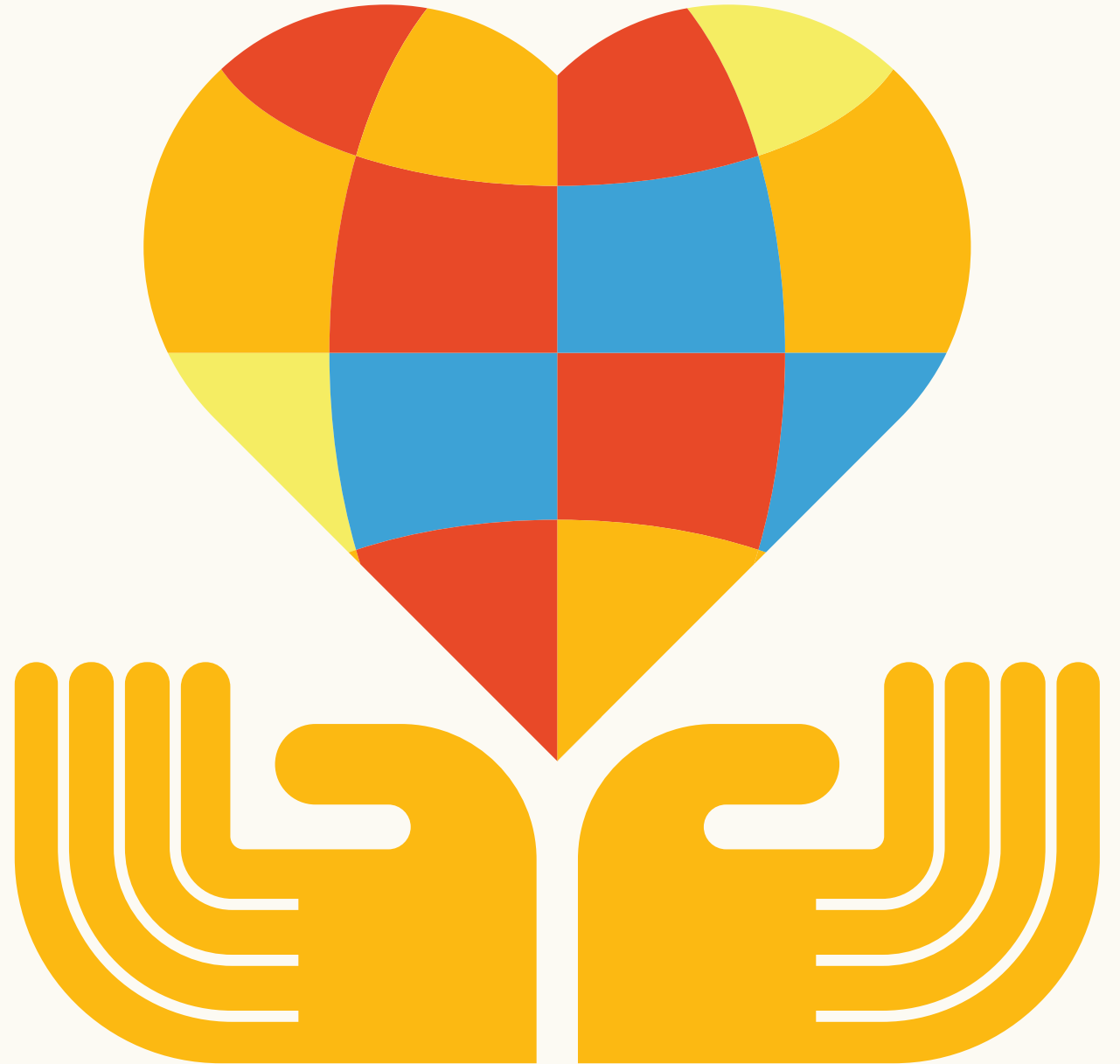


Social Impact Report

2025

CBTW

A Global Tech Solutions Company





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Our Position as
a Company



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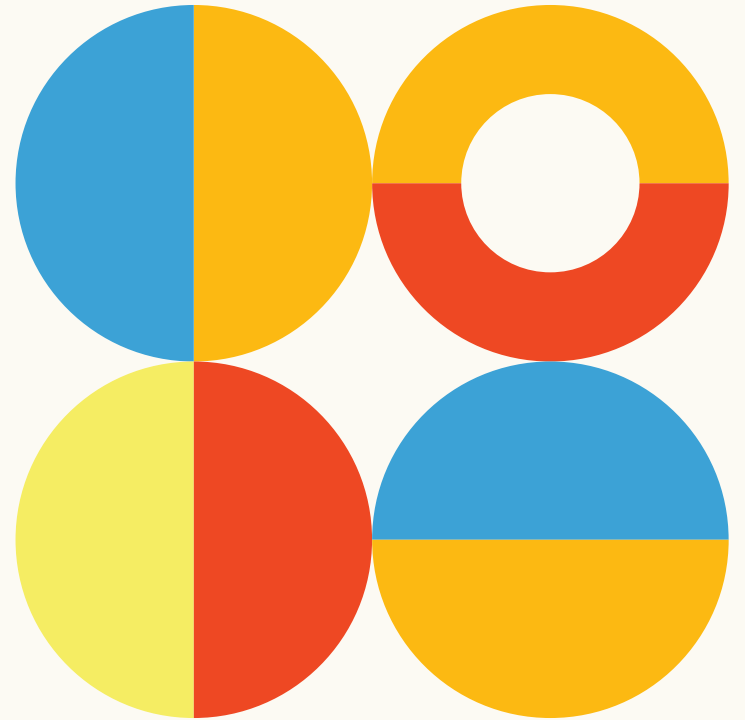


06
Governance &
Structure



01

Our Position as a Company



Reflections on 2025



Mark Halleman — ESG Officer

2025 was a year of consolidation. Building on more than a decade of social impact work, we took steps to formalize and strengthen what was already in place—joining Pledge 1% and signing the UN Global Compact, we gave our long-standing ESG commitments a clearer framework and a structure to report on them over time.

