

Ambition Report 2024



# SUSTAINABLE GROWTH IN SIGHT

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# INTRODUCTION

## SUSTAINABLE GROWTH IN SIGHT

Good eyesight and hearing are important to our personal and collective well-being. However, many people still face barriers to getting the care they need. So, we've made it our mission to help people access proper eye and hearing care, regardless of their circumstances.

This report outlines the progress we made towards our sustainability ambitions at nexeye in 2024, as we grow our contribution to society while being mindful of our environmental impact.

Our physical stores and online platforms offer high quality eyewear, sunglasses, contact lenses and hearing aids, as well as expert eye and hearing care, all at affordable prices. These accessible, products and services are made possible by our knowledgeable, engaged workforce and underpinned by a drive for sustainability in our merchandise and operations.

**Navigating uncertainty: Our ESG commitment**  
The increasing uncertainty around sustainability

legislation in 2024 was compounded by the European Commission's 'Omnibus' package of proposed changes to the implementation of the Corporate Sustainability Reporting Directive (CSRD) in early 2025. We have been preparing for CSRD compliance and remain committed to our ESG approach. At the same time, we will closely monitor the proposed changes and welcome the additional time that we have to comply. We will use this extra time to refine our approach and focus our resources on the initiatives that have the greatest impact.

### OUR AMBITION

A future in view of good eyesight and hearing for all.

### OUR MISSION

Making good eye care and hearing care affordable and easily accessible for everyone.

### OUR VISION

To further expand the retail platform and become the market leader in the value-for-money optics segments in the European markets, by striving for responsible entrepreneurship and sustainable growth with well-educated and happy employees.

### OUR VALUES

Simplicity, innovation, competence, responsibility.



VIEW



FUTURE



EARTH

# A WORD FROM OUR CEO

When I look back on the year, it's clear to me that nexeye is on the right path to making eye and hearing care affordable and accessible for all.

In 2024, we were acquired by the global investment firm KKR and conducted a thorough analysis of our operations, which helped us to reinforce our position at the forefront of our industry.

Through our renewed strategic focus, we have strengthened our ESG strategy and embedded it more deeply within our overall business approach. This progress has been made possible with the strong support of our new owner, and we are grateful for their commitment to identifying new opportunities to enhance our ESG strategy and initiatives.

This is what 'sustainable growth in sight' means to us: growing our reach through the number of stores and the customers we serve, whilst managing our impact on people and the planet.

We face an evolving regulatory landscape in Europe, brought about by the Omnibus package and broader societal developments. Yet, I am proud of our employees' unwavering commitment to making a lasting, positive impact on people, society and the environment.

Together, we are meeting the growing demand for eye care and hearing care, driven by factors such as an aging population and an increase in myopia. By furthering our mission and managing our impact, we can help create a better world for generations to come.



**Bart van den Nieuwenhof**  
CEO of nexeye

**“We’re growing our reach while carefully managing our impact on people and planet.”**



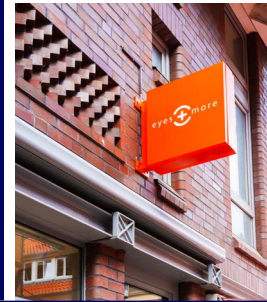
# NEXEYE'S JOURNEY: A TIMELINE OF MILESTONES


**1983**

**The first Belgian Hans Anders store opens.**  
The revolution continued in Antwerp!


**2013**

**Direkt Optik joins the Hans Anders Retail Group.**  
This Swedish brand expanded our market presence and services.


**2022**

**Launch of the nexeye retail platform.**  
Leading the value-for-money optics segment in Europe with a focus on international presence, strong operations and omnichannel customer experience.


**1982**

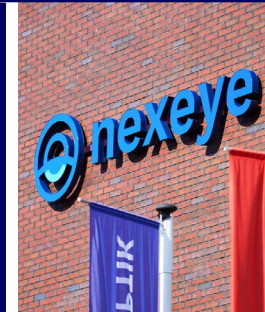
**The first Hans Anders store opens in the Netherlands.**  
The revolution in the Dutch optics market started in Rotterdam, where all frames were priced at 75 guilders (€35).


**1999**

**Hans Anders introduces hearing care services.**  
Broadening our brand's contribution to people's well-being.


**2018**

**Acquisition of eyes + more.**  
Further expanding our group, footprint and brand portfolio.


**2024**
**& BEYOND**

**Growth & expansion.**  
Delivering on our mission to make eye and hearing care accessible and affordable for everyone.

# ACCELERATING GROWTH: MAKING EYE AND HEARING CARE ACCESSIBLE TO ALL

With our strong store network and ambitious growth plans, we are determined to shape the future of optical retail in Europe.

In line with our mission to make eye and hearing care accessible for everyone, we have ambitious growth plans, including the expansion of our eyes + more store network in Germany and Austria with at least 150 new locations over the next four years.

As Europe's fastest-growing optical chain, eyes + more is firmly positioned in the value-for-money segment, tapping into the gap left by competitors at higher price points. To support this growth, we are actively seeking top talent, with plans to hire over 700 new employees by the end of 2029.

Growth is essential for supporting our core mission and creating stable employment opportunities. At the same time, we recognize that expanding our store network and increasing product volumes will inevitably enlarge our environmental footprint. This awareness drives our ESG strategy: we measure our impact, set reduction targets and closely monitor our progress to ensure that our growth is both responsible and sustainable.

## OUR BRAND PORTFOLIO



### HANS ANDERS

Established in 1982 in Rotterdam, Hans Anders leads the market in value for money eyecare and hearing aids with extensive service and quality across the board.

THE NETHERLANDS BELGIUM



### eyes more®

Founded in 2006, eyes + more stands for fashion and design in optics retail, coupled to all-inclusive prices and high quality service.

GERMANY AUSTRIA THE NETHERLANDS BELGIUM SWEDEN



### DIREKT OPTIK

Established in 1992 in Göteborg, Direkt Optik is represented by 34 stores across Sweden. The optical chain is appreciated for its service and unique 3 for 1 offer.

SWEDEN

# OUR GEOGRAPHICAL FOOTPRINT

Located across Northern and Central Europe

## Nexeye at a glance:

- Service centers in Gorinchem, Hamburg, Hasselt, Stockholm
- Warehouse in Gorinchem

## Hans Anders at a glance:

- Founded in 1982
- 399 stores in NL and BE, of which 139 also provide audio services
- 2 webshops
- Eye and hearing care
- 100% own stores

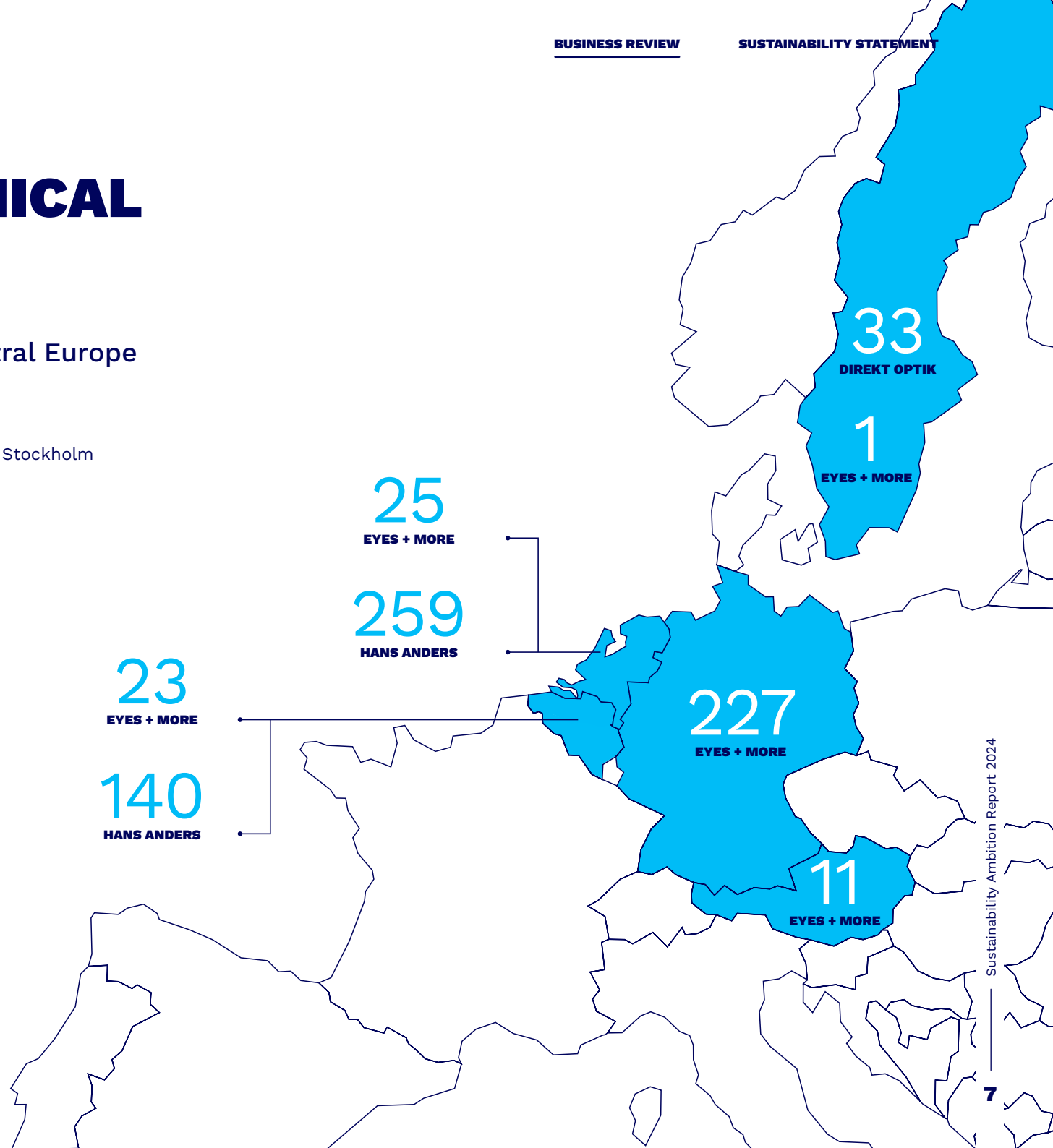
## eyes + more at a glance:

- Acquired in 2018
- 287 stores in DE, NL, BE, AT and SE
- 2 webshops
- Eyecare
- 95% own stores, 5% franchise

## Direkt Optik at a glance:

- Acquired in 2013
- 33 stores in Sweden
- Eyecare
- 61% own stores, 39% franchise

Overview of stores as of Januari 31, 2025





# ENHANCING AND STRENGTHENING OUR ESG STRATEGY

In 2024, we thoroughly reviewed and strengthened our ESG strategy. This strategy was first developed in 2022 by our ESG steering committee to align efforts across the group. In 2023, we completed a double materiality assessment (DMA) to prepare for CSRD reporting and subsequently published our first sustainability ambition report. Under new ownership in 2024, we aimed to accelerate the momentum to tackle existing challenges and mature our ESG strategy further by embedding it into broader value-creation planning.

Below are some of the key actions and milestones reached in 2024. For more details on these, please continue to the following chapters on our ambitions.

|  |  |  |  |
|--|--|--|--|
| <b>REFINED ESG ROADMAP</b>   | <b>STRENGTHENING GOVERNANCE AND CAPACITY</b>   | <b>UPDATED POLICIES</b>  | <b>IMPROVED SUSTAINABILITY AMBITION REPORT</b>   |
| We updated our ESG roadmap based on internal reviews, a GAP analysis and recommendations from our external auditor EY to address key topics like supply chain risk and value chain management. | To drive our ESG strategy and integrate non-financial reporting with financial processes, we secured approval for a plan to enhance governance, ESG reporting and organizational structure, including key hires. | We revised key policies, including those on HR, Economic Sanctions and Anti-Corruption, to strengthen our governance framework.  | We updated our ambition report for a smooth path to compliance with CSRD requirements. |
| <b>SUPPLY CHAIN RISK ASSESSMENT</b>  | <b>IMPROVED DATA QUALITY</b>   | <b>GRIEVANCE MECHANISM AND STRENGTHENED CODE OF CONDUCT</b>  |  |
| To ensure greater resilience and sustainability, we conducted a comprehensive evaluation of our supply chain risks.  | We strengthened data accuracy by documenting collection methods, expanding CO <sub>2</sub> data coverage in SAP and preparing for a new global HR system in 2025 to optimize workforce data.                     | We introduced a Grievance Mechanism on our website and updated our Supplier Code of Conduct accordingly to reinforce our commitment to responsible sourcing and ethical practices. |  |



# LOOKING AHEAD: OUR SUSTAINABILITY AMBITIONS

In 2022, we established our Value Creation Model to improve our sustainability strategy and refine our mission and goals. The model is based on the Value Reporting Foundation and outlines how our business generates value through our products, services, processes and relationships.

