



MORE HUMAN THAN EVER

CSR REPORT 2023

intelcia

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At Intelcia, our social responsibility is defined by many factors beyond our role as a production site and profit center. We perceive our company as an entity with a strong commitment to the fulfillment and success of its employees and partners, to the preservation of its environment, and to its potential impact on societal and economic aspects.

That is why we are particularly focused on the «S» in CSR. The development and well-being of our talents is a key priority for us. Recognizing that economic conditions are changing rapidly, and that our employees' quest for greater purpose is becoming ever more apparent, we are investing heavily in quality of life at work, and implementing ambitious training programs to enhance our teams' skills. We firmly believe that their professional and personal fulfillment is the key to our collective success. Our concern for people also includes our communities, which are at the heart of our solidarity initiatives supported by our volunteer employees. More human than we've ever been: that's the spirit we aim to instill.

We are determined to continue moving in this direction. This is how we intend to create sustainable value, for and with our customers, in keeping with the challenges facing us today.



Scope of the Report

This document covers the period from 1 January to 31 December 2023. It covers the entirety of the Group's operating countries in Africa, Europe and the Americas, as well as the IT Solutions subsidiary.

This is the second report in which Intelcia discloses its CSR and ESG achievements, covering environmental, social and societal topics, in addition to governance.

This report is based on GRI (Global Reporting Initiative) standards. It also references another Report that is relevant to Intelcia: the Extra Financial Performance Declaration (DPEF- Déclaration de Performance Extra-Financière), for the French-speaking region, of the Altice Group, one of Intelcia's shareholders, and for which the data has been audited.

All the data and figures included in this Report have been measured and verified in-house to ensure the reliability of its content.

CSR-ESG Team

At every level, from corporate to site, CSR teams work and coordinate to deliver on our CSR commitments and ensure compliance with ESG standards, in collaboration with all Intelcia entities.

Useful links:

Website : www.intelcia.com

Social media:

Our posts on LinkedIn, Facebook and Instagram

Publication date of this report:

30 September 2024

EMPLOYEE WELL-BEING AS A KEY PILLAR OF SUSTAINABLE GROWTH

Despite the headwinds, Intelcia has forged ahead on its path towards becoming one of the world's top 10 outsourcers. The Group's solid fundamentals once again bear witness to the resilience of its business model.

Intelcia continues to grow in an environment shaped by uncertainty and increasing concentration of players in the sector. What are your takeaways from the past year?

KB : As with previous years, 2023 was a year marked by many challenges. Despite a context marred by crises, it was nonetheless a year of continued consolidation in our sector, which also showed the acceleration of interest in generative AI, with significant impacts on customer relations businesses. Against this backdrop, Intelcia achieved solid growth in sales and earnings. This reflects the relevance of our strategic orientations, in particular the diversification of our businesses and geographies.

YEA: As the sector continues to evolve globally, the impact of AI has occasionally been misinterpreted. The digitalization and automation of consumer interactions are

YOUSSEF EL AOUFIR
CO-FOUNDER
& DEPUTY CEO



KARIM BERNOUSSI
CO-FOUNDER
& DEPUTY CEO



nothing new, and they didn't begin with generative AI. On the contrary, this technology enhances our operational performance and optimizes the solutions we offer our customers. Through our consulting and innovation arm, E-voluciona by Intelcia, we have developed real expertise in transforming what some perceive as a threat into a lever for development.

How is the rise of AI impacting employment in the sector? Will it continue to be inclusive?

YEA: The shift from simple tasks to more complex interactions implies greater investment in employee skills development. Customers now expect our advisors to create value during their interactions, such as generating sales, something that AI alone is unable to do. The rise of AI is daunting and involves potential risks, but it also offers tremendous opportunities that require better-trained employees to harness them.

KB: This is precisely the point: inclusion is not challenged, but rather adjusted. Our sector has always made it possible to provide employment for people in so-called «difficult» areas or unemployed for a long time. With the rise of AI, tasks that are either redundant or too complex will be handled more easily, thereby repurposing our professions. Inclusion will require greater training and support, as the human factor remains fundamental. Consequently, transforming professions in the sector will not only require technical skills, but soft skills as well.



“
**If CSR is in our DNA,
 we need to make it a
 dominant gene**
 ”

How do you go about getting your 40,000 employees on board the company project?

KB : More than anything else, it's about sharing common values, dialogue and transparency. We are a company rooted in Africa that has now become a global player. Our DNA is enriched by our diversification and the diversity of the people who rally around us, and we have great ambitions. The key is to find the right way of sharing information, explaining things and giving meaning to those who come on board.

YEA : We must continue to shape a coherent narrative from start to finish, and instill the same dynamic within our teams, both veteran and new, to ensure that they all share the desire to achieve the same goal. Throughout our two decades of growth, our greatest asset has been our ability to rapidly mobilize the employees of the companies we've added to our portfolio. This proves that our approach works.

Which aspects of CSR do you feel contribute most decisively to the overall performance of Intelcia and its subsidiaries?

KB : The most obvious answer that comes to mind is benevolence and employee well-being, because happy employees perform better. Our local roots also enable us to achieve an acceptable turnover for our sector, and solidarity gives breadth to what we do. These three aspects therefore have a direct influence on our performance. Our other two pillars are important but have less direct impact: ethics are mandatory and ensure that we act properly, while eco-responsibility binds us to our commitment to ensuring a healthy environment for future generations.

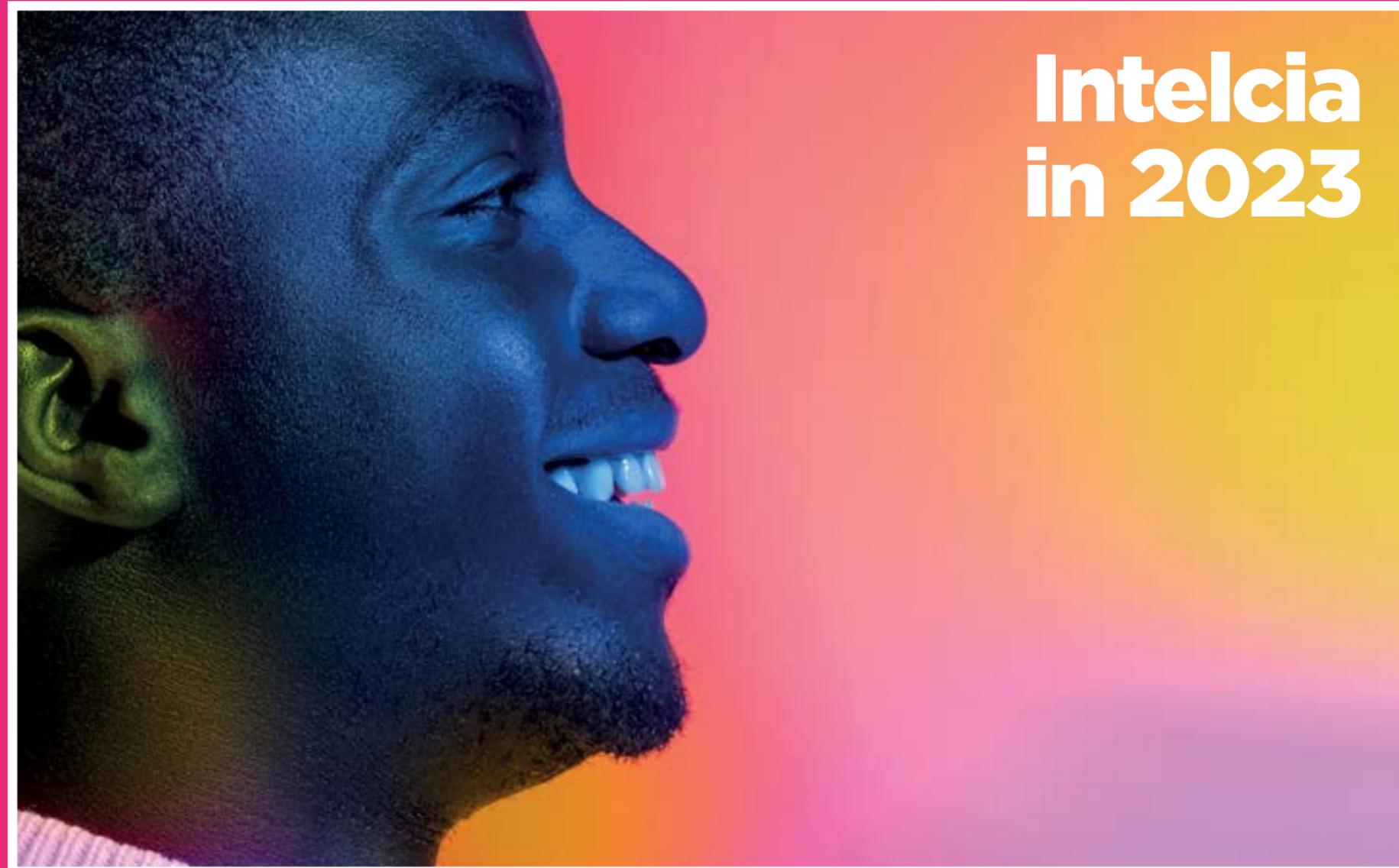
YEA : The social and societal aspects of CSR are also, in my view, particularly important in our sector, which by its very nature revolves around people, be they employees, communities or the regions in which we operate. Governance is also crucial to a company's long-term sustainability. In terms of impact, social responsibility is what drives our customers, along with governance, which continues to be of utmost importance. And while our company is not a major polluter, we must improve our environmental performance.

