



evernex

IT Life Services

Social and Societal Responsibility
Communication on Progress 2019 - mid 2020

LEADER IN THIRD PARTY MAINTENANCE

RENEWAL OF THE PRESIDENT'S COMMITMENT



"2020 is a challenging year for businesses: Covid-19 pandemic, economic and social volatility, rapid technological change... Our goal in this context is to manage our way through the crisis, continue our growth path and find ways to link current moves to future outcomes.

More than ever, and beyond a certain pandemic stress, our company needs to cultivate adaptability and resilience. Our focus is to use our digital transformation to become increasingly customer-centric and accelerate new kinds of collaborations with our clients, teams, suppliers, investors and partners... we believe in a data culture to strengthen Evernex' decision-making & continuous improvement.

We are aware of the increased focus of investors' ESG screening. Our TPM Services and Recycling (WEEE) activities are already providing durable value to our clients. Nonetheless we commit to using non-financial metrics to better integrate social and environmental responsibility in operational processes, and to invent new solutions and partnerships, combining our clients mentorship and benefits for the world around us.

The Executive Committee and I are resolutely committed to this approach. Evernex renews its commitment to the 10 principles of the Global Compact for the year 2020"

Stanislas PILOT, CEO

SUMMARY

- 01 . EVERNEX'S PROFILE
- 02 . HUMAN RIGHTS AND LABOUR RIGHTS
- 03 . ENVIRONMENT
- 04 . FIGHT AGAINST CORRUPTION



01

PROFILE

WHAT DO WE DO?

Evernex

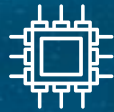
the European leader in
third party IT maintenance



**Independent IT
Services
Company**
internationally



**Flexible
maintenance**
service for data
centres



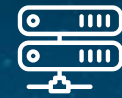
36+ years
of multi-brand
hardware
experience



45
subsidiaries
(legal entities)



165+
countries
covered



240,000+
IT systems
maintained
around the world

OUR VISION

“

We contribute to **innovation in the field of third-party IT maintenance** by offering international, profitable, sustainable, and environmentally friendly support solutions.

”

OUR MANAGEMENT TEAM



Stanislas Pilot
Chief Executive Officer



Stéphane Ménard
Chief Financial Officer



Christophe Mulin
Chief People Officer



Emmanuel Roland
Chief Digital &
Technology Officer



Mohamed Bella
Chief Marketing Officer &
Executive Vice President MEA

TBD
General Counsel



Klaus Stöckert
Managing Director
Central, Eastern &
Northern Europe



Farid Seddar
Managing Director –
LATAM, MEA, APAC



Dominique Demesy
CEO special adviser
Managing Director
Southern
& Western Europe



Tony Senecal
Executive Vice President
SPAAS



Fabrice Pouzaud
Managing Director
Financing

evernex

IN FIGURES

FOUNDED IN 1983

Majority owned by
3i Group since 2019,

€205 M

TURNOVER
IN 2019

ACTIVITIES

Maintenance, Support
and Recycling of IT equipment
multi-vendors

Hardware Expertise of Servers,
Storage, Libraries and Networks

+850 000 ITEMS in stock
36,000+ references in
stock



CSR policy, WEEE, certified ISO 14001:2015 and ISO 9001:2015, innovative hardware recycling process, partner of humanitarian organizations



+900
EMPLOYEES



+10,000
CLIENTS

MULTI-VENDORS



+165 | **45** | **+330**
COUNTRIES | SUBSIDIARIES | STOCK
LOCATIONS

OUR EVOLUTION



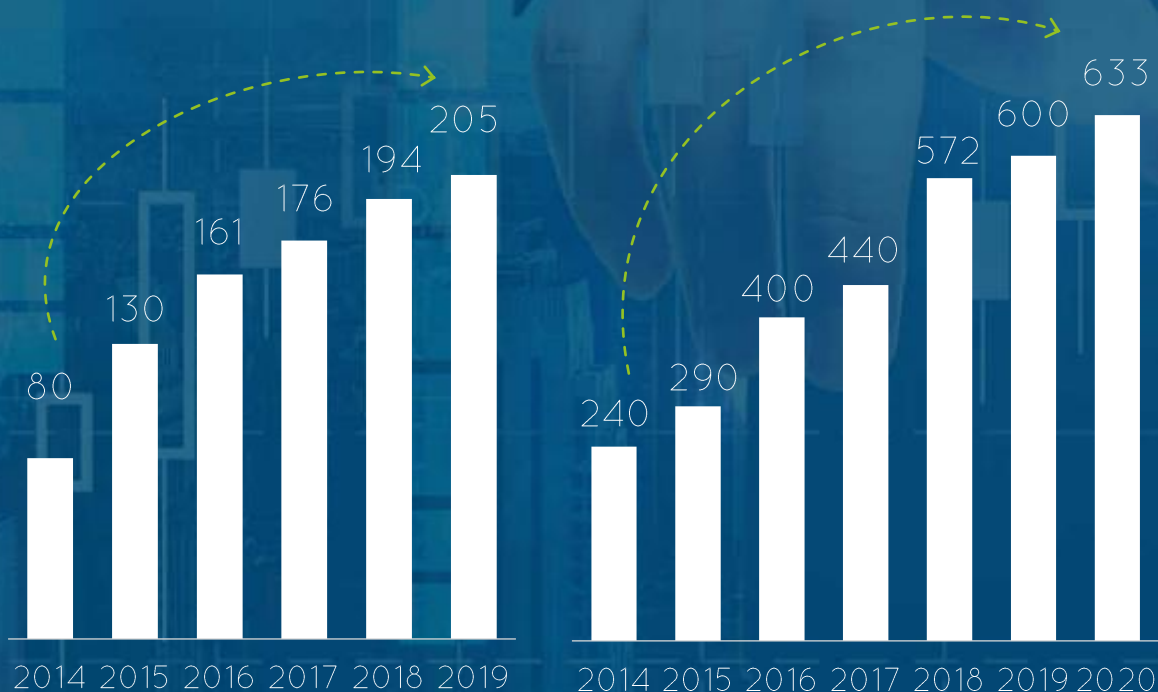
+21% CAGR

GROSS TURNOVER
SINCE 2014
- EXCL. IFRS 15



+118%

EMPLOYEES
SINCE 2015*



* At end of June 2020

ACQUISITIONS



phoenix
IT Services

France

2013

DCS

Italy

2014

ADiTiA LEASE

France

2014

NEXEYA
SERVICES

France

2016

TTS France

France

2017

CAT SISTEMAS
RECAMBIOS INFORMÁTICOS

Spain

2017

A Systems

Brazil

2018

roer

Argentina

2019

STOREX
Our Partnership. Your Advantage.

South Africa

2020

TECHNOGROUP
keep IT running...

Germany

2020

WORLDWIDE COVERAGE

45
subsidiaries
(legal entities)

330+
stocking
locations

30
countries with
own presence
(legal entities)



● Evernex Warehouses ● Evernex Subsidiaries

- Algeria
- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Chile
- Columbia
- Egypt
- France
- Germany
- Hong Kong
- Italy
- Japan
- Luxemburg
- Malaysia
- Mexico
- Morocco
- Nigeria
- Pakistan
- Peru
- Poland
- South Africa
- Spain
- Switzerland
- Turkey
- United Arab Emirates
- United Kingdom
- United States
- Uruguay

MISSION - VISION



**The mission represents the company's reason to be.
The vision is its reason to act.**

Vision

A digital world where IT leaders have the full power to choose the best time & the best solution to transform their infrastructure.

Mission

To be the preferred global IT infrastructure lifecycle service provider, operating from the largest footprint of people & spare parts in the industry.

