Impact report
2021 – 2022

Our journey to a sustainable future

October 2022

Trust.

Message from the Leadership Team

Climate change, the growing amount of e-waste, the COVID-19 pandemic, a very weak recovery, the danger of stagflation and now Russia's invasion of Ukraine pose urgent questions to organisational resilience.

In the Fast-Moving Consumer Goods and fashion industries, sustainability improvement has become common. Technical consumer goods are lagging behind, and so far we have only seen limited progress in the industry.

Trust wants to make sustainable yet affordable digital accessories the new norm. We are convinced that sustainable entrepreneurship can help us stay resilient in this rapidly changing world. We continue full steam ahead on our sustainability journey and have incorporated sustainability into our business strategy, culture and daily operations.

We measured the ecological footprint of our products and by gaining a deeper understanding of our impact, we are improving our practices considerably. We have defined circular principles that we use as the basis for our product development. These principles drive more sustainable choices.

Together with our suppliers, we ensure that our devices are designed, sourced, and manufactured responsibly, whilst striving to cut costs. Only then can we make sustainability pervasive for all.

As the leadership team, we speak for all of us when we say we remain fully committed to our Environmental, Social, and Governance (ESG) goals, and we strongly believe that our solutions can drive a positive change in the industry and prove that it is possible to offer sustainable digital accessories at an affordable price.

We are excited to share our progress in this impact report which illustrates our continuing journey towards a more sustainable future.

Contents

Management Summary

After setting our ESG strategy last year and issuing our first impact report, we have been making a lot of progress, realising not only how far we've come, but also that we have only made the first steps on this long and challenging journey.

In 2021-2022 we focused on measuring our ecological footprint and looking into opportunities to reduce our negative impact (CO2eq) on the environment and improve the circularity of our products. We are rethinking how products are designed, engineered, and used; and looking for ways to meet performance and quality requirements whilst using fewer and more sustainable resources across the full life cycle of everything we make.

We are working closely together with suppliers and customers to find more sustainable alternatives whilst striving to cut costs for the consumer, further fuelling our purpose to make fair digital accessories the new norm.

Fair for people. Fair for the planet. Fair prices.

We have been actively supporting and following announced and enhanced governmental ESG regulations. Clear standards on life cycle analyses are necessary for transparency, as is coherent communication surrounding the reliability of eco claims. Industry wide cooperation and 'one green label' will ensure quick and real progress and transparency.

Affordable green digital accessories will benefit consumers, companies and the environment. We introduced the first of many products with post-consumer recycled plastic and sold the first products with our own FSC® label. In fact, we strive to make 80% of all new products with recycled materials and 90% of all new packaging is made from FSC®-certified carton.

The YVI+, our bestselling product: affordable and sustainable

Our progress on ESG would not have been possible without the determined and passionate people of Trust and our suppliers.

We have introduced an engagement survey and a training platform for our employees and make sustainability part of daily operations. We stimulate and train our suppliers to meet our high sustainability demands.

We ask them for certifications to guarantee the origin of the recycled materials. To ensure fair working conditions in our value chain, we ask suppliers to become BSCI certified. Only together can we make change happen.

Our efforts did not go unnoticed: in June we were awarded a silver EcoVadis medal in recognition of our ESG efforts. As this is our first year being rated, we have been encouraged by the high score and are dedicated to working towards an even higher one.

We look forward to continuing full steam ahead and are happy to share the challenges and opportunities of our sustainability journey.

Highlights

• Introduction of the Thian Headset
In early 2022, we introduced the first of many products made with (85%) Post-Consumer Recycled plastic: the Wireless Thian Gaming Headset. ()
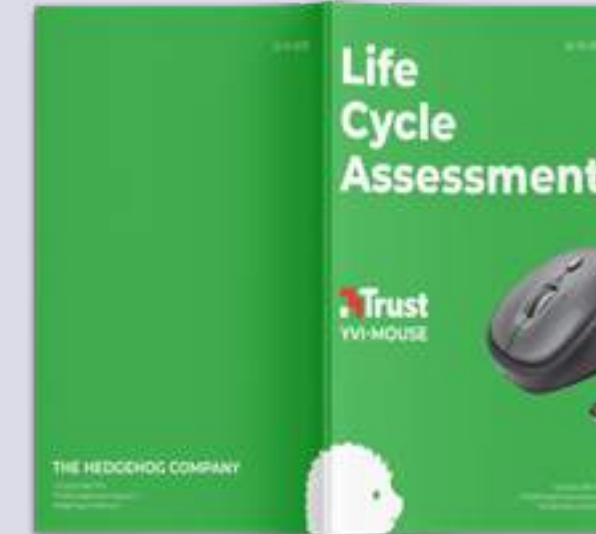
• Impact insights based on Life Cycle Assessments (LCA)
With LCA's, representative for the whole portfolio, the environmental impact of our products and packaging is calculated over their entire life cycle. The information provided by an LCA supplies clear and unfiltered insights into where to start reducing, replacing, or removing non-sustainable materials and processes. ()

• First FSC® packaging
In February 2022, we received the first products with our own FSC® packaging: the Maxo laptop chargers. In fact, 90% of all new packaging is made from FSC®-certified carton. ()

• One Green Label
This Spring, the European Commission discussed a legislative proposal including rules on labelling the environmental impact of a product. Trust wrote a letter urging the European Commission to make this labelling method mandatory. We asked other front runners in sustainable consumer electronics to join this coalition and sign the letter. ()

• EcoVadis Silver
One of our most significant achievements of early 2022 was being awarded a silver EcoVadis medal in June from the world's most trusted business sustainability ratings. ()
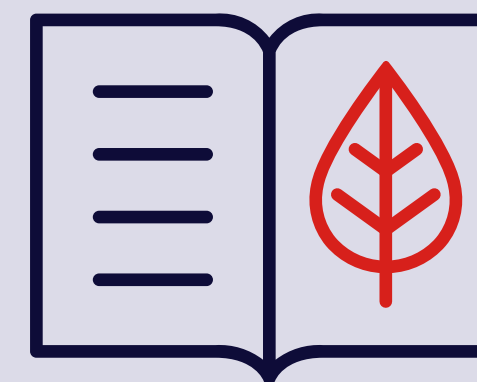
• Ecodesign guidelines
We created Ecodesign guidelines looking for ways to meet quality requirements whilst using fewer and more sustainable resources across the full life cycle of everything we make. We use the guidelines to encourage our suppliers to produce more sustainably. ()

Our business

1. Introduction to our business

Company
description

Trust was founded in 1983 and has grown into a leading value-for-money brand for digital accessories.

We are a global company with local sales to help meet customer needs and expectations whilst supplying outstanding service support.

Trust's products are available from local brick-and-mortar shops to larger electro stores, and from hypermarkets to online retail; and our product assortment can be found in over fifty countries.

Our geographical impact

27% Other

5% Nordics

7% France

8% Iberia

10% UK

Geography

19% Italy

13% Germany

11% Benelux

Gross
sales

In millions

	Covid peak	
€240		
€180		
€120		
€60		
€0		

+2,6%

+9,3%

2018/2019   2019/2020   2020/2021   2021/2022
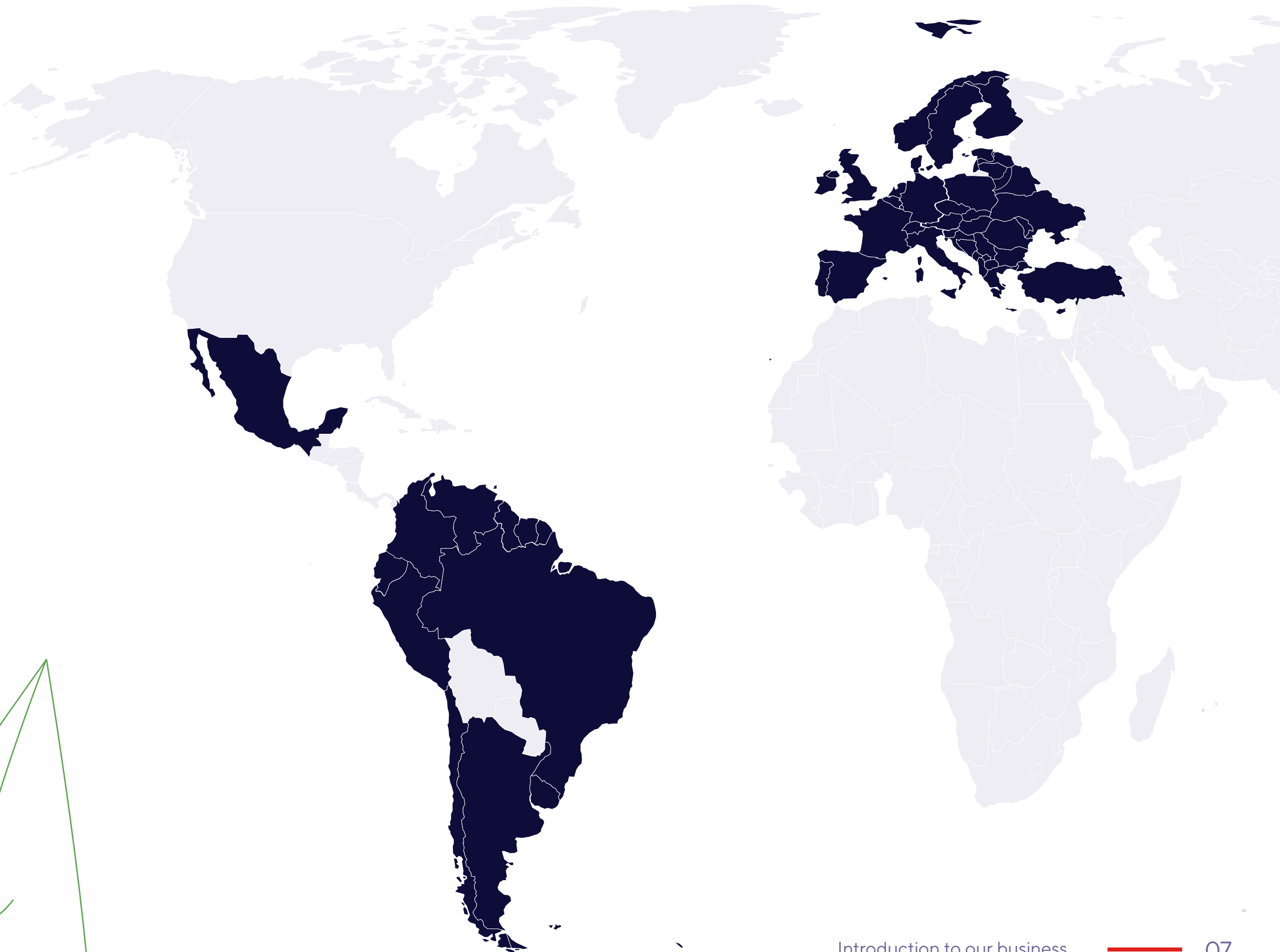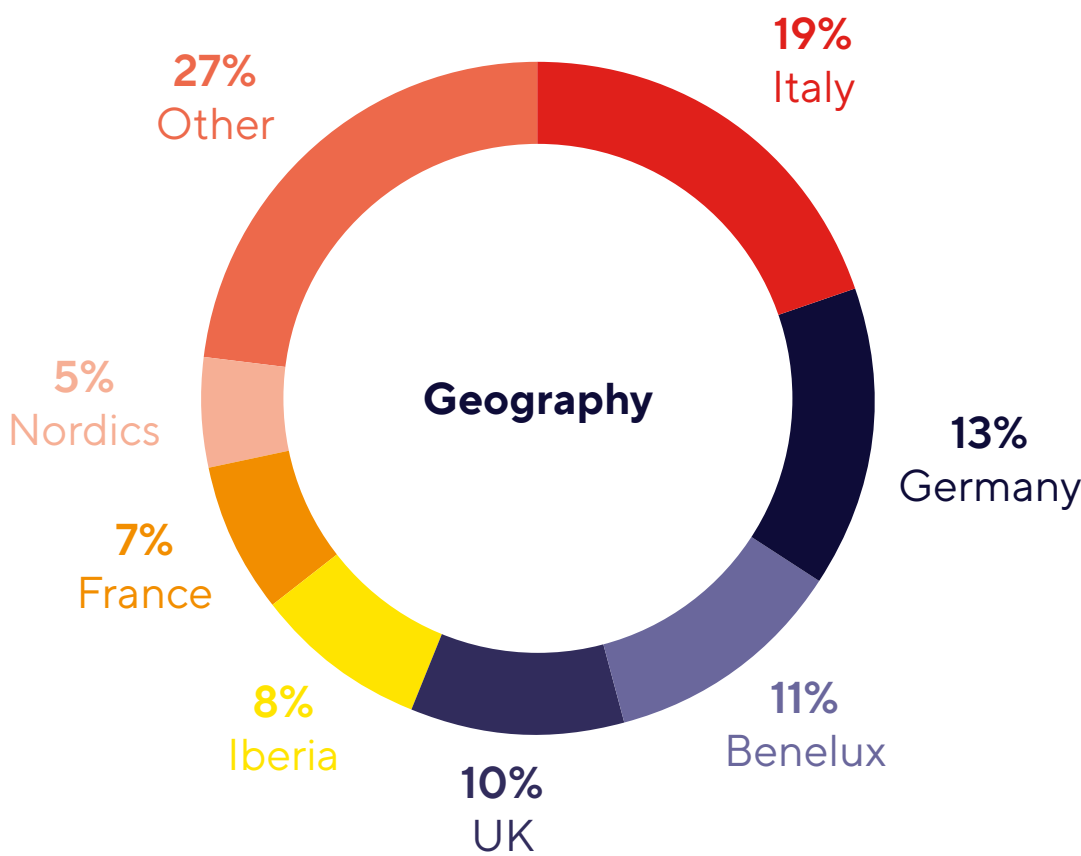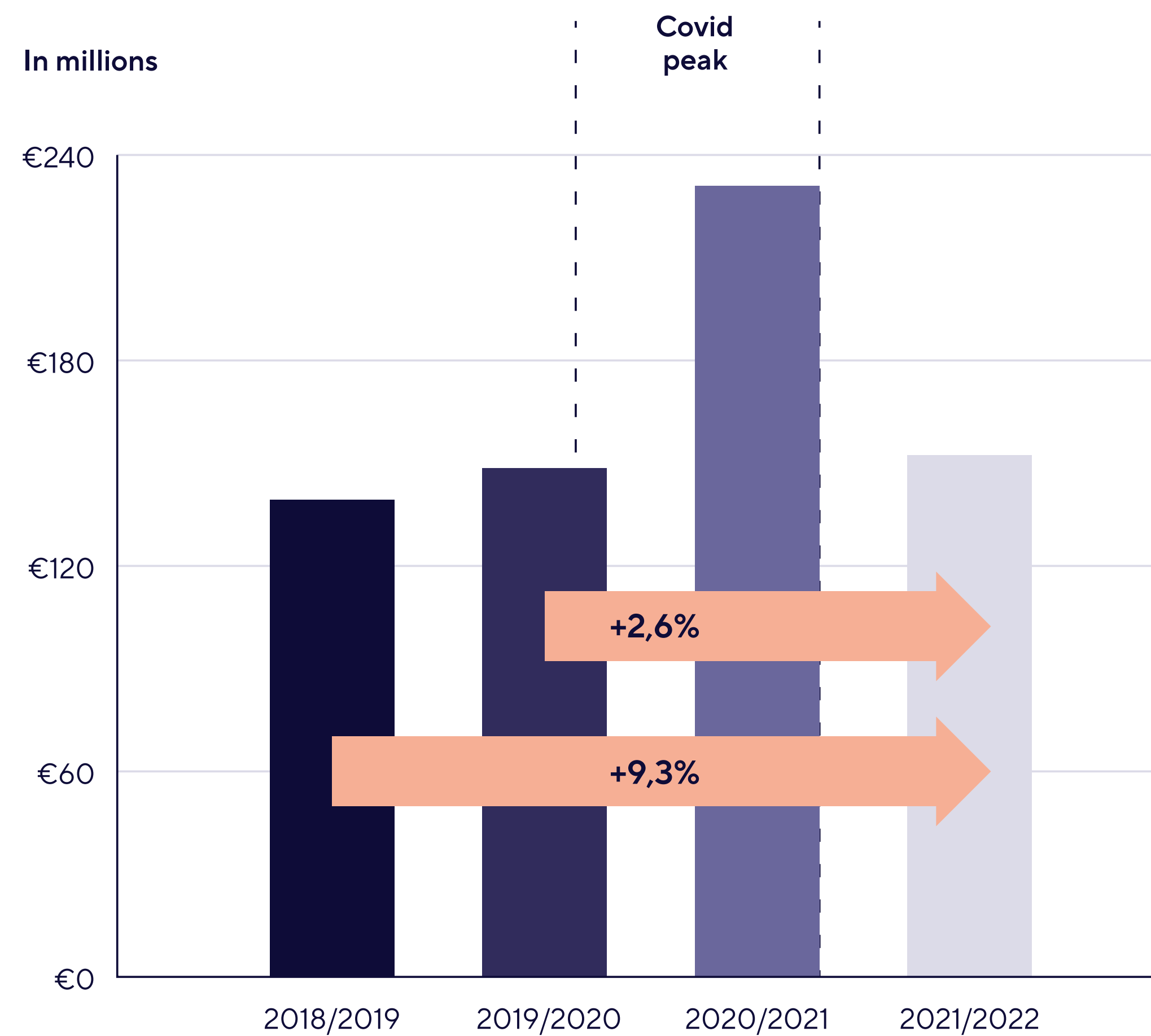
Our corporate
identity

Our
purpose

We make fair digital
accessories the new norm.

Fair for people.
Fair for the planet. Fair prices.

Our
vision

The choices we make each day
truly matter.

To be a driver for positive
change, our products must be
fairly produced and available
to everyone.

Our
mission

We are dedicated to offering
fair and affordable digital
accessories to everyone who
wants to live-work-play in a
clever and joyful way.

ORGANISATION VALUES

We are
empowering

We feel empowered to take initiative and action.

We encourage and facilitate one another to take responsibility, drive positive change and exceed expectations.

We are proud to be Trust.

We are
entrepreneurial

We are ambitious, passionate and committed people.

We use our expert knowledge to think creatively and develop new opportunities.

We are go-getters who focus on short-term results while staying true to our long-term goals.

We are
fair

Honesty, respect and transparency drive everything we do.

We are fair with our colleagues, partners, consumers and the world.

We are
helpful

Trust is not a family business, but we act like one. Words such as 'caring', 'accessible', 'personal' and 'friendly' matter.

We treat colleagues, customers and partners in the way we ourselves wish to be treated.

We are committed to working together as we discover meaningful solutions to the challenges we face.

Our
products

Trust operates both in the consumer market and in the professional market with a broad portfolio of over 800 accessories for PC & laptop, mobile and gaming. We operate in the following categories:

- **Home & Office** – Offering everything our customers need for improved home and office convenience, from wireless mice and keyboards to webcams.

- **Video conferencing** – Facilitating hybrid working with products such as plug-and-play conference cameras and extended microphones.

- **Gaming** – Serving all competitive and casual gamers, with products including headsets, mice, keyboards, and furniture.

- **Mobile** – Helping customers stay connected with a complete on-the-go range including laptop bags and fast-charging power banks.

- **Smart Home solutions** – The Trust Smart Home and KlikAan/KlikUit branded solutions from our Smart Home division enable consumers to control their homes remotely from controlling and saving power switches and smart Wi-Fi lighting to opening curtains – with a single app.
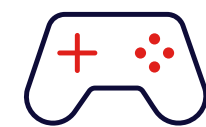
Gaming / 46%
Beginner-to-intermediate gamers, streamers and content creators.
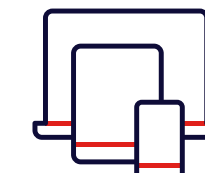
Home & Office / 42%
PC/Laptop users who seek high quality products at a low-medium price range.

Smart Home / 6%
Homeowners making their houses more comfortable and secure.

Mobile / 6%
Mobile users who want to stay connected.

~€153m
Gross Sales

20.000+
Number of PoS listings
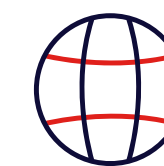
50+
Countries served globally

~220
Employees

~85
Sourcing partners

Company
structure

GXT Holding ("Trust") is a private limited liability company. Shares of the company are owned by Egeria (an international private equity investor) and Trust management.

Egeria focuses on investing in companies with strong market positions, healthy growth potential and sustainable business models. Egeria focuses on sustainable value creation rather than short-term benefits.

Egeria believes that the creation of value goes beyond financial results. In 2018, Egeria embarked on an ambitious corporate giving programme with Egeriado, a corporate giving programme that enables promising projects to take the next step and make the impossible possible. In doing so, Egeria believes in the power of good management, sustainable growth and the courage to build something together.

With the arrival of Egeria as a shareholder, a new phase is dawning for Trust. We have been heavily investing in new top and middle management and in competencies throughout the organisation through training and development alongside the selection of new staff.

Additionally, we are focusing on online retail and B2B channels, company professionalisation, and integrating ESG into the core of our strategy.

More information on:
https://do.egeria.nl/en

GXT Holding

GXT Beheer B.V.

Trust Holding B.V.

Trust International B.V.   Trust Italy s.r.l.   Trust Spain s.a.   Trust Deutschland GmbH   Trust Electronics Ltd
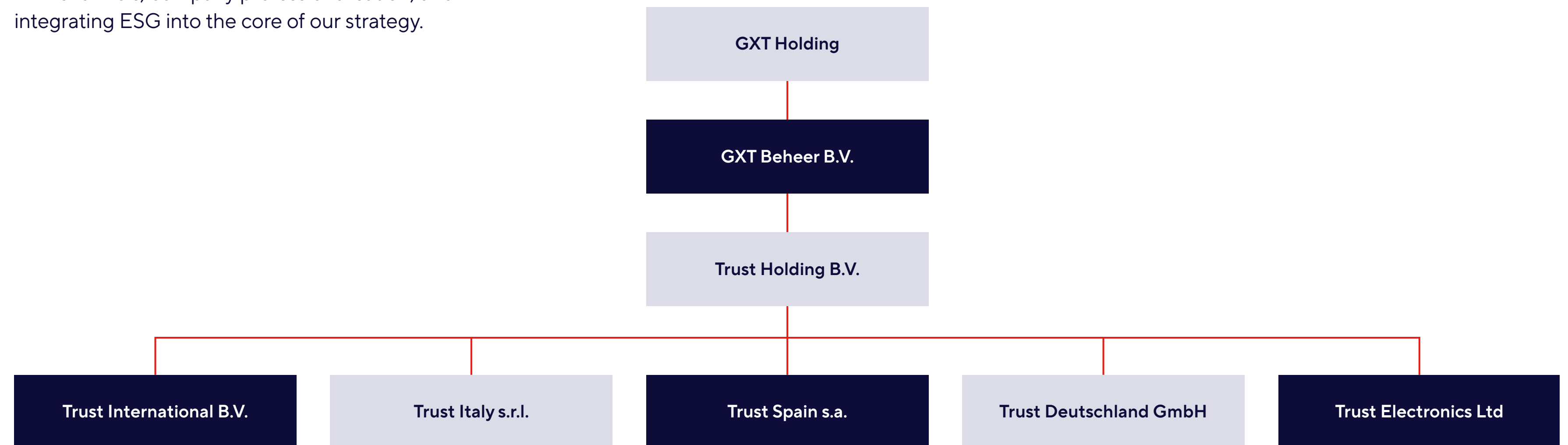
Our supply
chain

Trust is actively involved across the value chain, and leverages the design expertise of the market as well as consumer input and the production scale of our manufacturing partners in Asia.

The product management team develops a product programme together with R&D, design, category management, sales, and marketing. The products are sourced within a network of established manufacturing partners and, occasionally, a new supplier.

Manufacturing partners source raw materials such as plastics, metals, components, and packaging based on Trust's sustainability requirements.

Most of the manufacturing partners use injection moulding, forming, PCB mounting, and assembly machines to produce products themselves. Quality control, social and environmental audits are locally executed and managed by the Trust Shenzhen China office.

Supply forecast is generated bottom-up and based on sell-through, stock level, and product pipeline. Purchasing orders are processed by our headquarters in Dordrecht, the Netherlands.

Operations such as transportation and warehousing are outsourced to a third-party logistic service provider to effectively serve our business partners.

Branding and marketing are executed by Trust International and its country subsidiaries. Trust supports its resellers with (marketing) materials and content to build the Trust brand. Sales via online and offline channel partners occur in both Business-to-Consumer (B2C) and Business-to-Business (B2B). Trust is strongly focused on reseller success (sell-out) with the support of category management, marketing, and promotional activities to meet demand planning.

Suppliers to Suppliers
- Raw material miners (mines, refiners, smelters)
- Material processors

Suppliers of goods & services & traders
- Component suppliers (pcb's, FSC carton)
- Mineral traders
- Printing houses, packaging suppliers, etc.

Final assembly manufacturers

Logistics service providers

End customers
- SME companies/(N)GO's
- Private individuals (gamers, home & office)

- Retailers & Etailers
- SMB resellers
- Distributors

Logistics Service Providers

Own operational activies
- HR, IT, Finance, Sales, Operations, Product Development, Marketing, Facilities

Sustainability@Trust

2. Embracing ESG

Materiality
Assessment

In early 2021 we conducted a customer satisfaction survey in the Netherlands, Germany, Italy, Spain and France.

In October 2021 we conducted a materiality analysis on ESG topics, based on quantitative research among our stakeholders. The analysis helps us ensure that we are focusing on the areas in which we can have the most meaningful impact, as well as the areas of greatest interest to stakeholders as we must work together to reach our common ESG goals.

To define the ESG issues of concern, we used several sources:

• The existing materiality framework from The Impact Institute, which has been compiled by independent third parties, following multi-stakeholder interview and engagement exercises. We made several adaptions to the framework to make it sector specific.

• The standards compiled by the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI).

• Sustainability reports of peer companies, to identify emerging trends, stakeholder expectations, and material issues found in our sector or comparable sectors.