What is your vision for CSR in the future?

YEA : We need to assert this “intrinsically CSR” identity and articulate it more firmly in all our operations. If CSR is in our DNA, we need to make it a dominant gene. We are introducing

indicators, training our teams and ensuring that these values are continuously upheld company-wide. It's only by fully integrating CSR into our day-to-day operations, from top management downwards, that we'll be able to stand out in the medium and long term, and bolster our vision's credibility.

KB : It is very challenging to develop a company without being mindful of CSR. It's part of our identity and our history. Our company is socially responsible at every level, and that's what makes it sustainable. Prioritizing our employees is key. The decisions we make must be aimed at their well-being first, which will ultimately lead to the long-term profitability of our company. Our challenge is to maintain and unite our stakeholders around this vision. If we succeed, we will break through the barriers and ensure sustainable growth.



A HISTORY OF EXCELLENCE AND VALUES

Data as of the end of 2023

38 000
Collaborators

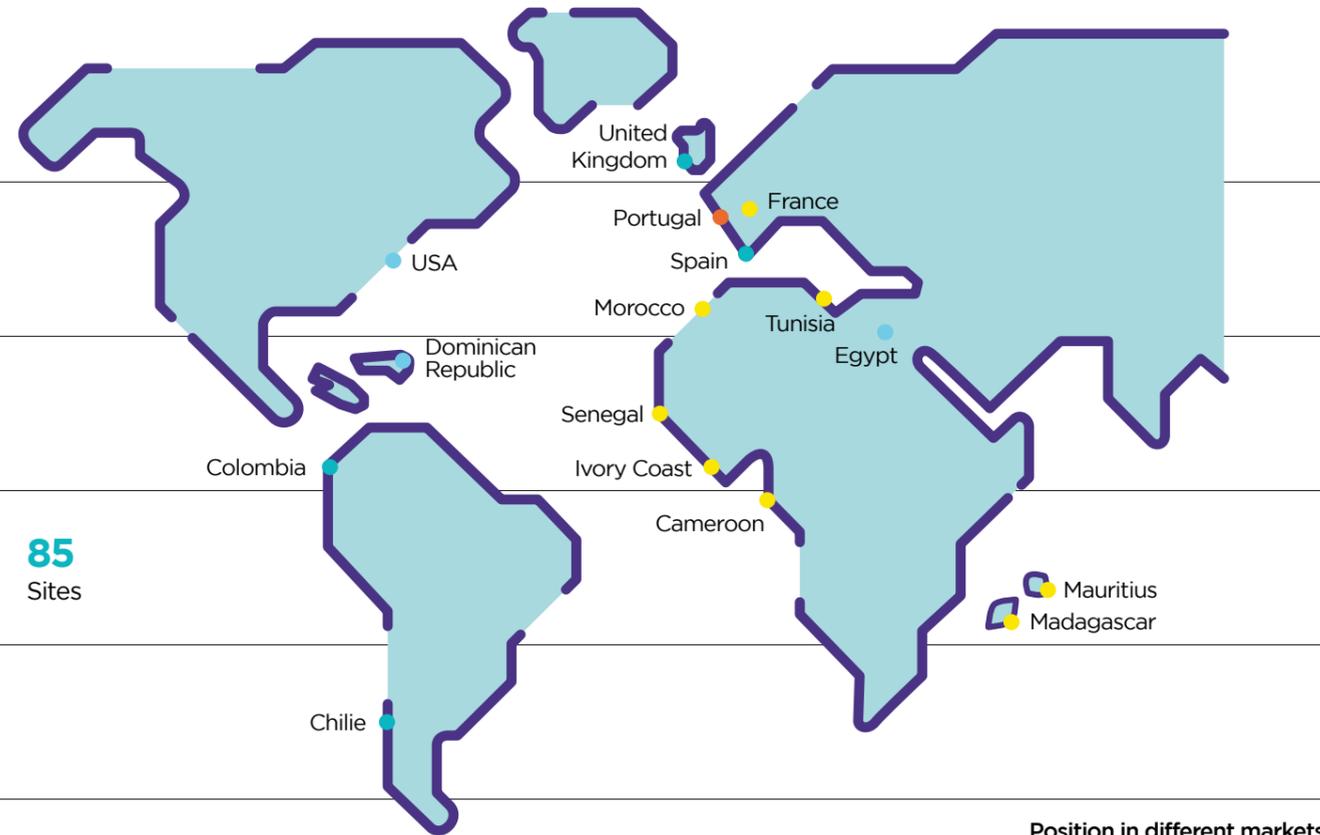
30
Nationalities

57% Women | **43%** Men

3 Continents | **16** Countries | **85** Sites

+350
Clients

734 M €
Turnover 2023



OUR HISTORY IS ROOTED IN A COLLECTIVE AND HUMAN JOURNEY

<p>2000 TRANSCOM Partnership with Transcom for the launch of TWW.</p>	<p>2010 EUROCALL ACQUISITION CapMezzanine fund becomes an investor in Intelcia.</p>	<p>2015 CAMEROON HERE WE COME! Establishment in Douala, opening of a second site in El Jadida and extension of the Orléans site.</p>	<p>2017 IVORY COAST, MADAGASCAR AND MAURITIUS Opening in Abidjan, Antananarivo and Mauritius, a new site in Casablanca.</p>	<p>2019 LAUNCH OF IT SOLUTIONS Acquisition of SFR Business Solutions and Atexo Morocco. Launch of Thies, a second site in Senegal.</p>	<p>2021 HOLA ESPAÑA ! Intelcia integrate Unisono, 9,000 people in 16 new locations in Spain, Chile, Colombia and the UK join the Intelcia family.</p>	<p>2023 EGYPT, DOMINICAN REPUBLIC AND TUNISIA New sites in Cairo, Alexandria and Santo Domingo for the English speaking market and in Tunis, Rabat, Amiens, Laval and Angers for the French speaking market.</p>
<p>2006 INTELICIA IS BORN ! Acquisition of Transcom shares by Moroccan partners and launch of the Intelcia brand.</p>	<p>2011 BONJOUR LA FRANCE ! Establishment in France through the acquisition of The Marketing Group</p>	<p>2016 ALTICE ACQUIRES A STAKE IN INTELICIA Altice acquires shares in Intelcia: Intelcia opens its doors in Dakar, acquires Atento Maroc and opens 4 new sites in Casablanca, Meknes and Rabat.</p>	<p>2018 OLÀ PORTUGAL Opening of multilingual hub in Lisbon.</p>	<p>2020 HELLO AMERICAS ! Intelcia launches operations in the United States and "InTown" is completed.</p>	<p>2022 HELLO JAMAICA ! New site in Kingston for US Operations.</p>	

MISSION AND VALUES

Our vision is consistent with our purpose and identity.

