

econocom

SINCE 1973

**RESPONSIBLE
DIGITAL
ENTREPRENEUR**

IMPACT REPORT **2022/2023**

A TEAM A WILL AN IMPACT

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EDITORIAL

Jean-Louis Bouchard,
Founding chairman and CEO



Achieving a positive impact is not an option: collectively we are accountable to society for building a liveable and sustainable world. Each company must act accordingly, with determination, realism and ambition.

Having an impact means being useful: as a responsible digital entrepreneur, Econocom puts all its energy and agility into serving its employees, clients and partners, society and the planet. We demonstrate this by providing the tools, funding and services necessary to transform organizations both socially and environmentally, which our times call for. We create shared value by listening to our clients and working collectively so as to make reasonable use of resources.

For nearly 50 years, we have been driven by the same entrepreneurial spirit that impels us to act with passion and to show resilience, when the horizon darkens.

Boldness, good faith and responsiveness are the core values of Econocom, shared by all our teams. These values are, as is the commitment shown by each of us, intrinsically related to our usefulness. It is also through **the diversity of our talents, expertise and cultures that we, as a company, can deliver a sustainable impact.** By sharing our experience, know-how and ambitions, we are demonstrating our determination and commitment to a circular economy.

A RESPONSIBLE FORCE



SUSTAINABLY COMMITTED TO ACHIEVING A GLOBAL IMPACT

Developing commercial offers with a positive impact, constantly searching for energy savings, reducing GHGs (greenhouse gases), continuously improving our ethics policy, promoting women in the digital sector and supporting education are the **business of all the people who create value for our group.**

WHAT IS YOUR METHOD?

Every year we are making headway, pragmatically and visibly, by maintaining a realistic vision that is related to our business. That's why we'll be providing more and more solutions with a positive impact, useful to all.

WHAT IS YOUR IMPACT TARGET?

Our goal is to proactively reduce all emission sources by determinedly embracing the circular economy that we have long carried in our DNA.

HOW WILL YOU EVALUATE YOUR PROGRESS?

The measurement criteria are defined in part by law but also by each company based on the business they are in. It is important to be part of a chain of knowledge and expertise. No one can go it alone in this matter.

WHAT ARE THE KEYS TO EFFECTIVENESS?

We are both a global group and a group of associated entrepreneurs, since a lot of leeway is given to subsidiaries and joint ventures. This is a strength because everyone can contribute to a relevant impact and draw inspiration from one another in order to move forward.

Véronique di Benedetto

*Econocom's Vice-president
in charge of Corporate Social Responsibility*

WHAT IS THE THRUST OF YOUR EFFORTS?

We pay great heed to the issues of decarbonization, the fight against the digital divide, particularly in education and training, as well as the promotion of women in the scientific professions.

WHAT IS THE RESULT OF ALL THIS?

Clients are acknowledging our expertise. The demand for positive impact extends well beyond the circular economy thanks to the solidarity-based economy. Digital offers new opportunities in terms of professional retraining. Circularity enhances solidarity.

WHAT ABOUT TODAY?

We seek to ensure that all our offers are useful, and that responsibility guides our investment strategy.



[Read the rest of the interview with Véronique di Benedetto](#)

OUR KEY FIGURES 

TO CORRECTLY ASSESS OUR EFFECTIVENESS

We measure the impact we are making to assess the effectiveness of the actions that we are taking over the long term.

CARBONE AND ENERGY FOOTPRINT



a **24%** reduction in greenhouse gas emissions (GHGs) per FTE (full-time equivalent) at the global level since 2019*.

* Scope 1, 2 and part of scope 3.



a **40%** reduction in electricity consumption from 5.3 to 3.2M/kWh related to our in-house IT since 2020.

CIRCULAR ECONOMY

We are extending the life for up to 3 more years of

400,000

digital devices and

100,000

smartphones that are being refurbished and then resold

100%

of our main strategic suppliers buy in to our responsible procurement policy

REPAIRABILITY

850,000

client mobile devices are being maintained by our Product Care Centre (Apple, Microsoft, HP, Lenovo)

The growing mobilization of our teams over the past 10 years has fostered our responsibility. As in the parable of the hummingbird, **there are more than 8,000 of us doing our bit to build it.**

RANKING



66/100

+ 4 pts. in the **Ecovadis** rating for the year, which ranks CSR performance.

Among the **250**

most responsible companies* in France.

* ranking 2022 and 2023 Statista for le Point magazine

EMPLOYEE RELATIONS



+5 pts.

83 pts. in the gender equality index over the year. The Apps Cloud & Data service division posted a score of 94 pts.



63%

of our employees have received ethics training, up 10 points.



1/3

of country General Management positions are being held by women.



75%

of employees** trained in best practices for data protection.

** in France



1,481

new hires in 2021, including 786 in France.

SHARED VALUES



... For ourselves, with our customers and in our ecosystem.

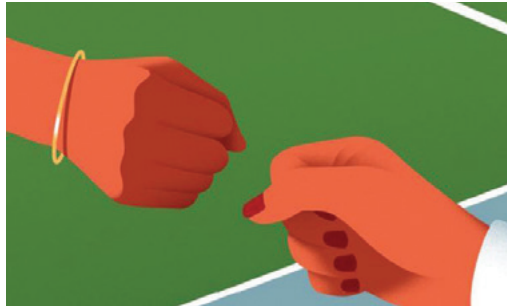
BOLDNESS

This means daring to undertake actions in order to be useful



GOOD FAITH

This is the will to move forward and build together



RESPONSIVENESS

This means always being on the move to make the most of change



Jean-Pierre Overbeek,
CEO of Bis, Econocom's subsidiary
in Netherlands

[Read the rest of the interview with Jean-Pierre Overbeek](#)

What about boldness?

Our business forces us to make bold choices. Every year, 10% of our revenue derives from innovation, which contributes to reducing our carbon footprint.

How would you define a responsible company?

An open-minded company in which employees do what they say and say what they do.

What is your impact on your ecosystem?

We promote inclusive employment, support charities, invest in reducing our carbon footprint and that of our customers.

What is good faith?

It is a key element that promotes a relationship of trust with clients. It is the foundation of loyalty in relationships.

What does it mean to be a responsible company?

It means wanting change and making long-term commitments to sustainable development, diversity, well-being at work.

What about the impact in education?

We value the impact of sustainable digital technology and facilitate education through digital tools.



