

03

corporate social responsibility

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Our approach

CSR stakes and mission

Environmental and societal stakes

Digital pollution generated by the internet seems invisible. However, each email, each search or each video consumes energy and generates greenhouse gas emissions. Various studies quantified the impact from digital technology on a global scale, placing it between 2% and 4.3% of total CO₂ emissions and between 5 and 10% of total electricity consumption, depending on the sources.

As a digital player, the Econocom group must take concrete action, and quickly!

This is why **the Econocom Group makes responsible digital technology and the fight against digital waste two major focus areas of its CSR strategy**. We are also one of the very first signatories of the Planet'Care manifesto.

The Group also seeks to have a positive societal and social impact **by promoting the diversity of skills, by being more socially supportive and developing evermore people-oriented ethics**. While the Covid crisis has revealed the urgency of acting against the digital divide, this positioning is more relevant than ever.

How do we set this in motion?

Responsibility is more than ever encapsulated in Econocom's DNA. In 2020, the Group strengthened most of its flagship initiatives and launched new ones, both in France and internationally.

Useful digital technology at the core of the CSR mission

Econocom designs and develops **digital technology that is really useful for the end user**. We believe that useful digital technology is one of the essential keys not only to fight against digital waste, but also contribute to the performance and competitiveness of companies. Econocom's

mission regarding social responsibility is: to provide our customers and their users with effective and responsible digital solutions, generating a positive impact.

This commitment to useful digital technology is also reflected in philanthropy initiatives to fight the digital divide. The recycling or reuse of equipment, in partnership with social and solidarity-based economy structures, is also one of our priority projects. Of course, the Group also strives to optimise the energy efficiency of its own digital infrastructures.

HR and environmental commitment

Finally, the Econocom group's social responsibility cannot be envisaged without an appropriate HR strategy and a responsible environmental policy.

The organisation

Econocom's CSR policy involves all Group employees and is implemented by a dedicated organisational structure. The CSR Department is headed by Véronique di Benedetto, Vice Chairwoman France. This department presents the CSR policy to the Board of Directors and other management bodies.

The policy is managed by a CSR Steering Committee comprising 7 Directors representing the Group's main functions. It approves the strategic priorities and objectives of the CSR programme and ensures that objectives are met.

A panel of CSR functional and geographical correspondents has been created. These correspondents are part of the operational teams of members of the CSR Steering Committee. They are responsible for meeting objectives in their respective scopes. They are responsible for the

operational implementation of the action plans approved in Committees, and they are also the ambassador for the policy with their teams.

Our roadmap

Econocom set up a new CSR strategy in 2018. This ambitious and demanding road map includes all of the significant issues identified in the survey of internal and external Group stakeholders. It highlights the points which Econocom would like to develop over the next few years.

NURTURE OUR EXCELLENCE THROUGH RESPONSIBLE COMMITMENT

- position ourselves as a committed employer;
- conduct a demanding environmental policy;

- be an ethical and responsible player.

SUPPORT THE NEW RESPONSIBLE USES OF OUR CUSTOMERS AND USERS

- promote useful and responsible digital business and the circular economy.
- boost responsible innovation in internal and external collaborations.

FEDERATE AN ECOSYSTEM TO CREATE SHARED VALUE

- support new uses linked to useful digital business in the education sector, and Green IT;
- become the partner of choice for innovative companies and integrate them into our offers;
- develop our local roots.

Actions and highlights

References and standards

- Since 2012, the Econocom group has joined the United Nations Global Compact. Through this membership, Econocom is committed to respecting and promoting the ten principles of the Global Compact. These principles concern: human rights, labour law, the environment and the fight against corruption;
- Econocom was honoured with the Ecovadis Silver medal for its CSR performance with a score of 62/100 in 2020, up 4 points compared with 2019.

Labels and certifications

- ISO 9001 and ISO/CEI 27001 certifications are managed locally in France, Morocco, Benelux, Spain and Italy;
- Econocom uses the ISO 26000 standard to ensure compliance with the guidelines in terms of social responsibility.



Commitments to the SDG (Sustainable Development Goals)

Econocom recognises the urgency for private and public sector players to converge together towards the 17 Sustainable Development Goals identified by the United Nations. As part of its commitment, Econocom has identified goals that fall under a priority commitment, active contribution, or participation. 11 Goals have been identified and included into the CSR policy.

PRIORITY COMMITMENTS:

- goal no. 12: responsible consumption and production;
- goal no. 9: innovation and infrastructure;
- goal no. 4: access to quality education;
- goal no. 10: reduced inequalities;
- goal no. 17: partnerships for global goals.

ACTIVE CONTRIBUTION:

- goal no. 13: fight against climate change;
- goal no. 5: gender equality;
- goal no. 8: access to decent jobs.

PARTICIPATION:

- goal no. 3: access to health;
- goal no. 11: sustainable cities and communities;
- goal no. 7: use of renewable energies.



Major aims and achievements

Gender balance

Achievement: creation and deployment of an internal programme within the framework of our Services business line, “Econocom Digital Women” and signature of the manifesto to provide retraining for women in the digital businesses.

Aim: the Econocom group aims to improve women’s access to IT jobs by 2022, to attract more female talent and to improve their integration into the Company.

Environment

Achievement: as part of its commitment to reducing IT waste, Econocom has registered a 18% reduction in the consumption of IT equipment by its employees in 2020.

Aim: by 2022, the Econocom group aims to further reduce consumption throughout its inform

Solidarity

Achievement: 88% of all our reconditioned IT equipment is processed by companies which are partners in the social and solidarity economy (which every year represents about 430,000 products).

Aim: the Econocom group aims to have all its IT equipment processed and reconditioned by companies in the social and solidarity economy by 2022.

Circular economy

Achievement: Rental, leasing and “as a service” are key drivers of the circular economy. Econocom has key financial expertise in these areas, for example *via* financing solutions “as a service” or *via* offers which enable companies to manage their digital projects in real time and strictly adjusted to usage.

Aim: Econocom is aiming to accelerate, by 2022, the creation of unique financial and technological offerings which reduce the environmental IT footprint of its clients.

1. Nurture our excellence through responsible commitment

Econocom's CSR policy is focused on applying good practice within the Group, firstly through an HR policy focused on developing employee satisfaction, and then through its demanding environmental policy, and finally, by establishing itself as an ethical and responsible player.

1.1. Position ourself as a committed employer

From recruitment to professional development, the Group makes employee satisfaction a top priority. They are the Group's main ambassadors. Health and

well-being at work are included in HR priorities to protect and develop the Group's 9,240 employees as of 31 December 2020, with 78% in Services.

Breakdown of workforce* by business

	31 Dec. 2020	31 Dec. 2019
Technology Management & Financing	495	526
Services	7,216	8,314
Products & Solutions	573	626
Holding and support functions	699	739
Other**	138	
Total employees	9,121	10,205
Sales agents	119	118
Total	9,240	10,323

* Only companies that are more than 50%-owned are reported.

** Les Abeilles: sailors.

Breakdown of workforce by geographical area

	31 Dec. 2020	31 Dec. 2019
France	6,035	7,173
Benelux	699	725
Southern Europe	2,042	1,932
Northern & Eastern Europe/Americas	464	493
Total	9,240	10,323

The strategy to refocus activities begun in 2019 led to the disposal of several companies, which resulted in a decrease of the workforce and a specialisation of key profiles.

Econocom’s Human Resources policy is designed to attract and retain talent, both essential contributors to the Group’s long-term performance.

1.1.1. HIRING AND ONBOARDING POLICY

Talent acquisition

The Group wants every employee to be able to grow in an exciting and rewarding work environment, by carrying out diversified and meaningful assignments. This begins with putting the right skills in the right places, by managing hiring and mobility. Econocom has defined three priority areas of action to meet the expectations of both current and future employees:

- increase presence on social media. These platforms give applicants and employees the opportunity to interact, and primarily target younger generations;
- make good use of Group employees’ networks to hire people with more targeted profiles who embrace Econocom’s corporate culture;
- promote internal employee mobility:

a new module was deployed in the second quarter of 2020 and enables us *via* an employee area, to:

- ▶ refer potential candidates using the Group’s website or mobile app,
- ▶ manage their career with a short procedure for applying to the Group’s job offers,
- ▶ share offers on social media.

In 2020, the Group hired 1,778 people in France.

Number of new hires by region in 2020

	Number of new hires in 2020
Benelux	70
France	
• Planet	909
• Exaprobe and Infeeny	116
• The Group’s other brands	46
Spain	177
Italy	124
Other countries	336
	1,778

Talent integration

New hires benefit from a personalised onboarding programme aiming to introduce fellow team members, gain a better understanding of the Company’s organisational structure and learn more about the business activity of their department.

To complete this programme, new hires take part in a national onboarding seminar called “Welcome Day”. This day allows them to learn more about Econocom’s organisation and its various business lines. These Welcome Day seminars are extremely popular, with a 100% satisfaction rate with participants.

