Sustainability Report 2023



ORTEC

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Message from the CEO

2023 was another busy year where - together with our customers - we worked hard to increase our positive impact on the world and contribute to the UN Sustainable Development Goals ('SDGs'). We measure our progress on the 3 SDGs that we impact the most: SDG 7 'Affordable and Clean Energy', SDG 8 'Decent Work and Economic Growth', and SDG 13 'Climate Action'.

During 2023, we have helped our customers to reduce 639 Ktons in CO2 emissions, we have reached more than 1 million people with our solutions and improved the financials of our customers by more than €1.2B! Furthermore, we have gained new insights that have helped us enhance our impact reporting.

I am very proud of the ORTEC team. Together, we have made these achievements possible for our customers. And I am proud of our continued commitment to being a responsible and reliable company, business partner, and employer. Much like our commercial activities, 2023 demonstrated progress on the environmental, social, and governance topics that impact our stakeholders.

Partnerships are key to our work at ORTEC. Through our partnership with Trees for All, we are proud of our annual commitment to offset 110% of our emissions by funding sustainable agroforestry. With Analytics for a Better World (www.analyticsbetterworld.org), we have worked together on projects that help clean up our oceans, enable quicker disaster response, optimize the delivery of humanitarian services, and share our knowledge of analytics for social good.

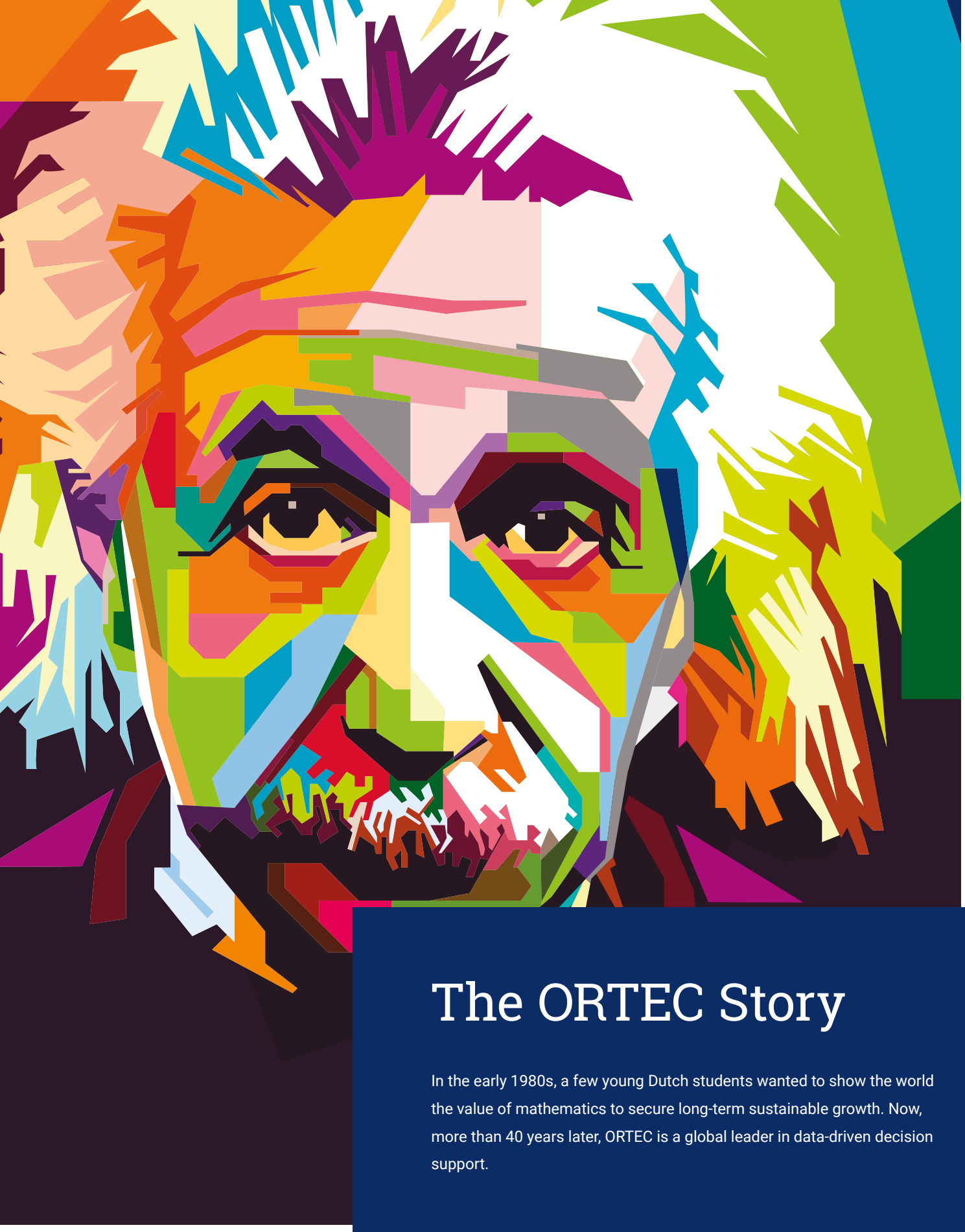
In terms of employee engagement, ORTEC's 2023 engagement survey gave us insights on future improvement. I am pleased that against a global benchmark of 21%, our employee engagement score is well above average at 37%, but not enough as we want to become 'best in class'.

Fostering an inclusive environment is ingrained in ORTEC's core values. Alongside our other Diversity, Equity, and Inclusion (DEI) initiatives, we conducted an Equal Pay Analysis in the Netherlands via an independent third party in 2023. The results help us take the next steps in ensuring equitable opportunities for all our employees.

Yes, 2023 was another impactful year!