Much of what followed was driven by our people. Across our offices, teams found their own ways to contribute — from fundraising for a school in Tanzania and mentoring students in Vietnam, to running clean-ups in Belgium and the Philippines and organizing health initiatives in Colombia. Different in form, but the same spirit.

We continued to deepen our partnerships with the NGOs we had supported for years. What we also worked on was making sure every country where CBTW operates had active projects that employees could join — so that the opportunity to contribute was real for everyone, not just the offices where it had already taken root.

The relationships we built with our NGO partners were at the heart of what made this work real. None of what is described in this report happened without them. They brought the expertise, the proximity to communities, and the continuity that we cannot provide alone. What we offered in return was commitment — showing up reliably, and treating this as a long-term responsibility rather than a transaction.

“ A long-term responsibility rather than a transaction.

Reflections on 2025



Pieter Van Diermen – Co-founder and CEO APAC

In Asia Pacific (APAC), our 2025 ESG efforts translated our Pledge 1% commitment into tangible outcomes across healthcare, education, and environmental restoration - delivering impact where it matters most.

In healthcare, a defining moment this year was our partnership with the Heartbeat Foundation in Vietnam. Through our support, several children with congenital heart conditions were able to access life-saving treatments, an outcome that reflects the very real human impact of our actions. In education, we continued to invest in long-term access to learning by helping finance computer rooms in schools located in remote areas, creating new opportunities for students to connect, learn, and grow. Alongside this, our environmental initiatives focused on practical restoration efforts, contributing to healthier local ecosystems.

What distinguishes our approach is the ownership demonstrated by our people. When teams actively shape where and how we contribute, our initiatives become more relevant, more targeted, and more deeply connected to local communities.

Looking ahead to 2026, we will build on this momentum by structuring participation more deliberately and strengthening the link between individual actions and collective ESG outcomes. By embedding responsible practices into everyday work, we aim to make impact more visible, more measurable, and more meaningful across APAC.

“ Delivering impact where it matters most.”

Our Commitment to Education & Health

Across the communities where we operate, two barriers consistently limit people's ability to build a better life: lack of access to quality education, and lack of access to basic healthcare. We chose to focus there – not because other causes matter less, but because focused effort produces better results than spreading thin across too many fronts.



SDG 4
Quality Education*

Education is the area closest to what we do as a company. Our business is built on knowledge, expertise, and the ability to learn continuously. We know firsthand what access to good education unlocks – and what its absence forecloses. Supporting students, teachers, and learning environments feels like a natural extension of what we value internally.

Concentrating on these two areas also makes our work more coherent over time. We can build lasting relationships with partners who specialise in them, involve our employees in a consistent way, and actually measure whether what we're doing is working.

This isn't a permanent boundary – if the right opportunity arises elsewhere, we'll consider it. But for now, focus is how we make sure our commitment means something.



SDG 3
Good Health & Well-being*

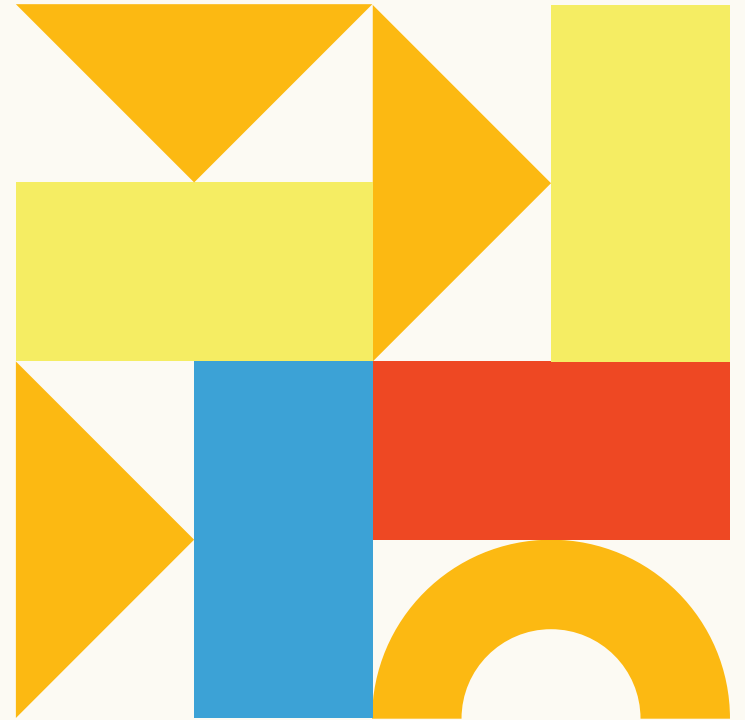
Healthcare is the foundation that makes everything else possible. Without physical and mental wellbeing, progress in education, employment, or economic participation becomes fragile. We've seen this directly in the communities our partners work in – where a single health crisis can undo years of progress for a family.