We are business driven, close to our customers, and apply our core values to everything we do.

We are committed to a more sustainable IT world.

OUR VALUES



Our values are the driving force behind our commitment to all our stakeholders – our clients, our employees, our shareholders and society as a whole.

Care

we care about others' well-being

Cooperation

we like working together

Entrepreneurial spirit

we push the limits

Reliability

we meet expectations every day

Compliance

we do the right things always

MAKE LASTING COMMITMENTS

OUR SOCIAL COMMITMENTS

Attached to a corporate culture based on diversity, we are committed to:

- **Establish a working relationship** that encourages employees initiative and commitment (continuous improvement of our organization and our working methods, staff involvement in the company's success)
- **Enhance our human resources** (training, mobility, skills management)
- **Respect employees**, their working conditions, their safety and their rights wherever we operate (vigilant safety policy, open and constructive social dialogue, equal opportunities)

OUR ENVIRONMENTAL COMMITMENTS

Active in controlling the life cycle of our customers' IT equipment, we are committed to:

- **Promote energy efficiency** in our sphere of activity (extending the life of IT equipment through Maintenance, reducing our clients' carbon footprint)
- **Limit the Waste generation** Electrical and Electronic Equipment (WEEE)
- **Minimize our environmental impacts** (maintaining our ISO 14001 certification, WEEE recycling, rigorous waste management, energy optimization of our sites)

OUR CITIZEN COMMITMENTS

Open to the world, we are committed to:

- **Develop our activities** in compliance with good ethical practices (business ethics, purchasing policy)
- **Supporting community development** (humanitarian sponsorship, support of our employees to participate in external community and sports events)

THE 10 PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

> HUMAN RIGHTS

- Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights; and;

- Principle 2:

make sure that they are not complicit in human rights abuses.



> LABOUR RIGHTS

- Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

- Principle 4:

the elimination of all forms of forced and compulsory labour;

- Principle 5:

the effective abolition of child labour; and

- Principle 6:

the elimination of discrimination in respect of employment and occupation.



THE 10 PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

> ENVIRONMENT

- Principle 7:

Businesses should support a precautionary approach to environmental challenges;

- Principle 8:

undertake initiatives to promote greater environmental responsibility; and

- Principle 9:

encourage the development and diffusion of environmentally friendly technologies.



> FIGHT AGAINST CORRUPTION

- Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery.





02

HUMAN RIGHTS AND LABOUR RIGHTS



SOCIAL BAROMETER

As part of Evernex's international development, three years ago, the company decided to conduct a **social barometer** for all its employees around the world in order to better understand their expectations and needs within the company.

All the results, both **positive and negative**, were then communicated to the employees in full transparency.

Following this announcement, the management has implemented **various actions**, all dedicated to improving the working conditions of employees. Among them, the creation of posts or the allocation of budgets dedicated to the training of employees.

This success made us want to repeat this operation: therefore we decided to set up a survey every 18 to 24 months. The second was held at the end of 2017.

This tool allows Evernex **to evaluate the employees' feelings** about the recently implemented solutions and **assess their well-being** within the company.



According to the latest survey conducted by the company at the end

of 2017, **89%** of our employees around the world are proud to belong to Evernex.

SOCIAL BAROMETER

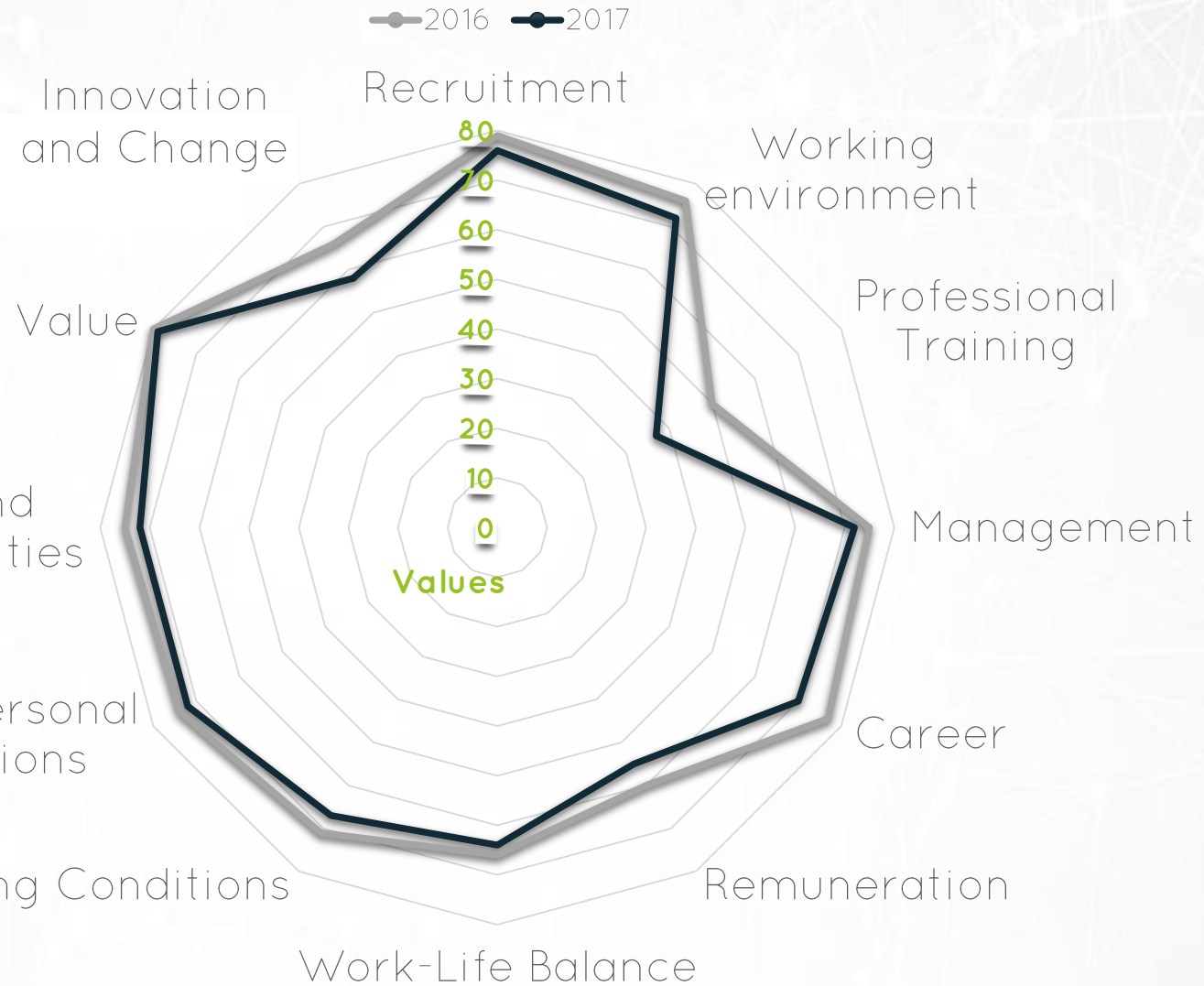
“

Our status as an international company,
present in 165 countries,
pushes us to collaborate with very **diverse** profiles.

