

ecoresponsible



econocom

foreword

“Ecoresponsible” is the name of the Corporate Social Responsibility and environmental programme Econocom Group launched in 2012. It is in keeping with its corporate culture, which is based on six strong values that create the foundation for its actions and its employees’ behaviour: Be enterprising, Bounce back, Face reality, Build together, Proud to be responsible and Respect.

“Ecoresponsible” explains Econocom Group’s approach, commitments, organisation, actions and results with respect to sustainable development. It will also be a prelude to the publication of its sustainable development report in 2014, in compliance with article 225 of the French Grenelle II law on ecological and sustainable development.

“Ecoresponsible” is proof that sustainable development is not only important to Econocom Group but is an integral part of its growth strategy.



ecoresponsible

summary

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econocom group's csr statement

"Be enterprising, create, share, commit"

March 2012



As a European business-to-business digital service provider, with 8,000 employees in 20 countries since the acquisition of Osiatis in September 2013, we are aware of:

- **The impact of our activities on the environment**, via the products we distribute, maintain and lease, and in terms of the resources we consume and the greenhouse gas emissions we produce.
- **Our social responsibility**, as a service provider, all the more so because as Econocom Group grows, more and more people come to rely on us: employees, clients, suppliers, financiers, banks, etc.
- **Our ethical role**, in terms of our business practices and everyday behaviour.

We therefore believe that our growth must be based on responsible value creation, i.e. products and services that respect people and the environment. For this reason we have pledged to implement, since 2012, a Corporate Social Responsibility (CSR) policy called "Ecoresponsible".

Above and beyond the purely legal requirements, we have also made a number of commitments:

To our shareholders: Ensuring transparent corporate governance.

To our employees: Focusing on social progress and employee wellbeing.

To our clients and partners: Developing a responsible marketing approach.

To our suppliers: Implementing a responsible purchasing policy.

To society: Measuring our carbon footprint and committing to reducing it, continuing to develop actions that help us share this progress.

The Group is proud to be responsible and to be involved in this sustainable project. By honouring its commitments, the company can integrate, build and reorganise its resources, both internal and external, in order to keep pace with the rapidly-changing environment. It's also about sharing: sharing experiences, difficulties, successes and value creation.

Jean-Louis Bouchard
Chairman



Active involvement from Management

The group's CSR policy is managed by the Executive Committee, whose members are Jean-Louis Bouchard (Chairman), Jean-Philippe Roesch (Managing Director), Bruno Lemaistre (Managing Director), Véronique di Benedetto (Deputy Managing Director), Bruno Grossi (Director in charge of Strategy, Acquisitions and Communications for the Group), Jean-Maurice Fritsch (Managing Director of Services), Christophe Vanmalleghem (Deputy Managing Director of Services), Charles De Stoop (Deputy Managing Director in charge of Transformation), and Galliane Touze (Company Secretary). They have asked Galliane Touze, the Group Company Secretary, to implement the group's CSR strategy. In total over thirty people are involved in rolling out the Ecoresponsible scheme worldwide.



A founding act

In February 2012, Econocom Group joined the United Nations Global Compact, along with 10,000 other organisations in a total of 145 countries. The group thus undertakes to observe the ten principles the Global Compact with respect to human rights, labour, the environment and anti-corruption.



