

Report

▼ Corporate Social Responsibility



interconnect.nl



T 073 – 88 000 00
M solutions@interconnect.nl

Het Sterrenbeeld 55
5215 MK 's-Hertogenbosch

Introduction

CORPORATE SOCIAL RESPONSIBILITY



Europe aims to be the world's first climate-neutral continent by 2050, thus achieving the European Green Deal. This means we need to reduce our net greenhouse gas emissions by 55 percent by 2030 compared to 1990.

The Dutch datacenter industry and cloud service providers have wholeheartedly supported this objective, which is a good thing. After all, sustainability isn't just important in the context of 'People, Planet and Profit'. It also encourages a different approach to energy resources, which ensures continuous innovation within our sector. We consider it a win-win situation. Together with our clients, we continuously explore how and where we can promote sustainability.

In this CSR report, you can read about our efforts to strengthen our living and working environment and make it more climate-neutral, together with our employees, customers, suppliers and partners. CSR policy is a matter for the entire company and its ecosystem. Strong collaboration internally with employees and externally with customers, suppliers and partners is key to real results.

Rob Stevens and Jeroen Stevens *(right and left in the photo)*
Interconnect Services B.V. management board





Interconnect Services B.V. Profile

Interconnect is a datacenter and cloud specialist. With two datacenters in 's-Hertogenbosch and Eindhoven, we have a total datacenter footprint of 8,000 square meters. In the coming years, we will grow to 10,000 square meters. This makes us the largest independent datacenter provider in the southern Netherlands.

In addition to rack space, we offer our own private cloud solution from our datacenters. With this service, we serve Managed Service Providers, software vendors and end users, among others. We also provide services related to our own fiber optic network, security and connectivity, which makes us a one-stop supplier for our customers. Besides the reliable technology of our services, we strongly focus on the high-quality technical expertise of our employees. This way, customers can count on the right advice and a suitable solution. In this way, we make a significant contribution to the continuity, innovation and growth of our customers. We guarantee our customers an uptime of 99.9 percent.

Our mission

Interconnect advises, delivers and manages highly reliable hybrid IT infrastructures. Our goal is to provide organizations with the optimally suited IT infrastructure. Through a wide range of datacenter and cloud services, we provide every organization with the right IT foundation and advice, regardless of the life cycle of a client's IT infrastructure. By continuously optimizing our services and increasing the knowledge level of our employees, we continue to build reliable and future-proof IT environments.

Sustainable relationships with our partners and customers are our top priority. In our most recent customer survey, we achieved a Net Promoter Score of +55.¹

Our vision

Organizations are facing increasingly complex IT challenges. A solid IT infrastructure is therefore an important and indispensable foundation. Dependence on technology is increasing and has become a business-critical component for most companies. Conversely, technological knowledge within organizations is declining. This is a dangerous paradox that organizations must grapple with. Interconnect strives for a world where organizations don't have to worry about their IT infrastructure. No worries about performance, hidden costs or future changes. Due to the innovative nature of the IT market, especially the cloud market, there is constant change, which makes up-to-date knowledge essential. We anticipate this by continuously improving the relevant knowledge of our employees. This translates, among other things, into a high number of certified employees. With their skills, experience, knowledge, enthusiasm and ambitions, our employees are the driving force behind Interconnect, which is why we invest heavily in the development of our people. We achieve this through equal opportunities, and training and career development opportunities.

¹ The Net Promoter Score was developed in 2003 by management consultant Fred Reichheld of Bain & Company, in collaboration with Satmetrix. The goal was to establish a clear and easy-to-interpret customer satisfaction score that could be compared over time or across different sectors. The NPS gauges the respondent's likelihood of recommending a particular company, product or service to others (friends, colleagues, family, etc.). According to Reichheld, the average American company scores less than +10 on the NPS, while the highest-scoring organizations range between +50 and +80.

People

Employee satisfaction survey

We conduct an annual employee satisfaction survey. This year (2025), we switched from our own survey to the Great Place To Work methodology. This focuses on five universal values: credibility, respect, honesty, pride and camaraderie. The response rate was 81%. We shared the results with our employees and are continuously striving for improvement.