Based on the GRI guidelines, we analysed two dimensions:

• **Dimension X**: Potential for Sustainability Impact - areas in which we have a meaningful and significant economic, environmental, and social impact.
• **Dimension Y**: Stakeholder Importance - aspects of our performance that are important to stakeholders and could influence their assessment of our performance or decision-making.

We have approached five broad stakeholder groups with views and perspectives relevant to our activities:
• Customers
• Consumers and the public
• Employees
• Shareholders/investors
• Suppliers and business partners

The topics with the highest priority for stakeholders and the biggest estimated impact on our business or on society appear in the matrix on the next page. All topics shown in the top right-hand corner of the chart are considered material and high priority.

We used the results of the materiality assessment and the impact measurement () to tailor our strategy, addressing the issues identified as being most material to our business.

In 2022 we followed up with qualitative research. We interviewed our key customers, deepening our understanding of their needs and expectations with regards to ESG.

This helped us to identity what are our common ESG goals, how we can help our customers to reach their ESG goals, and how we can create synergy by working together.

Materiality Assessment
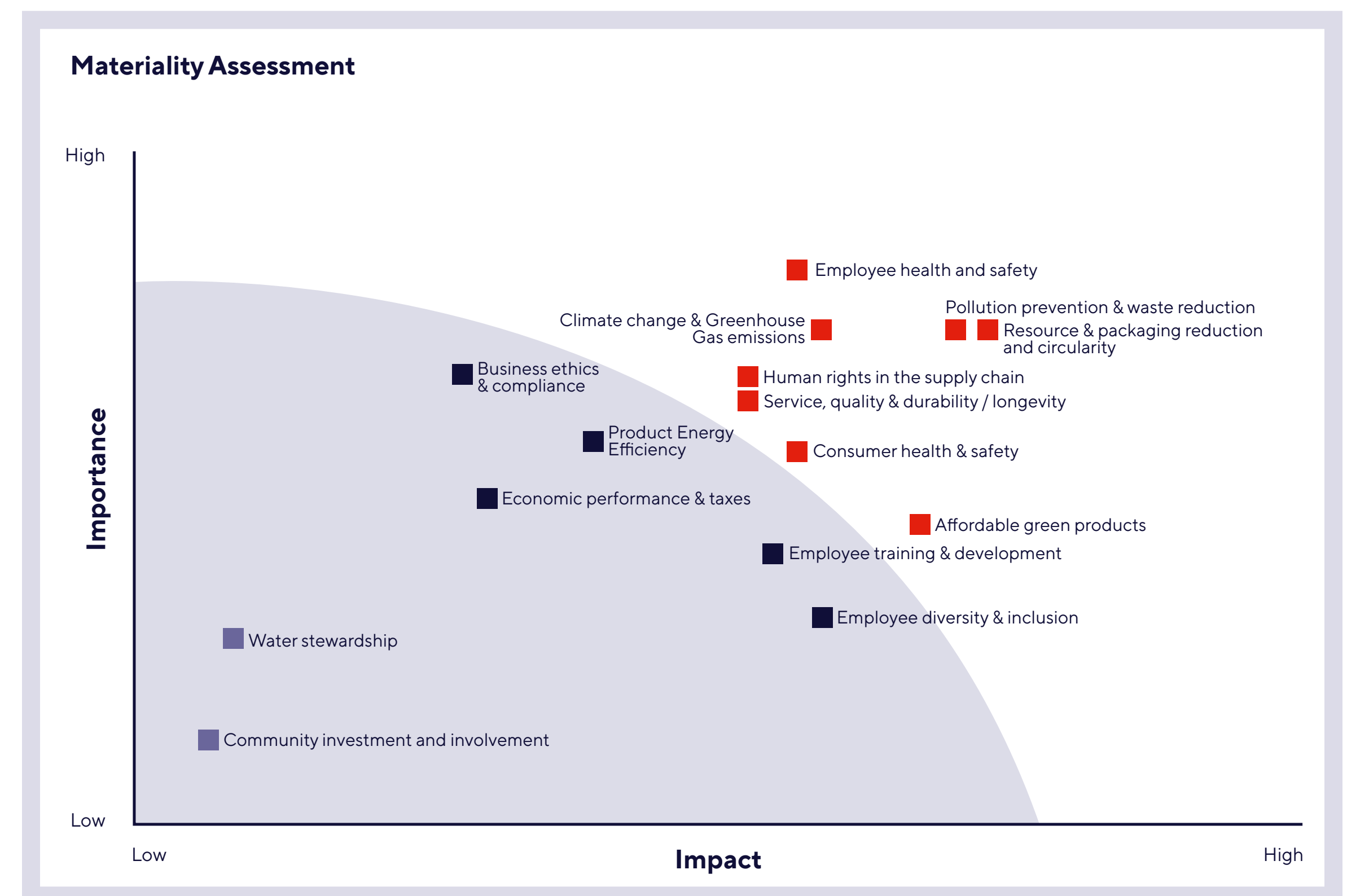
Impact
measurement

Measuring impact gives Trust quantitative insights into its impact on society, ways to improve, and a framework to prepare for new regulations and increase expectations of stakeholders such as customers and investors.

We want to understand the impact of our products and activities across our global and complex value chain and multitude of stakeholders. To do so, there is a need to understand what and where impacts occur as well as what drives them.

In 2021, we started a process of measuring the impact, both positive and negative, that Trust and its value chain operations has on society. The Impact Institute has helped us understand our societal impact and supports us in building a basis from which to steer value of impact measurement and valuation in our specific business context.

The impact hotspot gives insight into the broad effects of our activities. Combined with an impact framework and data inventory, this helps us find our organisation's key impacts and priorities. It also provides a foundation for the wider adoption of impact measurement and valuation.

Financial capital
All assets that are in the form of money of other financial assets, including contracts. In almost all instances, it is owned by a specific stakeholder.

E.g., net profit, salaries

Social capital
Value embedded in groups of people - from family to the global community - and includes social contacts, networks, and norms.

E.g., social trust in a community occurrence of forced labour
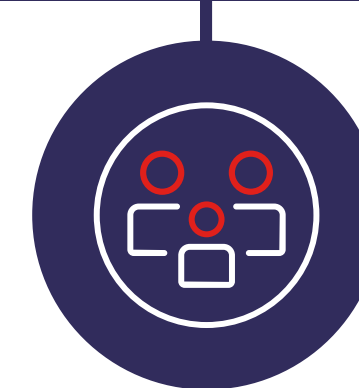
Human capital
The productive capacity embedded in individual people, including their health and competences.

E.g., health and safety incidents, effects on human health
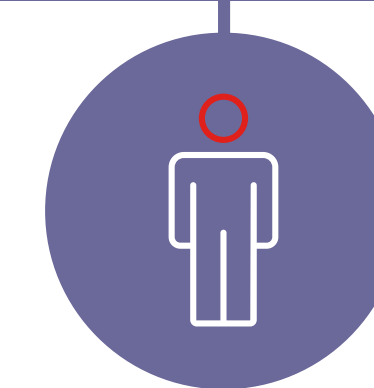
Intellectual capital
Intangible assets either with or without legal rights. Intangible assets cover intellectual property, organisational capital and intangibles associated with the brand and reputation of the organisation

E.g., value of services, value of patents
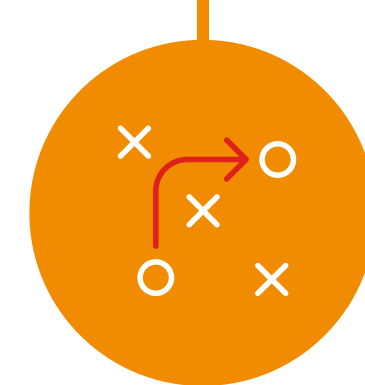
Manufactured capital
All tangible assets including the assets used for production (property, plant, and equipment). This also includes the tangible assets of intermediate and finished products.

E.g., value of products, (change in) property, plant and equipment
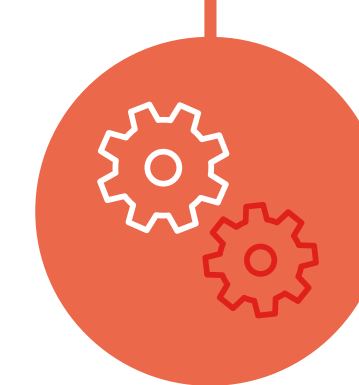
Natural capital
All stocks of natural assets. It contains living and non-living natural resources, climate and ecosystems that provide benefits to current and future generations.

E.g., water pollution, contribution to climate change
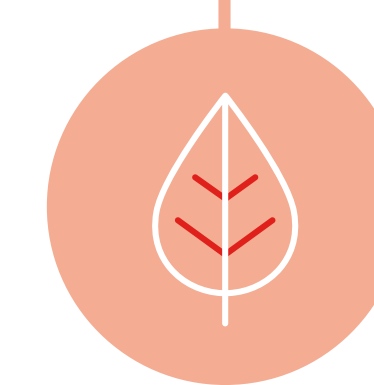
Hotspot analysis

A hotspot analysis gives an overview of the most important impacts. The results show the impact across stakeholders, as well as relative size and type of impact. This allows us to assess the full Scope of our activities and see where current initiatives are targeted.

The hotspot is qualitative and builds on expert input from both Trust and the Impact Institute. The impact hotspot is the first step toward integrated reporting.

This impact score is shown via different sized circles, with a larger circle representing an impact with larger relevance. Trust's material impact primarily relates to natural and financial capital.

Changes in 2021-2022

Compared to 2020-2021, most circles (both positive and negative) are smaller, due to less production and sales compared to the Covid-peak in fiscal year 2020-2021. Our climate change circle remains very high, since the effect of the more sustainable products we are introducing will only show a decreasing impact in the coming years.

In 2021-2022 we focused on measuring our footprint and made a start in reducing our negative impact on 'natural capital' by beginning to use recycled materials for our products.
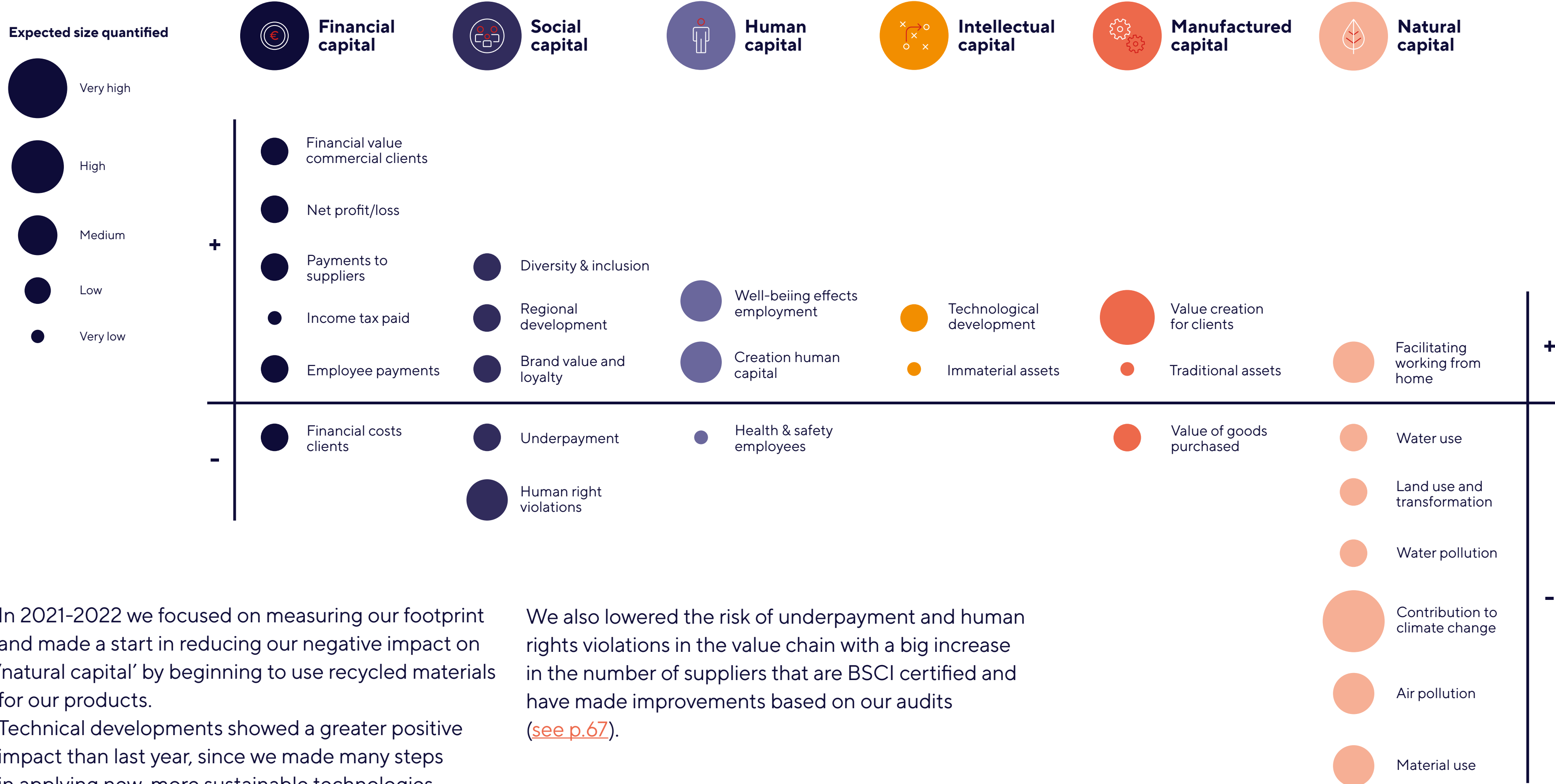Technical developments showed a greater positive impact than last year, since we made many steps in applying new, more sustainable technologies, together with our partners in the value chain.

We also lowered the risk of underpayment and human rights violations in the value chain with a big increase in the number of suppliers that are BSCI certified and have made improvements based on our audits ().

Expected size quantified

- Very high
- High
- Medium
- Low
- Very low

Financial capital

Social capital

Human capital

Intellectual capital

Manufactured capital

Natural capital

+

- Financial value commercial clients
- Net profit/loss
- Payments to suppliers
- Income tax paid
- Employee payments

- Diversity & inclusion
- Regional development
- Brand value and loyalty

- Well-beiing effects employment
- Creation human capital

- Technological development
- Immaterial assets

- Value creation for clients
- Traditional assets

- Facilitating working from home

+

-

- Financial costs clients
- Underpayment
- Human right violations

- Health & safety employees

- Value of goods purchased

- Water use
- Land use and transformation
- Water pollution
- Contribution to climate change
- Air pollution
- Material use

-

The UN Sustainable Development goals

Sustainable Development Goals (SDG) mapping

To maximise our impact, we have set priorities in our ESG strategy. To get an understanding of which impacts have a positive or negative contribution to each SDG, we asked the Impact Institute to do an SDG mapping.

The SDG mapping provides an overview of Trust's most important impacts and how these relate to the different SDGs. The results show both the positive and negative impact across the 17 SDGs. This allows for a comprehensive overview of the positive and negative impacts of Trust's own operations and activities in the value chain.

Expected size quantified

Very high
High
Medium
Low
Very low
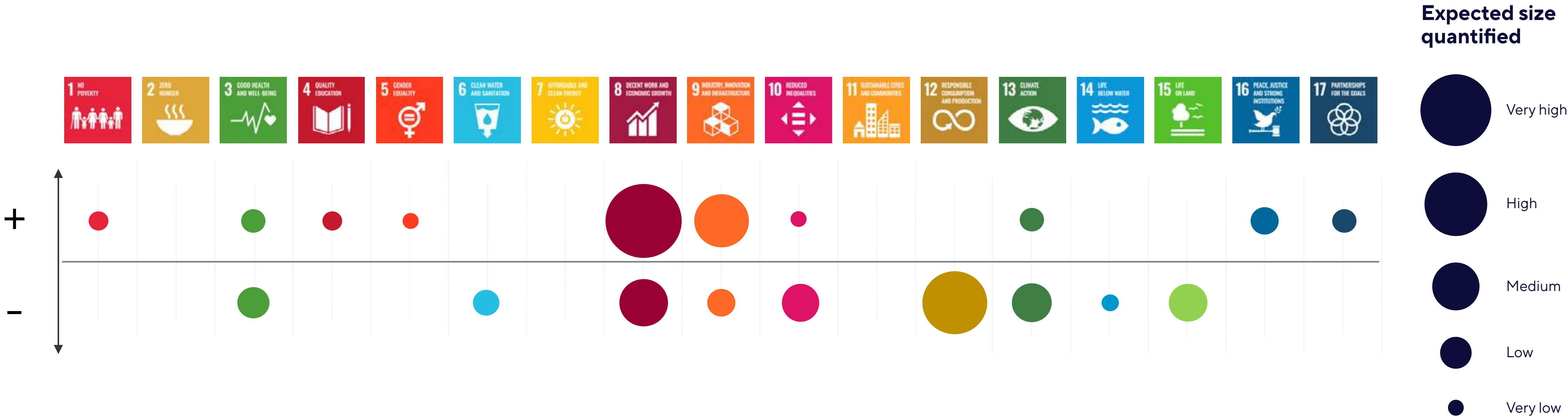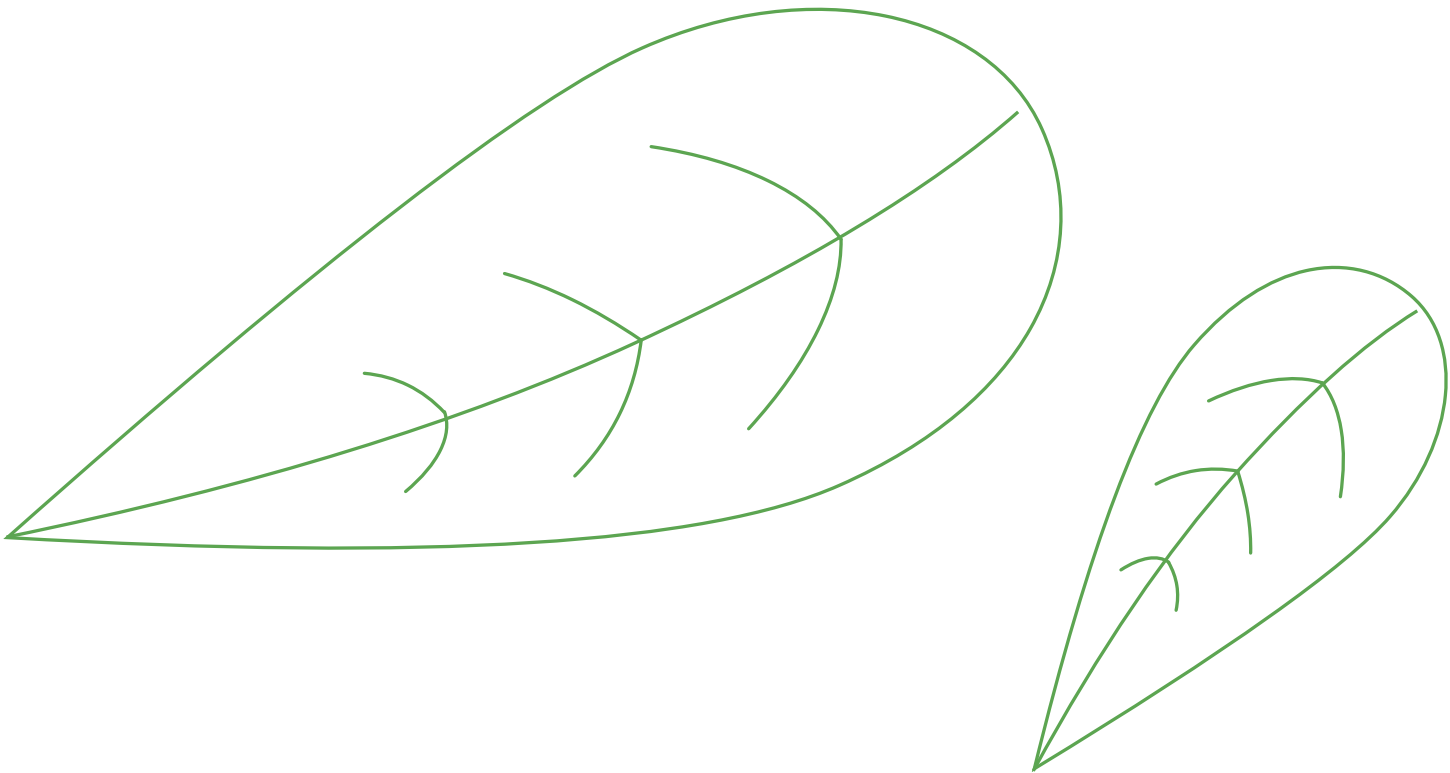
Our ESG
strategy

One of the four pillars of our corporate strategy

In 2021, Trust revised its ambitious growth strategy '2021-2025'. Environmental, Social, and Governance (ESG) has been embedded as one of the four main pillars in the overall company strategy as a fundamental enabler of growth.

We have also incorporated ESG into our purpose, vision, mission and values (see p.9).

Based on our stakeholder analysis (see p.15) and impact measurement (see p.17-18), we have prioritized three SDG impact goals on which we can make the largest immediate impact. We use the SDGs as a framework to create our ESG actions.

Trust's main contribution is to SDG 8, SDG 12 and SDG 13.

Impact goals	8 DECENT WORK AND ECONOMIC GROWTH	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION			
Improvement goals	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	15 LIFE ON LAND	17 PARTNERSHIPS FOR THE GOALS
Compliance goals	1 NO POVERTY	2 ZERO HUNGER	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	11 SUSTAINABLE CITIES AND COMMUNITIES	14 LIFE BELOW WATER	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
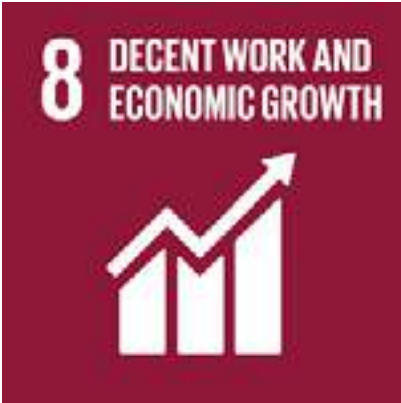
SDG 8 highlights the crucial value of quality education, decent work, and economic growth for all. To support these goals, we are creating an environment in which employees of all ages and backgrounds feel safe and can thrive. We protect their physical health and well-being, encourage their professional and individual growth and we treat them equally no matter their gender, cultural background or disability.

Our responsibility goes beyond our own workforce. We are committed to ensuring decent working conditions at our manufacturing partners. We want to avoid any form of modern slavery, child labour and to ensure good health and well-being for our employees and all people involved in our supply chain.

Electronic waste is one of the world's fastest growing domestic waste streams and much of it is handled unsafely, causing pollution, health hazards, and the loss of valuable depleting resources. Only by recycling these resources can we grow responsibly.

We believe in the need for a circular economy, in which discarded products are collected and recycled into raw materials to produce new products. We have the ambition to be circular by 2040. As of 2022, we strive to make 80% of our new products with recycled materials.

There is no doubt that the biggest challenge humanity is facing is mitigating global warming and enhancing our resilience to climate change. Trust aims to be climate neutral for Scope 1 & 2 in 2030 and do our utmost to drastically reduce our emissions in Scope 3. Our responsibility extends beyond our direct operations to the entire life cycle of our products. Most of Trust's impact on the environment is indirect, through the products we sell to customers from manufacturing partners and suppliers. In the design phase we make clever choices to improve the environmental footprint of our products in cooperation with our partners in the value chain.

Awards and
certifications

EcoVadis
Awarded silver and going for gold

One of our valued customers, Currys, requested us to do an EcoVadis assessment in Spring 2022. EcoVadis is considered to be the most reliable corporate sustainability ranking in the world, with more than 100,000 companies assessed in over 175 countries from upwards of 200 different sectors. The independent and unbiased evaluation covers four different categories, namely the environment, ethics, labour, human rights, and sustainable procurement of a company.

In June, Trust was rewarded with a silver medal in recognition of efforts in each of these areas. In particular, EcoVadis recognises Trust's practices in the environment as well as labour and human rights.

As this is our first year being rated, we are encouraged by the high score and are dedicated to working towards an even higher one. Trust will use the EcoVadis assessment as a baseline measurement to identify areas for improvement. We need to define our KPIs better and develop an environmental management system. Additionally, we scored well due to our detailed product life cycle assessments. We plan to continue working in this area and develop plans to tackle any of our potential environmental and social risks.

Note:
We enrolled the EcoVadis assessment process with our Holding company (GXT Holding B.V.) which is 100% shareholder of Trust International in the Netherlands and all Trust subsidiaries.

Our score compared to others in our industry

"This rating is truly a reward for the improvements we have made. Our score shows that we are among the top 25% of our industry already assessed by EcoVadis in terms of sustainability. On the one hand it is a nice compliment to be a frontrunner, on the other hand it means that there is work to be done for the entire industry. We want to inspire others and are happy to start a dialogue with the partners in our value chain."

ALLARD BOER
CFO

FSC® certificate

In September 2021 Trust received the official Forest Stewardship Council® (FSC®) Chain of Custody certificate from SCS Global Services.

The FSC® certificate guarantees that the wooden/carton parts of our certified products and packaging derive from well-managed forests, company-controlled sources, or recycled material.

FSC
www.fsc.org

MIX
Packaging from responsible sources
FSC® C170077

An independent certifier annually checks which FSC® packaging has been sold by Trust and whether they have also been bought as FSC®-certified packaging.

View FSC® certificate:
[click here]

"By applying more sustainable carton in our packaging, Trust actively contributes to conserving forests worldwide. We are changing our packaging carton to FSC®-certified material step by step."

ARJAN REUIJL
Product marketing manager

FSC®-certified product

In parallel to more sustainable packaging, in 2022 we introduced the first product made of FSC® wood: the Dominus desk.

Post-Consumer-Recycled Certificate

We are continuously investigating the possibilities of using recycled materials. We use Post-Consumer Recycled (PCR) plastic, made from consumer waste, for more and more products. In January we were certified by SCS global services for the first of many PCR products: the THIAN wireless gaming headset, made with 85% recycled PCR plastic.

GRS Certificate

Trust received its Global Recycled Standard (GRS) certificate in June 2021.