Sarah Danilo,
Matinfo Account executive
Products & Solutions, Econocom

[Read the rest of the interview with Sarah Danilo](#)



Ahmed Morjane,
General Manager
Cloud Apps & Data Division, Services
Econocom

How would you define responsiveness?

This means evolving with (im)pertinence and relevance amid an environment where the only constant is change.

How would you define a responsible company?

One that goes beyond legal obligations. This involves implementing practices aimed at digital sobriety, on-boarding talent from all walks of life, and well-being at work.

What about the impact on your employees?

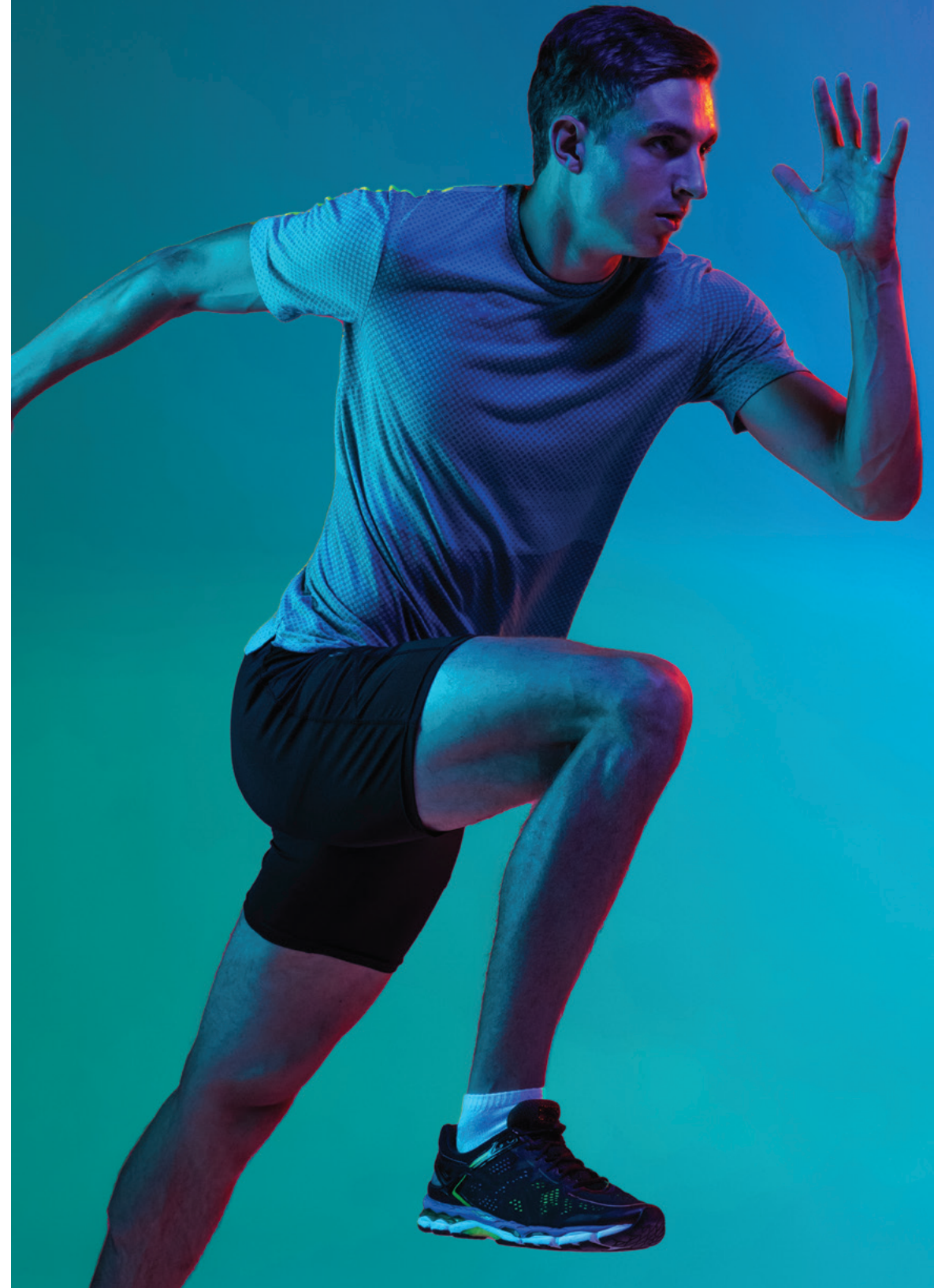
We provide a personalized experience that is geared to the specific needs of each recruited staff.

[Read the rest of the interview with d'Ahmed Morjane](#)