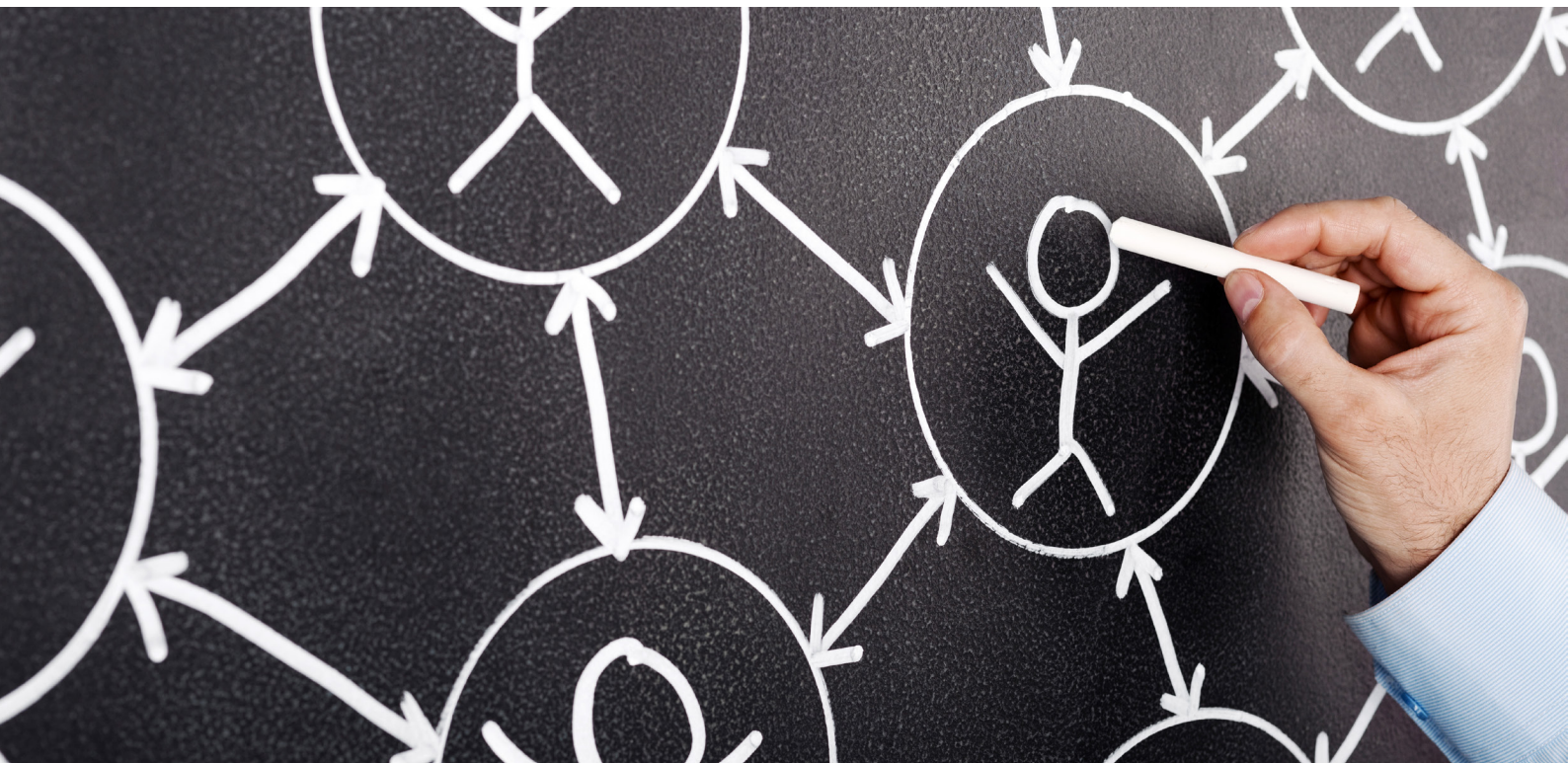
Our first commitment

In January 2013, Econocom published its first Ethical Charter. Through this charter, Econocom and its employees pledge to uphold the values of integrity, respect, compliance, exemplarity, equity and responsibility, which are part of the group's DNA. Econocom also intends to encourage all its stakeholders, in particular its suppliers and partners, to observe these values.



social equity

“Valuing people in the workplace and encouraging solidarity”



Our challenges

Econocom currently employs more than 8,000 people in 20 countries since the acquisition of Osiatis in September 2013¹ and is thus acutely aware of the vital importance of its human capital, and has made this one of the main focuses of its CSR policy. Skills management, training, working conditions, wellbeing in the workplace and health and safety are among its key concerns. In a constantly-changing environment, Econocom offers both its current employees and new talents the opportunity to be part of an ambitious project and growth dynamic. The company endeavours to attract, motivate and retain talent and ensure a good work-life balance and working conditions.

3 major HR ambitions

- Focus primarily on social advancement
- Improve quality of life in the workplace
- Promote equal opportunities and diversity.

These commitments are shared by the company's staff representatives.