## Next steps

We drive growth through quality, customer service, innovation and efficiency. In 2025 we will continue to offer seamless customer experiences, leveraging synergies through joint purchasing and collaborating with our partners for sustainable change. Here are some of the ways we will further integrate ESG into our daily business in the year ahead:

- **Transfer of non-financial data management:** The responsibility for ESG data collection and reporting will shift to our finance department, improving efficiency and accuracy.
- **Integration with financial reporting:** We will fully integrate non-financial reporting into existing financial processes, including tools, to enhance oversight and ensure ESG issues are closely monitored at board and management levels.
- **Establishing ESG targets:** We will set targets for key ESG topics, ensuring alignment with our KPIs and ongoing monitoring.

## VALUE CREATION MODEL 2022

Scan QR code



[Or click here](#)

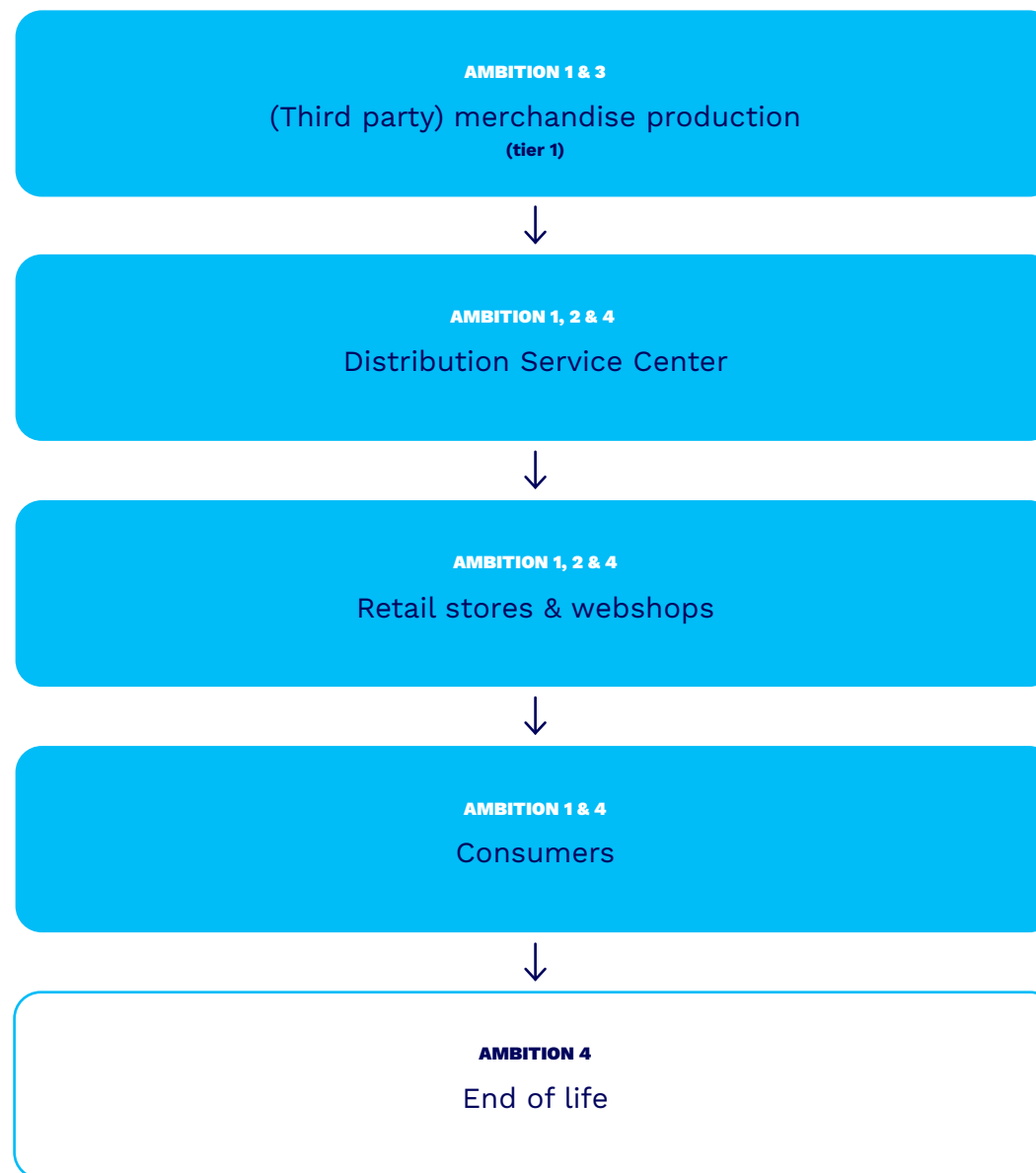


## ADDRESSING SUSTAINABILITY ACROSS THE WHOLE VALUE CHAIN

We take our role in the supply chain seriously, working closely with our partners and suppliers to uphold responsible and ethical industry practices. For example, we conduct supplier risk assessments, carry out ethical audits and have a dedicated Supplier Code of Conduct in place.

Besides compliance matters, we also focus on raising awareness, fostering accountability and driving continuous improvements in working conditions, environmental impact and human rights across our supply chain.

You can read more about our role in the value chain in the following chapters.



## MATERIAL TOPICS

Our key sustainability topics are prioritized according to the concept of double materiality, meaning that we consider nexeye's impacts on the environment, society and stakeholders, as well as the qualitative and financial risks to and opportunities for our business. The topics were assessed against the criteria of the European Sustainability Reporting Standards (ESRS) and resulted in the final selection of material topics shown below. You can read more about the double materiality assessment and our material topics in the sustainability statement from [page 37](#).

### Material sustainability topics

| ENVIRONMENTAL               |  |   |   |
|-----------------------------|--|---|---|
| Nexeye sustainability topic | CO <sub>2</sub> emissions reduction  | Waste reduction in operations   |   |
| ESRS alignment              | E1 Climate change  | E5 Circular economy   |   |
|                             | Climate change mitigation  | Waste reduction   |   |
|                             | Energy   |   |   |
| SOCIAL                      |  |   |   |
| Nexeye sustainability topic | Healthy and safe workplace<br>Employee well-being<br>Diversity, inclusion and equity<br>Employee education and development | Responsible supply chain  | Accessibility and market presence   |
| ESRS alignment              | S1 Own workforce<br>Working conditions<br>Equal treatment and opportunities  | S2 Workers in the value chain<br>Working conditions and other work-related rights | S4 Consumers and end users<br>Social inclusion of consumers and end-users |
| GOVERNANCE                  |  |   |   |
| Nexeye sustainability topic | Data protection and cyber security   |   |   |
| ESRS alignment              | G1 Business conduct<br>Management of supplier relationships  |   |   |

# OUR SUSTAINABILITY AMBITIONS



1. AFFORDABLE AND ACCESSIBLE CARE



2. ENERGIZED AND EXCELLENT WORKFORCE



3. MORE SUSTAINABLE MERCHANDISE



4. MORE SUSTAINABLE OPERATIONS





AMBITION 1:

# MAKE EYE AND HEARING CARE AFFORDABLE AND ACCESSIBLE



# AMBITION 1: AFFORDABLE AND ACCESSIBLE CARE

Nexeye makes quality eye and hearing care affordable and easily accessible for everyone through our “value for money” strategy, delivering high-quality products and services at competitive prices. We also support social initiatives that help people who lack access to quality eye and hearing care.

## 1.1 QUALITY OF PRODUCTS & SERVICES

All our merchandise must comply with recognized product quality standards such as REACH, Conformité Européenne and ISO 12870 at a minimum. Medical devices like frames, contact lenses and hearing aids must also comply with the EU Medical Devices Regulation (MDR). In addition, our quality assurance contains agreements to meet market standards for safe and effective use. Each product is tested to high standards.

### A closer look at our frame quality process

Our quality testing protocol is performed twice: in the pre-production phase, using sample frames before placing an order with our suppliers, and in post-production, to test the final samples before approving the bulk shipment for delivery. The process consists of 10 testing phases, including visual inspections, advanced measurements, laboratory tests and stress tests designed to examine the durability of frames under extreme conditions, including:

## OUR FRAME QUALITY PROCESS

1. **Nose pad and arms** (materials, screws) soldering, symmetry
2. **Frame stability** (four points)
3. **Temple** (attachment, hinge, screws, movement, symmetry, core wire, adjustment)
4. **Decoration** (attachment)
5. **Groove** (shape, neatness)
6. **Curve** (measure)
7. **Rim lock** (screw, opening)
8. **Demo lens removal** (surface damage, distortion)
9. **Plating/surface** (damage)
10. **Data in temples**



Shared commitment to quality:  
thorough testing and ongoing improvement

Our high-quality standards help us to meet—and even exceed—our customers’ expectations, through strict control procedures, assessments and product testing in partnership with our suppliers, including third-party lab testing by QIMA. We hold regular quality meetings to improve our products and swiftly address concerns and our processes are clearly outlined in a detailed quality manual. Our Group Head of Quality & Product Compliance monitors compliance and annual external audits (ISO 9001:2015, TÜV Saarland) guide our continuous improvement.

1.2 ACCESSIBILITY OF EYE AND HEARING CARE

With a network of 720 stores, over almost 1.5 million in-store customers and more than 10 million unique visitors on our user-friendly online platforms in 2024, we ensure eye and hearing care is always within reach. We want to provide a seamless experience for our customers, welcoming walk-ins and those with no-obligation appointments at our stores, with the opportunity to try our products and receive eye and hearing care.

We also aim to break down barriers for those who face obstacles to care, whether due to financial constraints, physical or mental health issues or demographic factors.

Accessing our virtual and physical stores

In 2024, we took further steps to improve the accessibility of all our websites, particularly on our homepages and forms. Some of the changes we made included adding alt text for images,

incorporating Accessible Rich Internet Applications (ARIA) labels on forms and improving the contrast of elements across the website to ensure better visibility. We will continue to refine and expand these efforts moving forward.



Progress on wheelchair accessibility instore

As part of our ongoing collaboration with the Dutch association De Zonnebloem, in 2024, we completed a thorough inventory of all Hans Anders stores in the Netherlands and Belgium, gathering valuable information about the wheelchair accessibility of each store. Based on this and the insights we gathered in 2023, we categorised our stores into three levels: fully accessible (category one), accessible with assistance (category two) and not yet fully accessible (category three).

As a result of our research, we will implement a comprehensive wheelchair accessibility program across all Hans Anders stores by early 2025.

|       | Category one | Category two | Category three | Total |
|-------|--------------|--------------|----------------|-------|
| HA NL | 18           | 222          | 17             | 257   |
|       | 7%           | 86%          | 7%             | 100%  |
| HA BE | 3            | 102          | 34             | 139   |
|       | 2%           | 73%          | 25%            | 100%  |

Date of measurement: 01-03-2025

Celebrating 10 years of partnership with  
Dokters van de Wereld, Belgium

In 2024, Hans Anders marked a decade of partnership with Médecins du Monde Belgium (in Dutch: Dokters van de Wereld), who share our vision for making eye care accessible to all. Together, we have provided eye care and glasses to those without access to traditional healthcare, helping thousands of people to fully participate in daily activities and regain their confidence.