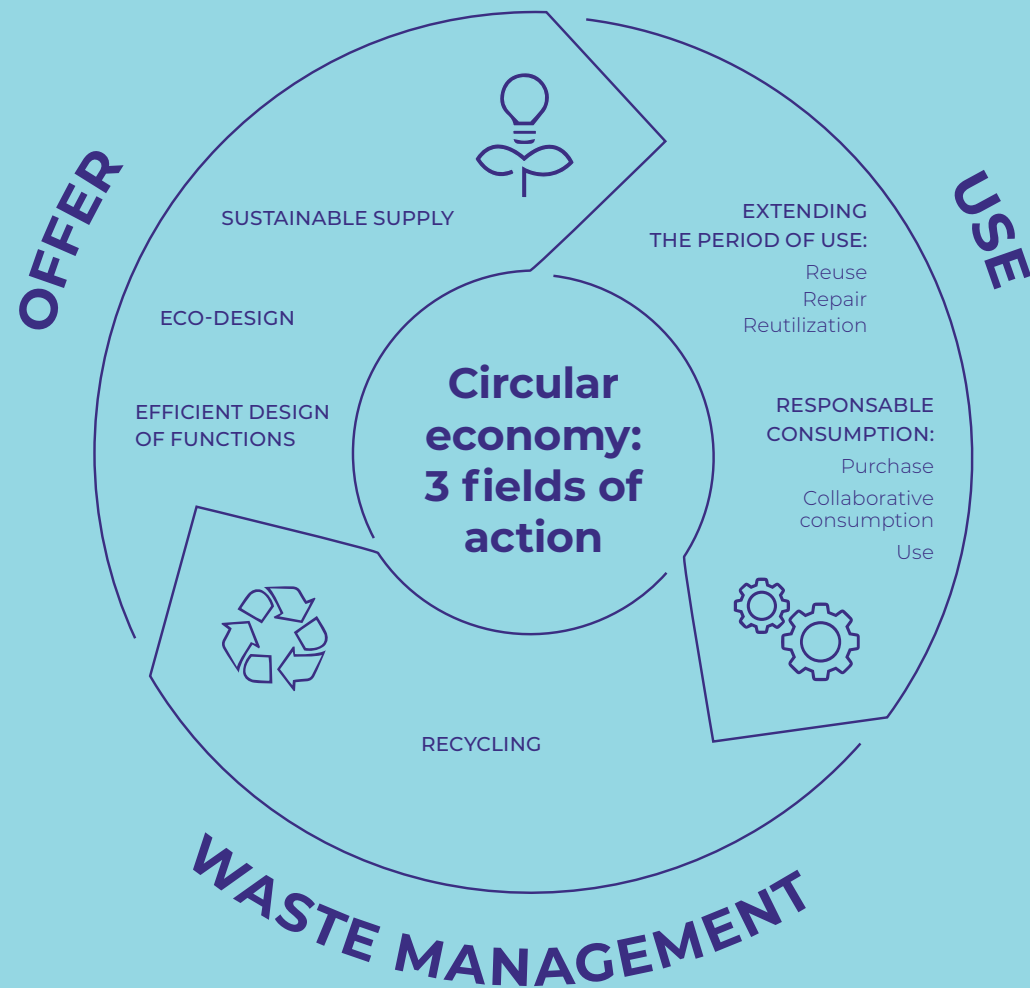
MEETING CUSTOMER EXPECTATIONS

All organizations are striving to reduce the cost and time taken for the acquisition of their equipment, just as they want to cut back on their consumption of water, energy and resources.

We are a solution provider.



THE INTELLIGENCE OF THE CIRCULAR ECONOMY



USEFUL INNOVATION

WE STRONGLY BACK DIGITAL TRANSFORMATION.

Our model is one of a kind because we offer all the services and digital equipment that are useful for the development of companies and the success of their projects.

Being practical and realistic means knowing how to **keep pace with our customers** so as to improve their agility by providing them with exactly what they need and use at the right time, without any superfluous expense.

"Econocom" contains the word **"economical"**: the intrinsic frugality of our offers is a guarantee of increased profitability for clients. To our mind, being regarded as **economical** and thrifty is a very honourable assessment that bolsters our societal usefulness.

Being useful means **servicing the greatest number**, so that accessibility and comfort at work, whether face-to-face or remote, are realities that deliver tangible **benefits**.

Being efficient to help preserve our only common good, our planet, means providing the tools that will allow all companies to get a handle on their CO² emissions **within a circular economy**.



THE POINT OF VIEW OF ...

Michael Jacobsen

Senior Director,
Corporate Communications,
Diebold Nixdorf

What changes did occur in retail?

Today's consumers demand sustainability. Their requests force every retailer to adapt very quickly to these changes in buying habits.

What innovation did you introduce in your offer?

Diebold Nixdorf analyzes the lifecycle of banking and retail systems which includes the Quality by design and environment approach.

Read the rest of the interview with Michael Jacobsen

CONTROLLING COSTS & REDUCING IMPACT

IMPROVING OUR USERS' IMPACT WHILE REDUCING EXPENSES.

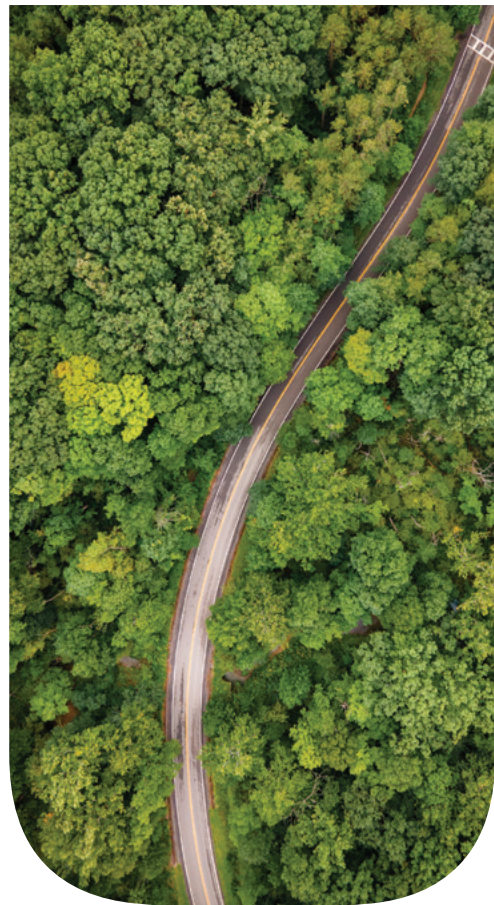
Among our offerings, seven are emblematic of responsible transformation: Ecolease, Ecotwice, Ecocarbon, Workplace as a service, FinOps, Ecobuilding and Product Care.

ECOLEASE

Thanks to its expertise in the refurbishment of IT and digital products, Econocom is able to offer its customers quality products. Ecolease is **the solution for providing and financing second-hand equipment that has a reduced environmental impact.**

ECOTWICE

This is a platform for **reselling to employees the equipment they use in their professional environment** (smartphone, tablet or laptop) to give them a second life.



WORKPLACE AS A SERVICE

This outsourcing model guarantees that productivity environments are implemented and readily available; this is part of a continuous improvement process to **precisely adjust the response to the needs and save on resources.**

FINOPS

The **cloud** is one of the solutions for reducing data storage costs, but the exponential growth of data requires its constant optimization. FinOps is **a governance system that makes use of ongoing controls to cut such costs and save resources.**

ECOBUILDING

This **multi-technical platform** makes it possible to **reduce the environmental footprint of buildings** by measuring energy and water consumption and identifying necessary work and actions. This offer is part of our "**Green and Energy**" activity, which carries out and **finances energy transition projects for companies.**



THE POINT OF VIEW OF ...

Chantal de Vrieze,
Country Manager Belux,
Econocom

What are our customers' expectations?

Action plans to reduce carbon emissions and performance evaluation via the UN Sustainable Development Goals.

What are the opportunities?

Two trends are at play: the increase in the responsible collection of used IT equipment and the commoditization of second-hand equipment.

What about the personal responsibility of our teams?

