



i-team Global
Company Profile

September 2023



i-team

Blue on the outside, **green at heart.**

At i-team Global we believe cleaning is more than the removal of dirt. Cleaning means ensuring the health and safety of people, while making the job easier, simpler, more efficient, and more fun. To achieve this all our products are designed with their end-users in mind: the people who keep our world clean.

We are driven to create a cleaner and safer environment for people, and to protect our planet at the same time. All over the world we are making clients, buildings, and places safer, healthier, and happier with the right hardware and software. Innovation and social responsibility, thus, are the pillars our organisation is built on.

Now we are taking the next step in our sustainability journey.

We are doing this by:

- Establishing an ESG team
- Setting goals and creating an ESG roadmap
- Openly and regularly communicating about our sustainability efforts
- Involving the entire supply chain and all stakeholders in the ESG journey

By putting objectives on paper, establishing specific responsibilities and functions, and streamlining our communications we continue to improve consistently. The aim is not achieving perfection. Instead our goal is to do our part, and to do the best we can.

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At i-team Global we believe in taking gradual steps towards big improvements. Every organisation must play its part, and stop delaying investing in sustainability. The road to a better world is paved with inconvenience, but starts NOW, not tomorrow.

Frank van de Ven

Founder and CEO of i-team Global

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Flight Forum



1.3 Billion Liters

Our 2023 sustainability goals

2023 has been a year of measuring, organising, and understanding. By looking critically and objectively at where we are now - in our company structure, production chains, and workflows - we can identify where we need to go. In this way we can make the most impactful transitions in all areas of work.

Our three goals therefore involve gathering and analysing information in order to establish a clear roadmap and goals. Alongside various other projects and initiatives, we are working on establishing a roadmap towards our own Net-Zero target, running analyses and assessments on our living wage gap, and taking steps towards becoming a certified B Corporation.

For 2023 we have pinpointed three core goals, and we are taking the steps towards achieving these.



1. Establishing a roadmap towards Climate Neutrality

We have spent the last years putting major investments into the energy transition, and implementing methodologies to work towards Climate Neutrality. We have placed a solar farm with an enormous capacity on top of the new Flight Forum building. This farm has an annual capacity of 1,000,000 kWh per year. This can power our entire Flight Forum and more, so we are installing transformers to be able to store surplus energy on site. We are also working on removing gas from all our other existing buildings and warehouses.

This year we have also formally implemented the Greenhouse Gas (GHG) protocol, and have completed Scope 1, 2, and 3. Our next step is to collaborate with the SBTi (Science Based Target initiative) to calculate an end-date for our Net-Zero target.



2. Running a living wage gap assessment

Living wage is the minimum income someone requires to meet their basic needs, and is dependent on the cost of living in a country. As part of our commitment to and collaboration with the UNGC we want to ensure that all employees of i-team Global worldwide earn a decent living wage. In order to do this we ran a living wage gap assessment, and established a roadmap to close this gap.

Various positive changes were brought about by running this assessment. For example, once the management team in China was made aware of the living wage standards, they implemented changes in the salary scales. By following the roadmap we can work towards closing the living wage gap completely, turning this into a longterm commitment and standard.



3. Submitting our B Impact Assessment

B Corporations are organisations which work to balance people and profit, and collectively build a regenerative economy. The B Impact Assessment is the first step towards a B Corp Certification. The assessment measures an organisation's impact performance across five categories: governance, workers, community, the environment, and customers. Preparing the organisation, and gathering all the information and metrics necessary for the assessment was one of our biggest goals for this year. In June 2023 we were proud to submit our B Impact Assessment.

Becoming a B Corp connects us to a network of over 7,000 organisations that share our sustainability mission. Becoming a B Corp is not a goal in and of itself, but provides us with a framework from which we can establish strategic roadmaps and set goals that enable us to continuously improve.

Meet Ron van de Ven: **ESG Ambassador**

In March 2022, Ron van de Ven stepped into his new role as i-team Global's ESG (environmental, social, and governance) Ambassador. To get a better idea of his role within i-team global's sustainability journey, and his goals, we asked him a couple of key questions:

1. What does it mean to be i-team Global's ESG Ambassador and what are your responsibilities?

This is actually something we are still discovering. There are various definitions and frameworks for ESG and sustainability, and the landscape is constantly evolving. A big part of the job has therefore been to build out the program and initiatives and map the responsibilities. Every single step of the way we are embracing and learning what it really means to deliver on ESG across the entire business line. One of the key assignments this role was established for was to put i-team Global on a strategic sustainability roadmap. This is why we started using the B Impact Assessment (BIA) as part of the B Corporation certification, and why we are working with the United Nations Global Compact (UNGC) and the Sustainable Development Goals (SDGs).

To me the ESG responsibilities and tasks are ones which should be embedded in every aspect of the organisation, rather than siloed in one department which knows everything about it. This way it becomes something everyone contributes to and is integrated as much as possible into the operational work. ESG goals then become as equally valued as any other company goals. This means that ESG is a ship we are all on, but you could say that I am currently steering it and ensuring we keep heading in the right direction.



I believe that, if you look towards the future, you will find that the only companies which will be able to survive are the ones which are sustainable

Ron van de Ven
ESG Ambassador



2. What are your 2023 key goals?

Last year and parts of this year have been used primarily for establishing a baseline. Getting clear what the domain and areas are, where we are now, and where we need to go from here. It takes a lot of time and organisation to gather all of the right information and metrics, run analyses and assessments, and establish benchmarks - and this has been a priority up until now. From here we can establish a clear roadmap and start setting concrete goals.

These goals span over the environmental, social, and governmental elements of sustainability. Alongside various other projects and initiatives we are therefore working on the following key goals for 2023:

1. Establishing a roadmap towards Climate Neutrality
2. Running a living wage gap assessment
3. Submitting our B Impact Assessment

3. What is the role of i-team Global within the cleaning industry, and how can the company inspire others in their innovation and sustainability journey?

The cleaning industry is one which runs on people and talent, so it has a huge impact on the 'social' element of ESG. This is not a perfect system and, depending on the country, we often see a high turnover of people leaving the industry. This shows us that it is hard to keep people in cleaning jobs. This could be due to a lack of job satisfaction or proper compensation, or because of injuries. By creating better products which make cleaning a safe, rewarding, and sustainable job, the cleaning industry can have a huge impact on people. This is the mission that i-team Global was born out of, and one which we hope inspires others.

The cleaning industry also has a large impact on the environment. Firstly, cleaning uses a lot of water and resources. Secondly, cleaning processes also was a lot of dirt, waste, and soap into our water. So cleaning doesn't just use water, it also contaminates it. This increases the financial and environmental cost of purifying water. The industry has to work to prevent this from the outset.

On top of that, I think organisations that openly and transparently communicate about and share their journey, goals, and maybe even their struggles have a huge impact on those around them. They demonstrate to others that the aim is not to be perfect, but for everyone to play their part and make an impact where they can. They show that the most important part of the sustainability journey is not the end goal, but to get started even when you haven't worked out the route. This is the role we want to play.



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Questions?

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