



SUSTAINABILITY REPORT 2023



A message from our CEO Geert Vanderhaeghe, CEO Lexitech NV

Lexitech has been in business for almost 50 years now. We have always been able to adapt to new challenges, and we are privileged to have long-term relationships with our partners, our customers and our colleagues. We want Lexitech's strength and stability to contribute to the success and well-being of our stakeholders. This is why Lexitech explicitly prioritises 'respect' – in the broadest sense of the word – in its approach towards sustainability.

Our sustainability policy is based on 4 pillars:

- People at the heart of our organisation: we value respectful dealings with one another, and we embrace diversity.
- Strong partnerships take us further: we aim for long-term relationships with both clients and suppliers, especially with our freelance language experts.
- With our expertise, we contribute to economic and social growth.
- We contribute to the care for our planet: we do this through responsible office management.

We expect technological developments and digital transformation to have a continued impact on our business. That is why we keep a finger on the pulse of technological and digital innovations, so that our employees and partners have access to the latest tools to efficiently support our clients. As in previous decades, we face this challenge with confidence.

About Lexitech

Since its foundation in 1976, Lexitech has been a much-valued player in the translation industry.

We have seen stable growth within the general business industry, the public sector and the world of finance. Lexitech's clients can rely on high-quality services at all times. Additionally, our company has shown great adaptability, by offering more supporting services in multilingual communication, as well as document management services.

The industry has undergone a significant transformation over the years, experiencing changes to working methods and the tools to support processes. This has resulted in broad market consolidation, but with a corresponding risk of quality loss. The expectations of clients have also changed, which is why Lexitech prioritises a sustainable approach. This sustainability is rooted in the collaboration with our translators, who either work in-house or as freelancers, in how we organise our operations and the partnerships we build with our clients, driven by expertise, meeting deadlines and flexibility.

That is why, in recent years, we have worked hard and invested strongly in turning the company into a future-oriented organisation where not only technology is used as a tool, but where expertise and customer orientation are the driving force behind our services. Our ISO 9001:2015, ISO 17000:2015 and ISO 18587:2017 certifications, the long-standing loyalty of our clients, our partners and our employees testify to our commitment to providing the best solution at the right price. We use the latest technology and focus on system security and stability in order to protect the data entrusted to us by our clients.

LEXITECH INDUSTRY SPECIALISATION



All Lexitech operations are coordinated at our headquarters in Brussels. Additionally, Lexitech relies on a broad and solid base of highly qualified freelancers, who offer a wide range of languages and industry-specific expertise, and who are also flexible, reliable and meet deadlines. Finally, a local sales office in France completes the organisation. We provide our services primarily to clients in Belgium, the Netherlands, Luxembourg and France.

Each translation request is first analysed with the aim of offering a complete and customised solution. With the client briefing in mind, our project managers allocate assignments to one of our experts, and follow up the project to make sure deadlines and professional standards are met. Our translators have outstanding expertise. We evaluate new tools on the market and integrate them into our range of services.

Translation • Proofreading • Machine translation with post-editing
Terminology • Linguistic testing • Optimisation of translated content
Advice on content management • Desktop publishing • Audiovisual translation

In this sustainability report, we also want to address the impact of coronavirus within our organisation.

Remote working, together with the associated coordinating strategy and technical support, was already a part of Lexitech's usual way of working.

Where necessary, we set time aside for contact moments tailored to the wishes of our employees.

LEXITECH KEY FIGURES



New steps towards integrated and sustainable operations

Our priorities

In the course of 2023, Lexitech's sustainability core team evaluated the existing sustainability policy. Lexitech conducted a materiality analysis: together with the core team we defined the priorities for our internal

and external stakeholders. We then determined the corresponding KPIs, using the UNSDGs (United Nations Sustainable Development Goals) to provide us with a clear framework: what are the SDGs that Lexitech can actively

contribute to, and how can we, on the other hand, ensure that our operations do not have a negative impact on other development goals?

LEXITECH'S SUSTAINABILITY POLICY, LINKED TO THE UNSDGs



In the course of 2023, we further developed this policy and carried out a new measurement for the year 2022, after a baseline measurement in 2020.

These initial steps in our integrated sustainability approach were now handled by the Lexitech core team. The core team is currently composed of Lexitech's Managing Director, and the Technology and Process Manager. By further conducting the stakeholder analysis and involving employees in the implementation of future actions, we aim to fully embed the policy in the organisation, with a concrete action list and objectives.

