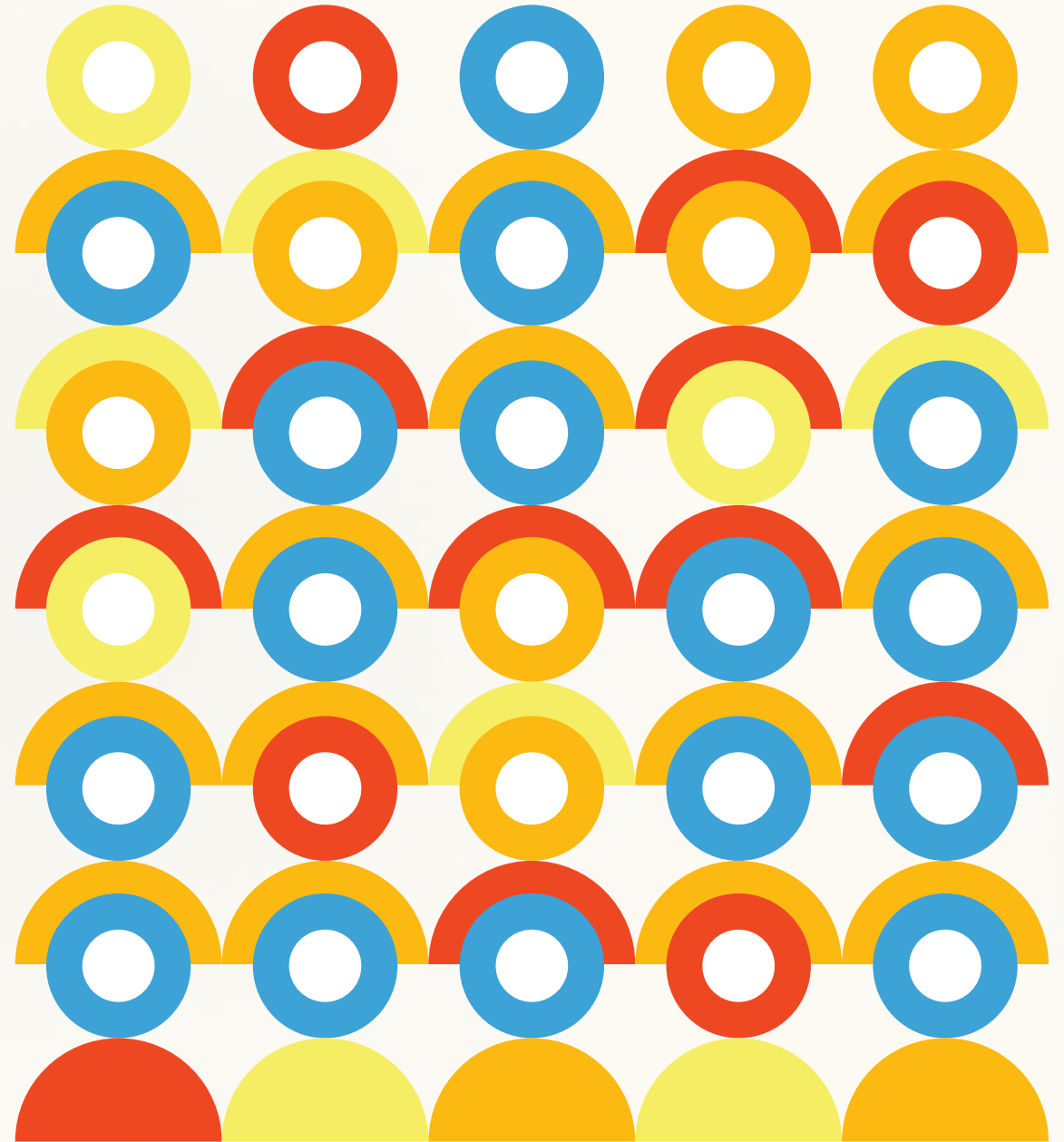


**CBTW**

# Social Impact Report

2024



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## INTRODUCTION

# Collaboration betters the World—a belief that guides us through both progress and complexity.

This past year has tested the entire tech services and consulting industry. For CBTW, these challenges coincided with our first full year operating under a unified global brand, strengthening our ability to face sector headwinds with cohesion. Like our peers, we made difficult decisions adapting our operations, resizing teams, and reorganizing for greater efficiency.