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Employees working at customer sites, on the other hand, attend Welcome Dates. Organised every quarter depending on the region, Welcome Dates allow them to discover the organisation and working of their local branch office and local stakeholders, as well as about national communication tools and the Group's career development programmes.

1.1.2. PROFESSIONAL DEVELOPMENT

Training

Econocom group supports the career development of its employees by providing a wide range of training options.

Econocom believes that training is a key factor in both employees' professional advancement and the Group's success. In France, 27,000 hours of training were provided in 2020.

The Group's training programme offers two main types of courses:

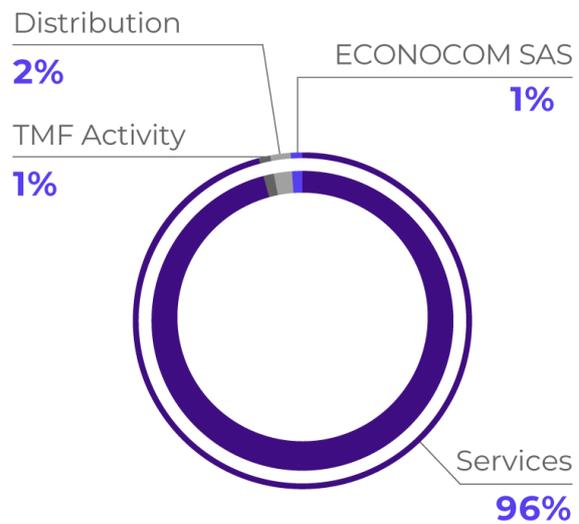
- Percipio: the digital learning platform accessible to all;
- training actions that meet the specific needs of the Group's businesses and activities.

To meet the training requests of all employees and encourage them to engage in self-training, Econocom draws on the wealth of opportunities available through digital technology, and has redesigned its distance training offer.

In 2019, Econocom deployed an innovative digital training offer using a SPOC format, which was renewed in 2020.

Nearly 115 people were signed up for training course on soft skills, project management and digital culture.

Distribution of employees trained by business in France in 2020



Career management

Career management and professional development of employees are prime concerns at Econocom and part of a structured process to target specific initiatives for different employee profiles.

Econocom's Talent Reviews feature top management from each business line, the Career & Development team and the operational HR team to discuss the business challenges which can be addressed by the human resources strategy. These reviews are conducted to prioritise individual development actions based on identity of employees and to ensure that HR programmes are in line with the requirements and expectations of each business line and with employee aspirations.

This system is fuelled by the career development and training preferences expressed by employees during the professional interview. This interview allows employees to discuss their professional career, to share their plans for career development and employment (including geographical mobility plans) and to consider the best way to achieve them.

The performance of employees, assessed as part of the annual review, is also included in this system to facilitate identification and individual actions.

Internal digital transformation

Educating and supporting employees in digital technology and enabling them to thrive in a digital environment are the key challenges for the Econocom Group. To do this, various emblematic actions have been launched in recent years:

- **The “Digital Passport”**

Econocom has introduced a digital acculturation training programme called the “digital passport”. The goal is to improve employees’ knowledge and awareness of the impact of digital technology on their business, and help them learn to use the new tools available to them so that digital solutions can be a true source of professional development. Since 2017, almost 500 employees in France have signed up on a voluntary basis to obtain the digital passport. The last training session was set up in 2019, training almost 90 more people.

- **Workspace layout**

In 2020, digital transformation also involved adapting workspaces. To this end, Econocom has redesigned the layout of its offices to create spaces where people can come together to share ideas under the watchwords of co-creation and collaboration.

Major event of the year: the creation of the Hub, the Group’s new flagship building, in Puteaux, near Paris (see the following two boxes). Beyond this site, the Group’s other facilities are equipped with digital solutions. Screens in transit areas to book a meeting room or find their way around, web conferencing solutions, etc.: everything is

done to involve employees in digital transformation in their day-to-day work including through their work spaces. Nearly 3,000 employees benefit from working conditions adapted to changes in their business and work methods.

The Hub, a showcase for digital transformation

The Hub is Econocom’s new flagship building in France. Entirely overhauled in 2020, it was inaugurated in early 2021 and accommodates around 500 Group employees. The spaces are designed to meet the new standards and challenges of digital transformation, at a time when digital technology is playing an increasingly central role with the development of “remote” and teleworking. Connected collaborative spaces, offices in flex mode, video meeting rooms, large auditorium, specific spaces dedicated to training, etc. The Hub is above all a place to share ideas, discuss, create, learn and work, together. This meeting ground is genuinely open to the outside world. On the ground floor, the Digital Hub is specifically dedicated to customers and partners. Made up of four different spaces (experience, lounge, ideas, trend), it has a role: provide an immersive, friendly and relaxed experience, to enhance loyalty.

- **The “Digital Bars”**

A “Digital Bar” has already been installed at the Hub, the Group’s main site. The main sites will gradually be equipped with this service. These physical spaces provide a forum for employees and users to get answers to their questions about digital tools, along with personalised guidance. Technical assistance is also available to help employees and users solve IT and digital issues.

• A single platform for everyone: Onelink

In early 2018, a new in-house tool called OneLink was launched to standardise the Group's digital practices and resources. OneLink combines all IT solutions and digital communication systems (intranet, Microsoft Office 365, newsletter, social media, CRM, HRIS, etc.) so that employees can access all information, documents and company news on a single platform.

• Meal vouchers in digital format

At the end of 2020, a new meal voucher service was introduced, replacing paper vouchers with a card developed by Swile. The digitisation of these vouchers allows to reduce the carbon footprint by eliminating paper and, makes it easier for employees to use. This digital card allows contactless payment, top-up, donations, money pools, mobile payment and tracking, geolocation and other benefits for ever greater convenience and connectivity.

1.1.3. EMPLOYEE SATISFACTION

Econocom operates in a highly competitive market and is confronted with labour issues inherent to the digital sector, including high turnover and downtime between contracts. Employee satisfaction is therefore a key performance criteria.

Share engagement programme

Econocom is committed to improving the Quality of Life at Work through a unique programme called SHARE, launched in France in 2012. Thanks to this programme our employees can more easily reconcile their professional and private lives and find their balance.

The Share program is based on four mechanisms:

• Easy life: services to make your daily life easier

Concierge services, personal services, childcare, tutoring and sports coaching, etc. Econocom employees' daily lives;

• We care we cure: measures to preserve well-being and health at work

We care we cure offers preventive actions and health prevention campaigns (nutrition, fight against tobacco, vaccination, etc.);

• Flexi work: solutions to better organise working time

The Flexi'work system allows staff to work from home one or two days a week, thereby ensuring a work-life balance. In the exceptional context of 2020, Econocom was able to adapt and set up a permanent teleworking system for many of its employees;

• Share solidarity: actions for solidarity-based initiatives

Employees can get involved alongside Econocom with Share Solidarity and its collective and solidarity-based actions such as sports challenges, rounding-up at check-out, book and clothing collections, etc. Econocom also supports solidarity-based projects supported by our employees at their own initiative.

Quality of life at work is at the of the Paris Hub With a view to improving the quality of life at work. The Paris Hub, Econocom's new flagship building, provides its employees with many relaxation and outdoor areas that promote a more friendly and healthy atmosphere within our teams. A concierge service (offering multiple personal services), a connected car park, a gym and a high-quality restaurant are available to employees.

1.1.4. DIVERSITY POLICY

Diversity contributes to openness and collective performance. Econocom has always based recruitment and career development on the skills of each individual, and condemns any form of discrimination.

Gender parity

Econocom closely monitors gender parity within its workforce and encourages women to join this highly male-dominated industry *via*, for example, recruitment or engagements in favour of gender equality, especially in the digital sector.

The Group ensures that fair treatment is applied in terms of representation and promotion to strengthen the balance

between women and men. Econocom is particularly attentive to ensuring that men and women enjoy the same career opportunities, especially in access to training, professional development and management positions.

Progress in gender parity cannot be made without raising the awareness of management and involving men in the process. The Group has increased the number of women on its Board of Directors. In 2017, three out of the four new Directors appointed were women. One third of it are now women, in line with the target set by the Group.

The Econocom **gender equality index is 78/100 for Planet companies in France. This index** is based on five indicators:

1. gender pay gap;
2. gap in rates of individual salary increases between women and men;
3. gap in promotion rates between women and men;
4. percentage of employees returning from paid maternity leave who receive a salary increase upon their return;
5. number of the least represented gender among the ten highest paid employees.