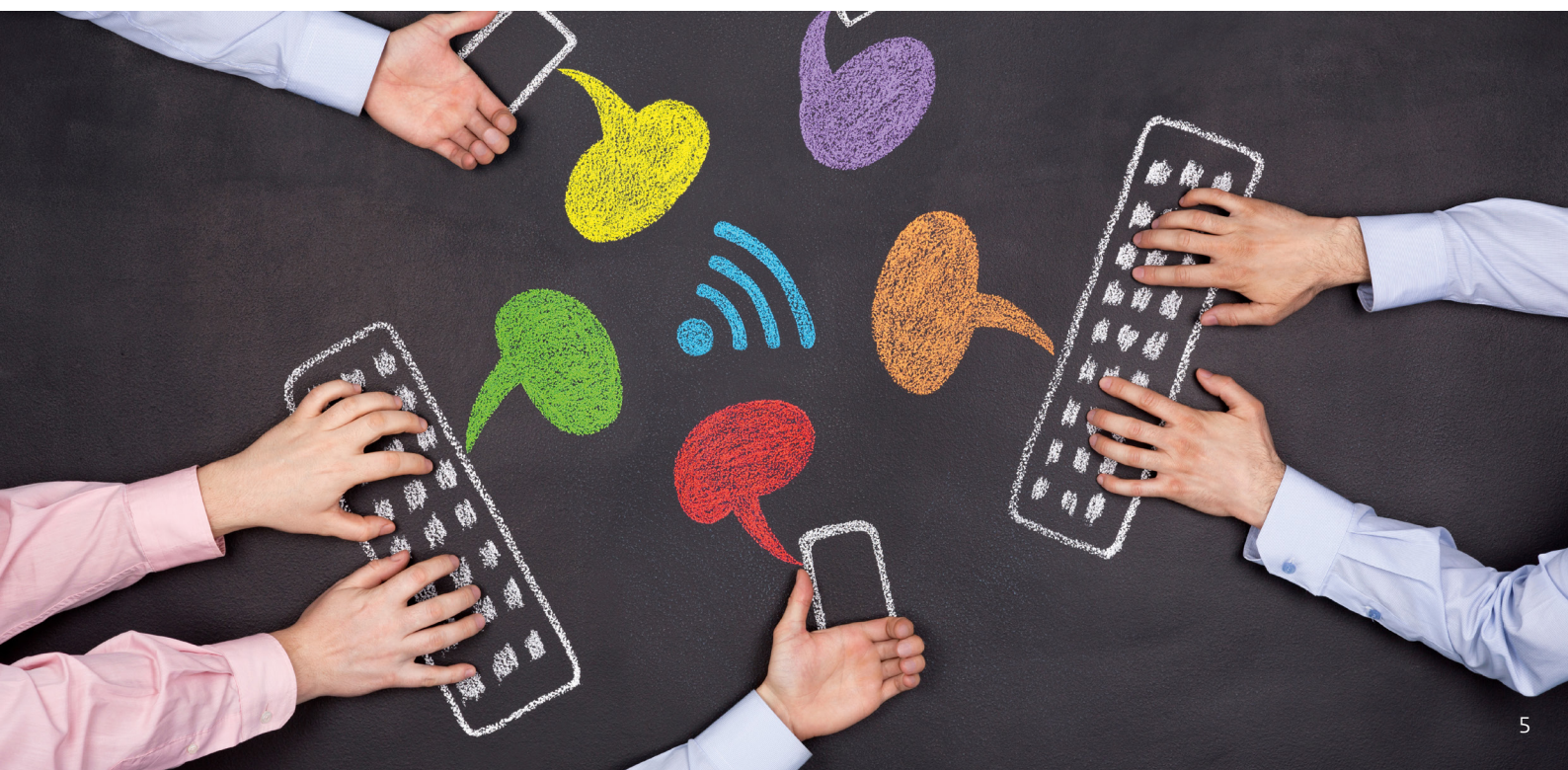
EQUAL OPPORTUNITIES

Our actions: "SHARE" programme and training policy

Implemented in France (where more than half the group's staff are employed) in 2012, the "SHARE" programme is designed to promote wellbeing in the workplace, a better work-life balance and equal opportunities.

The SHARE programme includes measures in three main areas: modernising and reorganising working hours, employee services and financial support. In 2013, it was extended to include two new elements: an employee profit-sharing/employee savings scheme, in order to allow employees to benefit from the company's good performance, and a diversity programme involving employing disabled staff, ensuring gender parity and a better mix of generations. Following the success of the pilot project in France, the group plans to roll out the SHARE programme in other countries.

In 2012, Econocom set up an in-house management training facility, the Econocom Management Academy (EMA). In 2012, some 125 managers attended courses to improve their management skills. A further 265 followed in 2013, and 400 are due to attend in 2014. Econocom's training policy, which is vital to the group, also includes technical training for engineers and technicians in order to improve their skills and employability (through accreditation programmes), "Welcome Day", an induction day for new employees in France, and the "RTL" (Ready to Learn) in-house sales training course.





Our results

Work-life balance

As part of its Share programme, Econocom offers employees a number of solutions to make their everyday working life easier, including the option of working from home two days a week or on an occasional, one-off basis, and flexible working hours.