When a product receives this label, you can be sure it is indeed created from recycled materials. When a fabric supplier is GRS-certified, there is a transaction certificate (TC) for each shipment.

For laptop bags, Trust has selected RPET (recycled PET or polyester) as a more sustainable alternative. Yes, these are indeed PET bottles! 64% of our current offer in laptop bags is made of recycled materials (GRS). The origin of the materials used is verified according to the GRS.

Eco-friendly
This laptop bag is made of 11 recycled PET bottles

11X PET BOTTLES → BOTTLES SHREDDED INTO FLAKES → FLAKES MELTED INTO PELLETS → PELLETS EXTRUDED INTO YARN

Our plans for 2022-2023

- 90% of all newly developed packaging is made with FSC® carton.
- We strive to make 80% of all newly developed products with sustainable materials, such as PCR plastic or FSC® wood and rubber.
- We plan to use GRS/RCS certification for more products.

Trust's
Clevergreen

In 2019, we set up the umbrella name 'Clevergreen' to communicate our green efforts.

Trust's Clevergreen initiative includes employees, customers, and partners of all ranges. It is used to involve them on our journey to a more sustainable future, explaining the large and small steps we take to make a difference.

The image shows how we are striving to keep sustainable solutions affordable. Part of the efforts involve reducing costs whilst some involve increasing costs, but in total we strive to keep cost increase as minimal as possible while maximizing on our sustainability efforts.

More sustainable packaging

Lower cost
- Reduce size / material
- Removed plastic hanger
- Remove instruction-manual
- Lower transport cost

Higher cost
- FSC carton packaging
- FSC carton hanger
- FSC carton inner tray

Trust.

Eco-rating system

To enable customers to make more sustainable choices, we use an eco-rating system for packaging and products. For instance, a rating will be given based on the use of FSC®-certified cartons or volume-optimised packaging free from plastics, foam, PVC, and polystyrene.

The highest rating applies to packaging that is the most environmentally friendly, with part of the product itself made from recycled materials. The rating provides customers with a fuller picture of our products, enabling them to decide what is most important to them, then make an informed purchasing decision.

In early 2022, we sharpened the rating system to keep up with the newest sustainable developments.

2022 Clevergreen levels	1	2	3	4
Product with >50% sustainable materials (GRS/SCS/FSC)				✓
FSC-certified or unprinted carton (B2B)			✓	(✓)
Plastic free package* or Package fully made of sustainable materials**		✓	✓	(✓)
Polystyrene-free inner buffer	✓	✓	na	na
Foam-free inner buffer	✓	✓	na	na
Black plastic-free package	✓	✓	✓	✓
PVC-free package	✓	✓	✓	✓
Volume optimized package	✓	✓	✓	✓

(✓) = required for small products, recommended but not required yet for big products
*except hanger and protective bag
**carton, bio-plastics or plastics containing at least 30% recycled materials

Governance & structure

3. Corporate governance

Corporate governance
structure

Trust has a two-tier governance model, consisting of a Supervisory Board and an Executive Board. The Executive Board consists of the CEO and CFO (statutory directors) and is supported by the Chief Commercial Officer and the Head of Products. Together, they form the Trust Leadership Team.

In FY 2021-2022, the Trust Leadership Team (LT) consisted of:
- Rogier Volmer, CEO
- Allard Boer, CFO
- Dorothee de Backer, Head of Products
- Martijn Lutgerink, CCO

As of June 2022, Marco de Koning started as interim CEO to replace Rogier Volmer until a new CEO is installed.

Governance &
ethics

We continuously strengthen our governance by establishing and sharpening policies and guidelines for Trust to be a highly trusted company.

Personnel
information handbook

Sustainable
procurement policy

Ecodesign
guidelines

Supplier
audits

Supplier code
of conduct

Privacy policy

Fraud policy

Recruitment
policy

Competition law
policy

Wistle blower
policy

Code of
undesired behaviour

Employee
code of conduct

**Responsible
Governance**

Governance

Employees

Suppliers

Partnerships
for the goals

E-waste, climate change issues and working conditions deeper in the value chain can only be solved with strong global partnerships and cooperation in the value chain. When possible, Trust will work with other companies and governments to enable industry-wide progress in sustainability. By sharing knowledge and creating standards and guidelines we can achieve progress much more quickly. Clear standards and agreements are needed in definitions, communication, certification, and life cycle analyses to ensure quick and real progress and high reliability of eco claims. In this paragraph we explain how we work together with our stakeholders: EU and national governments, retail & E-tail, consumers, and suppliers.

EU and national governments

Increasingly, regulation is being introduced to encourage European companies to speed up their sustainability efforts. These rules aim to increase recycling and re-use, foster responsible production, and encourage circularity throughout the economy. An increasing shift by governments towards a sustainable future can be seen through various new targets: for example those agreed at the UN's COP26 gathering in November 2021 and the EU's Fit for 55 plan to reduce greenhouse gas (GHG) emissions by 55% by 2030.

Regulatory focus and approaches vary by region and diverge even further when viewed at the country or state level.

The UK government introduced a 'Plastic Packaging Tax' in April this year – targeting to increase recycled content in packaging – and is planning an 'Extended Producer Responsibility' in January 2023 – targeting to improve the recyclability of the material used in packaging. In close cooperation with Tesco, Trust is making great strides in reducing plastics in packaging. In joining forces, we have accomplished a reduction of 3 tonnes of plastic (61%) in our packaging sold by Tesco in 2021, when compared to 2020.

The European Commission has presented a package of European Green Deal proposals to make sustainable products the norm in the EU. The European Commission issued the 'Ecodesign for Sustainable Product Regulation'. The EU is asking brands to implement these regulations during the next few years.

- New consumer electronic products will need to improve circularity by using more sustainable materials (recycled) and improving repairability and recyclability. There will be a ban on hazardous substances like PFAS and PVC.
- They will also need to reduce carbon emissions with more energy efficient products, along with rules to minimise waste, improve durability and increase product lifespan.
- On the social side, brands need to manufacture responsibly and avoid conflict minerals.

Source: Overview of initiatives in the Circular Economy package

Our contribution to stricter regulations

We are encouraged by the stricter regulations set by the UK and the EU, better yet: we actively contribute to tighten ESG regulation.

One Green Label

Trust started a coalition of sustainable front-runners in our industry. We sent emails to many colleagues in our industry asking them to join us in signing a letter to the EU Commission to make the proposed EU-wide Green Label mandatory. This label, based on Life Cycle Analysis, would not only help consumers with a reliable and comparable sustainability claim for all green products, but Trust as well – creating a level playing field and reducing the overgrowth of claims and certifications we need to apply for.

We are happy to see the European Parliament is now working on a coherent policy framework to help the European Union to make sustainable goods, services, and business models the norm and to transform consumption patterns in a more sustainable direction.

Living wages

In May, an alliance of almost 60 companies and NGOs called on the European Parliament to ensure that living wages and incomes are included as a human right in the final corporate sustainability due diligence directive (EU CSDD) and that their definitions should not be compromised.
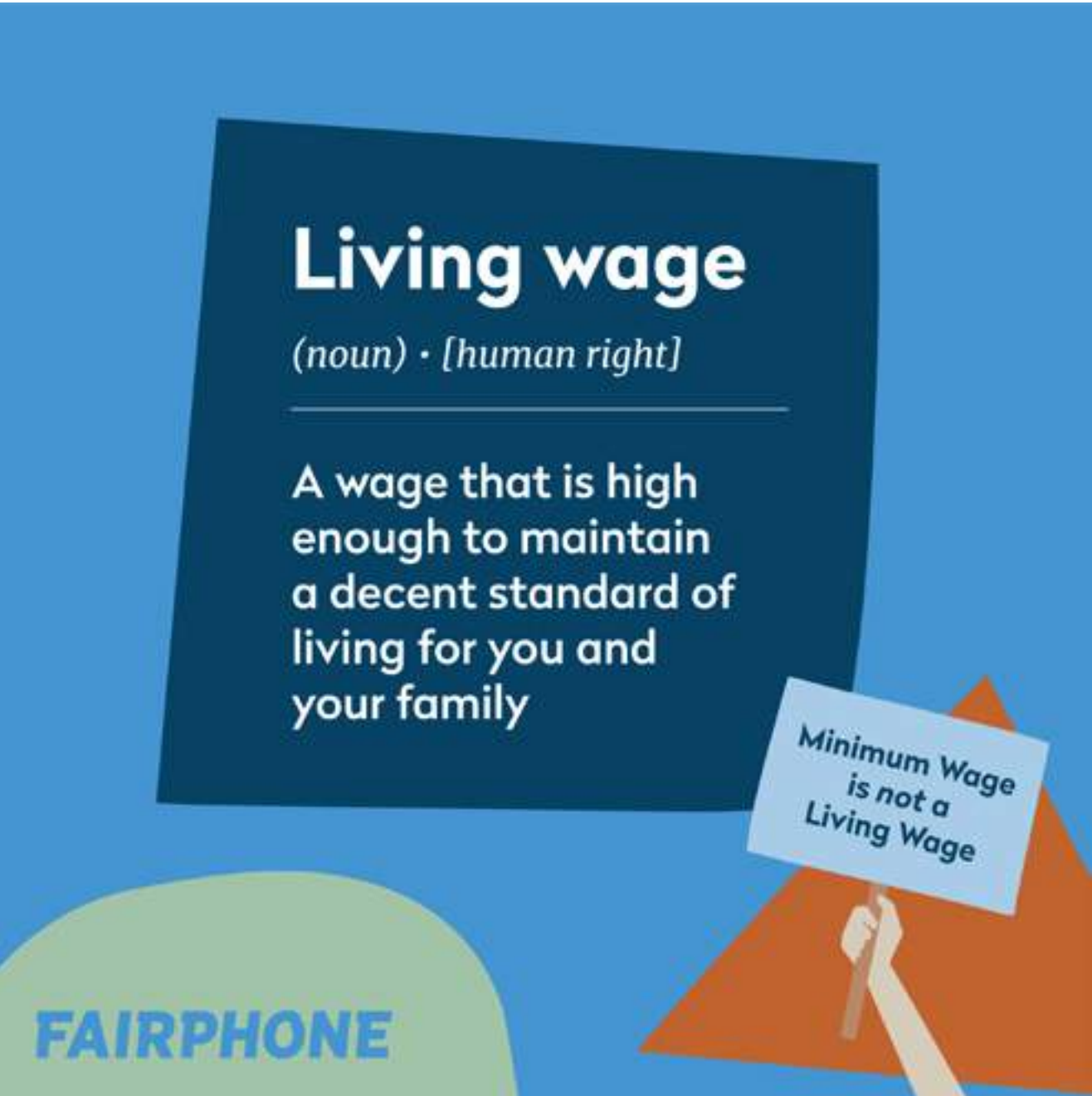
Trust is one of the companies who signed the letter, started by Fairphone, calling on the Members of the European Parliament, the European Commission, and the member states.

Trust is committed to enable fair labour conditions in the supply chain. Living wages aim to provide a basic but decent standard of living for workers in the supply chain and their families.
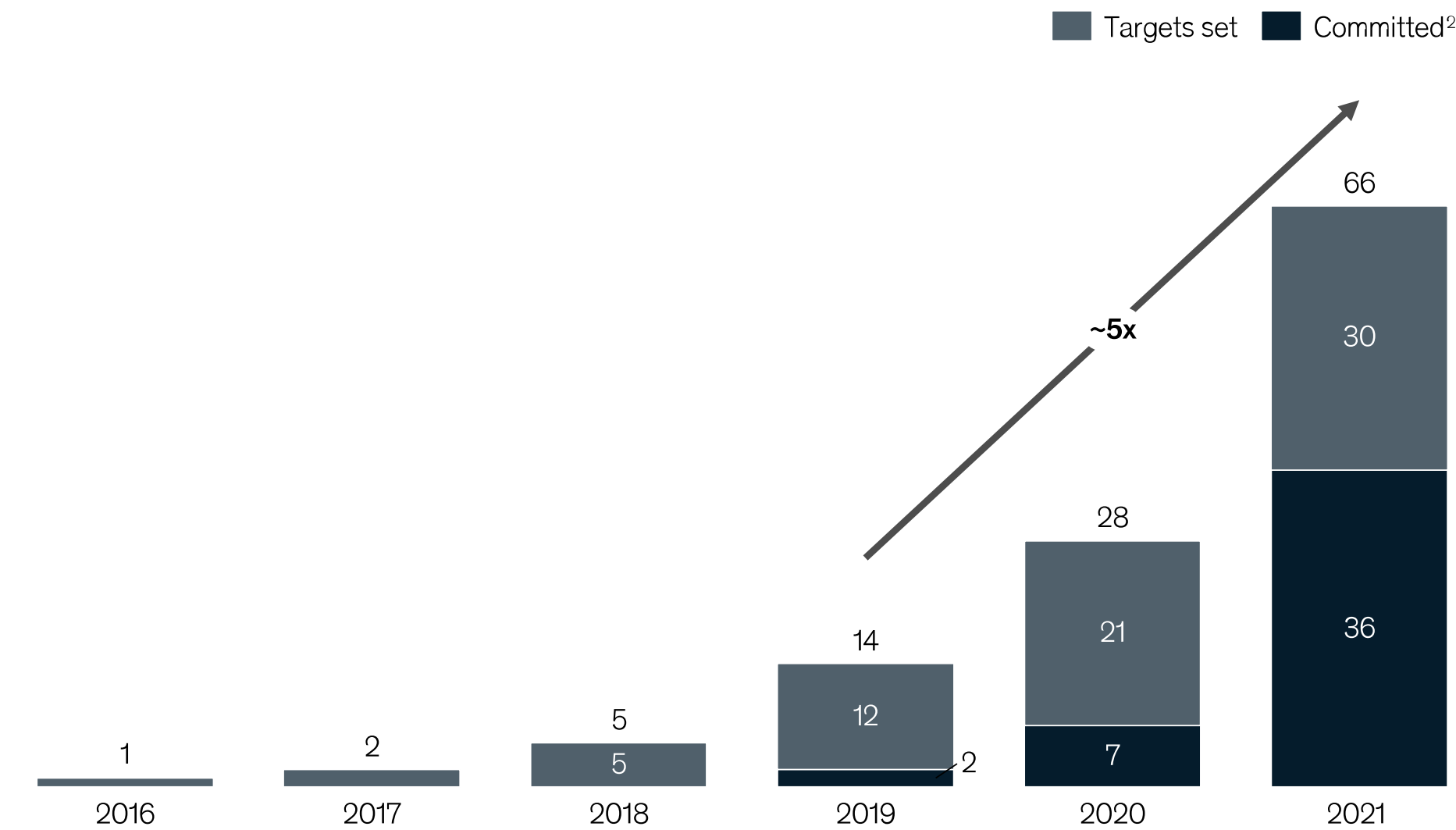
Retail and E-tail

Driven by conscious consumer demand, legislation and societal pressure, retail is increasingly focused on environmental, social and governance (ESG) criteria, and many retailers and E-tailers are asking for responsibly produced accessories. According to research done by McKinsey, approximately 98% of retailers emissions fall into Scope 3, deriving mostly from procurement and use of sold products.

Living wage

(noun) · [human right]

A wage that is high enough to maintain a decent standard of living for you and your family

Minimum Wage is not a Living Wage

FAIRPHONE

Globally, retailers are increasingly setting science-based targets to add credibility and accountability to their sustainability efforts.

Global retailers[1] setting science-based targets each year, # of companies

Targets set ■ Committed[2]

~5x

Year	2016	2017	2018	2019	2020	2021
Total	1	2	5	14	28	66
Targets set			5	12	21	30
Committed				2	7	36

[1] Defined here as what the Science Based Targets initiative (SBTi) calls "retailing" and "food and staple retailing" companies.
[2] The SBTi refers to "committed" as having submitted a letter establishing intent to set a science-based target. Targets must be submitted and approved within 24 months of committing.
Source: Science Based Targets initiative

McKinsey & Company

Climate sustainability in retail | McKinsey, May 2022

"Our reseller partners are told by their commercial customers that sustainable products are becoming a must-have and are consequently looking to switch the range of products they supply to the market across to sustainable products.

In fact, Lyreco plans to have 90% of their total range based on sustainable products by 2026."

CRAIG HILL
Head of B2B

- Lyreco already announced that they will stop doing business with any suppliers that do not have EcoVadis Gold or B-Corp certification by 2023. Trust is going for EcoVadis Gold before 2023.

- Other retailers ask us for our EcoVadis Scorecard, which we are happy to share.

- Most large customers already see Trust as the affordable green alternative versus other basic brands and are excited about the sustainable materials we use.

- Tesco focuses specifically on plastic reduction in packaging. In working closely together, we realised a 61% plastic reduction in our packaging. Most of our packaging is not 100% plastic free yet, but we are well on our way.

- Large E-tailers apply strict requirements and certifications for products to be labelled with their own sustainability label. Trust actively works with customers to ensure that we align our sustainability goals and activities, and work together on creative and innovative solutions to reach the common goal of circularity and carbon neutrality.
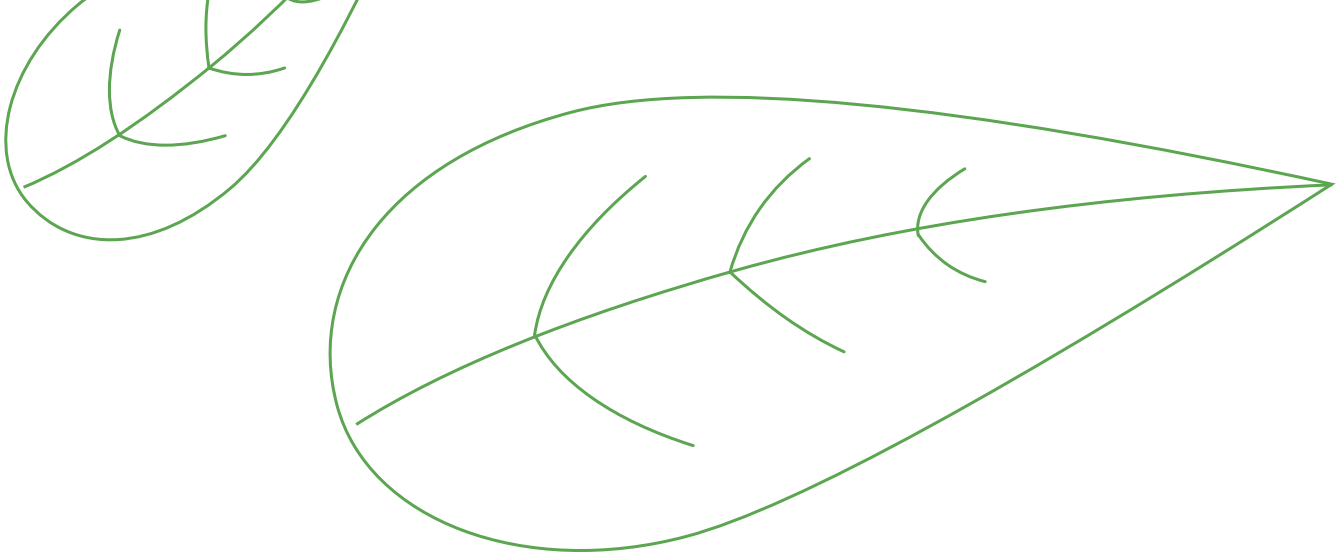
"When compiling our product portfolio, we carefully analyse trends & developments in the market. Research shows that consumers are adopting a more sustainable lifestyle. They expect responsible behaviour and are increasingly looking for sustainable products. COVID-19 accelerated this trend, with two-thirds of UK and German consumers saying it has become even more important to limit their impact on climate change."

STIJN BLEIJS
Category Manager PC Office

Consumers

According to a Global Sustainability Study by Simon-Kucher, the importance of sustainability in the purchase decision has significantly changed in last 5 years. 69% of consumers say sustainability is an important purchasing criterion in electronics.
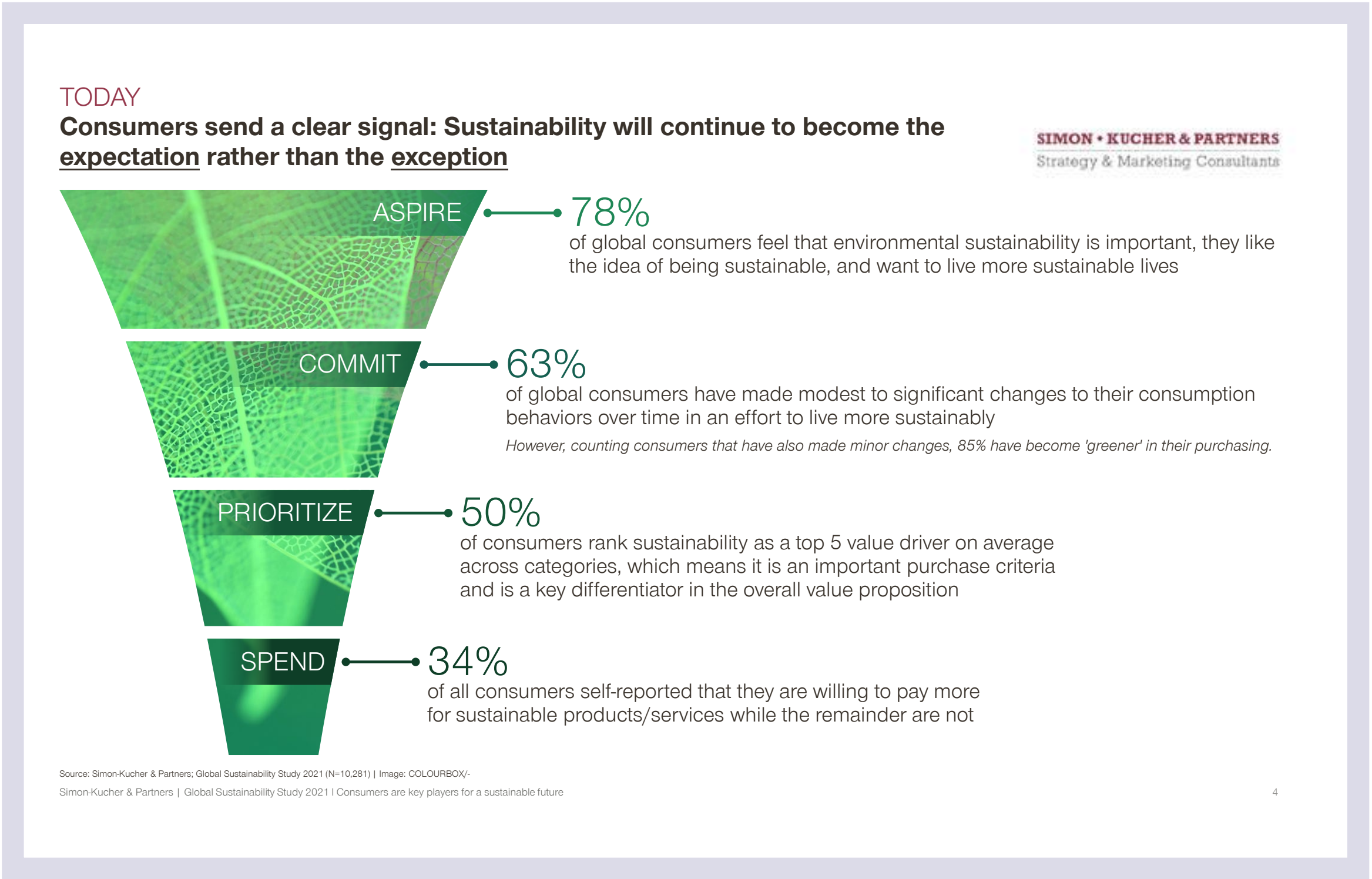
Most important sustainability elements, according to consumers:

- Lifespan/durability   100%
- Recyclability/reusability   92%
- Packaging/waste   88%
- Raw materials/resources   84%
- Emissions/pollution   82%
- Offsetting emissions   78%

Even though purchase intent might have diverged significantly, current inflation may reduce the number of consumers willing to pay a "green premium".

"Consumers feel guilty for doing things they know are damaging the planet, but they want options that do not entail significant cost or expenditure of time and effort," says a recent report from GfK 'Understanding todays Green Consumer Eco-conscious shopper dilemma Article Final.pdf (hubspot.net'.

Trust responds to this by offering affordable green products.

TODAY
Consumers send a clear signal: Sustainability will continue to become the expectation rather than the exception

SIMON • KUCHER & PARTNERS
Strategy & Marketing Consultants

ASPIRE — 78%
of global consumers feel that environmental sustainability is important, they like the idea of being sustainable, and want to live more sustainable lives

COMMIT — 63%
of global consumers have made modest to significant changes to their consumption behaviors over time in an effort to live more sustainably
However, counting consumers that have also made minor changes, 85% have become 'greener' in their purchasing.

PRIORITIZE — 50%
of consumers rank sustainability as a top 5 value driver on average across categories, which means it is an important purchase criteria and is a key differentiator in the overall value proposition

SPEND — 34%
of all consumers self-reported that they are willing to pay more for sustainable products/services while the remainder are not

Source: Simon-Kucher & Partners; Global Sustainability Study 2021 (N=10,281) | Image: COLOURBOX/-
Simon-Kucher & Partners | Global Sustainability Study 2021 I Consumers are key players for a sustainable future

"Current inflation is pushing consumers to look for value. They would like to buy more eco–friendly products but are hesitant to pay a high price. With the recent changes in our packaging and using recycled materials in our products, we are currently proving we can make more sustainable products without increasing prices.

That is what we call 'Clevergreen'!"

KIM KOERS
Marketing Director

Affordable green

Not everybody can or wants to pay a premium price for sustainable products. Trust wants to make fairly-produced products affordable to enable all consumers to make a sustainable choice.

The technology and materials are available to make all our products both sustainable and affordable – but doing so is nevertheless a real challenge!