WHY WE DO IT

We believe that we should focus our energy into having a real and positive impact on the lives of others, and consequently creating conditions for collective success.

HOW WE DO IT

We combine talent, technology and processes to offer our customers a tailor-made service with a skill set meeting international de standards.

WHAT WE DO

We take care of our clients' processes and services so they can focus on their core businesses. We cultivate meaningful and lasting relationships.

The true success of a company is measured not only by its bottom line, but also by the fulfillment of its employees and its impact on communities. Making dreams the driving force behind action and adopting an optimistic, forward-looking vision is at the heart of our philosophy, as is our commitment to having a positive impact on our communities and maintaining healthy relationships with all our stakeholders.



Optimism. Ambition. Boldness.



Transparency. Respect. Goodwill.



Excellence. Agility. Inventiveness.

OUR GOVERNANCE

The key to our success lies in a high-performance management team whose leadership is characterized by a diversity of backgrounds, expertise, genders and nationalities, and a high level of corporate governance that meets the highest international standards.

Structured around the Group Executive Committee, our governance defines our strategic guidelines and coordinates their implementation.

The Executive Committee is made up of two Executive Leaders who are also co-founders of the Group, five Operational Managing Directors and six Regional CEO's. This key decision-making body oversees the Group's adaptation to changing market conditions.

It fosters cohesion between Group entities, aligning local initiatives with our global vision, and strengthens our culture of excellence and innovation.

MEMBERS OF THE EXECUTIVE COMMITTEE

EXECUTIVE LEADERS



- > Karim Bernoussi, Co-Founder & CEO
- > Youssef El Aoufir, Co-Founder & Deputy CEO



CORPORATE TEAM

- > Najat El Jebari, Managing Director - Chief Finance Officer.
- > Mohamed Slimani, Managing Director - Chief Commercial & Marketing Officer.
- > Naoual Chichaoui, Chief People Officer.
- > Nadia Ben Bahtane, Chief Brand & Engagement Officer.
- > Amine Trabelsi, Chief Technology Officer.

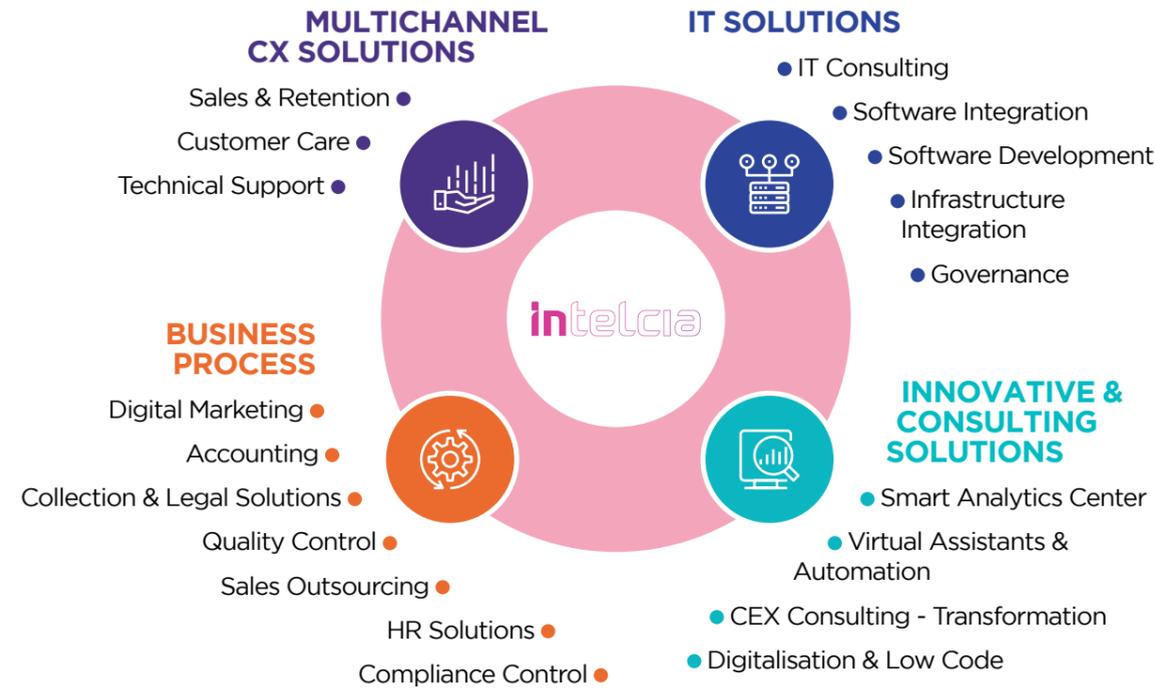


REGION HEADS

- > Youssef El Aoufir, Acting as CEO - France Region.
- > Saad Berrada, General Manager Morocco & Tunisia.
- > Sandra Gibert Solans, CEO - Spain & Latam Region.
- > Carla Marques, CEO - Portugal Region.
- > Peter Fergus O'Brien, CEO - America & English speaking markets.
- > Emmanuel Cheriet, CEO - Intelcia IT Solutions.

OUR ACTIVITIES AND AWARDS

4 BUSINESS LINES TO MEET OUR CUSTOMERS' NEEDS:



SOME MAJOR DISTINCTIONS



For its first participation in the major customer service event in France, our client SFR was awarded Customer Service of the Year in the category of 'Communications Solutions for Individuals.' Intelcia and its teams are proud to have contributed to this great success.



Intelcia Lyon awarded for its diversity and inclusion !



Intelcia Portugal awarded three times at the APCC BEST AWARDS 2023. In partnership with the MEO 16200 operation, it notably won GOLD as the best contact center in the telecommunications sector.



Chosen among the '100 Best HR Directors 2023' by Forbes, Ana Cartón, Human Resources Director of Intelcia Spain & Latam, is recognized for her leadership in her field.



Platinum Contact Center Awards 2023: Best IT Project in Text Analytics and NLP (Natural Language Processing) with DANONE - Spain.



Platinum Contact Center Awards 2023: Best IT Project in Omnichannel with MAPFRE - Spain.

JOINT INTERVIEW

IT Solutions and Evolucion by Intelcia: at the forefront of a human and digital future

Against a backdrop of major transformation in customer relations, Intelcia is deploying significant resources, notably through its E-volucion by Intelcia and Intelcia IT Solutions entities, to create value for its customers and support its employees as they face these changes.



EMMANUEL CHERIET
CEO - INTELICIA IT SOLUTIONS

Overall, how can companies use technological innovation to generate a positive impact on both the customer experience and the employee experience, not to mention environmental aspects?