Yet through these challenges, we maintained our conviction that access to education and healthcare must remain priorities, even when resources were constrained. We prioritized the initiatives where our impact was most essential, while putting others on hold with the goal of re-engaging when we can deliver the quality and consistency they require.

To our partners and communities: Every initiative we undertake is rooted in long-term vision. After refining our approach to ensure both impact and sustainability, we are implementing a structured commitment: beginning in 2025, CBTW will allocate 1% of annual global profit to education and health initiatives. This model allows us to deliver consistent support while maintaining responsible operations.

Our people have been fundamental to this journey. CBTW employees have demonstrated remarkable dedication through skills-based volunteering, mentoring beneficiaries, and developing innovative ways to maximize our impact. Their contributions exemplify the collaborative spirit that defines our unified brand.

As we look ahead, we carry the lessons of 2024 with humility and resolve. Together, we will continue redistributing wealth, knowledge and opportunity not only in favorable times but as an enduring pledge.

May this report remind us all: progress is not linear, but our commitment to a fairer, healthier, and more educated world endures.



**Yann Louise**

Chairman of the Board

Collaboration Betters The World

02

# Education & Health



● EDUCATION & HEALTH

# Our commitment to SDG 3 & 4

At CBTW, we believe that evolution is driven by knowledge. Education fosters critical thinking, builds character and confidence, and unlocks human potential. When combined with access to quality healthcare, it creates the foundation for sustainable growth and lasting societal progress.

As an innovation and technology group, we recognize the transformative power of both education and health. That's why we dedicate our solidarity efforts to UN Sustainable Development Goals 3 & 4, "Good Health & Well-being" and "Quality Education", ensuring that marginalized and at-risk communities worldwide have access to the opportunities they deserve.

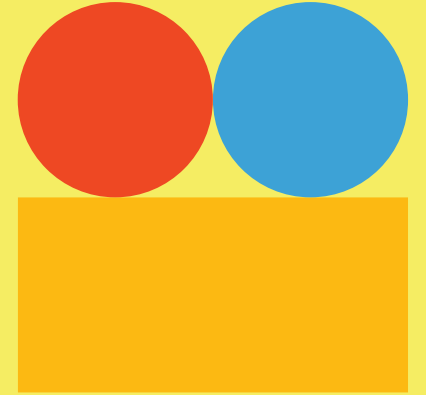
By collaborating with international and local organizations, we strive to make a meaningful impact, breaking cycles of inequality and creating a future where education and healthcare are not privileges, but fundamental rights for all.



United Nations' Sustainable Development Goals (SDG)

03

# Beneficiaries



● BENEFICIARIES

# Beneficiary Calculation Methods

At the end of each year, we evaluate the number of people impacted by our activities using the WWF Methodology\*, which:

→ Categorizes as direct beneficiaries “Men and women, households and communities in the project area / focus countries whom ultimately CBTW's contribution is intending to benefit”;

→ And categorizes as indirect beneficiaries, “institutions, organizations, governments, groups, men, and women for whom the project aims to bring about change but with whom the project may not be working directly”

Based on this methodology, we at CBTW define as:

## Direct beneficiaries

People who are personally impacted by CBTW's support (payment of school fees, purchase of learning tools, etc.)

## Indirect beneficiaries

People who do not benefit directly from our support, but whose life is positively impacted by CBTW's support on education/health (families of beneficiaries, communities, etc.)

● BENEFICIARIES

# Quality Education



## Direct Beneficiaries

Schooling-related activities	Examples
<ul style="list-style-type: none"> <li>School registration fees (university, elementary school, kindergarten, etc.)</li> <li>Scholarships</li> <li>Extracurricular workshops (learning modules, preparatory classes, etc.)</li> </ul>	<p>1 registration = 1 beneficiary</p> <p>1 scholarship = 1 beneficiary</p> <p>1 module = number of attending students</p>
Education-related activities	Examples
<ul style="list-style-type: none"> <li>Support 50% of the construction of buildings and educational structures</li> <li>Teachers' 1-year salaries</li> <li>Purchase of learning tools</li> </ul>	<p>1 construction = total number of students enrolled</p> <p>1 teacher = number of students attending her/his class</p> <p>1 tool = 1 beneficiary</p>