*United Nations'
Sustainable Development
Goals (SDG)



02

Impact Dashboard



2025 At a Glance

In July 2025, we joined the Pledge 1% Community, pledging 1% of our profit to initiatives linked to Education and Health. Here is where we stand today :



* Net profit defined in accordance with IFRS

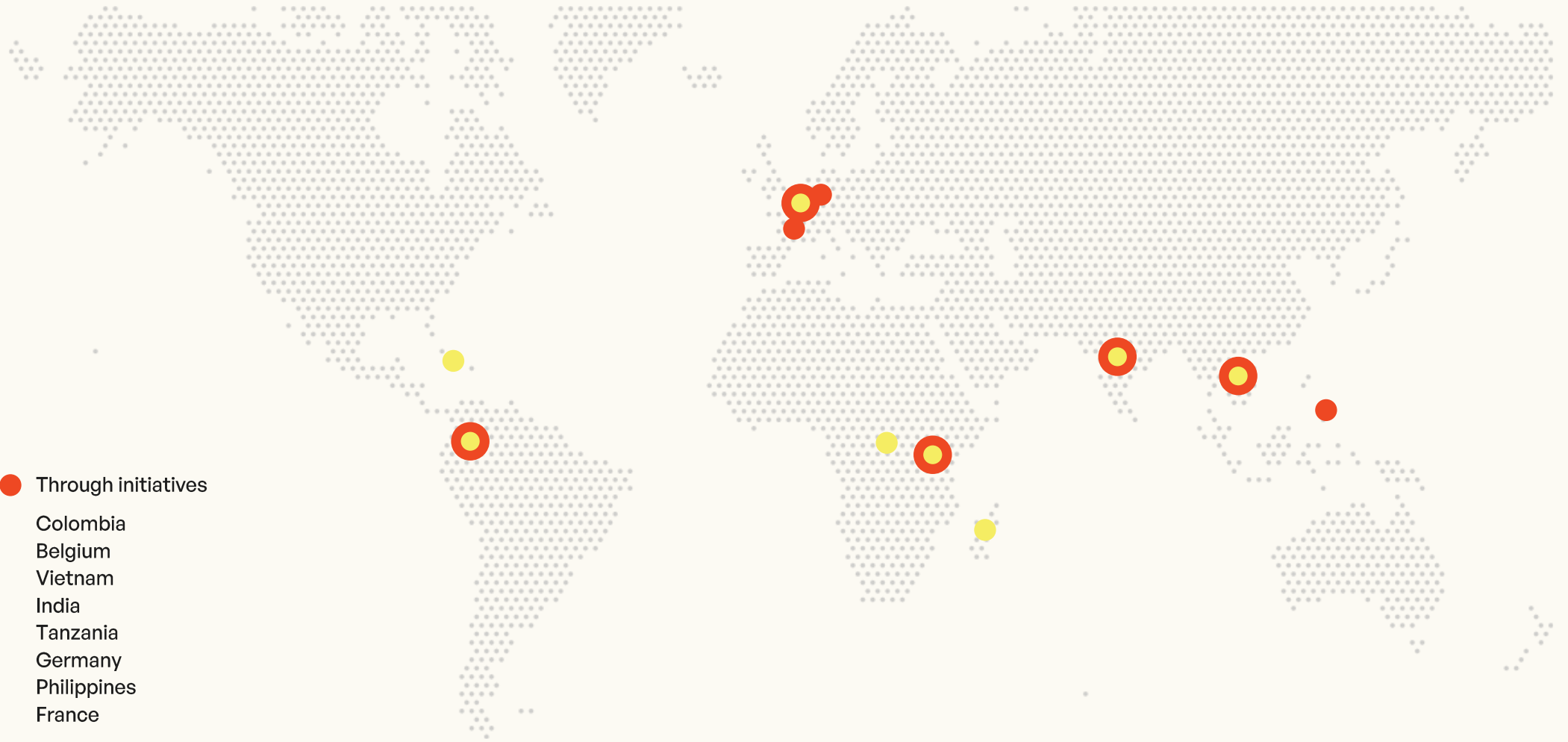
Who We Reached in 2025

+ 2350

direct beneficiaries
reached across the world

Countries reached


- | | |
|--|--|
| ● With donations | ● Through initiatives |
| Colombia | Colombia |
| Belgium | Belgium |
| Vietnam | Vietnam |
| India | India |
| Madagascar | Tanzania |
| RDC | Germany |
| Tanzania | Philippines |
| Haïti | France |




How We Helped


Types of support provided through our NGO partners across SDG 3 and SDG 4


 **SDG 3**
Good Health & Well-being

237 
Direct beneficiaries

1128 
Indirect beneficiaries


Type of Support	Number of projects
Medical Support	2
Reinsertion Program	1



Direct beneficiaries = individuals personally impacted by CBTW's support


Indirect beneficiaries = people whose lives are positively impacted by CBTW's support without directly receiving it.

Figures are reported by partner NGOs

 **SDG 4**
Quality Education

2129 
Direct beneficiaries

9294 
Indirect beneficiaries

Type of Support	Number of projects
After school Programs	2
Learning Programs	3
Mentoring	1
Schooling Fees	1
Tools & Equipment's	2
Training Grants	1

Beneficiary Calculation Methods

At the end of each year, we evaluate the number of people impacted by our activities using the WWF methodology*. The methodology distinguishes between two types of beneficiaries. The data is provided directly by NGOs.

