TomTom

Corporate
responsibility
2020

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Building a better world is core to our business

Our journey to a sustainable future

Throughout 2020, we faced a global health crisis. COVID-19 has had a profound impact on people's lives and caused major disruption to the global economy.

As the consequences of the pandemic remain a challenge, we have also witnessed positive side-effects; traffic accidents, fatalities and carbon emissions dropped sharply in 2020 due to various lockdowns around the world that severely impacted traffic patterns. However, this positive development is not going to become a lasting trend unless we take action. TomTom wants to ensure that lessons are learned and that this pandemic serves as a watershed moment for city planners, policy makers, employers and drivers to take stock of what they will do to help make the air cleaner, and the roads safer and less congested in the future.

Building a better world is core to our business at TomTom. We are developing existing and future technologies to solve mobility challenges, and helping people change the way they move. During the pandemic, TomTom has supported cities and governments by analyzing traffic patterns to determine how populations reacted to lockdowns and how to best plan for the longer-term effects on mobility.

At TomTom, we are all about movement – about leading progress as we help people and the world move towards a better future. Innovation is not only in our DNA; it's part of who we are, both as individuals and a global collective of around 4,500 people across 37 offices. People are at the heart of TomTom, driving innovation every day.

As health and safety always come first, our employees quickly switched to remote working at the start of the COVID-19 pandemic. Our employees valued the time they saved without having to commute, which prompted us to prepare for a different post-pandemic future.

We are implementing an activity-based working strategy that gives our people choice and flexibility, and at the same time we're taking some of the pressure off the road network and public transportation, helping reduce congestion and emissions.

TomTom's journey to improve road safety and reduce congestion and emissions started many years ago, when we launched the world's first route-planning software for mobile devices. We have now come a long way thanks to the continued innovation of our products and services. Beyond our technologies, we've always had an ambition to create a better world for all through our business practices and our community involvement.

Climate change, widening socio-economic disparities, and governance issues continue to reinforce the critical importance of integrating Environmental, Social and Governance (ESG) considerations into the way we conduct our business. TomTom is in the foundational years of our ESG journey, and our approach to incorporating ESG principles into our business practices continues to evolve as we learn.

As we continue our journey, our first sustainability report advances our accountability to accelerate, measure and communicate the detail behind many initiatives comprising our approach to ESG. We have adopted a comprehensive set of key areas across all the ESG dimensions that guide the execution of our company strategy: road safety, equality, social impact, environmental impact, and ethical business.

For TomTom, sustainability isn't about checking a box. It's about running a responsible and responsive business for the long term, and connecting our business to societal impact to create sustainable business advantage and value.

In this report we aim to summarize our efforts to achieve our vision of a safer, cleaner, congestion-free world.

Our people and culture support our behavior as a responsible business, guided by five impact areas.

A safer, cleaner, congestion-free world

| Creating innovative technologies | Helping the world move forward | Supporting growth and learning |

| Reducing environmental impact | Fostering equality | Improving road safety | Giving back | Ethical business |

Our people and culture

ENVIRONMENTAL

Reducing environmental impact: Using our traffic insights, we help people, cities, governments and businesses move more freely, with the goal of reducing emissions from driving. Our products also enable better route planning, which leads to less emissions from driving. In addition to these efforts, we are also always looking for ways to reduce our own environmental footprint.

SOCIAL

Fostering equality: We strive to create a diverse, open and inclusive company culture that thrives on people's differences, where everyone feels connected and valued. Diversity and inclusion have always been core to our culture. To make sure we translate our good intentions into strategic action and create accountability within the organization, we formed a dedicated Corporate Social Responsibility team in 2020.