HS : Most importantly, we must identify the use cases that will have the greatest impact on enhancing the customer and employee experience. By implementing specific KPIs, innovative companies can prioritize projects based on their potential impact and use the right technology. As for the environment, instead of heavy, energy-intensive AI models, we could focus more on solutions that are more compact and tailored to specific



HANAA SADOUK
DIRECTOR E-VOLUCIONA FRANCE

needs, ensuring that innovation goes hand in hand with environmental sustainability.

AD : Companies must invest in AI and technology solutions that optimize logistics processes and reduce working hours, with a positive impact on the environment and operational efficiency. By streamlining operations, they can reduce carbon footprints and improve the overall experience of customers and employees.

EC : Technological innovation provides decision support and improves operational efficiency. It will be useful for optimizing productivity, refocusing teams on high value-



ANTONIO DIAZ
DIRECTOR E-VOLUCIONA SPAIN

added tasks, and offering more efficient and ergonomic services to customers. This reduces operating costs while improving the environmental footprint, by optimizing resources and reducing repetitive tasks.

More specifically, how do each of your entities address these challenges?

EC : At ITS, we have structured an innovation approach to improve our internal processes and to support our customers in developing specific solutions and optimizing their operations thanks in particular to AI. Our aim is to make these solutions profitable and attractive to our customers, offering them upgraded and more competitive services.

HS : At E-volucion, we have a tailored, pragmatic approach to generating rapid and substantial returns on investment (ROI). It systematically begins with sales objectives, which then determine which technology is chosen. We prioritize projects based on their potential impact and use tailor-made solutions, in some cases without relying on AI, to improve the customer and employee experience. Our approach is to use the right technology for the right use case, enabling us to respond effectively to our customers' needs while minimizing environmental impact.

AD: Technology is omnipresent in our sector, and will be even more so in the foreseeable future. It is a powerful driver to optimize

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It's important for companies to ensure that humans remain at the heart of operations, using AI to augment rather than replace their capabilities.

”

our solutions and be more effective in supporting our customers. AI, for instance, is used to identify customer irritants with greater precision and provide appropriate responses. It also offers the possibility of automating qualification, routing or even responses for a number of “simple” interactions with end customers. This both optimizes the work of employees and enhances the customer experience.

What ethical and social challenges does this technological shift raise, and how do you imagine working models that remain humane and responsible?

AD: We must ensure that AI is used to complement rather than replace employees. Today, its adoption is still in the trial phase

and needs to be structured to ensure ethical and responsible use. It's up to companies to ensure that AI is used responsibly and to support employees by investing in training.

HS : The main challenge is to harness AI in a responsible and ethical way. It's important for companies to ensure that humans remain at the heart of operations, using AI to augment rather than replace their capabilities. This also means providing employees with training to use these tools effectively, and also defining clear boundaries to ensure the ethical use of AI. Not to mention the need for environmental impact assessment, a crucial aspect in any business.

EC: Much like the Internet in its early days, the ability to harness AI and use it in complementary ways will be decisive. The challenge will be to strike the right balance between technology and people, to avoid the apprehensions associated with loss of control and the societal impact of AI. In this sense, it is vital to raise awareness and train people to use AI to ensure responsible and ethical adoption, and as managers to stay abreast of debates and developments linked to the topic.

A BUSINESS MODEL GARED TO SUSTAINABILITY

WHY WE DO IT

We believe that we should focus our energy into having a real and positive impact on the lives of others, and consequently creating conditions for collective success.

HOW WE DO IT

We combine talent, technology and processes to offer our customers a tailor-made service with a skill set meeting international de standards.

WHAT WE DO

We take care of our clients' processes and services so they can focus on their core businesses. We cultivate meaningful and lasting relationships.

OUR AMBITION

- Be in the top 10 worldwide
- Mobilize local skills towards a common goal while staying true to our DNA
- Achieve 1.5 billion euros in revenue

Global context

- Generation Z
- Artificial Intelligence
- Geopolitical tensions
- Climate change and environmental degradation

Our Internal Initiatives

- Talent development and fulfillment
- Intelcia IT Solutions & E-volucion by Intelcia, our innovation flagships
- Strong governance
- Business continuity plan and risk analysis

Employees

- 38,000 people
- 30+ nationalities
- 57% women

Material Assets

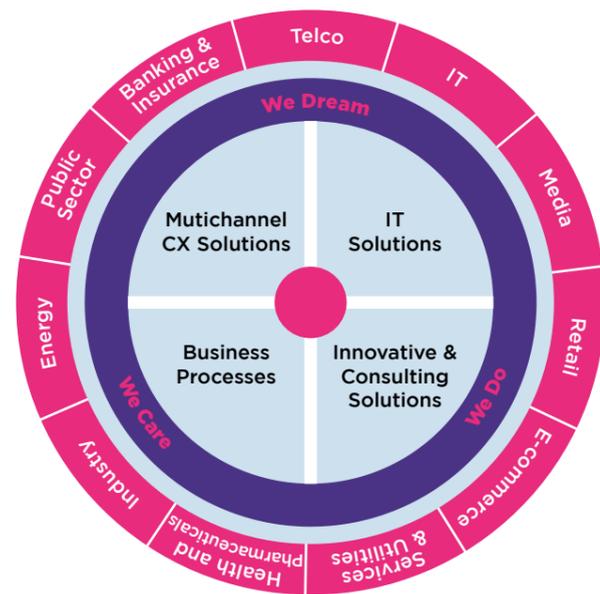
- 16 countries
- 85 sites
- 3 training facilities

Intangible Capital

- Brand culture
- Expertise
- Innovation with IT Solutions and E-volucion by Intelcia

Partnerships

- 350+ clients
- ~400 suppliers and providers
- ~150 associations and regional actors



Employment & Talent

- 20,620 hires
- 13.5% hires from disadvantaged backgrounds
- 106% employee training rate
- «In The Move» Initiative

Economic Value

- 734 million in revenue
- 90% client retention rate
- ~30 awards and distinctions