→ Direct Beneficiaries

People who are personally impacted by CBTW's support

Examples

- Payment of school fees → 1 fee = 1 beneficiary
- Purchase of learning tools → 1 tool = 1 beneficiary
- Computer room construction → total enrolled students
- Medical support → 1 admitted care = 1 beneficiary

→ Indirect Beneficiaries

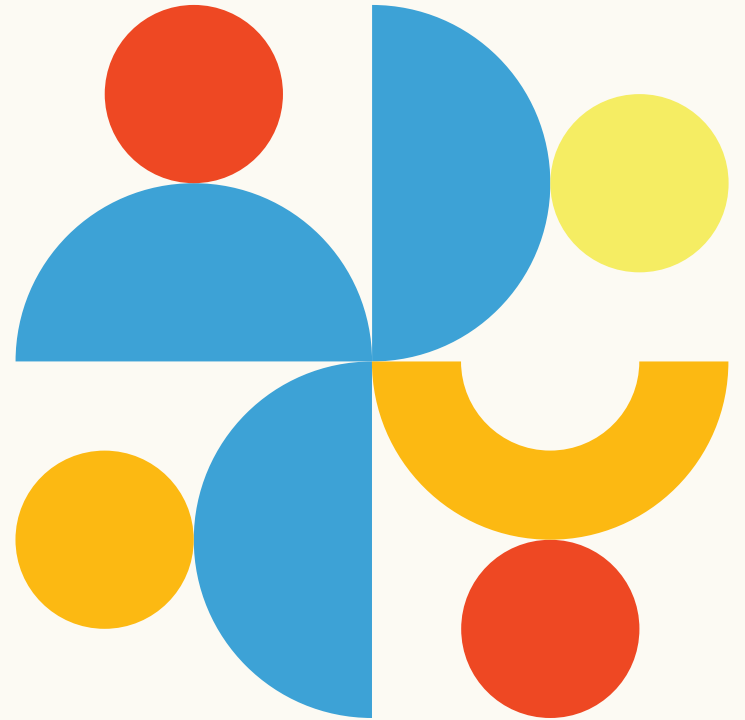
People whose lives are positively impacted by CBTW's support, without directly receiving it.

Examples

- Families of direct beneficiaries
- Communities where projects take place
- Teachers and staff working in supported facilities
- Populations affected by all the NGO's activities

[Community_Beneficiary_Accountability_-_Full_Document_Oct2017.pdf](#)

Our Social Impact Projects



Heartbeat Vietnam

18 heart surgeries funded since 2024

The situation

In Vietnam, the cost of cardiac care remains a major barrier for families with low incomes. Congenital heart defects are among the most common birth conditions, yet early diagnosis and surgery are often out of reach. Without timely intervention, treatable heart conditions can progress, limiting children's long-term health, growth, and educational opportunities.

What we support

Through our partnership with Heartbeat Vietnam, we help remove financial barriers to care for children diagnosed with congenital heart defects. Our support covers surgery costs, pre- and post-operative care, and the medical evaluations needed to identify treatable conditions at an early stage. Since 2024, this collaboration has enabled 18 heart surgeries for children aged from 7 months to 18 years old.



At CBTW, giving back is part of who we are. Through our Pledge 1% commitment, we support causes chosen by our employees, and Heartbeat Vietnam stood out for its life-saving work helping underprivileged children access heart surgery. It reflects our belief that collaboration betters the world and that businesses can be a force for good.

Pieter van Diermen, Co-founder and CEO APAC



CBTW team members with heart surgery beneficiaries in Ho Chi Minh City.

Maison d'Enfants Reine Marie-Henriette

33 children directly benefited from extracurricular activities

The situation

Some children are placed in care when youth protection services determine that their physical or psychological well-being is at risk due to significant family, social, or economic difficulties. While receiving professional support, many of these children have limited access to enriching leisure spaces that help them grow, express themselves, and develop confidence.

What we support

Through our support to the Maison d'Enfants Reine Marie-Henriette, we help fund extracurricular activities that allow children in care to participate in creative, cultural, and sports programs. These activities offer them opportunities to explore new interests, develop skills, and access environments that support their personal growth.

What changed

Thanks to this initiative, children can join weekly activities—such as dance, theatre, music, visual arts, or sports—that offer space for expression, focus, and confidence-building. Educators observe positive changes in calmness, self-esteem, and autonomy, with children feeling proud of what they learn and create.

“

I see a real improvement in terms of self-esteem. Last year, some children would systematically tear up their artwork, saying it was ugly. Today, they've understood that art is subjective, that nothing is 'ugly' in itself, and they have more confidence in themselves. They are sometimes really proud of what they've created.

Caroline – Facilitator of the visual arts workshop



Children participating in after-school activities supported by CBTW.

Université Saint Vincent de Paul AKAMASOA

1255 kids schooled in 2025

The situation

In Madagascar, many young people from families facing severe social and economic difficulties have limited access to higher education. Despite strong motivation, financial barriers, challenging living conditions, and limited infrastructure make it difficult for students to pursue university studies and build long-term career opportunities.

What we support

Through our support to AKAMASOA, we help fund access to the Saint Vincent de Paul University in Antananarivo, an institution created to give young people from vulnerable families the opportunity to continue their studies after high school. The university offers programmes in pedagogy, languages, IT, paramedical sciences and more, helping students gain professional skills aligned with Madagascar’s labour market.

What is changing

This contribution supports students who are often the first in their family to attend university and who face financial, logistical, and personal challenges. By enabling access to affordable education and safe student housing, AKAMASOA helps young people develop academic, technical, and personal skills that strengthen their confidence and future employability.



Here, we have access to education and to student housing, which helps us overcome some difficulties. The tuition fees are also much more affordable, giving us a better chance to build our future.

Antoine, Management student at AKAMASOA University



AKAMASOA University students at a conference with Père Pedro.

DARE India

200 kids supported in 2025

The situation

Children living around Varanasi’s railway stations and nearby low-income neighborhoods often face unstable living conditions, limited access to education, and pressure to work from a young age. Without support or safe spaces, many drift toward risky environments around the platforms.

What we support

Through our partnership with DARE, we help provide children with daily literacy classes, basic educational materials, and support to transition from life at the railway stations into safer learning environments and formal schooling.