We chose to embark on projects that can change people's lives, such as the fight against cancer.

Read the rest of the interview with Chantal de Vrieze

UNDERSTANDING TO BETTER RESPOND

ECOCARBON

It is an impact-based offer that responds to the first emergency: **limiting the growth of digital uses**, which already consume 10 to 15% of power worldwide.

The tools provided by the EcoCarbon platform have been designed to meet three needs: **measuring, reducing and offsetting**.

Measurement integrates all stages in the value chain: from production to end user. It tracks daily consumption and assesses emissions related to recycling and waste.

Reduction is achieved by optimizing purchases and precisely sizing infrastructures, as well as through eco-actions.

Offsetting is done through the projects that we have identified that promote the production of renewable energy and biodiversity.

On average, via EcoCarbon, our customers' IT departments are seeing **a 10-15% reduction in their digital footprint each year**.

We are applying this solution in our in-house IT department and note the same reductions.



THE POINT OF VIEW OF ...

Sandrine Donnars,
Global Account Manager
Econocom

What is the impact target?

To help clients that embark on any initiative to replace fossil fuels with decarbonized electricity.

What are the challenges for one of your client, EDF?

There are 4 main lines of action: preserving resources, recovering abstracted water; well-being and solidarity; responsible development; and carbon neutrality by 2050.

Is Econocom a responsible company?

Yes, because we are aware of our environmental and social impacts. We measure them and implement concrete action plans, monitored by trusted third parties.

PRODUCT CARE

The permanent availability of mobile equipment is a crucial issue for users. Product Care is our global response, Certified to the highest level: **Iso 9001 and QualiRépar**.



Our mobility after-sales service relies on **a service centre based in France**, built around a call platform, a technical workshop and dedicated logistics, which has **repaired over 5,000 laptops and tablets in 2021**.



THE POINT OF VIEW OF ...

Xavier Verne,
Digital sustainability
Manager, SNCF

Which 3 key actions can you undertake to achieve a greater impact?

Make a carbon footprint assessment and share it as widely as possible. Ask yourself what is really needed and only invest in what has value. Extend the life of terminals and cut down on their number.

What is your top priority?

To enable sobriety strategies by providing evidence and metrics. It's a complete shift in posture and some

suppliers have understood this by taking the lead. They will steal a march on their competitors.

How would you define a responsible company?

It's a company that speaks the truth, that doesn't talk emphatically about the environmental benefits provided by subjects that are incidental to the issue at hand, but at the heart of it.

[Read the rest of the interview with Sandrine Donnars](#)

[Read the rest of the interview with Xavier Verne](#)

DEPLOYING TRANSFORMATION

ANTICIPATION CONTRIBUTES TO A SUSTAINABLE IMPACT.

Our listening to customers' needs is based on regular surveys that we initiate: after the massive study on telecommuting in 2020, last year we launched a CSR & IT survey with Dell.

For 67% of CIOs, IT is a key enabler of CSR objectives. 77% of organizations have implemented a CSR strategy or are in the process of doing so.

5

areas of impact for 78% of the CIOs concerned

77%

reduction in printouts

64%

recycling and purchase of refurbished equipment

63%

reduction of the IT carbon footprint

62%

optimization of consumables

55%

of calls for tender emphasize CSR criteria.

We can meet each of these needs precisely and efficiently because we first apply to ourselves that we provide.

ACTING MASSIVELY

PROMOTING SOFT MOBILITY

12,500 hospital employees in western Germany will be provided with **electric bicycles on a long-term rental basis**. The project is being financed through a "smartbike" contract with Econocom. 90,000 civil servants are being targeted in Schleswig-Holstein. The electric bike is fast becoming a company vehicle providing many environmental benefits. We are therefore innovating with a long-term perspective to **facilitate responsible, individual mobility on a large scale in every company**.



THE POINT OF VIEW OF ...

Gwladys Mampouya

in charge of the Green IT and CSR Program, Technology and Digital Division Crédit Agricole

What about responsibility?

A company must take into account the needs of both internal and external stakeholders in order to create value. It must also rely on collective intelligence: "Alone we go faster, together we go further".

Is this a revolution?

We need to change the historical rules of the game with our suppliers. 46% of the technologies needed to achieve carbon neutrality by 2050 are not yet available or are under development.

Read the rest of the interview with Gwladys Mampouya

DURABLY STANDING IN SOLIDARITY

To cater to our clients and our own needs, **we are working with solidarity-based companies and organizations** that enable people to return to dignified, sustainable and qualified employment, thanks to **appropriate retraining**. In partnership with Schneider Electric, we have committed to providing **Emmaus Connect** with 300 equipped machines each year to train people in basic digital technology.

The **Arès** group, which integrates socially excluded people into the digital workforce, is our supplier for collecting, refurbishing and recycling computer equipment.

Arcesi creates sustainable jobs in the digital sector for people with disabilities.

Whether in terms of development, infrastructure, engineering, direct subcontracting or co-contracting, Arcesi's services are provided by people who benefit from a system of employment gateways to client companies.

BdF, our Italian subsidiary, uses **Re Tech** for local reconditioning. It is a **solidarity-based company that aims at reintegrating people through work**. Re Tech works with inmates that have nearly completed their sentences, unemployed people or people with disabilities to help them regain their dignity.



THE POINT OF VIEW OF ...

Alain Olives

Chairman and founder of Arcesi

What is your mission?

A return to full employment for people with disabilities. To help them find professional and personal stability so they can fulfil their potential.

What is the key to this?

A partnership based on dialogue, transparency, respect and understanding of one another. Empowerment through work must be the task of the workers themselves.

How can this be done?

Integration into the workaday world must be done well in advance, that is, from the first contact with the future employee. It is necessary to maintain a link throughout the relationship, before and after signing the employment contract.

ACTING LOCALLY

For the past 40 years, in Belgium, the Netherlands, Luxembourg and France, **some sixty independent agents** have been developing local markets to offer Econocom' services.

This business model is built on a **relationship of proximity and personal trust established with clients over the long haul**.

The employment contracts of 10% of the agents have been renewed in the last 3 years, thus guaranteeing a lasting transmission of knowledge.



[Read the rest of the interview with Alain Olives](#)

BUILDING SUSTAINABLE PARTNERSHIPS

As a stakeholder in an ecosystem, partnering is for us a commitment over time, with institutions, manufacturers, service providers, associations but also industrial companies around "as a service" offers.



