. Therefore, advising our clients with fit-for-purpose and circular solutions is our main focus to achieve footprint reductions.

total emissions incl. products (tonne CO₂e) 2024



split in electronic stock emissions (tonne CO₂e) 2024



raising awareness for sustainable consumption

Through our marketing and communications, we share our perspective on the IT lifecycle to raise awareness around sustainable consumption in the industry. One example is the article we published for World Sustainability Day — a practical guide for MSPs on how to retrieve, extend, and recycle IT equipment. Using the occasion as a prompt to reflect and improve, the article begins with the hidden costs of e-waste and goes on to offer actionable insights for reducing material use and electronic waste.

We also aim to embed environmental responsibility internally within our organization. Realizing our employees and their households are IT users too, we organized an e-waste hunt on International E-Waste Day, aiming to reduce the IT ecosystem's footprint from another angle.



In addition to raising awareness on e-waste and critical raw materials, we encouraged people to bring small electronics that are unused and unwanted in their houses to the office.

All collected electronics were delivered to 2Switch in Elst — an official collection point in the Netherlands during National Recycling Week — where they were sorted for reuse or recycling, bringing IT devices and materials back into the loop.

Transparency is essential to inform and support others in making sustainable decisions. At the end of 2024, we began preparing for CSRD and EU taxonomy reporting to help clients in sustainable decision-making.

diversity as a super power



With over 25 languages spoken in our company, diversity and inclusion are core values that drive our success, shape our identity, and make us better equipped to support our clients. We actively cultivate an inclusive environment where every voice is valued and empowered to contribute. We also provide a safe, healthy, and secure workplace, along with opportunities for personal development and professional growth through education and training.

8 DECENT WORK AND
ECONOMIC GROWTH



our identity

Diversity is at the core of our DNA and the driving force behind our success. Every member of the Infinite Group brings a unique background, story, and personality, enriching the fabric of our organization. We believe it is essential that every individual feels free to be their authentic self.

Rather than operating as a siloed organization, we embrace an interactive ecosystem driven by talent and individuality, where every person plays a crucial role. This approach fosters collaboration, innovation, and a sense of shared purpose.

That's why we place a strong emphasis on a company culture rooted in inclusivity, transparency, and trust. As we continue to grow, preserving this culture remains a priority, as it is one of the key drivers of our success.



From the very beginning, our strong commitment to multiculturalism has been instrumental in attracting top talent and fuelling our company's growth. With **over 20 nationalities** represented within our organization, we benefit from a global perspective that strengthens our business. As a result, we are proudly recognized as a sponsor for highly skilled migrants in the Netherlands.

We are also extremely proud to highlight that **over 40% of our global workforce is female**, and our management team is equally balanced, with a 50/50 gender ratio, surpassing the IT industry average of approximately 20%.

Beyond numbers, our commitment is reflected in our actions. We continuously strive to align our practices with national legislation while fostering an environment where all employees feel empowered to express themselves, thrive, and make a meaningful impact within and beyond the organization.

professional growth

We strongly believe in the power of knowledge sharing and are committed to leveraging the different expertise within our company to increase internal understanding. To support this, we frequently deliver training sessions throughout the year for employees of the Infinite Group. These can be internal training or external training, including those from suppliers.

Beyond strengthening individual skills, our internal training initiative fosters cross-departmental collaboration by bringing employees together to exchange insights and best practices.

The goal of these training sessions is to develop in-house knowledge for collective growth and unlock the full potential of our workforce. The topics covered are broad, spanning various areas of expertise to meet the needs of different teams.



In 2024, we delivered 18 training sessions covering various areas such as health & safety, data security, business innovation, and internal communication. Over the year, **110 employees** participated in these sessions, contributing to a total of **763 hours** dedicated to training.

Our training sessions are designed to be engaging, informative, and practical, incorporating real-life scenarios to make them as relatable and applicable as possible. We aim to provide employees with actionable insights that they can immediately implement in their daily work.

personal growth



To help every employee on their journey to becoming the best version of themselves, we launched the “Be all you can be program” in 2024. This program has been developed to support employees in their personal growth and to find the right balance between their personal life, professional life, and health.

“**Be all you can be**” compiles a range of services delivered by well-being experts, including a life coach, a dietitian, a relocation agent, an energy coach, and a mindful coach.

Participation in the program is entirely voluntary. Employees who choose to take part are responsible for contacting the specialist of their choice and determining the best approach for their individual needs. To ensure confidentiality, we collaborate with external professionals whom employees can reach out to independently.

Each employee has the opportunity to consult one expert per year, which includes an initial intake session followed by multiple follow-up sessions throughout the year.