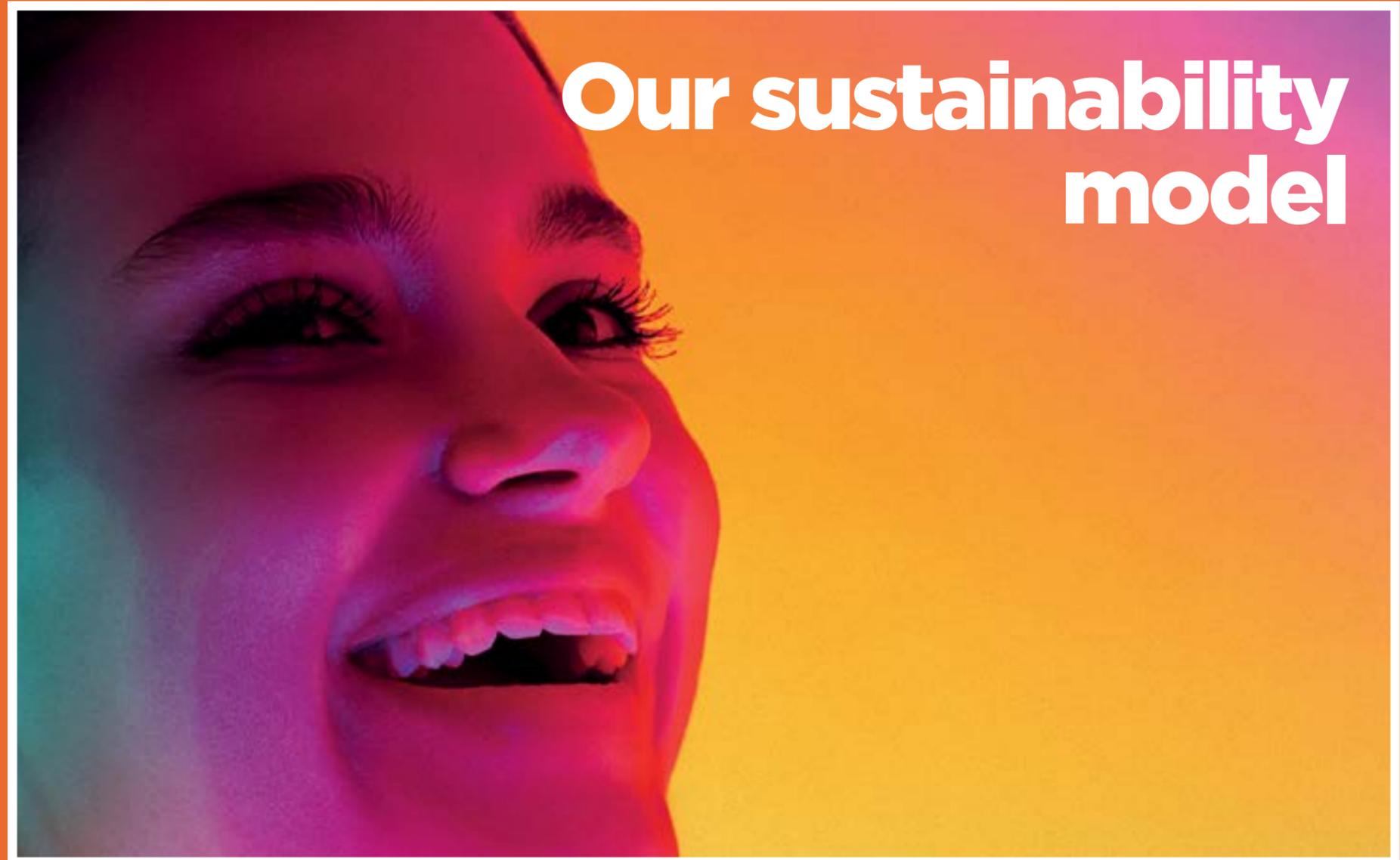
Territorial Dynamics

- 74 supported projects
- 4,409 volunteers
- 11,658 beneficiaries

Environment

- 15 supported projects
- 6,203 volunteers
- ~6,000 trees planted

Data 2023



Profitability takes a back seat to the imperative of compliance

Companies are coming under increasing pressure on all fronts to address sustainability issues. Beyond compliance, Intelcia is confident that its genuine approach will contribute to the Group's long-term sustainability by securing a major competitive edge.

Environmental challenges, GenZ expectations, demanding ESG criteria for investors... Is the pairing of financial performance and CSR commitments always obvious? What are the key factors for success?

MS : The challenge is no longer to merely generate profits, but to meet compliance requirements and the expectations of our stakeholders. Respecting fundamental principles is essential and a strategic



MOHAMED SLIMANI,
MANAGING DIRECTOR - CHIEF COMMERCIAL & MARKETING OFFICER

prerequisite. It is a powerful driver for attracting higher-profile partners and customers who are keenly aware of these challenges. Just as a tax clearance is mandatory today, a CSR clearance will be so tomorrow. Moreover, our ability to embrace this dynamic in a deep and genuine way will be decisive for our differentiation. Beyond compliance, our authenticity will contribute to our sustainability by giving us a major competitive edge.



PETER FERGUS O'BRIEN,
CEO - AMERICA & ENGLISH-SPEAKING MARKETS

PF : As head of a new region within the Group, I am fully aware of the fundamental importance of this issue for our customers, our employees and all our stakeholders. CSR is no longer an option, but an absolute necessity that must be mainstreamed at every level of our value chain. It is an essential commitment to ensure our sustainable development and long-term competitiveness.



In addition to their own impact, companies need to consider their entire value chain. How do you approach this rising challenge?

MS : In our sector, the good news is that our customers are structured companies that are mindful of environmental issues. Whether in banking, insurance or telecommunications, all these industries have embraced this trend and are leading the way. For our suppliers, the landscape is patchy, with the larger players also moving in this direction, and smaller ones or those in geographies with less restrictive rules. This is where our role becomes crucial

within our ecosystem, to educate them by raising awareness and helping them to jump on the bandwagon. This will enable us to gain a foothold in the market and strengthen our reputation.

PF : The Group places particular emphasis on raising awareness and providing support to its various stakeholders in order to widely disseminate a culture of ethics and compliance. The ultimate goal is to convey the principles of good conduct in keeping with the Group's values.

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Just as a tax clearance is mandatory today, a CSR clearance will be so tomorrow

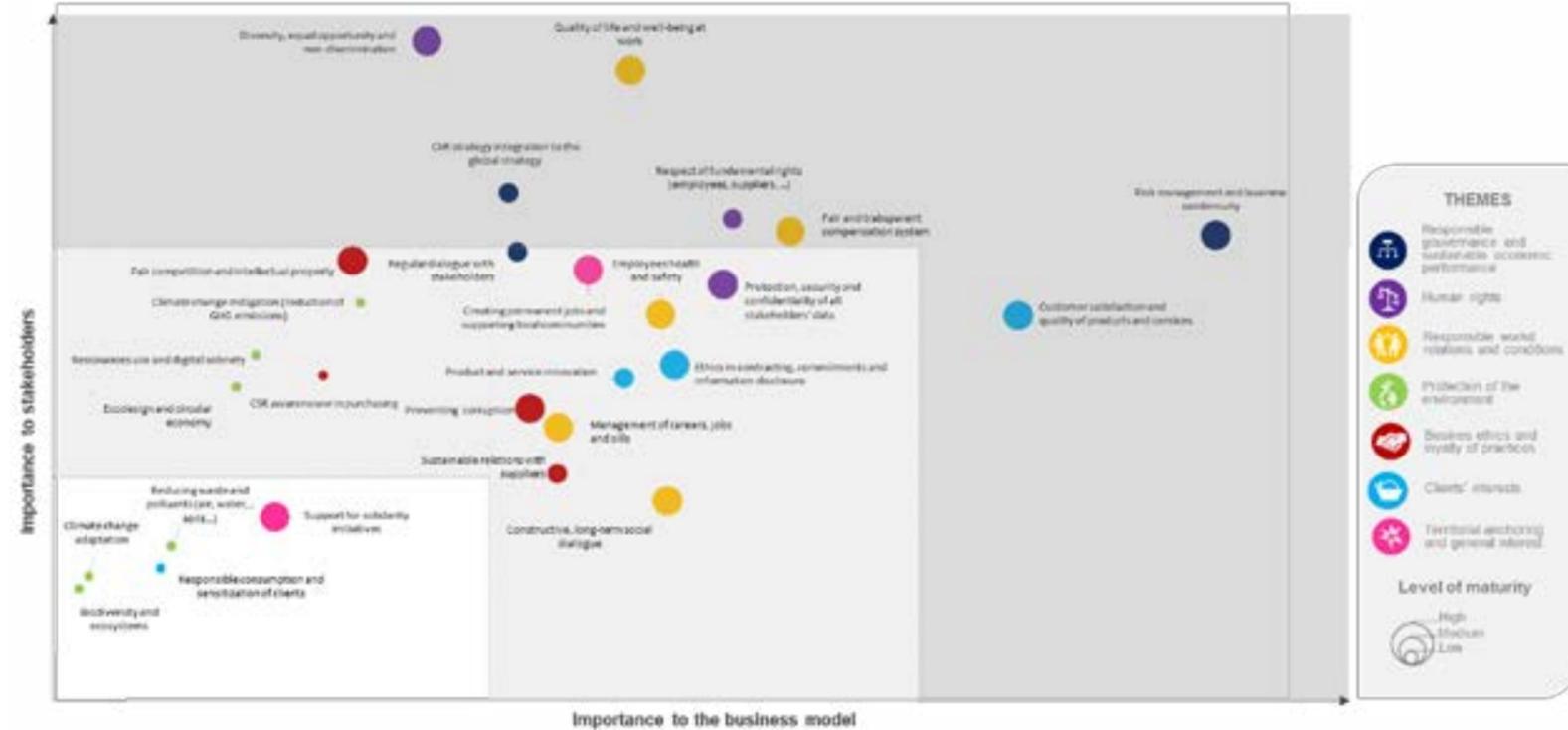
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Companies are well aware that future value creation will depend on responsible and sustainable economic approaches. What is the Group's model in this respect?