Brand Positioning

Trust is one of the only value-for-money digital lifestyle accessories brands with sustainable and smart product features.
It is our mission to make smart and affordable sustainable quality products available to all.
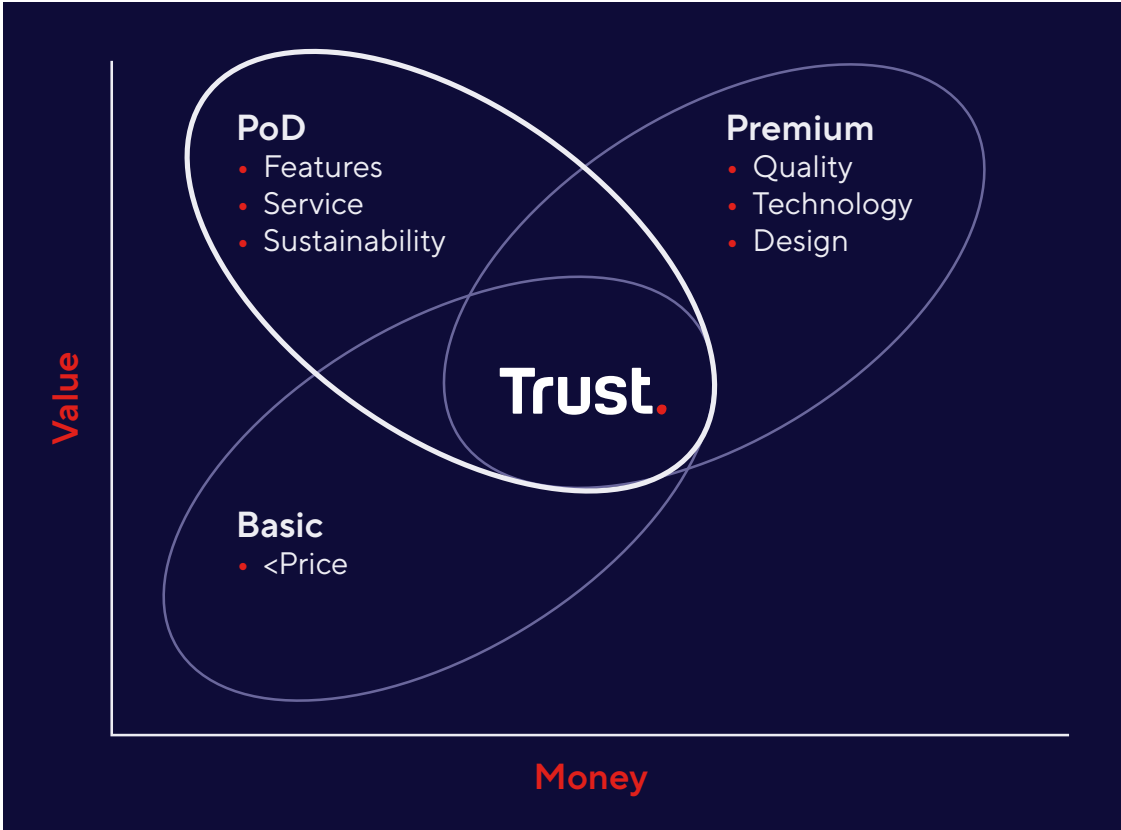
Website

In 2021 we launched a sustainability website, with the aim to engage all stakeholders on our sustainability journey. It all starts with awareness and this website is just the beginning. Sustainability is about attitude and continuous efforts.

In Spring 2022, we developed the recycling pages: informing consumers how they can contribute to responsible recycling of their used products and where they can find their nearest e-waste return point. Most of the products we develop can be recycled easily. Recycling reduces unnecessary trash and preserves valuable resources. In a recycling facility they are processed to recover the valuable resources inside which can then be used to create new products.
For that to happen, it is essential that consumers keep their electronic devices out of the trash and bring them to a designated collection point.

Suppliers

Supplier Code of Conduct

Trust has a Code of Conduct which covers the five major aspects of labour, health and safety, environment, and ethics. Trust's suppliers must treat their staff in a respectful manner, use environmentally responsible manufacturing processes, and provide safe working conditions. This code is used in our on-site audits of suppliers regarding both social and environmental responsibility ().

Improving Supplier Capabilities

We educate and push our suppliers to switch to more sustainable materials with certification.

Starting in 2022, we implemented the ecodesign method for all new product developments involving developing ecodesign guidelines and introducing them to suppliers concerned.

"We are confronted with the first-mover disadvantage – we are often the first customer who asks for sustainable materials and certifications like FSC®, PCR and BSCI. If there was more demand in the market, suppliers would be more willing to change quickly, now we really need to convince them."

DOROTHEE DE BACKER
Head of Products

Risk
management

We detailed the potential risks in our value chain and identified major threats throughout our products' life cycles and value chain. Most of our risks are indirect as we outsource our production line.

One of the largest risks in the technology industry stems from how and where the raw materials are being sourced. The potential risks include child labour, human rights abuse, and the handling of hazardous chemicals. We have taken steps to mitigate these risks including creating a supplier's code of conduct requiring BSCI certification from our key suppliers, understanding our GHG emissions by doing Life Cycle Analyses, and looking at the end-of-life of our products to understand our full impact.

We have created policies and guidelines in the key areas identified in our risk assessment such as our eco-design guidelines. In 2022 we will work to ensure these policies are known, understood, and followed throughout our company and within our supply chain.

The circular economy as a de-risking strategy

The cost of living in Europe is increasing due to the increase of raw material prices. Circular economy thinking can combat these increasing prices due to less dependence on virgin resources. This helps to reduce the environmental and GHG footprint, meaning companies with a circular business model can provide more value to their customers whilst using fewer resources and generating less waste and a lower CO_2eq footprint. Circular business models also enable us to work with stricter regulation, such as those regarding single-use plastic bags, trade restrictions, Extended Producer Responsibility (EPR), Ecodesign for Sustainable Product Regulation or mandatory recycled content targets.

Some examples include the EU Single-Use Plastics Directive and the new tax on plastic packaging in the UK which started in April 2022.

Raw materials	Manufacturers Components	Manufacturers Partners	Logistics	Use phase	End-of-life
GHG Emissions	GHG Emissions	GHG Emissions	GHG Emissions	GHG Emissions	GHG Emissions
Water Consumption & Contaminants	Water Consumption & Contaminants	Water Management	Water Management	Batteries	Electronic Waste
Waste Management	Waste Management	Employees Well-being	Employees Well-being	Linear Economic Model	Water Contaminants
Bribery & Corruption	Employees Well-being	Employees Talents	Linear Economic Model	Data Security	Linear Economic Model
Linear Economic Model	Human Rights Conditions	Gender & Ethnic Equality			Data Security
	Gender & Ethnic Equality	Business Ethics			
	Bribery & Corruption	Data Security			
	Linear Economic Model	Linear Economic Model			

Risk Analysis

- Environment
- Social
- Governance

Adhering to international standards

Trust's commitment, as well as the impact report and its objectives, are in line and consistent with the requirements of internationally recognized standards:

- The Science Based Targets initiative (SBTi). Trust is signatory to the SBTi that verifies that Trust's emission reduction strategy is aligned with what climate science says is required to meet the 1.5°C trajectory;

- The European Data Protection Regulation on data privacy;
- Our ESG strategy is based on the Sustainable Development Goals (SDGs) defined by the United Nations (see p.19);

- The calculation and reporting of greenhouse gas (GHG) emissions is in line with the World Business Council for Sustainable Development (WBCSD) and the World Resources;
- Trust is EcoVadis certified. The criteria of the assessment are based on international sustainability standards such as the Ten Principles of the UN Global Compact, the conventions of the International Labour Organisation (ILO), the Global Reporting Initiative (GRI) standards, the ISO 26000 standard, the CERES roadmap and the UN Guiding Principles on Business and Human Rights.

- Our materiality assessment is based on the standards compiled by the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI).
- Our supplier code of conduct is based on the Responsible Business Alliance (RBA).

Circularity

4. Circularity - fair for the planet

- **80%** of all newly developed products are made with recycled materials.

- **90%** of all newly developed packaging are designed with FSC® carton.

- **43.8%** average plastic reduction per packaging.

- **60%** average foam reduction per packaging.
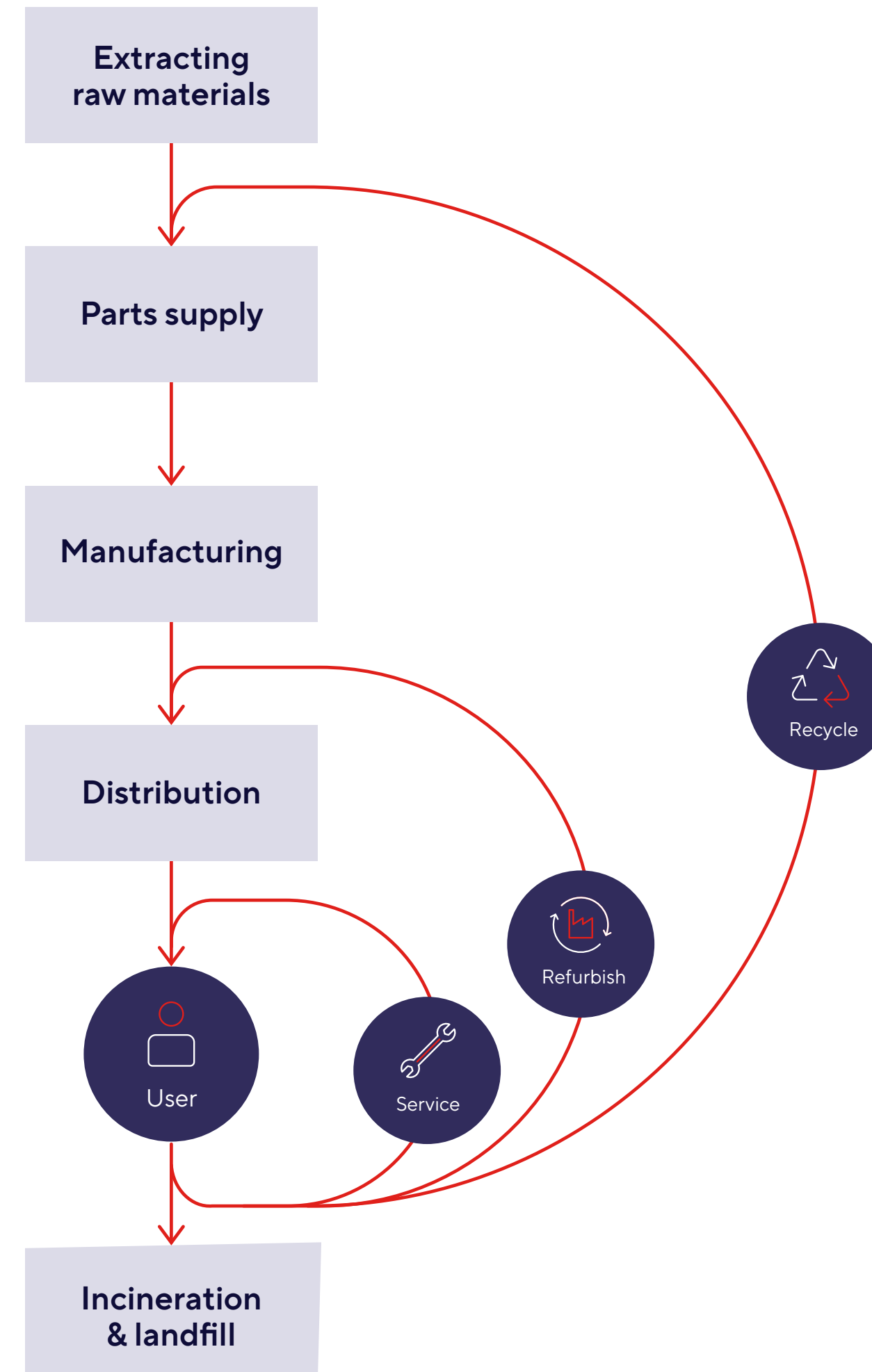
12 RESPONSIBLE CONSUMPTION AND PRODUCTION ∞

The circular economy is the sustainable alternative to the linear 'take-make-dispose' economy. By designing products from recycled materials – which are also easy to recycle at end-of-life – Trust is contributing to a circular material flow, eradicating waste and reducing our footprint step-by-step.

To this end, resources are not consumed and discarded, destroying their value. Instead, their value is kept by reusing, repairing, refurbishing, or recycling. We work closely with our suppliers to test, learn about, and transform our joint processes.

Our strategy is:
- removing where we can
- reducing what we can't remove
- recycling what is left

recycle make remake use reuse

Extracting raw materials

Parts supply

Manufacturing

Distribution

Recycle

Refurbish

User

Service

Incineration & landfill

Removing
where we can

In 2021-2022 we continued removing most plastics, shipping cartons, manuals and buffer materials from our packaging. We focused specifically on removing foam from packaging since this is hard to recycle and succeeded in an average foam reduction of 60% in 2021-2022.
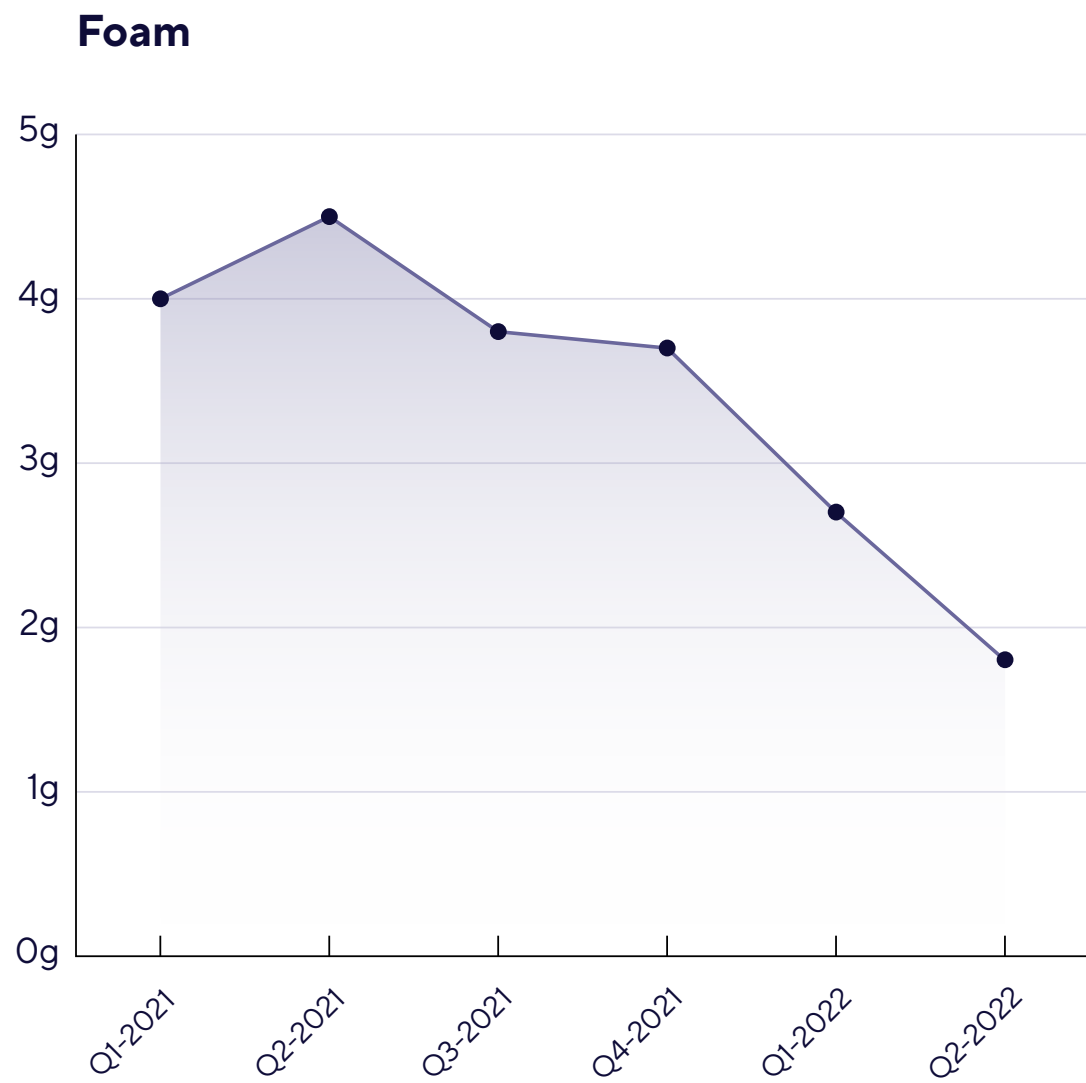
Hazardous waste

All our products comply to RoHS (Restriction of Hazardous Substances) and REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) compliance standards. REACH & RoHS are two environmental regulations for hazardous material which apply to companies selling products in the European Union (EU). This is also a part of our Supplier Code of Conduct.

Foam

5g	
4g	
3g	
2g	
1g	
0g	

Q1-2021 Q2-2021 Q3-2021 Q4-2021 Q1-2022 Q2-2022
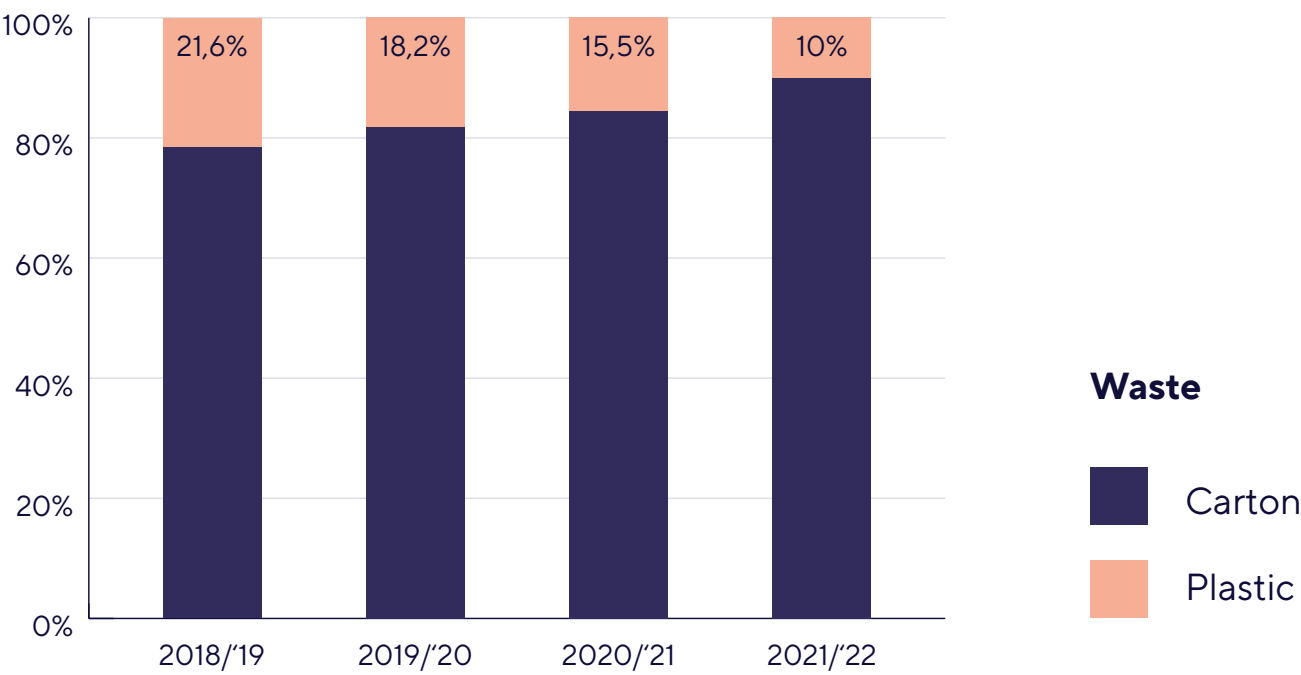
Reducing
what we can't remove

In the past four years, we have been able to reduce a lot of plastic from our packaging, for example by replacing the plastic inner buffer with a (FSC®) carton buffer. We also succeeded in finding an alternative for the protective plastic bag for mice: FSC®-certified paper.

These efforts resulted in an average plastic reduction per packaging of 43.8% this fiscal year.

In addition, we were able to reduce the amount of carton used by reducing the packaging size – the smaller, the better. This, and the optimisation of pallets, resulted in less packaging materials and reduced transport emissions.
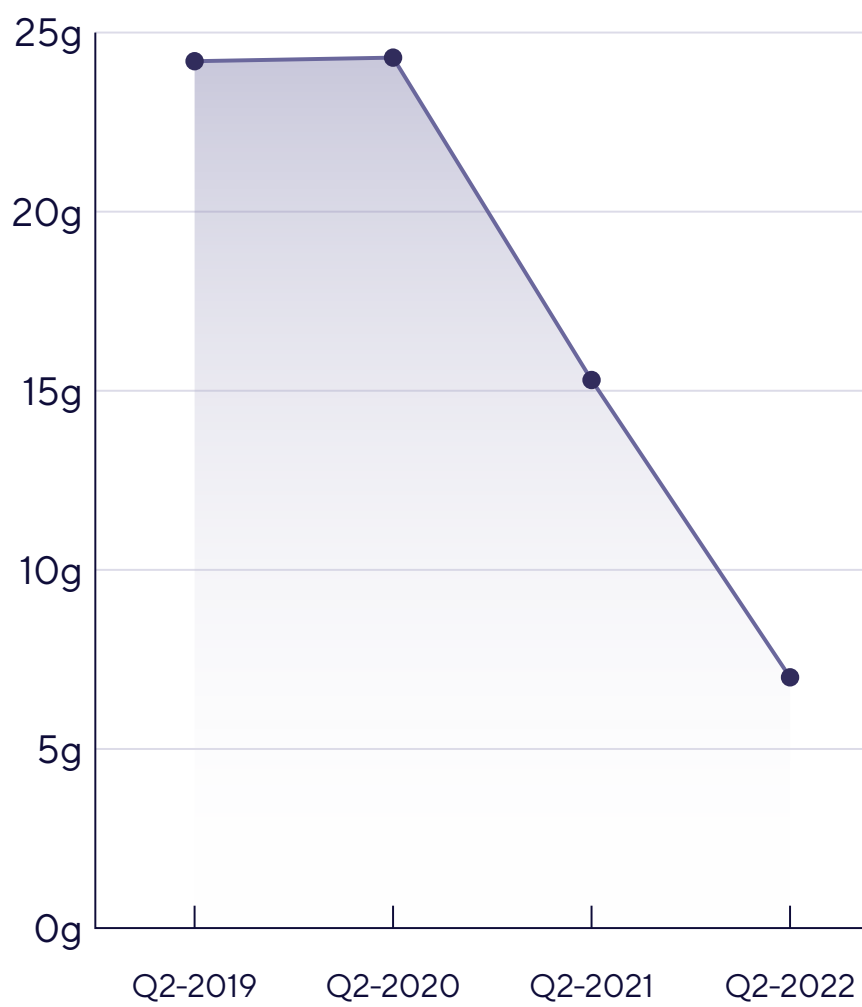
Carton-to-plastic-ratio

Waste
- Carton
- Plastic

Carton
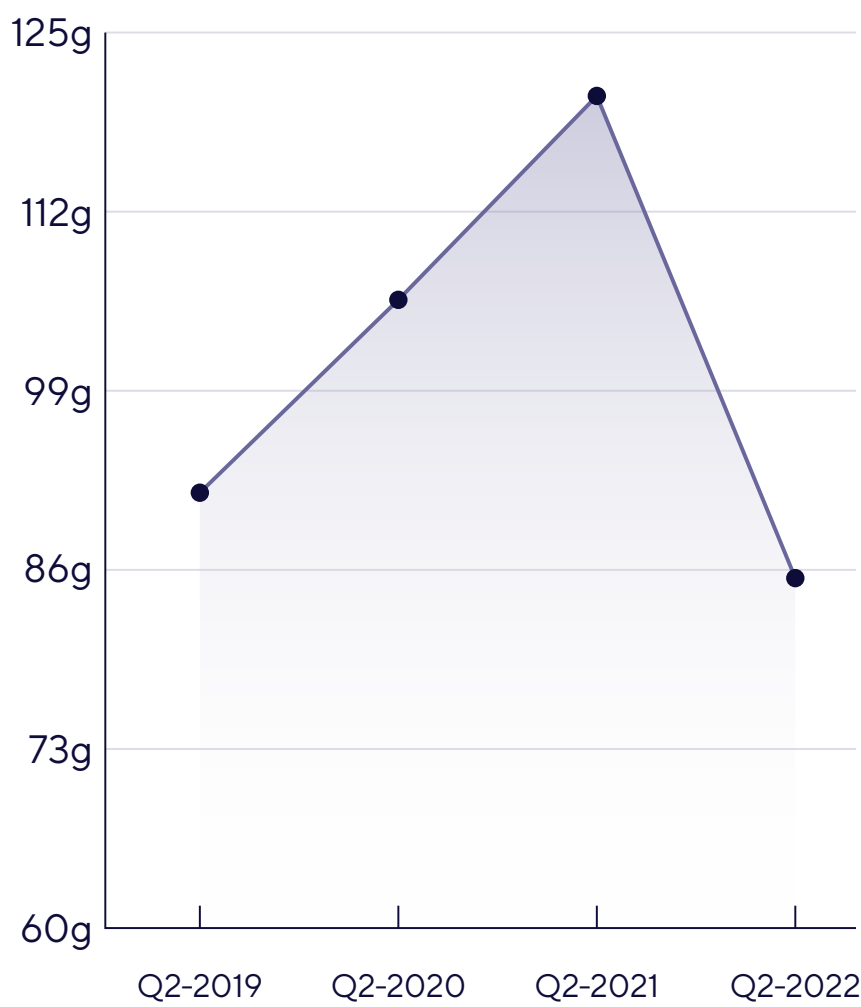
Plastic

Business challenge

Along with removing and reducing, we are actively searching for innovations that can offer sustainable alternatives for the future. As such, we participated in the 'KvK Business Challenge' from the chamber of commerce in the Netherlands. Our question: how can Trust replace the protective buffers of EPE foam and (virgin) plastics in the packaging of our gaming chairs and desks with more sustainable alternatives? We met with multiple entrepreneurs who offered sustainable solutions. One new technique caught our attention – fully bio-based packaging foam which can be recycled hassle-free with paper trash, and we are currently in talks to see if and how we can increase availability in mass production and China.

Avoiding packaging waste

When a production batch does not meet our requirements during factory Outgoing Quality Control, rework is needed. To avoid shipment delays and packaging waste from repacking, we invested in preventing rework of finished products in FY2021-2022. This is done with a new procedure where we check if the products meet our specifications during production in the partner factory and if they don't, they are rejected before the packaging stage.