In addition to these services, we also offer various well-being initiatives throughout the year, such as monthly body awareness classes, weekly CrossFit training sessions, and walking meetings as an alternative to traditional office meetings.

engaging new generations

We believe our responsibility extends beyond the workplace, and we recognize the importance of raising awareness among the younger generation about the contributions we can make - both as a company and as individuals.

In September 2024, we delivered a lecture at HAN University to discuss the significance of global citizenship and to share our strategic approach as a mid-sized IT company.

The lecture explored the key factors businesses must consider when addressing global citizenship, including the challenge of balancing profitability and growth with responsibility, ethics, and compliance with international regulations.



Our goal was to provide transparency about how we operate and to highlight the processes we have in place to contribute to a better world. More importantly, we wanted to share a positive message:

**Making an impact
is possible, whether
as an individual
or a business.**
No step is too small.

In addition to offering guest lectures, we frequently welcome students to complete internships at our company. In 2024, we hosted **8 students** across our Sales, Marketing, Services, Internal Projects, and People & Culture departments. Four of them signed full-time employment contracts at the end of their internship.

occupational health & safety

We are committed to fostering a work environment that prioritizes occupational health and safety in every aspect of our operations. This commitment is reflected in our objectives, actions, and accountability toward safeguarding the health and safety of our workforce and the surrounding community.

We comply with all current relevant occupational health and safety regulations and standards, and we strive for continual improvement in our practices.

Our occupational health and safety strategy relies on the following goals:

1. Implement and uphold comprehensive occupational health and safety management systems that identify, assess, and mitigate risks associated with our operations.
2. Provide adequate resources, training, and supervision to ensure that employees and contractors can perform their duties safely and effectively.
3. Investigate and address all incidents, near misses, and hazards promptly, aiming to prevent recurrence and promote continuous improvement.

4. Promote the adoption of ergonomic principles and safe work practices to minimize the risk of workplace injuries and illnesses.

5. Foster a supportive environment where employees are encouraged to raise concerns, report hazards, and contribute to the continuous enhancement of our health and safety programs and foster psychological safety in the workplace as outlined in our anti-bullying, harassment, discrimination, and abuse of authority policies.

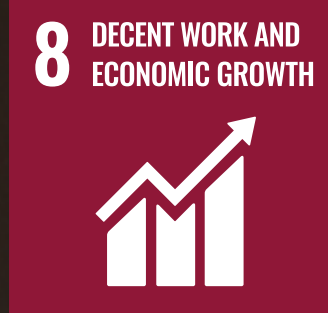
These combined efforts resulted in **zero workplace accidents** in 2024. Our employee absence rate due to non-occupational illness was 2.37% for 2024.



The Infinite Group strives to cultivate a workplace where every individual can thrive, free from harm or injury, and contribute to the collective well-being of our organization.

transforming our ecosystem together

We deeply value the relationships we have with our partners, suppliers, clients, and communities. Through our 'global reach, local touch', we're not just selling IT infrastructure solutions and services; we create connections that span the globe. We recognize the importance of collaboration for a resilient and ethical value chain and believe it brings the best ideas and innovations. By focusing on how we can transform together, we emphasize sustainable operations and facilities and the onboarding of all employees on our sustainability journey.



internal sustainability initiatives



As we continuously stress the importance of sustainability, we also strive to engage employees through various internal sustainability initiatives.

We organize quarterly tire pressure service with De Groene Garage to reduce emissions from employee commuting and business travel by car. In 2024, **31 cars** participated on average each quarter, collectively avoiding **997 kg of CO₂ emissions** and saving **272 liters of fuel**¹.

Each week, our facility department orders bread for employees' lunches. Since it is not always possible to predict how many colleagues will participate, we sometimes have leftover bread. Instead of throwing them away, we donate them as treats to animals who are happy to receive them!