A RESPONSABLE CHAIN

We believe that **value sharing is a sustainable solution for the development of the circular economy.** Beyond our role as supplier and distributor, we are a useful financial partner, through tailor-made equipment financing offers. Our precise understanding of needs and our speed of execution enable tangible results.

Building a desirable future. The growth of the circular and responsible economy requires education, persuasion and influence. This is why in 2021 and 2022 we broadened our advocacy, strengthened our contributions to the organization of forums and **intensified our interactions with our partners in the circular economy.**



THE POINT OF VIEW OF ...

Israel Garcia
International Deputy
Managing Director
Econocom

How to be useful?

By playing a positive role in society.

Why collaborate?

Companies partnering with their ecosystem in a creative way are more adaptative, resilient and sustainable.

Why is responsiveness an impact issue?

The world is increasingly agile and dynamic. Clients clamour for more responsiveness. They want solutions that work today, not tomorrow.



Read the rest of the interview with Isarel Garcia

CONTRIBUTING

As a signatory of the **Planet Tech Care** manifesto, we participate in forums and trade shows on impact issues.



ANTICIPATING

Because we believe that economic research and reflection are essential to defining the world, we support think tanks and circles that identify solutions to the climate change.

STRENGTHENING THE ECOSYSTEM

Wherever we can, we adhere to best practices, such as the **Green Deal**, which will accelerate Belgium's transition to a circular economy.

Read the rest of the interview with Alessio Lechiara



THE POINT OF VIEW OF ...

Alessio Lechiara
Country Manager Italy
Econocom

Why is pay-per-use impactful?

Customers no longer need to buy technology. They want to use tools that just fit their needs; that's the whole approach of the circular economy.

What about responsibility and efficiency?

This requires a dynamic approach that involves our customers, suppliers, local communities alike, as well as associations.

How to create impact?

Strengthening the foundations of an ecosystem over the long term by fostering trust and creating shared value is a daily task.

COLLABORATING TRANSPARENTLY

RESPECTING RULES

We systematically apply the **ISO 26000** standard to ensure the integrity of our social responsibility guidelines.

Being disciplined and transparent ensure for our partners the quality and sustainability of our initiatives. Likewise, our service solutions have for the past five years been meeting the **ISO / IEC27001** standard, one of the most recognized one in the world for guaranteeing information security.

Our reliability has produced long-lasting partnerships: this year, after **Cisco, Microsoft, Apple & Lenovo** qualified us at the most demanding levels, **Thales** designated us as best service provider in 2022 in the innovation category for our Workplace offer.



In 2021, Econocom Belgium was awarded the Belgian **VOKA** certification, which recognizes the importance of the responsible measures we are taking to reach the objectives of sustainable development.



THE POINT OF VIEW OF ...

Virginie Lebarbu

*Global Channel Sustainability Director
Lenovo*

What about change?

Responsible innovation is about smarter technology serving everyone, diversity and inclusion being the drivers of innovation.

How to effect the transformation?

Developing the circular economy involves adopting new economic and business models. Thus, it has to be done in collaboration with our value-chain partners.

Read the rest of the interview with Virginie Lebarbu

SUPPORTING EDUCATION

As a committed, responsible company, we do our part to promote quality digital education at all stages of life. Always with the aim of serving the greatest number with equity and efficacy.

Responsible Campuses is an initiative that integrates sustainable development into teaching, but also into daily practices (infrastructure, tools, and logistics) for universities and schools of higher education. In 2021, we supported 4 institutions to help them increase their expertise in responsible digital technology and we contributed to the drafting of a best-practices guide.

The 100,000 entrepreneurs association proves that it is possible to create one's own job, by giving presentations in both high schools and secondary schools.

We have set up preferential **partnerships with more than 40 schools** that offer very diverse training tracks. Under this scheme, Econocom welcomes between 200 and 300 youths into its workforce each year for internships, work-study programs or apprenticeships.



THE POINT OF VIEW OF ...

Hilde Janssen,
*Marketing & Communication Director, Belux
Econocom*

What is the impact of Passerelles Numériques?

For 12 years, we have been providing technology education to disadvantaged students in Southeast Asia. We thereafter put them in touch with employers, which has a real impact on the lives of their communities.

What is our image in Belgium?

Our efforts are paying off as we are actively working with various professional forums to promote the circular economy and we are recognized as worthy of receiving the VOKA sustainability certificate.