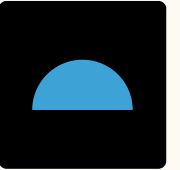
## Indirect Beneficiaries

Types of indirect beneficiaries	Examples
<ul style="list-style-type: none"> <li>Populations affected by all the NGO's activities</li> <li>Community where the project benefits</li> </ul>	<p>TADA: 139 direct beneficiaries of after-school workshops. 2500 indirect beneficiaries of all the NGO's after-school activities.</p> <p>AKAMASOA: Direct support to the Saint Vincent de Paul University (1330 students &amp; employees). Indirect support to the education of AKAMASOA village (4000 students). Relatives of direct beneficiaries.</p>
<ul style="list-style-type: none"> <li>Relatives of direct beneficiaries</li> </ul>	<p>Saigon Children's Charity: 277 direct beneficiaries (students &amp; school staff). +1998 family members supported through improved access to education for their children</p>



● BENEFICIARIES

# Health



## Direct Beneficiaries

Healthcare Related-Activities	Examples
• Financing of health care costs	1 admitted care = 1 beneficiary
• Financing of medical equipment	1 equipment = X beneficiaries
• Financing of medical outreach activities	1 outreach = X beneficiaries
• Financing 50% of a healthcare project	1 healthcare project = X beneficiaries
• Healthcare trainings	1 training = 1 beneficiary
• Distribution of food, hygiene products, clothes and blankets	1 distribution = X beneficiaries



## Indirect Beneficiaries

Types of indirect beneficiaries	Examples
• Populations affected by all the NGO's activities	Infirmiers de Rue: 125 direct beneficiaries through medical outreach. 1000 indirect beneficiaries through the NGO's social reintegration activities.