LEXITECH'S MATERIALITY MATRIX AND HIGHEST PRIORITY THEMES



Sustainable partnerships

Our clients, employees, freelancers and suppliers are respected partners. We trust that they, just like us, will give their very best. This is the only way we can achieve joint successes. Our corporate culture and the way we work are therefore all about sustainable business relations.

We combine our rigorous management process and our worldwide network of qualified and experienced freelancers with our powerful technology to deliver the very best to our clients:

- the same consistently high quality for projects, translations, localisation and revisions;
- on-time delivery - even for the most complicated assignments;
- the option to be in charge - with access to our dedicated project management team and our linguistic resources across the world.

We therefore keep a close eye on all our stakeholders, their expectations and concerns. Their input is our guide to improving our operations and continuing to strive for a positive impact on our priority sustainability issues.



STAKEHOLDER LIST AND ANALYSIS

	Our customers	Our employees	Our suppliers	Other
Who are our stakeholders?	Our broad customer base, both in Belgium and abroad, drawn from various industries and the public sector	Our team of permanent staff and our large group of freelance partners	Our partners who support us in providing the best service, in terms of IT, security, HR support, etc.	Our partners who inspire us daily to take further positive steps for people, society and the environment
What do our stakeholders expect from us?	<ul style="list-style-type: none"> • Quality and flexible services that are delivered on time • A market-based value proposition • A wide range of translation-related services • Sound business practices for people, the environment and society 	<ul style="list-style-type: none"> • A pleasant, stimulating work environment and corporate culture • Remuneration in line with the market and on time • Strong communication and cooperation processes 	<ul style="list-style-type: none"> • Smooth cooperation with clearly defined roles and expectations 	<ul style="list-style-type: none"> • Contribution to society based on our expertise
How do we deal with these expectations? What are the highlights of 2022?	<ul style="list-style-type: none"> • On-time delivery • Quality, expertise and service: <ul style="list-style-type: none"> - ISO 9001:2015 - ISO 17100:2015 - ISO 18587:2017 • Sustainable business relations 	<ul style="list-style-type: none"> • Expansion of hybrid working and teleworking • Technical support • Strengthening Lexitech's corporate culture 	<ul style="list-style-type: none"> • Solid agreements and SLAs • Sustainable procurement policy 	<ul style="list-style-type: none"> • Memberships of sector and network organisations • Goodwill projects

The results of Lexitech's efforts

In this first sustainability report, Lexitech defines the priority material topics and how we deal with them. We reflect on the associated risks and the impact, and report on the first measurement results.

People at the heart of our organisation

Respectful employer and cooperation partner

In our industry, various trends are constantly interacting with each other. There have also been changes to the role of a translator, together with economic developments and technological changes. Expertise, professionalism, quality and strong communication skills are the strengths of our employees and freelancers. In order to guarantee continuous service to our clients, we attach great importance to building long-term relationships with our employees and freelancers.

All our permanent employees are governed by Joint Committee 200 and the corresponding collective labour

agreements. The salary package we provide includes meal vouchers and hospitalisation insurance. 2022 sees the activation of a group insurance, which includes hospitalisation cover. Workers at our Brussels office who travel by public transport or bicycle are reimbursed or compensated. We have in place a 39-hour working week with flexible working hours; thanks to this system, employees can build up free hours through the system of reduced working hours. Employees who do not fall within a commission system benefit from the non-recurring bonus system defined under CLA 90. Our company rules set out the agreements that we make with our employees and that we also monitor.

Our employees are provided with a laptop for working from home.

Our employees are encouraged to enrol in the courses offered by Cevora. In 2022, our permanent employees attended an average of 34 hours of training. As our aim is to provide 40 hours of training per year for our project managers and our sales team, we will be making additional efforts to reach this goal.

The group of permanent employees is small, and Lexitech strives to create a healthy and open culture where employees can engage in direct dialogue with team leaders and the managing director. In 2022, we conducted a career

development assessment with 6 of our permanent employees.

We also strive for sustainable and stable partnerships with our freelancers. A cooperation of 30 years is no exception. We make sure our freelancers get paid within 45 days. Thanks to our freelancers, who work from more than 40 different countries, we can cover up to 37 target languages in 156 combinations. The freelancers we work with have access to our systems and are provided with the tools to help them deliver their services to the same high quality as provided by our permanent employees.