Read the rest of the interview with Hilde Janssen

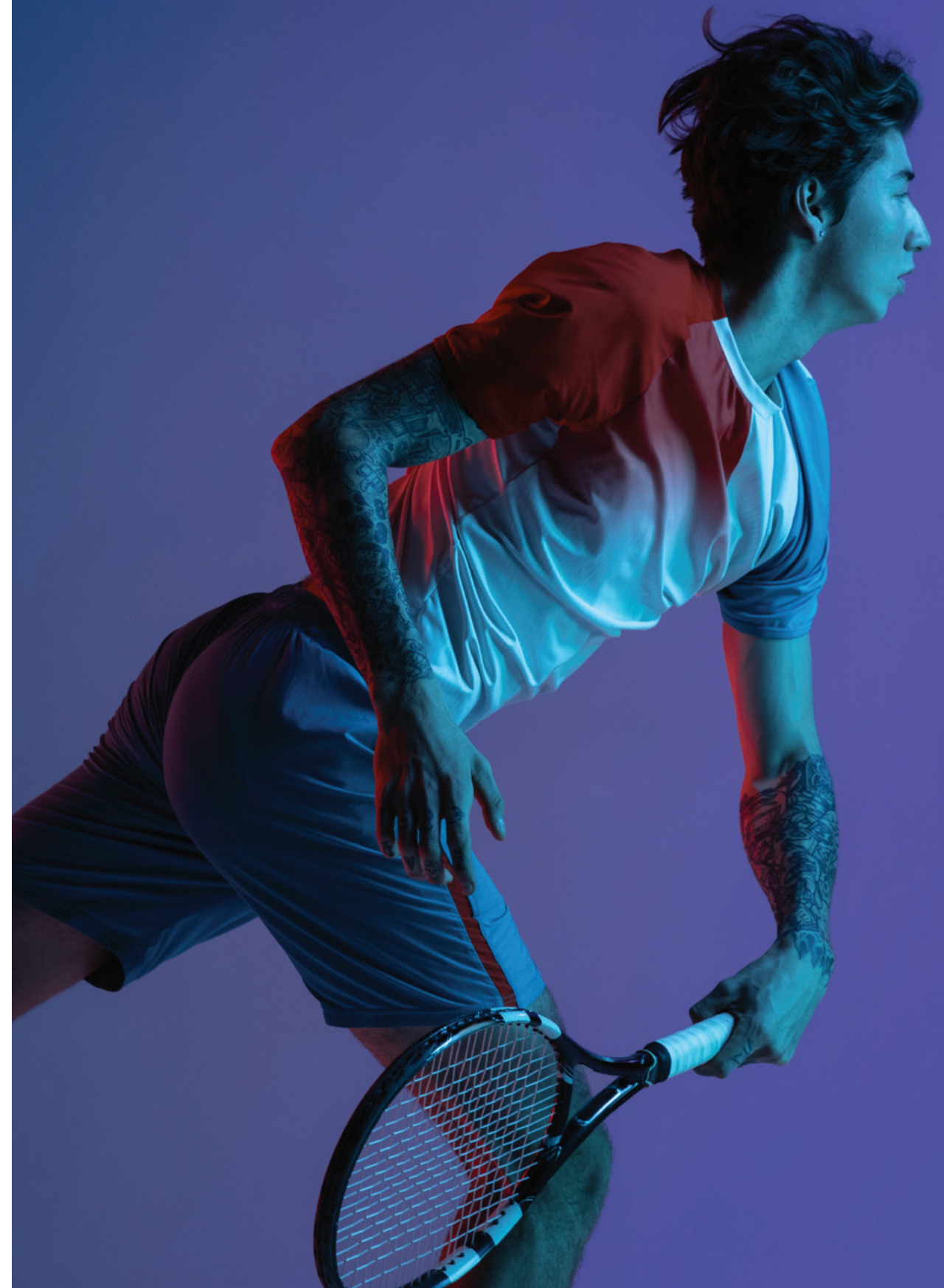
OUR COMMITMENT IS GLOBAL

Sincere

We signed on to the Diversity Charter back in 2021. Our recruitment policy is based on potential, the quality of talent and the strength of expertise.

Without prejudice

In 2022, we were ranked among the top 30 French tech companies in terms of diversity (Statista for Capital magazine) and for the past two years have been listed among the 250 most responsible French companies (Rankings 2022 and 2023, Statista for Le Point magazine).



TANGIBLE RESULTS

AN EVER-LIGHTER CARBON FOOTPRINT

Our **Responsible Digital Charter** requires us to step up our efforts to reduce the footprint of all production sites and logistics.

The decrease in GHGs is significant, compared to 2019:

- 16%** FOR FREIGHT
- 42%** FOR OUR VEHICLE FLEET
- 42%** FOR HEATING
- 73%** FOR TRAVEL
- 58%** ON COLD FLUIDS & AIR CONDITIONING



THE POINT OF VIEW OF ...

Christoph Bläser
Country Manager, Germany/Poland
Econocom

How much progress did you make in terms of impact?

According to external assessments, Econocom Germany reduced its emissions by 14% last year. Since 2021, we have been a climate-neutral company in Germany.

What lessons have we learned from our success?

Teams must be capable of developing innovative offers with impact and be aware that each of us must change the way they behave daily to save our planet.

Read the rest of the interview with Christoph Bläser

Because the right tools contribute to the right work:

96% of our laptops have now a class B energy rating, and in 2021, for the 4th consecutive year, we were able to reduce the energy consumption of our in-house digital equipment

This is a sustainable proposition which led to a

57% decrease per employee in the carbon footprint since 2017.

A very strong team mobilization is contributing to this progress.

During Cyberclean week, our annual e-mail cleanup operation,

5 millions e-mails were deleted

which is the equivalent of 55 tons of CO².

We have models that point the way forward; in 2021, Econocom Germany became climate neutral, as did the Spanish company Semic, in which we are the majority shareholder.



THE POINT OF VIEW OF ...

H el ene Lory-Delambre
Executive Director in charge of Strategic Development Products & Solutions,
Econocom

How would you define a responsible company?

In Latin, *responsus* means "one who must answer for his actions".

How to act?

Our clients expect us to provide relevant and unbiased advice. Our goal is to provide the most appropriate solution according to their expectations.

Can you give us a concrete example?

We developed HubReg, a tool that allows companies to remotely configure the installed base of the equipment of people working from home. This resulted in immediate savings in travel costs.

Read the rest of the interview with H el ene Lory-Delambre

LEVERAGING OUR IMPACT

We acquired a leading industrial player, specialized in the refurbishment and resale of smartphones and IT equipment, which is recognized for its ambitious environmental policy.

The company obtained the “Company with a Mission” status in early 2022. Short cycles, clean collection, a target of 95% local sourcing by 2025.



This activity was awarded the 2022

"second life" prize by the Golden case of responsible digital.



THE POINT OF VIEW OF ...

Marlène Taurines
Managing Director of the refurbishing activity
Econocom

What does inclusiveness mean in practice?

This involves recruiting by simulation based on skills. Our approach is to recruit without a resume to help the unemployed back into the workforce and train them for the jobs of the future.

What real effort are you making for the planet?

Purchasing of our refurbished products as a substitute for new ones has resulted in a saving of 20,113 tons of CO2, 63,763 tons of raw materials and 20,113 m3 of water in 5 years.

How would you define a responsible company?

One that defends the interests of local populations by creating jobs, one that develops strategies

to protect the environment and that raises awareness of the greatest possible number of people on these fundamental issues.

What is your ambition?

To get hold of the 100 million telephones that lie forgotten in the drawers of the French people, using innovative collection solutions.

« In every country, in all areas of businesses »



THE POINT OF VIEW OF ...