04

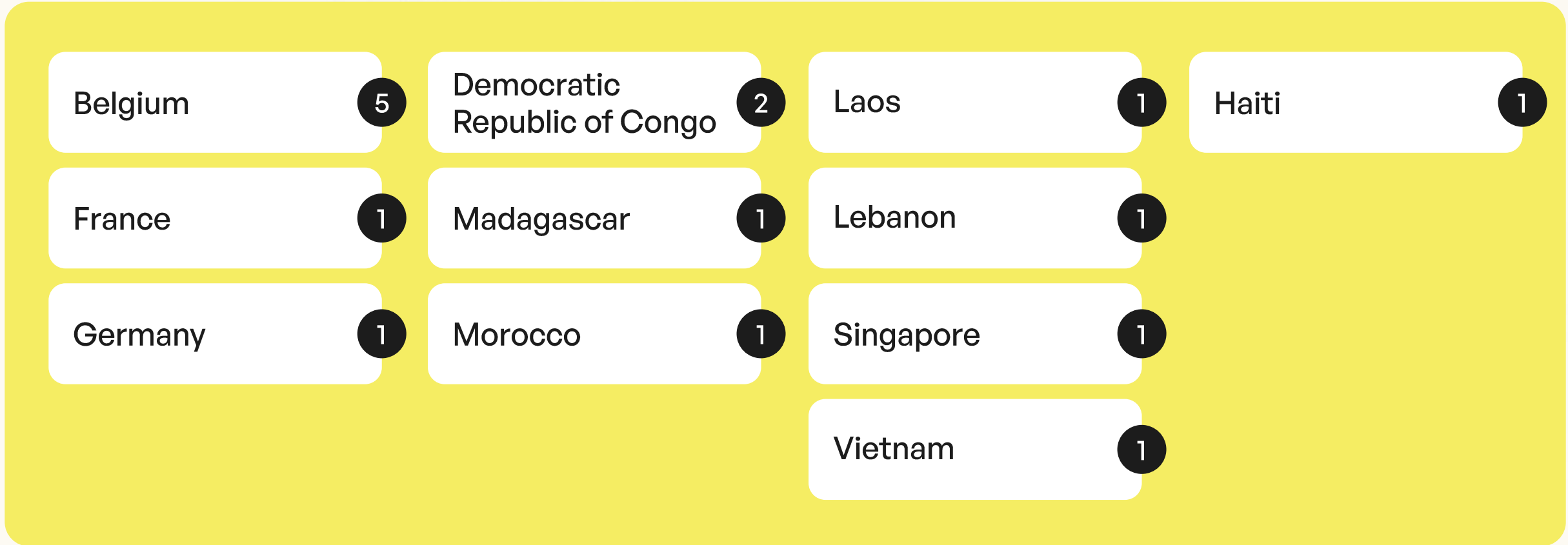
# Our Support



● OUR SUPPORT

# NGO Partners Worldwide

Total 17



● OUR SUPPORT

# NGOs



SDG 4

## Beneficiaries in Quality Education

■ Direct 2446

● Indirect 15660



SDG 3

## Beneficiaries in Good Health & Well-Being

■ Direct 342

● Indirect 1051

● OUR SUPPORT

# Types of support

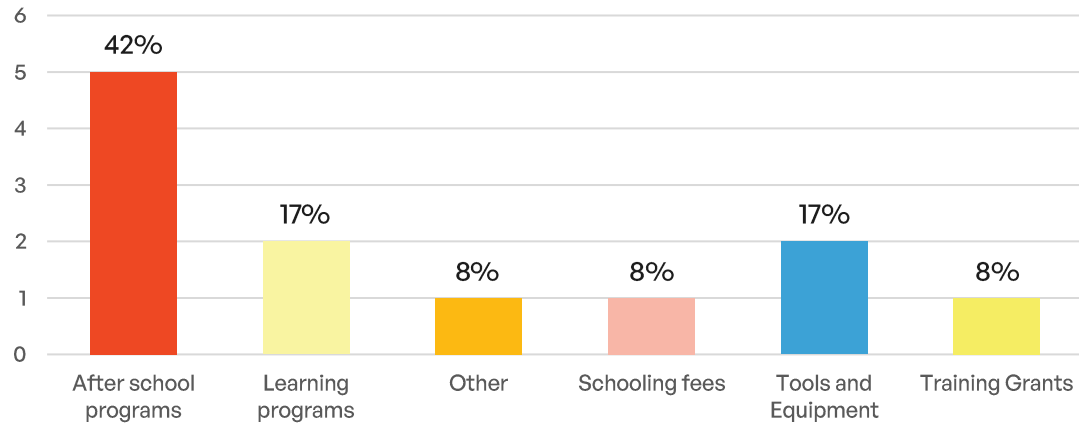


SDG4 Total of 12 NGOs

70%



## Quality Education



Types of support

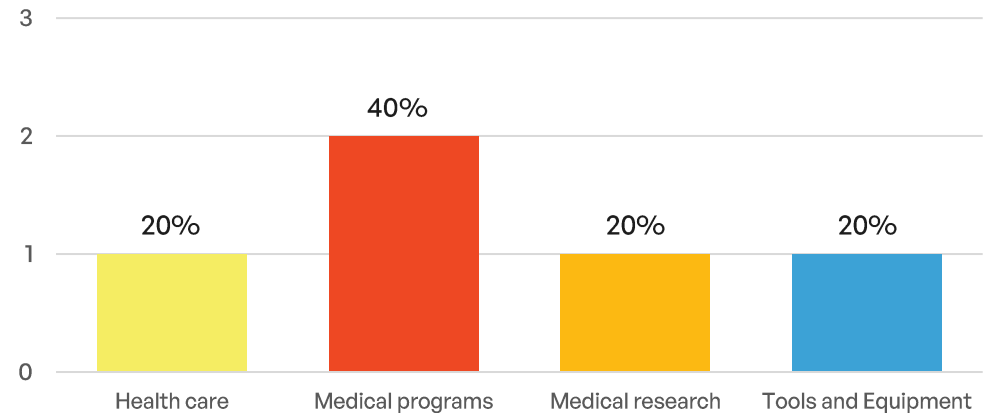


SDG3 Total of 5 NGOs

30%



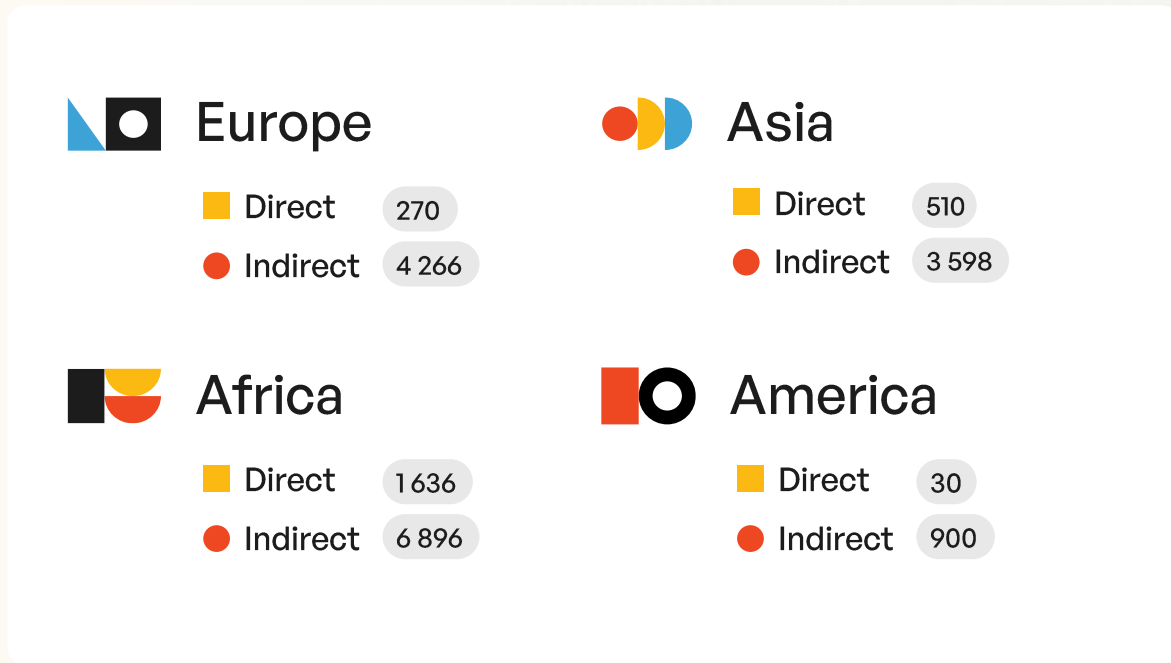
## Good Health & Well-Being



Types of support

● OUR SUPPORT







# NGO Donation Map

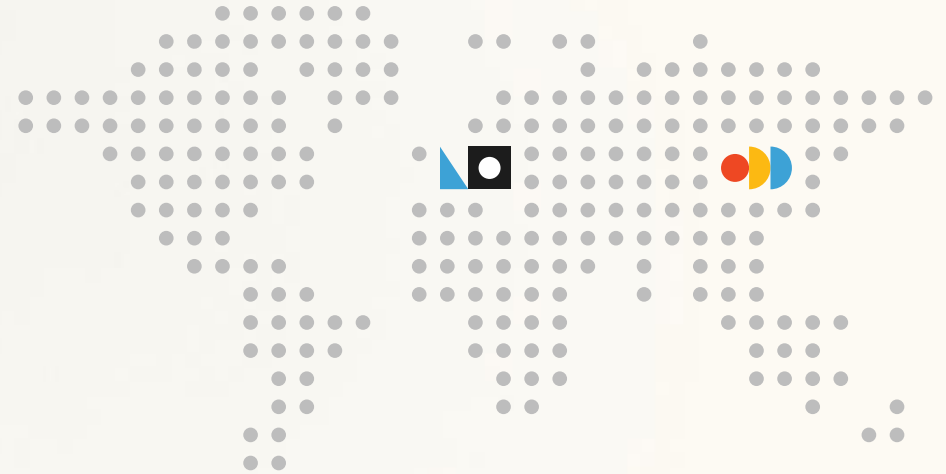


● OUR SUPPORT

# NGO Donation Map

 SDG3  
Good Health & Well-Being

 Europe	 Asia
 Direct 327	 Direct 15
 Indirect 1000	 Indirect 51



05

NGOs












Partners





● NGOs PARTNERS











Countries	SDG	NGO Partners	NGO Description	Direct Beneficiaries	Indirect Beneficiaries
Belgium	SDG 4	Maison d'Enfants Reine Marie Henriette 	Provides care and support to children, offering services such as residential facilities, day care, and family assistance.	61	78
Belgium	SDG 4	De Brug 	Addresses social issues through community engagement and development projects.	70	1688
Belgium	SDG 4	TADA 	Empowers underprivileged youth through mentorship and skill development.	139	2500
Belgium	SDG 3	Infirmiers de rue 	Provides healthcare to homeless individuals on the streets.	125	1000
Belgium	SDG 3	KickCancer 	Fights cancer through research, awareness, and support for patients.		
France	SDG 3	Kiwanis 	Global service organization dedicated to improving the lives of children and communities.	2	
Germany	SDG 3	Rhein Flanke 	Prevention of violence, personal development and support of disadvantaged young people in Cologne.	60	