DISCOVER MORE

Scan QR code



Discover the story behind this special project as colleague Karin shares her experience in our short video.



### A visible difference: Hans Anders and Kinderhulp join forces

In October 2024, Hans Anders teamed up for a pilot project with the Dutch National Children's Aid Fund, Kinderhulp, to provide free glasses to children aged 2 to 17 in financially challenging situations.

**"I used to struggle to see the board at school. Now everything is clear!"**  
 – Sarah, 10

More than 800,000 children in the Netherlands grow up in disadvantaged situations—many of them need glasses but cannot afford them. Without proper vision, children risk falling behind at school and in their social development. Kinderhulp works closely with social workers, schools and community organisations to identify those most in need and ensures they get the proper support. With a voucher for a free pair of glasses at Hans Anders stores, the children gain the chance to see clearly, learn more effectively and grow with confidence. This one-year pilot is a

first step towards making a long-term impact where it matters.

### Giving hearing aids a second chance

Building on our existing partnership with the Starkey Hearing Foundation, on World Hearing Day, March 3 2024, we launched the campaign "A Second Chance at Hans." We encouraged everyone in the Netherlands and Belgium to bring in their old hearing aids to donate to the foundation, and the response was overwhelming, tripling our usual donations. The Starkey Hearing Foundation has provided nearly 1.5 million people in more than 100 countries with better hearing and trained local professionals to provide sustainable hearing care.

### DISCOVER MORE

Scan QR code



In this video, we asked hearing aid users what they do with their old devices.

Ivonne Grossouw-de Bruijn, Category Manager, says: "Customers regularly come into our stores for a new hearing aid and ask if they can leave their old one with us. It made sense for us to do something about that. Thanks to our partnership with the Starkey Hearing Foundation, thousands of hearing aids are given a second chance, helping people without access to hearing care to hear again."

## 1.3 ENSURING AFFORDABLE PRODUCTS AND SERVICES

In 2024, we continued to maintain prices significantly below the market average and our competitors across all markets and labels. Following research conducted by consultancy Simon Kucher in 2023, we fine-tuned our pricing strategies, ensuring we stayed competitive while adapting to local market conditions. We monitored price trends closely and adjusted our pricing and promotional strategies in line with inflation and rising costs while maintaining the value our customers expect.

### Three ways we kept products affordable

- eyes + more expanded its collection of popular brands, offering them at a transparent, all-inclusive low prices significantly below the market average.
- Hans Anders launched the first-ever 3-for-1 offer: buy one pair of glasses, get two more free, with no hidden fees.
- In the hearing aid market, Hans Anders remained one of the most competitive. For example, in the Netherlands, we offered two hearing aids with a €0 payment and 25% off category six devices, while in Belgium, customers could get a second hearing aid for half price.

Our commitment to offering exceptional value at the best prices for our customers has been one of the key drivers behind the high level of customer appreciation and loyalty.



## AMBITION 1: AFFORDABLE AND ACCESSIBLE CARE

# HIGHLIGHTS



Our pilot program with Kinderhulp offered children a free pair of glasses at a Hans Anders store



“A Second Chance at Hans” campaign with the Starkey Hearing Foundation tripled hearing aid donations



We conducted a wheelchair accessibility inventory of all Hans Anders stores to prioritize actions

AMBITION 2:

# ENSURE AN ENERGIZED AND EXCELLENT WORKFORCE





## AMBITION 2: ENERGIZED AND EXCELLENT WORKFORCE

Our employees are the driving force behind our sustainability efforts; they are fundamental to the realization of our mission and the ongoing success of eyes + more, Hans Anders, Direkt Optik and nexeye as a whole. By prioritizing their development, creating a diverse and inclusive workplace and offering a safe and supportive environment, we empower our team to reach their full potential.

In 2024, our workforce grew by 15%, due to our continued growth. This chapter outlines how we promoted a thriving, high-performing workforce as we worked together towards our sustainability goals.

### TRAINING

# 1,392

employees trained or upskilled on optical skills (2023: 1,462)

# 54

average annual training hours per employee (2023: 49)

### 2.1 STAFF EXPERTISE AND DEVELOPMENT

The demand for skilled workers in the optical and audio retail industry is growing, driven by an aging population and declining interest in vocational training. To keep high-quality eye and hearing care accessible, we invest in our employees' training and career development. By doing so, we aim to help grow the workforce, raise customer satisfaction and increase the overall strength of the job market.

Our development approach begins with standardized onboarding, where new hires learn key functions and processes. This is followed by ongoing training and hands-on coaching. Our employees are skilled and adaptable, capable of responding to the industry's changing needs.





### Developments in employee knowledge and skills in 2024

- **Training & development initiatives:** In Belgium, we extended our refraction training by two days and offered more external training to store staff and Service Center roles to strengthen capabilities and support growth.
- **Specialized and compliance training:** To support smooth operations and empower our teams in Sweden, all store managers received training in labor law, systematic work environment management and employee appraisals—equipping them to handle key responsibilities with

confidence. In the Netherlands, store managers were trained in managing sickness-related issues, enabling them to better support employee health and well-being.

- **Onboarding and refraction training:** In Germany and Austria, we introduced specialized refraction training programs and enhanced onboarding for smoother transitions for new hires. Refraction quality training was also rolled out to stores in Germany, Austria and Belgium.

## 2.2 DIVERSITY AND INCLUSIVITY

We believe that diversity and inclusivity are essential to both our values and our success. Our culture fosters a work environment where every colleague feels valued, heard and respected, and we took a significant step towards this goal in 2024 by signing the Diversity Charter in multiple countries. In August, eyes + more in Germany and Austria joined the Charter, followed by Direkt Optik and eyes + more in Sweden in October. And this is just the beginning: we plan to extend this pledge across all our brands and countries.

The Diversity Charter is a powerful employer-driven initiative promoting workplace diversity. It is now present in 27 EU countries with over 17,000 signatories, representing over 17 million employees.



Jessica Eklund, Country Manager for Sweden and member of the Diversity Charter Board, says: “We firmly believe that diversity and inclusion aren’t just values—they are essential to how we serve our communities. We drive



better performance by embracing diverse talents, perspectives and experiences. We are committed to equal opportunities and fair compensation, ensuring everyone can thrive, no matter their background.”

Nils Peters, Head of HR-Service and Payroll Germany/ Austria, who led the initiative at eyes + more, explained: “At eyes + more, we always say ‘Be the YOU in our WE.’ This is more than a slogan; it’s part of our daily culture. By joining the Diversity Charter, we made a formal commitment that everyone, regardless of background, will feel seen, heard and valued in our organization.”

### Respectful and inclusive work environment

In a healthy work environment, all employees feel respected and valued. To strengthen our policies in this area, we launched anti-discrimination and harassment policies, privacy policies and clear guidelines on desired and undesired conduct. These guidelines help ensure a safe, respectful workplace free from discrimination and harassment, reflecting our commitment to inclusivity and mutual respect, where every colleague can work without fear of mistreatment.

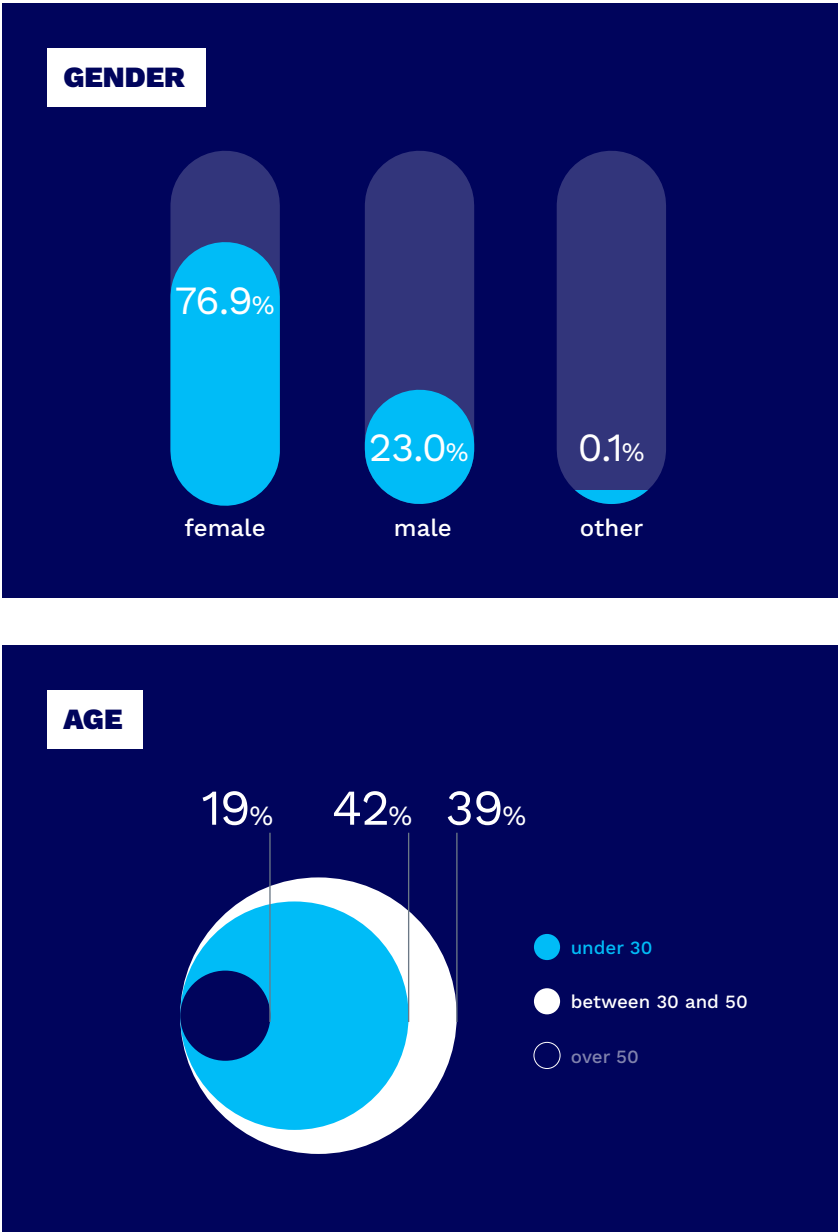


OUR WORKFORCE IN NUMBERS\*

These graphics present a selection of highlighted facts and figures; for a more comprehensive overview of our employee data, please refer to the sustainability statement.



\* Figures may produce different totals due to rounding.



### Attracting young talent and creating balance at the top

In 2024, the share of young professionals within our organization continued to grow, with the number of colleagues under the age of 30 increasing by 3% compared to 2023. We view this as a positive development, highlighting nexeye's appeal to a new generation of talent.

Diversity and inclusion remain a key priority in our leadership. Based on aggregated data from all countries, the gender distribution at our top management level currently stands at 55% male and 45% female (28 men and 23 women).

## 2.3 A HEALTHY AND SAFE WORKPLACE FOR STAFF

We take our responsibility towards the health, safety and well-being of our employees seriously and are building an environment where everyone feels secure, supported and empowered to thrive. We comply with all applicable local laws and have 100% health and safety management system coverage in line with national regulations.

The number and rate of reported work-related accidents increased in 2024, primarily due to improved reporting processes and more accurate data collection, reflecting our efforts towards a more transparent safety culture.

In 2024, several region-specific initiatives helped to ensure a healthy safe and respectful workplace across all our locations.

- **Health and well-being support:** Mental and physical health are equally important to us. In Belgium, we promoted well-being by introducing first aid training for store managers and launched our expanded Employee Assistance Program in May 2024, offering mental health, childcare support and hospitalization insurance.
- **Safety and emergency preparedness:** In Sweden, we implemented mandatory online safety and fire training and introduced Cardiopulmonary Resuscitation (CPR) training for store employees in the Netherlands, improving our readiness in emergencies.
- **Employee safety:** In the Netherlands, we observed a concerning rise of aggression in stores, with 86% of retailers reporting an increase in shop-related crime, including violence, intimidation and verbal aggression. In response, Hans Anders offered anti-aggression training to all employees, empowering them to handle difficult situations confidently. Our goal is to ensure a safe working environment where customer interactions remain positive and aggression is not tolerated.
- **Human rights and grievance mechanism:** We introduced a Human Rights Policy and a grievance mechanism for all employees, including those of our suppliers. This policy ensures that all staff are treated with dignity and respect, addressing issues like fair wages, non-discrimination and protection from harassment. The grievance mechanism allows employees at all levels to confidentially report concerns without fear of retaliation.