What is changing

With this support, DARE continues to bring children out of dangerous station environments and into structured learning. Six literacy centers now run daily near Varanasi’s major railway stations, preparing children for formal schooling and supporting families who cannot afford basic education costs. In 2025, nearly 200 children are enrolled in school after completing DARE’s literacy program—with regular follow-ups, family visits, and ongoing academic support ensuring they stay engaged and safe.



I came to DARE at the age of 6. DARE provided me with great opportunities to study at some of the best schools in the city. I got many opportunities to learn — music, singing, dancing, leadership. I am now doing my nursing studies at Nazareth Hospital School of Nursing in Prayagraj.

Priya*, DARE beneficiary, India (*Name changed to protect the beneficiary's identity)



DARE students taking part in International Anti-Drug Day activities in Varanasi.

Saigon Children's Charity

The situation

Many public primary schools in rural Vietnam do not have access to computers or basic digital tools. Students have limited exposure to technology, and teachers often lack the resources to bring digital learning into the classroom. This creates a persistent digital gap between urban and rural areas, limiting long-term education and employment opportunities.

What we support

Through our partnership with Saigon Children's Charity, we fund the setup of fully equipped computer rooms in underserved primary schools. Our support helps provide computers, a station computer for teachers, reliable internet or intranet access, and a safe, furnished learning environment where children and teachers can use technology in their daily lessons.

What changed

In 2025, we opened a new computer lab at Tân Hưng A Primary School (Vinh Long Province), giving students access to modern computers and internet for their daily learning. This builds on our ongoing collaboration with Saigon Children's Charity: last year, a similar lab was set up at An Tuc Primary School (Tri Tôn District, An Giang). Together, these digital classrooms help more children develop essential IT skills and support SDG 4 – Quality Education.

“

It's inspiring to see how access to technology can spark curiosity and confidence in young learners, while also making learning easier for families as students can now use digital tools directly at school. CBTW is proud to support initiatives that expand digital learning in underserved communities, helping students discover new possibilities and build skills that will stay with them for life.

Martin Papy, Technology Leader CBTW APAC

2

digital classrooms created

27

computers installed

357

students benefiting each year

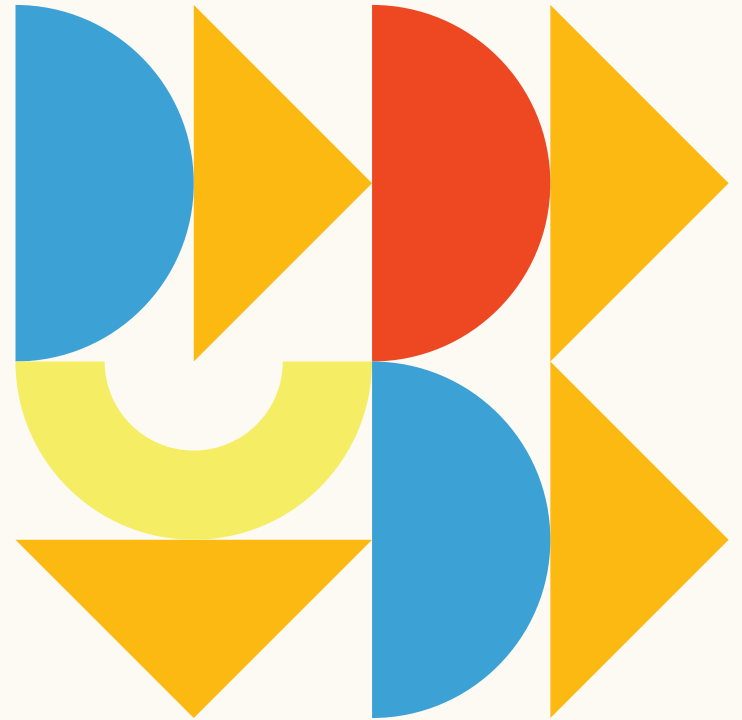
10

CBTW employees involved



CBTW employees inaugurating the new computer lab at Tân Hưng A Primary School.

Employee- Powered Impact



Positive Action Move4Good

4530€

raised

52

Employees
participated

1810km
walked or ran

940km
cycled

225

hours of sports
activity

The Project Supported

This year's first Positive Action challenge supported SATACOFU, an NGO in Tanzania. Funds raised contributed to the construction of the sanitaries and hall a preschool – a safe, dedicated learning environment for young children in an underserved community. The project strengthens early childhood education and community well-being through locally-led, sustainable development.

“

With the funds raised, we were able to complete the toilet block and begin construction of the school hall, a space where children receive lunch, educational activities, and games that open their minds. This hall will also serve as a cultural center for the whole community. We are talking about 100 disadvantaged children who will benefit from this every year, starting now. Thank you, you did a lot for us.

Damien Sellier
SATACOFU Director, Tanzania

“

After two months volunteering in Tanzania, I joined CBTW. When I heard we had the chance to raise money for another project there, I didn't think twice. I did my best to push our collective effort as far as possible and organized sport sessions with colleagues to multiply our impact, because I knew exactly what that money could build.

Maïlys M.
L&D Specialist, Brussels, CBTW



87 Direct
beneficiaries



The completed school hall used daily by children for meals and activities.

What is a Positive Action?

A Positive Action is an employee-led challenge where colleagues walk, run, or cycle to raise funds for an NGO project. The more we move, the more we contribute – turning collective effort into direct impact.

Positive Action Move4WAPA

5000€

raised

79

Employees participated

2000km
walked or ran

1950km
cycled

240

hours of sports activity

The Project Supported

Our second Positive Action this year brought colleagues together to support WAPA and the local organizations they partner with in Colombia. The funds raised contribute to reintegration programs for young people aged 14–18 who were demobilized from armed groups — offering creative workshops in painting, theatre, drawing, and jewelry-making as a pathway to rebuild confidence and develop new skills.