Gender breakdown in France in 2020 (excluding Satellites)

France	Support functions	Products & Solutions	Services	Technology Management & Financing	Total
Women	39	58	367	56	520
Men	14	38	2,283	19	2,354
Non-managers	53	96	2,650	75	2,874
Women	134	51	311	64	560
Men	108	50	1,618	63	1,839
Executives	242	101	1,929	127	2,399
Total	295	197	4,579	202	5,273

Econocom Digital Women (*Femmes du Digital Econocom*): an internal programme to encourage women in the IT sector

In June 2019, the Econocom Digital Women programme was launched under the aegis of the Services activity.

Aware of the added value that gender diversity gives to an organisation, Econocom would like to encourage the presence of women in its activities and make digital sectors, where women are under-represented, more attractive. The Group would thus like to take on a major challenge: to make the IT sector more female.

This ambitious programme set three major objectives:

- to attract and recruit more women in the workforce through retraining;
- to promote and showcase the skill and expertise of employees;
- to raise awareness among young girls about digital careers.

To meet these challenges, the programme offers various actions and numerous events tailored to each theme. To offer dedicated and specific support, the programme is led by an ambassador at each Econocom site, thus responding to the specificities of each region.

Attract and recruit through retraining with the Manifesto:

#ReconversionFemmesNumérique

The recruitment teams and the entire Econocom Management are already very active in finding women in the conventional sectors. Accordingly, The Femmes du Digital programme was focused on retraining.

By signing the **Reconversion Femmes Numérique Manifesto** launched by Syntec Numérique, Econocom made the commitment to ensure access to digital jobs for women.

- We are committed to extending our recruitment criteria – particularly technical positions – to take into account potential, cross-functional skills, the situation and the training path as a whole, whether initial or continuing, because we are convinced that technical skills can be acquired throughout life.

- We are committed to promoting career paths of all types in our recruitment processes because they add value and experience to our organizations.
- We are committed to recruiting people of all ages because what really matters to us is motivation, appetite and the ability to adapt and learn.
- We are committed to implementing supporting actions and programmes to ensure the onboarding of digital retraining talents within the Company because they are assets for our success.
- We are committed to supporting internal mobility by putting in place the resources and training necessary to ensure compelling individual career paths.
- We are committed to training our employees in practices that promote inclusion and gender equality, a necessary condition to change our ways of thinking and working together.

Econocom, a founding member of the Femmes@Numérique foundation

To reverse the trend and encourage parity within digital channels, Econocom is one of the founding members of the Femmes@Numérique foundation created in 2018. The purpose of this foundation is to finance the actions undertaken by the Femmes@Numérique collective body to enable them to move to the necessary scale throughout the country and to massively raise awareness among the general and private public organisations, public authorities, players in the area of training and education. Digital women also work with the foundation.

Econocom Italia, partner of the “Women & Technologies” association

The aim of the association (womentech.eu) is to associate the brand with institutional initiatives, to reflect internally and externally the commitment to support diversity, inclusion and the development of women leadership as well as social innovation through research and the spread of new technologies and therefore new professions.

Econocom UK, member of “100 Women in Finance”

To foster gender equality in the finance industry, Econocom partners with “100 Women in Finance”, a global network of finance professionals who work together to empower women at every stage of their careers.

Anti-discrimination policy

Professional integration of young people

For its Services business in France, Econocom group clearly encourages hiring young graduates and final-year students. Econocom plays an important role in training by supporting young workers every year in internships and work-study programmes. These undergraduate and master’s-level training programmes are monitored by tutors in technical and functional jobs. As Econocom’s Services business has the highest recruitment needs, it has established special partnerships with more than 40 schools.

As part of this commitment to opening the business world to young people, several years ago Econocom formed a partnership with *Journée Nationale des Jeunes* (JNDJ). Once a year, the Group opens its doors to middle and/or secondary school students from underprivileged backgrounds so that they can learn more about the business world and the solutions the Group provides for its customers.

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nurture our excellence through responsible commitment

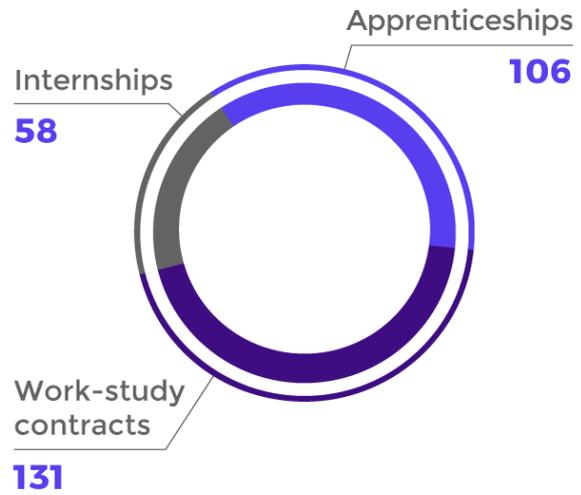
The Group works to get its employees involved in its diversity policy and strongly encourages them to participate in local awareness and integration initiatives. Through the Group's partnership with the organisation "100 000 Entrepreneurs" and its network of partner establishments, several managers speak at secondary schools all over France to give students greater insight into entrepreneurship, intrapreneurship and the business world in general. In 2020 these interventions took place in digital format, which was an innovation, and made it possible to reach classes throughout the country.

Taking its policy to support the professional integration a step further, Econocom signed a generation contract for its different subsidiaries in France. This contract has **three main goals**:

- facilitate the long-term integration of young people into the workforce by providing access to a permanent work contract;
- encourage hiring senior workers and keeping them in the workforce;
- ensure the transfer of skills and expertise.

This agreement also aims to create synergies among the different generations of employees that make up the organisation and bring their expertise, a source of strength and innovative force. For this reason, the generation contract not only supports younger and older workers but also the generations in between, by giving them a key role in working with young people, transferring skills and training.

Breakdown of work-study students and interns in the Planet companies in 2020



Supporting employees aged over 45

Employees in France aged 45 and over can organise a career development meeting to discuss their situation and professional development plans. They are also given the option of having a skills assessment performed by an authorised independent organisation. In addition, these employees enjoy priority access to training programmes and support from the Human Resources Department to guide them through their internal mobility project.

Employees aged over 55 also benefit from additional measures. They are granted one paid day of absence every two years to have a health check-up. They can also opt for flexible working time arrangements such as part-time work, adjusted hours and teleworking. In addition, the Group gives them the opportunity to pass on their expertise in a tutoring programme involving younger Econocom employees.

Encourage the hiring of those who have retrained

The POEI scheme (Operational Preparation for Individual Employment) trains new employees. The POEI scheme thus closes the gap between the skills required for the job and the skills the candidate has. It finances all or part of the costs of internal or external training. It allows the unemployed to retrain in IT skills.

In 2018 only 10 people (*i.e.* slightly less than 1% of new recruits) were recruited using this method. In 2020 we significantly developed this source of recruits, recruiting 66 employees on permanent and temporary contracts and on work/study placements *via* the POEI scheme, representing 8% of the 909 new staff hired in 2020 for the Services France entity.

For these 66 recruitments:

- 15 women, *i.e.* 23%;
- five engineers, *i.e.* 7.5%;
- three disabled people, *i.e.* 4.5%;
- average age 29.5;
- 86% permanent contracts;
- the rate at the end of the trial period was lower (7.5%) to that registered for all new recruits (8.8%).

People with disabilities

Econocom has committed to a proactive approach to supporting people with disabilities. After the partnership agreement signed in 2014 with the *Association pour la Gestion du Fonds pour l'Insertion Professionnelle des Personnes Handicapées* (AGEFIPH), Econocom has reached a new level by signing an agreement in 2018 covering all of the Group's activities in France. With this agreement, Econocom is committed to increasing its employment rate for people with disabilities, by implementing an employment policy which aims to meet **four major objectives:**

- recruit, train and integrate people with disabilities;
- keep disabled employees engaged through appropriate career management and improvement in working conditions;
- raise disability awareness among all internal players and employees of Econocom;
- develop subcontracting with institutions in the protected environment.

The Mission Handicap is very committed internally to raise awareness among all employees to disability, especially during the European Week for the Employment of Disabled People (SEEPH) and in the context of management training and recruitment teams. It is also present at recruiting fairs and school forums and participates in the *Commission Handicap du Syntec Numérique*. Additionally, Econocom has introduced several awareness initiatives aimed at all staff members, such as e-learning modules showing real-life situations of people with disabilities in the workplace, and a special intranet site.

1.2. Conduct a demanding environmental policy

Global warming is a major issue for humanity on which digital players have an increasingly significant impact and must play a role at their own level. Econocom chose to address this unprecedented environmental challenge by implementing a structured and ambitious policy. Indeed, aware of the challenges related to the environmental impact of digital technology, **the Econocom group was one of the first signatories of the Planet Tech'Care manifesto**. Through this manifesto, Econocom is committed to measuring and reducing its carbon footprint, extending the lifespan of its digital products and services, and disseminating and promoting these initiatives among its partners.