KVK BUSINESS CHALLENGE

Challenge Trust

How do you pack chairs and desks sustainably?

KVK

Recycling
what is left

Product circularity & ecodesign

Up to four-fifths of a product's lifetime emissions are determined by decisions made at the design stage which is why we must design our products sustainably from the very first day of development.

We talk to suppliers and recycling companies to get a good understanding of what we can do to make our products more recyclable. We use the resulting insights to generate creative improvement ideas.

We have set up ecodesign guidelines based on best practices in our industry to encourage our suppliers to produce more sustainably.

Our ecodesign guidelines are in line with the EU proposal for Ecodesign for Sustainable Products Regulation (ESPR).

Product development

To follow through on the ESPR, we created a checklist we use in the development of a new product or updated version of a product, determining what we can do to make it as eco-friendly as possible. All employees in product development and quality assurance have been trained to apply this checklist in their daily work.

"We are rethinking how our products are designed, engineered, and used, looking for ways to meet performance and quality requirements while using fewer resources across the full life cycle of everything we make. To do so, we take a holistic perspective on sustainability, examining the way products are designed, manufactured, transported, packaged, handled, and used—and what happens to them at end-of-life."
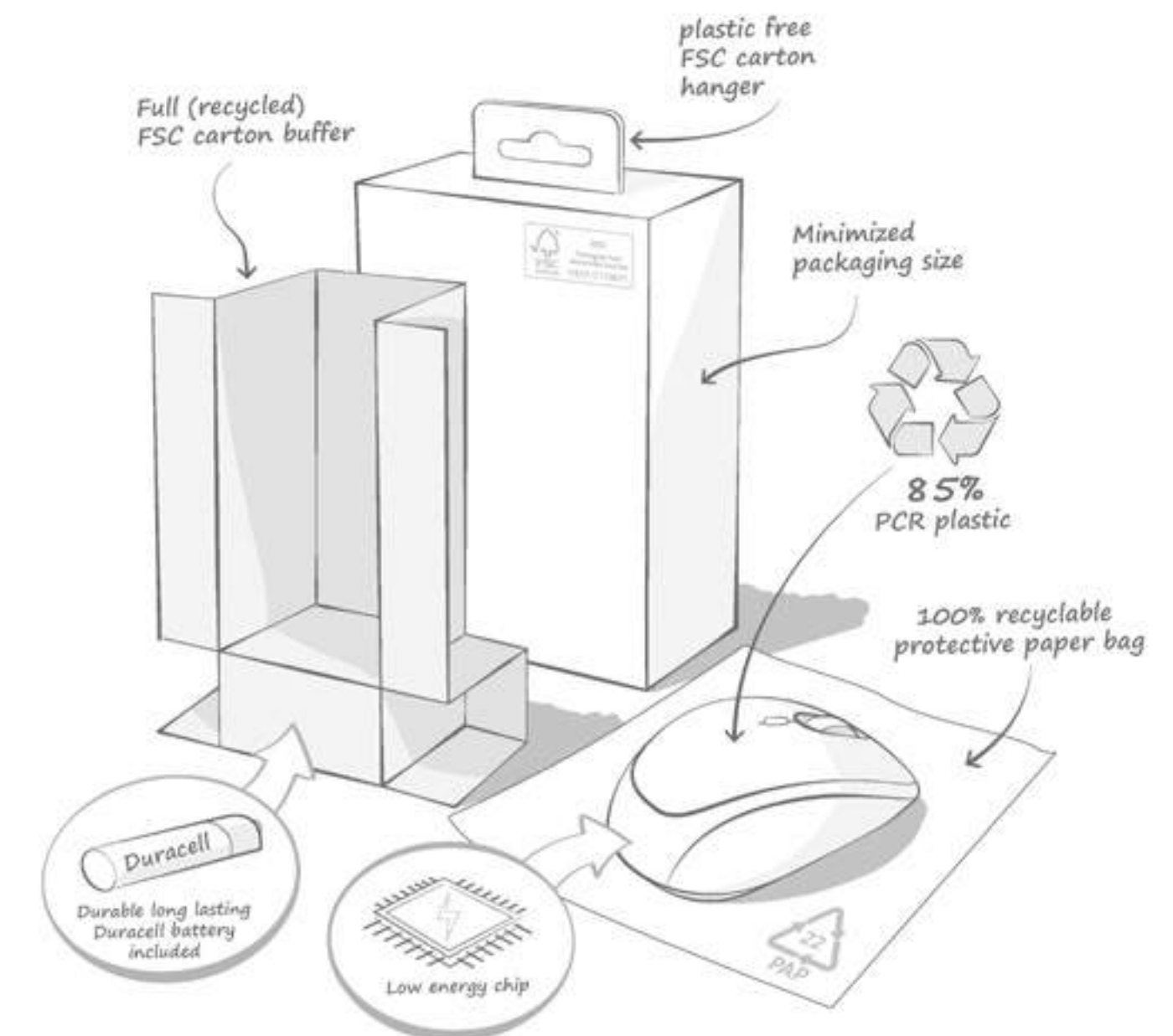
ARJAN STEENBERGEN
Research Manager

As for recycling, the list includes questions concerning:
- Ecodesign guidelines
- Use of sustainable materials
- Repairability
- Recyclability

A Clevergreen example

In 2021-2022 we worked on the development of the YVI+ mouse, considering all aspects above.

For this affordable mouse, we were able to:
- Use over 83% Post-Consumer Recycled Plastic (PCR)
- Reduce product energy use (-30% for a 12-month battery life)
- Reduce the packaging size
- Make the packaging 100% plastic-free
- Use FSC®-certified carton

YVI mouse evolution

MADE WITH RECYCLED MATERIAL

Reduce size packaging	✔	✔	✔
Plastic-free packaging		✔	✔
FSC-certification			✔
Recycled plastic product			✔

Trust.

Sustainable materials

The use of recycled materials is the most viable approach to reducing energy and water consumption and CO2eq emissions when compared to virgin materials.

We strive to use recycled plastics as much as possible. These plastics can be challenging in the production process but we are able to make this work thanks to a collaborative effort from our internal design, development, quality, and sourcing teams; as well as our suppliers and their material suppliers.

PCR plastics

The largest part of our products is comprised of plastics. By switching to recycled plastic, Trust is taking a giant step forward in reducing its carbon footprint.

To produce recycled plastic, plastic waste is collected and colour-absorbed then shredded into fine granules. These are then melted down and reprocessed into new plastic.

There are many benefits that come with using PCR plastic.

It reduces the amount of waste in landfills and water sources, and contributes significantly to CO2 reduction as one kilo of recycled plastic has up to 91% lower CO2 emissions compared to new fossil plastic.

During each recycling process, the material can begin to lose its substance/quality which is why there are high-grade and low-grade reyclates. Trust uses only high-grade recyclates in all its new products.

PCR plastic can be recycled again depending on how the plastic material is used, and you can safely recycle PCR plastic 7-9 times. By using 85% PCR and 15% virgin plastic, we keep the durable plastic performance and design a circular process. At Trust, all our PCR plastic is 100% recyclable.

PCR product introductions

In February 2021 we introduced the Thian wireless gaming headset. This headset is made with 85% PCR.

The recycled plastic is certified by SCS Global Services.

In April we introduced the new Smart Home bridge, made in the Netherlands with sustainable material that contains 75% PCR.

As of June 2022, we now communicate the exact percentage of the recycled plastic materials on the packaging.

Global Recycled Standard (GRS)

Trust has selected RPET (recycled PET or polyester) as a more sustainable alternative for virgin polyester. After the introduction of the Atlanta laptop bag last year – made with 18 recycled PET bottles - we launched 3 new products with RPET this year: the Sydney and the Bologna laptop bags and the Primo bag and tablet folio. 64% of our current offer in laptop bags is made of recycled materials (GRS).

FSC® products

In addition to more sustainable packaging, we are also looking into the possibilities of using FSC®-certified materials in products. The Dominus desk is our first product made from FSC®-certified wood.

FSC® packaging

In February 2021, Trust received the first products with our own FSC® logo: the Maxo laptop chargers. This means that our packaging suppliers are certified too, so the full chain of custody is checked and guaranteed.

All newly developed Smart Home products and all laptop chargers have FSC® packaging. In fact, 90% of all newly developed packaging is made from FSC®-certified carton.

In 2021-2022, 25% of our products had FSC®-certified packaging. We expect it to increase to 50% in the next fiscal year.

Recycle-repair-refurbish

Recyclability

We talked with recyclers for consumer electronics with batteries and recyclers of product without batteries. To optimise the recycling possibilities of our product range, it should be easy to remove the battery at end-of-life so that products are easier to recycle. This is something we included in our ecodesign guidelines.
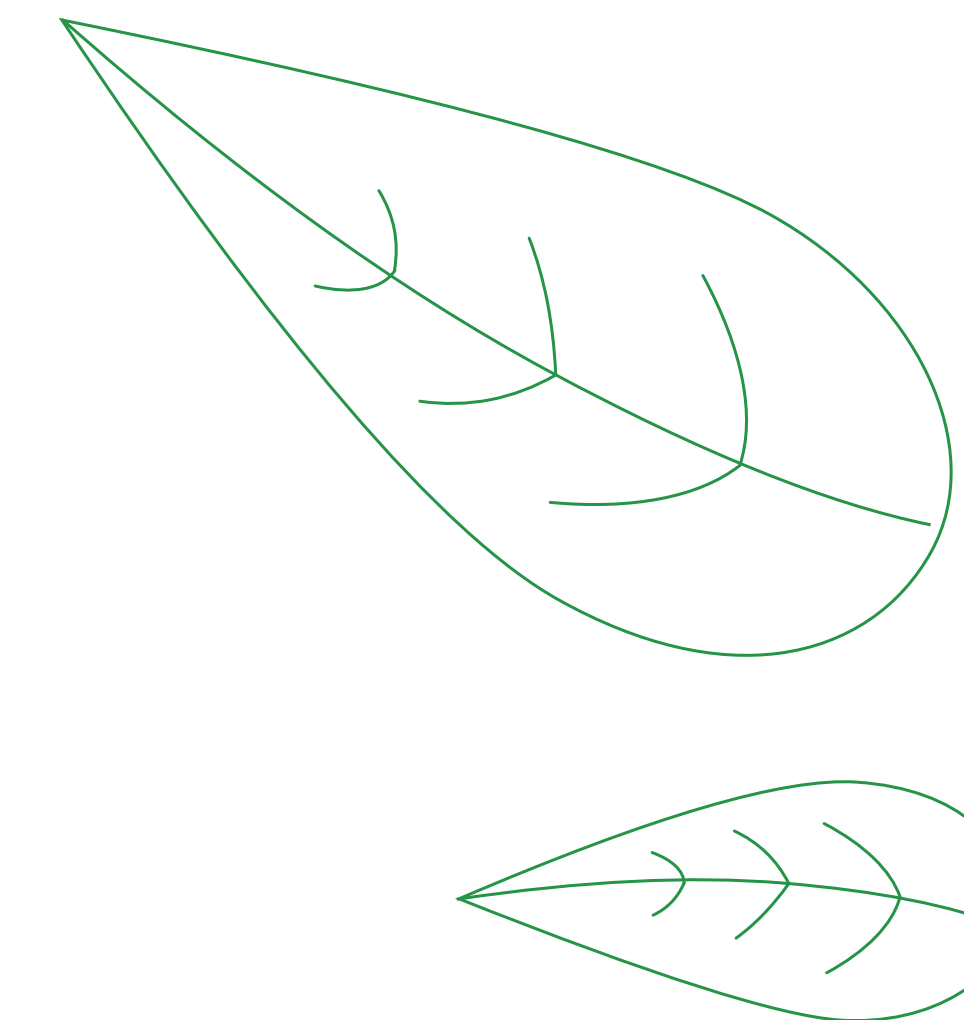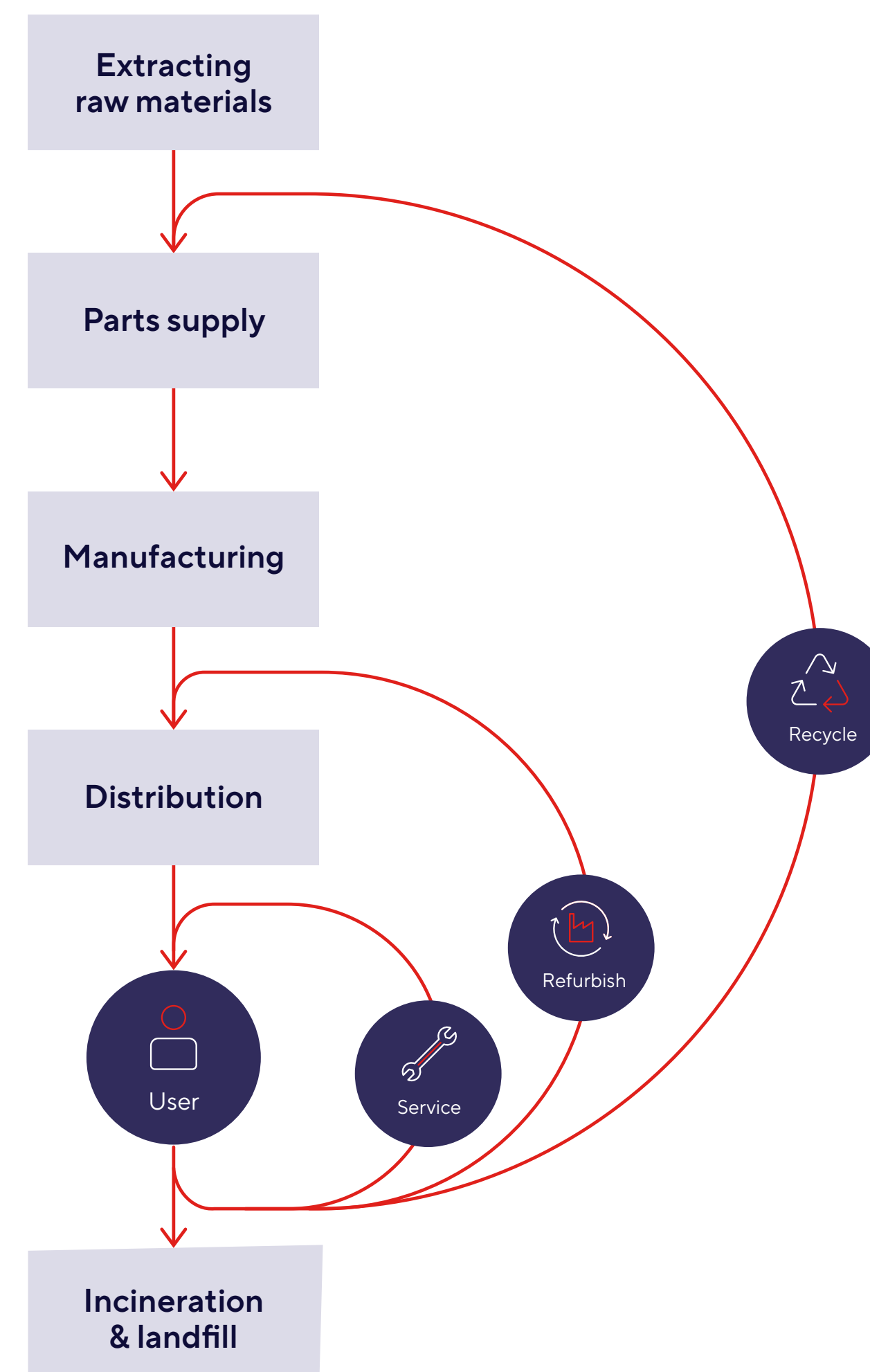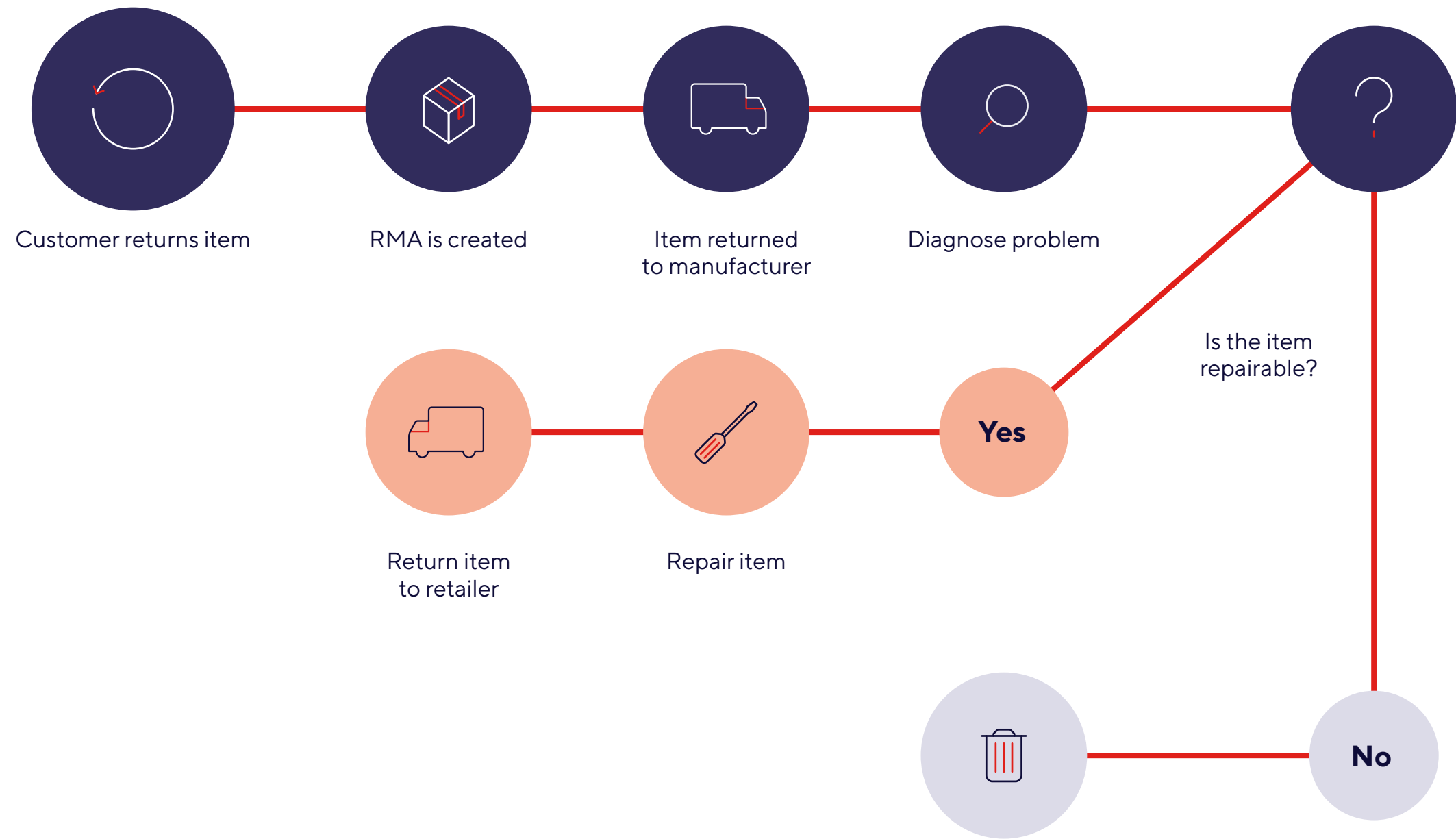
Repairability

We are making spare parts available for our higher priced items like gaming furniture and audio speakers. Some of the spare parts are sent directly to the end-consumers who can call our service centre and other parts are used to repair defect or broken products.

Refurbish

Together with our logistic partners we try to refurbish as many returned products as possible.

In the case of higher priced audio speakers and gaming chairs, we refurbish the usable parts of returned items to create new products. In 2021-2022 we were able to refurbish 40% of returned gaming chairs and 15-20% of returned audio speakers from the higher price range.

Extracting raw materials

Parts supply

Manufacturing

Distribution

User

Service

Refurbish

Recycle

Incineration & landfill

Customer returns item

RMA is created

Item returned
to manufacturer

Diagnose problem

Is the item
repairable?

Return item
to retailer

Repair item

Yes

No

Circularity at the office

- When buying electronical equipment such as printers, computers and copiers, low energy consumption is a standard requirement.
- Employees receive a laptop and often a phone when they start working at Trust. After three years, we refurbish the devices and employees can buy them for personal use. The 20% that is not sold to Trust employees is sold to a buyer or given to charity.

- When purchasing office furniture and ICT equipment, we look for more sustainable or recycled alternatives.
- We finalised a contract with PreZero for separating carton/paper, plastic, and others at HQ.
- We do not have a lot of hazardous waste except for batteries which we use to test products. We have two battery collection points at the office for Stibat to recycle.

Our plans for
2022–2023

To prepare for the coming ESPR guidelines, we have already started to apply the ecodesign methodology for all new product developments.

More products with sustainable materials

Next fiscal year we expect to launch at least 15 completely new products and update at least 10 products with a 4star Clevergreen rating, meaning

> "Applying sustainability criteria at the design stage enables us to introduce dozens of products made with recycled materials and sustainable packaging in 2022 and 2023."

MARK MONIZ
R&D Director

both packaging and products meet the highest standards in our sustainability rating (see p.24).

Trezo keyboard & mouse

A nice example is the Trezo wireless keyboard and mouse which we will introduce in Autumn 2022. The Trezo is developed and designed with sustainability in mind. It is made with certified recycled ABS plastic, a plastic made of mono material and recyclable at end-of-life.

Long battery life
We use a Duracell battery, a low energy chipset and an ON/OFF switch-on keyboard and mouse to secure a longer battery life of 48 months for the keyboard and 12 months for the mouse.

Packaging
The packaging is plastic-free, the size is minimized, and the carton is made of recycled and responsibly sourced FSC®-certified wood fibers.

Restrictions roadmap for chemicals

To anticipate on the Restrictions roadmap from the EU, we will do research on PFAS and try to make our products PVC-free. Although we have limited knowledge of the use of the thousands of PFAS chemical elements in electronic components, we have nonetheless included it in our ecodesign restrictions.

Improving supplier capabilities

In our regular supplier meetings, we will introduce a questionnaire enquiring about:
- The amount of energy they use for Trust and the percentage of this which is renewable.
- Whether they are BSCI, SA8000, ISO14001, GRS, RSC and FSC®-certified.
- Whether they can process PCR plastic and metals
- Their roadmap for future ESG improvements in company processes.

- Their commitment to avoid conflict minerals in their supply chain.

We also asked them to sign and work according to our improved code-of conduct.

Packaging

For packaging, we will continue our research for innovative sustainable alternatives for foam, specifically for heavier products, such as desks and chairs.

We want to reduce the plastic components from all newly developed packaging material even further, aiming for 100% plastic free. Our target in 2022-2023 is 5% plastic maximum (current rate is 8.7%).

We will start replacing plastics that can't be replaced by recycled plastics.

Next fiscal year we would like to double the number of FSC®-certified suppliers.

Climate & emissions

5. Climate action - fair for the planet

- **54%** of our CO2 footprint is caused by the production of the components purchased.

- **28%** is how much a keyboard's CO2 footprint is reduced when using recycled plastic rather than virgin plastics.

13 CLIMATE ACTION

Our
commitment

Climate change is the defining issue of our time, and we hope our actions inspire others in our industry on the journey toward building a more sustainable and inclusive future.
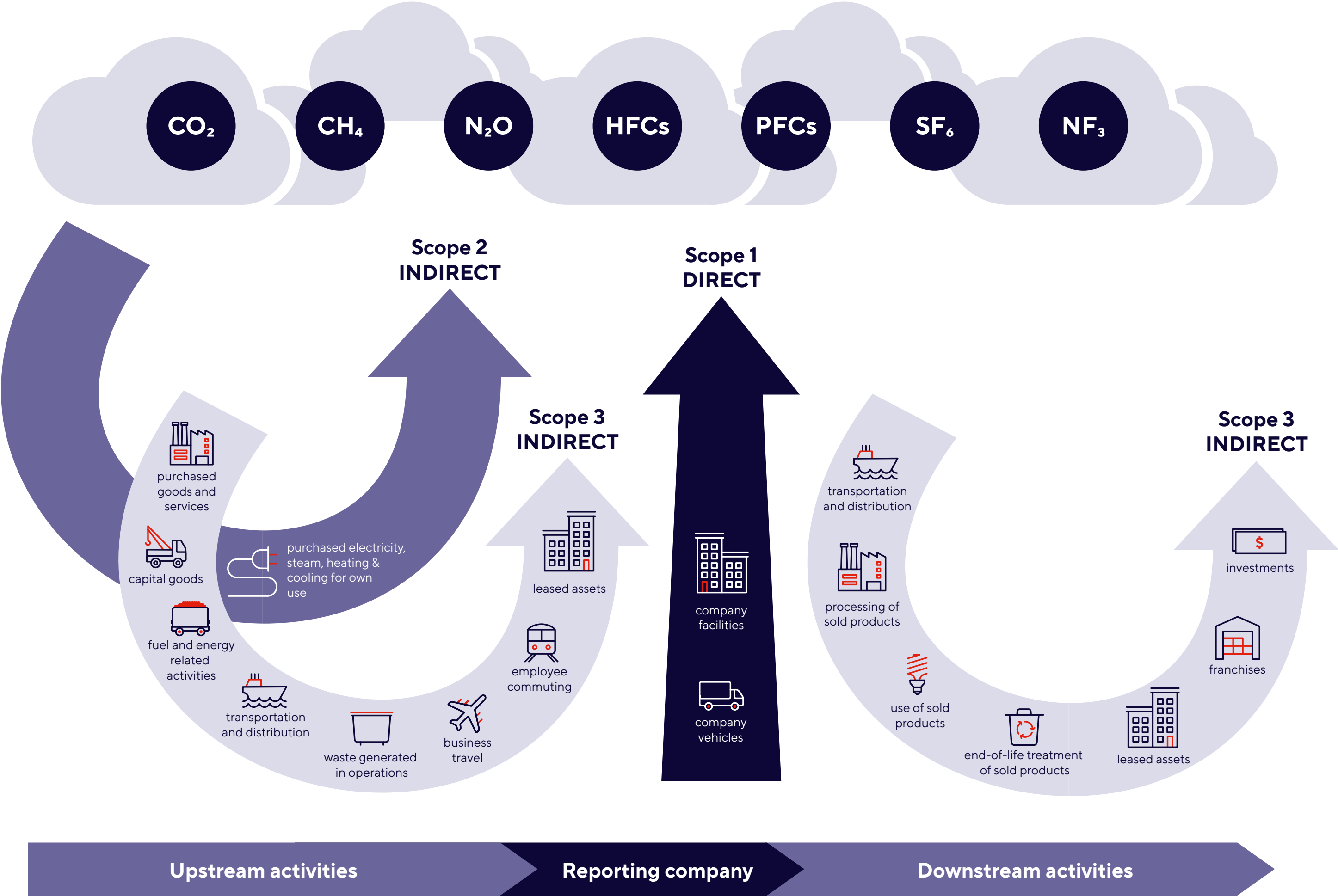
We are committed to achieving net-zero climate impact by 2030 for Scope 1 and 2 and do our utmost to reduce our Scope 3 emissions as much as possible. As a critical milestone on that journey, in 2022 we set science-based targets for greenhouse gas (GHG) emissions reduction in line with a 1.5°C pathway that were validated by the Science Based Targets initiative.