“In our sector people typically work from home, anywhere in the world. Building a feeling of connection with Lexitech is therefore one of our priorities.”

We communicate openly with our partners and aim to spread our workload evenly across our pool of translators, thus ensuring loyalty. In 2022, we worked together with 123 freelancers. After a decline in orders in 2020 followed by a slight increase in 2021, we can report another increase in the number of our freelance partnerships for 2022.

In 2022, Lexitech and two of its permanent employees parted ways; since then, we have recruited four new colleagues, three of whom are on our payroll and the other one being an independent contractor.

In our sector people typically work from home, anywhere in the world. Building a feeling of connection with Lexitech is therefore one of our priorities. That's why we make active use of an intranet to post information, share customer feedback, etc.

Attention to diversity and equal opportunities

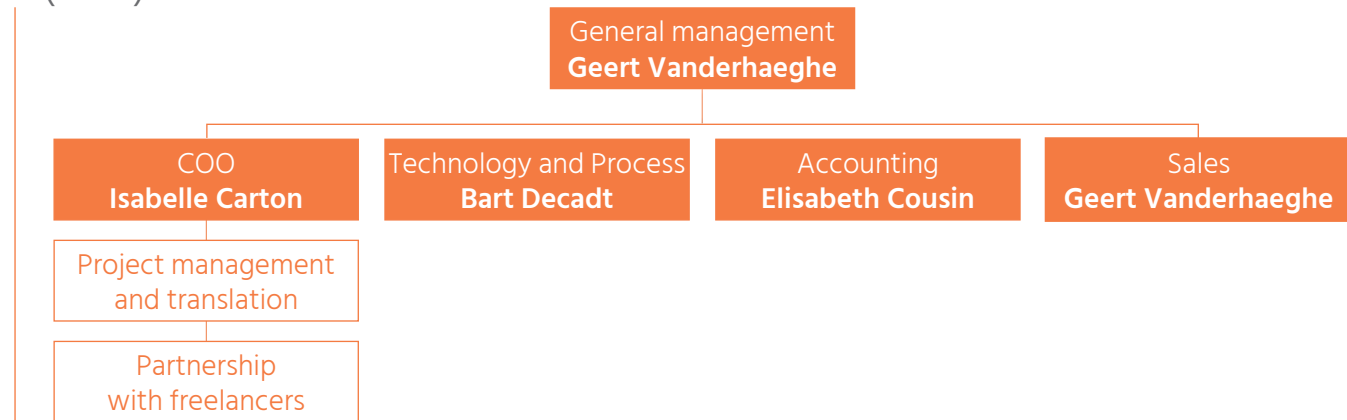
Lexitech ensures non-discrimination and equal opportunities, both with respect for our own staff and, where possible, in the partnerships with our freelancers.

“Diversity as a strength in our team.”

We respect diversity, which is the strength of our team. In our group of freelancers, representing a multitude of nationalities, 63% are women and 37% are men. Both in the group of permanent staff and freelancers, the majority belongs to the age group of 30-50 years. We are also keen to be an attractive employer for younger employees. In 2022, no complaints were registered regarding anti-discrimination, diversity and equal opportunity rules.

LEXITECH – ORGANIGRAM (2023)

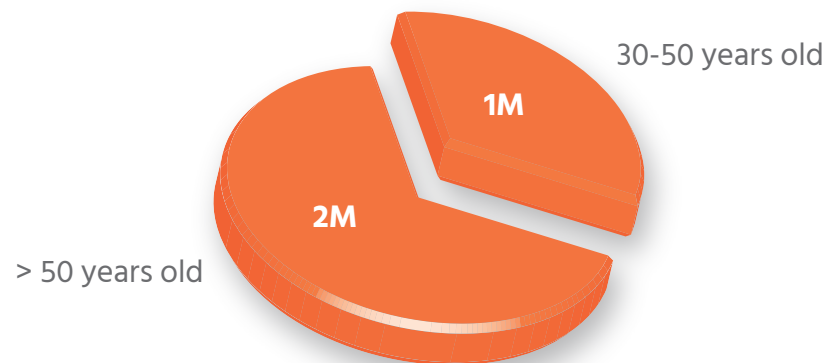
Lexitech NV
has been managed by
Geert Vanderhaeghe
since **2015**