Cheers,
Michael





The ORTEC Story

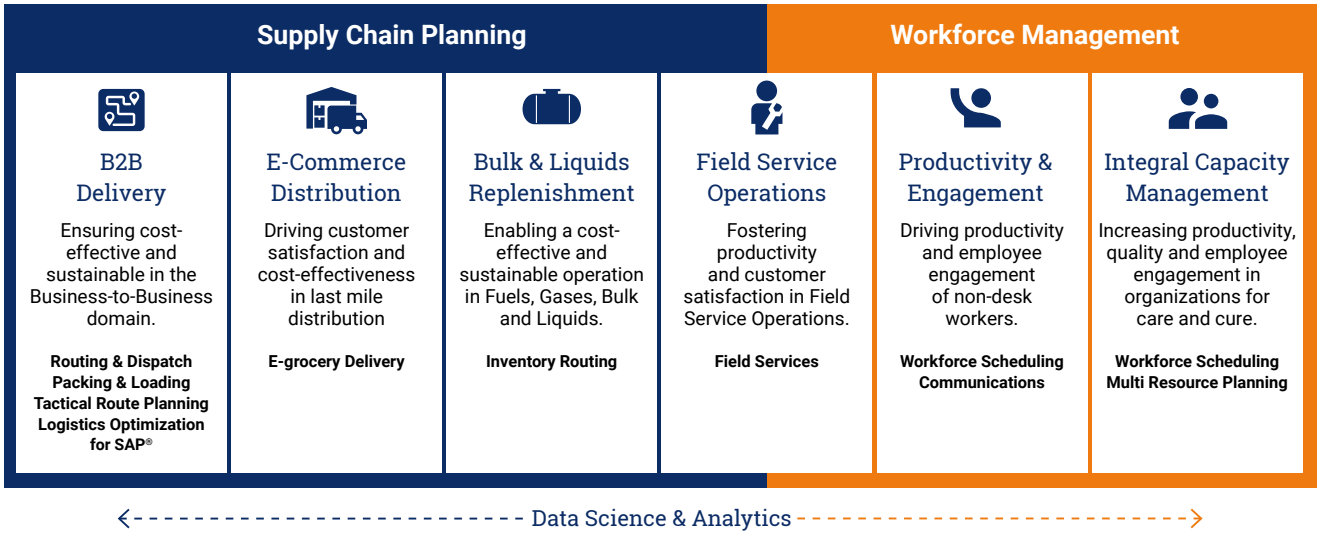
In the early 1980s, a few young Dutch students wanted to show the world the value of mathematics to secure long-term sustainable growth. Now, more than 40 years later, ORTEC is a global leader in data-driven decision support.

Data-driven decisions. Better results.

For more than 40 years ORTEC has partnered with many of the world's best-run organizations to make better data-driven decisions. Our decision support software and data science expertise enable our customers to improve their business results and make a positive impact on the world. We have more than 1,000 employees and offices in 13 countries. We help over 1,200 leading customers worldwide to make better choices in an ever-changing environment. Discover more at ortec.com.

40+ years	1,200+	1,000+	13 countries
of experience	leading customers	passionate employees	with ORTEC offices

Our solutions



Our target industries

On our journey to increase our impact on the world, we focus on six industries while serving several others. Our smart decision-support solutions address specific challenges and opportunities in the routing, transportation, and workforce domain to support our customers in making their business more efficient, predictable, effective, and sustainable.

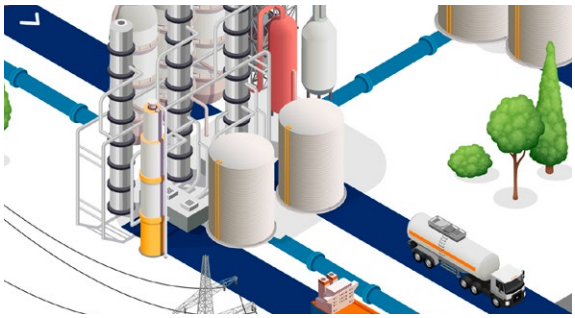




Retail & Wholesale



Manufacturing



Energy



Transportation & Storage



Professional & Technical Services



Health

Some of the customers we proudly serve


























































Pioneers in artificial intelligence

Our link to the academic world goes back to our origins in 1981. That's how we ensure that our people are operating on the cutting edge of new technologies and developments in the fields of analytics and optimization. Various ORTEC employees have a PhD degree or teach at prestigious universities. We also collaborate closely with academic institutions and sponsor PhD-projects in cutting-edge optimization and AI-techniques.

Artificial Intelligence is part of ORTEC's DNA. We use a powerful combination of machine learning and intelligent optimization, to maximally leverage available data and mathematics, while guaranteeing performance and respecting strict business constraints.



Sustainability at ORTEC

Our approach to sustainability is directly linked to our purpose: improve the world using our passion for mathematics. We take a continuous improvement approach to our customers and extend the same dedication to our journey to help create positive impact for people, planet, and shared prosperity.

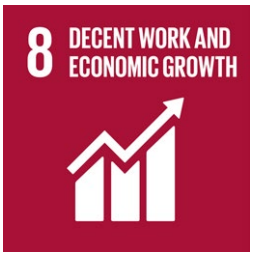
Our impact

At ORTEC, we monitor and report the impact of our solutions through Impact metrics. These metrics are aligned to the UN Sustainable Development Goals (SDGs), with a focus on the targets towards which our solutions can best contribute.