Improving road safety: More than 3,000 people die in road accidents every day. Increased safety is one of the key benefits of navigation. Our products include maps, routing, traffic and travel information to enhance the navigation experience, ultimately contributing to safety on the road.
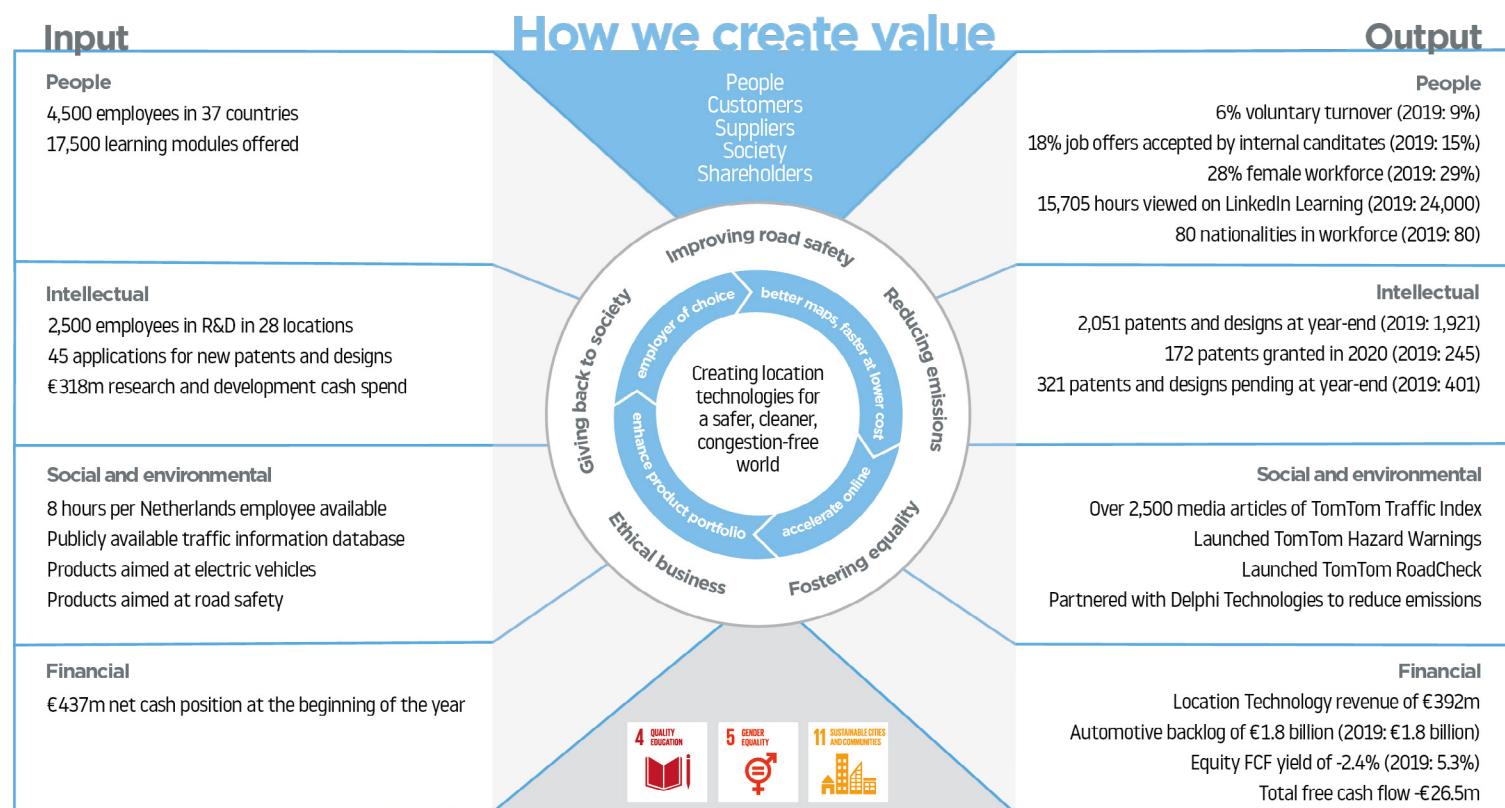
Giving back: During 2020, we focused on providing support to our local communities impacted by COVID-19, through various partnerships. As a leading location technology company, we also used our expertise to make an impact in the area of tech education – more specifically creating equal opportunities for women in tech. Through our efforts, we aim to foster a new, gender-balanced generation equipped with in-demand skills.

GOVERNANCE

Ethical business: TomTom is committed to conducting business in a transparent, ethical and accountable manner. Our ethical business practices reflect our commitment to transparency and accountability, allowing us to build a relationship of trust with our stakeholders. As a data-driven company, these practices include an unwavering commitment to personal data privacy and a high degree transparency across our actions.

Creating relevant and beneficial impact for all stakeholders

Input

People
4,500 employees in 37 countries
17,500 learning modules offered

Intellectual
2,500 employees in R&D in 28 locations
45 applications for new patents and designs
€318m research and development cash spend

Social and environmental
8 hours per Netherlands employee available
Publicly available traffic information database
Products aimed at electric vehicles
Products aimed at road safety

Financial
€437m net cash position at the beginning of the year

How we create value

People
Customers
Suppliers
Society
Shareholders

Improving road safety
Reducing emissions
Fostering equality
Ethical business
Giving back to society

employer of choice
better maps, faster at lower cost
accelerate online
enhance product portfolio

Creating location technologies for a safer, cleaner, congestion-free world

4 QUALITY EDUCATION
5 GENDER EQUALITY
11 SUSTAINABLE CITIES AND COMMUNITIES

Output

People
6% voluntary turnover (2019: 9%)
18% job offers accepted by internal canditates (2019: 15%)
28% female workforce (2019: 29%)
15,705 hours viewed on LinkedIn Learning (2019: 24,000)
80 nationalities in workforce (2019: 80)

Intellectual
2,051 patents and designs at year-end (2019: 1,921)
172 patents granted in 2020 (2019: 245)
321 patents and designs pending at year-end (2019: 401)

Social and environmental
Over 2,500 media articles of TomTom Traffic Index
Launched TomTom Hazard Warnings
Launched TomTom RoadCheck
Partnered with Delphi Technologies to reduce emissions

Financial
Location Technology revenue of €392m
Automotive backlog of €1.8 billion (2019: €1.8 billion)
Equity FCF yield of -2.4% (2019: 5.3%)
Total free cash flow -€26.5m

We are founder-led and headquartered in Amsterdam with offices in 26 countries. Every day, our talented team of nearly 4,500 diverse individuals are creating the location technologies relied on by hundreds of millions of drivers, businesses, governments and authorities around the world.