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Our emission reduction strategy

To achieve this goal, we are taking a comprehensive approach –Trust's responsibility extends beyond our direct operations to the entire life cycle of the products. Most of Trust's impact on the environment is indirect, through the products we sell to customers from manufacturing partners and suppliers.

Our carbon strategy is based on measuring, reducing, and compensating our emissions.

CO_2 CH_4 N_2O HFCs   PFCs SF_6 NF_3

Scope 2 INDIRECT

Scope 1 DIRECT

Scope 3 INDIRECT

Scope 3 INDIRECT

purchased goods and services

capital goods

purchased electricity, steam, heating & cooling for own use

fuel and energy related activities

transportation and distribution

waste generated in operations

business travel

leased assets

employee commuting

company facilities

company vehicles

transportation and distribution

processing of sold products

use of sold products

end-of-life treatment of sold products

leased assets

investments

franchises

Upstream activities → **Reporting company** → **Downstream activities**

Measuring energy
& emissions

Trust began investigating the lifecycle of our products (LCAs) to find the elements on which we can continue to reduce the CO2 footprint of our products' sourcing, production, product-in-use, and end-of-life.

The GHG (Greenhouse Gas Protocol) report – included in the appendix - describes Scope 1, 2 and 3 emission sources. Hedgehog Company considered direct emissions as well as indirect emissions in the supply chain, both up and downstream. They used the operational control approach to consolidate the greenhouse gas emissions.

Using the control consolidation methodology, the GHG inventory reflects the emissions from sources that we could have impact on based on our position in the supply chain.

"During the first phase of this research, we asked Hedgehog Company to conduct ten product LCAs. These products were selected based on their representation of Trust's total product portfolio. From a selection of products, an eco-version is modelled to explore possible environmentally driven product innovations."

WIEGER DEKNATEL
Business Development Manager
Sustainable Products

Key findings

When we look at the total CO2 impact per emission source, we see clearly that the most impact (54%) is caused by the production of the components purchased by Trust, followed by the use phase (23%) and the End-of-life treatment (17%) of the sold products

Purchased goods and services

Use of sold products

End-of-life treatment of sold products

Share of emission sources

- ● Scope 3, Purchased goods and services
- ● Scope 3, Use of sold products
- ● Scope 3, End-of-life treatment of sold products
- ○ Scope 3, Upstream transportation and distribution
- ○ Scope 3, Downstream transportation and distribution
- ● Scope 3, Waste generated in Operations

- ● Scope 2, Indirect Emissions
- ● Scope 1, Direct Emissions
- ● Scope 3, Employee commuting
- ● Scope 3, Business travel
- ● Scope 3, Indirect Emissions
- ○ Scope 3, Direct Emissions

- ○ Scope 3, Employee commuting
- ○ Scope 3, Business travel

This graph below shows the emission sources taken into account, their total emissions, and their share in the overall organisational footprint. Trust sales are determined by mice, headsets, and keyboards. However, the environmental impact comes mostly from PC speakers and chairs.

On a components level, steel frames (for furniture), PCB (Printed Circuit Board) and casing contribute most to the environmental impact.

For multiple products, an eco-version of PCR has been developed.

Reducing the footprint of a keyboard

The PCR keyboard shows a 28% lower CO2eq footprint than its regular counterpart from virgin plastic. The relative weight of plastic content in a keyboard is higher than in other digital accessories.

Emissions per product category

Product category
■ % of sales
■ % of CO² emissions
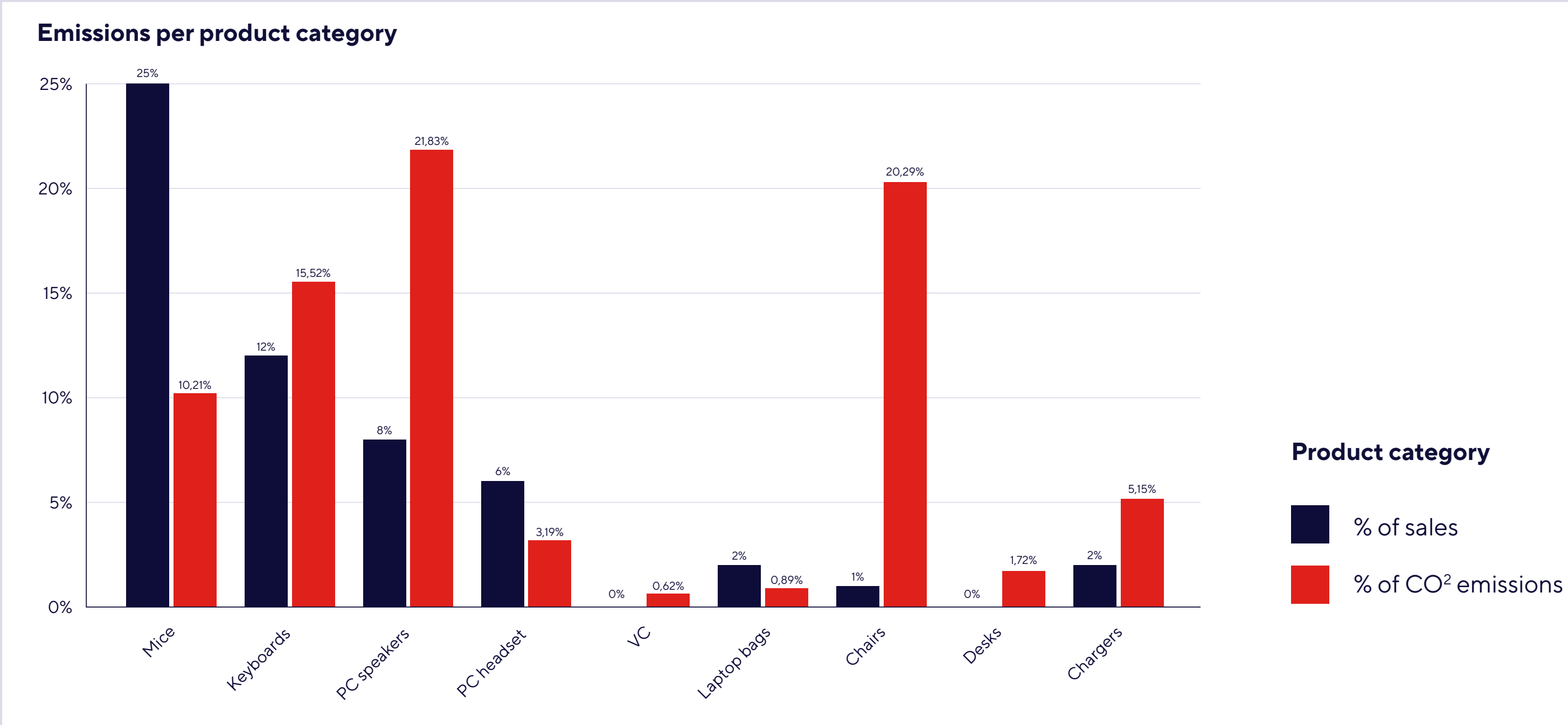
Comparison CO2 impact and sales quantity product categories

Non-product related emissions

To take control of our impact on non-product related emissions (Scope 1 & 2) we partner with Plan A. This platform gives us the opportunity to measure and check emissions such as electricity, heating, commuting, office supplies, vehicle fleets, servers, and hosting.

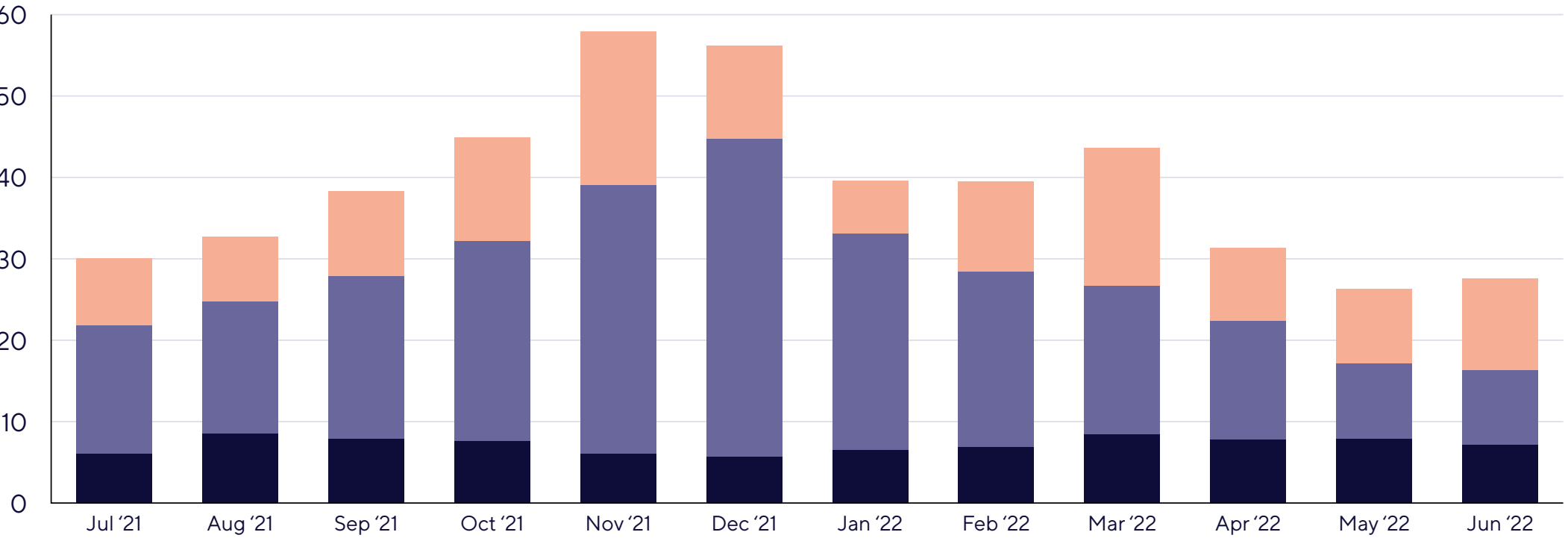We visualise emissions in various company areas on our dashboard.

Facility emissions per month
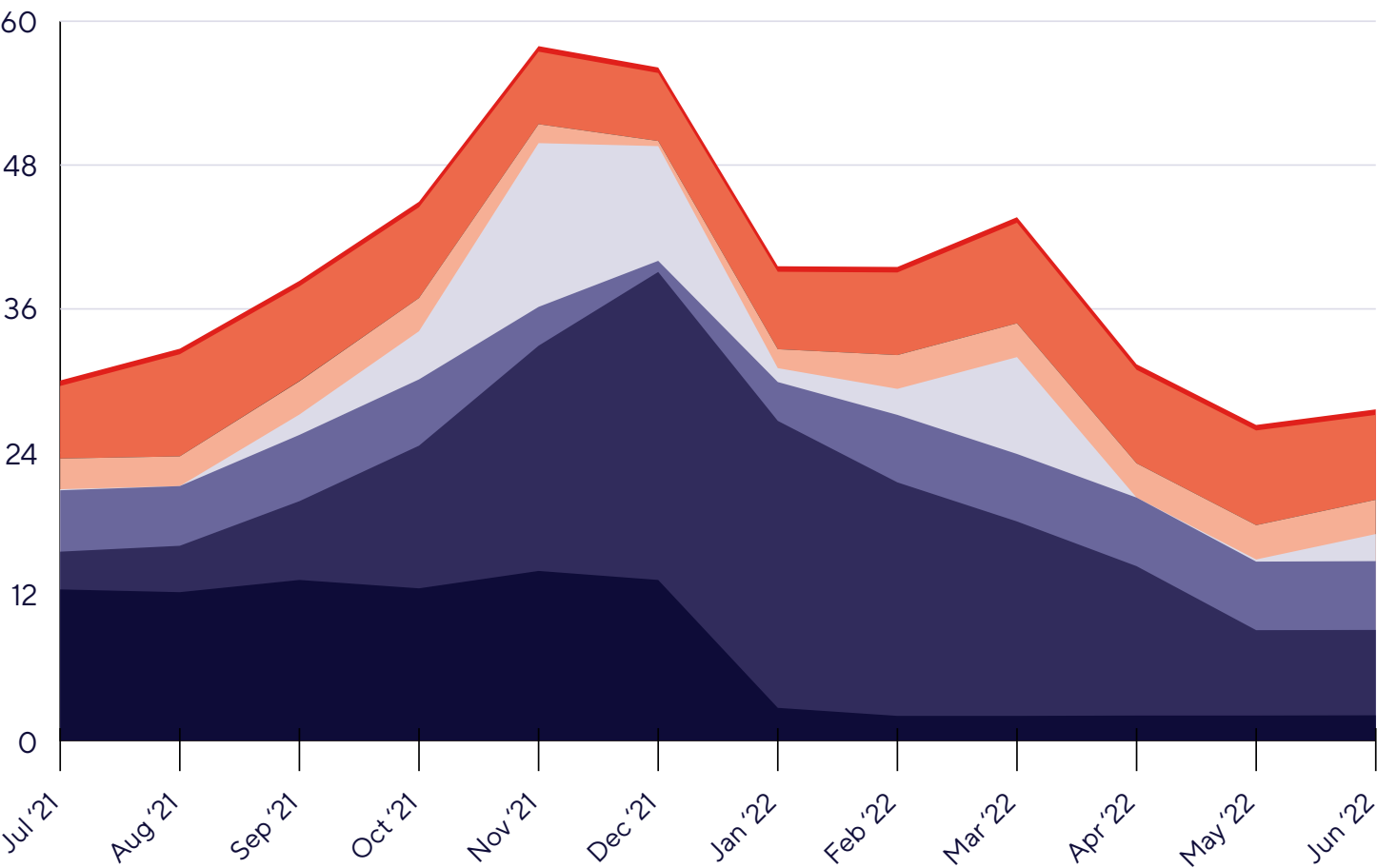
Non-product related emissions

- Scope 2, Electricity
- Scope 2, Heating
- Scope 3, Employee commute
- Scope 3, Business travel
- Scope 3, Facility support
- Scope 1, Vehicle fleet
- Scope 3, Server & hosting

Company emissions

Non-product related emissions

- Scope 1
- Scope 2
- Scope 3

Reducing energy
& emissions

To reduce indirect Scope 3 emissions, Trust focuses on: eco-friendly products, eco-friendly packaging, and carbon neutral operations.

Checklist for new projects

In the checklist we use when we start developing a new product or updated version of a product (), we pay attention to the following items related to the reduction of emissions: energy efficiency, minimising waste, durability (longer lifespan), repairability and the carbon footprint.
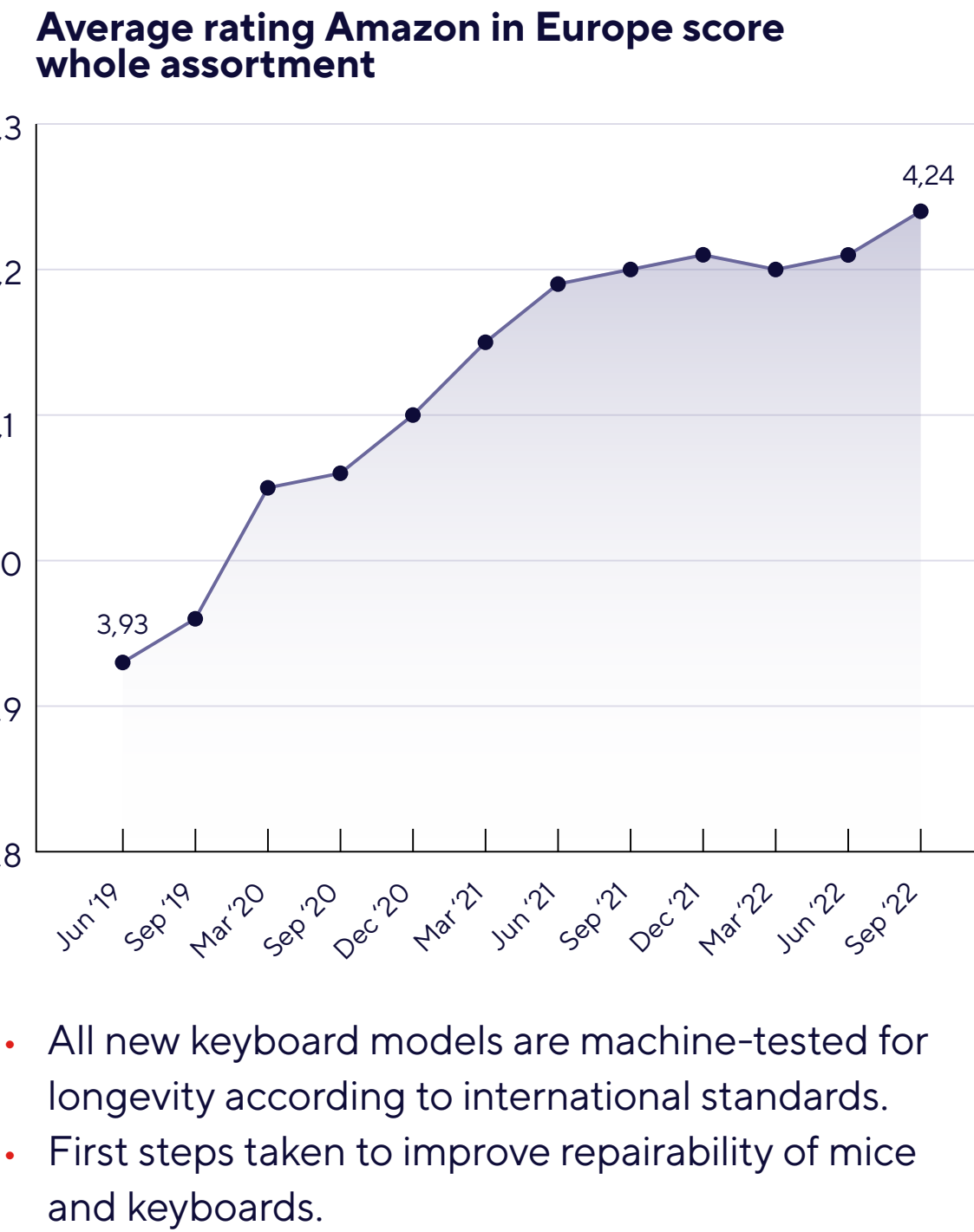
Product durability

By extending the useful life of products, we are helping to reduce the overall environmental impact. We have a specialised quality team to improve the quality and durability of our products.

Our independent quality department has the following tasks:
1. Reliability analyses of production facilities and new products before first mass production.
2. Monitor on-line channels on user's product rate and reviews.
3. Incoming RMA analysis & remedy to solve problems with running product changes.

We have a dedicated quality team in China for on-site inspection before shipment.
The first results:
- Fewer product defects and no recalls in 2021-2022.
- An increased average consumer rating and review score for Trust products (from 3.97 in January 2020 to 4.21 in July 2022).

Average rating Amazon in Europe score whole assortment

- All new keyboard models are machine-tested for longevity according to international standards.
- First steps taken to improve repairability of mice and keyboards.

"Our reviews are monitored by our quality team at a monthly basis at our biggest online customer, Amazon. The strong improvement we have seen in recent years is driven by an improvement of our product quality and online content. Online content is all about setting the right expectations and giving full clarity to our consumers, whereas the improved product quality allows us to live up to those expectations even better. This is resulting in more satisfied customers and fewer returns, reducing our overall environmental impact."

RICHARD CLASSENS
Head of E-commerce

Energy efficiency

The carbon footprint for the time consumers use our products is high. The more energy efficient, the lower the footprint. To maximise energy efficiency of our products, we discuss with suppliers how we can reduce the power use of our products during use and in standby mode.

AC-powered products have especially strong potential for a lower carbon footprint. We are replacing some high-volume selling AA/AAA battery-operated mouse models with rechargeable mouse models.

Energy reducing devices

Some Trust products help consumers to save energy such as the numerous Trust Smart Home/ KlikAanKlikUit options for reducing standby consumption.
Enpuls, an independent organisation focused on energy transition, has conducted research into standby consumption. The Smart Home/

KlikAanKlikUit starter set comes out on top in three categories in the Enpuls test: ease of use, price level and rate of return.

The set is easy to install and with the push of a button all devices (or one device) can be switched on or off at once.
In 2021-2022, Trust sold the first 7,000 Smart starter sets to energy reducing companies.

Regional production

We have the intention to source more regionally manufactured products to minimise the carbon impact of transport and benefit from lower transport costs. The first example is the Smart Home bridge, which is manufactured in the Netherlands.

Energy reduction at the office

- As of January 2022, we finalised a contract for 100% green electricity
- All office lighting that is being replaced must be LED lightning
- We introduced the first automatic movement detectors at Head Office

"Many appliances in the house consume a lot of energy unnoticed, while they can do without it for a while. With our Smart bridge and/or a Smart plug, it's easy to switch off these devices completely at night or when you leave the house."

RENÉ PANMAN
Category manager Smart Home

Green lease car policy

Over the past few years, we banned diesel and bigger petrol engines and have now started with the electrification of our lease car fleet. Trust has since developed a new lease car policy: when ordering a new car, the driver can choose between a hybrid or a fully electric model.

We aim to have a fully electric commute with 'Trust' vehicles in a few years. We also understand that realisation of this ambition outside the Netherlands will take some more time, because charging networks/possibilities are not always on the same level as in the Netherlands.

Compensating energy
& emissions

For our headquarters, we compensate for all gas used by VCS (Verified Carbon Standard) certified CO_2 reduction projects.

As for Scope 3, Trust has not yet started to compensate its emissions. Our current focus is on emission reduction since this is where we can make the biggest impact.

Our plans for
2022–2023

LCA measurement for every new product

To make the most sustainable choices in the development of new products, we will make a LCA measurement for every new product we develop. This is part of the new product introduction process.

Product introductions

The introduction of many products made with recycled materials () will certainly contribute to a lower footprint.

Social workplace

6. Social - fair for the people

- **100%** of our employees have access to career or skills-related training.

- **32.4%** of our employees are women.

- **3.96** out of 5 was this year's engagement score.

- **60%** of our suppliers are BSCI certified.

- **100%** of new suppliers have been audited.

- **36%** of existing suppliers have been audited in FY21/22.

Our progress on ESG would not have been possible without the talented and passionate people of Trust and our suppliers.

Together we make change happen.
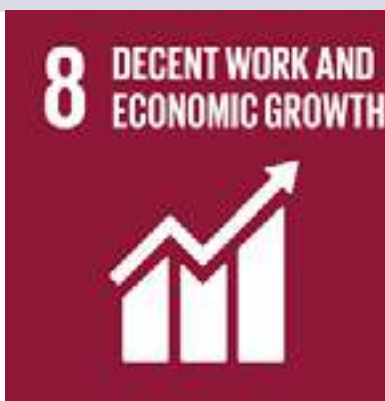
Culture
& engagement

The culture at Trust is something we have spent a lot of time on in the past four years. A positive and healthy culture is key to creating an organisation that upholds our company values: Empowering, Entrepreneurial, Fair and Helpful.

Our values reflect our culture. Even though we are not a family (company), we do behave like one. We are a company that loves to work hard and play hard too.

We are passionate about our company and what we do, want to spend time having fun together, and are supportive, friendly and open. Our everyday culture at the office is one of communication.

We use multiple means of digital communication, but we also treasure our time spent together in person. We try to get employees to meet up as much as we can, drawing on multiple formal and informal touch points, including the monthly 'Cheers & beats at the bar', a yearly barbecue, frequent visits to branch offices, a fun carousel (digital and hybrid) and regular all employee meetings.

When colleagues leave Trust, we always have an exit interview to learn where we can improve.

Social workplace   60

Coffee from the barista!

For the second year in a row, we did not have a physical Christmas event in 2021. Nevertheless, we did have a great digital Christmas event again; and for those who came into the office during this period, we wanted to give a warm welcome with a Christmas coffee!

Because of the success, we decided to continue with Chris the barista every morning, for the rest of the fiscal year, giving everyone in the office an opportunity to grab a great cappuccino or espresso and have a short chat with colleagues before getting to their meetings.

"To serve the coffee in a unique way, we created a coffee corner. I bought a second-hand cargo bike and with some adjustments and a professional coffee machine on top of it, I turned it into a coffee bike."

CHRIS KAMPINGA
Facility Manager

Engagement survey

We believe it is important that everyone who works at Trust feels valued and committed. To find out if everyone feels this way, we introduced an Engagement Survey in the Spring of 2022. This survey is the start of a yearly recurring process.

"We are happy with the response and the score. The answers give us insights into what we need to 'keep doing' and where we can improve."

WOUTER DOLLE
Human Resources Director

Pursuing sustainability from within

It's one thing to have a purpose, vision and mission supporting our ESG ambitions – but making progress means getting every single one of our people connected. This means inspiring everyone to feel personally invested in playing their part.

Being able to offer fair and affordable products is challenging work and a team effort. We are embedding ESG into our standard processes and day-to-day operations.