“

The first thing that motivated me to participate was the company’s commitment to rebuilding the social fabric through initiatives like this, especially in my own country. This initiative became a personal challenge because it helped me develop better habits. At the same time, I felt that for every kilometer I completed, I was contributing to helping those young people (“pelaos”) change their lives—and perhaps, in the future, they will do the same for others.

I hope to see more initiatives like this, because leading by example is one of the best ways to inspire others and strengthen the social fabric.

Steven AG.

Backed Software Developer, Bogota, CBTW

“

Art therapy gives these children a safe space to express what words cannot reach. Through drawing, painting, and creation, they gradually begin to open up, rebuild confidence, and rediscover a sense of future. Over the course of the workshops, we observe real changes — and CBTW’s support is essential in accompanying them through this process, helping restore their dignity and their capacity to envision a more peaceful life.

Madeleine

Colombia Project Manager, WAPA



117 Direct beneficiaries



74 art-therapy workshops funded



Young beneficiaries taking part in art therapy workshops supported through Move4WAPA.

Giving Back

Employees took action locally to support child well-being, education, and inclusion, translating our social priorities into practical initiatives that creates real impact in their communities.

 87 Participants

 4 Participants

Germany

In Munich, Frankfurt and Berlin, colleagues prepared gift boxes for the initiative Weihnachten im Schuhkarton, contributing presents for children in vulnerable situations. The activity was organized locally and driven by volunteers across the offices.

Vietnam


In Ho Chi Minh City, the team supported SOS Children's Village, which provides long-term care and education for orphaned and abandoned children, as well as the Sound and Painting Class, a local program offering free art education to hearing-impaired youth and adults. The support included essential items and time spent on site with beneficiaries.



CBTW employees in Germany and Vietnam contributing to local giving back initiatives.

Blood Donations

Across our offices, teams helped strengthen local health systems by taking part in blood donation initiatives in collaboration with hospitals and blood banks. These efforts contribute to SDG 3 – Good Health and Well-Being by supporting the availability of vital blood reserves for emergency care and essential treatments. Through these partnerships, employees provided meaningful support to patients and families while fostering solidarity and raising awareness about the importance of regular blood donation.

 +100 Participants

Vietnam	India	Philippines	Belgium
65	25	10	N/A

“

Red Cross messaged me last December that my blood donation has extended another life. That message confirmed why this cause matters because behind every donation is a life, a family, and a hope.

Rolene Cahiles
HR & Safety Officer, Philippines, CBTW

“

This is a meaningful annual activity where I can contribute a small part of myself to help save lives. What makes it even more special is doing it alongside my colleagues, creating a stronger positive impact on the community and inspiring others around us.

Anh Cao,
P&C team, Vietnam, CBTW




CBTW employees participating in blood donation drives across offices.

Cleanup Initiatives

Throughout 2025, employees across our offices in Manila, Brussels, and Lyon joined local cleanup activities — removing waste from coastal, urban, and green areas. Each office found its own way in, with teams coming together to take care of the spaces around them. It is a small action in the grand scheme of things, but one that connects colleagues to their local environment in a direct and tangible way.

 57 Participants

 +170 kg of trash collected

“

For me, participating each year is more than volunteering, it’s my personal commitment to preserving our environment for the next generation.

Kayvin Malawig
IS Tools Administrator, Manila

“

Organizing this cleanup in Belgium felt like a natural extension of what we stand for — taking care of the spaces and communities around us.

Mark Halleman
ESG Officer, Brussels, CBTW



CBTW employees taking part in cleanup initiatives in the Philippines and Belgium.

Mentoring & Internships

Vietnam

Since 2015, CBTW has partnered with Passerelles Numériques Vietnam (PNV) to support underprivileged youth through a five-month internship program. Interns join our teams, contribute to real projects, and receive structured mentorship to strengthen both technical and professional skills. Over the years, we have mentored a total of 41 interns through this initiative. The program bridges education and employment while expanding access to sustainable careers in tech. Building on ten years of partnership, the program will expand to our Manila operations in the Philippines in 2026, bringing the same opportunity to a new generation of young talent.

“

When I started, I was not confident in my technical skills and had never worked in a real IT environment. Over five months, I grew technically and personally. The guidance and patience of my mentor helped me build confidence and turn challenges into real learning.

Am, Back-end intern, CBTW

“

Applying theory to a real project was a completely different challenge. I made mistakes, but they helped me learn to ask questions, look for solutions, and double-check requirements. With the support of my mentor and team, I never felt alone.

Lam, QA Intern, CBTW



The 2025 intern cohort welcomed through CBTW's partnership with Passerelles Numériques.

Belgium

Since 2014, CBTW Belgium has supported Be.Face – a Brussels-based NGO that connects young talent from underrepresented backgrounds with professional mentors. Through one-on-one guidance, Be.Face helps mentees navigate the implicit codes of the workplace, build their network, and develop the confidence to pursue their ambitions. CBTW contributes through financial support and by opening its doors to the program – with employees volunteering as mentors to accompany young people in building their professional path.

“

2025 was marked by exceptional growth for the Be.Face mentoring program, growing from 140 to 250 mentees – an increase of nearly 80%. This success was made possible through the collective commitment of our partner companies, volunteer mentors, and internal team.

But behind these figures lies far more than a performance: this success reflects the importance of mentoring as a lever for guiding diverse talent toward professional success. The barriers our mentees face are not linked to a lack of motivation or talent – they come from the system, implicit codes, the lack of role models, and discrimination, visible or invisible


Anouk, CEO, Be.Face



The Be.Face team in Belgium.