Occupational health and safety inspections

A safe workplace is essential. Naturally, we comply with safety, health and environmental regulations. We have an approved Risk Assessment and Evaluation (RI&E) that is inspected annually. We perform all necessary inspections and ensure that employees have the right knowledge, facilities and resources to perform their work safely. In addition, our workstations are ergonomically designed and we also offer flexible and focus-oriented workspaces.

Sickness absence

Interconnect's absenteeism policy specifically focuses on preventing, minimizing and managing absenteeism, on effectively dealing with absenteeism when it occurs, and is intended to promote the health and well-being of Interconnect employees. By focusing on sustainable employability and a preventative approach, we focus on our employees, whom we want to offer a safe and healthy working environment. To achieve this, we entered into a partnership with a new occupational health and safety service in 2024. The average absenteeism rate over the past 3 years (2022-2024) was 4.5%. Unfortunately, absenteeism increased in 2024 and we are dealing with long-term absenteeism, a large part of which is not work-related.

People

Investing in cloud talent

Interconnect is affiliated with the Cloud IT Academy Foundation (CITA). In collaboration with CITA, Interconnect offers graduates of a level 4 vocational (MBO) ICT program the opportunity to further develop their skills in cloud technology and IT security by combining work and study. These young people are employed by Interconnect, receive guidance from the company and also participate in the dual HBO program Cyber Security & Cloud at Utrecht University. This combines theory and practice and allows us to invest in cloud talent.



Planet

Interconnect considers a sustainable future very important. Therefore, we use energy-efficient technologies as much as possible in our datacenters. We also handle energy, waste streams and emissions efficiently and sustainably. To make this possible, we have implemented a management system in accordance with ISO 14001. We also comply with the national policy of the Dutch Data Center Association (DDA) regarding sustainability. It is important to note in this regard that Dutch datacenters contribute to the effective use of available energy by housing equipment very efficiently. Organizations that house their infrastructure in a datacenter significantly reduce their own footprint while simultaneously being provided with all the necessary IT capacity, which is generated within datacenters with maximum efficiency.

We are continuously working on new developments that make our products, services and processes more environmentally friendly. We do this in the following areas:

- **Product development and improvement.** This involves the use of energy-efficient resources and resources that contain the right, sustainable raw materials.
- **Purchasing/suppliers.** This involves coordinating with suppliers regarding environmentally friendly (recyclable) products/packaging, reducing packaging, limiting loading and unloading times, and the use of permitted raw materials by suppliers.
- **Datacenters/offices.** The focus here is on energy efficiency, the inspection and maintenance of assets, optimal coordination of the timing and frequency of tests, reducing paper usage, and the separate collection and disposal of waste materials.
- **Energy label for the headquarters in 's-Hertogenbosch.** The Interconnect headquarters in 's-Hertogenbosch has achieved an A+++++ energy label. This is the highest energy label within the European Commission's classification and represents the strictest standard for energy efficiency. The label indicates that a building may consume a maximum of 0.00 kWh per square meter per year. The Interconnect headquarters performs even below this, with a registered energy consumption of -7.93 kWh/m² per year. This results in negative CO² emissions of -1.86 kg CO² per m² per year.

How we envision this can be read on the next page.

Planet

Chain responsibility

In a society where digitalization is a fundamental part of life, increasing attention is being paid at the European level to legislation and regulations to regulate and secure (international) data flows. The NIS2, among others, places greater emphasis on the chain responsibility of parties to reduce digital threats to an acceptable level. Interconnect plays a prominent role in this chain as the Data & Cloud Center for essential organizations. By ensuring Interconnect's internal and external processes are compliant, our clients can be assured that Interconnect fulfills its role in the chain and thus keeps digital risks manageable.

CO₂ footprint

We use the Environmental Barometer to translate data such as electricity consumption and waste production into graphs and tables. This allows us to visualize the environmental impact. The CO₂ footprints of Interconnect in 's-Hertogenbosch and Eindhoven show the amount of greenhouse gas emissions.