It is therefore essential for us
that **everyone feels comfortable.**

”

RESULTS OF THE SOCIAL BAROMETER



**Innovation
and
Changes**

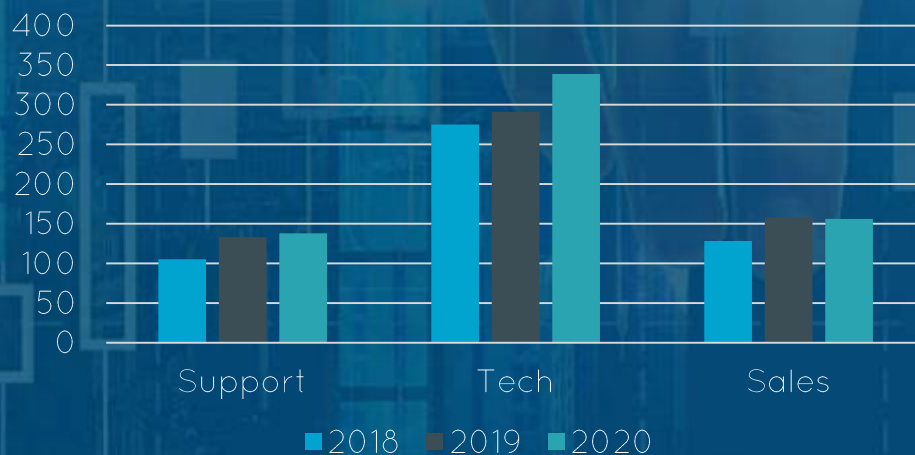
**Training and
Career**

EMPLOYMENT: STAFF



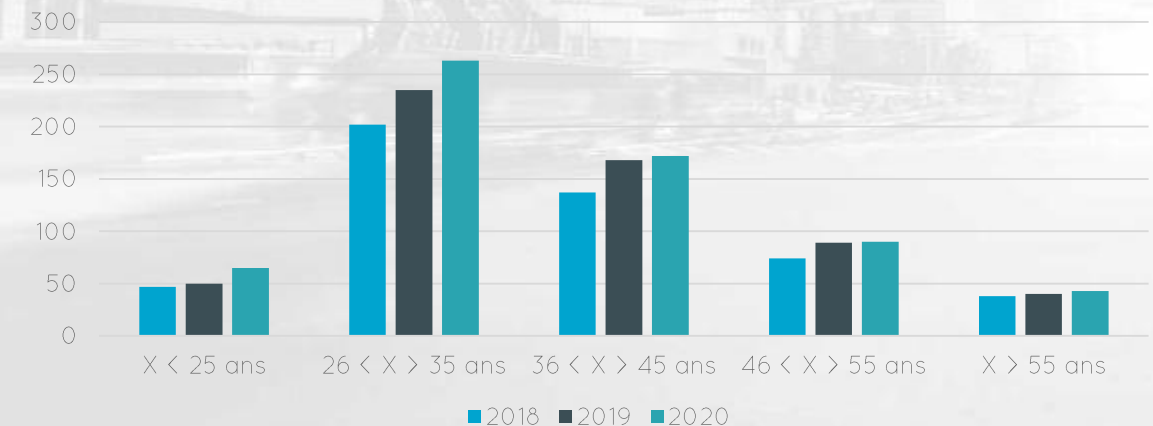
Evernex is **growing** rapidly: its workforce has doubled in 5 years (290 in 2015, 633 on 31/06/2019, 913 on 30/09/2020 with our latest M&A, data to be integrated on this graph next year).

Evolution of staff per type of job



Evernex remains a **young** company: by mid-2019, 42% of the workforce is between 26 and 35 years old, and 27% between 36 and 45 years old.

Age pyramid



The staff attrition rate is as follows: from 8,78% end of 2019 to 5,85% at mid-year 2020. This is essentially due to the transformation of the company and its jobs in order to sustain growth.

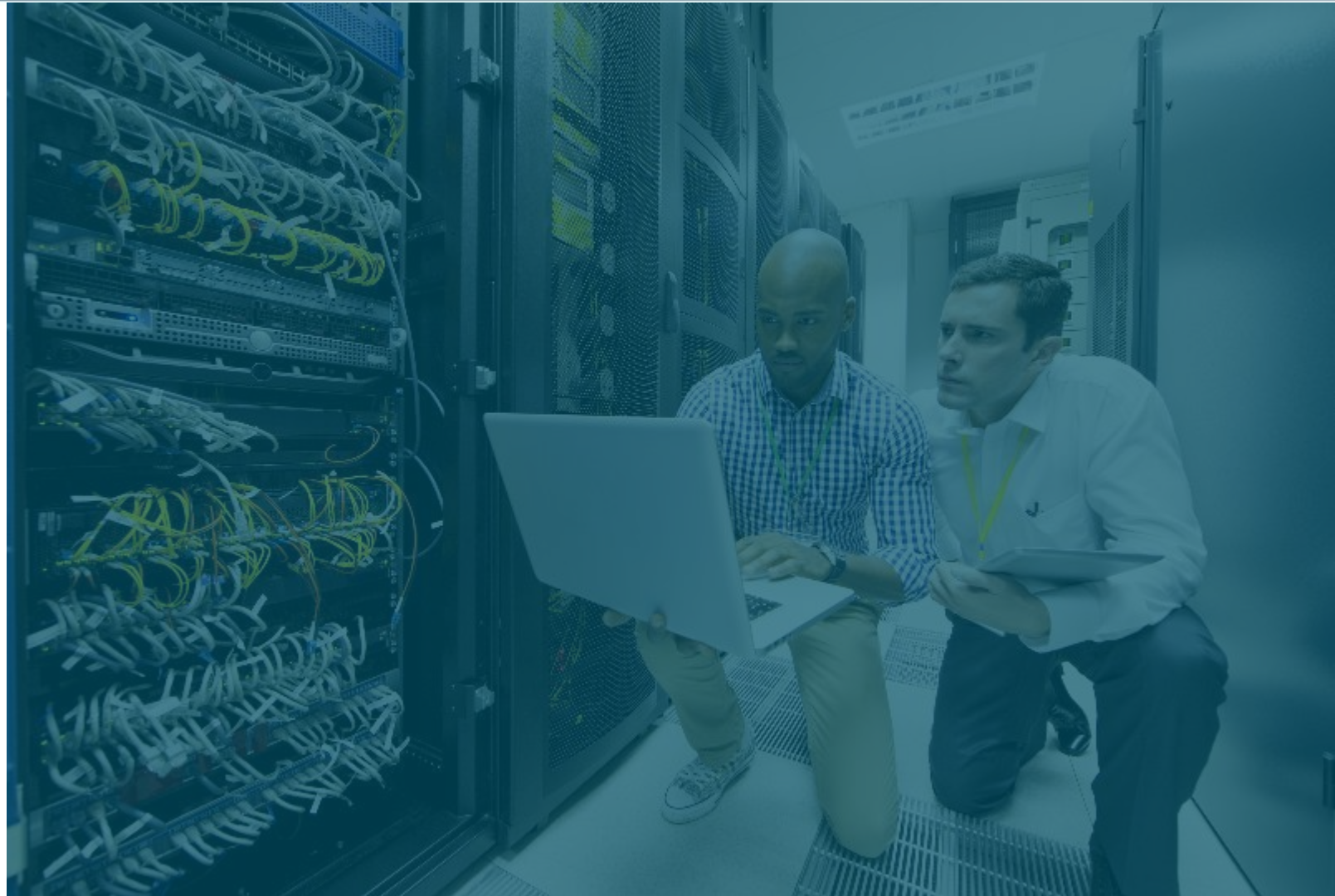
EMPLOYMENT: RECRUITMENT POLICY

Evernex is a young company focused on professional diversity. It offers its chance to all motivated people, eager to evolve and increase their know-how.

Our company makes it a point of honour to focus on **profiles** rather than CVs, by employing young people upon leaving high school, as well as profiles that need to be reintegrated into a suitable professional environment.

We hire according to 3 criteria: a strong **appetite** for new technologies or technical competence, the **desire to work**, and the **feeling** with the candidate.