Our people and culture are fundamental to our success. We differentiate ourselves as an employer of choice by fostering a unique culture, with a founder's mentality as we bring our values to life. In listening to our customers' needs, we create location technologies to help solve the mobility challenges they face. We run an ethical business for and with our partners, accelerating the future of mobility together. We contribute to society through our work and the technologies we create, improving road safety and reducing emissions. By embracing our capacity to do more, we give back to the communities around us. We allocate capital to the businesses we think offer the best prospects for growth and returns. We regularly engage with our stakeholders to further improve and mature as a business. We use stakeholder feedback and follow market and social trends to develop our strategy and our products.
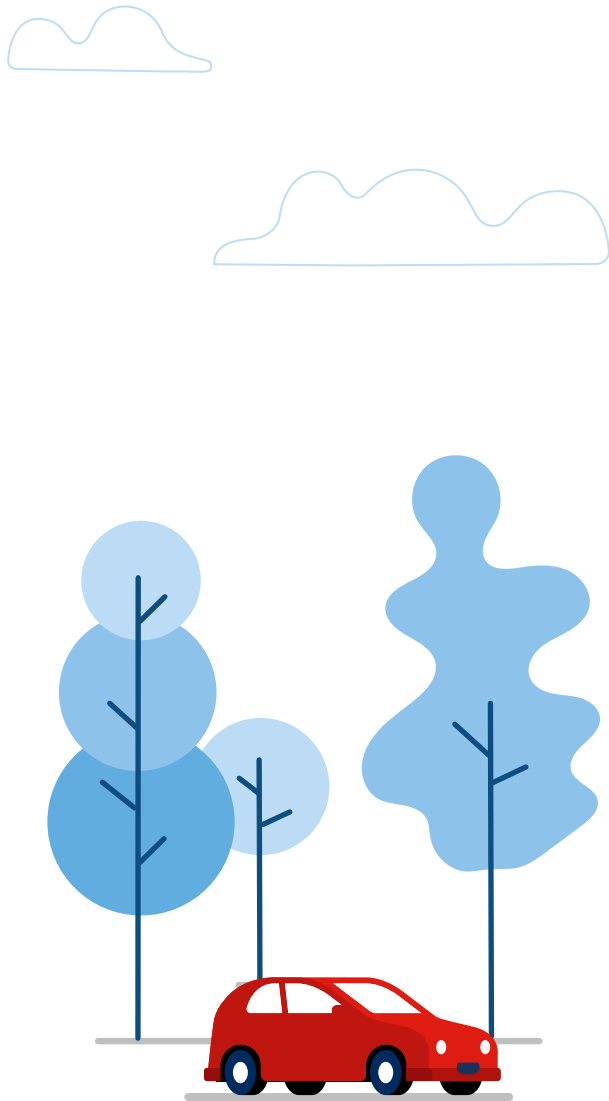
ENVIRONMENTAL

Reducing environmental impact

TomTom technologies help address the challenges of climate change and road-related accidents by changing the way people move.

Climate change is one of the biggest challenges our world is facing today. We are continually taking steps to reduce our environmental footprint as a company through responsible internal business practices.

REDUCING ENVIRONMENTAL IMPACT THROUGH OUR PRODUCTS AND SERVICES

Our products and services inherently contribute to a cleaner world and thereby address climate change issues. We help people, cities, governments and businesses make smarter decisions and move into a world with less emissions from driving:

NAVIGATION

Efficient routing reduces time spent traveling and contributes to less congestion, resulting in lower emissions.

TRAFFIC

Provides drivers with highly accurate measurements of traffic jams and delays for better route calculation. Using traffic information can ease traffic congestion and reduce emissions as a result.

ADAS

Digital maps help trucks, electric and passenger vehicles with Predictive Powertrain Control to better anticipate and respond to road conditions. Our ADAS map communicates with the vehicle's system to automatically adjust speed and shift gears, avoiding sharp braking and sudden acceleration – all contributing to more efficient journeys with less emissions.

EV SERVICES

Supports the electric mobility revolution with technologies that improve the EV driving experience and address range anxiety. TomTom routing technology optimizes routes to save energy and guide EV drivers to compatible, available charging stations within reachable EV range helping overcome one of the main barriers to purchasing an EV.

Achieving our vision requires industry partnerships able to co-create the right kind of pre-integrated solutions to improve all aspects of a driver's journey.

In 2020 we partnered with Delphi Technologies to combine driver-assistance systems with advanced powertrain software to develop a significantly more efficient powertrain system. This system increases driver comfort and achieves fuel savings greater than 10%, without additional travel time.

With the TomTom ADAS Map, the Delphi Technologies Intelligent Driving system can 'see' the road ahead, enabling the vehicle to anticipate upcoming curves, hills and speed limits to slow down or accelerate for smoother and more efficient driving.

ENVIRONMENTAL IMPACT OF OUR ACTIVITIES

OFFICE FACILITIES

TomTom is headquartered in Amsterdam and has in total 35 offices in 26 countries with around 4,500 employees.

Some offices are single tenant buildings, others are multiple tenant buildings or co-working spaces. We focus our sustainability efforts on extra-large, large, and medium office locations.

TRAVEL

Travel based emissions arise principally from employee business travel, employee commuting, leased employee vehicles (around 5% of employees have a company car) and mobile mapping vehicles.

SUPPLY CHAIN

We aim to forge stable, long-term relationships with all our suppliers, and the majority of them have been our partners for more than 10 years. We ask our major suppliers to acknowledge our environmental policy and to support our plans and efforts to reduce the environmental footprint of our business activities.

> Cloud hosting and data centers

High-quality, comprehensive location data is key in building the next generation of location-based applications. Dealing with big data to develop our products and services requires advanced, scalable and state-of-the-art technology, including secure scalable data storage and hosting.

Our activities result in emissions from using either on-premise data centers or our use of cloud storage providers. In recent years, we have moved the majority of our activities to outsourced cloud-hosted storage such as Amazon Web Services and Microsoft Azure which helps us to manage these services and their impact more efficiently.

> Manufacturing

The assembly of personal navigation devices (PNDs), accessories and (reverse) logistics is entirely outsourced. It is of great importance that our suppliers recognize and observe fundamental human rights, safety and the environment in their operations.

As part of our Corporate Environmental Product Compliance program, we proactively monitor the legislative and regulatory developments that apply to our products, accessories and packaging in order to establish our corporate and supplier requirements. Product environmental legislation on chemical substances is continually evolving; therefore we consistently monitor, evaluate and communicate these changes with our business partners to ensure we are current and compliant.

Our Environmental Policy gives guidance to our employees, suppliers, customers and other relevant stakeholders on how we uphold our environmental standards in everything we do, and helps us to keep track of our goals, specific targets and continuous progress.

Our Environmental Policy and associated activities are part of our integrated quality management system (QMS), which helps us in our efforts to continuously improve our responsible business practices and supports our vision.

Our QMS is compliant with the requirements of the International Organization for Standardization (ISO) 14001:2015 and the Responsible Business Alliance (RBA). Regular audits are performed by both QMS internal auditors and Group Internal Audit as a control mechanism.