GTL for emergency power generators

For the emergency power generators in our datacenters in 's-Hertogenbosch and Eindhoven, we use GTL (Gas-to-Liquid) instead of conventional diesel or HVO100. GTL is a synthetic diesel that typically emits less soot and particulate matter during combustion than traditional diesel. Furthermore, the fuel has a good shelf life during long-term storage, which is important for emergency power systems that are used occasionally. With this choice, we combine reliability with a step towards cleaner technology.

ISO-certification

Interconnect has a certified management system based on ISO 9001, ISO 14001 and ISO 27001. The management system defines the structures, tasks, authorities, responsibilities and processes that, when implemented correctly, will ensure compliance with established specifications and legal and other requirements. In early 2023, we achieved NEN7510 certification (information security in healthcare).

EcoVadis

Using the EcoVadis platform, we are annually assessed on our performance in the areas of people and sustainability. This assessment focuses on four key themes: the environment, labor and human rights, ethics, and sustainable procurement.

In 2024, we achieved the bronze medal. This achievement places Interconnect among the top 35% of all companies assessed by EcoVadis. Every year, we strive to improve our sustainability efforts for both nature and society, and to reward this with a better sustainability rating.

Chain responsibility

Interconnect consciously chooses to do business with reputable partners and A-brand suppliers. This is part of our purchasing policy. These partners, such as well-known and responsible IT suppliers Lenovo, IBM, VMware, Veeam and Microsoft, have their own statements on sustainability and fair business practices. This confirms their commitment to human rights. We are currently exploring how we can further reduce our waste streams, including by reusing and recycling our IT equipment.

Planet

Climate-neutral built environment

Interconnect makes as many energy-saving choices as possible. We deliberately opted for a heat pump with electric auxiliary heating, allowing us to operate gas-free at both our locations. Furthermore, there is a heat recovery ventilation system (HRV) in the mechanical ventilation system. Additionally, there is CO2 control for the mechanical exhaust system, presence detection for the lighting and a sweep pulse switch on the lighting. We have installed solar panels to power our work environment within the building. The solar panels are installed on the roof of the datacenter and the office, as well as on the covered parking spaces, the bicycle shed and a solar meadow.

Residual heat extraction

Our datacenter in Eindhoven will supply residual heat to the municipality of Eindhoven for the Meerhoven district heating network, enabling 1,500 homes to be fully heated. The mayor and aldermen of Eindhoven are presenting this plan as the preferred alternative to phasing out the Meerhoven biomass plant. This initiative aligns perfectly with our commitment to making a significant contribution to the energy transition. Through this project, we will play a crucial role in achieving a fully sustainable energy supply in Eindhoven. Our datacenter receives cold energy in exchange for the residual heat, which directly contributes to more efficient cooling. This means we can use less energy for cooling systems, further optimizing our operational efficiency and achieving our goal of operating CO2 neutrally by 2030.

The project is now being further developed in collaboration with the municipality of Eindhoven, including the financial planning, after which the city council will make a final decision to realize this wonderful initiative.

MPG

The headquarters and datacenter in 's-Hertogenbosch have an Environmental Performance for Buildings certificate that meets the highest standards. As mentioned, our sustainability focus primarily lies on responsible energy consumption combined with the use of residual heat from the datacenters to enhance the sustainability of the surrounding area.

Planet

Indirect free cooling (’s-Hertogenbosch)

Indirect free cooling is used in the ’s-Hertogenbosch datacenter to efficiently regulate the temperature. Warm air from the datacenter transfers its heat to a coolant via a heat exchanger. The coolant is then cooled by the chillers on the roof using the cool outside air. The cooled coolant is pumped back to the datacenter to repeat the process. If the outside temperature becomes too high, the system automatically switches to mechanical cooling. This method is energy-efficient, prevents indoor air pollution and is ideal for temperate climates.