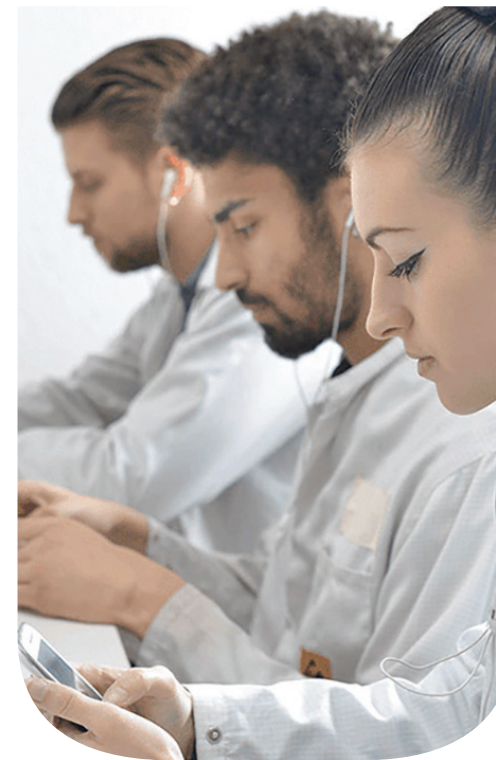
Carlos Pérez-Herce
Country manager Spain
Econocom

What is the point of having an impact?

Being a responsible company makes us more attractive to both clients and stakeholders. It is an opportunity to stand out from the competition because we create a positive brand image with a high level of brand recognition.

What's the result of remote work?

Staff have more freedom and autonomy, which makes them more accountable. Working from home amounted to a stress test that has perfectly demonstrated that we are operating as one team, but let's not forget that it is the digital transformation in which we are immersed that has made this possible.



Read the rest of the interview with Carlos Pérez-Herce

Read the rest of the interview with Marlène Taurines

WE IMPROVE OUR SKILLS

TAILOR MADE SUPPORT



In Belgium

Centres of excellence were set up to increase the expertise of our employees thanks to integration and follow-up programs.



In Italy

A training centre was set up, staffed with coaches, to support professional and personal development.



In Germany

A platform of certified psychologists specializing in well-being and mental health was set up together with a physical fitness program.



In France

The Product Care Academy offers 6-month skills training courses to unemployed people.



THE POINT OF VIEW OF ...

Bruno Mantese

Director of Recruitment Services Business, France Econocom

What impact will HR have?

85% of the jobs that will be available in 2030 do not yet exist. However, we do know that most of these jobs will be digital.

Responsible recruiting?

Apprenticeships and work-study programs are strategic because they give us access to a pool of candidates that we train in our various lines of businesses. In addition to the number of new hires, we are measuring the positive impact of these actions in terms of diversity and therefore agility within our teams.

What about good faith?

This ensures transparency and compliance in fulfilling our commitments.

EQUITY

4.6%

of our staff in France are workers with disabilities (2.2% in 2018).

COMMITMENT

7.2%

of new hires in the French services sector in 2021 come from training via the POEI* (compared with 1% in 2018)

35%

of whom are women.

*Individual operational preparation for employment, in conjunction with Pôle emploi (French Job centre)

OPTIMIZATION

Flexi Work21, organizes teleworking for

76.8%

of French employees (excluding delegations to client sites).

RECOGNITION

Élodie François, business engineer in charge of the Programme entitled Women in Digital, is winner of Microsoft's Women Role Model awards.

EFFICIENT ACTIONS



Read the rest of the interview with Bruno Mantese

WE ARE AWARE

GIVING FOR THE PURPOSE OF EMANCIPATION

35% of French people grapple with digital technology. **Emmaüs Connect** is working to promote the inclusion of persons in a situation of social precariousness: be it with means of connection, refurbished hardware or apprenticeships. We support Emmaüs Connect over the long term but also when the need is strong.



With the support of **four of our clients, including EdF, we donated 500 computers to Emmaüs Connect** to help refugee families, particularly from Ukraine, to get online, find work and take online courses. **These tools, which have been refurbished by ASF (Ateliers sans frontières, Arès Group), our partner in the solidarity-based economy, are proof positive of the immediate social impact of the circular economy.**



THE POINT OF VIEW OF ...

Desirée Fiamberti

*Marketing & Communication Manager, Italy
Econocom*

What is good faith?

For us, a handshake is as valid as an agreement because this reflects a relationship of trust, which is the basis of everything.

How do you speed up change?

It is crucial to involve all teams, so that change can take place from the bottom up.

What is your ambition of impact?

Bringing technology to as many people as possible, defining solutions that allow each one to contribute to the digital revolution.

LONG-TERM COMMITMENT

For the past 12 years, in Belgium, we have been providing very concrete support for the fight against cancer through the **Télévie** fundraising: with some 2,500 laptops made available and 3,500 hours of services offered since the beginning, we have discharged our commitments over the long term.

Econocom is a sponsor of the **Démos** project, initiated by the Cité de la Musique-Philharmonie de Paris, to give children who cannot afford it access to classical orchestral music, in part thanks to digital technology, using adapted tools. More than 50 orchestras in all French regions have initiated and trained some 10,000 children in 10 years.



Read the rest of the interview with Desirée Fiamberti



EVERYWHERE, TO THE EXTENT OF OUR ABILITY

ACTING RESPONSIBLY



There is strength in numbers. In **Italy**, together with the Fileni Group, we quickly responded to the needs of the Caritas Gesina Foundation to welcome refugees from Ukraine. IT equipment was donated to the Foundation to help it with logistics. With Trevalli Cooperlat, we provided laptops to a hospital ward that assists the families of people impacted by cancer.



In **Spain**, together with teams that help the most vulnerable members of society, we are a loyal supporter of the Gil Gayarre Foundation, which defends the rights and dignity of children and adults with intellectual disabilities.



In **Germany**, each staff gets one day off a year to develop their own societal impact, which allows them to respond to local needs. During the Ukrainian crisis, we set up 70 computers to keep children housed in a refugee centre in Frankfurt connected to school.



In **Great Britain**, Shepherds Star organizes monthly meals to feed and, above all, to break the isolation of the most disadvantaged. In London as in Birmingham, we are at the side of "Table of Hope".



BE DURABLY USEFUL

By becoming a majority shareholder of Les Abeilles International, a legendary deep-sea towing company, we have modernized our fleet of boats that deliver port and ship-related services. Crews are on standby 24 hours a day, 365 days a year to ensure the safety of seafarers.

Over the past 40 years, the company has prevented some 20 major environmental disasters caused by stricken oil tankers (the equivalent of 20 Amoco Cadiz spills). Each year, they provide assistance to hundreds of people in dire straits. The impact of Les Abeilles is huge, both in environmental and human terms. **The company has just been awarded the "Ocean approved" label.**



A CLEAR DIRECTION

What services should be developed for the circular economy?

We are pragmatic in developing effective tools and solutions, specifically adapted to the requirements of each line of business.