This is the impact we have achieved in 2023:







Affordable and Clean Energy & Climate Action

- Thanks to our solutions, 741 million kilometers have not been driven
- We prevented the use of 241 million liters of fossil fuels
- We helped our customers prevent 639 kilo tons of CO2-e emissions *

Decent Work and Economic Growth

- Through our products and services, we reached more than a million people
- We facilitated 3600 learning hours in data and analytics skills
- We improved the financial performance of our customers by €1.2 billion

* As we continue to learn and improve on our estimates, we adjust for better accuracy and relevancy of our impact figures. In 2022, we prevented 657 kilotons of CO2-e from tailpipes and this figure may differ from previous reports.

How do we measure our impact?

We estimate figures through various data and reporting systems. We use external factors to convert the figures into our existing metrics. For example, our carbon emissions are estimated using the emission factors reported by the US Environmental Protection Agency. We share our methodology and track progress on our Impact Dashboard, accessible to all ORTEC employees.

Our responsibility

ORTEC is committed to being a responsible and reliable company, business partner and employer. We strive to progress on the environmental, social and governance topics which are most relevant to our work and our stakeholders.

Environmental

Carbon Emissions

At ORTEC, we seek to be transparent in our progress and understand there is still much to be done towards a cleaner and greener future. We report our Scope 1, 2 and 3 carbon emissions as per the Greenhouse Gas Protocol and continue to improve on our carbon accounting. Scope 1 emissions are direct emissions from our offices and fleet, Scope 2 emissions are indirect emissions from purchased electricity and Scope 3 emissions are indirect emissions from our value chain.

Our Scope 1 & 2 emissions account for all our global offices and employees. In 2023, we saw a slight 1.3% decrease in Scope 1 emissions, caused by lower consumptions of gas for heating and fuels for our lease cars. Our Scope 2 emissions increased by 15%, mostly due to an increasing electrical car fleet and higher electricity use at our offices.

Our Scope 3 emissions increased by 16% in 2023, primarily caused by the expansion of Scope 3 reporting categories. These additional emission categories include our global software use, hardware purchases, the commute of our Dutch teams and recycled waste at our headquarters in Zoetermeer. Within pre-existing categories, our emissions from data and cloud services decreased by 28%, while our business travel emissions saw a slight increase but remain well below pre-pandemic levels.

Our 2023 emissions have not significantly changed from the previous year. While this indicates that there is progress to be made in reducing our emissions, we are pleased to note that carbon intensities, including our business travel emissions per FTE, have not returned to pre-pandemic levels.

	unit	*2019*	*2020*	*2021*	*2022*	**2023**
Carbon Intensity						
Scope 1 & 2 per €M Revenue	*tCO2-e /M€*	12.70	8.12	6.94	7.86	**7.30**
Scope 1,2 & 3 per FTE	*tCO2-e /FTE*	3.38	1.65	1.37	2.15	**2.35**
Business Travel Emissions per FTE	*tCO2-e /FTE*	1.58	0.36	0.20	0.60	**0.61**
Emissions						
Scope 1	*tCO2-e*	1,101	684	644	716	**706**
Scope 2 (location-based)	*tCO2-e*	-	-	-	382	**432**
Scope 2 (market-based)	*tCO2-e*	283	250	223	416	**477**
Scope 3	*tCO2-e*	1,630	529	529	1,046	**1,214**
Total Scope 1,2 & 3	*tCO2-e*	3,014	1,463	1,396	2,177	**2,397**
Energy						
Natural Gas	*kWh*	283,017	336,791	324,042	416,143	**425,926**
Diesel & Gasoline	*L*	349,565	209,297	180,614	205,826	**208,853**
Heat	*kWh*	536,393	579,171	513,893	96,945	**163,958**
Electricity	*kWh*	1,037,405	758,376	773,725	1,053,380	**1,252,454**
Renewable Energy at Global Offices		-	65%	71%	7.6%	**7.3%**
Electricity % of Fleet Energy Mix		-	-	-	9.5%	**15.5%**



Breakdown of our 2023 Emissions by Scope

Scope 1 Emissions			
Office Gas Heating		**87.44**	
Fleet Fuel Consumption		**618.70**	
	Total Scope 1	**706.14**	**mtco2-e**
Scope 2 Emissions			
Heat		**14.79**	
Office Electricity		**369.19**	
Fleet Electricity		**93.01**	
Scope 2 (Market-based)	**Total Scope 2**	**476.99**	**mtco2-e**
Scope 2 (Location-based)		**432.21**	**mtco2-e**
Scope 3 Emissions	**Category**		
Data center and cloud usage	1 - Purchased goods and services	**201.78**	
Software use*	1 - Purchased goods and services	**4.22**	
Laptops	2 - Capital Goods	**96.34**	
Other Hardware*	2 - Capital Goods	**101.03**	
Mixed Recyclables (HQ - Zoetermeer) *	5 - Waste generated in operations	**0.54**	
Flights	6 - Business Travel	**454.58**	
Private and Rental Cars	6 - Business Travel	**169.24**	
Trains & Other Transport	6 - Business Travel	**0.93**	
Commuting in the Netherlands*	7 - Employee commuting	**185.13**	
	Total Scope 3	**1213.78**	**mtco2-e**

**New Scope 3 Categories added in 2023*

Green(er) Offices

Transitioning towards more planet (and people) friendly workplaces can often be specific to each office and region. Here, we highlight sustainability initiatives at some of our global offices, and the people behind them.

Netherlands

Our Dutch offices incorporate circularity into procurement decisions, and no longer use disposable cups and plastics. Although our previous Paper for Paper program recycled used cups, the introduction of reusable to-go cups in 2023, prevents 60000 single-use cups from being disposed every year. Reused glass in our walls, refurbished office chairs, and Plastic Whale furniture made from plastic bottles fished out of the Amsterdam canals, help reduce the consumption of raw materials.