## HEALTH AND SAFETY

in 2024

40

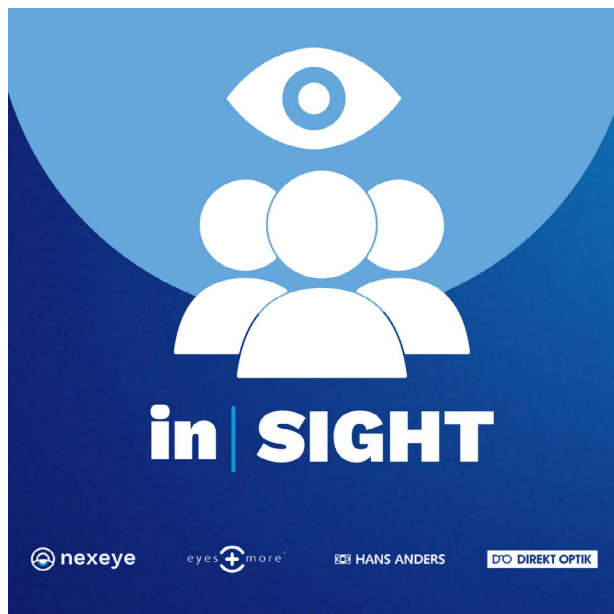
Accident frequency rate  
7.43-7.50

0

Fatalities  
(2023: 0)

2

Reports of discrimination  
(2023: 2)



### Engagement survey inSIGHT: accelerating continuous improvement

As part of our inSIGHT program (powered by Workday), we conducted a corporate engagement survey. This program addresses critical workplace experience topics such as work environment, leadership, benefits and training.

#### Key insights from the survey

- Participation rate: 63% of our colleagues took the time to share their views.
- Our overall engagement score was 7.5 out of 10, reflecting a strong level of satisfaction with the organization (0.2 above industry benchmark).
- On conviction, we scored 8.5 (+0.5 above the benchmark), loyalty was 6.9 (-0.1 below the benchmark), and on satisfaction, 7.3 (on the benchmark).
- When it comes to our company culture, the score on equality was 8.5 (0.2 points above the benchmark), indicating that colleagues feel individuals from diverse backgrounds are treated fairly at nexeye.
- On Workforce diversity, our score was 8.1. (in the middle range of the benchmark). This score refers to how our employees perceive nexeye views on diversity and the efforts we make to attract and retain a diverse workforce.
- On sense of belonging, our score was 7.2 (0.5 below the benchmark). This means that employees feel that they can be themselves and that they are valued for their unique talents or characteristics.
- The score for fair opportunities was 7.9. This concerns employees' sense that everyone within nexeye is given the same opportunities, regardless of background.
- Our responsiveness score was 8.0, which refers to employees' belief that nexeye responds appropriately to incidences of discrimination.

#### ENGAGEMENT SCORE

in 2024

7.5

out of 10  
(0.2 above industry benchmark)

We appreciate the insights we gained from this survey and welcome the good results and feedback on where we can improve. We will use the feedback to continue improving our workplace and the overall employee experience.

## AMBITION 2: ENERGIZED AND EXCELLENT WORKFORCE

# HIGHLIGHTS



Teams in Sweden, Germany and Austria signed the Diversity Charter



Our inSIGHT employee survey resulted in an engagement score of 7.5



We introduced a Grievance Mechanism for employees of nexeye and our suppliers to confidentially report concerns without fear of retaliation



AMBITION 3:

# MAKE OUR MERCHANDISE MORE SUSTAINABLE



## AMBITION 3: MORE SUSTAINABLE MERCHANDISE

We believe everyone deserves access to quality eye and hearing care, but this doesn't have to come at the expense of people or the planet. For sustainable growth, we need to make our products fairly and responsibly, minimizing negative environmental and social impacts. By carefully selecting materials, improving industry practices and keeping our products affordable, we ensure that sustainability and accessibility go hand in hand.

### 3.1 A SOCIALLY RESPONSIBLE PARTNER IN THE VALUE CHAIN

We take our role in the supply chain seriously, working closely with our partners and suppliers to uphold responsible and ethical industry practices.

#### We took four key actions towards building a stronger supply chain:

- **Supply chain risk assessment:** We conducted a comprehensive value chain risk analysis to assess human rights risks, covering both internal operations such as stores, logistics and service centers, as well as our supply chain, focusing on Tier 1 suppliers, procurement, logistics and raw materials. Our two-step process looked at financial exposure, supply chain complexity and worker vulnerability, followed by a refined net risk determination that includes mitigation measures. This five-year review allowed us to prioritize high-risk areas and take targeted actions.
- **Expanded Supplier Code of Conduct (SCoC):** We strengthened our commitment to ethical, social, and environmental responsibility by expanding our SCoC in 2024. Additions include an enhanced Human Rights Policy, which has been further refined to reinforce our existing commitments to prohibiting child and forced labor, ensuring fair wages, and maintaining safe and healthy workplaces. We also introduced an

Anti-Corruption and Economic Sanctions Policy, aligning with global standards. Finally, our Cascade Principle ensures that these standards are passed on and enforced with our suppliers, fostering compliance across the entire supply chain.

- **Internal policy updates:** We implemented a Sustainable and Ethical Procurement & Sourcing Policy, reinforcing internal compliance with the SCoC, grievance mechanisms, anti-corruption practices and human rights standards.
- **100% SCoC or equivalent signed by merchandise suppliers:** In 2024, 100% of our merchandise suppliers signed our SCoC or a comparable standard, a notable increase from 71% in 2023. Building on this momentum, we expanded our compliance efforts to include suppliers of accessories, lenses and contact lenses, bringing the total number of covered merchandise suppliers to 54.

#### Spotlight on ethical audits in 2024

- In 2024, we expanded our on-site audit program by increasing the number of unannounced audits from 13 to 17, conducted by QIMA and other partners. We also extended our audit scope to include suppliers of accessories and lenses in non-OECD countries. As a result, our ESG audit coverage reached 94% of all merchandise suppliers.

## “Effective unannounced audits require clear agreements to avoid denied access.”

– Tamara Bruinstroop, QIMA

Tamara from QIMA says: “In unannounced audits, the main challenge is timely access to personnel and documents, including managers and workers for interviews. Effective unannounced audits require thorough preparation, including a clear contract and the supplier’s agreement to potential audits at any time. Without these, ‘Denied Access’ instances rise significantly. At QIMA, we often recommend semi-announced audits with a specific audit window. They reveal similar levels of non-compliance but reduce logistical issues.”

We have also started testing our Self-Assessment Questionnaire (SAQ) and factory review process, covering quality and ESG aspects. The SAQ serves as a tool for open discussions, raising awareness and strengthening partnerships, reflecting our shared commitment to improvement.

### AUDITS

# 59%

Ratio of unannounced to announced audits, due to an increase in initial audits, which are always announced  
(2023: 62%)

# 9.2

Average audit score out of 10  
(2023: 9.0)

## 3.2 REDUCING THE ENVIRONMENTAL IMPACT OF OUR MERCHANDISE

In 2024, we continued reducing the environmental impact of our merchandise across product lines. Building on the success of the Ciircle collection of recycled eyewear, we grew our use of sustainable materials and production methods further.

### Life Cycle Analysis

In 2024, we began conducting a comprehensive Life Cycle Analysis (LCA) to compare current materials and production methods with more sustainable alternatives. LCA measures the impact of various production and material options during their lifecycle, including:

- Traditional acetate, bio acetate and recycled acetate frames made via CNC cutting
- Traditional acetate, bio acetate and recycled acetate frames made via injection molding
- New and recycled stainless steel frames

To support the LCA process, we expanded our data collection efforts to include data on material usage, packaging, weights, shipping methods and product origins. This will enable us to track CO<sub>2</sub> emissions across all merchandise categories better, rather than just the most relevant ones, and to track and compare our progress over the years. We look forward to using these insights and data to guide future decisions on product materials.



### Expanding the Ciircle collection

Our Ciircle collection, launched in October 2023, was received positively by customers, employees and the media. The collection features stylish eyewear crafted from recycled acetate frames and waste from acetate production and is packaged in recycled polyurethane cases with biodegradable, paper-based linings. In 2024, we expanded the collection to include contemporary metal frames made from recycled stainless steel. Sales of the Ciircle collection increased by 36% compared to 2023, reflecting strong and growing consumer interest in sustainable eyewear.

These initiatives are led by colleagues who are deeply passionate about sustainability and genuinely committed to driving positive change in our merchandising practices. Their dedication, expertise and hands-on involvement are not only inspiring—they're making a real difference that's visible in the results.

### Easy Wear Luna: Comfort and sustainability combined

In February 2024, Hans Anders expanded its contact lens range with the Easy Wear Luna. These lenses offer excellent oxygen permeability, high comfort and an environmentally conscious design. They are made from silicone hydrogel and treated with Aquagen technology to provide all-day hydration and comfort, with 56% water content that promotes eye health through superior oxygen flow. The packaging features the Plastic Bank mark, demonstrating that the plastic used in production was offset by removing an equivalent amount of ocean plastic.





“WE CAN  
MAKE SMART  
DECISIONS  
GROUNDED  
IN SOLID  
EVIDENCE”

**Esther Budding, Group Head of Quality & Product Compliance, says:**

“We had already suspected that injection molding is a more sustainable production method compared to CNC cutting due to the reduced waste generated by using a mold instead of cutting frames from a sheet of acetate, which results in unusable pieces of acetate. The LCA has confirmed that the carbon footprint of frames produced via injection molding is significantly lower than that of frames produced via CNC cutting. Based on this data, we can now make well-informed decisions grounded in solid evidence.”



### AMBITION 3: MORE SUSTAINABLE MERCHANDISE

# HIGHLIGHTS



We increased the number of unannounced audits and including suppliers of accessories and lenses



100% of our merchandise suppliers signed our SCoC or an equivalent standard



We introduced Life Cycle Analysis to gain insights into the environmental impact of our products' entire lifespan

AMBITION 4:

# MAKE OUR OPERATIONS MORE SUSTAINABLE





# **AMBITION 4:** **MORE SUSTAINABLE OPERATIONS**

We recognize that delivering high-quality eye and hearing care impacts the environment. That's why we are continuously looking for smarter, more sustainable solutions that help reduce our footprint while making us more efficient. Our focus is on reducing waste and CO<sub>2</sub> emissions across every part of our operations, from stores and offices to warehouses, logistics and transportation.

## **4.1 REDUCING AND PROCESSING WASTE**

Responsible waste disposal can be a challenge in retail, especially when waste disposal policies like garbage collection vary between municipalities. Our footprint analysis shows that waste is a contributor to our CO<sub>2</sub> emissions.

To tackle this, we're rethinking how we handle materials by reducing, reusing and recycling wherever possible across our stores, offices and warehouses. In 2024, we continued to facilitate the centralized collection of key waste streams – paper, PE plastics, demo lenses and batteries – from all Hans Anders stores in the Netherlands and Belgium. At our Logistics Center, the waste is sorted, sent to processors and transformed into new raw materials.

We also prepared for a project to develop a waste management strategy and action plan, which will be launched in 2025. This will include mapping resource inflows, outflows and waste flows, inventorying resource registrations, and establishing waste calculation methods, to ensure that there is a suitable destination for every frame type.



## 4.2 REDUCING CO<sub>2</sub> EMISSIONS FROM STORES, WAREHOUSES AND LOGISTICS

Our main emission sources are heating, electricity and vehicle fuel. To tackle this, we are focused on making our stores, offices, warehouses and transportation more sustainable, using low-carbon technologies and innovative solutions to reduce our carbon footprint. For example, the daily transportation of goods between our warehouse and stores includes nighttime deliveries, which help to reduce traffic, optimise infrastructure and cut CO<sub>2</sub> emissions. And the same crates are used for deliveries and collections, integrating return flows into our transport routes.