MS : We understand the importance of these issues and deal with them on a daily basis, first and foremost through our management teams. When we submit bids, CSR issues are, along with innovation, some of the first questions asked, and we are now able to answer them with greater confidence. The Group is making steady progress, often outperforming its competitors and the market.

PF : The first step is to acknowledge the importance of these issues. This awareness is now embedded into our strategy and our actions. We are doing a great job, but we are still facing a number of challenges in ensuring consistent implementation on the ground in our different countries of operation. In the Group's younger regions, such as the one I oversee, the challenge is for each department to rapidly catch up with the rest of the Group and start making its own contribution to the overall added value created.

In 2023, we launched a consultation on our CSR commitments. The resulting materiality matrix confirmed the nature of our CSR strategy.



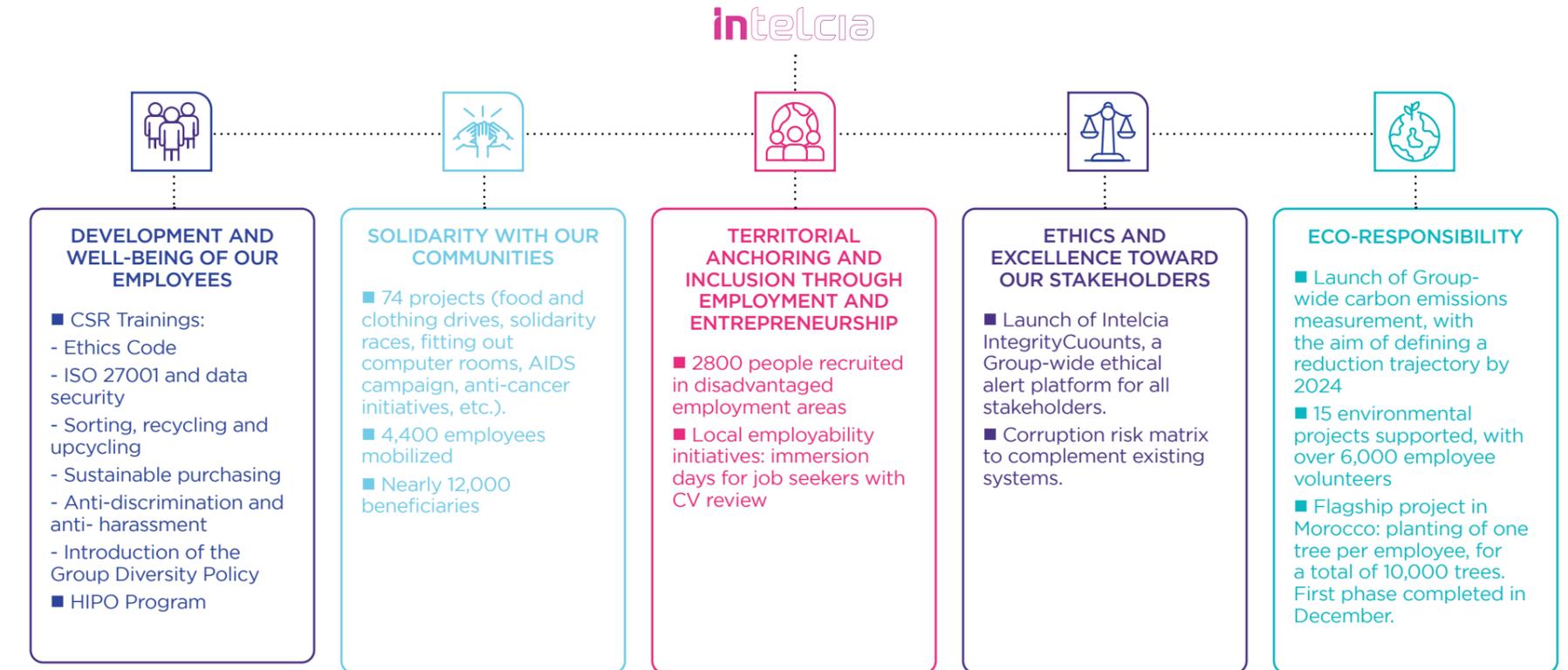
This materiality exercise has enabled us to better understand the priorities in the following 4 areas:

- 1. Governance:** Risk management and business continuity - Integrating CSR into business management
- 2. Social :** Human rights - Responsible labor relations and working conditions
- 3. Core Business :** Customer satisfaction - Ethics
- 4. Societal and environmental :** Solidarity - Eco-responsibility

MAJOR PROJECTS FOR 2023

Our CSR strategy is detailed in our CSR Charter.

In 2023, major projects have been developed covering each of our five pillars:



OUR COMMITMENTS, IN LINE WITH UN PRINCIPLES

	POLICIES & COMMITMENTS	MAINSTREAMING ACTIVITIES & INTERNAL ACTIONS	EXTERNAL COMMITMENTS & INITIATIVES
	<ul style="list-style-type: none"> • CSR Charter: Solidarity (p.25 ; 80) 	<ul style="list-style-type: none"> • Major employer in “difficult” employment areas (p.7; 25; 28; 33) 	<ul style="list-style-type: none"> • Numerous initiatives to support the poor and victims of natural disasters (p.50-51)
	<ul style="list-style-type: none"> • CSR Charter: Solidarity (p.25 ; 80) 		<ul style="list-style-type: none"> • Multiple food collection and distribution initiatives (p.50-51)
	<ul style="list-style-type: none"> • CSR Charter: Solidarity and Development and well-being of our employees (p.25 ; 80) • Health and safety policy 	<ul style="list-style-type: none"> • Workplace layout (p.17;34) • Flexible working hours (p.30-31 ;42) • Medical coverage for all and psychosocial risk management systems (p.47) • Initiatives to promote health and well-being, including In The Move (p.43-48) 	<ul style="list-style-type: none"> • Cancer screening, blood donation drives and support for health associations (p.50-51)
	<ul style="list-style-type: none"> • CSR Charter: Development and well-being of our employees (p.25 ; 80) 	<ul style="list-style-type: none"> - Training entities : <ul style="list-style-type: none"> • Intelcia Academy and Intelcia University (p. 28;39) • Intelcia Smartshore (p.28; 39) - HIPO program (p.31 ; 38) - Leadership programs (p. 38-40) 	<ul style="list-style-type: none"> • Philanthropic initiatives to support education (p.50-51)
	<ul style="list-style-type: none"> • CSR Charter: Development and well-being of our employees (p.25 ; 80) • Diversity policy (p.28; 33 ; 80) • Commitment to the Gender Diversity Charter in Morocco (p.33) • Commitment to the Diversity Charter in France (p.33) • Commitment to the Global Compact (p.18;25;28) 	<ul style="list-style-type: none"> • Promotion of equality in (p.xx) policies and programs (p.33-35) • Gender equality figures, including women in management and top management (p.28 ; 33-35) 	<ul style="list-style-type: none"> • World Women’s Rights Day events (p.35)
	<ul style="list-style-type: none"> • CSR Charter: Territorial anchoring through the inclusion of our CSR (p.25 ; 80) 	<ul style="list-style-type: none"> • Major employer in “difficult” employment areas (p.7; 25; 28; 33) • Various forms of inclusion (p.7; 25; 28; 33) 	<ul style="list-style-type: none"> • Company visits, job-seeker immersion and internships