> *"I am so enthusiastic that ORTEC can contribute to a plastic waste solution and that the products are also very beautiful and comfortable! With the to-go coffee cups, we eliminated an entire waste stream in the Netherlands. The enthusiasm and positive reactions within ORTEC greatly encourage us to continue the search for more ideas like this."*
>
> *Margot Dalinga, Facility Services Manager*



Brazil

At our Rio office, the Brazilian team signed up with Ciclo Orgânico to recycle organic waste into fertile soil. Organic waste is separated into compost buckets lined with cassava bags, which are then collected twice a month by Ciclo Orgânico on bicycle. Since the program began in July 2023, their efforts have generated some 40 kg of excellent fertilizer while preventing 51 kg of CO2 emissions.

> *"NO SMELLS! It's easy to comply when you change your mind set to take responsibility for the waste you produce - trash doesn't disappear after you throw it away and separating waste is a way of taking care of your environment. Global thinking, local action."*
>
> *Bruna Moscoso, Manager HR & FAS*



Belgium

At our Belgian office, 86% of lease cars are electric vehicles, with the team expecting to achieve a 100% electric fleet by the start of 2025. After an initial pilot by enthusiastic ORTEC-ers, the lease car policy in Belgium switched to EV only for all new orders from 2022. The team has been supporting the transition by providing more flexibility in their mobility policy and seeking partners for better leasing and charging options.

> *"It's nice to see EV's becoming part of the culture and even sceptics are turning around. We have shown our flexibility and openness towards new developments, and our ability to adapt quickly and efficiently. As the industry is constantly changing, it's important to stay curious and build on the foundation we have now."*
>
> *Tom Debecker, Coordinator FS*



Social

Diversity, Equity and Inclusion

Diversity, Equity and Inclusion (DE&I) is deeply ingrained in ORTEC's core values of authenticity and empowering individuals to thrive in their unique capacities. We are committed to an inclusive work environment where opportunity is based solely on merit and professional qualifications. ORTEC organizes DE&I initiatives throughout the year. In 2023, we conducted an independent Equal Pay analysis which positions ORTEC ahead of Dutch benchmarks but also highlighted areas for improvement. We aim to enhance the male-female ratio across all job levels at ORTEC. More information can be found in the chapter Employee Quality and Engagement.

Governance

IT Security & Data Privacy

At ORTEC, we are dedicated to protecting the privacy and security of our customers by handling their data securely. This entails carrying out internal (mandatory) awareness trainings, enforcing policies, and standardizing our business processes. ORTEC is ISO 27001 certified (the world's best-known standard for information security systems), NEN 7510 certified for healthcare and we have renewed our SOC2 Type II report. In the chapter Security Management more information is presented.

Our partnerships

Analytics for a Better World: 2023 a year of growth and achievement

In 2022, Analytics for a Better World (ABW) was born from a vision to use analytics as a force for a better world. Founded by ORTEC and the University of Amsterdam, ABW's nonprofit's mission is clear: empowering nonprofit organizations with analytics, accelerating their impact and contributing to the achievement of the Sustainable Development Goals (SDGs). The year 2023 was a year of growth and achievement.

ABW's dedicated team, fueled by the tireless efforts of our partners, has achieved remarkable growth on multiple fronts—expanding our core team, working with sponsors and partners, initiating impactful projects, broadening their impact, and strengthening their global connections.

Since their inception, Analytics for a Better World has completed more than 26 projects with 14 nonprofit partners across the globe, including in Timor-Leste, Vietnam, Nepal, Ukraine, Sudan, Kenya, and the Netherlands. And there are currently 14 projects underway. Next to the 8-person core team from diverse cultures bringing a multidisciplinary skillset, ABW is working with 4,6 FTE of funded research staff and 2-3 FTE of professional support to drive their mission.

Analytics projects in collaboration with ORTEC

ABW's team, in collaboration with the ORTEC team, has dedicated their work to improving the efficiency of cleaning up plastic from the oceans, exemplified by our collaboration with **The Ocean Cleanup**. We have enabled quicker and more effective disaster response and preparation by applying machine learning and text mining techniques in partnership with organizations like '**510 an initiative from the Red Cross**'. Our analytics-driven optimization efforts have enhanced access to healthcare, clean water, and waste collection in various regions, as demonstrated by projects with Amref and the Red Cross.

Knowledge-sharing platforms

ABW's commitment to knowledge sharing is evident in various initiatives. The ABW Fellowship program this year has equipped 100 participants globally with the skills to apply analytics for social good. Thereby ABW, in collaboration with trainers and mentors from ORTEC, have helped bridge the data science skills gap and are reducing data science skill inequality worldwide.





Funding Climate Mitigation

In continuing with our commitment to fund climate action, ORTEC partners with Trees for All to support the ArBolivia sustainable agroforestry project in Bolivia. In 2023, we offset 110% of the previous year's emissions (2078 tonnes of CO2 or almost 6700 trees) and will resume this program for our 2023 emissions.



Alongside planting trees, ArBolivia educates farmers against the traditional 'slash-and-burn' farming method in which trees are set on fire to create fertile soil. Farmers are slowly switching to sustainable agroforestry by planting native trees in combination with coffee, cocoa, and other crops. This creates more climate-resilient farms for greater conservation efforts and food security. The project is run by local partners and produces reliable carbon credits based on the Plan Vivo Standard.





Employee Quality & Engagement

Driving high employee quality and engagement is a key theme in ORTEC's strategy. From an employee perspective, this chapter illustrates a selection of the initiatives of 2023 to achieve our ambition.

ORTEC Engagement Survey: empowering voices for driving change

In 2023, ORTEC continued its commitment to fostering a workplace culture that values transparency, collaboration, and continuous improvement. Central to this endeavor was measuring and managing employee engagement, focused on making improvements for the future – through ORTEC's Engagement Survey. This is a confidential online survey for all employees to share their insights and experiences.