 Insufficient data to provide results

 N.A: Non Applicable

● NGOs PARTNERS



Countries	SDG	NGO Partners	NGO Description	Direct Beneficiaries	Indirect Beneficiaries
Laos	SDG 4	Handicap International 	Supports children with disabilities through education access, rehabilitation, and community inclusion programs.	216	
Lebanon	SDG 4	Childhood Education International 	Supports children in vulnerable situations by training teachers, creating education programs, and working with local partners to improve learning and wellbeing.		
Singapore	SDG 4	Children's Wishing Well 	Supports underprivileged children in Singapore through education and social programs.	17	1600
Vietnam	SDG 4	Saigon Children's Charity 	Ensures access to quality education for disadvantaged children through scholarships, school building, vocational training, and special needs education.	277	1998
Vietnam	SDG 3	Heartbeat Vietnam 	Provides life-saving heart surgeries and comprehensive care for underprivileged children with congenital heart defects.	15	51

 Insufficient data to provide results

 N.A: Non Applicable

● NGOs PARTNERS



Countries	SDG	NGO Partners	NGO Description	Direct Beneficiaries	Indirect Beneficiaries
Haïti	SDG 4	APPEL	Supports teachers in advancing their education through half-grants, enhancing their professional development and teaching abilities.	30	900

Insufficient data to provide results

N.A: Non Applicable

● NGOs PARTNERS



Countries	SDG	NGO Partners	NGO Description	Direct Beneficiaries	Indirect Beneficiaries
Dem. Rep. Of Congo	SDG 4	WAPA	Works to provide care and education to former child soldiers.	90	2890
Dem. Rep. Of Congo	SDG 4	SECAM	Supports education initiatives, particularly in underprivileged communities.	31	6
Madagascar	SDG 4	AKAMASOA	Works towards poverty alleviation and community development in Madagascar.	1330	4000
Morocco	SDG 4	Azilal Young Development Leaders	Aims to renovate and rehabilitate elementary school (the most disadvantaged) in the province of Azilal.	185	

Insufficient data to provide results

N.A: Non Applicable

06

# Partners Spotlight



# Zoom SDG 4



## WAPA International

### Supporting the Reintegration of Former Child Soldiers

CBTW's support contributed to WAPA International's "Stop Enfants Soldats" program, which works to rescue, rehabilitate, and reintegrate former child soldiers in conflict-affected regions of the Democratic Republic of Congo (DRC).

In 2023, armed groups forcibly recruited 1,861 children. Thanks to organizations like WAPA, 1,204 of these children were liberated and now receive critical support, including counseling, education, and community reintegration, to rebuild their lives. Our funding helps sustain these life-changing efforts.



Girl in Bukavu receives drawing from Belgian kids



French lesson for boy in Bukavu transit center



## Saigon Children's Charity

### Bridging the Digital Divide in Rural Vietnam

CBTW's donation established a fully equipped computer room at An Tuc a Primary School in Tri Ton District, An Giang Province, addressing systemic gaps in digital literacy. In 2024, the lab provided 245 students across 9 classrooms with hands-on IT training, enabling them to develop essential skills for future education and employment. Additionally, 32 teachers and staff gained access to the new technology, enhancing their ability to integrate digital tools into their lessons and further amplifying the program's impact.



Computer room at An Tuc a primary school in Tri Ton District



# Zoom SDG 4

Children's  
Wishing Well

## Children's Wishing Well

### Investing in Education, Building Brighter Futures

In 2024, CBTW partnered with Children's Wishing Well, a Singapore-based NGO dedicated to empowering children from disadvantaged backgrounds. Our funding directly supported 17 students through two key programs:

- Children Enrichment Program (CEP) empowers children from disadvantaged backgrounds through holistic education and development. By offering academic tutoring, life skills workshops, and non-academic training sessions (e.g., sports, music, public speaking), CEP helps them explore pathways to success and break the cycle of poverty. The program also provides basic needs like food and daily essentials, ensuring every child has the foundation to thrive.
- Reach for the Stars funds specialized courses for three students in coding, robotics, and educational therapy, helping them pursue Direct School Admission (DSA) and future careers."



### Student A, 12yo Course: Game Coder



*"I know a lot about coding. I understand the block codes, but I have not learned anything about the typing codes. I aim to learn how to code Roblox games so I can help my siblings if they need anything. I want to be a good brother to them. I will also be able to apply for DSA to Secondary School with my coding knowledge."*

### Student B, 11yo Course: Robot Coder Senior



*"I want to continue robotics because I want to build bigger things. I first learned about robotics after going to a boot camp and made a robot that said "Stop global warming and the system" in a VR headset. I became interested in robotics after that experience. I have been learning at coding for about 4 months. I have learned how to build robots and how to code them to make them coding, produce specific actions. Now I am bad at coding, so I want to improve my coding skills and hope to be an engineer."*

# Zoom SDG 3



## Heartbeat Vietnam

### Supporting Children, Saving Lives

Heartbeat Vietnam tackles congenital heart defects (CHD), the most common birth disorder in Vietnam (1 in 100 newborns), leaving thousands of children untreated due to unaffordable surgery costs.