Wellbeing in the workplace

Employees can benefit from a range of employee services via the "Share Services Club", such as emergency childcare, an online car-pooling service, organic fruit and vegetable basket delivery and a dry-cleaning service. Almost 10,000 services have been delivered so far for between 30 and 40% less than the market rate. Three physical Share desks have been set up at the offices in the Greater Paris area, as well as an on-line service for employees based at other offices around France.

Financial and social support

Financial assistance is also available for employees with financial difficulties: 36 people since March 2012 have benefited from this service (100% of requests fulfilled). The group also has a home loan scheme.

Equal opportunities and diversity

The proportion of women in managerial roles increased by 11% in 2012. Two women, Véronique di Benedetto and Chantal De Vrieze, are head of the group's two largest geographical areas, France and Benelux respectively. They joined the Econocom Group Board of Directors in 2012. Véronique di Benedetto (Deputy Managing Director and Country Manager France) is a member of the "Femmes du Numérique", an organisation which encourages women to pursue careers in the digital industry.

Econocom endeavours to encourage the recruitment of disabled staff in France and has assigned a dedicated member of staff to helping them integrate successfully into the company. It also sources goods and services from suppliers who are committed to employing disabled staff.

10%

of the support function teams work from home two days a week.

26.5

the average number of hours of training given to non-executive staff in 2012.

98%

satisfaction rate for the 10,000 services delivered by the Share Services Club.

39.5

the average number of hours of training given to executive staff in 2012.

protecting the environment

“Being responsible and limiting our carbon footprint”



Our challenges

As a service provider, Econocom managed over 4.6 million digital assets for its customers in 2012. Econocom's main environmental concerns are energy consumption, greenhouse gas emissions and the production of waste, in particular digital waste.

Our commitments

Econocom is committed to reducing its energy consumption and has implemented a waste management policy (including used ICT products), in order to contribute to environmental conservation. Econocom also encourages its stakeholders (employees, suppliers and clients) to adopt a more ecologically-responsible approach. All these measures are designed to reduce the group's carbon footprint, initially in its main countries, and ultimately in all the countries it operates in.

Our actions

Econocom has implemented solutions **to manage its resources sensibly** and promote a **more responsible attitude**. The group thus limits its CO₂ emissions, uses more and more paperless communication, measures its carbon footprint every year in all the countries it operates in, and recommends short and long-term improvements with respect to the environment.

Econocom handles substantial volumes of ICT equipment and therefore strives to **resell and recycle all end-of-lease equipment**. To that end, several years ago it set up a division in charge of processing waste in order to help its clients comply with environmental legislation. It is also in partnership with an accredited provider that specialises in processing Waste Electric and Electronic Equipment (WEEE), ensuring optimal traceability of all the equipment. This end-of-life process involves an audit, after which the hardware is **recycled and reused whenever possible or disposed of**, in compliance with the WEEE directive.

Econocom is also keen to heighten clients' awareness of environmental issues by developing **responsible offerings** and implementing a system which **assesses the environmental and social impact of its products and services**.

Our results

Greenhouse gas emissions

The carbon footprint audit Econocom conducted in 2012, for the second year running and in all the countries in which it operates, showed a 15% drop in greenhouse gas emissions. By limiting the CO₂ emissions of its fleet cars to 130 grams per kilometre, the Group noted a 20% drop in the carbon emissions of the company car fleet in 2012, which translated as 2100 tonnes of CO₂ emissions less than in 2011.

In Belgium, Econocom has signed a “green electricity” contract and installed photovoltaic solar panels on the roof of its headquarters, which resulted in a 53-tonne reduction in CO₂ emissions during the first year of use.

Econocom is currently testing its IT equipment’s resistance to higher than usual temperatures with a view to cutting down on the use of cooling systems in its IT rooms.