Our QMS includes the performance of an environmental risk assessment concluding that, given the nature of our business, the environmental risks associated with it are not deemed to be significant.

Nevertheless, our aim is to create a working environment in which sustainability is seamlessly integrated into the design, maintenance and use of our real estate and internal facilities throughout the world.

Our Corporate Environmental Product Compliance program proactively monitors the legislative and regulatory developments that apply to our products, accessories and packaging in order to establish our corporate and supplier requirements.

In 2020 we carried out risk assessments for our major suppliers using the RBA tools and concluded that there were no high risk findings. As a result, we did not conduct any independent supplier audits.

TomTom's ISO 14001 certification for the 'Development, production management, delivery and sales of digital maps, traffic & navigation software, hardware products and services' expired in 2020. Since March 2021, TomTom Automotive is ISO 14001 certified for the 'Sales, development and delivery of digital maps, navigation software, and services'.
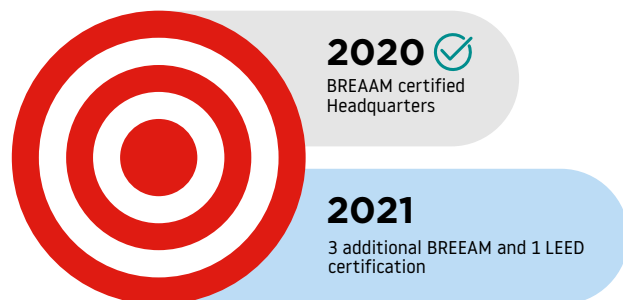
OFFICE SUSTAINABILITY, MANAGEMENT OF RESOURCES, EFFICIENCY AND CONSUMPTION

Taking responsibility for the environmental impact of office operations, and implementing measures to reduce TomTom's carbon footprint, starts with continuous energy contract renewals and energy consumption monitoring.

Green Building Certifications form the foundation of our target setting on topics such as energy, water, waste, land use and ecology, pollution, health, and transport. We focus on certifications such as Building Research Establishment Environmental Assessment Method (BREEAM) and Leadership in Energy and Environmental Design (LEED).

2020 ✓
BREAAM certified
Headquarters

2021
3 additional BREEAM and 1 LEED
certification

In 2020 to improve the sustainability of our offices, we:

> Completed the certification of our headquarters with BREEAM ranking GOOD on part 1 (asset), 2 (management) and 3 (use).

> Purchased electricity from national wind farms for our office locations covering 51% of our employee presence. With renewable energy certificates like the Guarantees of Origin (EU), TomTom stimulates the transition towards renewable energy sources.

> Compensated 122% of the carbon emissions caused by the use of natural gas in our headquarters by investing in CO_2-negative projects around the world via the Gold Standard Foundation.

> Committed to compensate a natural gas volume of 55,312 m³ while the actual usage was 45,292 m³.

We are committed to taking the next steps towards a future without fossil fuels. We aim to improve employee awareness while enhancing transparency for our stakeholders through improved energy consumption reporting.

In 2021 our aim is to:

> Fully implement tooling to monitor water usage, energy usage and carbon emissions in 16 office locations.

> Report all utilities consumption in office locations with more than 20 FTEs covering 92% of our global workforce.

> Increasing our number of Green Building Certifications, translating to the assessment of the sustainability performance and certification (with LEED or BREEAM) of facilities hosting 52% of TomTom's workforce.

WASTE MANAGEMENT AND RECYCLING

TomTom is committed to a proactive global take-back strategy. We are recycling in almost all TomTom offices worldwide, and are focused on increasing recycled waste and reducing general waste.

We ensure that we comply with legislation related to restricted substances, take-back programs and recycling in the countries where our products are being sold.

Facilities

Our waste take-back approach entails separating waste at the source and making sure each waste type is processed properly by our suppliers.

We aim to prevent waste, however, in unavoidable situations we re-use materials such as IT hardware by donating it to charities or we recycle waste to raw materials for use in new products. As a last resort, we burn waste for energy generation when the quality and mix of general waste does not allow for other options.

In 2021 we aim to complete the implementation of recycling in all of our offices.

Supply chain

TomTom's hardware products may contain up to 400 TTERYR individual components and an average of 15 plastic parts that are made of a variety of materials and chemical substances. Over 15 million plastic parts are purchased annually for assembly into our products.

Recycling overview of our products:

Recycled waste[1] (in tons)	2020	2019
Electrical and electronic equipment (WEEE)	229	444
Battery waste	15	0
Packaging waste	330	360
Average waste output compared to prior year	-31%	-15%

Because of our ongoing shift towards providing more data, content and services and declining PND sales, we expect to produce less waste in the coming years, resulting in a smaller environmental footprint.

[1] Reflecting 100% of the waste from end-of-life TomTom electric and electronic products, batteries and packaging, in the countries and regions where TomTom is responsible for recycling.

SOCIAL

Acting for the greater good

As a global business, we embrace our responsibility to not only minimize our negative impact, but also maximize our positive one.

In 2020 we determined targets aimed at the three Sustainable Development Goals (SDGs) that best align with TomTom's vision (SDG 4 Quality education, SDG 5 Gender equality, and SDG 11 Sustainable cities and communities) and outlined steps needed to translate the targets to TomTom's operations. Here are our respective SDG targets, as defined by the UN:

> Target 4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

> Target 5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

> Target 11.6: By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

In 2021 we continue working to achieve the long-term SDG targets, firstly focusing on SDG 5 with our newly developed Diversity and Inclusion strategy.

Fostering equality

We recognize the strength in TomTom's diversity, and we are committed to fostering an inclusive work culture where all our employees can thrive.

TomTom is made up of around 4,500 unique, passionate problem solvers spread across the globe.

TomTom is committed to diversity and inclusion because it is the right thing to do. We want to challenge and reverse the unequal power structures that exist in society. We strive to move the world forward – not just with our products and services but with our culture and people.