### Progress on our decarbonization pathway

In line with CSRD reporting and KKR's fund-level requirements, we reviewed the viability of setting science-aligned climate targets on operational (Scope 1 & 2) and value-chain (Scope 3) emissions. In 2024, our sustainability strategy focused on near-term decarbonization efforts that deliver immediate value. These initiatives include transitioning to 100% renewable energy, increasing the adoption of electric vehicles (EVs) and encouraging behavioural changes within our organization, such as our closed-door policy, energy awareness campaign and low temperature standards enabled by smart energy metering in our stores. We aim to achieve a minimum of 42% Scope 1 and 2 emissions reduction by 2030 from 2022 as the base year through these measures.

For Scope 3 emissions, we have developed an initial assumption-based pathway. Additional analysis is required to improve the quality of our data and validate these assumptions, enabling us to set targets in line with our projected business growth.

### FROM BANNERS TO BAGS

We've turned old, unusable banners from our stores into 555 reusable bags for collecting small plastics. These bags are returned to our central warehouse for recycling through our regular transport streams. This small but meaningful step helps reduce both store and packaging waste!



EMISSIONS AT A GLANCE IN 2024

For more in-depth data on sustainability at nexeye, please continue to [page 36](#) for the sustainability statement.

Scopes

| Scope 1 | Scope 2<br>(location and market-based combined) | Scope 3<br>(indirect) |
|---------|---|-----------------------|
| 1,560   | 2,592<br>location based                         | 22,915                |
|         | 1,428<br>market based                           |                       |

We have grown the number of fully electric vehicles in our fleet significantly, with 50% in 2024 compared to 33% in 2023. This was driven by the success of our EV car policy, and to support this transition, we also installed charging station infrastructure at our Service Center in Hasselt.

HEAT PUMPS

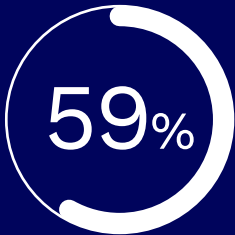
3

In 2024, our Service Center achieved significant energy savings by using heat pumps. **We reduced natural gas consumption by 41,834 cubic meters per year.** Gas consumption per m³ at nexeye HQ is now zero because of our heat pumps, which were operational as of October 2023.

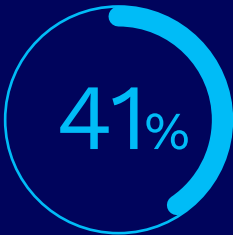
The energy generated by **our 771 solar panels** has contributed to an Energy Label A for the building. As 2024 is the first full reporting year, emissions are **down by 85,558 kgCO<sub>2</sub>e** from the 2022 value (calculated using the BEIF DEFRA emission factor).

ENERGY CONSUMPTION

in own operations

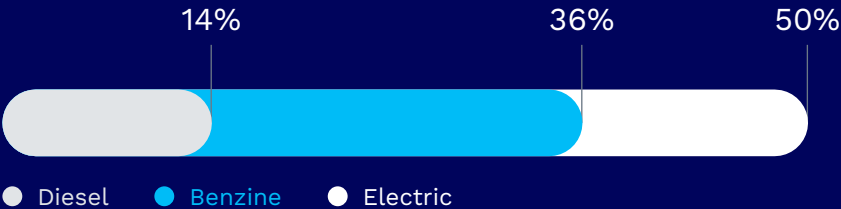


fossil-based



renewable

ELECTRIC VEHICLE USAGE IN 2024



NATURAL GAS CONSUMPTION AT SERVICE CENTER GORINCHEM



## AMBITION 4: MORE SUSTAINABLE OPERATIONS

# HIGHLIGHTS



Our centralized store waste collection and repurposing keep raw materials in our supply chain



We developed a pathway for Scope 3 emissions reductions, with a target to reduce scope 1, 2 and 3 emissions by 42% by 2030 from 2022 base-year



The share of renewable energy consumption grew to 41%, up from 14% in 2023



# SUSTAINABILITY STATEMENT

**1. GENERAL INFORMATION ON  
THE REPORTING PRINCIPLES**

**2. MATERIAL SUSTAINABILITY-RELATED  
IMPACTS, RISKS AND OPPORTUNITIES**

**3. ENVIRONMENT**

**4. SOCIAL**

**5. GOVERNANCE**



# SUSTAINABILITY STATEMENT

## General information on the reporting principles

### Basic information

The nexeye Sustainability Ambition Report 2024 covers the fiscal year from 1 January 2024 up to and including 31 December 2024. This report highlights our sustainability journey, goals, activities and initiatives. It also presents important information and outlines the developments that we have made so far, highlighting our contribution to creating long-term value. Most importantly, we address material issues related to our strategy, our impact on society and the associated opportunities and risks.

Our Sustainability Ambition Report aligns with the entities described in our financial statements. Unless otherwise stated, the scope of our sustainability data includes all nexeye's activities across our Hans Anders, eyes + more and Direkt Optik brands, which operate in the Netherlands, Belgium, Sweden, Austria and Germany.

### Basis for preparation

Due to the EU Omnibus Directive and the corresponding "stop-the-clock" mechanism, regulatory timelines and expectations were shifting at the time of publication of this report. As such, nexeye will be subject to the EU Corporate Sustainability Reporting Directive (CSRD) from the 2027 financial year. Previously, we expected that nexeye would need to be compliant in 2026, reporting over FY2025. However, nexeye remains fully committed to making

a lasting, positive impact on people, society and the environment, and we will continue to work on implementing CSRD reporting in the coming years. In doing so, we will remain ready to adapt to further regulatory changes while driving our ESG agenda forward and disclosing our progress in future reports.

When preparing this report, we were guided by the principles and content of the ESRS. However, this report has not been prepared in accordance with the ESRS disclosure requirements. The sustainability information and key figures we disclosed in this report are based on nexeye's double materiality assessment (DMA), which we carried out in 2022 and updated in 2023 in line with the double materiality principle of the ESRS. The process for defining our material topics, which determine the contents of this report, is described in the 'Material sustainability-related impacts, risks and opportunities' section of this document. We provide further information about our DMA and its results on [pages 39 and 40](#).

### Risk management and internal controls over sustainability reporting

Internal control in sustainability reporting focuses on identifying and analyzing risks and prioritizing the most material risks according to best practices. Nexeye's sustainability reporting control environment emphasizes our values and commitment to sustainable, ethical, professional and transparent operations.

Discrepancies in information accuracy and delays to timely publication were the key risks we identified in our sustainability reporting practices. To ensure our information is accurate and released promptly, we developed a governance model in 2024 that outlines clear roles and responsibilities for sustainability reporting, with the implementation of this model scheduled for 2025. Additionally, external ESG specialists support our business process owners to ensure we can promptly produce and transparently disclose all required information.

### Data quality, collection process and completeness

We gathered our sustainability dataset using a standardized reporting format. To improve data quality, we implemented continuous enhancements throughout 2024 and created a reporting manual that outlines data definitions and reporting processes. After collecting the data, we consolidated it throughout 2024, conducted trend analysis when possible and verified the information with the data provider. Data used in this report was quantified and estimated when it was unavailable. We are currently implementing ESG data collection and disclosure solutions, which will enable us to manage our performance even more effectively in the future.

## SUSTAINABILITY STEERING GROUP 2024

Director Corporate Communications (Chair)  
**Rian van Koulil**

Finance Director  
**Carlo Engelhard**

Corporate Controller  
**Artem Pavlenko**

HR Director  
**Patrick Groenendal**

Group Head of Omnichannel Infrastructure & Logistics  
**Marnick Boerland**

Group Head of Quality & Product Compliance  
**Esther Budding**

Legal Officer  
**Kim van Hulst**

C-level sponsor  
**Sanne Oosterhoff**

## COMPANY BOARD 2024



CEO  
**Bart van den Nieuwenhof**



CFO  
**Hans Platschorre**



COO  
**Sanne Oosterhoff**



CBO  
**Karin van Braam**



CDO  
**Laurens Mauquoi**

### Organization of our sustainability activities

We have entrusted the management of implementing our sustainability strategy at the holding level to the Sustainability Steering Group.

### Structure and responsibilities

The Management Board is responsible for our overall company strategy, of which sustainability is one of its pillars. The Company Board determines our corporate strategy, sets targets and monitors our sustainability performance. Our CEO is responsible for driving sustainability initiatives at nexeye.

In 2024 the Director of Brand & Corporate Communications chairs the Sustainability Steering Group. This group advises the Management Board on strategy development, oversees the integration of sustainability into management processes and monitors our sustainability targets and overall performance. The group also maintains an external perspective and regularly reviews input from nexeye's value chain, partners and other stakeholders.

# MATERIAL SUSTAINABILITY-RELATED IMPACTS, RISKS AND OPPORTUNITIES

## A word on the validity of the existing assessment of IROs

Our double materiality assessment (DMA) of sustainability matters was carried out in two phases, in 2022 and 2023. During the first phase, we conducted interviews and surveys to collect the views of external and internal stakeholders regarding the company's real and potential impacts, risks and opportunities (IROs). Our double materiality assessment was initiated in 2023 to include the classification of IROs as set out in ESRS.

We initially planned to carry out an updated DMA in the 2024 financial year to process feedback from the auditor and incorporate market developments since our 2022 and 2023 assessments. However, in close consultation with the auditor, we decided to postpone the new DMA to 2026 due to amended reporting regulations. We agree with our auditor that no significant changes have occurred to our business and operations that would cause material changes to our IROs.

Consequently, the content of our sustainability statements has mainly remained unchanged compared to our 2023 report. In the following text, we have provided updated information on our actions, policies, targets and key performance indicators.

## The identification and assessment of material impacts, risks and opportunities

To validate the relevance of the material topics, we first distributed surveys to all stakeholder groups. Based on the material collected, we prioritized our topics in a workshop with the Sustainability Steering Group. This prioritization was based on the relevance of topics from the stakeholders' perspective and the importance of the organizational perspective (risk or opportunity). Following this, nexeye's Board validated the prioritizations set out in the workshop.



In 2023, we made significant updates to our DMA. Nexeye aligned its sustainability topics to conform with the list outlined in ESRS 1. Additionally, we considered the directive's guidelines for prioritizing these IROs. Based on the updated topic list, we prioritized the impacts, risks and opportunities in a workshop with the Sustainability Steering Group, including management. We prioritized each element based on the principles of double materiality. This means the workshop participants considered nexeye's impacts on the environment, society, stakeholders and our business's qualitative and financial risks and opportunities.

We assessed impacts based on scale, scope, likelihood and irremediability in the case of a negative impact. In the case of a potential negative human rights impact, the severity of the impact takes precedence over its likelihood. We also evaluated the risks and opportunities for our business based on likelihood, magnitude and time horizon. The table below sets out the list of material topics as approved by the Board.