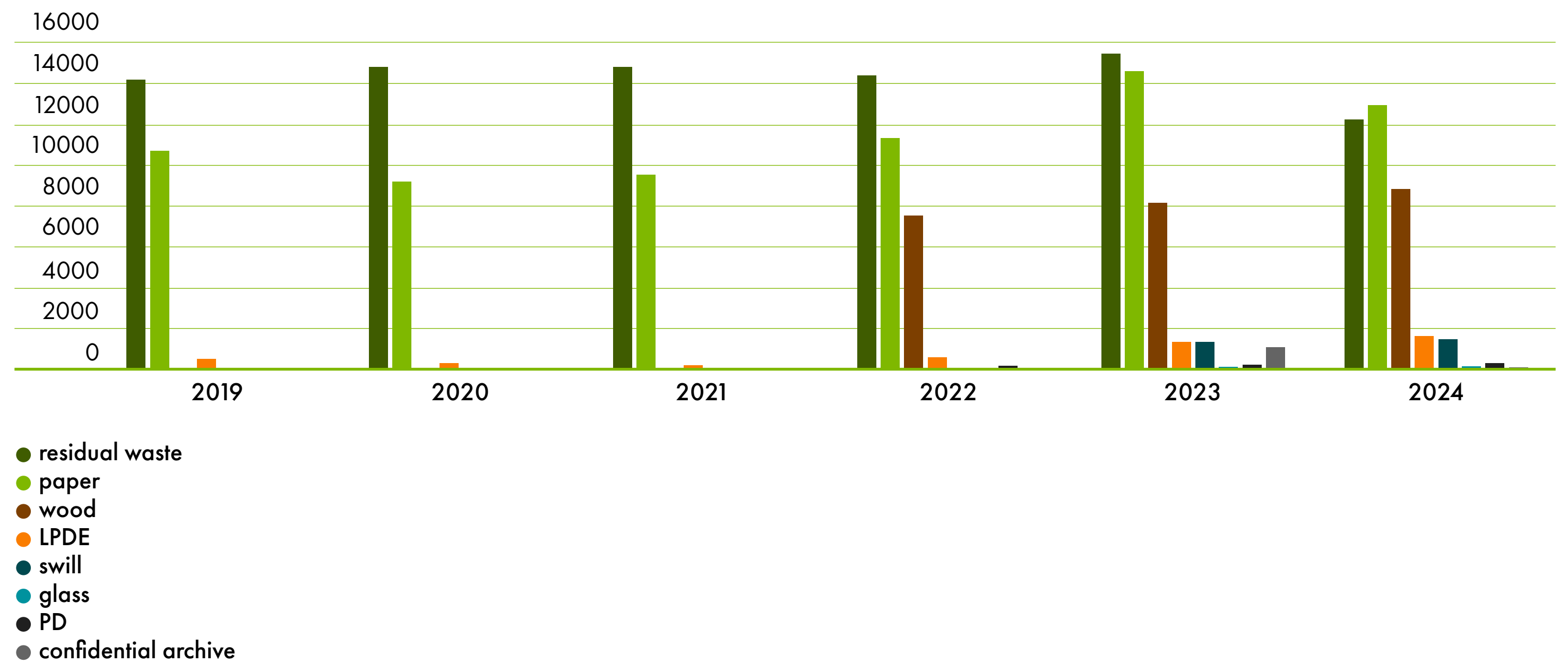
To reduce plastic bottle waste, we have added an Aquablu water tap station to our lunchroom facilities. This eco-friendly tap provides filtered, sparkling, and flavored vitamin water, offering 39 functional water combinations with very minimal packaging.



As part of our ongoing efforts to reduce plastic use, we've installed LESSEAU no-touch block soap dispensers in our restrooms and kitchen. Traditional liquid hand soaps are packaged in disposable plastic, including refills, while LESSEAU bars require no plastic packaging and come in recycled cardboard. Additionally, liquid hand soap consists of up to 95% water, whereas LESSEAU foamy bars contain almost no water. The water in liquid soaps often comes from regions where water is scarce, and transporting liquid soap requires 13 times more space than LESSEAU bars. By choosing LESSEAU soap, we significantly reduce CO₂ emissions for all soap procurement, minimize packaging waste, and help conserve water in areas where it is limited.

Our three most significant waste streams are residual waste, paper, and wood. In 2024, we reduced our residual waste by 21% compared to 2023. Our paper waste has been reduced by almost 12% compared to 2023. Our wood waste, mainly pallets for shipments, increased by nearly 9% compared to 2023.

waste (kg)



creating connections that **span the globe**



At the Infinite Group, it is all about our people, and we aim to work the same way with our partners, fostering inclusivity, transparency, and trust. In 2024, we started a collaboration with **28 new local service partners** for Exellyn. Our “global reach, local touch” enables us to deliver globally while minimizing the need for frequent air travel around the world, helping us avoid additional emissions. It also supports job creation in more remote areas.

Through our service partner satisfaction survey, we collect input on the quality of our documentation, response time, support received from us during on-site activities, communication, finance department assistance, and the likelihood of partners recommending us to others. In 2024, **30 service partners** participated in this survey and gave us an overall average rating of **9.3/10**

partner testimonials

Because we foster trust and transparency, we reached out to several of our partners to gather feedback on our collaboration. We asked whether they feel appreciated and empowered to contribute as they wish within the partnership, supported in maintaining appropriate working conditions, and how they perceive sustainable development.