Why make ethics and responsibility central to the ambition?

Because we are convinced that companies that are seriously committed to being transparent, accountable and respectful are the pillars of the circular and solidarity-based economy.

How do we share our values, our convictions?

Passing on the values of daring and responsiveness involves promoting an entrepreneurial spirit. We are nurturing this mindset by giving our employees a measure of leeway to express themselves and create. As for good faith, I like to believe in setting a good example.

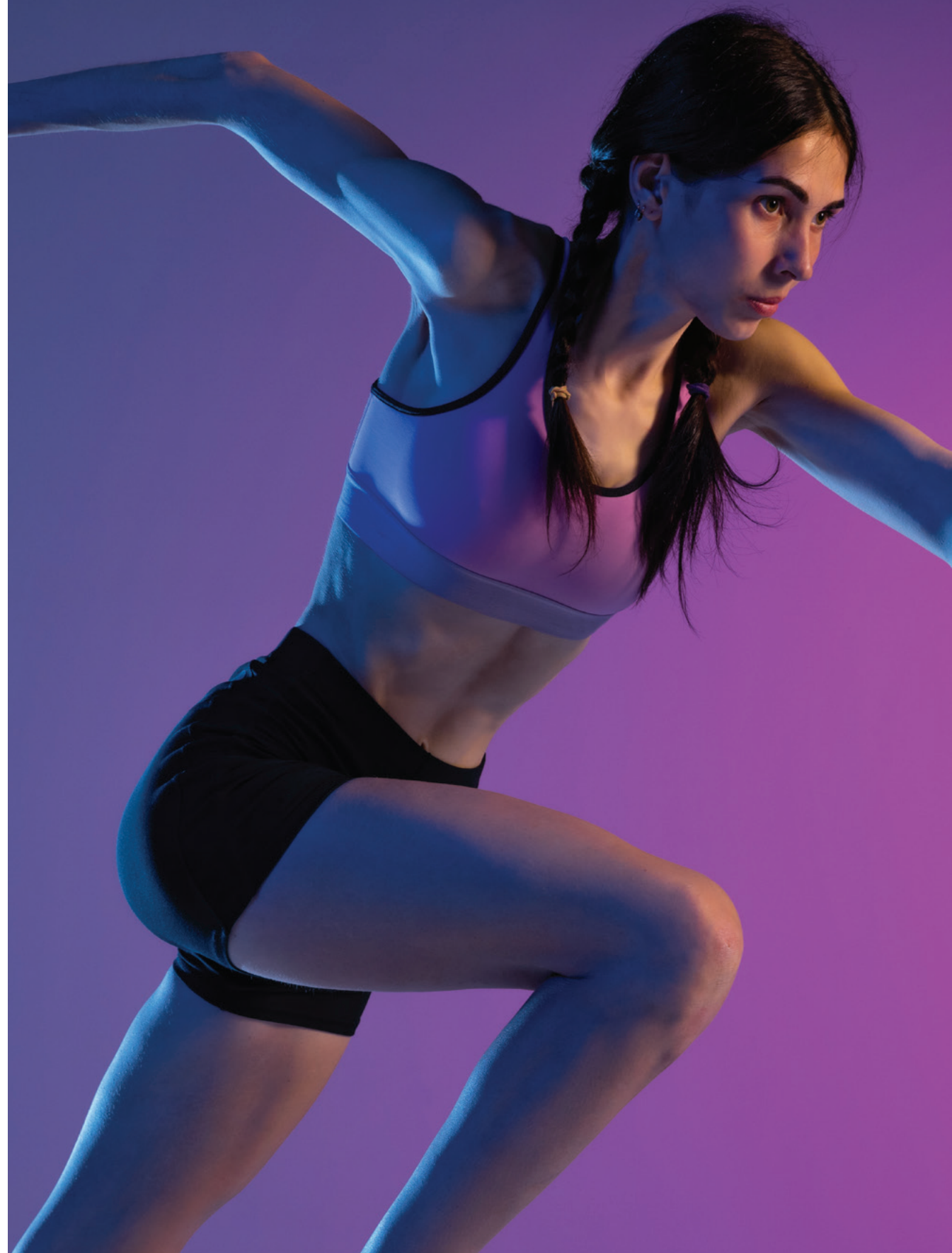
Samira Draoua

Executive Managing Director of Econocom in charge of France



Les Abeilles are the symbol of collective, humble and persevering work. What lessons can the group learn from this?

Deep-sea rescue requires very high-level management skills. Our marine crews are both an example and an inspiration. That is why we are launching a School of Management Excellence: the Abeilles International School.



[Read the rest of the interview with Samira Draoua](#)

OUR CONVICTIONS, GOING FORWARD

We intend to become a leading responsible and circular digital player in most of the countries where we operate. We wish our actions to have even more impact.

OUR CLIENTS

We will continue our goal of contributing to the reduction of our clients' digital footprint: almost all our offerings and services will eventually include a responsibility component and contribute to the circular economy.

OUR TEAMS

We will continue to build a new relationship to work. Our goal is to reduce our own footprint by 3 to 6% a year* and we aim to convert 100% of our fleet of thermal vehicles to electric or hybrid by 2025. We will be implementing an SBTI (Science Based Targets Initiative) by the end of 2023.

* Scope 1 and 2 and part of scope 3.

OUR ECOSYSTEM

All our partners will be encouraged to increase their positive impact and reduce their own carbon footprint, as will our carriers. We will actively support the fight against the digital divide, in all the countries where we operate, and we will increase our partnerships with companies engaged in the social and solidarity-based economy.

WE WALK THE TALK

As a responsible digital entrepreneur, we are proving our effectiveness by improving our CSR performance. Each of the 8,200 staff who works daily to invent, roll out and maintain our services, for more than 2 million users, has contributed to this.

PRAGMATIC

We anticipate new business needs and practices.

DARING

We integrate new industrial activities and expert teams to support innovation.

COMMITTED

We have made progress in the implementation of career paths, retraining, promotion of women and accessibility.

ATTENTIVE

We are focused on sharing and bridging the social divide, through the transmission of digital skills to those who need them most and by supporting innovative education.

Level of contribution reflected in our CSR policy and Econocom's contribution to the UN sustainable Development Goals (SDGs)

1 Priority commitments



2 Active contribution



3 Participation



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equipment | services | financing



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