1.2.1. RETHINKING TRAVEL TO REDUCE EMISSIONS

The vehicle fleet is the Group's largest source of CO₂ emissions. The aim is to maintain the average level of emissions of at 110 g of CO₂/km, under the NEDC standard, equivalent to 135 g of CO₂/km under the latest WLTP standard in force, for all types of vehicles combined. Econocom has also incorporated electric vehicles into its fleet. Employees in the Paris region and Villeurbanne can reserve electric vehicles that they can use for short-distance business travel, especially between sites.

With all these initiatives, the Group reduced the CO₂ emissions produced by its vehicle fleet for an average level of 99 g CO₂/km in 2019, which is equal to 3,600 tonnes of CO₂ emissions for the entire fleet.

The Group favours low-emission transport methods and encourages its employees to use the train when possible. For travel by plane, Econocom uses companies which look to reduce their environmental footprint.

1.2.2. ANALYSE AND REDUCE

In 2020, the Econocom Group confirmed its maturity on issues related to the environmental impact of its information systems. Today, the Group has a specific Green IT governance.

Watt's Green, an essential tool to reduce the impact

The share of the digital sector represents almost 60% of the electricity item of the Econocom group. To reduce this bill and improve its energy efficiency, the Group decided in 2017 to analyse the environmental impact of its information system with Watt's Green, (see box). Thanks to this system, **Econocom halved the environmental impact of its digital technology between 2017 and 2020**.

In 2020, Econocom continued its optimisation policy, thanks to the introduction of the recommendations from last year and the Green IT good practices.

In this financial year, digital energy consumption fell for the fourth consecutive year, down 18% compared to 2019. The digital environmental footprint was also reduced, **with a significant reduction in CO₂ emissions** (approximately 90 CO₂t saved this year). These positive results are mainly due to the following actions:

- rationalisation of equipment and energy consumption in data centres;

- constant increase in the acquisition of IT equipment in the “green” energy class;
- streamlining of equipment to better reflect the number of active employees and uses;
- reuse of existing equipment rather than new purchases.

Thanks to Watt's Green, Econocom also managed to reduce all the families of equipment under review:

- employee (desktop, laptop, screen, mobile, etc.) -8%;
- collaborative (multi-function, meeting room equipment, etc.) -9%;
- infrastructure (server, network equipment, etc.) -18%.

Watt's Green walkthrough

Watt's Green is a tool developed by Econocom to measure the energy consumption of equipment (in KWh) and its CO₂ equivalence. To conduct the analyse on its information system, Econocom followed several steps:

- Step 1: inventory of information related to data centres, workstations, screens and mobile equipment, meeting rooms, printing, infrastructure (servers, network, etc.);
- Step 2: calculation of key indicators after integration of information. Four indicators are monitored: annual electricity consumption, the weight of emissions in CO₂ equivalent, the annual cost of electricity consumed, the WEEE (Waste Electrical and Electronic Equipment) weight of the global fleet;
- Step 3: the aim is to analyse areas for improvement and to note the effects resulting from the reduction of energy and environmental impacts.

A Life Cycle study assessment in addition to Watt's Green

In 2020, Econocom completed its Watt's Green analysis by applying a simplified LCA to the equipment in its digital scope. This method makes it possible to assess the environmental impacts of digital equipment during the various stages of the life cycle (manufacturing, use and end of cycle). The impact indicators under review are as follows:

- GHG emissions;
- primary energy consumption;
- depletion of natural resources;
- water consumption.

Ambitions for the future

For 2021, Econocom will continue its project around the following areas: continuing actions to reduce the environmental impact of its digital technology, integration of new scopes in the current study (other Group brands and international subsidiaries) and measurement of the impact of new IS environments (e.g. cloud, collaborative tool, website, etc.). The aim will be to start introducing an ecodesign approach for digital services.

1.2.3. REUSE OF EQUIPMENT TO EXTEND THEIR USEFUL LIFE

As part of its Technology Management & Financing business (TMF), Econocom manages the return of its Waste Electrical and Electronic Equipment (WEEE). The Group records 430,000 product returns a year, half of which are specifically in France. Econocom encourages the reuse of all its products to limit the environmental impact caused by scrapping or incinerating, as for example, some components that contain heavy metals.

Econocom supports the use of social and solidarity economy, which reconciles circular and solidarity economies for the reconditioning of its WEEE.

1.2.4. WASTE PROCESSING AND RECYCLING WITH SOCIALLY SUPPORTIVE STRUCTURES

In order to process and recycle 430,000 pieces of WEEE every year (computers, screens, servers, tablets, smartphones etc.), Econocom uses *Ateliers sans Frontières* (ASF) and two specialist companies, ATF Gaia and Recyclea, which combine operations in circular and supportive economies.

Partnership with ATF Gaia

ATF Gaia gives businesses the means to be part of a more inclusive economy. On the one hand, by accompanying them in their compliance for the management of WEEE and on the other hand by allowing them to contribute more directly to the integration of people with disabilities through work. By sorting as closely as possible to the collection points in its approved centres, ATF considerably limits unnecessary transport, optimising the carbon footprint as soon as the equipment is taken over. After recovery, sorting and survey, the equipment items are directed to the ATF repackaging centres or to the nearest dismantling and destruction sites. The Company also deletes data and preserves the anonymity of the equipment by performing a certified deletion, thus reducing the risks related to data security and guaranteeing compliance with the GDPR. ATF also provides Econocom a complete report, from the collection to the issue of the destruction certificate in compliance with the WEEE directive.

Partnership with *Ateliers Sans Frontières*

Since 2012, Econocom also collaborates with *Ateliers Sans Frontières*, an entity of the Ares group specialising in the management of WEEE (Waste Electrical and Electronic Equipment) for reuse and recycling around

survey, audit, test, certified data erasure, mastering and dismantling task. Our goal is to give priority to a new usage cycle to the largest possible number of products by reconditioning them. **Today, 95% of Econocom's equipment sent to Ateliers Sans Frontières is given a second life.** *Ateliers Sans Frontières* (ASF) is an integration project, which welcomes over 110 young and vulnerable young people a year, to help them build their life project, regain their dignity and bring them to a stable personal and professional situation. ASF promotes integration through solidarity activities with a strong social or environmental impact (recycling, circular economy, donation of upgraded equipment) that give meaning to the work done by employees and help motivate them. **In 2017, ASF became one of Econocom's major partners, to whom we entrust approximately 30% of our French volumes to be processed.** The association is also recognised as an exemplary player by public authorities: in September 2019, Emmanuel Macron and Muriel Pénicaud, then Minister of Labour, chose to present the Pacte Ambition IAE (Inclusion through Economic Activity) during a visit to an ASF workshop.

Since the start of the relationship between ASF and Econocom, their activity has registered continuous growth in volume and regular improvement in expertise in a climate of benevolent cooperation and mutual personal growth. As part of its CSR policy, Econocom has also extended its collaboration with the association, entrusting it with the preparation of computer donations. Econocom and ASF currently process 60,000 devices per year with a team of 15 people. Since the operation started, about a hundred of them have found a job thanks to this activity.

A leading role in the refurbishment market

This effective collaboration with ASF, and also with ATF Gaia and Recyclea, enables Econocom to play a leading role on the reconditioned digital equipment market. Over the last few years, this has become considerably more structured and professional, thanks to the introduction of more rigorous regulation, growth in large e-commerce platforms (FNAC, Cdiscount, Veepee etc.) and specialist players (Backmarket, Recommerce, etc.), and above all the popularity with consumers. It provides the opportunity to access technologies or brands which, new, would be too expensive, it presents new possibilities in terms of usage or equipment, and there are also environmental motivations. For all these reasons, more and more French people are attracted to the possibility of buying products from previous generations, often formerly owned by professionals and in perfect working order, for a fraction of the original price. This is why demand is extremely high. Econocom and its partners also offer this know-how to businesses, which also have to manage the end of their equipment assets' lifespan. Thanks to the processes put in place and the social commitment of its partners, Econocom contributes in this way to the CSR aims of its clients, ensuring that they respect environmental and safety regulations, as well as the complete traceability of the processing and final destination of the equipment.

1.3. Be an ethical and responsible player

Signatory since 2012 of the United Nations Global Compact, the Econocom group commits to respecting and promoting the 10 fundamental values linked to human rights, the fight against corruption and the

protection of the environment. The affirmation of these values, underpinned by the Corporate Social Responsibility policy, shows how the Group wants to continue to be a responsible, honest company, embodying and promoting these values within its ecosystem.

1.3.1. THE ETHICS COMMITTEE

In order to strengthen its ambition to operate as a responsible and ethical player in the economy, the Econocom group appointed an Ethics Committee in 2019. This Committee is made up of four internal Group stakeholders, chosen according to their experience and additional expertise in ethical issues. It meets several times a year and oversees the Group's anti-corruption compliance programme. The Ethics Committee ensures, among other things, the mapping of corruption risks, the processing and monitoring of the reports received under the whistleblowing system and the proper appropriation of the ethical principles by employees.