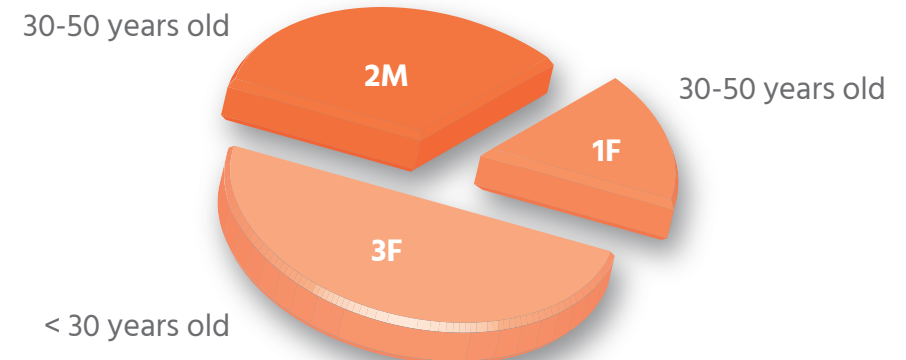
LEXITECH – KEY FIGURES (reference year 2022 – scope Lexitech NV)

Management team:
2 men, 1 woman

Payroll permanent staff
33% men and **67% women**



Members (FTE) of the management team per age group



FTE men/woman per age group

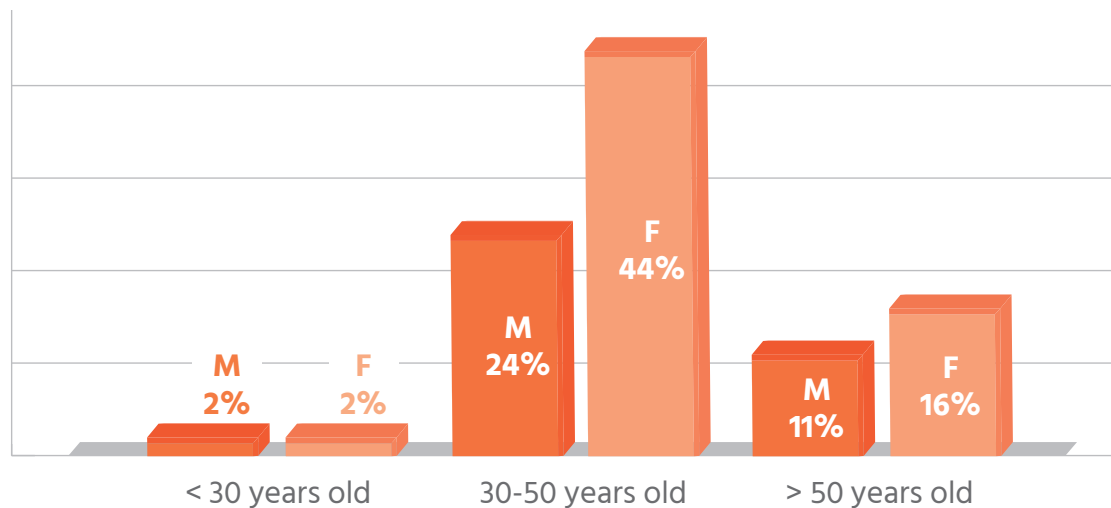
Contractors (FTE):
1M & 0.6F both 50+

Total
headcount

Number of employees per contract
type (headcount)

Number of employees per contract
type (headcount)

	Lexitech payroll	Lexitech contractors	Freelance translators
Permanent M	2	1	
Permanent F	4	0	
Temporary M	0	0	46
Temporary F	0	1	77
Full-time M	2	1	
Full-time F	4	0	
Part-time M	0	0	46
Part-time F	0	1	77



% of male and female freelance translators by age group (headcount)

Lexitech can rely on a large group of freelance translators. We strive for sustainability in our relationships with our freelancers, resulting in open communication, loyalty and quality.

Strong partnerships take us further

We deliver an outstanding customer experience and expertise

Based on our value of 'respect' we obviously strive for sustainable customer relations. We are proud to say that over 35% of our current client base has been with us for over 5 years. Lexitech's broad range of services means that our clients can rely on us for many of their translation and content management needs. Our industry-specific expertise, which we continuously enhance through close partnerships with translators and technological support, enables us to be responsive and flexible in offering customised solutions.