Resource management

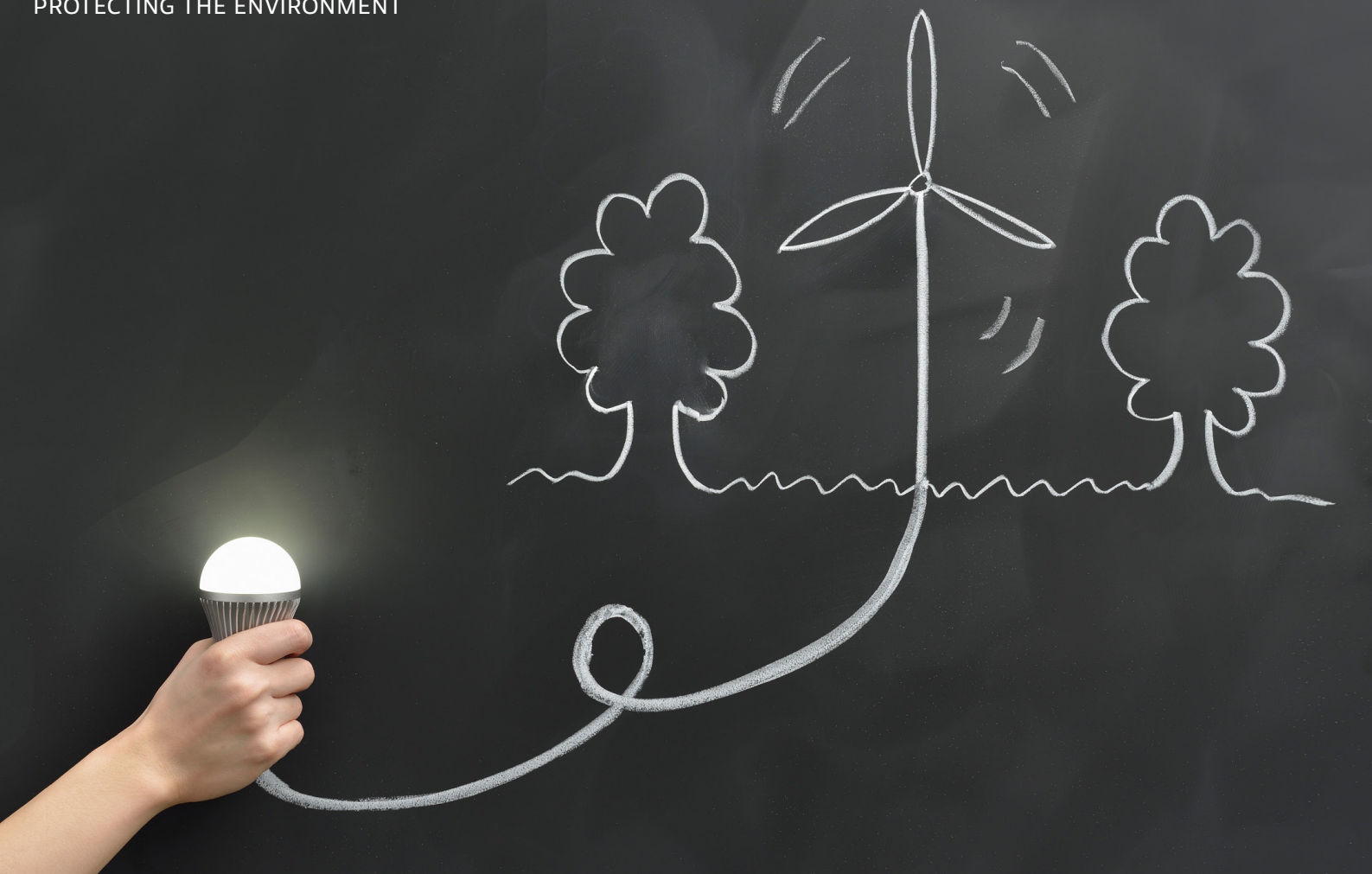
Econocom implements a responsible printing policy and digitises some of its communication. In 2012, a shared, economical printing solution was deployed at all the French branches, which also use only environmentally-responsible paper (PEFC-labelled and recommended by WWF). It ultimately aims to extend these measures across all the group’s countries. Some of the group’s communication is paperless, e.g. online product catalogues, online customer and supplier order tracking, electronic invoices, marketing campaigns sent to clients via email only, and increasing use of videoconferencing tools. As a digital service company, Econocom places a major focus on digitised, paperless communication as part of its CSR policy.



Waste management

As an ICT lessor, Econocom has to deal with the issue of end-of-life IT and telecoms equipment and as such must comply with the WEEE directive. Econocom has thus decided to implement an active waste management policy and has set up a partnership in France with a state-certified organisation in charge of coordinating the collection and processing of professional and household WEEE. As a result, the group reduced the amount of electronic waste it produced from 800 tonnes in 2011 to 100 tonnes in 2012, in particular by reusing a greater proportion of end-of-lease equipment. Management plans to roll out this WEEE management process in the group’s other countries, based on the best practices of the pilot phase in France.

In Spain, the offices have used battery recycling points. At the end of 2013, the paper from all Econocom’s French premises was collected and recycled by a specialist partner.