The purpose of this survey is to measure and positively impact employee engagement. This refers to the level of commitment employees experience towards our company and whether employees believe that they have the clarity, direction and management support needed to perform their best work. The results make us better understand where we are meeting the needs of our employees, where we have opportunities to improve and get a sense of how we are doing as a company.

We are pleased to report a very satisfying response rate of 79%. Analysis of the survey results revealed areas of strength and growth opportunities. The survey resulted in a well-above average engagement score of 37% versus a 21% global benchmark. Insights from the survey showed that a vast majority feels their opinion seems to count and experiences formal or informal check-ins. Furthermore, more than 80% of the employes feel they are being treated fairly and feel comfortable being themselves. Another insight is that 25% of the employees experience they do not have the opportunity to do what they do best. To make sure everyone does, however, we will look into this result more deeply to see where we can improve.

The survey is not only meant to be informative, but also to drive action. With these insights, we'll have a much better sense of how people feel and where we need to make improvements. After the survey closed, all leaders started to dive into the results of their units, and conversations were organized with teams to reflect on the results.

In 2024, we're having another survey in the same format, to evaluate the results of our actions.

Inspiring Workplace Awards

ORTEC has been honored as an outstanding workplace, receiving multiple awards for fostering an inspiring and inclusive work environment. 2023 awards include the **Top 100 Global Inspiring Workplaces**, Top 50 US Inspiring Workplaces, Top Workplaces in Atlanta, Best and Brightest Companies to Work For in the Nation, and Best and Brightest Companies to Work For in Houston. The 2023 accolades acknowledge ORTEC's unwavering dedication to cultivating a culture of innovation, diversity, and employee well-being.

Manager Journey 2023 – Secure based leadership

In the pursuit of fostering exceptional leadership, we designed ORTEC's Manager Journey. This is a comprehensive program designed to equip managers with the tools and mindset to excel in their roles. The journey signifies a commitment to nurturing highly engaged employees and achieving organizational objectives.

Secure base leadership

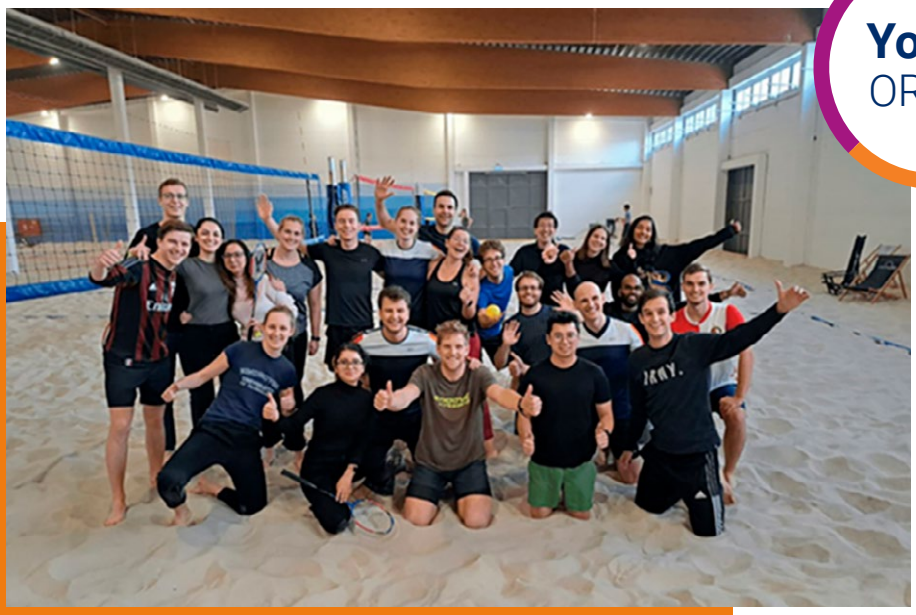
The Manager Journey elevates managerial skills and fosters a culture of secure base leadership, the favored leadership style within ORTEC. It's intensively covered during two different workshops: 'The Continuous Conversation'. In 2023, 150 managers at ORTEC joined the first part of this workshop. In 2024, they will join the second workshop.

Grounded in the principles of Caring and Daring, secure base leadership focuses on creating a psychologically safe environment for employees while creating space and challenging employees for further development. Besides that, managers will be developed on the topic of 'transition' as part of secure base leadership. This empowers them to guide employees and teams in times of (continuous) change.



Young ORTEC:
10 years of empowering young professionals at ORTEC

Young ORTEC has reached a significant milestone in 2023: celebrating its 10-years anniversary! Throughout these years, they have been organizing numerous activities for young professionals at ORTEC: from monthly lunch lectures to workshops and various fun activities to exchange information and develop professional and social contacts.



About Young ORTEC

Young ORTEC's main focus is to contribute to the professional development of young professionals and young minded employees at ORTEC. They contribute to their professional development by organizing activities that help this group develop in many ways, both within ORTEC and in general. Each month, they organize 2 different activities: usually a lunch lecture and a workshop.

Reflecting on a decade

When asking Igor Rust – one of the founding board members - to reflect on the 10-years journey of Young ORTEC, he replies with pride: "As one of the founding board members of Young ORTEC, I'm very proud to see that something we set up 10 years ago relatively small and local, grew into a very active and international set-up. It now focuses not only on Dutch colleagues, but on all young-minded employees from all our offices."

Diversity, Equity & Inclusion

Diversity, Equity & Inclusion Developments: 2023 in review

The motivation behind ORTEC's focus on Diversity, Equity, and Inclusion (DE&I) is deeply ingrained in ORTEC's core values of authenticity and empowering individuals to thrive in their unique capacities. Recognizing the profound impact of fostering an inclusive environment, ORTEC wants to ensure every voice is heard and valued.