In 2021-2022 we incorporated ESG in everyone's performance cycle and succeeded in making ESG part of everyone's job:
- To transform the portfolio, R&D has created ecodesign guidelines for suppliers, designing products with a lower environmental impact and with their end-of-life in mind.
- Our colleagues from purchasing are motivating suppliers to find more sustainable solutions and get the right certifications. They are also negotiating fair prices for recycled materials with suppliers from our manufacturing partners.
- Marketing has developed a Responsible Marketing policy and is incorporating ESG in our positioning and messaging.
- Sales is intensifying the dialogue with customers on ESG.

- HR is taking steps in employee development with a wide offering of trainings and started the yearly engagement survey to learn where we can improve.

These are just a few examples of how colleagues from all departments are dedicated to contributing to our ESG ambitions.

Trust's 'Green Team'

Our international, multidisciplinary network of ESG ambassadors within our company, known as the Trust 'Green Team' helps the exchange of best practices for sustainability, as well as to generate engagement with ESG initiatives throughout the organisation.

Clevergreen Academy

In March, we organised a Sustainability training for all our Sales and Marketing staff: the Clevergreen Academy, taking them onboard in why we are speeding up our sustainability efforts, our ESG strategy, the SDGs, and the certifications. Other topics included the actions and results regarding packaging reduction, circularity, carbon reduction and the roadmap of sustainable product introductions.

Equality, diversity
& inclusion

Trust is committed to equality, diversity and inclusion for employees, customers, and suppliers in every area of our work. We believe that diverse teams and organisations are more resilient, creative, and efficient.

We strive to create teams with people from various backgrounds, reflecting society and the labour market. To us, equality means ensuring that every individual has an equal opportunity to be successful in the company and can make the most of the talent he or she has. The basis is that we treat everyone equally across situations, but we also dare to deviate from this to create equal opportunities.

ORGANISATION STATEMENTS

We are equal

Ensuring that every individual has an equal opportunity to be successful in the company and can make the most of the talent she/he has. The basis is that we treat everyone equally in equal situations, but we also dare to deviate from this to create equal opportunities.

We offer equal access and opportunity to learn, grow, succeed and thrive irrespective of gender, sexual orientation, race, origin, belief or disability.

We are diverse

We believe that diverse teams and organizations are more resilient, creative and efficient due to the better discussions and diverse way of thinking.

We strive to create teams with people from various backgrounds, reflecting society and the labour market. In the end, diverse teams have a positive impact on our products and services and thus on our overall results.

We include

We want all employees to feel part of our great organization and to feel comfortable doing their work. Together we can achieve more than alone, and one is not more important that the other. We can only be successful if we respect all our colleagues and work together, discuss together, have coffee and share our personal stories together.

Together we are Trust.
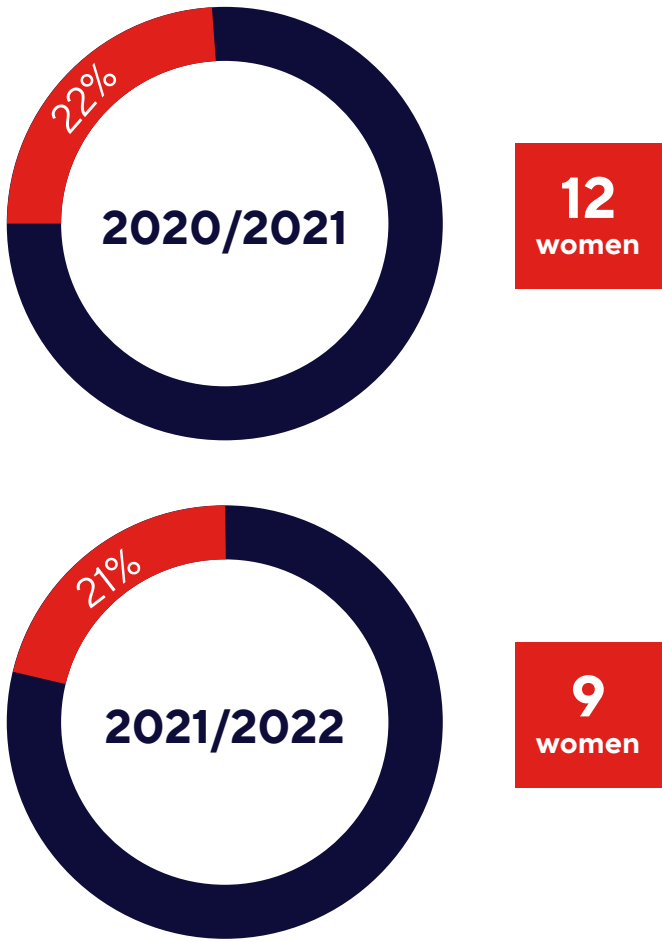
Balancing gender in the electronics industry

The consumer electronics industry in general is characterized by a low share of female employees - so is Trust.

To counter this, Trust works systematically to improve the share of female employees at all levels.
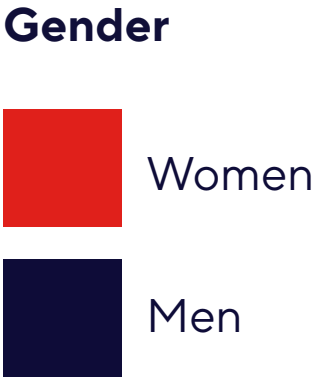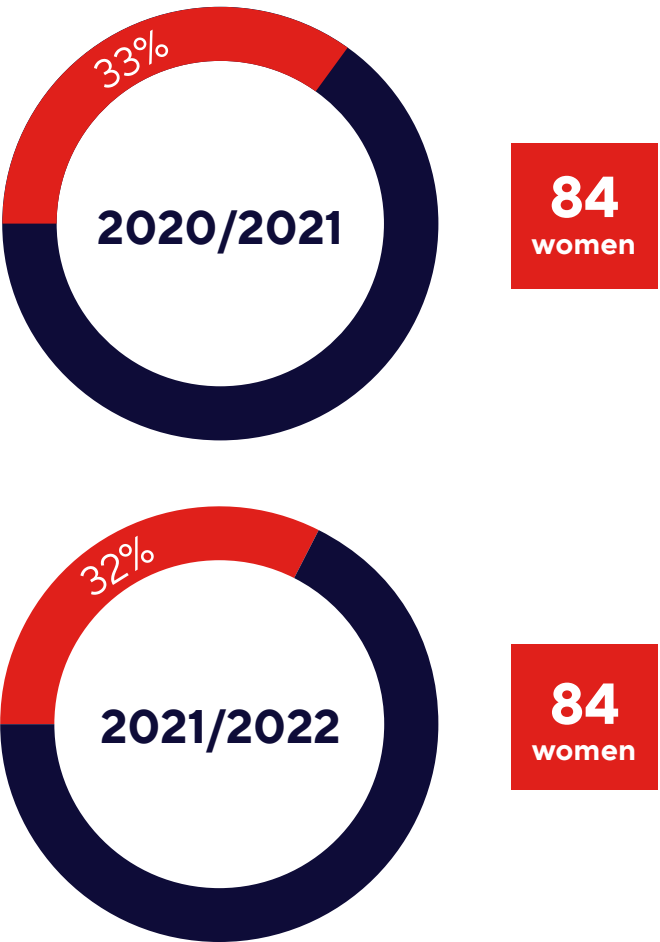
We are aiming to employ 40-60% women and offer equal salary levels and career opportunities regardless of gender.

In 2021-2022 we have not been able to hire a higher percentage of women or add more women to Trust's management. Even though we try to recruit more women, we always go for the best talent for the job.

Trust Managers Club

22%
2020/2021
12 women

21%
2021/2022
9 women

Total workforce

33%
2020/2021
84 women

32%
2021/2022
84 women

Gender

Women

Men

Leadership & employee development

GoodHabitz

To offer all employees the possibility to develop personally in a voluntary way, we introduced the digital learning platform GoodHabitz. It offers a variety of training courses in several languages presented in a fun and visual way which makes it easy to try and is accessible for everybody.

Employees can follow a self-picked course on their chosen subject (whether during working hours or outside of work) at their own speed. The trainings offered vary from trainings in personal strength and commercial and digital skills to leadership and health, safety and wellbeing.

Leadership programme

We continued our leadership programme for the Trust management with personal coaching and Management Drives for insights.

Boosting resilience

We also had our lifeguard program to boost resilience for all employees during 'normal' circumstances and periods of Covid-measures.

Health & safety in the workplace

Covid-19

We made sure all employees were able to work remotely with all the necessary tools, technology, and budget to create a suitable home-working environment. For those unable to work from home due to personal circumstances, we provided a safe workplace at the offices.

We are currently in a situation in which employees work on average 50% from home and 50% in the office.

Policy on hybrid working

To get a good foundation for a balanced and healthy work-life situation, we added a policy on hybrid working to the Personnel Information Book.

Our response to the war in Ukraine

Because of the Russian invasion in Ukraine, we decided in March 2022 to stop our operation in Russia. Therefore, we have ended the legal relationship (contracts) with our direct customers (distributors).

Another consequence is the painful decision to end the contracts with our three employees in Russia. It goes without saying that we regret this as they are by no means to blame for the circumstances caused by the Russian regime.

Although affected heavily by the war, we keep our operation in Ukraine. We support our colleagues and their families where we can, and we work on continuation of the business in the best way possible.

BSCI & Supplier Code of Conduct

Business Social Compliance Initiative (BSCI)

To guarantee fair working conditions within our supply chain, we ask suppliers to become BSCI certified. This is an initiative of the Foreign Trade Association (FTA) and brings together retailers, importers and brand companies sourcing goods for European markets from international supply chains to improve working conditions in the production chain worldwide.

Number of BSCI certified supplies

2020-2021	2021-2022	2022-2023	2023-2024
40%	55%	60%	65%

Our focus is on engaging our key suppliers in BSCI. By the end of 2023 we will require all key suppliers to be BSCI certified.

Supplier Code of Conduct

Our Supplier Code of Conduct is shared with all suppliers as part of the supplier onboarding and training. It is embedded as a contractual condition of doing business. It outlines environmental, labour, and governance related requirements with which suppliers must comply.

We develop suppliers with training and capability-building initiatives as well as audit them for compliance. Compliance with our Code of Conduct and quality control measures is mandatory. Non-compliance may result in the termination of our business relationship.

Audits

In FY2021-2022 we conducted 61 audits:
- 13 potential suppliers did not pass our audit; therefore we will not begin work with them.
- 3 ongoing suppliers did not pass the audit. We will phase out contracts with these parties.

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Number of active suppliers	108	86	85	<90	<90
Suppliers audited per year*	69	48	61	70+	70+
Longest time between audits	5 years	4 years	3 years	3 years	2 years
Suppliers with recent audit	80%	85%	95%	>95%	>95%

*Including prospective suppliers

Conflict minerals

We talked with many stakeholders and made an inventory of the potential risks related to the use of conflict minerals in Trust products. Our products mostly contain tin and a trace amount of gold. We phased-out the use of tantalum capacitors completely. Tracing out tin and gold presents a major challenge as Trust's supply chain is quite complex with at least five levels of sub-suppliers. We are currently making an inventory of the sub-supply chain and considering 3rd party certification options.

"If an audit finds points for improvement, we require suppliers to take corrective steps by a given deadline. This way, we can continually improve the social and environmental responsibility of Trust's supply chain. On top of the regular audits, in 2021-2022 we have been encouraging our suppliers to work with sustainable materials, seek recognized ESG related certifications and to have a keen eye on working conditions in the supply chain."

ROB SMIT
Quality Manager

Giving
back

Giving back is important to Trust. We even have a Giving Back committee at Trust to coordinate all activities and to support and encourage related activities.

We find it important that all employees are offered an opportunity to carry out voluntary work. Consequently, Trust employees are given one paid day a year as a 'voluntary work leave-day' to carry out voluntary work for approved charities or non-profit organisations.

Princess Maxima Centre

We often get requests to sponsor products for a noble cause. One of them was the Princess Maxima Centre for Paediatric Oncology. Their 'teenager lounge,' used by teenagers who are under treatment, is full of playgrounds, digital activities, and other spaces where the children can forget about the reason they are there. We were grateful to be able to support them with gaming chairs.

Charity instead of Christmas box

Our employees can each select a charity for our donation instead of receiving a Christmas box. In 2021-2022, we selected the following organisations

that help the communities of which we are a part: World Food Programme, Black Jaguar Foundation, and the Ronald MacDonald House Charities.

Old cell phones for charity

At headquarters, we have a box from "Stichting Opkikker" at our reception desk to collect old cell phones. Stichting Opkikker organises "Opkikkerdagen" (cheer up days) for families with a long-term sick child. For these families, they organise a day full of relaxation and fun so that they can forget about being sick, hospital visits and unpleasant treatments. Stichting Opkikker receives compensation for every cell phone handed in. The money raised is used to organize the "Opkikkerdagen."

The phones are properly recycled by Eeko, an organization in the Netherlands that has developed a collection and recycling programme.

Roparun

Together with our customer Technische Unie, our Smart Home division (KlikAanKlikUit) supported the Roparun by sponsoring a team during the race. This is a relay run of more than 300 kilometres in which teams participate to raise money for people with cancer.

Support for Ukrainian refugees

We donated 300 power banks and cables to 'Power 2 People' who provide them to Ukrainian refugees in Romania to enable them to stay in touch with family who stayed behind.

Our plans for
2022–2023

Follow up on engagement survey

In 2022-2023 we will make the next step in the engagement of everyone in the company. We want to make sure our strengths remain and we will start working on our improvement areas. We asked our management to share the outcomes within their teams and gather the bottom-up feedback about what we can do to make Trust a better place.

All input will be gathered for an action plan in terms of 'keep doing', 'start doing' and 'stop doing'. After that we will roll-out concrete actions within the organisation to improve engagement. The next survey will be in Spring 2023.

Measuring work pressure & energy

After a pilot in Spain and Italy, we globally introduced a tool to measure work pressure and energy levels daily. All employees receive an invitation twice a week to evaluate and register their energy and work pressure via a specially made tool. This helps to reflect on individual energy and workload, helping management to talk with their teams about work pressure and energy levels, and to see the energy over time to spot trends. The tool is an enabler for a uniform language to talk about 'how you feel'.

The most common answer on the question 'how are you doing?' was 'good' and the answer on the question 'how is your energy?' gave a far more nuanced answer and easily leads to a conversation about it.
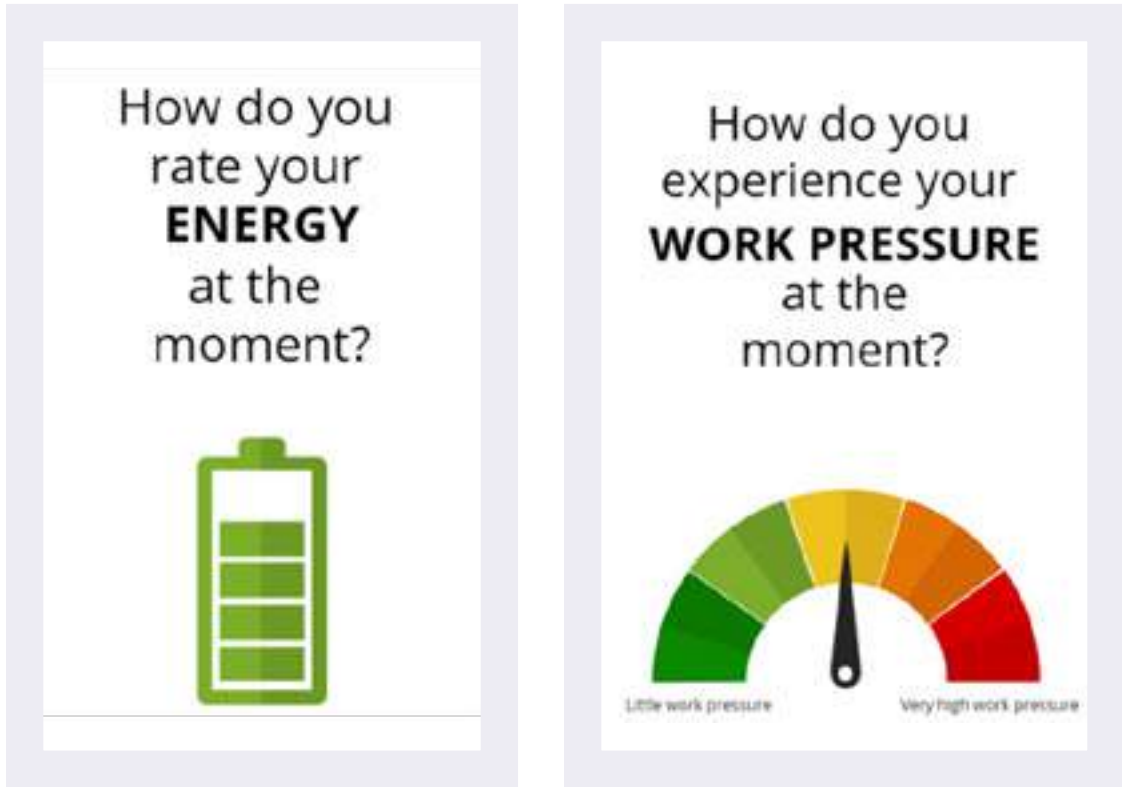
Whistleblower policy

We will roll out the Whistleblower policy internationally. Employees can report problems or suspicions of wrongdoing by means of a whistleblower procedure. Abuse can be related to fraud, intimidation, corruption, environmental crimes, discrimination, or violation of safety regulations.

More factory audits

We want to drastically increase the frequency of our factory audits. Until recently, we performed a full factory audit for every supplier every 3 years. As of 2022-2023 we want to increase this to at least every 2 years. We are also designing a short follow-up audit which can be done in between full audits.

About this report

Our ambition is to start and further intensify the dialogue with retailers, consumers, manufacturing partners, employees, and other stakeholders on how Trust can play its part. This report aims to help this dialogue by clearly describing our ambitions, actions, progress, and challenges.

Any questions or suggestions that might arise from reading this report can be shared with:
sustainability@trust.com

Editorial board:
Anouk Harmsen and Wieger Deknatel

www.trust.com/sustainability
Laan van Barcelona 600
3317 DD Dordrecht
+31 78 65 43 200

Get social with us:
www.linkedin.com/company/trustofficial

Appendix
GHG Protocol by Hedgehog

GHG Protocol by Hedgehog

Trust's journey to a sustainable future.

2021 GHG report

Date
17 June 2022

Trust.

Hedgehog Company

▤ Company

Trust International B.V.
Laan van Barcelona 600
3317 DD Dordrecht
The Netherlands

▤ Reporting Company

Hedgehog Company B.V.
Turbinestraat 6
1062 AV Amsterdam
The Netherlands

Executive summary

This GHG (Greenhouse Gas Protocol) report describes the scope 1, scope 2 and scope 3 emission sources of Trust International B.V. The aim of this report is to generate reliable and transparent quantitative environmental data of Trust's organisational footprint. This means direct emissions of Trust are considered, as well as indirect emissions in their supply chain, both up- and downstream. In this report, the operational control approach is used to consolidate Trust's greenhouse gas emissions. Using the control consolidation methodology, Trust's GHG inventory reflects the emissions from sources that they have the ability to have impact on based on their position in the supply chain.

The table below shows the emission sources taken into account, their total emissions and their share in the overall organisational footprint. Within scope 3, category 1, it becomes clear that Trust sales are mainly determined by the selling of mice, however the environmental impact is coming from its PC Speakers and Chairs mostly. On component level, respectively the steel frame (for furniture), PCB and housing contribute most to the environmental impact. For multiple products, an eco version has been developed by Trust. This ECO is made of PCR and for example the keyboard shows a 27.73% lower CO2 footprint than its regular counterpart.

A key part of the core strategy for Trust is to become a carbon-neutral company. This means that Trust focuses on the following: eco-friendly products, eco-friendly packaging and carbon-neutral operations.

GHG Scopes	Total CO2 impact (Unit t CO2e)	Share (%)
Scope 1 - Direct Emissions	65.61	< 1 %
Scope 2 - Indirect Emissions	94.1	< 1 %
Scope 3, cat. 1 - Purchased goods and services	53,155.13	54 %
Scope 3, cat. 4 - Upstream transportation and distribution	2,432.48	2 %
Scope 3, cat. 5 - Waste generated in Operations	1,249.65	1 %
Scope 3, cat. 6 - Business travel	20.33	< 1 %
Scope 3, cat. 7 - Employee commuting	60.99	< 1 %
Scope 3, cat. 9 - Downstream transportation and distribution	1,924.69	2 %
Scope 3, cat. 11 - Use of sold products	23,173.32	23 %
Scope 3, cat. 12 - End-of-life treatment of sold products	17,099.46	17 %
Total	99,275.76	100 %
Total t CO2 / € million	431.63	

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Disclaimer: Dear reader. This organisational environmental assessment is the first ever performed at Trust Technologies and forms the benchmark for Trust's sustainable strategy. Readers must take into account that outputs of such LCA studies are highly dependent on the input. Please take into account that the data input of the following years will be improved, inherently improving the quality of the results.

1. Introduction

Growth does not come without environmental impact. That is why Trust's mission is to provide more sustainable products and packaging. When it comes to digital products, Trust stands for a new norm: Fair for people. Fair for the planet. At fair prices.

In 2020-2021, Trust started focussing on obtaining insights into where they stand and where they can improve when it comes to sustainability.

- Trust began investigating life cycle assessment (LCA) to identify the elements on which they can improve to reduce the CO2 footprint of their products' sourcing, production, product-in-use, and end-of-life.

- They conducted a Materiality Assessment with their stakeholders. The analysis helps Trust to ensure that they are focusing on the areas in which they can have the most meaningful impact, as well as the areas of greatest interest to stakeholders, as they must work together to reach their common goals.

- Trust started a process of measuring the environmental impact, both positive and negative, that Trust – as well as its value chain operations – has on society.

1.1 Background

This GHG (Greenhouse Gas Protocol) report is carried out on behalf of Trust International B.V. (hereinafter: Trust) and performed by Hedgehog Company B.V. This report describes the scope 1, scope 2 and scope 3 emission sources of Trust.

The results from scope 1 and 2 emissions sources are provided by the installed carbon dashboard at Trust by Plan A GmbH. Most scope 3 results are based on

multiple product LCAs conducted in a prior stage of this research. These product LCA results are extrapolated and used as main input for scope 3.

Collectively, the collected and assessed data result in a robust, initial overview of Trust's organisational environmental footprint. For this GHG report, reporting aspects are adopted from the GHG Protocol [2] to improve readability, structure and understandability for the readers.

For clarity, the research into the data that established this organisational environmental footprint is divided into three phases. First, the product LCA studies performed by Hedgehog Company. Second, the assessment of scope 1, scope 2, and business travel and employee commuting from scope 3 by Plan A was conducted. And third, a final aggregation of all data into one single organisational environmental footprint.

1.2 Goal and Scope

The aim of this study is to generate reliable and transparent quantitative environmental data of Trust's organisational footprint. This study takes into account both direct and indirect emissions. This means direct emissions of Trust are considered, as well as indirect emissions in their supply chain, both up- and downstream. Insight on these levels creates understanding of Trust's organisational footprint as a whole. The results of this study enable Trust to get insights in the size and the composition of their GHG emissions. In addition, this report is intended to be used for applying for Ecovadis' sustainability rating.

Hence, the target audience of this study consists of Trust, Egeria, Ecovadis and all other relevant and/or interested stakeholders. The scope 1, 2 and 3 emission sources are considered for the year 2021.

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2. The company: Trust

2.1 Company description

Trust is founded in 1983 and has grown into a leading value-for-money brand for digital lifestyle accessories. A global company with local sales to help meet customer needs and

expectations while providing outstanding service support. Trust's products are available

from local brick-and-mortar shops to larger electro stores, and from hypermarkets to online retail. The product assortment is found serving its customers in over fifty countries.

Trust's broad assortment contains over 800 accessories for PC & laptop, mobile, gaming, and business in the following categories:

- Home & Office – Offering everything our customers need for improved home and office convenience, from wireless mice and keyboards to webcams.

- Video conferencing – Facilitating hybrid working with products such as plug-and-play conference cameras and extended microphones.

- Gaming – serving all competitive casual gamers, with products including headsets, mice, keyboards, and furniture.

- Mobile – Helping customers stay connected with a complete on-the-go range, including laptop bags and fast-charging power banks.

- Smart home solutions – Providing smart home solutions with the KlikAan/KlikUit division, which enables consumers to control their homes remotely – from controlling temperature and smart WIFI lighting to opening curtains – with a single app.

2.2 Product description

During the first phase of this research, Hedgehog Company conducted nine product LCAs. These products were selected based on their representation of Trust's total product portfolio. Below, the selected products are described shortly. In the table there's an overview of all products taken into account. From a selection of products, an eco-version is modelled in order to explore possible environmentally-driven product innovations.

- The IRIS Conference Camera is a plug-in 4K HD camera designed for video conference meetings. The product is used in a business environment and is available in one colour.

- The Resto GXT 708 Gaming Chair is a height-adjustable, ergonomic, gaming chair. The seat is primarily made from PU foam and is available in four different colours.

- The Bologna is a 16 inch laptop bag. The product is used in both private and business settings, and is available in four colours.

- The Primo laptop charger is a universal 90 Watt laptop charger. It comes with several add-ons to ensure compatibility with several laptop brands.

- The GXT 38 TYTAN is a wired speaker set.

- The GXT 711 Dominus is a specifically designed gaming desk. The product has a steel frame and a coated plywood table top, and is available in a single colour.

- The Ozo Headset is an over-ear USB cable powered headset, compatible with laptops and personal computers. The product is used in both a private and business environment, and comes in one colour only.

- The Yvi Mouse is a wireless, alkaline battery powered optical mouse, compatible with laptop and pc. The product is used in both private and business settings, and is available in four colours.

- The Primo Keyboard is a USB cable powered keyboard, compatible with laptops and personal computers. The product is used in both a private and business environment, and comes in one colour only.