“The working relationship with the project managers at the Infinite Group has always been great; we feel totally free to express our opinions and make suggestions when we work together.”



Ian Johnson, Director - Johnson IP Technology Ltd, UK

“The Infinite Group is a pleasure to work with, making us feel valued through clear communication, collaboration, and flexibility. Even when challenges arise, the Infinite team remains solution-focused and supportive.

Our relationship with their project managers is excellent. We feel free to share opinions and suggestions, always aligned on delivering quality results. They prioritize safety, respect our concerns, and ensure timely payments. This really helps the cash flow of our small business!

Sustainable development in IT is crucial. Repairing, refurbishing, and responsible ITAD benefit the environment, IT skills, and business. As the sector grows, we must use resources wisely and sustain a healthy marketplace for skilled engineers.”



Josephine Christopher, Account Officer - PLES IT Services, Nigeria

“Partnering with Ynvolve and the Infinite Group has shown us the true value of respect, open communication, and reliability. Their transparency and collaborative spirit create an environment where we feel heard, engaged, and empowered to contribute meaningfully. They don’t just see us as a service provider. They engage with us, listen to our ideas, and work side by side with us to achieve shared success.

The openness to feedback, support for innovation, and shared commitment to ethical practices foster a strong, fair working environment. We deeply appreciate the emphasis on secure employment, fair wages, and work-life balance.

Sustainability is essential, and the Infinite Group’s dedication to ethical, social, and environmental responsibility aligns with our values. Together, we can drive positive change and create a lasting impact.”



“The Infinite Group demonstrates a strong commitment to fair working conditions. This clearly shows that *the people are at the heart of your operations.*”

IT hardware as a means for meaningful impact

Our “global reach, local touch” principle is not limited to our partners and clients. In March 2024, we donated 21 phones to Worldhouse and 45 flatscreens to Straatalliantie through The Present Movement. These in-house phones and flatscreens no longer met our internal IT requirements but were still in good condition to be used by others.

Worldhouse, located in Amsterdam, is an information and community Support Center for people without a residence permit. They help people prepare themselves for their next move.

Straatalliantie provides support to the homeless in Amsterdam, including access to an office space (Het Daklozenkantoor) where they can use essential facilities and work toward resolving personal challenges.



In November 2024, we participated in the Dell Technologies Forum. This event was filled with inspiring activities and meaningful conversations. One of the highlights of the event was our fundraising bike challenge. As part of this initiative, each participant pedaled to generate enough energy to boil 10ml of water, a symbolic effort to showcase the power of collective action.

The goal of this challenge was to raise funds for Het Vergeten Kind, a charity dedicated to supporting children who have experienced neglect and abuse or have been removed from their homes for safety reasons.

Thanks to the enthusiasm and generosity of the participants, we raised an incredible €5,200 for Het Vergeten Kind, exceeding our initial goal of €5,000. As a bonus challenge and in recognition of the fastest cyclist, our company donated an additional €500 on their behalf.

This event served as a potent reminder that even small efforts, when united, can make a meaningful difference.

certifications and recognition



our certifications



ISO 45001

In October 2024, we proudly achieved ISO 45001 certification, a milestone that reflects our commitment to workplace health and safety. This certification recognizes our efforts to implement a structured and effective approach to creating a safer, healthier work environment for the members of the Infinite Group.



ecovadis rating

In 2024, we improved our overall score from 61 to 66 points and were awarded a bronze medal, placing us among the top 35% of all companies assessed in this sustainability rating. Within our specific industry - wholesale of computers, computer peripheral equipment, and software- the Infinite Group ranks in the top 9%.



ISO 27001 - WIP

We are in the process of obtaining ISO 27001 certification, with a strong focus on information security. Throughout 2024, we took several steps to bring this goal closer to completion.



our policies

To align with global standards and ensure the sustainability of our business practices, we operate under the guidance of an ESG policy. This policy applies not only to us and our employees but also to our suppliers.

Our business activities rely on strong collaboration with our suppliers, and we expect them to align with our core business and ethical values.



To reinforce these expectations, we have a Supplier Code of Conduct in place, outlining the principles we require our suppliers to uphold. This code reflects our dedication to building a responsible and sustainable supply chain that benefits the environment, our business, our partners, and society.

To ensure high quality, customer satisfaction, and solid operations, we continuously monitor, refine, and standardize our processes. Every quarter, our management team reviews the progress of our ISO management systems, further strengthening our sustainability program.

Our policies:

- ESG policy
- Bullying, harassment, and abuse of authority policy (employee handbook)
- Whistleblower policy (employee handbook)
- Quality policy
- Hardware policy
- Information security policy
- Privacy policy
- Charging policy

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