

Stakeholder Dialogue Policy - Ctac N.V.

Introduction

As a Business & Cloud Integrator, Ctac helps its clients realise their ambitions. However, Ctac's impact extends beyond the clients it serves. On an ongoing basis, Ctac interacts with a large number of different stakeholders. Ctac does this in line with its core values:

- Collaborative
- Conscious
- Entrepreneurial
- Results-oriented
- Driven

Ctac recognises that various stakeholders and stakeholder groups may have different views and expectations regarding the role Ctac plays as a Business & Cloud Integrator and the manner in which Ctac interacts with them. Ctac is interested in better understanding the perspectives and interests of its stakeholders so that these can be integrated into its strategy aimed at achieving sustainable, long-term value creation.

To facilitate meaningful exchanges of thoughts and visions between Ctac and its stakeholders, Ctac has developed this Stakeholder Dialogue Policy. The policy aligns with provision 1.1.5 of the Corporate Governance Code and provides a framework for interaction with Ctac's internal and external stakeholder groups.

Stakeholders

Ctac's main stakeholders and stakeholder groups are determined by the extent to which they are affected by, and can influence, Ctac's strategy and business activities. The stakeholder groups with whom Ctac engages are not fixed and may change over time, depending on the themes that are the subject of the stakeholder dialogue from time to time. The dialogue with Ctac's main stakeholder groups takes many forms and is outlined below in a non-exhaustive manner:

Stakeholder Group	Mode of Interaction
Clients / Contractors	<ul style="list-style-type: none">• Phone and email• Physical and digital meetings• Events• Webinars• Customer satisfaction surveys• Social media

	<ul style="list-style-type: none"> Stakeholder dialogue <p>Frequency: Daily</p>
Suppliers / Partners	<ul style="list-style-type: none"> Phone and email Physical and digital meetings Events Webinars Social media Stakeholder dialogue <p>Frequency: Daily</p>
Board of Directors	<ul style="list-style-type: none"> Phone and email Physical and digital meetings Works Council Intranet / Viva Engage Social media Townhall meetings Events General and special shareholder meetings Stakeholder dialogue <p>Frequency: Daily</p>
Supervisory Board	<ul style="list-style-type: none"> Phone and email Physical and digital meetings General and special shareholder meetings Stakeholder dialogue <p>Frequency: Regularly</p>
Employees	<ul style="list-style-type: none"> Phone and email Physical and digital meetings Works Council Intranet / Viva Engage Social media Townhall meetings Video updates Events Employee satisfaction surveys

	<ul style="list-style-type: none"> Stakeholder dialogue Newsletters <p>Frequency: Daily</p>
Shareholders / Financiers	<ul style="list-style-type: none"> Phone and email Physical and digital meetings General and special shareholder meetings Roadshows Investor days Stakeholder dialogue <p>Frequency: Regularly</p>
Local Community	<ul style="list-style-type: none"> Employee volunteering Donations and charities Collaboration and initiatives with local communities Internships for graduates <p>Frequency: Regularly</p>

When identifying the most relevant stakeholder groups, Ctac uses the following principles:

- Affected stakeholder: Individuals or groups whose interests may be affected (positively or negatively) by Ctac's (business) activities and Ctac's direct and indirect business relationships.
- User of a financial or sustainability statement: Any user of a financial or sustainability statement, regardless of whether this statement is primarily directed at the user.

Topics of Conversation and Mode of Interaction

Ctac promotes stakeholder dialogue regarding all its business activities and through all suitable channels. The manner in which this occurs is adjusted based on the type of topic being discussed and the respective stakeholder. Possible modes of dialogue include occasional or periodic conversations, meetings, interviews, surveys, multi-stakeholder meetings or conference calls, panels and collaborations.

Ctac is open to dialogue and feedback on the topics that are most important to its stakeholders, particularly concerning the sustainability aspects of Ctac's strategy and policy in broad terms, including ESG topics. This allows Ctac to gain further insight into the effects, risks and opportunities of the main sustainability themes for Ctac and its stakeholders.

Ctac maintains control over which topics are discussed, how they are addressed and with which stakeholders dialogue is conducted. Ctac may choose to reject a request for dialogue with a stakeholder or impose additional conditions if the dialogue is deemed not to be in Ctac's interest by the Board of Directors. Ctac will adhere to all applicable laws and regulations during stakeholder dialogue.

This policy takes effect immediately.

's-Hertogenbosch, 13 December 2023

The Board of Directors