CBTW’s partnership with Heartbeat Vietnam enabled critical heart surgeries for children in underserved communities. In 2024, this collaboration directly supported life-saving interventions, including Tu Linh, a 4-year-old from Lai Chau diagnosed with patent ductus arteriosus, and Lan, a 9-year-old from Quang Nam whose atrial septal defect was detected early through a free community screening. Thanks to this support, they, along with many others, are now healthy and thriving.

By collaborating with Heartbeat Vietnam, we’re helping bridge gaps in access to critical care, ensuring no child’s future is defined by a treatable condition.



Truc Linh, Tu Linh, and Quynh Nhu after their heart intervention



## Infirmiers de Rue

### Fighting Homelessness Through Healthcare & Housing

Infirmiers de Rue (Street Nurses) works to break the cycle of homelessness by providing healthcare and support as a pathway to stable housing. CBTW’s 2024 donation helped Infirmiers de Rue deliver vital services, including medical care and administrative support, to 125 individuals through 1,817 street visits and 2,028 home visits, providing critical support to those facing homelessness and health challenges. These efforts collectively reached 1,000 indirect beneficiaries, offering care and dignity to those in need.

In 2024 alone, their work helped 12 people transition from the streets to permanent housing and prevented 15 households from losing their homes. Since 2010, they have permanently housed 221 people, demonstrating the long-term impact of their mission. Together, we’re proving that collaboration transforms lives, one step at a time.



Outreach mission organized by Infirmiers de Rue. Photo by Pierres-Yves Jortay



First meal in his new home for a formerly homeless patient



07

# Solidarity Initiatives





### SOLIDARITY INITIATIVES

Throughout 2024, our coworkers remained actively engaged in our solidarity efforts by fostering partnerships, participating in workshops, and taking part in impactful events.

Our approach brings together the initiatives of our coworkers and the guidelines of our management, ensuring that every action contributes to a lasting and positive social impact

● SOLIDARITY INITIATIVES

# Positive Actions

## CSR Challenges For Fundraising

Positive Actions are a series of CSR challenges throughout the year, leading to fundraisers for our NGO partners. All coworkers are invited to take part.



### Move 4 Health

A connected sports challenge organized to support Handicap International (September-October 2024)



### Move 4 Education

A connected learning & training challenge organized to support Childhood Education International (March-April 2024)

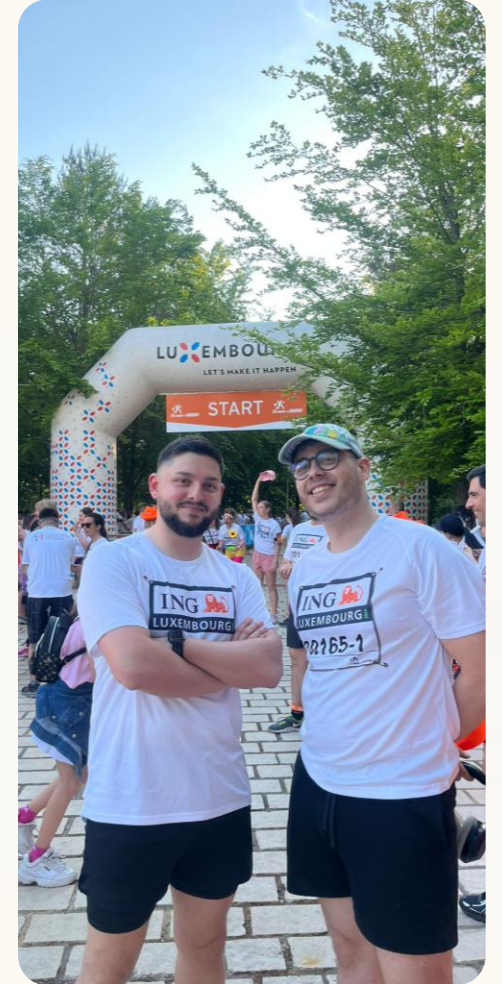
## SOLIDARITY INITIATIVES

# Solidarity events

## Engaging Beyond Fundraising

### Running for a cause

This year, CBTW coworkers turned kilometers into hope. In Brussels, 25 colleagues ran the 20KM to support Infirmiers de Rue in their fight against homelessness. Teams in Luxembourg and Germany amplified this momentum through local events like the 1000km d’Hesper, ING Night Marathon, Munich Marathon, Frankfurt Mainova Marathon, and JP Morgan Corporate Challenge. These efforts united communities and raised vital support for local charities, driving meaningful change.