Finally, the stability and reliability of our processes and systems make life easier for our customers. We believe that being recurrently granted the ISO 9001:2015, ISO 17100:2015 and ISO 18587:2017 certifications is proof of our commitment to providing our customers with the best solutions at

the right price, while always aspiring to a superior level of customer satisfaction. For each process, specific objectives are defined annually in our Management Review. We periodically check whether these have been accomplished. The efficiency and adequacy of the quality management system and opportunities for improvement are regularly evaluated through internal and external audits.

“Our project managers who are the link between our clients and translators also derive pride and satisfaction from the quality of their work and the smooth cooperation with their clients.”

They strive to create added value by combining their knowledge of the client and their context with the expertise of our translator. They monitor the agreements made and the quality, they

respect the deadlines and ensure the necessary follow-up.

One of the indicators we use to measure the quality of our services is the number of complaints we receive after delivery. Our internal objective is that the complaints percentage should not exceed 2% of the overall projects we have completed. In 2022, we achieved an annual result of 0.5%.

In 2023, new projects were developed to strengthen the technological support.

In addition, we will intensify our efforts to further develop the cooperation model within our internal services. With a good understanding of roles and

“With a good understanding of roles and responsibilities, we can offer an even better customer experience.”



responsibilities, we can offer an even better customer experience.

Guaranteed data security and confidentiality

The nature of the work we do at Lexitech compels us to maintain the highest confidentiality standards for documents circulating in our system. Our clients can rest assured that the contents of the documents they entrust to us are handled with discretion. Where necessary, our employees sign a Non-Disclosure Agreement (NDA) for specific projects. Our rules on privacy and data security are also clearly stated in our company rules and in the general terms and conditions in our freelance contracts.

Working with respect for privacy

Following entry into force of the General Data Protection Regulation (GDPR) in relation to privacy, we took the necessary measures. Through our activities, we acquire a moderate amount of personal data relating to

our employees, freelancers, clients and suppliers. To ensure we dealt with this personal data correctly and in accordance with GDPR, we sought external advice to set up our processes and procedures. In the course of 2018, we were all set and also issued the necessary internal and external announcements about this. Any complaints or breaches are monitored and correctly handled. In 2022, no complaints were registered and no incidents had to be reported.

Focus on the right technology to facilitate expertise

In the future, the role of technology and innovation will continue to grow in our industry. We see this as an opportunity to guarantee a broader range of services to our clients, from translation to overall content management. That is why, in recent years, we have invested in implementing the best support tools so that our employees and freelancers can also give their best. Administrative tasks are reduced to a minimum, allowing us to focus on core activities.

But also from a technological point of view, the confidential treatment of documents requires processes and systems to guarantee their

confidentiality and security. For our data centre, we have a Service Level Agreement (SLA) which stipulates that the data centre must be operational

99.95% of the time. In 2022, this limit was not exceeded. We handle this very meticulously and we attach particular importance to it.

With our expertise, we contribute to economic and social growth

Good business management and ethics

As a strong reference in the translation industry, Lexitech is very much concerned with an excellent organisation of its internal processes and financial management. Before working together, our employees and freelancers are invited to accept our internal code of conduct with regard to

confidentiality, quality and corporate social responsibility.

In general, we also take all the necessary precautions for good business management. We apply high internal process standards to our financial processes and adhere to the highest standards of corporate governance.

Lexitech is aware of the risks related to fraud, corruption, money laundering and

bribery. The risks have been identified and are adequately monitored. In 2022, no breaches were detected. Especially in the context of recruitment, special attention is required due to the risk of false freelance profiles. To counter this, we have put in place the necessary procedures for the recruitment and screening of freelancers.

Number of credit notes issued in financial year 2022 (following errors by Lexitech)

Objective	Result in 2022
< 1% compared to all issued invoices	0.4%

As a concrete action with regard to good business management and ethics, Lexitech is committed to the creation and sharing of an ethical framework. Such a framework provides an objective approach to ethical issues that we may come across while providing our services.

With our expertise, we want to contribute to economic and social growth.

Of course, Lexitech aims to achieve solid growth, alongside offering exciting job prospects to employees and freelancers alike. We strive for perfect quality and service to our customers.

However, Lexitech wants to take it a step further and give back to society.

That is why Lexitech engages in various industry and network organisations.

Managing director Geert Vanderhaeghe also puts his knowledge and expertise to work as a volunteer for Ondernemers voor Ondernemers vzw. In 2023, Lexitech will look into the possibilities of involving employees more intensively in charities.