We also care about diversity, inclusion and belonging at TomTom because it drives innovation and creativity. Solutions that undergo harsher scrutiny and discourse when reviewed from multiple perspectives are better than those produced by homogenous teams. In order to maintain our competitive edge, we must attract and retain diverse talent and provide a work environment where they feel heard and valued.

Having a diverse workforce brings us closer to our customers. TomTom has a diverse range of customers, across industries, backgrounds, genders, races, and sexualities.

COUNTRIES

26

OFFICES

34

⚲ TomTom offices

TomTom HQ, Amsterdam

4.5 thousand employees

EMPLOYEES BY REGION

Americas

7%

EMEA

66%

Asia Pacific

27%

DIVERSITY AND INCLUSION

In 2020, we created a dedicated Corporate Social Responsibility team to align and support global activation of our responsible business initiatives.

The team developed a global TomTom Diversity and Inclusion strategy which has four focus areas:

Hiring

Focus recruitment strategies to attract diverse talent and create an equitable interview experience for all candidates.

Growth and development

Provide equal growth and career opportunities for all TomTom'ers and invest in high performing talent from underrepresented communities.

Culture

Promote inclusivity and allyship. We want to make sure that feelings of inclusion don't vary greatly among members of different groups or locations.

Accountability

Ensure transparency about where we are in terms of progress towards our objectives and corrective actions we are taking to keep up on track.

We will continue to strengthen our efforts to attract and hire more diverse talent into technology and leadership roles. We continue to test new approaches and strongly advocate for equality.

In 2021 we have set internal targets to measure the steps we are taking to increase diversity and achieve the following goals:

> **Foster a culture of inclusion** so that we retain diverse talent

> **Increase the number of women in the hiring pipeline** for engineering positions

> **Increase the number of women in leadership pipeline** (director and above)

GENDER DIVERSITY

There are many groups making TomTom stronger as a company that still need to be included day by day. There are people with disabilities, the LGBTQIA+ community, people of color, different ages, neurodiverse and more. We also know that gender goes beyond the binary, but we have to start somewhere.

The keyword is "start". We're on a journey to become a better, stronger company as we delight our customers together.

TomTom made a commitment to support the UN Sustainable Development Goal-Gender Equality (5).

FEMALE | **MALE**
28% | **72%**

80

We employ over 80 nationalities across our global offices.
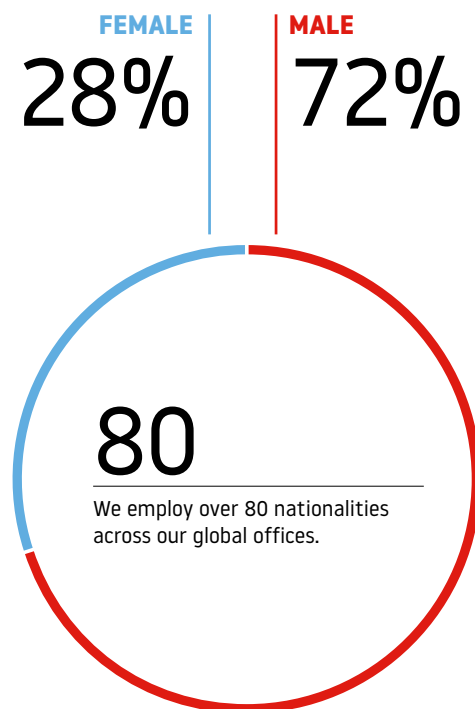
As our workforce is increasingly composed of highly technical roles, we acknowledge the complexities involved in reaching gender equality target.

Our female representation has stayed steady at around 28% for the past three years. **In 2020** 19% of our new hires were female.

With the appointment of Hala Zeine in October 2020, the composition of the Supervisory Board is 40% female and 60% male. The Supervisory Board aims for a diverse composition of the Management Board and Supervisory Board in terms of age, gender, sexual orientation, religion, disability or ethnic origin, as laid down in TomTom's Diversity & Inclusion Policy and the Supporting Letter of the Supervisory Board.

Currently, we have no women in the Management Board. TomTom believes in the strength of diversity and will, when a vacancy in the Management Board arises, consider all diversity aspects, including gender diversity. Currently, we don't have plans to change the composition of the Management Board.

Key initiatives contributing to our D&I goals

Our leadership acceleration program accelerates female participants' entry into senior leadership roles. Participants are trained, mentored and coached to better position themselves as leaders both internally and externally.

We are diversifying the local tech talent pool in the Netherlands through a partnership with TechConnect, supporting a four-year initiative by the Amsterdam Economic Board to bring 50,000 people from unrepresented groups into the workforce.

Global unconscious bias workshops were held (online) in 2020 to overcome one of the hurdles to creating an inclusive culture. Even those of us with very pronounced beliefs in equality and inclusion can carry bias at an unconscious level. Together we can work towards recognizing, facing and overcoming these biases. These workshops were open to everyone at TomTom and more than 700 individual TomTom'ers have participated, with many managers holding private workshops for their teams.

Accelerate Careers of Women offers female leaders within TomTom the opportunity to prepare for executive level roles through a world class program curated by Cambridge University. Only 17% of leaders within TomTom are female and we understand that investing in the development of our top performing female talent is vital to their success.

Employee Resource Groups are various affinity groups created globally to support members and build community. These employee-led groups often contribute to many initiatives that focus on diversity and inclusion within TomTom including groups for female identifying TomTom'ers, members of the LGBTQIA+ community, parents, and site-based groups committed to promoting diversity and inclusion.