As part of its ethical commitment, the Econocom group is currently carrying out compliance work, in particular with the Sapin II law, and within a wider context, to increase transparency in the conduct of its business.

In 2020 the Group published its Code of Business Conduct, which addresses, among other things, the fight against corruption and influence peddling and rolled out its ethics whistleblowing system. Training in the form of e-learning courses for all employees on compliance and anti-corruption has also been rolled out. These courses will be supplemented by specific actions for the identified groups of employees. All these actions reinforce the Group's extensive set of procedures and controls, thereby ensuring transparency and ethics.

1.3.2. THE CODE OF BUSINESS CONDUCT

Econocom wished to federate all Group employees around a Code of Business Conduct. This Code of Conduct, produced in collaboration with unions, is based on **the corruption risk map** drawn up by Econocom according to the principles set out by the Sapin II law on transparency, the fight against corruption and the modernisation of the economy. The principles enshrined in this Code are intangible signposts set out to guide the actions of all Group employees. Employees must uphold its principles of integrity, respect, compliance, moral leadership, fairness and accountability.

1.3.3. WHISTLE BLOWING MECHANISM

Econocom has rolled out, across the Group, a mechanism for whistle blowing through an external provider, meeting the requirements of the Sapin II law and other European regulations. This mechanism is an external internet platform which any internal or external stakeholder has access to. It guarantees the protection of whistle blowers and monitoring of how reports are processed.

1.3.4. RESPECT FOR HUMAN RIGHTS

The Group operates for the most part in Western European countries, where labour laws and regulations are stricter than required by human rights standards. The Group has defined its HR standards in line with these regulations and applies them in all other countries where it is active. Econocom's staff is essentially made up of skilled personnel who expect human

resources practices to meet particularly high standards.

For these reasons, the Group's human rights risks for the most part involve its suppliers and sub-contractors. In keeping with its purchasing practices, Econocom asks its tier-1 suppliers to comply with its own ethical and labour standards. The Group also requires its suppliers to comply with international standards such as the United Nations Global Compact and International Labour Organization fundamental conventions.

Responsible purchasing

Lasting cooperation between a company and its suppliers contributes to driving performance for all parties. In 2015, Econocom group decided to structure its responsible purchasing policy to establish trust-based relationships with its suppliers by encouraging them to implement a CSR programme. The Group has thus established a Purchasing charter between its suppliers and Econocom based on the ten principles of the United Nations Global Compact. It is sent to all suppliers, who are required to sign and return it, thus confirming that it has been taken into account and applied.

Calls for tenders or consultations with suppliers include social or environmental criteria. The relevant purchasing segments are:

- interim;
- intellectual services;
- land transport of goods;
- purchasing second-hand equipment;
- equipment recycling.

In addition, the Purchasing Department also relies on the "GESAT" network.

Tender offers for the top two categories of purchases (mainly outsourced services) now factor in supplier selection criteria (social and/or environmental). Econocom champions the idea that CSR should above all be based on dialogue with its stakeholders and on pooling strengths and resources. That is how the Group and its stakeholders can make the best contribution to sustainable development.

As such, Econocom subsequently renewed its CSR charter and strengthened this approach by sending a CSR self-assessment questionnaire to a few strategic suppliers. This form aims to quantify the results of its partners from a social, environmental, market behaviour, regional and governance perspective.

In addition, Econocom also uses work-based assistance institutions and services (ESAT) to help people with disabilities in their social and professional inclusion.

1.3.5. GENERAL DATA PROTECTION REGULATION (GDPR)

The Econocom group is keen to protect the private life and data of its employees, clients and partners and in this respect ensures the respect of the applicable personal data protection law, and in particular the

European law on General Data Protection Regulation no.2016/679 of 27 April 2016 (GDPR), as well as all the national laws enacted as a consequence, and which may be applicable.

In recent years, Econocom has implemented the following measures:

- appointment of a DPO (Data Protection Officer) at the Group level;
- drawing up of an internal Charter serving as a framework for the processing of data by Group entities;
- informing co-workers of how their data is used and raising their awareness about data protection regulation;
- updating the IT Charter in line with regulations;
- drawing up of a confidentiality policy for the Econocom group corporate site;
- strengthening of security measures at the Group IT level.

These measures are consistent with the steps to make Econocom group comply with applicable regulation, and they show the daily commitment both by the Group and by each Econocom group entity to a responsible use of personal data.

2. Support the new responsible uses of our customers and users

Aware of the challenges related to the environmental impact of digital technology, the Econocom group is innovating to strengthen the green aspect of its offerings, even creating a specific business unit dedicated to energy efficiency. As an expert

in digital transformation, the Group does not seek to promote digital technologies just for the sake of digital technologies. By proposing an approach aimed firstly at meeting the needs of users, it contributes to the fight against digital waste.

2.1. Develop our offer of green and responsible products and services

The Econocom Group's Green&Energy entity is divided into two complementary areas: the GreenIT offer and the Green& Energy offer. Each area has its own specificities and offers customers the opportunity to generate savings by working on their CSR.

2.1.1. REINFORCE THE GREEN AND RESPONSIBLE DIMENSION IN OUR NEW AND EXISTING OFFERS

Econocom wishes to natively boost the responsible component in 100% of its new offers as well as in its existing offers. The idea is to create new generation support offers fulfilling new uses (autonomy, user experience, etc.) and the need for cost control requested by the DSI. Econocom is therefore trying to provide its clients with solutions for transforming the work environment (physical and digital) and associated infrastructure to increase user satisfaction and productivity while reconciling the responsible dimension in its portfolio of offers.

2.1.2. DEVELOPMENT OF THE GREEN&ENERGY OFFER

Companies and local authorities face identical environmental challenges: limiting their carbon footprint, reducing and

sustainably controlling their energy consumption and securing their energy purchases and comply with the regulation applicable to their industry.

Through its Green&Energy Department, Econocom meets these challenges by providing a global solution ranging from seeking out sources of energy savings to the execution of projects and their funding.

The support provided by Econocom's Green&Energy entity aims to accelerate the energy transition of its customers to ensure they remain competitive and the growth of green businesses.

Smart Lighting, one of the areas of intervention of Econocom's Green&Energy entity

As part of its financing activity, Econocom Green&Energy offers its customers the opportunity to rethink their lighting system to move towards a more energy-efficient and environmentally friendly technology. Following an on-site energy audit, the entity offers a new fitting and carries out the work. The overall cost of the project will be included in a financing solution with an immediate return on investment and taking into account the Energy Savings Certificates.

Accordingly, customers have more environmentally friendly installation, enabling them to reduce their electricity consumption. The system also improves visual comfort and enhances the well-being of building occupants.

2.2. Promote responsible digital business and the circular economy

Econocom wants to offer effective and responsible solutions to generate positive impact for its customers and their users, without promoting digital for digital at any cost. As part of this approach of social responsibility, the fight against digital waste is one of the stakes that Econocom has set for itself.

2.2.1. A STRONG COMMITMENT TO RESPONSIBLE IT

Since November 2019, Econocom has been a member of the "Digital and Environment" working party managed by Syntec Numérique and bringing together several companies in the sector who want to develop in responsible IT issues. The aim of this working party is to share good practice in relation to responsible IT initiatives in member companies, in order to improve how the entire sector deals with these issues. This project is designed to unite digital players around three commitments:

- to recognise that climate change is a major issue for humanity, that IT companies have an impact and must take action;
- to mobilise in order to contribute, at their level, to the COP21 target of limiting global warming to 2 degrees;
- to offer training in responsible and ecologically efficient digital business.

Watt's Green, to analyse and measure the impact of digital technology

Watt's Green, Responsible IT solutions and advice, analyses energy consumption and suggests concrete measures to optimise energy spending.

The objective of Watt's Green is:

- to estimate the energy consumption of digital equipment;
- to implement good practices plans;
- to measure the actions implemented to reduce the environmental footprint.

Econocom developed Watt's Green, a single centre of expertise and four packaged services for managing responsible IT energy projects:

- Watt's Green Flash: audit of the energy consumption of Information System equipment;
- Watt's Green Dynamic: dynamic management of users' workstations;
- Watt's Green Datacentre: audit of the energy consumption of datacenters;
- Watt's Green CSR: supporting communication and CSR strategy in Responsible IT.

2.2.2. ECONOCOM SIGNATORY TO THE PLANET TECH'CARE MANIFESTO

In October 2020, as part of its commitment to responsible digital technology, Econocom, the leading general digital contractor in Europe, signed the Planet Tech'Care manifesto, launched by Syntec Numérique under the leadership of Véronique Torner, co-founder of Alter Way, a subsidiary of Econocom, which is also a signatory to the manifesto.

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It is estimated that digital technology emitted around 4% of global greenhouse gases in 2019. Its energy consumption is growing by 9% per year, split at 55% on digital use and 45% on equipment production. Digital sobriety must now be a priority.