### Material sustainability topics

| TOPIC                              | ESRS E/S/G TOPIC  | SUBTOPIC   |
|------------------------------------|---|--|
| CO <sub>2</sub> emission reduction | E1 Climate change   | <ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>Energy</li> </ul>  |
| Waste reduction and operation      | E5 Circular economy   | <ul style="list-style-type: none"> <li>Waste</li> </ul>  |
| Healthy and safe workplace         | S1 Own workforce  | <ul style="list-style-type: none"> <li>Working conditions</li> </ul>   |
| Diversity, inclusion and equity    | S1 Own workforce  | <ul style="list-style-type: none"> <li>Equal treatment and opportunities for all</li> </ul>  |
| Employee education and development | S1 Own workforce  | <ul style="list-style-type: none"> <li>Equal treatment and opportunities for all</li> </ul>  |
| Responsible supply chain           | S2 Workers in the value chain<br>G1 Governance and business conduct | <ul style="list-style-type: none"> <li>Working conditions and other work-related rights</li> <li>Management of relationships with suppliers</li> </ul> |
| Accessibility/market presence      | S4 Consumers and end-users  | <ul style="list-style-type: none"> <li>Social inclusion of consumers/end- users</li> </ul>   |
| Data protection and cybersecurity  | Entity specific   |  |



# ENVIRONMENT

## CLIMATE CHANGE

## CIRCULAR ECONOMY

## E1 | CLIMATE CHANGE

Impacts, risks and opportunities related to climate change mitigation and energy

| TOPIC  | IMPACTS   | RISKS AND OPPORTUNITIES  | MANAGEMENT   |
|--|---|--|--|
| <b>REDUCING CO<sub>2</sub> EMISSIONS IN OUR OWN OPERATIONS (STORES, OFFICES, WAREHOUSES)</b>   |   |  |  |
| <p><b>Nexeye's operations generate climate-warming greenhouse gas (GHG) emissions. Our main sources of emissions are the use of heating and electricity and the fuel used in transportation.</b></p> <p><b>42% of nexeye's Scope 1 and 2 emissions are related to heating fuel sourced from the local grid.</b></p>                      | <ul style="list-style-type: none"> <li>- CO<sub>2</sub> emissions from energy consumption and fuel use, related to nexeye's operations contribute to climate change.</li> </ul>   | <ul style="list-style-type: none"> <li>- More stringent carbon regulatory requirements may entail unforeseen compliance costs, loss of profitability or reputational damage.</li> <li>- Unpredictable weather conditions due to climate change affects store visitor numbers.</li> <li>+ Steps taken to reduce the carbon footprint of operations by enhancing energy and logistics efficiency may contribute to reducing logistics and energy costs, lead to less dependency on fossil fuels and lower CO<sub>2</sub> emissions.</li> </ul> | <p><b>We are committed</b> to switching to 100% green electricity and 100% EVs in our lease fleet.</p> <p><b>We have</b> a closed-door policy in stores to reduce energy use for heating.</p> <p><b>We have</b> an all-electric store policy for retrofitted and new stores.</p> <p><b>We introduced</b> solar panels and heat pumps at our Service Center in Gorinchem.</p> |
| <b>REDUCING CO<sub>2</sub> EMISSIONS IN OUR UPSTREAM SUPPLY CHAIN (PRODUCTION &amp; LOGISTICS)</b>   |   |  |  |
| <p><b>Nexeye's upstream supply chain generates climate-warming GHG emissions (Scope 3).</b></p> <p><b>Nexeye sources and sells large quantities of goods, which create CO<sub>2</sub> emissions during production.</b></p> <p><b>Large quantities of goods are transported by nexeye between our warehouse and stores in Europe.</b></p> | <ul style="list-style-type: none"> <li>- Indirect emissions in the supply chain related to purchased goods.</li> <li>- Inbound logistics flows (between production suppliers and warehouses) use high-emission transport, which contributes to climate change.</li> </ul> | <ul style="list-style-type: none"> <li>- Transition risk related to product availability: extreme weather conditions due to climate change in supplier locations may cause disruption to the production and transportation of products.</li> <li>- More stringent carbon regulatory requirements may entail unforeseen incremental compliance costs, loss of profitability, or reputational loss.</li> </ul>   | <p><b>We are increasing</b> nighttime transportation and increasing the bundling of goods to maximize capacity.</p> <p><b>We have generated</b> substantiated insights with Life Cycle Assessment (LCA) analyses that will serve as the basis for sustainable procurement decisions in the future.</p>   |

+ = Positive    - = Negative

## TARGETS

### NEAR-TERM

#### Scope 1 & 2 & 3:

Reduction for 2030 with 2022 base year. Based on SBTi.

42%

#### Scope 3:

To be developed in FY2025

### LONG-TERM

#### Scope 1 & 2:

Reduction in 2050 with 2022 base-year

90%

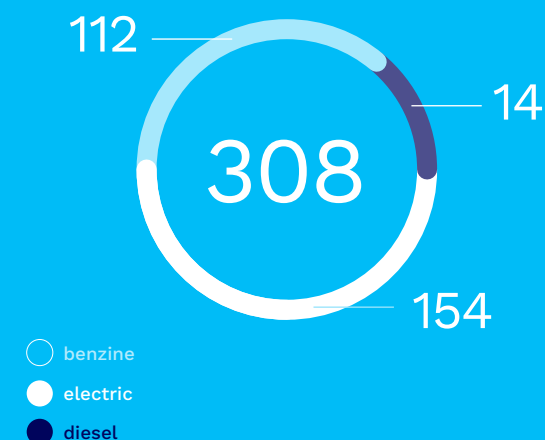
#### Scope 3:

To be developed

### TARGET ELECTRIC LEASE FLEET

100% in 2026

### VALUES



\*Nexeye has data from 2022, which is why the 42% refers to the period 2022-2030.



## E1-6 GROSS SCOPE 1, 2, 3 AND TOTAL GHG EMISSIONS

| GHG emissions (tCO <sub>2</sub> eq)          | 2024          | 2023          |
|--|---------------|---------------|
| <b>Scope 1 emissions</b>                     | <b>1,560</b>  | <b>2,292</b>  |
| Natural gas                                  | 1,159         | 1,641         |
| Lease cars                                   | 402           | 651           |
| <b>Scope 2 location-based</b>                | <b>2,592</b>  | <b>2,820</b>  |
| Purchased electricity                        | 2,482         | 2,820         |
| District heating                             | 110           | n/a           |
| <b>Scope 2 market-based</b>                  | <b>1,428</b>  | <b>2,823</b>  |
| Purchased electricity                        | 1,317         | 2,823         |
| District heating                             | 110           | n/a           |
| <b>Significant scope 3 GHG emissions</b>     | <b>22,915</b> | <b>18,227</b> |
| 3.1 Purchased goods and services             | 14,145        | 8,670         |
| 3.2 Capital goods                            | 3,494         | 2,824         |
| 3.3 Fuel- and energy-related activities      | 906           | 901           |
| 3.4 Upstream transportation and distribution | 1,479         | 1,683         |
| 3.5 Waste generated in operations            | 6             | 20            |
| 3.6 Business travel                          | 421           | 163           |
| 3.7 Employee commuting                       | 2,416         | 3,960         |
| 3.12 End-of-life treatment of sold products  | 48            | 6             |
| <b>Total GHG emissions</b>                   |               |               |
| Total GHG emission (location-based)          | 27,067        | 23,339        |
| Total GHG emissions (market-based)           | 25,903        | 23,342        |

## ENERGY CONSUMPTION AND COMBINATION OF ENERGY SOURCE

| MWh  | 2024   | 2023   |
|--|--------|--------|
| <b>Fuel consumption</b>  |        |        |
| Coal and coal products   | 0      | 0      |
| Crude oil and petroleum products   | 1,662  | 2,621  |
| Natural gas  | 5,754  | 8,541  |
| Other fossil sources   | 0      | 0      |
| Renewable sources  | 0      | 0      |
| <b>Total energy consumption own operations</b>                                   |        |        |
| Fossil sources   | 10,859 | 19,182 |
| Nuclear sources  | 0      | 0      |
| Renewable sources  | 7,461  | 2,995  |
| <b>Total energy consumption own operations (%)</b>                               |        |        |
| Fossil sources   | 1      | 1      |
| Nuclear sources  | 0      | 0      |
| Renewable sources  | 0      | 0      |
| <b>Consumption of purchased or acquired electricity, heat, steam and cooling</b> |        |        |
| from renewable sources   | 7,461  | 2,969  |
| from fossil sources  | 3,443  | 8,019  |
| self-generated non-fuel renewable sources  | 0      | 0      |
| <b>Energy production</b>   |        |        |
| Renewable  | 172    | 0      |
| Non-renewable  | 0      | 0      |

### Reporting principles for metrics

We have measured our GHG emissions according to the operational control approach. With this method, we measured the emissions of all stores, offices and warehouses where we have the authority to introduce and implement operating policies. This includes all facilities associated with our Hans Anders, Direkt Optik and eyes + more brands in the Netherlands, Belgium, Germany, Austria and Sweden.

We calculated GHG emissions using the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain Accounting and Reporting Standard (Scope 3). Our reporting includes direct GHG emissions (Scope 1) from nexeye's operations, indirect GHG emissions (Scope 2) from the production of purchased energy and additional indirect GHG emissions throughout the value chain (Scope 3), which encompasses both upstream and downstream emission categories.

### Scope 1

Our material Scope 1 emissions categories encompass stationary combustion sources from gas boilers for heating buildings and mobile combustion from leased cars. Emissions calculations for lease cars are based on primary physical data, such as liters of petrol and diesel used. Refrigerant emissions for air conditioners are excluded from the calculation because we found their share of tCO<sub>2</sub>e non-material in our double materiality assessment.

Emissions calculations for the cubic meter gas consumption (m<sup>3</sup>) of stores and other buildings are based on primary physical data, where possible.



If physical data was unavailable, we made an extrapolation using the annual m<sup>3</sup> natural gas consumption ratio per square meter of store area calculated from stores with reliable physical data. The extrapolation ratio was calculated from stores with reliable physical data within the same country for the Netherlands and Belgium. For Germany, Austria and Sweden, we used the ratio of the Netherlands to make extrapolations.

Many of nexeye's stores, especially those in shopping centers, are heated through district heating. For these stores, no primary physical data (kilojoules) is available as heating is included in the servicing fee, and nexeye does not have separate heating contracts. To overcome this, we conservatively assumed that all stores are heated on natural gas, effectively transferring emissions from the Scope 2 category, purchased heat, to the Scope 1 category, stationary combustion.

Increasingly, stores are equipped with hybrid or electric heat pumps or are reducing or ceasing their use of gas. However, we do not have a record of which heating technology is used per store. We also assumed that these stores are heated with natural gas to overcome this.

As a result, the conservative assumptions made for the district-heated stores or stores equipped with hybrid or electric heat pumps likely overestimate nexeye's Scope 1 and 2 emissions, as natural gas is associated with more emissions. As we advance, we aim to develop better insights into how each store is heated and adjust our calculations accordingly.

## Scope 2

Our material Scope 2 emission categories include purchased electricity for stores and offices, as well as heating for stores. As detailed under Scope 1, in the absence of primary physical data (kilojoules) and/or spend data for district heating, we have conservatively assumed that all stores are heated with natural gas. This effectively transfers emissions from the Scope 2 category, purchased heat, to the Scope 1 category, stationary combustion.

Where possible, emissions calculations for the electricity consumption of stores and other buildings are based on physical data (kWh). If physical data was unavailable, we extrapolated using the ratio of annual kWh electricity consumption per square meter of store area calculated from stores with reliable physical data.

Scope 2 emissions have been calculated on both a market and location basis. The market-based method uses supplier-provided emissions value where possible, or national residual mix emission factors for untracked purchased electricity from the Association of Issuing Bodies (AIB) report on emission. In the location-based method, country specific production mix emission factors from AIB were used.

## Scope 3

From the 15 Scope 3 categories, 10 are included in the calculation, and five are considered non-material. The categories included in the calculation are listed in the table on [page 44](#). Nexeye does not have upstream and/or downstream lease assets, and we did not identify significant investments.

Our franchises are included in Scope 1 and 2 emissions. Moreover, nexeye's products do not require further processing within our operations and do not consume energy directly in their use phase.

Where possible, we based our emissions calculations for Scope 3 on primary data, and when physical data was unavailable, we used financial data. As a result, emissions from business travel, waste, upstream transportation and end-of-life products are approximations. Emissions related to purchased goods and services, capital goods and business travel should be understood as orders of magnitude instead of precise estimates. The emission factors are mainly from global databases, including DEFRA, ExioBase, AIB and US EEIO Supply Chain Emission Factors.

## Energy

The energy data on [page 44](#) is derived from the Scope 1 and 2 calculations and shares the same limitations and assumptions. It is essential to note the tendency to overestimate gas consumption, which comes at the expense of district heating and electric heating. This overestimation negatively affects the ratio of fossil to renewable energy. If there is no information regarding the energy source consumed—fossil or renewable—we made conservative assumptions, treating it as fossil energy. The data presented has been converted from its primary units (such as cubic meters of natural gas or liters of petrol) to megawatt-hours (MWh) using the GHG conversion factors provided by DEFRA.