Working at TomTom (W@TT) is our new activity-based work model. It allows employees to work from home, from the office, or from a combination of the two – with day-to-day flexibility. As we embark on a post-pandemic future we offer our employees, together with their teams and managers, the freedom to choose the work setting that is best suited for what they need to do. Although all TomTom'ers can benefit from W@TT, the new level of flexibility is especially beneficial to parents and caregivers. In addition, the activity-based work model will also help decongest the road network. TomTom doesn't expect the roads to stay so clear after COVID-19 unless there's a concerted and deliberate change in driver behavior, supported by policy makers and, importantly, employers. We are giving our employees the flexibility to avoid rush hour, and come to the office less often, reducing congestion at the same time.

**Regularly hosted campaigns** to bring awareness around diversity, inclusion and belonging topics, such as:

> **International Women's Day** was celebrated by organizing more than 50 thought-provoking learning sessions. These 100% female-led sessions helped TomTom'ers and invited guests embrace the theme #EachforEqual – discussing topics ranging from product marketing and thought leadership to user experience (UX) design.

> **'On this journey together'** campaign was launched globally in support of Pride month, focusing on education, empowerment and allyship. The campaign included a variety of initiatives ranging from a new TomTom Pride Buddy program to hosting a TomTalk called 'LGBTQIA+: Yes, It's Natural'. TomTom'ers shared how they celebrated Pride in a Virtual Pride Parade to drive positive change and raise money for the Kaleidoscope Trust.
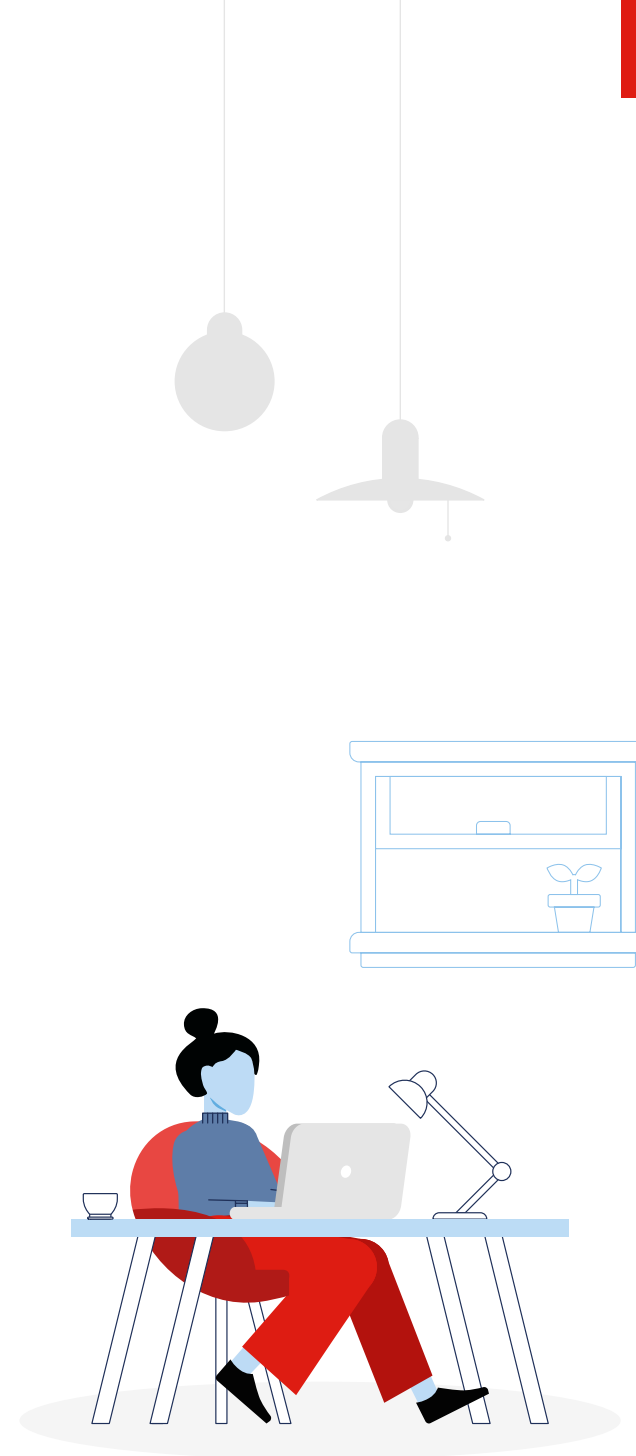
Improving road safety

We are creating technologies that make driving safer – to help save some of the 3,000 lives lost every day in road accidents
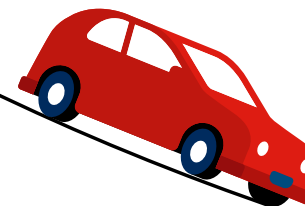
NAVIGATION SOLUTIONS

Consisting of maps and navigation software, enhances driver concentration on the road ahead.

NAVIGATION AND ROUTING

Provides accurate arrival time estimates allowing drivers to get where they are going on time reducing, and with less anxiety behind the wheel.

TRAFFIC INFORMATION

Services provide early warnings about traffic incidents such as upcoming jams, allowing drivers to slow down gradually rather than needing to brake sharply.

ADAS MAP

Supports advanced automated vehicle safety features

> **Leveraging curvature information** from the TomTom ADAS Map, a vehicle can anticipate a sharp turn. This avoids harsh braking and ultimately provides a safer and more comfortable ride.

> For advanced guidance, **lane information** is used to guide the vehicle to the correct lane and avoid last-minute lane changes – a key cause of accidents.

> **Traffic signs and speed limit data** from the TomTom ADAS Map improve safety (and NCAP vehicle safety ratings). TomTom ADAS Map speed limits fulfill NCAP accuracy requirements today, outperforming technologies such as cameras that cannot interpret conditional speed limit signs.

NEW SAFETY ENHANCING PRODUCTS IN 2020

> **TomTom RoadCheck** is a tool designed for carmakers to help them define and manage the list of conditions under which their automated vehicle can safely operate.