LIST OF MEMBERSHIPS AND ENGAGEMENTS 2022

Organisation	Description and role
ELIA	European Language Industry Association - vice-chairman
BQTA	Belgian Quality Translation Association - member
CCI	Chambres de Commerce et d'Industrie France Belgique - member
Voka Metropolitan	Professional network for entrepreneurs in Brussels - member
Securex	Payroll administration and HR - client
OvO	Ondernemers voor Ondernemers - volunteer

We contribute to caring for our planet

We care about the impact we have on our planet. Reflecting on this has given us new insights. We want to make good choices and increase internal awareness, both among our employees and our freelance translators.

Responsible office management

In May 2020 we moved into our new office in the heart of Brussels. We made a well-considered choice of setting up our business at a central location, which would be easy to reach by our employees by public transport. When **furnishing** the office, we actively explored sustainable solutions. The existing office furniture was refurbished: office chairs were given a makeover and we continued to use the damaged meeting room tables by providing them with new table tops. For all electrical applications we searched for lease formulas, for example for our data centre, the LCD screens, etc. We try to reduce as much as possible our **energy consumption** by using

LED lights. When we moved into the new office, we also signed an energy contract which makes exclusive use of renewable energy. We do obviously also have to take into account indirect consumption generated by the use of our data centre and by our freelance employees. We started to monitor our energy consumption in 2022 and our ambition is to calculate a first ecological footprint in due course.

When **buying household products, office materials and drinks**, we definitely go for the most sustainable solutions. For example, we do not use disposable capsules for our coffee, we strive to have a paperless office, we buy food and beverages in large packages, etc. Our water consumption is limited to daily

use for sanitary facilities and domestic uses, and our waste production is also limited to a small amount of household waste that we sort.

Even before Covid times created more openness for **hybrid and remote working**, Lexitech had already thoroughly explored these ways of working. Hybrid working is the standard today. With clear agreements and strong internal communication, we ensure that we continue to work optimally.

In our **mobility policy**, we encourage our team members to come to work by public transport or by bike and on foot. Our company has just one company car, which is a hybrid car purchased in 2023. In addition, we also have a motorbike.

Energy consumption	Detail	Unit	2022	Scope and calculation base
Renewable energy consumption	Electricity at headquarters	kWh	4800	Lexitech NV HQ – 2022 – data provided by energy supplier
Non-renewable energy consumption (or not known)	Electricity for data centre	kWh	667.2	Lexitech NV – 2022 - data provided by partner
	Electricity at home offices	kWh	5833	Lexitech NV - 2022 – estimate based on hours worked and average consumption for teleworkers and freelancers
	Petrol for company cars/ company motorcycle	L	1350	Lexitech NV – 2022 - petrol
	Heating of headquarters (natural gas)	kWh	6000	Lexitech nv – 2022 estimate on the basis of price/kWh

Waste according to processing method	Detail	Metric	2022	Scope and calculation base
Non-hazardous waste separated for incineration	Collection of household waste at headquarters	Kg	260	Lexitech NV HQ - 2022 - estimate based on weekly household waste collection at headquarters in Brussels
Non-hazardous waste separated for recycling	PMC	Kg	100	Lexitech NV HQ - 2022 - estimate based on weekly collection
	Paper and cardboard	Kg	100	Lexitech NV HQ - 2022 - estimate based on annual consumption

Water consumption	Detail	Metric	2022	Scope and calculation base
City water consumption	Water consumption and discharge in sewer system	ML	40	Lexitech NV HQ – 2022 - consumption data

About this report

A description of our reporting approach

This sustainability report was drawn up based on our deep-rooted intention of gaining a 360° understanding of our environmental and social impact, and the expectations held by our stakeholders in this regard. As an undertaking, Lexitech also needs to do its part to help find solutions to the challenges we face as a society today. With a good understanding of our material topics, our current practices and the resulting action plan, we can now start to make a difference.

As an SME, we chose to refer to an international reporting standard, namely the standards of the Global Reporting Initiative (GRI). This sustainability report



has been prepared in line with the GRI standard, in accordance with the Core option. We report our general data and business information, thereby explaining our policy or practice, and for our priority material topics we also report one or more indicators, our results and existing action plans. Where possible, we referred to the GRI standard, where

not, we defined our own reference, based e.g. on our ISO-certified KPIs.

The scope of the report includes all our activities performed under Lexitech NV, for reporting year 2022 (01/01/2022–31/12/2022). No particular changes took place in 2022. This report was not subjected to any external assurance of the reported data and information.

GRI index

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