Active involvement from the stakeholders

Internally, Econocom in France endeavours to heighten its employees' awareness of the group's CSR commitments through various events (e.g. Sustainable Development Week in 2012 and 2013, a green awareness campaign, a 'Recycling Day' for collecting employees' digital waste, etc.). In Spain, Econocom raises awareness of environmental issues by displaying ecological best practices in the workplace.

Similar initiatives should be rolled out group-wide by the end of 2014.

In terms of suppliers, all the specifications issued to prospective suppliers now include selection criteria with respect to sustainable development.

Econocom has also developed a range of environmentally-responsible offerings for its clients: "Papyrus by Econocom" ensures more responsible printing management, limits consumption of paper and consumables and includes a document digitising service, and "2nd life IT" is a turnkey solution for recycling clients' used IT equipment through a state-accredited partner.

Indicators

79%

of the fleet cars used by employees
consume less than 120 grams of CO₂
per kilometre.

115g/km

the average rate of CO₂ emissions per
fleet car.

5,500

amount of greenhouse gas emissions
as tonnes CO₂-equivalent saved in
2012.



social impact

“Being accountable to civil society”



Our challenges

Econocom is acutely aware of the changes in civil society and the impact it has on local communities. The group is thus concerned with fundamental social issues such as human rights, young people and employment, exclusion and precariousness, community life and the role of women in the digital industry.

Our commitments

The group is committed to employing graduates and disabled staff and helping them integrate into the workplace, and encourages entrepreneurship among young people.

Our actions

Since 2006, Econocom has supported the NGO Passerelles numeriques in its efforts to give young people from impoverished backgrounds in Cambodia, Vietnam and the Philippines access to training and skilled employment in the ICT sector. In addition to providing funding and donating IT equipment, Econocom has set up a corporate volunteering scheme whereby employees can lend their time and skills to the organisation.

Econocom is committed to recruiting graduates: it takes part in the *Journée Nationale Des Jeunes* (National Youth Day), and launched a recruitment plan to take on 80 students on a 2-year sandwich course. It also actively encourages entrepreneurship among young people, and is a partner of French non-profit organisation “100,000 entrepreneurs”.

Moreover, Veronique di Benedetto, Managing Director of France, is personally committed to promoting gender parity: she is an active member of “Femmes du Numerique”, an organisation that was set up for the purpose of attracting women to the digital industry.

Indicators

80 students

recruited on sandwich courses over two years.

€140,000

donated to Passerelles Numériques in 2012: two classes sponsored.

48 weeks

spent on corporate volunteering projects by Econocom Group staff since 2007, including 10 weeks in 2012.

What our stakeholders say...

A few words from some of Econocom's stakeholders :

"Without Passerelles Numériques and Econocom's support, I would never have made such a success of my life."

Minal Khoeurn, Cambodian student

"I spent two weeks in Cambodia in July 2012, where I gave the local teams the benefit of my fundraising experience. It was an unforgettable experience. I firmly believe that Passerelles Numériques will become one of the leading organisations working in the IT sector in Cambodia."

Yann Toutant, General Manager for Econocom Netherlands

Our results

Passerelles Numériques

Over the past seven years, Econocom has helped 100 Cambodian and Vietnamese students from underprivileged backgrounds qualify for careers in the IT industry. 92% of them found employment within two months of graduating, and now earn on average 2-5 times the national salary and thus can support their families.

Since 2007, 21 Econocom Group employees have gone on volunteer schemes for Passerelles numériques in Cambodia, Vietnam and the Philippines, for a total of 48 weeks.

Econocom also donates IT and other equipment to Passerelles Numériques.

Local initiatives

Econocom carries out a number of volunteer and charitable initiatives all over the world, such as raising awareness about blood donations in Italy ("Innovation Running 2012"), collecting donations for charity in Belgium ("Télévie"), collecting for food banks in Spain ("Eco-Run"), selling secondhand IT equipment and donating the proceeds to charity in the Netherlands ("IT Donation"), and taking part in Société Générale's CSR week in Eastern Europe. In France, Econocom is a partner of "100,000 Entrepreneurs" which promotes entrepreneurship among young people and in which the group's managers are actively involved, and "National Youth Day" (*Journée Nationale Des Jeunes*). As part of its partnership with "Femmes du Numérique" in France, Econocom helps the organisation by promoting gender parity in the digital industry, offering SMBs (members of the Syntec Numérique) tools and support in order to achieve this, and promoting the digital profession, in particular to young women.

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