Table 1: product overview Trust

Product	Specs	Name	Product group	Eco-version
	4K Product ID: 24673	IRIS Conference Camera	Video cameras	✔
	Product ID: 24436 EAN-code: 8713439244366	Resto Chair	Furniture	
	Product ID: 24450 EAN-code: 8713439244502	Bologna Laptop Bag	Bags	✔
	Product ID: 22142 EAN-code: 8713439221428	Primo Laptop Charger	Adapters	✔
	Product ID: 19023 EAN-code: 8713439190236	TYTAN Speaker	PC speakers	✔
	Product ID: 22523 EAN-code: 8713439225235	Dominus Desk	Furniture	
	Product ID: 24132 EAN code: 8713439241327	OZO Headset	Headsets	✔
	Product ID: 18519 EAN-code: 8713439185195	Newunite-Yvi Wireless Mouse	Mice	✔
	Product ID: 23880 EAN code: 8713439238808	Lordway-Primo Keyboard	Keyboards	✔

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2.3 Organisational boundaries

Defining the organisational boundary is a key step in assessing an organisational footprint. All inputs and outputs compiled at the organisation have an impact on the environment. This step determines which operations are included in the company's organisational boundary and how emissions from each operation are consolidated by the reporting company.

For Trust, the control approach is used to consolidate their greenhouse gas emissions. Using the control consolidation methodology, Trust's GHG inventory reflects the emissions from sources that they have the ability to have impact on based on their position in the supply chain. Hence, all emission sources are selected where Trust has operational control, meaning where there is authority to introduce and implement operating policies. This includes sources where Trust does not have direct ownership.

The geographical coverage of this study comprises China (Shenzen, Huzhou and Guangzhou) and the Netherlands. Most products are manufactured in China and transported by ship to the port of Rotterdam. From there, the devices are either transported by truck, or by barge to the Dutch distribution centre of Trust in 's Heerenberg. From there, products are transported to the retailers and end-users.

When sold, end-users use the products for six years. In this study, the average use is calculated based on usage information gathered from Trust. After the product's lifetime, it is disposed of. When disposed of, the material components of the products are separated and treated according to the EN 50693 product category rules and standard European waste treatment scenarios.

Table 2: Overview and description GHG scopes

GHG Scopes	Taken into account
Scope 1 - Direct Emissions	✔ (taken into account by Plan A)
Scope 2 - Indirect Emissions	✔ (taken into account by Plan A)
Scope 3, cat. 1 - Purchased goods and services	✔
Scope 3, cat. 2 - Capital goods	Considered insignificant and excluded from this study
Scope 3, cat. 3- Fuel- and energy related activities (not included in scope 1 or scope 2)	Considered insignificant and excluded from this study
Scope 3, cat. 4 - Upstream transportation and distribution	✔
Scope 3, cat. 5 - Waste generated in Operations	✔
Scope 3, cat. 6 - Business travel	✔ (taken into account by Plan A)
Scope 3, cat. 7 - Employee commuting	✔ (taken into account by Plan A)
Scope 3, cat. 8 - Upstream leased assets	Considered insignificant and excluded from this study
Scope 3, cat. 9 - Downstream transportation and distribution	✔
Scope 3, cat. 10 - Processing of sold products	Considered insignificant and excluded from this study
Scope 3, cat. 11 - Use of sold products	✔
Scope 3, cat. 12 - End-of-life treatment of sold products	✔
Scope 3, cat. 13 - Downstream leased assets	Considered insignificant and excluded from this study
Scope 3, cat. 14 - Franchises	Considered insignificant and excluded from this study
Scope 3, cat. 15 - Investments	Considered insignificant and excluded from this study

Figure 1: GHG Protocol scope overview
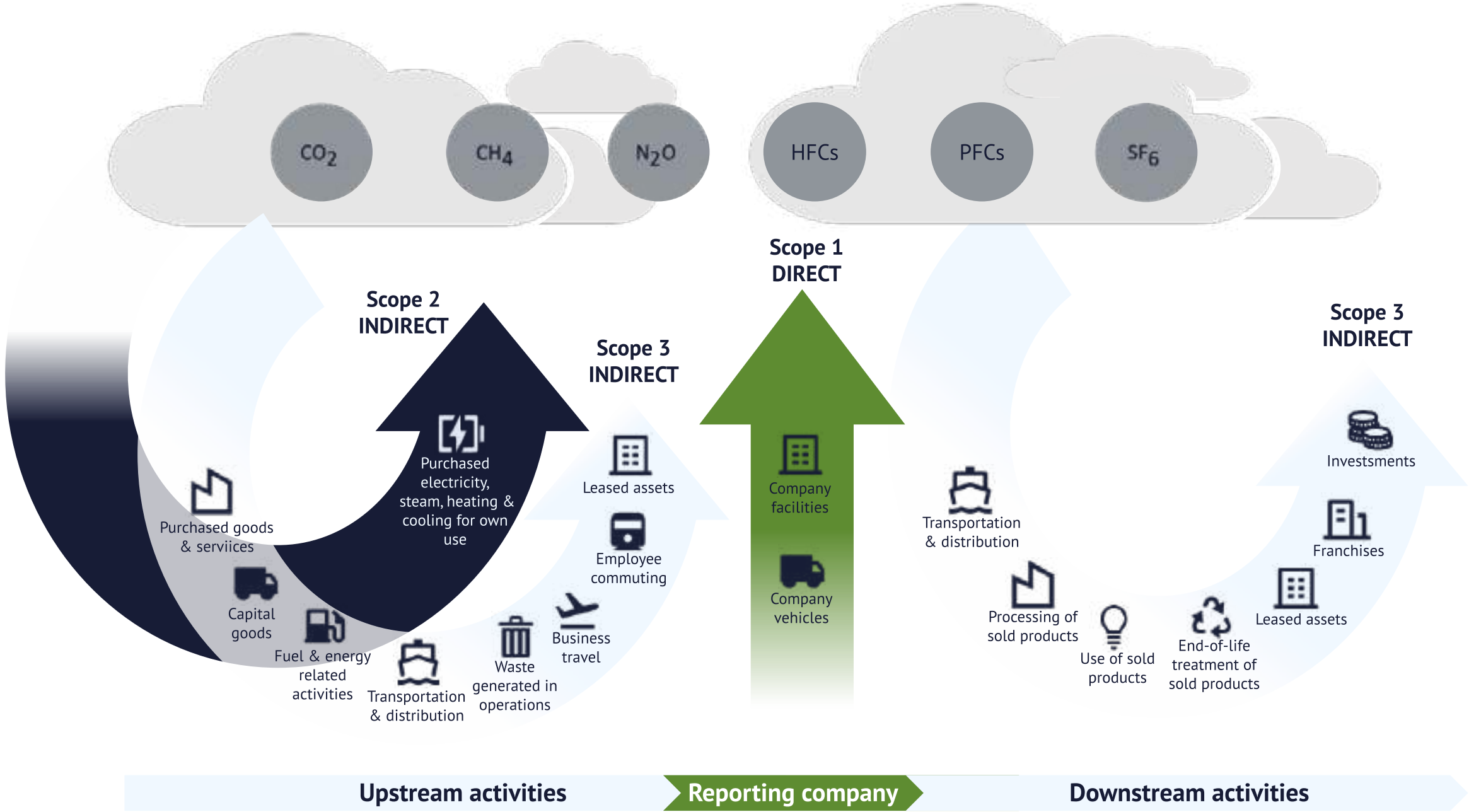
2.4 Operational boundary: Greenhouse Gas Protocol Scopes

The Greenhouse Gas (GHG) protocol is adopted for best-practice reporting. This protocol guides in categorising the relevant emissions sources in more comprehensible language. This makes the report more understandable and structured for the audience.

Table 2 provides an overview of the scopes as determined by the GHG protocol and how these are taken into account in this report. The scopes that are considered insignificant are either not applicable due to the Trust's organisational structure or considered insignificant due to a low contribution and low bargaining power position. All these sources are deemed as such in consultation with Trust.

2.4.1. Scope 1 and 2

The Scope 1 direct emissions at Trust International are measured based on their vehicle fleet. Trust's Scope 2 indirect emissions are measured based on their electricity use.

2.4.2. Scope 3, Category 1 'Purchased goods and services'

Trust International B.V. outsources its production to electronic appliance manufacturers in Shenzhen, China. At the production site, (raw) materials and components are collected, the products are assembled and placed in packaging. Coverage of the product manufacturing includes the necessary energy inputs for product assembly.

The manufacturing data for each product is calculated by multiplying the production share of each factory for Trust International B.V. and the specific product category, with the total

2.4.3. Scope 3, Category 4 'Upstream transportation and distribution'

After the production stage, the products are prepared for shipping to the Netherlands. The final products are transported by truck to the Port of Shenzhen. Further transport is by oceanic containers to the Port of Rotterdam. After docking of the ship, the products are further transported to the Trust distribution centre in 's-

Heerenberg. Approximately 85% of the products are transported by truck, while 15% is transported by barge.

Final transport to the end-user of the products is based on default transport values according to EN 50693, which is 1.000 kilometres for local transport.

2.4.4. Scope 3, Category 5 'Waste generated in Operations'
Manufacturing waste is assumed to be incinerated completely, without energy recovery, energy production and waste generation of the whole manufacturing site.

2.4.5. Scope 3, Category 6 'Business travel'
Business travel by Trust employees is measured by Plan A.

2.4.6. Scope 3, Category 7 Employee commuting'
Employee commuting by Trust employees is measured by Plan A.

2.4.7. Scope 9, Category 4 'Downstream transportation and distribution'
Final transport to the end-user of the products is based on default transport values according to EN 50693, which is 1,000 kilometres for local transport.

2.4.8. Scope 3, Category 11 'Use of sold products'
The Reference Service Life (RSL) of the products determines the total emissions of the use phase. Some products are wireless, where others use alkaline or lithium batteries to provide the product with the required energy. Per product an average use pattern is determined based on information provided by Trust.

3.4.9. Scope 3, Category 12 'End-of-life treatment of sold products'
The end-of-life stage starts with waste collection. The transport distance to the waste treatment facilities is assumed to be 1.000 km, in accordance with EN 50693. Moreover, this study uses the default values for end-of-life-treatment in accordance with EN 50693. For materials that are not included in this standard, appropriate waste treatments scenarios are selected.

In line with the EN50693 recovery formula without benefits, this study excludes system expansion and does not account for benefits beyond the system boundary. Thus, the impacts of the energy and material recovery operations are not included in the end-of-life stage of this product system.

3. Methodology

This chapter includes a description of the data collection method.

3.1 Data collection

In collaboration with Arjan Steenbergen (Research Manager) from Trust and its suppliers, Hedgehog Company collected the scope 3 data for this study. Tailor-made data sheets are developed and shared with the various suppliers from Trust. The suppliers communicated all relevant product and production process information regarding their facility, with accurate and quick response time.

- All Scope 3 related data is saved into the Trust's Mobius account. This account and the data it entails is an appendix of this research. The data is saved safely according to ISO27001.

- A lifecycle assessment (LCA) method is used to measure the environmental performance of Trust's products. The system studied is selected through a life cycle perspective and split into several activities. The life cycle perspective takes into account the mining of raw materials, processing of materials into sub-components and the assembly and production of the final product, as well as the transportation between these locations and to the consumer. In addition, it includes energy consumption during use phase, and waste processing at the end-of-life.

3.2 Impact assessment method

The LCA reports that form the basis for most of the scope 3 emissions sources meet the requirements of NEN-EN ISO 14040, NEN-EN ISO 14044 and NEN-EN 50693. For the LCA calculations Mobius version 0.8.711 is used, an LCA software developed by our partner Ecochain Technologies.

These LCA studies use the impact categories from the EF Impact Assessment Method. This impact assessment method is the result of the Product Environmental Footprint (PEF) Initiative. This initiative - initiated by the EU - offers a standard for impact assessment. A standardised method makes it easier and more meaningful to compare products.

The relevant environmental data covered in this study are primarily collected from Trust. These data points consist of direct energy consumption, energy fuels, as well as emissions to water and air. Environmental data gaps encountered are filled in with data from the Ecoinvent database, and supplemented with additional literature where needed. The carbon emission factors used are obtained from the selected database (Ecoinvent v3.6) references.

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4. Organisational Impact Assessment

This chapter shows the results of the organisational footprint analysis of Trust.

4.1 Environmental profile: company level

The environmental impact results are relative expressions and do not predict impacts on category end points, the exceeding of thresholds, safety margins or risks.

In table 3 the total CO_2 impact per emission sources is shown (unit t CO_2e). In the right column the share of each emission source is provided. The table shows most impact (54%) is caused by the production of the components purchased by Trust, followed by the use phase (23%) of the products sold.

Table 3: CO_2 impact and share of GHG scopes Trust

GHG Scopes	Total CO2 impact (Unit t CO2e)	Share (%)
Scope 1 - Direct Emissions	65.61	< 1 %
Scope 2 - Indirect Emissions	94.1	< 1 %
Scope 3, cat. 1 - Purchased goods and services	53,155.13	54 %
Scope 3, cat. 2 - Capital goods	-	
Scope 3, cat. 3- Fuel- and energy related activities (not included in scope 1 or scope 2)	-	
Scope 3, cat. 4 - Upstream transportation and distribution	2,432.48	2 %
Scope 3, cat. 5 - Waste generated in Operations	1,249.65	1 %
Scope 3, cat. 6 - Business travel	20.33	< 1 %
Scope 3, cat. 7 - Employee commuting	60.99	< 1 %
Scope 3, cat. 8 - Upstream leased assets	-	
Scope 3, cat. 9 - Downstream transportation and distribution	1,924.69	2 %
Scope 3, cat. 10 - Processing of sold products	-	
Scope 3, cat. 11 - Use of sold products	23,173.32	23 %
Scope 3, cat. 12 - End-of-life treatment of sold products	17,099.46	17 %
Scope 3, cat. 13 - Downstream leased assets	-	
Scope 3, cat. 14 - Franchises	-	
Scope 3, cat. 15 - Investments	-	
Total	99,275.76	100 %
Total t CO2 / € million	431.63	

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Figure 3: comparison CO2 impact and sales quantity product categories Trust

● % sales ● % CO₂ emissions
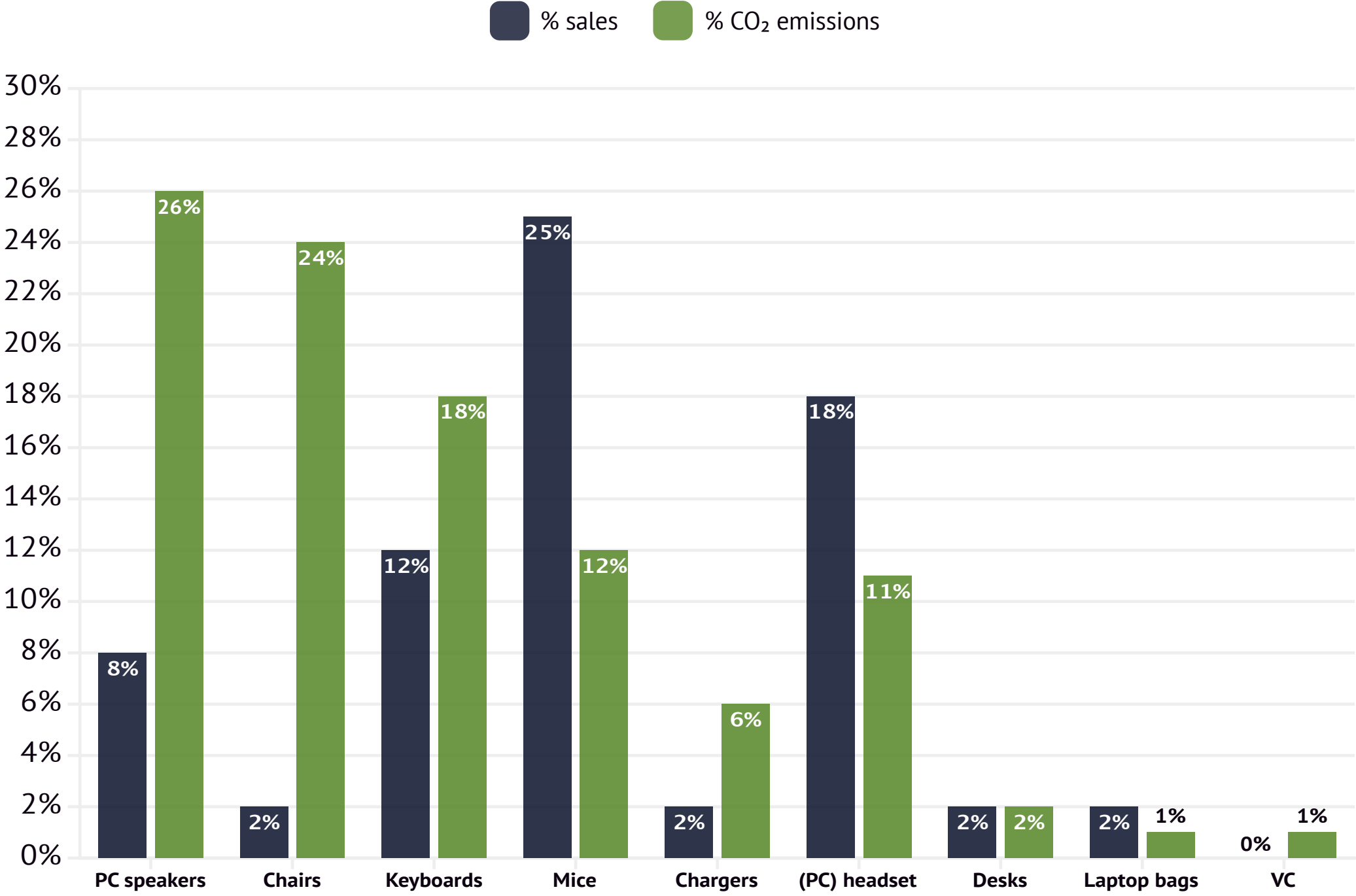
4.2 Purchased goods and services: a deep dive

It became evident scope 3 'purchased goods and services' has a significant impact on Trust's organisational footprint (54%). For their products, Trust purchases a lot of different components. This section looks into the purchased goods and services and determines the environmental hotspots.

In the figure above that sales share of each product category is compared to its share in environmental impact. The figures makes clear that Trust sales are mainly determined by the selling of mice, however the environmental impact is coming from its PC Speakers and Chairs mostly.

In all electronic components, a PCB (printed circuit board) is present. Per product, the share of the PCBs environmental impact ranges from 8% to 86%. A PCB is a collection of components itself, where the materials determine the environmental impact. Therefore, the bigger the PCB applied, the bigger the impact.

Every electronic product of Trust also consists of a housing unit. The housing units mostly consist of ABS and HIPS and mostly take up for the biggest part of the product's mass. In the eco versions this is the focus point and housings are replaced by PCR versions to assess the environmental impact.

In the furniture category, different materials are applied. Within this category, a gaming chair and desk are studied. In both products, steel - for the frame - and PU foam contribute most to its overall carbon impact.

Below you can see the top 4 materials and their overall environmental impact when looking at 'purchased goods and services'.

Table 4: total CO2 impact per purchased material

Component	t CO2 e
Steel (frame)	9,188
PCB	7,736
Housing (ABS,HIPS)	5,944
PU foam	1,760

4.3 Benchmark: ECO version products

For multiple products, an eco version has been developed by Trust. The eco version contains PCR (post consumer recycled) plastic. The table below shows the potential CO2 reduction on product level. The total figure is not representative for the real situation, since not all products are replaced by an eco version.

For example, the eco version of the keyboard has a 27.73% lower CO2 footprint than its regular counterpart. When multiplying these savings with the total production per product, in the end Trust saves more than 8,000 ton of CO2 with their eco products.

Table 5: CO2 saved per eco version

Product	% CO2 saved compared to regular product	Total CO2 saved for product group (ton)
Mice	-4.56%	-594.96
Keyboards	-27.73%	-2,625.27
PC speakers	-4.55%	-3,060.48
PC headset	-13.10%	-285.06
VC	-3.48%	-18.86
Laptop bags	-9.27%	-73.79
Chargers	-29.16%	-1,575.90
Total CO2 saved (ton)		-8,234

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5. Reduction strategy

5.1 Trust's SDGs

Trust is committed to playing a part in achieving the UN 17 Sustainable Development Goals (SDGs). To maximise their impact, Trust has selected two SDG impact goals.

Trust can make by far the most positive impact by improving the sustainability of their products and packaging. This is in line with the two impact goals:

- SDG12: Circular by 2040
- SDG13: Climate neutral by 2030

The circular economy is the sustainable alternative to the linear 'take-make-dispose' economy. By designing products from recycled materials – and which are also easy to recycle at end-of-life – Trust creates a circular material flow, eradicating waste and reducing their footprint step-by-step. To this end, resources are not consumed and discarded, destroying their value. Rather, their value is retained by reusing, repairing, remanufacturing, or recycling. Trust works together to test, learn about, and transform their joint processes. Only by engaging with all partners in their value chain, Trust can achieve their long-term social and environmental ambitions.

Trust aims to be fully carbon-neutral in 2030. To achieve this goal, they are taking a comprehensive approach – Trust's responsibility extends beyond their direct operations, to the entire life cycle of the products. Most of Trust's impact on the environment is indirect, through the products they sell to customers from manufacturing partners and suppliers.

5.2 Eco-design

A key part of the core strategy for Trust is to become a carbon-neutral company. This means that Trust focuses on the following:

- Eco-friendly products
- Eco-friendly packaging
- Carbon-neutral operations

Trust is updating its existing products to become more eco-friendly. However, the biggest improvement can be achieved when products are designed from the very beginning with eco-design in mind. This is more effective and cheaper to implement.

Eco-design means that you design the product in a way that is better for the environment. This has impact on many decisions during product design. Not only what materials to use, but also how the product is assembled and how much energy it uses.

These eco-design principles are applied, categorised and documented in 'Trust's Eco-design principles' into three parts;

Mechanical
This means that the product design entails sustainable materials, avoiding 'bad' materials and optimising quality, repairability and recyclability.

Electronics
Applying 'design for manufacturing' and 'design for testing' principles. Moreover, this means minimising negative impacts during the use phase.

Manufacturing
Here the focus is on reducing production waste and assuring quality control of products.
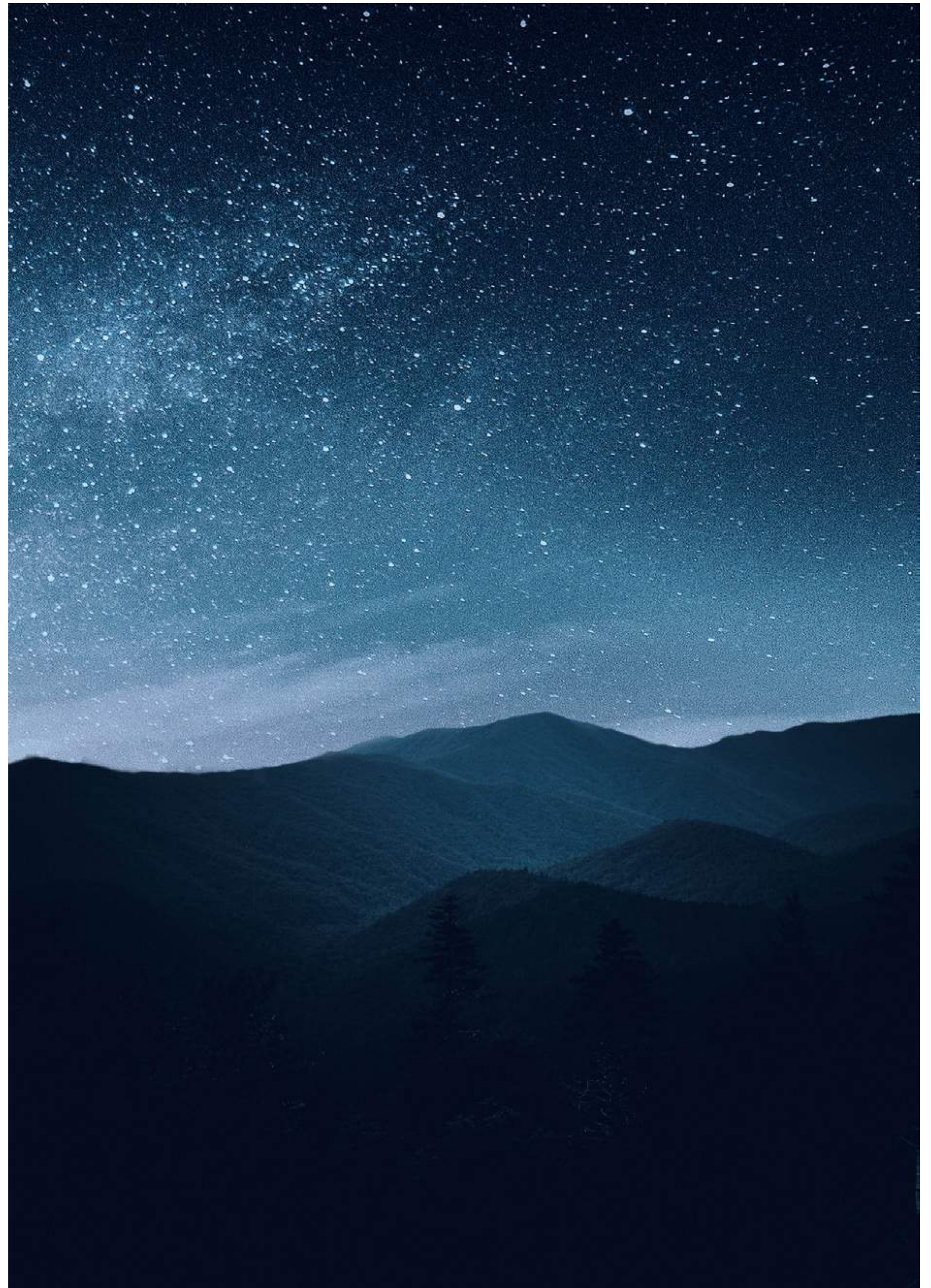
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[1] ISO 14072. Environmental management — Lifecycle assessment — Requirements and guidelines for organizational life cycle assessment

[2] Greenhouse Gas Protocol. A Corporate Accounting and Reporting Standard. Revised Edition

🗐 Company

Trust International B.V.
Laan van Barcelona 600
3317 DD Dordrecht
The Netherlands

🗐 Reporting Company

Hedgehog Company B.V.
Turbinestraat 6
1062 AV Amsterdam
The Netherlands

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Trust.