It is an industry first, using highly detailed TomTom HD Map data to help define the Operational Design Domain of an automated vehicle, ultimately making roads safer for all drivers.

> **TomTom Hazard Warnings** uses real-time information to notify both drivers and automated vehicles about potentially dangerous upcoming traffic, road and weather conditions.

Hazards come in all forms. In a rural area, there might be a tree blocking the road around the next corner. In the city, a traffic jam three kilometers up the road may have a jam tail that isn't registered on the map.

With TomTom Hazard Warnings, drivers can safely navigate the road ahead, no matter what types of incidents they come across. Using a market first push service, the highest feature set and largest probe network on the market – we are creating a safer road for all. The first equipped series of production vehicles will be on the road in 2021.

Giving back

Lending a hand in our local communities.

We know that our impact on creating a better world goes beyond our technologies and we take this responsibility seriously.

In 2020 we focused on providing support to our local communities impacted by COVID-19 through various partnerships. We also leveraged our position as a leading location technology company to make an impact in the area of tech education, and more specifically to create equal opportunities for women in tech.

TRAFFIC DATA AND COVID-19

The COVID-19 pandemic has changed the way we live, work and move. Lockdowns, remote working and other restrictions on movement have transformed patterns of movement and reduced traffic congestion in most cities.

Our traffic data provides reliable indicators of people movement, trade and economic activity across the globe. Throughout the pandemic, analysts, corporations and the media have used insights from TomTom traffic data to explain a world in flux.

TOMTOM TRAFFIC INDEX

The TomTom Traffic Index has helped communities understand local changes in movement throughout the pandemic. First created to help cities around the world combat severe mobility challenges, the index provides free access to live and historical traffic data. It offers drivers, city planners, auto manufacturers and policy makers with statistics and information about congestion levels in 416 cities across 57 countries on six continents. In 2020, the ninth edition of the Index gave even more insights into congestion in urban centers and contributed to TomTom's mission for a congestion-free world by offering advice on how people can travel smarter.

HELPING PATIENTS IN RURAL AREAS STAY ON THE MAP

We partnered with ADCi and Code 3 Consulting to ensure equal access for all emergency service providers, regardless of size or location.

By combining base data from TomTom and ADCi with local sources, Code 3 Consulting was able to provide agencies with quality, up-to-date maps, customized to their specific need and CAD system. The greater quality of maps leads to greater accuracy when locating a citizen in need.

MEDICAL411 DONATION

TomTom provided one million Maps APIs credits to Medical411, a community COVID-19 symptom tracker with server side reporting capabilities. With the help of our APIs, medical411 could support government institutions in tackling the ongoing pandemic.

VAGMI FOUNDATION COLLABORATION

Our TomTom India team created a location mapping and tracking site for the Vagmi Foundation, a local non-governmental organization which supports the provision of food to people in need. The site uses points of interest (POIs), such as the addresses of where food was being delivered, based on the information from Vagmi's call center and map data from tracking deliveries. Since the start of the pandemic, Vagmi Foundation has been feeding more than 100,000 needy people on a daily basis.

EMPLOYEE INITIATIVES

Our employees organized and sponsored numerous initiatives across the globe to give back to their communities. We encourage and help enable TomTom'ers to take the initiative to give back. In the Netherlands, we do so through our 'Take time to make a difference' volunteering program giving one paid day off to volunteer every year. An expansion of this program to our Belgium office is planned for 2021.

GOVERNANCE

Ethical business
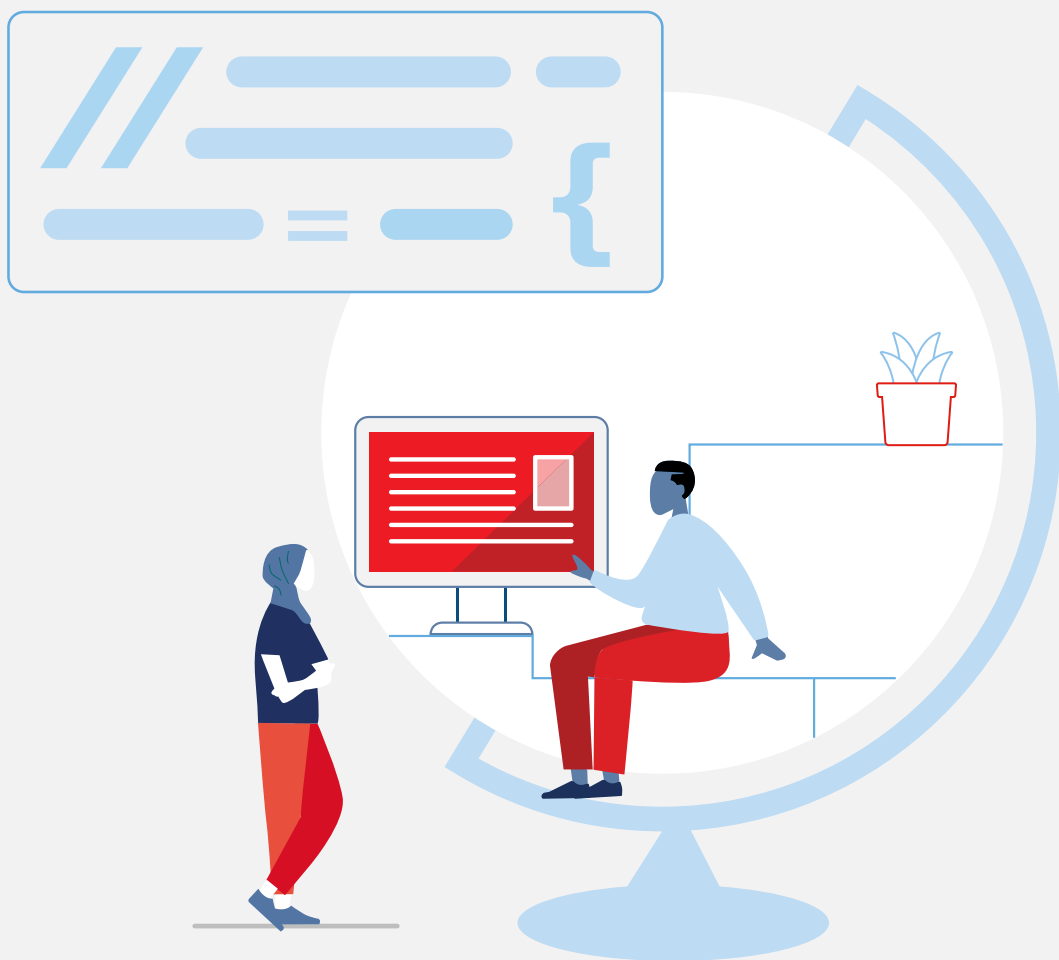
TomTom is committed to conducting business responsibly, while aiming to generate the most impact for all our stakeholders as we create a safer, cleaner, congestion-free world.