Initiatives

Throughout 2023, ORTEC organized a range of initiatives aimed at promoting diversity, equity, and inclusion within the organization. Some noteworthy initiatives include:

- **Reverse mentoring:** An initiative aimed at fostering understanding and empathy, where senior managers engaged in mentorship relationships with individuals from underrepresented groups. Despite challenges, valuable insights were gained, emphasizing the need for broader implementation.
- **Equal Pay Analysis:** As a critical step towards transparency and fairness, ORTEC conducted an equal pay analysis.
- **Diversity calendar:** ORTEC has paid consistent attention to Diversity & Inclusion throughout 2023 by having a 'Diversity calendar'. Through this calendar, we celebrated and connected to specific milestones and festivities such as Cultural Awareness Day, Diwali, and Eid-al-Fitr.
- **Pride month celebrations:** ORTEC embraced Pride Month with enthusiasm, raising awareness and affirming support for the LGBTQ+ community through various activities, including a Pride pub quiz.



ORTEC USA: DE&I initiatives

Every month, the ORTEC USA offices in Atlanta and Houston collaborate in celebration of a holiday or observance, such as Black History Month, Lunar New year, and Employee Appreciation Day. For this, a dedicated DE&I team sent out a monthly newsletter – called The Addition - which included a description of the observance, 2-4 (own) events, and a list of additional resources both local to the respective offices and virtual – including book and podcast recommendations. The events included museum visits, (trivia) games, watch parties at the offices, and many more diverse and informative happenings. A highlight of 2023 was during Employee Appreciation, when ORTEC USA held the 'superlatives awards' for employees. This was a fun way to recognize and celebrate everyone's characteristics within the team. The goals for all these initiatives are related to raising awareness and education, as well as it's an opportunity for engagement by bringing colleagues together and getting conversations started.



Equal pay analysis | The Netherlands

At ORTEC, we are committed to an inclusive work environment, where each of us feel empowered to reach our full potential. We firmly believe that every individual should have the opportunity to thrive based solely on merit and professional qualifications. Reflecting this commitment, we are pleased to share the initial findings of our (Gender) Equal Pay analysis conducted in 2023 in the Netherlands by an independent third party, AnalitiQs.

Key highlights

The preliminary results of our analysis reveal encouraging outcomes, positioning ORTEC ahead of Dutch benchmarks in both the (uncorrected) pay gap* and (corrected) pay difference** categories. A notable focus area for improvement lies in addressing the influence of the male-female ratio on the pay gap.

Scope and definitions

The Equal Pay analysis focused on employees based in the Netherlands within job levels 12 –20 (Korn Ferry methodology). The analysis aimed to identify potential pay gaps and pay differences between male and female colleagues, considering factors such as job level, length of employment, and education.