## E5 | CIRCULAR ECONOMY

Impacts, risks and opportunities related to circularity

| TOPIC  | IMPACTS  | RISKS AND OPPORTUNITIES  | MANAGEMENT   |
|--|--|--|--|
| <b>WASTE</b>   |  |  |  |
| <p><b>Nexeye's commercial products generate minimal waste, with most of our waste created through operational processes. Our initial footprint measurements revealed that around a quarter of our CO<sub>2</sub> emissions are directly influenced by waste.</b></p> <p><b>Waste is a visible aspect of sustainability for nexeye's in-store employees, including packaging material, receipts and demo lenses for customers, as well as for warehouse employees who deal with packaging and production waste.</b></p> <p><b>Facilitating returns and donations can help to extend the life cycle of products.</b></p> | <ul style="list-style-type: none"> <li>- Waste from our manufacturing, packaging, transportation operations has a negative impact on biodiversity and ecosystem protection.</li> </ul> | <ul style="list-style-type: none"> <li>- Failing to meet stakeholder expectations as a responsible company. This could lead to loss of customers, employees and profitability in the future as well as reputational damage. Waste is a visible topic with a high risk of harm through images in social media and press.</li> <li>+ Demonstrating waste reduction measures may positively impact our reputation and brand perception from employee and customer perspective. Recycling waste into other visible products can also be a positive differentiator for brands.</li> </ul> | <p><b>We minimize</b> waste generated by our business processes by centralizing waste collection for our stores. Additionally, we make choices that help reduce our waste streams or make them easier to recycle or reuse.</p> |

+ = Positive    - = Negative

# **SOCIAL**

## **OWN WORKFORCE WORKERS IN THE VALUE CHAIN CONSUMERS AND END USERS**



## S1 | OWN WORKFORCE

### Impacts, risks and opportunities: own workforce

| TOPIC  | IMPACTS   | RISKS AND OPPORTUNITIES  | MANAGEMENT   |
|--|---|--|--|
| EQUAL TREATMENT AND OPPORTUNITIES FOR ALL            |   |  |  |
| Training and skills development                      | <ul style="list-style-type: none"><li>✦ As a retailer at the intersection of optical and fashion eyewear, we see opportunities to develop employees' expertise and capabilities.</li><li>✦ We can help employees acquire different skills, enabling them to find a new role within or outside nexeye.</li><li>✦ We support productive employment and increase the number of skilled opticians in the labor market.</li><li>✦ Employees develop craftsmanship, which supports long-term employment and fulfilment.</li></ul> | <ul style="list-style-type: none"><li>✦ Risk of insufficient skilled workers due to an aging population and decreasing interest in vocational training in the optical and audio industry.</li><li>✦ Retention of key personnel in vital positions. A lack of focus or disruption may result in unplanned employee turnover.</li><li>✦ Inability to recruit, train and retain qualified management and employees as the war for talent continues, which could lead to insufficient skills in our workforce.</li><li>✦ Our in-house education collaborations may help to attract and retain employees.</li></ul> | We aim to attract and retain talented employees by providing attractive, rewarding career opportunities that contribute positively to society. We give employees without extensive education or qualifications a chance to learn a valuable craft, thereby supporting their long-term employability.   |
| Gender equality and equal pay for equal work         | <ul style="list-style-type: none"><li>✦ Discrimination in the hiring process or in management can negatively affect employee equality and well-being.</li><li>✦ Pursuing equal opportunities and development programs for protected groups can improve employee inclusivity.</li></ul>  | <ul style="list-style-type: none"><li>✦ Discrimination in the hiring process or in personnel management can negatively affect the organizational climate, with the risk of turnover and reputational damage.</li><li>✦ Nexeye may struggle to attract and retain qualified and diverse staff members, leading to a skills shortage in our workforce.</li></ul>   | We believe that creating a diverse and inclusive work environment is essential for our company's success and our contribution to society. This involves ensuring equal pay and opportunities when attracting, selecting and retaining talent. We are committed to helping all individuals thrive in the workplace, regardless of their backgrounds or circumstances. |
| Employment and inclusion of people with disabilities | <ul style="list-style-type: none"><li>✦ The impact of a diverse and fair working environment on our employees' potential, well-being and welfare.</li></ul>   | <ul style="list-style-type: none"><li>✦ A diverse and inclusive environment may positively impact employee well-being and welfare, talent attraction and retention, benefitting operational performance and customer satisfaction.</li></ul>   |  |
| Diversity in the workforce                           |   | <ul style="list-style-type: none"><li>✦ Diversity in the workforce can strengthen our organization through broader knowledge and perspectives.</li></ul>   |  |
| WORKING CONDITIONS                                   |   |  |  |
| Work-life balance                                    | <ul style="list-style-type: none"><li>✦ Workplace health and safety measures within nexeye's own operations can impact the wellbeing, engagement and performance of employees.</li></ul>  | <ul style="list-style-type: none"><li>✦ Infectious diseases or pandemics may threaten employees' health, affecting business continuity.</li></ul>  | We provide our staff with the skills, resources and tools they need to perform their work safely. We also promote an open work culture where they can access support and guidance, especially during illness. Our priority is our employees' physical and mental well-being.   |
| Health and safety                                    | <ul style="list-style-type: none"><li>✦ Poor working conditions and non-compliance with safety standards can cause injuries and critical incidents impacting well-being, engagement and performance of employees.</li></ul>   | <ul style="list-style-type: none"><li>✦ Critical incidents or poor working conditions that cause high levels of sick leave may affect business continuity due to staffing problems and reputational damage (with recruitment challenges as a consequence).</li><li>✦ Good working conditions and supporting employee well-being may positively influence employee retention and attraction, and therefore business continuity and workplace absenteeism.</li></ul>   |  |

+ = Positive    - = Negative



## TARGETS

We have not yet set ESG targets related to our workforce. We will do so when we implement a company-wide HR system that will help us improve definitions and establish a single source of truth. See **Ambition 2: Ensure an energized and excellent workforce.**

### TOTAL OPTICAL STORE EMPLOYEES

internally or externally trained on optical competencies

1,392

### TOTAL TRAINING HOURS

115,858

### AVERAGE TRAINING HOURS

per person (not only optical)

54 average

## INFORMATION ON EMPLOYEES BY CONTRACT TYPE, GENDER AND REGION

| Number of employees (end-of-period headcount) |       |        |       |                             |       |               |
|---|-------|--------|-------|-----------------------------|-------|---------------|
|   | Male  | Female | Other | Not disclosed/<br>available | Total | 2023/<br>2024 |
| Total employees                               | 1,005 | 3,355  | 0     | 2                           | 4,362 | 15%           |
| Total employees with a permanent contract     | 776   | 2,508  | 0     | 2                           | 3,286 | 10%           |
| Total employees with a temporary contract     | 229   | 849    | 0     | 0                           | 1,078 | 34%           |
| Non-guaranteed hours employees                | 74    | 320    | 0     | 0                           | 394   | 18%           |
| Total employees with a part-time contract     | 336   | 1,851  | 0     | 2                           | 2,189 | 12%           |
| Total employees with a full-time contract     | 595   | 1,184  | 0     | 0                           | 1,779 | 19%           |
| Total external hires (non-employee workers)   | 20    | 12     | 0     | 0                           | 32    | -47%          |

## EMPLOYEE TURNOVER

|                            | Headcount |
|----------------------------|-----------|
| Total employee departures  | 1,382     |
| Of which voluntary         | 914       |
| Annual turnover percentage | 31.7%     |

## AGE DISTRIBUTION

|                              | Headcount    | (%)        |
|------------------------------|--------------|------------|
| Employees under 30 years old | 1,823        | 42%        |
| Employees between 30 and 50  | 1,715        | 39%        |
| Employees over 50            | 823          | 19%        |
| <b>Total</b>                 | <b>4,361</b> | <b>100</b> |

## REMUNERATION METRICS

|                 | (%)    |
|-----------------|--------|
| Gender pay gap* | 11.15% |

\*Based on the weighted average of countries in relation to total employees.

## DISCRIMINATION INCIDENTS

|  |   |
|--|---|
| Number of reported incidents of discrimination | 2 |
|--|---|

## ACCIDENTS

|   |           |
|---|-----------|
| Total work hours  | 5,380,246 |
| Total recordable work-related accidents for own workforce                             | 40        |
| Rate of recordable work-related accidents for own workforce (accident frequency rate) | 7.43      |

## INJURIES, FATALITIES & ILL HEALTH

|  |     |
|--|-----|
| Total work-related injuries (as defined by local jurisdiction)   | 17  |
| Total days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health related to employees | 615 |
| Total fatalities in own workforce as result of work-related injuries and work-related ill health   | 0   |
| Total fatalities as result of work-related injuries and work-related ill health of other workers working on undertaking's sites                                  | 0   |

## S2 | WORKERS IN THE VALUE CHAIN

Impacts, risk and opportunities related to workers in the value chain

| TOPIC   | IMPACTS  | RISKS/ OPPORTUNITIES  | MANAGEMENT  |
|---|--|---|---|
| <b>WORKING CONDITIONS AND OTHER WORK-RELATED RIGHTS</b>   |  |   |   |
| <b>Secure employment</b><br><b>Working time</b><br><b>Adequate wages</b><br><b>Social dialogue</b><br><b>Collective bargaining</b><br><b>Work-life balance</b><br><b>Health and safety</b><br><b>Child labour</b><br><b>Forced labour</b> | <p><b>-/+</b> Respected human rights (e.g. related to child labor, slavery, safety hazards) in our supply chain impact the well-being of workers in the value chain.</p> <p><b>+</b> Our requirements and control mechanisms, as well as cooperation with suppliers, positively impact the realization of ethical operations and sustainability in the supply chain.</p> | <p><b>-</b> Suppliers of nexeye could breach relevant legislation such as quality and safety standards, human rights and/or environmental laws, which could negatively impact our reputation.</p> <p><b>-</b> Relationships with suppliers may weaken, possibly leading to loss of good partnerships.</p> <p><b>+</b> Nexeye's reputation as a sustainable partner and operator could improve, leading to closer cooperation and long partnerships.</p> | <p><b>Suppliers are required to</b> commit to our Supplier Code of Conduct (SCoC), which contains requirements for fair employment practices, health and safety and respecting human rights.</p> <p><b>We follow</b> due diligence in our selection of partners.</p> <p><b>We use</b> supplier assessments, survey, audits and risk analyses to monitor the working conditions and work-related rights of the workers in the value chain.</p> |

+ = Positive    - = Negative

## TARGETS

| GHG emissions (tCO <sub>2</sub> eq)  | 2023 | 2024 | 2025 | 2026 | 2027 |
|--|------|------|------|------|------|
| <b>% Code of Conduct (or equivalent) signage by tier 1 merchandise suppliers</b>           |      |      |      |      |      |
| Target   | 100  | 100  | 100  | 100  | 100  |
| Result   | 70   | 100  |      |      |      |
| <b>% ESG audit coverage at tier 1 non-OECD merchandise suppliers</b>                       |      |      |      |      |      |
| Target   | n/a  | 80   | 80   | 90   | 90   |
| Result   | n/a  | 90   |      |      |      |
| <b>Average score for all ESG audits performed at non-OECD tier-1 merchandise suppliers</b> |      |      |      |      |      |
| Target   | 8.0  | 8.0  | 8.0  | 8.0  | 8.0  |
| Result   | 9.0  | 9.2  |      |      |      |
| <b>% ESG audit announcement ratio</b>  |      |      |      |      |      |
| Target   | 50   | 60   | 60   | 70   | 70   |
| Result   | 60   | 60   |      |      |      |

See **Ambition 3: More sustainable merchandise.**

## POLICIES

Our SCoC includes the Cascade Principle, Human Rights Policy, Anti-Corruption and Economic Sanctions Policy, Internal Sustainable and Ethical Procurement and Sourcing Policy and grievance mechanisms. Supplier management practices are discussed in more detail under G1 | Business Conduct.