Raising Awareness


Three initiatives that brought important topics into our workplace in 2025

 SDG 3 – Health

Endometriosis Awareness

Gloria ● CBTW


On International Women's Rights Day, CBTW partnered with Gloria to host a live awareness session on endometriosis — a chronic condition that affects roughly 1 in 10 women yet remains widely misunderstood. The session, led by H el ene Antier (co-founder of Lyv Healthcare), covered symptoms, workplace impact, and practical ways to better support affected colleagues. 44 employees joined online.

 SDG 3 & 4 – Re-Integration

Understanding Child Soldiers

WAPA ● CBTW


Alongside the Move4WAPA challenge, CBTW organized an awareness session with a speaker from WAPA to give employees a direct understanding of the reintegration work their effort was funding. The session covered the reality of child soldiers in Colombia, the role of art therapy in rebuilding lives, and what CBTW's contribution concretely enables on the ground. Putting a human face on the cause made the challenge more than just kilometers.

 SDG 3 – Workplace Inclusion

Invisible Disabilities

Goods To Know ● CBTW

In France, CBTW partnered with Goods To Know to run a serious game session on invisible disabilities — using a blind test format where every featured artist lives with a disability. The format is deliberately playful: employees engage through music and general knowledge and gradually absorb the key message that disability is more common and less visible than most people assume. The session challenged assumptions without lecturing.

 SDG 3 – Health & Well-being

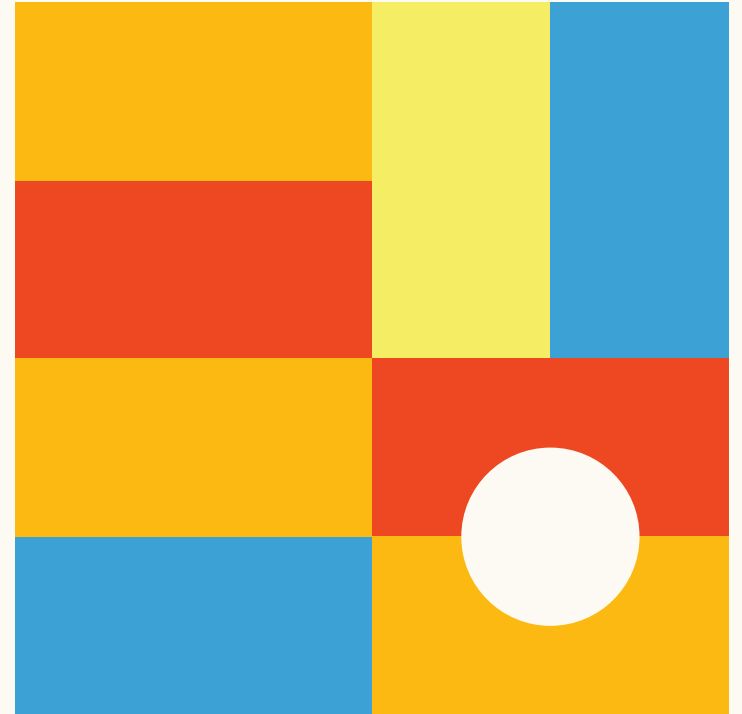
Health Week

CBTW Colombia

In Bogot a, the CBTW Colombia team organized a three-day Health Week for employees — combining in-person activities at the office with virtual sessions accessible to all. From medical exams and kickboxing to hearing and postural care workshops, the week was designed to make health resources directly available to colleagues in their workplace. A locally-driven initiative that put well-being at the center.

05

NGO Recap Table



Country	SDG	NGO Partner	Project Description	Years of Partnership	Direct Beneficiaries	Indirect beneficiaries
Madagascar	4	AKAMASOA	Support for education costs at the Saint Vincent de Paul University in Antananarivo, enabling students from vulnerable families to access higher learning opportunities.	4 years	1255	2890
Democratic Republic of Congo	4	SECAM	Support for the operating costs of an orphanage in Kinshasa, helping provide stable care, schooling, and daily essentials for children living without family support.	8 years	29	6
Tanzania	4	SATACOFU	Financing the construction of a school in Usa River, including new sanitary facilities and a sheltered outdoor area to improve learning conditions for students.	New	87	600
India	3&4	Dare India	Support for literacy centres and school enrollment for children living near railway stations, improving access to education and basic learning resources.	2 years	200	N/A
Vietnam	3	Heartbeat Vietnam	Financial support for surgeries and medical care for children with congenital heart defects, improving access to life-saving treatment for families.	2 years	4	N/A
Vietnam	4	Saigon Children's Charity	Support for digital learning infrastructure in rural schools, giving students access to computers and essential skills for future education.	2 years	357	1998
Vietnam	4	Passerelles Numériques	Support for digital inclusion by hosting five-month internships for students trained by Passerelles Numériques, helping them gain professional experience and access quality employment.	11 years	5	N/A
Haiti	4	L'Appel	Funding training grants for teachers on La Tortue Island, strengthening local education quality and benefiting hundreds of students each school year.	4 years	33	1000
Colombia	3&4	WAPA	Supporting WAPA's partners in Colombia, enabling reintegration programs for former child soldiers through creative workshops.	7 years	117	128
Belgium	4	Maison d'Enfants Reine Marie Henriette	Support for extracurricular activities for children placed in care due to family, social or economic difficulties, helping them build confidence and well-being through creative and sports programs.	2 years	33	50
Belgium	3	Infirmiers de Rue	Support for long-term accompaniment and housing pathways for people experiencing homelessness, helping them regain stability through health care, reintegration, and durable follow-up.	15 years	116	1000
Belgium	4	Be.Face	Support for inclusion initiatives through mentoring and career-development activities, helping students and job seekers strengthen skills, confidence, and access to professional opportunities.	8 years	26	250
Belgium	4	Toekomst Atelier Del Avenir (TADA)	Support for long-term educational programs empowering teenagers from underprivileged backgrounds, helping them build skills, confidence, and career perspectives through weekend schools and alumni networks.	3 years	104	2500