CBTW team at running events in Luxembourg and Belgium

● SOLIDARITY INITIATIVES

# Solidarity events

## Engaging Beyond Fundraising

### Charity dinner for the homeless

CBTW employees partnered with Infirmiers de Rue to host a meal for 55 people in Brussels. The event brought together homeless patients and Infirmiers de Rue members, offering a warm meal and takeaway bags filled with treats.

### IT equipment donation

Donation of 60 laptops to the non-profit organization Décllic, including 40 fully functional devices to empower students in Brussels with essential digital tools and 20 non-working units that were responsibly recycled. This initiative bridges the digital divide, enabling access to education, innovation, and opportunity for underserved communities.

SOLIDARITY INITIATIVES

# Solidarity events

## Engaging Beyond Fundraising

### World Clean-Up Day

CBTW participated in World Clean-Up Day, joining global efforts to promote environmental sustainability. Our teams in Vietnam, Philippines and France organized cleanup events, demonstrating our commitment to creating cleaner communities and the power of collective action in fostering environmental awareness and safeguarding local ecosystems

#### Vietnam and Philippines ●

In collaboration with Xanh Vietnam, Let's Do It Vietnam and International Coastal Cleanup Philippines, our Positive Thinkers organized three cleanup events in Ho Chi Minh City, Hanoi, and Manila. Together, they collected and properly disposed of over 630 kg of trash, contributing to cleaner and healthier communities.

#### France ●

In Lyon, our Positive Thinkers mobilized to clean the streets around their office neighborhood and along the Saône river actively engaging with the local community and reinforcing their commitment to environmental stewardship.



## SOLIDARITY INITIATIVES

# Development programs Initiatives

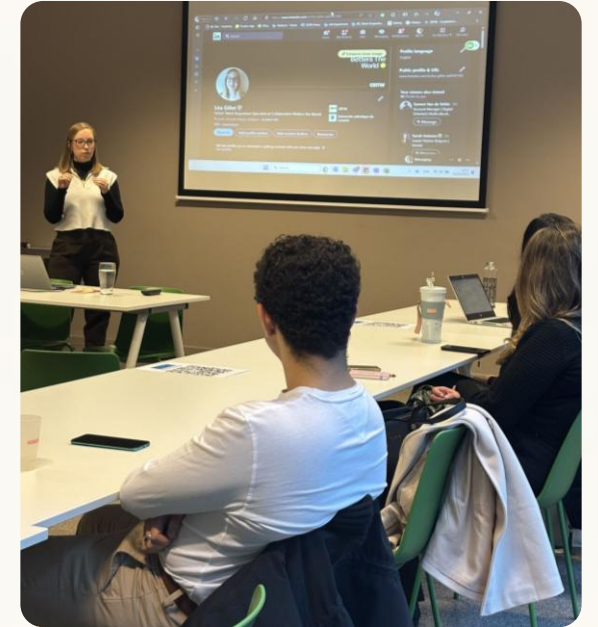
## Empowering Communities

### Internship program

Since 2015, CBTW has partnered with the NGO Passerelles Numériques in Vietnam to train and mentor disadvantaged youth through a five-month internship program. Following last year's successful intake, all three interns were offered full-time roles in backend, frontend, and mobile development.

### Mentoring program

CBTW is a proud long-term partner of Be.Face, an NGO that helps students and job seekers access career opportunities. This year, our employees in Belgium volunteered their time and expertise to mentor individuals and lead workshops on mastering LinkedIn, equipping participants with valuable career skills.



08

# Onwards to 2025





● ONWARDS TO 2025

Building on lessons from our journey, we are refocusing our commitment to ensure clarity and impact. Beginning in 2025, CBTW pledges to allocate 1% of its annual global profit to NGOs advancing education and health.

If you want to better the world with us, contact [corp\\_csr@cbtw.tech](mailto:corp_csr@cbtw.tech)

Contact us



# Collaboration Better The World

**CBTW**