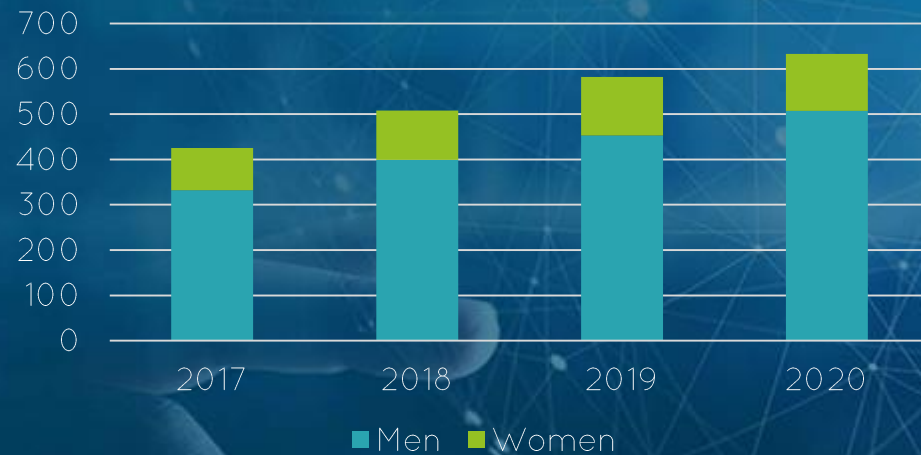
New **expert profiles** are today hired to support the company's growth.



EMPLOYMENT: WORKFORCE - DIVERSITY - VARIETY



Men – women breakdown



Evernex, like any company (French or international*) operating in the tech sector, faces **difficulties in increasing the number of women** in its workforce, particularly in the fields of Sales and Technical Engineering. Since 2010, the ratio of 80 % -20 % has remained stable.

On the other hand, Evernex favours its **territorial anchoring** in the Seine-Saint-Denis employment area, and claims its **cultural and social mix** as a factor of wealth and success (see next page).

In addition, Evernex regularly makes use of ESAT (Establishment and Work Assistance Service). As part of its WEEE Recycling activity, Evernex has been working with the **disabled-friendly company LOXY** for many years with complete satisfaction.

* World: see the Sept 2018 report of McKinsey & Company and Pivotal Ventures <https://www.rebootrepresentation.org/>

France: The National Council of Engineers and Scientists of France notes an aggravated disaffection of women for the digital professions (IT and networks): https://www.lesfr.com/fr/campus/article/2017/12/11/femmes-et-informatique-vingt-ans-de-desamour_5227726_4401467.html

EMPLOYMENT: WORKFORCE - DIVERSITY - VARIETY



Our teams consist of more than 900 employees with different profiles and qualifications and 36 nationalities. We rely on **cultural and social** diversity to enhance & improve our expertise and know-how based on the knowledge of each employee.



“I’ve been working at Evernex for 10 years, Initially, I was order picker for 1 year, then warehouse clerk for 6 years before becoming a technician. Today, I manage 3 people and am also in charge of recruitment. I attach importance to two criteria concerning the profiles of candidates: their motivation and their ability to learn without theoretical training. At Evernex, we have this chance to evolve without a diploma, through merit and trust, other companies should also give this opportunity.”

explains Mohamed G., a technician based in Aulnay-sous-Bois.

Thus Evernex **breaks the codes** of the traditional company and the strict criteria related to recruitment. This historical, cultural, social or religious mix creates a positive emulation, conducive to the creation of an enriching context and professional development within our group.

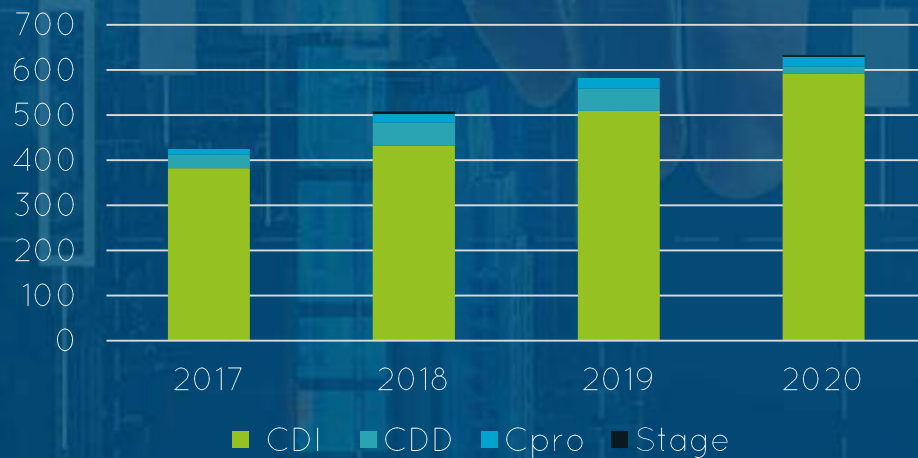
EMPLOYMENT: WORKFORCE – EMPLOYMENT CONTRACTS



With 94% of its employees on permanent contracts, Evernex contributes to the fight against job insecurity. Managers do not hesitate to recruit young people and professional integration profiles:

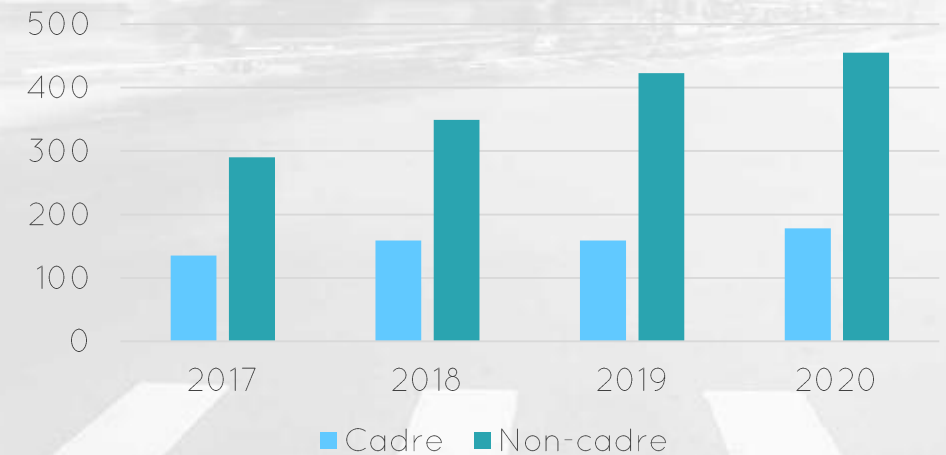
3% on fixed term contracts and 3% on professional contracts, frequently transformed in long-term contracts.

Employment contracts



The proportion of executives in the company remains stable around 30%

Status



EMPLOYMENT: REMUNERATION & WORKING CONDITIONS



Evernex World	2017	2018	2019	June 2020
Payroll (million €)	29,79	32,98	37,76	28,88

Evernex International in France	2017	2018	2019
Rem. Report Executive / Rem. Employees	1,63	2,59	2,2
Rem. Report Executive / Rem. Employees (Men)	1,76	2,76	2,27
Rem. Report Executive / Rem. Employees (Women)	1,22	1,81	1,79

REGULAR FOLLOW-UP AND EXCHANGES WITH EMPLOYEES

90% of the employees have an annual competency and performance interview. Regular team meetings (weekly, monthly, quarterly) are organized for better coordination and project management: Executive Committee, Digital Transformation Project Steering Committee, Sales Meetings, Quality of Service Operational Meetings, SEC (employee delegates).

WORK/LIFE BALANCE

Management is aware of the working time management. Depending on the profession, employees are equipped with laptops: this helps to promote teleworking. For the professions that allow it, the rate of teleworking employees varies between 0 and 90% (at the rate of one day per week, with exception). In addition, the part-time, and the adapted hours and times are regularly applied (young parents, sports commitment at the national level, etc.).