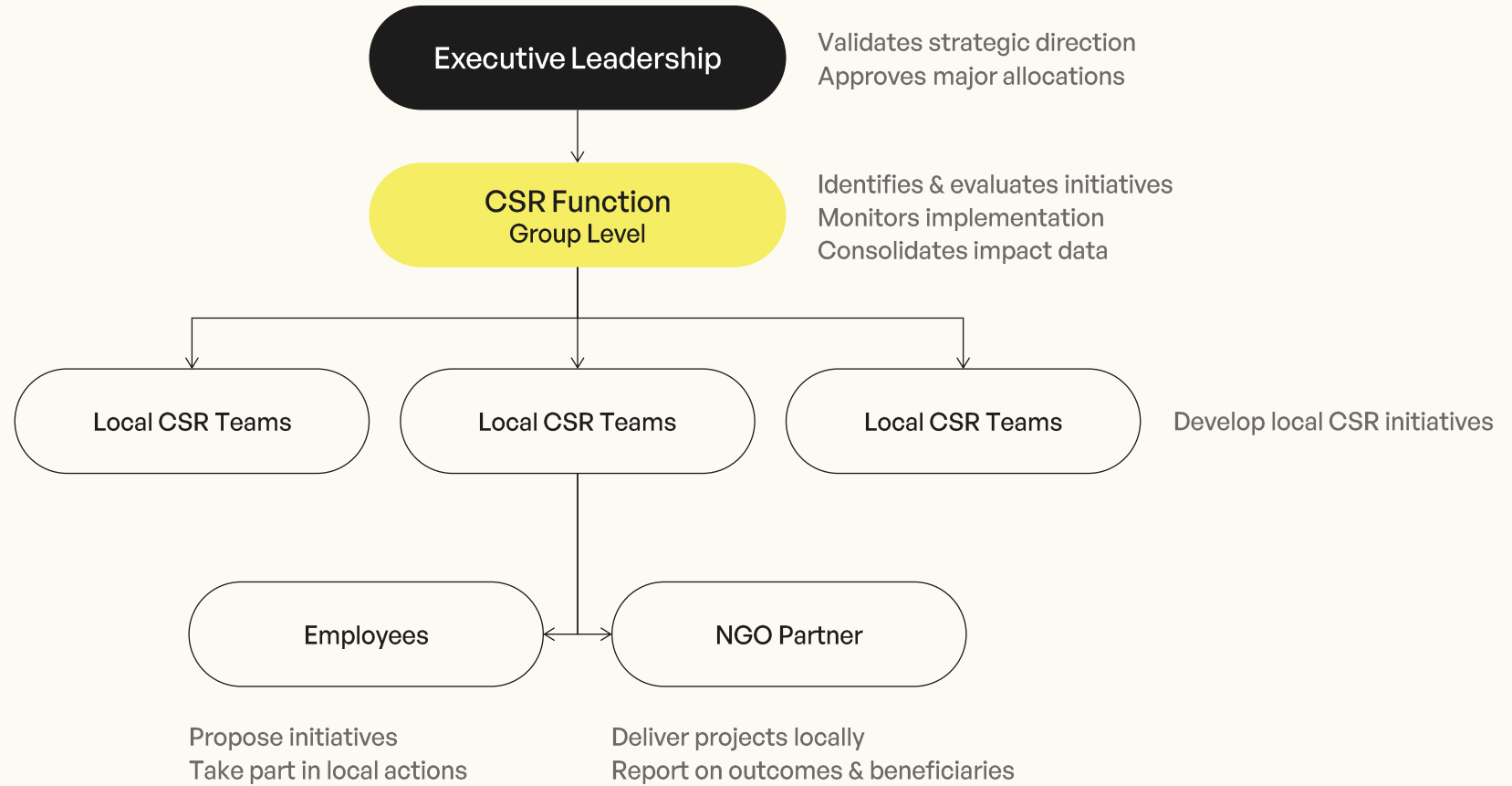
Governance & Structure



Governance & Oversight

2025 Framework Reinforcement

- Member of Pledge 1%
- Signatory of the UN Global Compact
- Implementation of local CSR Teams



How We Select, Support, and Measure Projects

Selection criteria

- Alignment with SDG 3&4
- Demonstrate credible governance
- Provide measurable credible outcomes
- Long-term potential impact

Support Model

Our contributions take multiple forms:

- Direct financial donations
- Employee-driven fundraising initiatives
- In-kind support (IT donations, mentoring, etc.)

Transparency & Measurement

We monitor:

1. Funds allocated per initiative
2. Direct and indirect beneficiaries (based on NGO reporting).
3. Employee participation levels
4. Continuity of partnerships

Annual review ensures consistency and relevance of our engagement.


Our Impact Model

Our impact comes from multiple, connected levers: financial and in-kind support, employee engagement, NGO partnerships, and targeted programs. Each element strengthens the others, creating outcomes that are structured, human-centered, and lasting in the communities we support.



Onwards to 2026





As we move into 2026, we remain committed to our existing NGO partnerships and to expanding them where possible.

Our focus is on making participation more accessible – so that every CBTW employee, wherever they are, can be part of the effort.

If you want to better the world with us, contact corp_csr@cbtw.tech

CBTW

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