	POLICIES & COMMITMENTS	MAINSTREAMING ACTIVITIES & INTERNAL ACTIONS	EXTERNAL COMMITMENTS & INITIATIVES
	<ul style="list-style-type: none"> • CSR Charter: Ethics and Excellence (p.25 ; 80) 	<ul style="list-style-type: none"> • IT Solutions and Evolucion by Intelcia, flagships of technology and innovation (p.16-17) 	<ul style="list-style-type: none"> • Company visits, hosting job seekers for immersion into the job market, and internships
	<ul style="list-style-type: none"> • CSR Charter: Solidarity and Development and well-being of our employees (p.25 ; 80) • Diversity policy (p.33 ; 80) • Commitment to human rights (p.33 ; 80) • Commitment to the Global Compact (p.18 ; 25; 28) 	<ul style="list-style-type: none"> • Inclusion initiatives, especially for the disabled (p.28; 33-35) • Employment programs for vulnerable groups (p.28) 	
	<ul style="list-style-type: none"> • CSR Charter: Ecorespons (p.25 ; 80) • Ecoresponsibility Charter (p.56 ; 80) • Responsible Purchasing Charter (p.70) • Commitment to the Global Compact (p.18 ; 25) 	<ul style="list-style-type: none"> • Actions to reduce consumption (p.28 ; 56-61) • Partnerships with sorting and recycling organizations (p.60-61) 	<ul style="list-style-type: none"> • Awareness raising campaigns on waste issues (p.59-61) • Waste collection and recycling initiatives (p.62-64)
	<ul style="list-style-type: none"> • CSR Charter: Ecoresponsibility (p.25 ; 80) • Ecoresponsibility Charter (p.56 ; 80) • Commitment to the African Business Leaders Coalition and the Global Compact (p.18 ; 25; 28) 	<ul style="list-style-type: none"> • Calculation of GHG emissions as part of the Extra-Financial Performance Statement (p.28 ; 56) • Low-carbon trajectory underway (p.56) 	<ul style="list-style-type: none"> • Awareness raising campaigns on environmental protection and eco-friendly habits (p.62-64)
	<ul style="list-style-type: none"> • CSR Charter: Ecoresponsibility (p.25 ; 80) • Ecoresponsibility Charter (p.56 ; 80) • Commitment to the Global Compact (p.18 ; 25; 28) 		<ul style="list-style-type: none"> • Awareness raising campaigns on environmental protection and eco-friendly habits (p.62-64) • Waste collection and recycling initiatives (p.62-64)
	<ul style="list-style-type: none"> • CSR Charter: Ecoresponsibility (p.25 ; 80) • Ecoresponsibility Charter (p.56 ; 80) • Commitment to the Global Compact (p.18 ; 25; 28) 		<ul style="list-style-type: none"> • Awareness raising campaigns on environmental protection and eco-friendly habits (p.62-64) • Clean-up and biodiversity preservation initiatives (p.62-64) • Reforestation initiatives (p.64)
	<ul style="list-style-type: none"> • CSR Charter: Ethics and Excellence (p.25 ; 80) • Code of Ethics (p. 25 ; 33 ; 80) • Commitment to Human Rights (p.33 ; 80) • Commitment to the Global Compact (p.18 ; 25; 28) 	<ul style="list-style-type: none"> • Actions to promote community spirit and benevolence (p.43-48) • Anti-corruption initiatives (p.69) • Anti-corruption training • Ethics alert platform (p.28; 69) 	
	<ul style="list-style-type: none"> • Commitment to the Global Compact and the African Business Leaders Coalition (p.18 ; 25; 28) 	<ul style="list-style-type: none"> • Partnerships with public, semi-public and private players 	<ul style="list-style-type: none"> • Partnerships with local associations and NGOs (p.28; 50-51; 62-64)

OUR BALANCE SHEET IN FIGURES

SOCIAL PERFORMANCE

- 80%** permanent contracts
- 105,7%** of employees trained at least once this year
- 56** hours of training per person on average
- 66%** employee satisfaction rate
- 9,7%** of employees trained in ethics
- 0,25%** workplace accident rate
- 0** suicides

INCLUSION, DIVERSITY, EQUITY

- Workforce composed of :**
- 21,5%** under the age of 25
 - 57%** women
 - 0,8%** disabled people
- Recruitment of**
- 13,5%** long-term unemployed
 - 24%** under 25
 - 4%** over 50
- Visible gender diversity through**
- 48%** promotions for women
 - 39%** women in top management
 - 46%** Near-parity on the Executive Committee.

SOLIDARITY

- 74** projects involving education, health and other associations
- 4.409** volunteers mobilized
- 11.658** beneficiaries

ENVIRONMENT

- 3,2 m³** person water consumption
- 503 KWH** person electricity consumption
- 100%** of IT equipment recycled (Spanish-speaking region)
- 7.820 t.éq CO²** emissions on scopes 1 and 2 (French-speaking region)
- 15 projets** projects involving associations working in the areas of education, healthcare and others
- 6.203** volunteers mobilized.





NAOUAL CHICHAOUI,
CHIEF PEOPLE OFFICER

More human than ever

JOINT INTERVIEW

Developing the potential and commitment of our employees

The Group is multiplying initiatives in all areas for all its teams. Treating all employees on an equal footing is further enshrined in the new HR strategy to ensure the Group's performance and strengthen its position as industry leader.

What is the typical profile of an Intelcia employee?

NC : There's no such thing as a typical profile of an Intelcia employee, and that's what makes our company so unique. We firmly believe that diversity is the key to our success. The most successful teams are those that are the most diverse. This is a reality within the Group, with over 40,000 employees in 19 countries. In Portugal, for instance, we have over 7,000 employees from 40 different

nationalities. We believe that this diversity is a real asset that enables us to innovate and adapt quickly to market changes. We foster an inclusive environment where each individual can contribute his or her unique perspective. Currently, our team is made up of 60% women and 40% men, with an average age of 35.

SG : due to the fact that 70% of our teams are made up of women, with an average seniority of 10 years. Our female employees tend to be loyal to us because we offer them a highly

flexible working environment, including up to 80% teleworking. With this second income from home, they are often able to reconcile their professional and personal lives smoothly. Stable salaries and an inclusive working environment also contribute to their sense of loyalty.

What are the most attractive aspects of Intelcia's culture that help attract and retain talent?

NC : At Intelcia, our core values of integrity and leadership are at the heart of our actions. These values are vital to our recruitment and development processes. Even when faced with brilliant applicants, we favor those who share our values, because we believe that alignment with these principles is crucial to the long-term future of our company. We value diversity in academic and professional backgrounds. Anyone, whether or not they have a degree, has opportunities for career development with us. Over 90% of our promotions are in-house, with hundreds of managers who started out as customer advisors with no prior professional experience.