## S4 | CONSUMERS AND END USERS

Impacts, risks and opportunities related to consumers and end users

| TOPIC  | IMPACTS   | RISKS/OPPORTUNITIES   | MANAGEMENT  |
|--|---|---|---|
| <b>SOCIAL INCLUSION OF CONSUMERS AND END USERS</b> |   |   |   |
| <b>Access to products and services</b>             | <ul style="list-style-type: none"> <li>- Increasing complexity of design and production processes can result in lower quality products that reduce customer health, safety and/or satisfaction.</li> </ul>  | <ul style="list-style-type: none"> <li>- Unforeseen changes in technical and/or product safety regulations may increase compliance costs or loss of profitability and reputational loss, due to impact on image quality and reliability on brands.</li> <li>- Dependency on suppliers for product quality and safety control could lead to unbalanced supply-demand relationships and an inability to obtain products and services at a competitive price and quality.</li> </ul> | <p><b>Our strategy is to</b> always comply with all relevant market standards and Medical Device Regulations for the safe and effective use of our products.</p>  |
| <b>Non-discrimination</b>                          | <ul style="list-style-type: none"> <li>+ The accessibility of high-quality eyecare products and services, created by nexeye's local retail activities, can impact eye health awareness, social well-being and community health and safety.</li> </ul> | <ul style="list-style-type: none"> <li>+ Market opportunity/risk: (not) being able to offer the same quality as competitors for a lower price.</li> </ul>   | <p><b>We make</b> quality eye and hearing care accessible by offering good coverage across all our markets.</p> <p><b>We consistently</b> prioritize affordability and accessibility by ensuring that our products are competitively priced, significantly below the market average, while maintaining a reasonable distance from our competitors.</p> <p>With our omnichannel approach, <b>we ensure</b> that no one is excluded from affordable eyewear access.</p> |

+ = Positive    - = Negative

## TARGETS

We aim for 90% of nexeye stores to be accessible for wheelchair users by 2029.

For more on this, see **Ambition 1: Make good eye care and hearing care affordable and accessible for everyone.**

# GOVERNANCE

## GOVERNANCE AND BUSINESS CONDUCT

## G1 | GOVERNANCE AND BUSINESS CONDUCT

Impacts, risks and opportunities related to business conduct

| TOPIC   | IMPACTS  | RISKS/ OPPORTUNITIES  | MANAGEMENT   |
|---|--|---|--|
| <b>MANAGEMENT OF RELATIONSHIPS WITH SUPPLIERS</b> |  |   |  |
| <b>Responsible supply chain</b>                   | <ul style="list-style-type: none"> <li>+ Nexeye's requirements and control mechanisms, as well as its sustainability cooperation with suppliers, may have a positive impact on the realization of ethical operations and sustainability in the supply chain.</li> <li>- Requirements and control mechanisms may be inadequate, which could lead to non-compliance with the law or the company's requirements in the supply chain.</li> </ul> | <ul style="list-style-type: none"> <li>- Unintentionally supporting operations that contradict nexeye's values could damage our reputation as a sustainable and responsible partner.</li> <li>- Relationships with suppliers may weaken, leading to the loss of the best partnerships.</li> <li>+ Nexeye's reputation as a sustainable partner and operator improves cooperation with suppliers, leading to long partnerships.</li> </ul> | <p><b>Suppliers are required to</b> commit to the Supplier Code of Conduct (SCoC) containing requirements for fair employment practices, health and safety and respecting human rights.</p> <p><b>Nexeye follows</b> due diligence in its selection of partners, using supplier assessments, surveys and audits and risk analyses to monitor the working conditions and work-related rights of the workers in the value chain. We apply a cascade principle to management.</p> |

### TARGETS

Nexeye has set targets related to supplier commitment in the SCoC and supplier assessments and audits. See **Ambition 3 for more**.

#### The identification and assessment of material impacts, risks and opportunities

Through a double materiality assessment based on the CSRD principles of double materiality, we identified the material impacts, risks and opportunities related to workers in the value chain. The materiality assessment is described on [page 39](#).

### POLICIES

Given our influential role in the value chain, we must help ensure that responsible industry practices are implemented. This includes collaborating with our suppliers to uphold ethical standards in areas such as human rights and environmental stewardship and ensuring that the people involved in manufacturing our frames, lenses, contact lenses and other products have healthy and pleasant working conditions.

As we source many of our materials and products from non-OECD countries, our procurement activities frequently involve foreign regulations and standards that may not align with our ethical principles or environmental approach.

Therefore, we aim to ensure that our tier-one suppliers, wherever they are located, meet the ethical and environmental standards we consider important.

To ensure compliance with our SCoC, we conduct announced and unannounced ethical audits based on SA8000 standards. Suppliers based in OECD countries are expected to live up to our standards, so our audits focus primarily on partners located in non-OECD countries. Additionally, we have a Self-Assessment Questionnaire (SAQ) and factory review process, covering both quality and ESG aspects. This initiative, currently in the testing phase, encourages suppliers to take responsibility for ethical business practices.



## MERCHANDISE SUPPLIERS

|   | 2023 | 2024 |
|---|------|------|
| # of tier-1 merchandise suppliers                         | 48   | 54   |
| # of tier-1 merchandise suppliers from non-OECD countries | 13   | 18   |

## COC

|  | 2023 | 2024 |
|--|------|------|
| # signed CoCs (or equivalent) by tier-1 merchandise suppliers      | 34   | 54   |
| # of CoCs (or equivalent) by non-OECD tier 1 merchandise suppliers | 13   | 18   |

## AUDITS

|   | 2023 | 2024 |
|---|------|------|
| # of audits performed covering ESG aspects at non-OECD tier-1 merchandise suppliers | 13   | 17   |
| # of unannounced audits   | 8    | 10   |
| # of announced audits   | 7    | 7    |
| # corrective plans implemented based upon audit from previous year                  | n/a  | 4    |

## AUDIT SCORE

|   | 2023 | 2024 |
|---|------|------|
| <b>Overall</b>  |      |      |
| Average score for all ESG audits performed at non-OECD tier-1 merchandise suppliers | 9    | 9.2  |

Median score for all ESG audits performed at non-OECD tier-1 merchandise suppliers 9.1 9.3

### Unannounced

Average score for all unannounced ESG audits performed at non-OECD tier-1 merchandise suppliers 9.1 9.2

Median score for all unannounced ESG audits performed at non-OECD tier-1 merchandise suppliers 9.1 9.3

### Unannounced

Average score for all announced ESG audits performed at non-OECD tier-1 merchandise suppliers 8.8 9.4

Median score for all announced ESG audits performed at non-OECD tier-1 merchandise suppliers 9.2 9.4

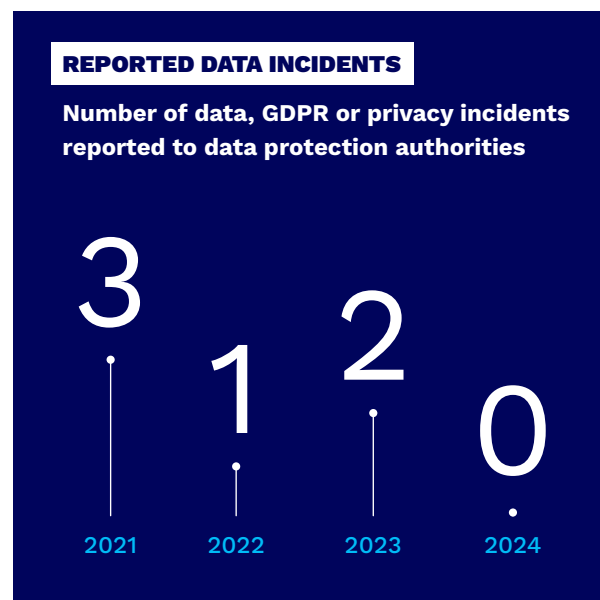
## Impacts, risks and opportunities related to governance

| TOPIC  | IMPACTS   | RISKS/OPPORTUNITIES  | MANAGEMENT  |
|--|---|--|---|
| <b>ENTITY-SPECIFIC TOPIC: DATA PROTECTION AND INFORMATION SECURITY</b>     |   |  |   |
| <b>Ensuring robust data privacy protection and cybersecurity measures.</b> | <ul style="list-style-type: none"> <li>Poor cybersecurity and data privacy measures may cause data breaches, which can expose personal information (including medical or financial data) and impact customers' or employees' privacy and safety.</li> </ul> | <ul style="list-style-type: none"> <li>Non-compliance with legal requirements may lead to loss of profitability and reputation.</li> <li>Threats to the confidentiality of (customer) data caused by cyberattacks or terrorism.</li> <li>These incidents could lead to loss/theft of customer data, higher costs, penalties and reputational damage, impacting business continuity.</li> </ul> | <b>We comply</b> with legal requirements around data privacy and security, such as the collection, storage, protection and use of customer and supplier data. |



## Data protection and information security

### TARGETS



#### Identification and assessment of material impacts, risks and opportunities

A double materiality assessment based on CSRD principles identified our material impacts, risks and opportunities related to workers in the value chain. With the increasing influence of digital technology on our business, including interconnected devices, machine learning and artificial intelligence, coupled with our growing presence in e-commerce and retail stores, it is crucial to safeguard intragroup flows of personal data. As the threat of cybercrime grows, so does the risk of data breaches that expose personal information and impact customer privacy and safety.

Nexeye's legal entities process personal data on a large scale, including medical data such as the results of eye and ear measurements. Cyberattacks can threaten the confidentiality of all data, including customer data, and impact stakeholder trust, business operations and costs.

#### Policies

Nexeye is dedicated to collecting and protecting customer and supplier data to maintain trust and comply with applicable laws. We have a privacy policy, a security policy, a retention policy, a consent policy, a data breach procedure for IT and a data subject rights procedure for customer service operations. This is aligned with the European Union's General Data Protection Regulation (GDPR) principles and with the ISO 27001/2 standards.

Nexeye has appointed a Group Data Protection Officer (DPO) to oversee data protection efforts. This DPO is supported by a DPO based in Germany, a legal officer, and a security officer. The security manager is the first point of contact for any data breach notifications. The IT department determines whether an incident qualifies as a data breach. IT reports findings to the security manager and the legal officer, while the security officer reports directly to the Group DPO.

The DPO independently supervises compliance with privacy legislation within the organization. If necessary, the DPO will involve the Board, which is responsible for reporting any relevant matters to the authorities. Data protection and information security programs are implemented and managed by the DPO and security officer, who monitor and report quarterly to the management team on the number of data breaches. The report also shows the progress in the work and projects in the field of privacy and security. The Board is immediately informed if there is a data breach that needs to be reported. Additionally, we report on employee awareness training and qualifications that cover the subject of privacy risks and potential litigation to the Board every quarter.

## Actions

In 2024, we made a dedicated effort to reduce data risks and prevent breaches. We achieved this by strengthening governance and awareness throughout our organization. All employees successfully completed an interactive cybersecurity training course titled “Are You Secure?” which was developed in 2022. We will continue to make progress in this area by offering comprehensive privacy and security awareness training and campaigns. What’s more, we are committed to continually improving our privacy and security evaluation framework to ensure it aligns with the latest techniques and work processes, aiming for higher maturity levels.

## Control governance and risk management

We are dedicated to protecting the data of our customers and colleagues. To achieve this, we prioritize keeping nexeye employees informed about potential cybercrime risks. We conduct awareness training sessions yearly for all employees and provide mandatory onboarding training for new employees in security-sensitive roles.

Our control governance includes a risk-based approach, for which we use pre-classified COBIT risk areas on security and privacy. IT risks are monitored via 18 COS standards and we report monthly on privacy and security risks. Our reports show that the most challenging issues in our organization relate to the quality of stored client and employee data.

*The information in this publication was compiled with the greatest care; nevertheless, no rights may be derived from this publication.*

## VALUE IN VIEW OF THE FUTURE

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