Unveiled at the Digital and Environment conference, this initiative aims to support companies involved in including digital technology in their environmental strategy and support training players on digital business upskilling.

The Planet Tech'Care manifesto resonates with actions already undertaken by the Econocom group for Responsible Digital Services.

By signing the Planet Tech'Care manifesto, Econocom is committed to:

- measuring and reducing the environmental impacts of its digital products and services and extend their lifespan;
- raising awareness among its stakeholders so that all players in the digital ecosystem are able to contribute to reducing their impact on their areas of responsibility.

2.2.3. ECONOCOM TOOK PART IN THE #DIGIWORLDCOMMISSIONS: DIGITAL AND ECOLOGICAL TRANSITION ORGANISED BY IDATE

As part of the commitments above, Econocom works alongside other companies and partners to assess the impact of digital technology on the environment and raise awareness among its ecosystem on the solutions to be implemented. This is how we participated in the drafting of a white paper, under the aegis of the Idate think tank. This book, "Digital and ecological transition", was published last December, on the occasion of the Digiworld Summit.

Of all the studies recently carried out on the subject, it is one of the few to address the overall issue. In other words, measuring both the carbon footprint of digital technology and its role in the ecological transition.

This study was carried out by a commission made up of experts from companies such as Econocom, BNP Paribas, Engie and Orange. Here is a summary that you can download from the Idate website.

<https://en.idate.org/product/digital-tech-and-the-green-transition/>

2.2.4. MORE RESPONSIBLE DIGITAL TECHNOLOGY THANKS TO ECODESIGN AND FINOPS

Since its creation in 2006, Alter Way, a member of the Econocom Galaxy has been a committed company that combines performance and responsibility based on open source and accessible solutions.

In 2020, Alter Way launched Chrysalide, a new strategic plan, and added an environmental dimension by proposing two new offers:

- **an ecodesign offer for application services:** web ecodesign consists in building digital platforms by obtaining the best arrangement between performance and reducing the environmental impact.

At the heart of the concept of digital sobriety, ecodesign aims to reduce the environmental impact of companies by taking into account the environmental consequences of a product or service from the beginning of its development and throughout all the stages of its life cycle.

Applied to the design of a digital platform, this approach consists in defining the right need to offer just what's necessary for the visitor.

Ecodesign is aimed at efficiency with a sober approach: it banishes unnecessary frills, excessive images, resource-intensive developments and other deployment environments that do not take into account the digital footprint. With this offer, Alter Way seeks to offer an environment friendly innovative service but also raise awareness among companies about ecodesign challenges;

- **a FinOps offer for optimised infrastructure management:** the FinOps approach aims to monitor and optimise the costs of cloud computing services and the opportunity to offset their carbon footprint.

The main underlying challenge? Finding the right balance between budget and expenses allocated to cloud services on one hand and, on the other hand, the required IT performance and innovation in terms of business and environmental issues. The objective is not only to generate savings, but strive to find the right architecture.

Ultimately, implementing a FinOps approach enables to save money and manage the environmental footprint.

2.2.5. ECONOCOM PRODUCT CARE: ECO-RESPONSIBLE EQUIPMENT MANAGEMENT

Product Care is a maintenance service centre, located in France, specialising in the management of mobility equipment: telephones, tablets and laptops.

Product Care is also a solution that enables to manage IT equipment in an eco-responsible manner.

This offer enables to reduce the digital environmental footprint by:

- increasing the operating period of terminals: repairs, warranty extension, claims coverage;

- reducing equipment obsolescence by guaranteeing software and hardware continuity (management of updates, enrolments, image downloads);
- limiting industrial waste: technical diagnostic service for equipment, with repair and reconditioning for reuse of functional equipment or destruction of defective equipment, with organic and non-organic waste processing and recycling.

2.2.6. TO BECOME A LEADER IN THE FINANCING OF THE CIRCULAR ECONOMY

Econocom is convinced that digital business can no longer be an end in and of itself, but is a means towards the common good. It must be ethical by design – *i.e.*, guided by values of respect for people and their environment, to provide, from conception, solutions to the problems posed. It must be responsible and sustainable, appropriate to everyone’s uses, designed for the long term with a view to an entire value chain. That is the purpose of “tech for good”, which puts innovation behind the common good.

For Econocom, usages are the key to transformation. Usages are, specifically, how we live, consume and work. Thinking of digital transformation in terms of usage provides the client with long-term solutions which respect people, the environment and society.

For over 40 years, Econocom has been supporting companies in their industrial changes, in particular by financing digital and technological solutions and assets. Thanks to this core-business and its technological surveys, Econocom provides companies and organisations with bespoke digital solutions, with contemporary consumer finance. By virtue of its “as a service” business positioning, Econocom participates and acts specifically to meet challenges of the circular economy.

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At present, 32 to 47% of companies have already adopted the circular approach to the purchase, design, production and recycling of products. However, only 12% of them adopt a business model which also offers products as a service. This low proportion of businesses that have succeeded in offering the “as a service” model is a seam of unexploited opportunities.

Specifically, Econocom has essential expertise in the financing of digital projects and technological assets *via* “as a service” financing solutions. Taking this concept further, the Group has specific technological offerings to enable companies to manage their digital projects in real time and closely adjusted to usages. The Group is committed

to actively contributing to this change of model.

- Use’n’pay is a payment by usage solution; it is modular and capable of evolving, incorporating all components of digital projects according to the requirements of the Company (payment by subscription, usage or license);
- Econocom Belux is a signatory of the “Green Deal”, a government initiative which aims to accelerate the switch to a circular economy. Alongside 229 other Belgian companies, for two years now Econocom Belux has been making its active contribution to circular solution projects in the country.

2.3 Monitoring our consumption

All energy consumption at our various sites is monitored. This monitoring enabled us to carry out our first greenhouse gas audit in 2012.

These calculations are based on the emission factor calculators under the Carbon Audit methodology of the ADEME (French Environment and Energy Management Agency).

GHG emissions (in tonnes)					
ECONOCOM France audit					Change
SCOPE	Category of emission	Source of emission	2018 emissions report (Tonnes)	2019 emissions report (Tonnes)	2019-2020 change
SCOPE 1 (Regulatory)	Direct fugitive emissions	Refrigerant fluids leaks from cooling and air-conditioning systems	144	163	13%
SCOPE 1 (Regulatory)	Direct emissions from stationary combustion	Natural gas	126	114	-9%
SCOPE 2 (Regulatory)	Indirect electricity consumption-related emissions	Electricity	512	350	-32%
SCOPE 3 (Non-mandatory)	Travel	Travel	(1,426)	715	-50%
SCOPE 3 (Non-mandatory)	Vehicle fleet	Vehicle fleet	5,943	5,675	-5%
SCOPE 3 (Non-mandatory)	Freight	Freight	359	416	16%
		Total	8,510	7,434	-13%
		TOTA /FTE	1.16	1.05	-10%

GHG emissions (in tonnes)

ECONOCOM audit					Change
SCOPE	Category of emission	Source of emission	2018 CO ₂ audit (Tonnes)	2018 CO ₂ audit (Tonnes)	2019-2020 change
SCOPE 1 (Regulatory)	Direct fugitive emissions	Refrigerant fluids leaks from cooling and air-conditioning systems	210	238	13%
SCOPE 1 (Regulatory)	Direct emissions from stationary combustion	Natural gas	204	274	34%
SCOPE 2 (Regulatory)	Indirect electricity consumption-related emissions	Electricity	2,125	1,621	-24%
SCOPE 3 (Non-mandatory)	Travel	Travel	2,901	1,345	-54%
SCOPE 3 (Non-mandatory)	Vehicle fleet	Vehicle fleet	10,142	9,206	-9%
SCOPE 3 (Non-mandatory)	Freight	Freight	497	529	6%
SCOPE 3 (Non-mandatory)	Business travel	Hotel + Taxi	nd	nd	nd
SCOPE 3 (Non-mandatory)	Customer datacentres	Consumption of customer data centres	nd	120	nd
SCOPE 3 (Non-mandatory)	Investment	Sources related to projects or activities related to financial investments	nd	nd	nd
Total			16,079	13,333	-17%
TOTA /FTE			1.49	1.29	-13%

3. Federate an ecosystem to create shared value

The Econocom group believes in the positive impact of digital technology on training and education. With these convictions, the Group has made education one of the key pillars of its CSR strategy, as much through its partnerships and philanthropic actions. In 2020, while the health crisis demonstrated the urgency of combating the digital divide, the Group made a commitment to families and children, by donating equipment or by providing financial support to its partner associations.

3.1. Partnerships in the education and university sector

3.1.1. SUPPORT NEW USES LINKED TO USEFUL DIGITAL BUSINESS IN THE EDUCATION SECTOR, AND GREEN IT

Econocom is committed to promoting digital technology in school curricula in order to fight the digital divide and improve digital accessibility.