Alongside 3i Group, our majority shareholder, our **executives are key shareholders** in the growth of our company.

Employees hold **5,7%** of our capital and are committed to Evernex's long-term success.

EMPLOYMENT: REMUNERATION & WORKING CONDITIONS



WORK/LIFE BALANCE

In 2020 with Covid-19 pandemic, the vast majority of Evernex collaborators have experienced remote work, still largely in place in many countries facing second or third epidemic waves.

Beyond this exceptional situation, Evernex supports a work organization allowing for some collaborators to pursue their sportive careers.

It is the case of Dylan Rigot, IT technician and high level athlete, who has just won bronze in the men's 100m final at the French Athletics Championships (Albi, 12-13 September 2020), and is preparing for European (Poland) and World championships (China, Poland) as well as the Tokyo Olympics Games.

"It's thanks to Tony (Senecal, VP SPAAS) that I managed to balance my work and sport because he's the one who understood my dilemma right from the interview. He knew from my resume that I was already a champion in Guadeloupe; I'd already performed very well in track and field and I was already running with Christophe Lemaitre!

Now I run in national and international track and field competitions with athletes such as Kim Collins who was crowned world champion in Paris in 2003 right before my eyes, Michael Rogers, Richard Thompson, Arthur Gue Cissé, Akani Simbine... and even Ronald Pognon, who's the first Frenchman to have run the 100m in under ten seconds, reaching 9.99 s.

Today I'm very consistent on a professional level, I'm proud of my progress and I'm flourishing in Tony's team".

EMPLOYMENT: WORKING CONDITIONS & SAFETY



ACCIDENTS AT WORK

Evernex International in France	2017	2018	2019	2020
Number of days lost for workplace accidents	337	126	13	63
Severity rate of workplace accidents	0,90	0,32	0,05	Annual consolidation - ongoing
Frequency rate of workplace accidents	21,28	25,77	20,75	

In terms of workplace safety, since 2015 our main site in Aulnay-sous-Bois has had 4 **workplace first aiders** (OHS upgrade training every 2 years), and 8 **fire crews and fire extinguisher handling**. These training courses are extended to other French sites in 2020.

As a preventive measure, Evernex also supports employees' physical activity through the provision of subscriptions to sports activities. Employees are regularly encouraged and sponsored to participate in sporting events.

In 2020, Evernex has started work towards ISO 45001 on Occupational Health & Safety.

ABSENTEEISM RATE

Evernex International main French site at Aulnay-sous-Bois	2017	2018	2019	2020
Absenteeism rate due to illness	5,41	4,42	4,51	Annual consolidation - ongoing

EMPLOYMENT: WORKING CONDITIONS AND SOCIAL DIALOGUE



As part of its external growth, Evernex wanted to harmonize working conditions for its employees in France through specific actions:



Harmonisation
convention collective
SYNTEC



Harmonisation social and
complementary coverage
for international travel



Election of staff
representatives and a
Social and Economic
Committee

The employees benefit from regular medical follow-up (at the hiring then every 5 years), from an advantageous health insurance, and from the provision of appropriate protective and safety equipment (electrostatic wristbands, safety shoes, anti-noise helmets, handling gloves etc.) for employees in logistics activities.

Since 2008 the group has 4 staff representatives. In 2018, a SEC was elected, and all meetings notes are shared with all employees of the company and posted on the various sites. The Economic and Social Database is in place since Q1 2020, centralising social data in a secure and transparent manner, and contributing to social dialogue.

Agreements: Mandatory Annual Negotiations 2% (2018), on-call duty (2018), MAN 2% (2019), setup of a “Time-savings account” (2019), Macron bonus (2019 & 2020), revision of the Rules of Procedure (2020), MAN 2.4% (2020), organization of working time, handicap, remote work, professional equality (on-going),

EMPLOYMENT: TRAINING & CAREER MANAGEMENT



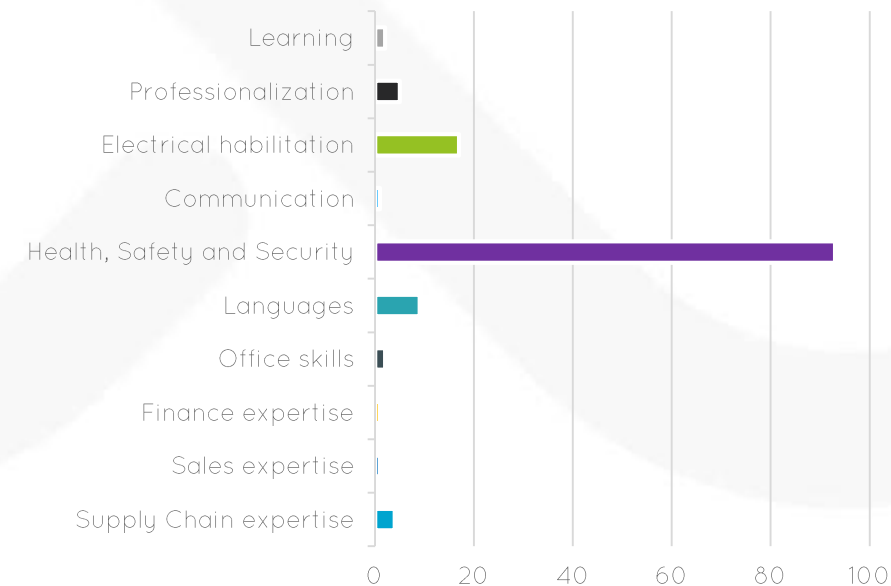
Training is a **priority** for Evernex, as set up in our Social Barometer, on which the group will focus its efforts. The objective is to strengthen skills, promote the individual progression of employees and develop collective intelligence.

Evernex has strengthened its HR unit and is digitalising the monitoring of human capital development in order to meet its needs as a fast-growing SME (endogenous and exogenous), which will allow centralisation and harmonisation of HR management between headquarters and subsidiaries.

Waiting for its IT tool (production phase of HRIS June 2020), the priority is to ensure the training needs of the profession, allowing everyone to have the necessary skills to master their jobs and working tools.

100 % of our engineers and maintenance technicians in France have electrical qualification

Breakdown of training by type 2019-2020



The training rate for 2019 remains around 1,16 % of the payroll.

In 2020 many training sessions were cancelled or postponed due to Covid-19 Pandemic. But the plan remains to launch an **English language** skills development programme in France. In 2020, the European and World subsidiaries will also benefit from it. In addition, special emphasis has been given on **Occupational Health and Safety training**.



Evernex takes into account the context of the international health risk of a pandemic linked to the new 'COVID-19' virus and the mobilization of governments and international organizations to face this risk. In order to serve its customers as closely as possible, without interruption of activity and under the best conditions, Evernex has implemented a health protocol within its organization to deal with the COVID-19 epidemic.

Due to its activity, Evernex has put in place a plan to anticipate possible economic and social consequences by developing its **Business Continuity and Recovery Plans**. As a socially responsible company, Evernex complies with all local regulations.

The health protocol is based on two main objectives: **Protection of Employees and Business Continuity**, comprising:

- Global governance with monitoring
- Collective and individual measures on all sites
- Maintaining jobs and wages
- Payment of suppliers
- The support of shareholders
- The reorganization of the Supply Chain to build economic and environmental resilience
- Solidarity to give back to the community (see following pages Samu Social 93)

SOCIETAL COMMITMENT



Evernex is a key partner of a non-profit organization.