Direct en indirect free cooling (Eindhoven)

In our Eindhoven datacenter, we use Direct Free Cooling (DFC²) technology from cooling specialist Stulz. This cooling technology allows us to cool (partially) with outside air 97 percent of the time. As a result, the compressors rarely need to operate at full capacity.

Only at temperatures above 30 degrees Celsius or in the event of a complete power outage do the compressors provide full cooling. We also use indirect free cooling technology in our Eindhoven datacenter.

Cold corridor cooling

Where possible, we install racks in Cold Corridors. This separates cold and warm airflows, resulting in an efficiency improvement of over 30 percent. Refrigeration units blow cold air under the raised floor into the Cold Corridor.

The equipment draws in this cold air and blows it back out of the racks into the warm aisle (space). The Cold Corridors are closed off by automatically closing doors and a roof, and unused rack positions are covered.

Transport

Employees and visitors can reach Interconnect by public transport, car or bicycle. A locked, covered bicycle shed is available in ’s-Hertogenbosch. Showers are also available for employees arriving by bicycle. For employees and visitors arriving by car, there is ample parking on-site in ’s-Hertogenbosch and Eindhoven, with charging stations for electric cars.

Fleet

Interconnect has one company van and four pool cars. There are also two rental bicycles and several lease cars.

Profit & Prosperity

IT services make a vital contribution to the success of organizations. They also play a significant role in solving both social and economic challenges. Think of digitalization in education and healthcare, but also in the business world, where technology and remote working have become indispensable. Working on these innovations daily and providing a reliable IT foundation is what drives us. Interconnect has the knowledge and staff to support organizations and companies in this endeavor.

Collaboration with BFBG

The Brabant Family Business Society (Brabantse Familiebedrijven Genootschap - BFBG) is all about connecting Brabant's family businesses. The more than 150 businesses connect with each other, share knowledge and experiences, and strengthen each other. Interconnect has been a proud member of the BFBG since 2020. This way, we contribute to the strength of the Brabant economy and become even more successful together.

Dutch foundation Allemaal Digitaal

Allemaal Digitaal (All Digital) is a foundation that gives discarded digital devices like laptops, smartphones and tablets a second life by donating them to people on low incomes. This aims to reduce inequality of opportunity and also contributes to a circular economy. Interconnect also donates its decommissioned laptops to Allemaal Digitaal. This allows them to help more people with limited budgets get a laptop and we contribute to the digital society: Interconnect connects people.

Profit & Prosperity

Sponsorship

Accessibility, reliability and helpfulness are central to Interconnect's services. We achieve this by connecting organizations and people. Based on this philosophy, Interconnect sponsors various initiatives, large and small, both in our hometown of 's-Hertogenbosch and beyond. Examples include:

Music

With over 50,000 visitors, **Paaspop** is one of the largest festivals in the Netherlands. Thanks to a super-fast internet connection, Interconnect has been providing a stable internet connection for artists, visitors and staff since 2016.

Sports

Hockey Club 's-Hertogenbosch is currently one of the leading hockey clubs in the Netherlands. Thanks to Interconnect's fiber optic connection, Hockey Club 's-Hertogenbosch enables live streaming of its top hockey matches, among other things.

The first Dutch blind slalom skier **Maaïke Bennink**, has the ambition to participate in the 2026 Paralympic Games in Milan-Cortina. Interconnect has signed on as a sponsor to help her achieve this ambition.

Transport

De Blauwe Engelen (The Blue Angels) is a free hop-on-hop-off bus service in 's-Hertogenbosch. The foundation's electric buses run a fixed route through the city center. What makes De Blauwe Engelen unique is that the routes have no fixed stops, increasing accessibility. The foundation charges its buses at our location in 's-Hertogenbosch and parks them safely there. We support this initiative to stimulate mobility within the city and promote sustainability.

More information?

Please contact our Risk & Compliance department at riskcompliance@interconnect.nl if you have any questions about our CSR policy.



T 073 – 88 000 00
M solutions@interconnect.nl

Het Sterrenbeeld 55
5215 MK 's-Hertogenbosch