The French government has decided to encourage the use of digital technology in schools to make up for France's lag in the area. Econocom wants to take action in this movement by providing schools with solutions adapted to the needs of students, teachers, parents and public authorities.

Econocom's goal through its commitment to education is to play a role in the transformation of learning, to ingrain a love of learning in students. The aim is also to encourage new teaching practices and to promote parental involvement in the education of children.

Two priorities have been set to encourage the integration of digital technology in education:

- **equipment:** the world is changing and giving digital technology an increasingly important role in people's professional and personal lives. Students must therefore be prepared to face the challenges of tomorrow. Digital technology must "physically" enter the classroom so that all students can develop skills in using this equipment;
- **support for teachers:** this is a key point, as it will allow teachers to develop new relationships with their students based on the digital solutions available to them. Econocom regularly organises meetings with teachers to identify their needs and expectations in order to bring the right responses.

In 2018, Econocom's investments in education were extended to higher education, through several activities:

- **the development of a "Campus" offer,** which includes, in particular, the "Green" offers of the Econocom group, well adapted especially to a number of renovation and new campus opening projects, in France and abroad;
- **Econocom established a partnership** with "Campus Managers". Campus Managers is the first French network of French universities and colleges committed to sustainable development. Econocom and Campus Managers share common objectives: facilitate the dissemination and sharing of good sustainable development practices, tools and resources for campuses;
- **Éducapital:** finally, always with the aim of supporting young innovative companies that aspire to reinvent education, Econocom was the first player to invest in Educapital, the leading European venture capital fund dedicated to education and vocational training;

- **Econocom member of Impact IA:**

Econocom is a member of Impact Artificial Intelligence. Impact IA is a collective focused on reflection and actions with players involved in the area of artificial intelligence. The members share two main objectives: addressing the ethical and societal challenges of AI and supporting innovative and positive projects for the world of tomorrow.

3.1.2. INVESTMENT IN EDUCATIONAL START-UPS

Magic Makers, a start-up specialising in developing and leading coding and creative programming workshops for children

Econocom has acquired a stake in the share capital of Magic Makers to work with experts from the education and digital sectors. It offers three types of workshops: weekly workshops, holiday workshops and events workshops. Magic Makers has developed its own method, which allows children starting at age 6 to learn coding concepts with trained facilitators and innovative tools. Today, more than 1,000 eager children attend Magic Makers coding classes and/or holiday workshops. Note that Magic Makers introduced IA in its teaching in 2019 and switched to digital courses in 2020. This new model opens up new development prospects for the company.

Magic Makers is also active in middle schools with initiatives designed to help struggling students. Coding courses for educators are available, mainly through the Class'Code project supported by INRIA and a number of partners, and backed by the French Investment for the Future programme coordinated by the Caisse des Dépôts et Consignations. Children of Econocom employees are offered discounts for Magic Makers courses through the Group's Share engagement programme.

Kartable, the first full, free learning and study platform

This start-up opened a platform allowing users to consult programmes, courses and exercises spanning all years of secondary school, free of charge. Econocom employees can also benefit from preferential conditions for their children.

3.1.3. SPONSORSHIP PROGRAMMES IN EDUCATION

A solid partnership with Passerelles Numériques

Econocom has been a partner to *Passerelles Numériques* since 2007. This organisation helps young people from underprivileged backgrounds in Cambodia, Vietnam and the Philippines to receive training and find skilled employment in the ICT sector. Since 2007, 445 students have been supported by the Group on the basis of promotions consisting of 50 students and for a period of two years per promotion. The partnership established with *Passerelles Numériques* also works in skills sponsorship.

Combating the digital divide with the "emergency connection" community

The health crisis has been a tremendous indicator of the digital exclusion of the most vulnerable, who are virtually cut-off from the rest of the world. Thousands of disadvantaged young people have lost all contact with school due to a lack of IT equipment and the support required to continue their education remotely. Indeed, the most vulnerable families have experienced a double penalty. Faced with a loss of income, their children often face the challenge of continuing to learn, without access to a computer or the Internet, or the necessary parental support.

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To cope with this emergency, and enable these young people to continue their studies from home, the #ConnexiondUrgence community worked actively to equip and support at least 10,000 disadvantaged young people who have lost all contact with school since the beginning of the nation-wide lockdown in France, to enable them to connect to school remotely.

It is in this context that the Econocom group was able to help the #ConnexiondUrgence community, by donating 500 reconditioned laptops in perfect state, which were prepared very quickly by the *Ateliers Sans Frontières* (ASF) association, including an office software suite.

Internationally, other actions to combat the digital divide have been carried out. In conjunction with the Engie Foundation, Econocom Lease Belux donated 120 computers free of charge to the Wallonia-Brussels federation, thereby strengthening or re-establishing a school-student relationship. In England, around fifty iPads and laptops were donated to schools in partnership with TechInclusionsUK and the Tower Hamlets Education Partnership. The equipment provided by Econocom Spain was donated to the “Ningún Niño sin Merienda” association. It then provides the equipment to families or children in need.

Joint action with Fondation Croissance Responsable

Econocom works with the Fondation Croissance Responsable in support of the Prof en Entreprise programme. Offered to middle and secondary school teachers in general and technological education, as well as guidance counsellors, the Prof en Entreprise programme is coordinated by the Fondation Croissance Responsable in partnership with the French Ministry of National Education through the French Centre for Studies and Research into

Partnerships with Companies and Industries (CERPEP). This programme aims to support the professional integration of young people into the job market by improving teachers' knowledge about the reality of working at a company and what jobs entail. This workshop also serves as the starting point for partnerships between the host company, the teacher and the school (e.g. a secondary school student does an internship, the company employee speaks to the class, the students visit the Company, etc.). As part of this programme, Econocom regularly opens its doors to teachers so that they can learn more about what it is like to work at a company. Discussions are organised with the different Group functions so that they can better understand the Company and how it operates.

Econocom, partner to Double Horizon

Since 2013, Econocom has been a partner of the Double Horizon association which supports the education of under-privileged people in France and abroad. Since 1992 Double Horizon has been offering other horizons:

- to children from emerging countries who often lack everything they need to learn, starting with a proper school, or, when this exists, school supplies;
- to children from France, who, in under-privileged districts, do not always have the resources, outside school, to discover the town, culture, the world.

For over seven years now, Econocom has been supporting the French activities of the association. Double Horizon works in two schools in the 20th arrondissement (of the priority education network). A survey carried out a few years ago showed that the majority of children from these schools had never visited Paris, its sites or museums, even by the end of secondary school.

The project, which involves the cooperation of teachers in both schools, has four aims:

- access to culture, getting about twenty children to explore Paris and its heritage;
- another kind of school, allowing children to experience school and learning in general as a pleasant and enriching activity and not as an obligation or a dead end;
- access for parents, involving parents in the trips in city of Paris;
- open mindedness, starting mentoring with students which will give them a positive experience of studying through discussion.

As part of this partnership, Econocom invites primary school children to its offices to introduce them to the business world and the digital solutions it provides for its customers.

During the Covid-19 crisis, Econocom continued to support the “Double Horizon” association by providing additional equipment and financial support. This has made it possible to combat the school-family digital divide.

Espérances Banlieues

In September 2019, Econocom formed a partnership with Espérances Banlieues. The Group committed itself to supporting the actions of this organisation which creates non-denominational schools in difficult districts.

Espérances Banlieues is special in that it combines, with the school syllabus, the transmission of cultural and humanistic references and the Codes of our country so that children can find their place in society, and grow with confidence and the desire to succeed. There are now 17 schools across

France, welcoming about 700 pupils. Econocom’s support essentially involves encouraging access and the training of pupils in digital technologies, notably thanks to the joint action of Magic Makers.

During the health crisis, the “Espérance Banlieue” association received a financial donation and additional equipment from Econocom.

With the ambition to strengthen its partnership with the association in 2021, Econocom employees will present Econocom’s business lines as well as those of digital technology in schools.

“100 000 Entrepreneurs”

To build bridges between schools and businesses, and to pass on the entrepreneurial drive to young people, Econocom supports the action of the organisation “100 000 Entrepreneurs”.

“100 000 Entrepreneurs” is a public-interest organisation that arranges for entrepreneur volunteers to speak at establishments, from secondary schools to university-level institutions. Led in close collaboration with the French Ministry of National Education and its academic representatives, these talks aim to raise students’ awareness about entrepreneurship, provide them with concrete knowledge about the business world and show them the importance of subjects in their curriculum.

Over the past school year, more than 45,000 young people have met these women and men who do business in many ways!

During the health crisis of 2020, Econocom provided financial support to the “100 000 Entrepreneurs” association.

3.2. Become the partner of choice for innovative companies and integrate them into our offers

Supporting and growing start-ups is one of the major lines of the Econocom CSR policy. It is also one of the ways of embodying and expressing the three group values: audacity, responsiveness and good faith.