For the past 10 years, Evernex has provided financial and material support to TANAT primary and secondary school in Niger. **Classrooms and computer rooms have been created and equipped with all the necessary IT equipment.**

In September 2017, a second computer room for high school was built. Today 12 classes are open: 420 schoolchildren can attend a quality schooling.

In 2020, Evernex's support will help replace defective batteries in the **solar electricity installation** that powers the secondary school's computer room, equipped with 20 computers donated by Evernex.

In addition, Evernex's support this year allows the replacement of **textbooks** made available to students (renewal every 3 to 4 years).

Employees also play an **active role** in supporting the school, including sponsoring students who may not have had access to education, and covering their tuition fees.



Association TANAT

SOCIETAL COMMITMENT



The situation related to Covid-19 is unprecedented, and represents beyond an immediate health emergency, a social and economic emergency, particularly in the responses to be provided to the most disadvantaged.

Evernex has therefore decided to support the **Samu Social 93** (emergency assistance service for the homeless: a state-backed French charitable organization), particularly with its food and essential products distribution.

Why did we choose SAMU Social 93 in the Seine-Saint-Denis area? Because Seine Saint Denis is the Ile-de-France department **most affected by the Covid-19 pandemic**, and Evernex is located there: **Aulnay-sous-Bois is its largest logistics site and also its historic site.**

Evernex contribution has helped SAMU Social 93 and the people of Seine-Saint-Denis benefit from approximately **14 tons of food** from March and through May. This support has been distributed through the food bank to homeless people and families staying in hotels provided by SAMU Social 93 and other charitable organizations.

Consistent with its company value “Care”, Evernex is proud to have been able to help some of the people who have been hit hardest by the pandemic.



SOCIAL COMMITMENT & CONVIVIALITY



In addition to the financing of the Works Council (0.2% of payroll), Evernex celebrates the Children's Christmas as well as the work birthdays of the employees.

For many years now, a kick-off gathering has been organised once a year for all the group's employees (2016 Chamonix, 2017 Barcelona, 2018 Paris). Other gatherings also take place regularly: for the Executives, Managers, Sales representatives, or even subsidiaries. Meals, barbecues and other activities (football, karting, boxing etc.) also contribute to team-building and conviviality. In 2020, this important aspect of Evernex conviviality has been stopped by the Covid-19 pandemic.



AREAS OF PROGRESS HUMAN / LABOUR RIGHTS



The social barometer results and the continuous improvement approach encourage Evernex to strengthen its efforts on:



PERIMETER

HUMAN RESSOURCES

IMPROVEMENT OF WORKING CONDITIONS

PROMOTION OF RESPONSIBLE PURCHASING

ANALYSIS FOR HARMONISATION OF PRACTICES IN INTERNATIONAL SUBSIDIARIES

ACTION PLAN 2022

M&A INTEGRATIONS TOWARDS A COMMON CULTURE

STRENGTHENING THE HR DEPARTMENT AND IMPLEMENTATION OF HRIS

INTERNATIONAL HARMONISATION:
ANNUAL INTERVIEWS, DEVELOPMENT AND CAREER MANAGEMENT

PROFESSIONAL TRAINING, HEALTH AND SAFETY AT WORK (ISO 45001 PROJECT)

ADAPTATION OF PRODUCTION SITES FOR MORE OHS

100% MOU SIGNED, EVALUATION OF THE 20 MOST STRATEGIC SUPPLIERS



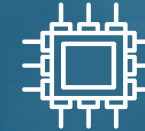
03

ENVIRONMENT



ISO 14001 PROCESS

evernex



Analysis of our environmental impacts

Measures, monitoring of indicators & prioritisation of action fields
ISO 14001

Operational choices

In terms of logistics activities,
international locations

Internal

Employee awareness through a **charter of good environmental practices**

Client engagement

Life Cycle Assessment & Valued environmental approach through the issuance of a **Carbon Reduction Certificate**

Recycling

Hardware recycling, including the collection of unused equipment, dismantling and upgrading of reusable components

Relocation / Adaptation

Adaptation of production sites to be **more adapted to our logistics flows and environmental standards**

OPERATIONAL CHOICES

Evernex offers its customers worldwide coverage for IT infrastructure maintenance: we ship spare parts around the world in record time.

Evernex therefore opted to open **32 subsidiaries** and have more than **330 storage points** to minimize the **carbon impact** of **spare parts delivery** as much as possible.

The Group has also made efforts to reduce this impact by **grouping as many shipments as possible by regions of the world** (Maghreb, Sub-Saharan Africa, etc.) and thus serving the **165 countries** of its market.



Operational and environmental optimisation
of our IT logistics activities

7,000 M²

storage space in
Europe's largest
spare parts
warehouse

160,000+

Spare parts shipped
per year

17,000+

parcels packed
and sent per year

1 ton

Spare parts sent per
day

INTERNAL

100% of employees are regularly sensitized to **good environmental practices**

Management has also set up **personal and collective objectives** for certain businesses in order to encourage these eco-friendly gesture.

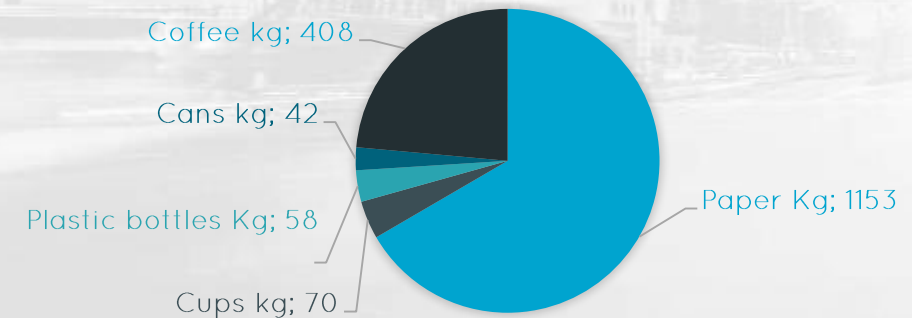
Consumption and recycling



WASTE COLLECTION

For waste sorting, Evernex sites involves a specialised company, [Les Joyeux Recycleurs](#), to collect the waste. This makes employees aware of eco-friendly practices and recycles our waste, all in solidarity, with our partner donating 5 euro cents for every kilo collected at ARES workshop (social and professional integration). Since end of May 2019 we have extended this service to our main logistical French site in Aulnay-sous-Bois.

Evernex: kg recycled 2019 (Aulnay & Paris) – significant non-dangerous waste sorting



INTERNAL RECYCLING

Evernex recycles its waste, including printer toners, cartons with a compactor, batteries and bulbs as well as coffee capsules. This waste is processed by specialized companies, such as our partner [Green Recup](#) or [Privacia](#) for cardboard, which provide us with a good systematic monitoring of destruction (CERFA n° 12571*01).