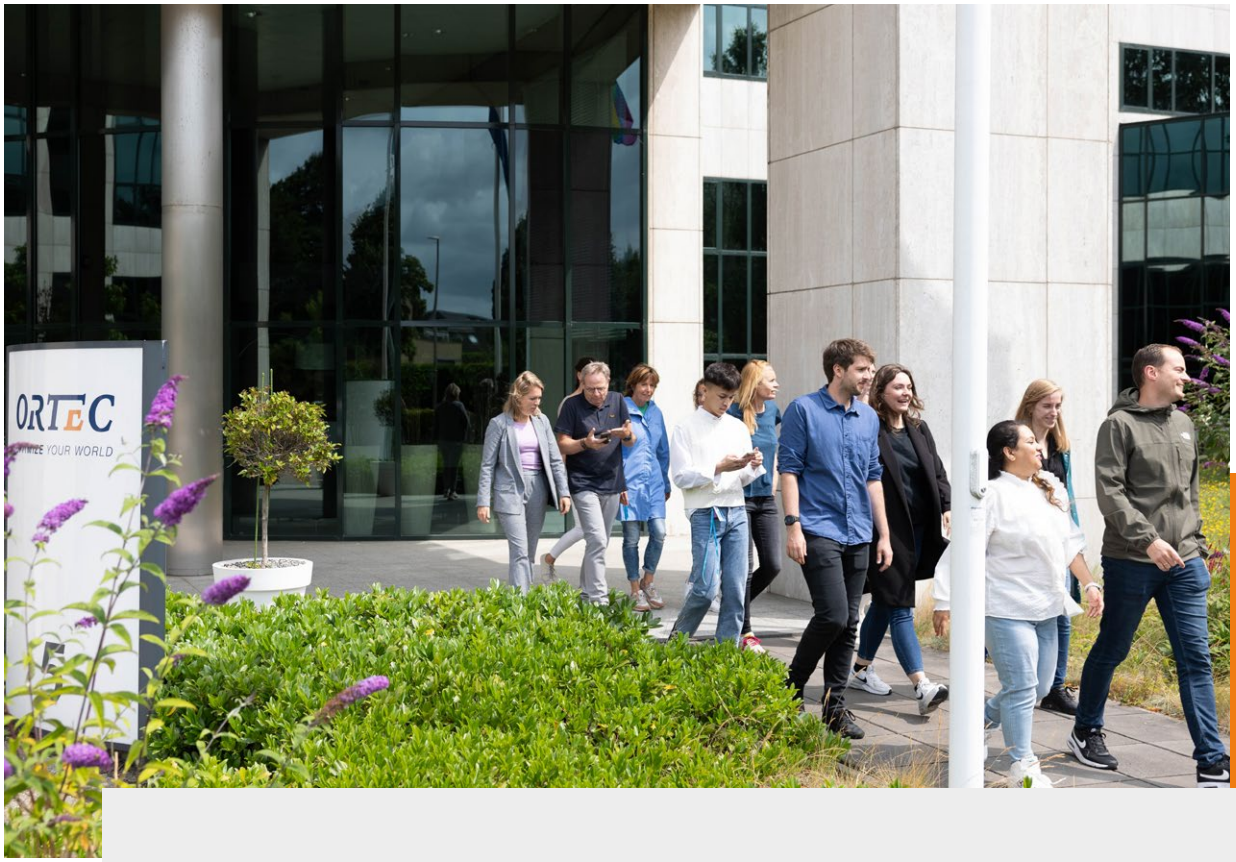
Initial insights

- When uncorrected, male colleagues earn an average of 16.8% more than female colleagues, slightly below the CBS benchmark of 18%.
- However, upon correction for available variables, the pay difference decreases significantly to 1.8%, well below the CBS benchmark of 6%.
- The difference between the pay gap and pay difference is primarily attributed to job level; the ratio men/women is particularly unbalanced in higher job levels.
- The pay gap diminishes notably among newer employees, signaling positive trends for incoming talent.

Conclusion and next steps

While these initial findings demonstrate ORTEC's favorable performance relative to Dutch benchmarks, our aspirations extend beyond mere compliance. We are committed to defining our own goals in 2024, aligning with upcoming EU directives, to drive sustained progress in gender pay equity.

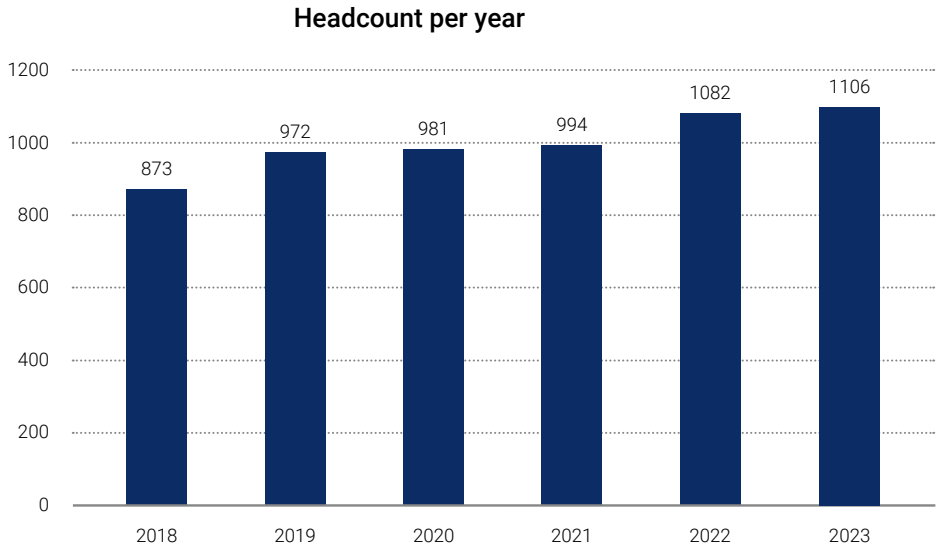
As we interpret these results as an initial benchmark, we acknowledge the importance of ongoing evaluation and improvement. Moving forward, we aim to enhance the male-female ratio across *all* job levels at ORTEC, ensuring equitable opportunities for all employees.



* Pay gap: the (uncorrected) difference in average salary between all men and all women regardless of the work that they perform. Calculated as the difference between monthly earnings between men and women.

** Pay difference: the (corrected) difference in average salary between men and women performing the same job. Calculated by determining an adjusted difference, considering background variables such as job level, length of employment and level of education.

HR charts



Nationalities
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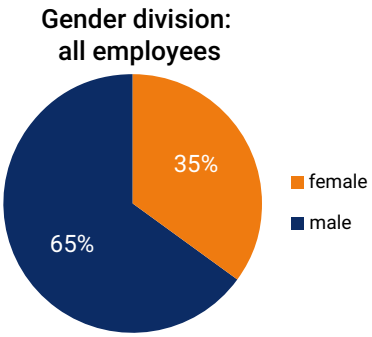
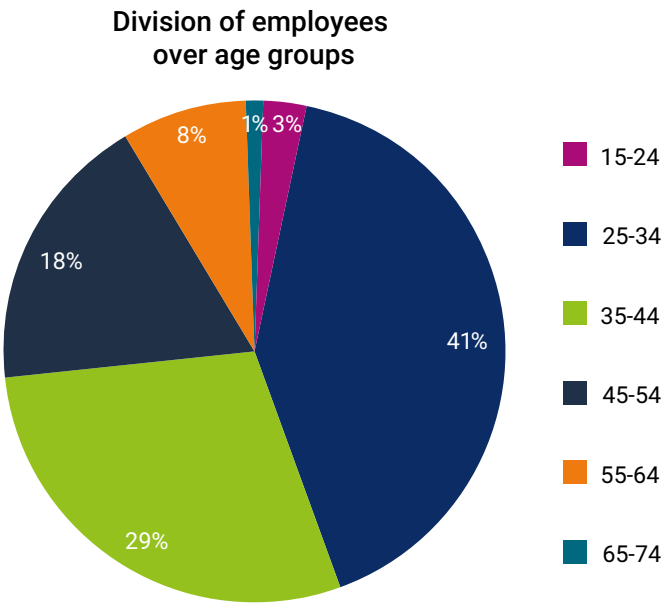
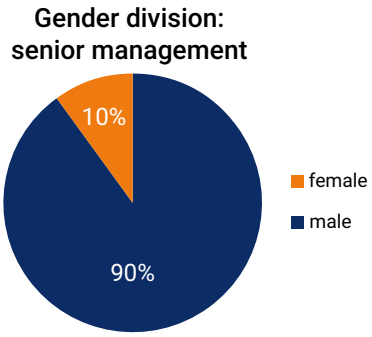
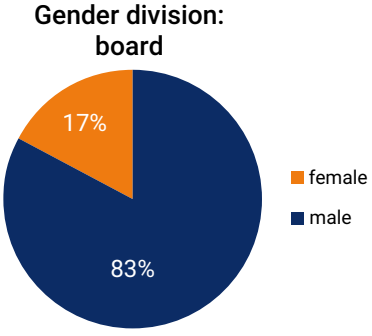