The start up spirit at the heart of Econocom's organisation, with its "Satellite" SMEs

Econocom group has put in place an original integration and governance model for some of these new acquisitions (called "Satellites") so as to preserve their agility, boost their performance and competitiveness and generate synergies at Group level.

The founding shareholders of these satellites have retained a non-controlling interest in the share capital and have a very broad level of managerial autonomy.

The Prix des Technologies Numériques

For the past four years, Econocom has partnered with *Prix des Technologies Numériques*, a digital technology organisation, driven by Télécom Paristech, made up of more than 300 leaders and decision-makers. For the 2020 awards, the panel of the *Prix des Technologies Numériques*, including Véronique di Benedetto and other recognised figures from the digital industry, focused on the energy transition, thus giving some limelight to the entrepreneurs who have used their talent and creativity to invent new impact solutions in this area.

Tool Your Future

Tool Your Future is the Econocom Italia project born in June 2020 that takes the form of a three-day digital hackathon with the aim of opening up the Company's borders to positive external influences and designing new ideas and solutions for its customers. The Econocom Italia Group has turned to the children of its employees, aged 13 to 23, to rethink the office spaces and working methods of the future and offer these innovative ideas to its customers through special-purpose and customised offers. The winning solution, elected by a jury composed of partners and solution customers (Le Village by CA, MR Digital, Fattor Comune, Digital360, Istituti De Amicis) was SCAN-CAM, the webcam of the future capable of remotely projecting customisable holograms thanks to real-time scanning. To illustrate the potential of young people, SCAN_CAM will be part of the value proposition provided by Econocom and will be available to all of the Group's customers.

French entrepreneurship with Partech

Since joining the seed fund "Partech Entrepreneur" in October 2013, Econocom has furthered its collaboration with the fund to support the development of digital entrepreneurship in France. Open innovation has become a necessary component to support traditional R&D efforts of large companies, while start ups need to be in contact with large companies to accelerate their business. As a Corporate Innovation Partner for the fifth year running, among its other roles in this capacity, Econocom leads an annual calendar of business events on innovation with other organisations involved in Partech.

Paris-Saclay Fund

Econocom has also invested in the Paris-Saclay Seed fund, which seeks to support and promote innovation and entrepreneurship within the IT, Internet, digital and life sciences, and MedTech sectors. This investment gives Econocom an innovative edge in digital technology and changes in society to continue offering its customers the best solutions. Nearly 50 young, high-potential companies will benefit from support over the next years.

3.3. Develop our local roots

Econocom intends to make a positive impact on all of its ecosystem. One of the priorities which the Group set itself is to build lasting relationships with the economic, social and community fabric close to the sites where the Group is active. Every site and subsidiary is therefore encouraged to get positively involved with its direct ecosystem in order to put down firm local roots.

Overview of initiatives with positive impact in our subsidiaries:

Italy:

Econocom Italy chose to invest in multiple initiatives to forge ever more links between the Company and its environment. It is in this context that Econocom Italy was able to develop concrete actions during the Covid crisis.

- Participation with one of our client in the donation to the Carlo Urbani hospital in Jesi for the purchase of intensive care equipment to support the most vulnerable.
- Digital Standing Ovation for people on the front line during the first lockdown. The “flash mob” has attracted the attention of media such as Forbes TV.

- To show children the significant work of their parents, which is now closely linked to family life, Econocom Italia has opened its offices virtually to children with the aim of showing and presenting their parents' different jobs and thus bringing them closer and closer to the digital world.
- Employees were able to support the ASST Fatebenefratelli Sacco (very active in Milan both in research and in the cure of the coronavirus) or the Arca project (helping the most vulnerable) by making a financial contribution.

For Christmas, Econocom Italia showcased two innovative projects.

- Employees were able to support the Panda association - "Medici in Famiglia et Pane Quotidiano" by making a financial contribution to provide free medical and psychological care and guarantee first necessity food.
- Econocom thought up a partnership with the “Medici in Famiglia” medical centre in Milan which offers medical visits, check-ups and specialist therapies at affordable prices.
- The Group also created a special video for its external stakeholders where employees and their children were the actors, in order to talk about digital innovation, through the eyes and voices of the Group's families. This is the way we showed the strengths of digital technology in everyday use, by bridging the social gap between technologies and their adoption.

Belux:

- Billy Bike, a Brussels scale-up, offers an all-in solution to meet the growing need for green mobility in our cities. It innovates by offering the first shared electric bicycles as-a-service. The acquisition of the last three hundred connected e-bikes in the fleet was the successful achievement of a jointly-created project and a well-prepared co-financing with Econocom Belux.

03 corporate social responsibility

federate an ecosystem to create shared value

- In April 2020, Econocom Belux provided technical support to Telenet, a telecoms operator, when it provided 500 smartphones with a BASE sim card free of charge as well as 500 additional BASE data sim cards to psychiatric hospitals and healthcare institutions in order to break the isolation of coronavirus patients and young people suffering from mental health disorders and elderly people staying in medical centres;
- in April 2019, as in September 2020, Econocom Belux was a logistical partner of the 31st edition of the Télévie. The Télévie is a charitable event which raises funds for F.R.S.-FNRS and which has been taking place in French-speaking Belgium and Luxembourg since 1989. It is organised by RTL-TVI. It raises funds for scientific research in the fight against cancer and leukaemia, in both children and adults. About ten employees volunteered and installed over 200 laptops, used to Code the donations;
- Econocom Belux also invested in the installation of solar panels in 2011. In 2020, the solar panels covered 28.4% of the consumption of its main building in Zaventem. Since the installation of these solar panels, Econocom Belux reduced its carbon footprint by 398.64 tonnes;
- in addition, Econocom Belux also invested in charging stations for electric cars;
- in May 2020, the ENGIE Foundation together with Econocom Belux Lease donated to Pierre-Yves Jeholet, Minister-President of the Wallonia-Brussels Federation, a hundred laptop computers. These computers were given to public

schools in disadvantaged neighbourhoods that have set up online teaching platforms. This donation, in this period of Covid-19, helps to fight against the digital divide.

United Kingdom:

- Econocom UK suggested to its employees to make donations to charities in the city of Birmingham. Econocom UK thus supported two of the charities of the Birmingham City Mission. One of them is a resource centre which distributes food, clothes and furniture to the needy. The charitable organisation distributes over 200 food parcels per month to people in difficulty. The charity has also given presents to about 3,000 children in the city. Econocom employees thus collected food, toys, household items and clothes from mid-November onwards in preparation for the Christmas period.
- With the appointment of Frances Weston, member of “100 Women in Finance” (a global network of finance professionals), Econocom also becomes a member of this network.
- At the end of 2020, Econocom UK partnered with TechInclusionUK, a new organisation fighting against digital exclusion. A partnership was also signed with the Tower Hamlets Education Partnership, to recondition and distribute digital equipment, provided by Econocom, to young pupils attending primary school in Tower Hamlets. In total, around fifty iPads and laptops have been donated to several schools, giving students access to the resources they need to learn despite the coronavirus health crisis.

Spain

Econocom Spain took part in numerous races to finance various projects.

- The solidarity race to support the Dravet Foundation and the Asperger Association of Madrid, the IX edition of the Popular Hortaleza Race known as the “La Carrera de los Valientes” (Race of the braves).
- The “eco-run” solidarity race to support International Environment Day.
- The 3000-metre pair race in Valence to support victims of brain aneurysm.
- The VI Madrid Against Cancer Race organised by the Spanish Association against Cancer (AECC), to support research and the fight against cancer.
- Lastly, each year, Econocom Spain supports the "Sesé Foundation", a public non-profit organisation for equality, in its annual solidarity to support people with intellectual disabilities.

4. Key performance indicators

Area	INDICATORS	UNITS	ECONOCOM France		
			2018	2019	2020
Non-financial rating	Ecovadis rating	Notes	58/100	58/101	62/100
Human resources	Gender equality index	Notes	/	79/100	78/100
	Percentage of women hired	%	/	/	17.6%
	Percentage of women	%	/	/	21%
	Percentage of people with disabilities	%	2.6%	3.1%	Pending
Digital inclusion	Recycling rate achieved with companies in the social economy (ESS)	%	73.0%	85.0%	88.0%
Environment	The energy footprint of our digital technology	MWh/year	6,565	6,252	5,388
			/	-4,7%	-14%

Area	INDICATORS	UNITS	ECONOCOM	
			2018	2019
Environment	CO ₂ emissions audit in France	t CO ₂ /year	8,510	7,434
	FTE, tonne of CO ₂ /employee in France	t CO ₂ /employee/year	1.16	1.05
	Change	%		-9.60%
	CO ₂ emissions audit, Group	t CO ₂ /year	16,079	13,333
	FTE, tonne of CO ₂ /Group employee	t CO ₂ /employee/year	1.49	1.29
	Change	%		-13.10%