ECO FRIENDLY HABITS

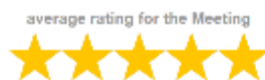
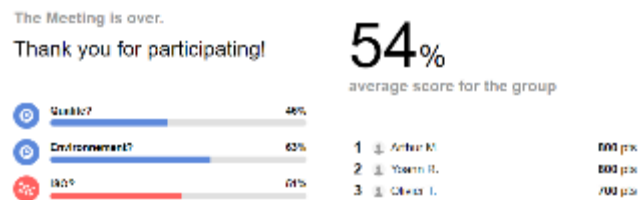
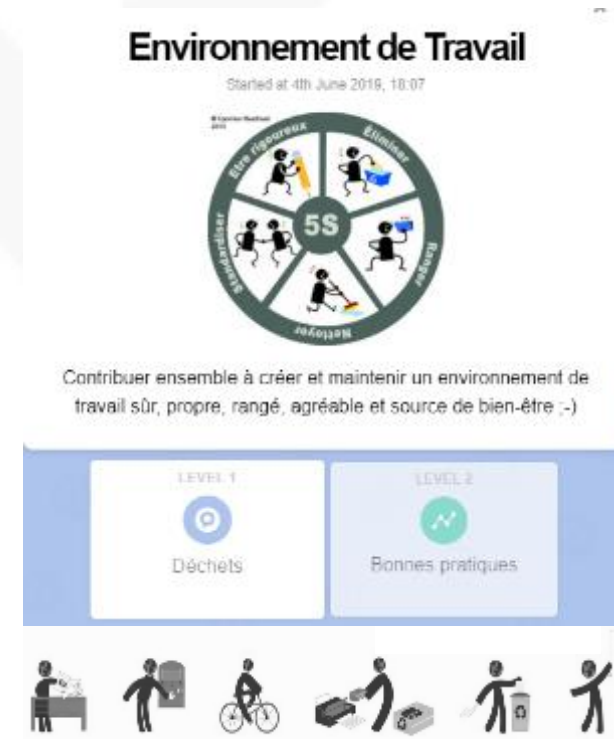


GOOD ENVIRONMENTAL PRACTICES

For office lighting and air-conditioning needs, the group has centrally **programmed** stoppage or reduction periods so that no energy is consumed during employees' absence.

Each year, the entire **electrical installation** of the buildings is checked and reported (Q18) including recommendations to optimize our electrical installation.

In winter, heating is kept to a minimum level during the night (so as not to heat unnecessarily while maintaining a temperature that allows efficient heating during the day).



The **continuous sensitization** of employees allows an improvement of reflexes such as the turning off the lights of an open-space by the last one present in the evening.



INFRASTRUCTURE



Our electricity consumption remains **stable** with a light progression of 0,08 % between 2018 and 2019, despite a significant increase in our activities.
We are working to control this consumption.



We recycled more than **18 tons** in 2017 and 2018, and **16 tons** in 2019.
Evernex has consumed 860 reams of **paper** in 2017, 1 130 in 2018 and 940 in 2019. The equivalent of 358 reams of paper have been **recycled** in 2019, hence 38 %.



Our gas consumption this year is back to its 2016 equivalent (2% increase).
A relocation project will help Evernex improve control of these costs through more optimal facilities (heating, air conditioning, etc.) and a building that complies with environmental standards.



In 2012 Evernex has carried out numerous sanitary works to reduce water consumption (detection tap, flushing with reduced water consumption, etc.).
Since then, it has evolved in proportion to the increase in the number of employees, but **rationally**, at a ratio of 4 m³ of consumed water per person in 2019.

CONSUMPTION SUMMARY

Travel

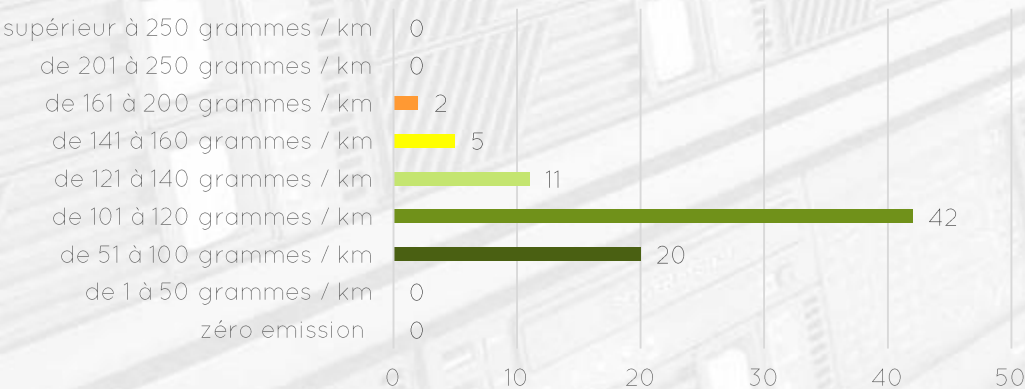


20 % of Evernex employees use **public transport** to get to their place of work.

Employees are made aware of **carpooling**, which remains stable between 15 and 20% / year.

The fleet of **company vehicles** is mainly identified as Crit'Air 1 and 2.

Number of French fleet vehicles by Air criteria

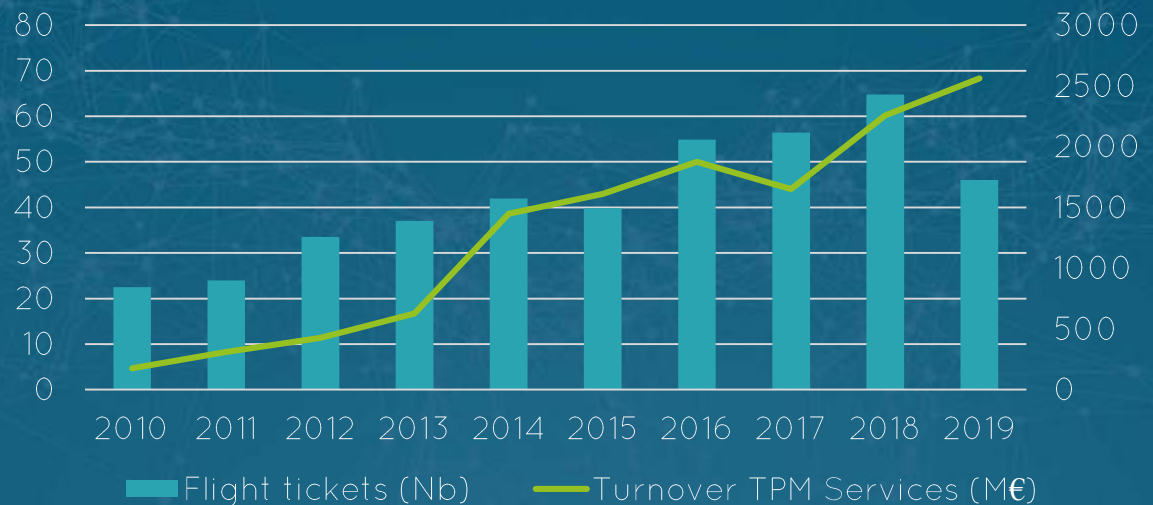


The deployment of **internal communication** and video conferencing **tools** helps to reduce some travel.

In 2018 Evernex organised a global event gathering all employees to celebrate its 35th birthday. In 2020 due to Covid-19 pandemic, Evernex has drastically reduced its international travels, none being authorised during lockdowns.

Nevertheless, this remains a focus for monitoring and a **travel policy** will be implemented.

Evolution of professional air travels vis-à-vis TPM Services turnover



OUR EXPERTISE: IT MAINTENANCE

A service offer
eco-friendly
by designed



Evernex's core business is to maintain the IT equipment of its clients in operational condition.

Thus, it is no longer a question of buying new equipment, but of maintaining it **as long as possible**.

Thus, Evernex offers a real environmental alternative.



Evernex supports its clients in their efforts to reduce their carbon footprint by controlling the entire **life cycle** of the equipment, from its first use to the waste treatment.

By entrusting us with the financial and environmental management of their IT assets, our clients can **halve their carbon footprint**.