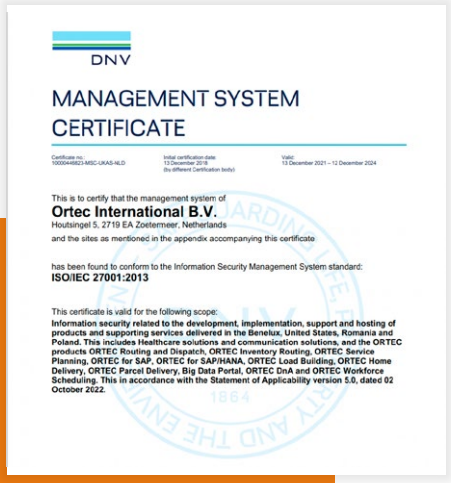
Security Management

Security management

ORTEC receives confirmed ISO 27001 and NEN 7510 certificates

At ORTEC we are dedicated to protecting the privacy and security of our customers by handling their data securely. Through yearly independent audits we test our information security management. At the end of 2022, the auditors approved our processes again. As a result, our current ISO 27001 and NEN 7510 certificates are confirmed, indicating that we comply with the (international) standards for information security until December 2024.

At the end of 2022, the external audit took place, and we are glad that the auditors approved our information security processes again and therefore reconfirmed our current certificates, including ISO 27001 – the world's best-known standard for information security management systems – and the NEN 7510 – for healthcare.



DNV

MANAGEMENT SYSTEM CERTIFICATE

This is to certify that the management system of
Ortec International B.V.
Houtsingel 5, 2719 EA Zoetermeer, Netherlands
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Information Security Management System standard:
ISO/IEC 27001:2013

This certificate is valid for the following scope:
Information security related to the development, implementation, support and hosting of products and supporting services delivered in the Benelux, United States, Romania and Poland. This includes Healthcare solutions and communication solutions, and the ORTEC products ORTEC Routing and Dispatch, ORTEC Inventory Routing, ORTEC Service Planning, ORTEC for SAP, ORTEC for SAP/HANA, ORTEC Load Building, ORTEC Home Delivery, ORTEC Parcel Delivery, Big Data Portal, ORTEC DnA and ORTEC Workforce Scheduling. This in accordance with the Statement of Applicability version 5.0, dated 02 October 2022.



DNV

MANAGEMENTSYSTEEM CERTIFICAAT

Dit is ter bevestiging dat het managementsysteem voor informatiebeveiliging in de zorg van
ORTEC B.V.
Houtsingel 5, 2719 EA Zoetermeer, Nederland

voldoet aan de eisen gesteld in de Kwaliteitsmanagementsysteem normen:
NEN 7510-1:2017 + A1:2020

Dit certificaat is geldig voor de volgende scope:
Informatiebeveiliging met betrekking tot het ontwikkelen, beheren en onderhouden van clinical decision support oplossingen- en applicaties voor integraal capaciteitsmanagement binnen de zorg, zoals geleverd door de business unit Health binnen Ortec. Dit conform het verwerkingsregister en in overeenstemming met de verklaring van toepasselijkheid versie 3.0 d.d. 25 oktober 2021.

Plaats en datum:
Barendrecht, 22 december 2021

NEN 7510

Voor het kantoor van afgifte:
DNV - Business Assurance
Zwolseweg 1, 2994 LB Barendrecht, Netherlands

J.H.C.N. van Gijlswijk
Management Representative

ISO 27001

The ISO 27001 certificate guarantees that ORTEC applies comprehensive and compliant information security practices that protect sensitive information. The certification validates our information security management controls for various areas such as data security, human resources, and software development. We've also extended our ISO 27001 scope again, now also including SAP products, ORTEC Load Building, ORTEC DnA, ORTEC Parcel Delivery, and more.

NEN 7510

The NEN 7510 is a Dutch standard that describes measures that healthcare institutions must take to adequately handle patient data. Those measures ensure that information security becomes a controlled process and relate to all forms in which client data are recorded.

Continuous improvement

The certificates are valid for three years, though ORTEC will be vetted yearly by an external auditor to ensure continuous improvement.



ORTEC receives renewed SOC 2 type II report

At ORTEC we are dedicated to protecting the privacy and security of our customers by handling their data securely. Through yearly independent audits, we test our information security management. In addition to our recently confirmed ISO 27001 and NEN 7510 certificates, we have also received a renewed ISAE 3000 Type II report, also known as SOC 2 type II report. The certificates and report indicate that we comply with the (international) standards for information security.

About SOC 2 / ISAE 3000 Type II

ISAE 3000 (International Standard on Assurance Engagements 3000) is an internationally recognized standard on controls assurance. ISAE 3000 is part of a family of related standards, collectively referred to as 'SOC reporting'.

SOC 2 (System and Organization Controls) is intended for use by service organizations (also known as cloud providers) to issue validated reports of internal controls over information systems to the users of those services. Auditors extensively check that we comply to a set of information security controls that we have chosen adhering to the SOC 2 Trust Service Criteria.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