Our corporate governance structure supports and contributes to fulfilling this commitment.

Our ethical business practices reflect our commitment to transparency and accountability, allowing us to build a relationship of trust with our stakeholders. As a data-driven company, these practices include an unwavering commitment to personal data privacy and a high degree of transparency across our actions.

We've always made it a priority to give everyone the right to personal privacy when using our technologies. Protecting people's privacy and securing our products is built into our software and business model.

DATA PRIVACY

We are not interested in where people have been, are, or plan to go – we care about helping them move safely, freely, efficiently while using aggregated location data to protect their personal data. To enforce our beliefs, we provide a no-ad guarantee with our products. The data we collect is de-identified – meaning we remove personally identifiable information – and solely used to improve our technology, and not to feed alternative business models.

To this end, we follow a privacy and security-by-design approach that ensures the full life-cycle of our products and services is designed to enable user privacy, control and security over personal data. We take data privacy, security, and the proper management of data into consideration throughout the entire engineering and operations process.

Our Information Security Management System (ISMS) ensures that we meet the security demands of our customers in a standardized and holistic manner. Our security capabilities protect the privacy of our customers and our products.

We use big data to drive continued innovation and product improvements, processing billions of anonymous ('de-identified') global data points everyday. People using products and services based on our technology contribute to a continuous feedback loop that we use to improve our technology, making driving safer and more comfortable. We do not use any data for advertising purposes.

We apply the EU General Data Protection Regulation (GDPR) on a global scale. GDPR is considered to be the most extensive privacy regulation in the world. It supports us in offering a high level of protection to our users worldwide by allowing us to use their data only when strict regulations are met.

GOVERNANCE STUCTURE

TomTom NV is a public limited liability company incorporated under Dutch law and listed on Euronext Amsterdam in the Netherlands. We have a two-tier board structure, consisting of a Management Board and a Supervisory Board, accountable to the General Meeting of Shareholders for the performance of their duties. Our Management Board is further supported by a Senior Leadership Team.

Our corporate governance structure is based on the company's Articles of Association, the requirements of the Dutch Civil Code, the 2016 Dutch Corporate Governance Code (the Code), applicable securities laws, and the rules and regulations of Euronext Amsterdam.

We monitor and assess our corporate governance structure to ensure compliance with the Code, applicable laws and regulations, and relevant developments.

POLICIES AND PROCEDURES

At TomTom, we implement various policies and procedures around our commitment to operate as a responsible business. Workplace health and safety, providing a supportive working atmosphere and ensuring the well-being of our employees and contractors are significant aspects of our success. Our business principles and corporate policies and procedures are an integral and mandatory part of our global induction program for all employees.

> Our **Code of Conduct** describes our business principles, guiding our employees and contractors both inside the company and in their interactions with external stakeholders.

> Our **Labor Principles** outline our commitment to human rights and cover, among others, freely chosen employment, respect for age requirements, non-discrimination and freedom of association. The principles are reflected in the way we treat our employees and are included in our policies, employment agreements and recruitment procedures.

> Our **Slavery and Human Trafficking Statement** summarizes our actions to address the risk of modern slavery within our own operations and those of our suppliers.

> Our **Open Ears Procedure** provides our employees and external stakeholders the opportunity to (anonymously) speak up, internally or externally, about any (potential) misconduct.

> Our **Supplier Code** sets out the standards and behaviors we require from our suppliers and is based on the Responsible Business Alliance (RBA) Code of Conduct and covers areas like labor, health and safety, environment, and ethics. Our major suppliers are required to comply with this code, to acknowledge our environmental policy and to support our plans and efforts to reduce the environmental footprint of our business activities and improve social, environmental and ethical practices.

> Our **Approach to Tax** is formulated and published on our corporate governance website. Our contribution to society includes the payment of taxes. The taxes we pay help fund public services provided by governmental institutions in the countries where we operate. Annual internal trainings on tax dilemmas are organized to keep internal stakeholders aware of relevant tax legislation and to ensure compliance.

REMUNERATION

Our Management Board and Supervisory Board Remuneration Policies (Board Remuneration Policies) provide a company-wide framework for results-driven remuneration, linked to the achievement of strategic objectives.

> TomTom's Board Remuneration Policies are proposed for adoption to the General Meeting of Shareholders (AGM) at least once every four-year period.

> Application of the Board Remuneration Policies, as described in the Remuneration Report, is put forward for an advisory vote to the AGM annually.

The Remuneration Report is published annually and includes, amongst others, details relating to:

• Actual remuneration for both the Management Board and Supervisory Board;

• Target variable pay structures, target performance and actual performance; and

• Pay ratios for the CEO and Management Board reflecting the ratio of total compensation package of the Management Board relative to the average total compensation of the global employee workforce.

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