CLIENT ENGAGEMENT

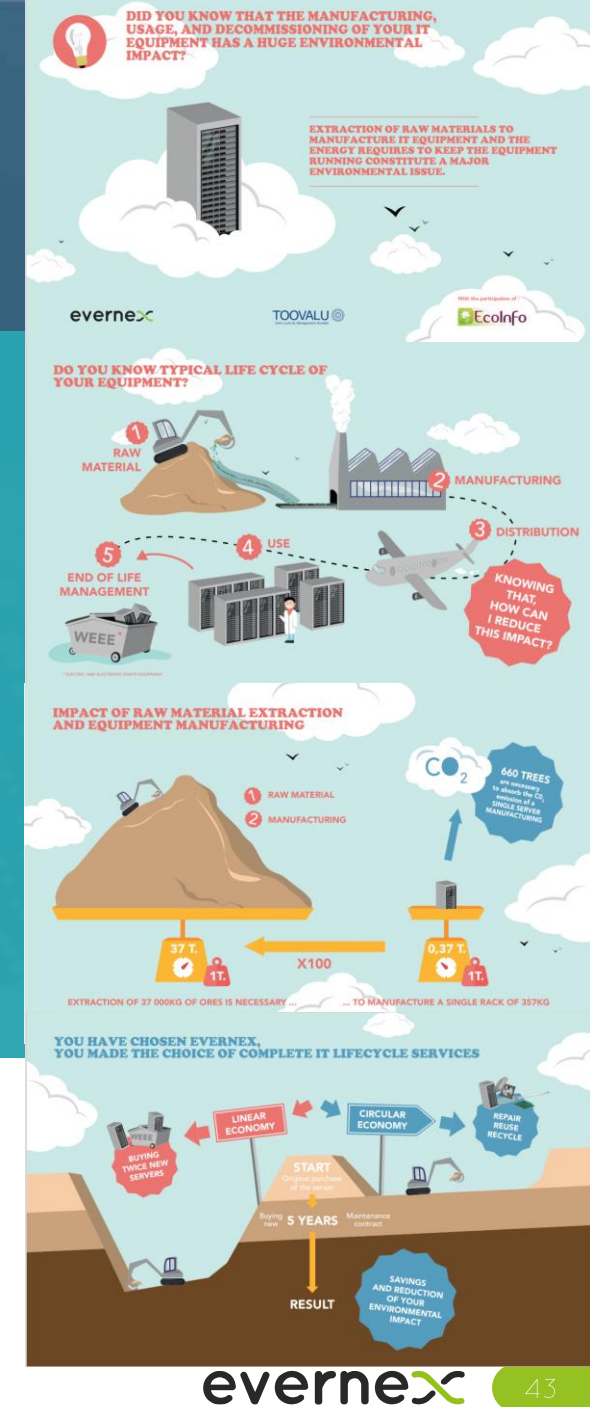
Evernex has evaluated the reduction of the energy and environmental impact of 70 of its customers, 1 to 3 years after the beginning of their collaboration.

The calculation is based on the manufacturer data, the number of years of collaboration, the number and type of equipment but also the intervention count with a possible change of parts.

The result of the study conducted is given to the client as a **certificate**.

Evernex collaborated with TOOVALU, EVEA & ECOINFO for the realization of this index.

Examples of **carbon footprint reduction** certificates:



RECYCLING



Evernex's recycling offer is based on a real commitment to the environment.

We reuse **any component** that can be reused.



LOGISTICS

Packaging, Collection & Transport in **ICPE Standards**



SECURITY

Destruction of remaining data
Accredited data erasure



TREATMENT

Disassembly, sorting of spare parts
Compliance with WEEE standards



REVALUATION

Reuse of components (maintenance or resale)
New Life for Products and Materials



Recycling

Destruction & reprocessing, return to raw materials
New Life for Products and Materials



REPORTING

Tracking, certificate of destruction
Official WEEE compliance certificate

RECYCLING



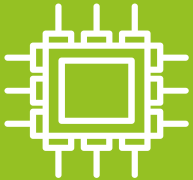
500 tons of computer equipment recycled each year by Evernex, and **70** tons reused



95% recycling rate for computer waste



80% of the CO2 emissions generated by this material are related to their manufacture



Reuse: 15% of the products entered at Evernex and considered as computer waste are reused (repaired, resold or reused in Maintenance) → **+50 000** spares from recycling are tested and put back in stock every year

Valuation: of the remaining **85%**, **93%** is recycled and becomes a secondary raw material (steel, ores)

RELOCATION - AN AMBITIOUS PROJECT



In order to meet **growth** needs, **Quality of Service** requirements, better **working conditions** and **environmental** imperatives, Evernex plans to move its main site from Aulnay-sous-Bois in 2020. This project has encountered various challenges in 2020, however adapting production sites remains a priority for Evernex.

ISSUES

- Evolve in a comfortable work environment conducive to well-being
- Have an environmental commitment and reduce the environmental impact of the group
- Increase the possibility of travelling in multimodal and friendly transport
- Develop a corporate culture with strong values and encouraging collaboration

OBJECTIVES

- Improve working and safety conditions for staff and ensure conformity of premises
 - Enhance service quality through more spacious and optimized premises
 - Reduce energy costs
- Organize the new premises in such a way to boost the performance and creativity of employees



AREAS OF ENVIRONMENTAL PROGRESS

Its ISO 14001 certification and a continuous improvement approach encourage Evernex to strengthen its efforts on:





04

BUSINESS ETHICS



COMPLIANCE AND ANTI-CORRUPTION



Evernex is committed through its **CSR Policy** to fight against corruption. Since 2018 Evernex is working on a more ambitious compliance program:



Corporate governance with delegation of powers

- Top management
- Subsidiaries



Implementation of prevention processes and detection of any potential risk



Setting-up of a Policy Manager system (EQS) to centralise all Evernex Policies



Focus on an international **Code of Conduct**



Implementation of a reporting and whistleblower system



Implementation of Personal Data Protection

- Launch ISO 27001 project

The **CSR policy** is operationalised by the **code of conduct**, attached to commission plans and linked to the **rules of procedure**. It commits **sales representatives** to the respect of human rights and international labour conventions, ethical practice and business integrity, and social responsibility, zero tolerance to harassment and discrimination.

In addition, **control and monitoring mechanisms** are enhanced since 2018 by a person dedicated to internal management control and an audit committee composed of 2 members of the Management Board and 4 members of the Supervisory Board.

AREAS OF BUSINESS ETHICAL PROGRESS



The evolution of the legislation, the strong growth and the international coverage of its activities encourage Evernex to strengthen its efforts on:



PERIMETER

ACTION PLAN 2022

HUMAN RESSOURCES

RAISE THE AWARENESS OF THE MOST-AT-RISK POPULATIONS (EQS POLICY MANAGER) AND EXTEND THE CODE OF CONDUCT (OBJECTIVE OF 100% SIGNATURES OF THE PEOPLE CONCERNED)

PROMOTE THE DEVELOPMENT OF VIRTUOUS PURCHASING PRACTICES (SUBCONTRACTORS AND PARTNERS)

REINFORCING MANAGERIAL PRACTICES - CONSULTATIONS WITH THE AUDIT COMMITTEE ON CERTAIN MATTERS BEFORE COMMERCIAL INTERVENTION

MONITORING AND SURVEILLANCE

IMPLEMENTATION OF A REPORTING AND WHISTLE-BLOWER SYSTEM (INTERNAL)

REFORM THE GROUP INTERNAL AUDIT RULES (FOLLOWING THE SETUP OF A NEW IT TOOL) + HOLDING REGULAR AUDIT COMMITTEES + INTERNAL AND EXTERNAL AUDIT OBJECTIVES

PROCESSING OF PERSONAL DATA

LAUNCH OF ISO 27001 CERTIFICATION PROJECT

ANALYSIS FOR HARMONISATION OF PRACTICES IN INTERNATIONAL SUBSIDIARIES

evernex

THANK YOU



COMMUNICATION ON
PROGRESS

This is our **Communication on Progress**
in implementing the principles of the
United Nations Global Compact and
supporting broader UN goals.

We welcome feedback on its contents.



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LEADER IN THIRD PARTY MAINTENANCE