SG : We invest heavily in employee satisfaction by creating a friendly working environment. Flexible working arrangements, introduced long before the pandemic, are also a major incentive. In addition, we offer abundant opportunities for personal and professional development, with training programs covering both technical and soft skills, and even wellness related activities such as meditation.

More human than ever



Transparency and open dialogue are other pillars underpinning our culture, strengthening the sense of belonging and commitment. Finally, our high rate of internal promotion bears witness to our commitment to nurturing our talents.

Can you outline your recruitment and talent development strategy?

NC : Since February 2024, we have been rolling out a new strategic plan (HR 24-25) to support the Group's growth. This plan aims to attract

the best talent, wherever they may be, and to develop employees' potential and commitment. This starts with onboarding, a crucial stage in making a good first impression. We also invest in the ongoing development of our employees. We offer training and development plans for our high potentials, with a long-term vision to ensure the company's long-term future. We also have introduced succession plans to ensure that we are fit for the future. This includes specific development programs for our managers, to help them grow and thrive within our group. In addition, we regularly

benchmark ourselves against the world's best performing groups, and adopt best practices to stay at the forefront of HR development.

SG : First and foremost, we value competence, regardless of personal criteria, and practice a meritocracy without quotas. Intelcia University and the HIPO (High Potentials) program are examples of our talent development initiatives. The program offers opportunities for continuous growth. Furthermore, we nurture a strong community spirit through the Ambassadors Program, which fosters a



Anyone, whether or not they have a degree, has opportunities for career development with us. Over 90% of our promotions are in-house, with hundreds of managers who started out as customer advisors with no prior professional experience



family spirit within the company. Finally, we embed technology and innovation into our HR processes to stay sharp in the talent race.

Do you have a specific plan for attracting GenZ and how do you reconcile their expectations with the Group's growth objectives?

NC : We understand that Generation Z has specific expectations, and we adapt accordingly. We involve young talent in the design of our products and recruitment strategies. For instance, we have talented students working on projects to attract their generation, mentored by our HR team. Their feedback is invaluable and helps us to remain relevant to this new generation.

We also attend forums to engage with students and gain insight into their expectations.

We want to attract talent in a genuine and sustainable way, based on their feedback and adapting our recruitment campaigns accordingly.

SG : Our training and development programs are designed to enable rapid growth and the acquisition of new skills, in line with their aspirations. What's more, our culture of transparency and open dialogue resonates strongly with GenZ's values, facilitating their integration and commitment. We ensure that these initiatives are in harmony with our growth objectives, guaranteeing that young talent brings a fresh perspective and innovation to our company.

Technology is reshaping many professions. What impact does it have on the HR function, especially for attracting and retaining talent?

NC : Technology, and AI in particular, plays a key role in the HR function. For our employees, we aim to make their day-to-day lives easier. For example, we provide user-friendly platforms that give them rapid access to administrative documents. This also unburdens our HR teams from having to perform time-consuming and redundant tasks, enabling them instead to focus on more rewarding interactions. For our external talent, we emphasize our use of innovative technologies. High-tech, high-performance companies naturally attract the brightest and most ambitious minds. For instance, our subsidiary E-volucion is highly popular with the younger generation thanks to its advanced use of AI.



SANDRA GIBERT SOLANS,
CEO - SPAIN & LATAM REGION

We want to make sure that we are perceived as an innovative company at the forefront of technology.

SG : Technology plays a major role in the HR function, particularly for attracting and retaining talent. As for the impact on jobs, there were initially apprehensions several years ago. But these have dissipated, as the integration of technology, and AI in particular, have not been done at the expense of employees. If anything, the workforce has continued to grow. Adopting AI not only optimizes operational efficiency but also ensures greater employee satisfaction.

HUMAN RIGHTS, DIVERSITY AND EQUALITY



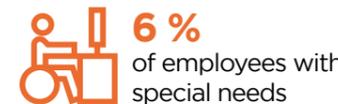
DIVERSITY AT THE HEART OF OUR IDENTITY

Two years ago, Intelcia published its Commitment to Human Rights, available to all stakeholders on its website, which, in addition to its Code of Ethics, lays down the principles it requires of all its stakeholders with regard to human rights, its employees, suppliers and neighboring communities.

Diversity is a powerful lever for innovation in a sector that is profoundly people-oriented, and a guiding principle upheld by Top Management and disseminated to all employees. Intelcia has signed the Gender Diversity Charter in Morocco and the Diversity Charter in France.

In 2023, a Diversity Policy was drawn up using a participative approach involving employee panels in each of our countries, giving it even greater legitimacy to represent the true mosaic represented by Intelcia's employees. Through this document, Intelcia is committed to promoting and ensuring respect for the principles of inclusion and equity at all levels of corporate life, including recruitment, remuneration, promotions and mobility, training and the working environment.

Example of the Lyon site



Diversity Key Figures



VIRTUALLY COMPLETE PARITY within the EXCO





INCLUSION, ESPECIALLY FOR PEOPLE WITH DISABILITIES

Intelcia has made strong commitments to integrate workers with disabilities:

France

- Intelcia is strongly committed to the inclusion of disabled workers:
 - Appointment of a Disability Officer with disability focal points at each site;
 - Close monitoring of occupational medicine recommendations concerning the adjustment of working hours and the provision of anti-musculoskeletal support;
 - Support for employees in adapting their working position (ergonomic chairs, computer screens, etc.).
- In 2023, a Diversity Policy was adopted, pledging Intelcia's commitment to promoting and enforcing the principles of inclusion and fairness throughout the company: recruitment, remuneration, promotions and mobility, training, working environment...
- 5.3% disabled people in the workforce in France, compared with 4.2% in 2022. Including Coriolis, this figure rises past 6%.

Spain

- Participation in the Discatel project (integration of disabled people into contact center platforms), which aims to raise awareness among company managers about the integration of disabled people.
- Collaboration with various organizations to boost the visibility of our job offers and bring the most disadvantaged people closer to the job market.
- Association with the Red Cross and the Fundación Tomillo as part of the Incorpora de la "Caixa" program, with the participation of 50 people.

PARITY AND EQUALITY

With a 60% female workforce and a strong female presence on the ExCo, Intelcia could have settled for this level of representation alone in defining itself as a gender equality champion. However, the Group's strategy is not limited to setting numerical targets, but rather to fostering a particular mindset within the company. This mindset, geared to performance and talent development, has naturally led to a balanced representation of men and women within the company. Intelcia maintains this focus by :

-  Non-discrimination training for the recruitment team to ensure equal treatment of women and men throughout the hiring process;
-  Equal access to training and mobility;
-  Setting up assessment centers for skills-based selection of candidates eligible for promotion;
-  Ensuring fair pay and non-discrimination during maternity leave;
-  Monitoring related indicators in our reporting.

Within our regions, this direction is reflected through concrete measures. In France, for instance, we have set up an Equality Commission made up of elected members of the Works Council, which meets at least once a year, and we have signed a Professional Equality and Quality of Working Life Agreement. Another example is in Spain, where the "Plan de Igualdad" signed by Intelcia Espana has enabled the company to be recognized as "Most Equal Remuneration" in the "Flexible Company Awards of the Community of Madrid".

Finally, like every year on Women's Rights Day, all countries took significant action to celebrate this special event. To this effect, a program featuring the former Group Human Resources Director, Saad BERRADA, and the Group Brand and Commitment Director, Nadia BEN BATHANE, was broadcast on InRadio to all countries in the French-speaking region. The purpose of this broadcast was to highlight Intelcia's day-to-day commitment to gender equality, to place March 8th in a broader perspective, and to encourage employees to share their views and answer any questions they may have.

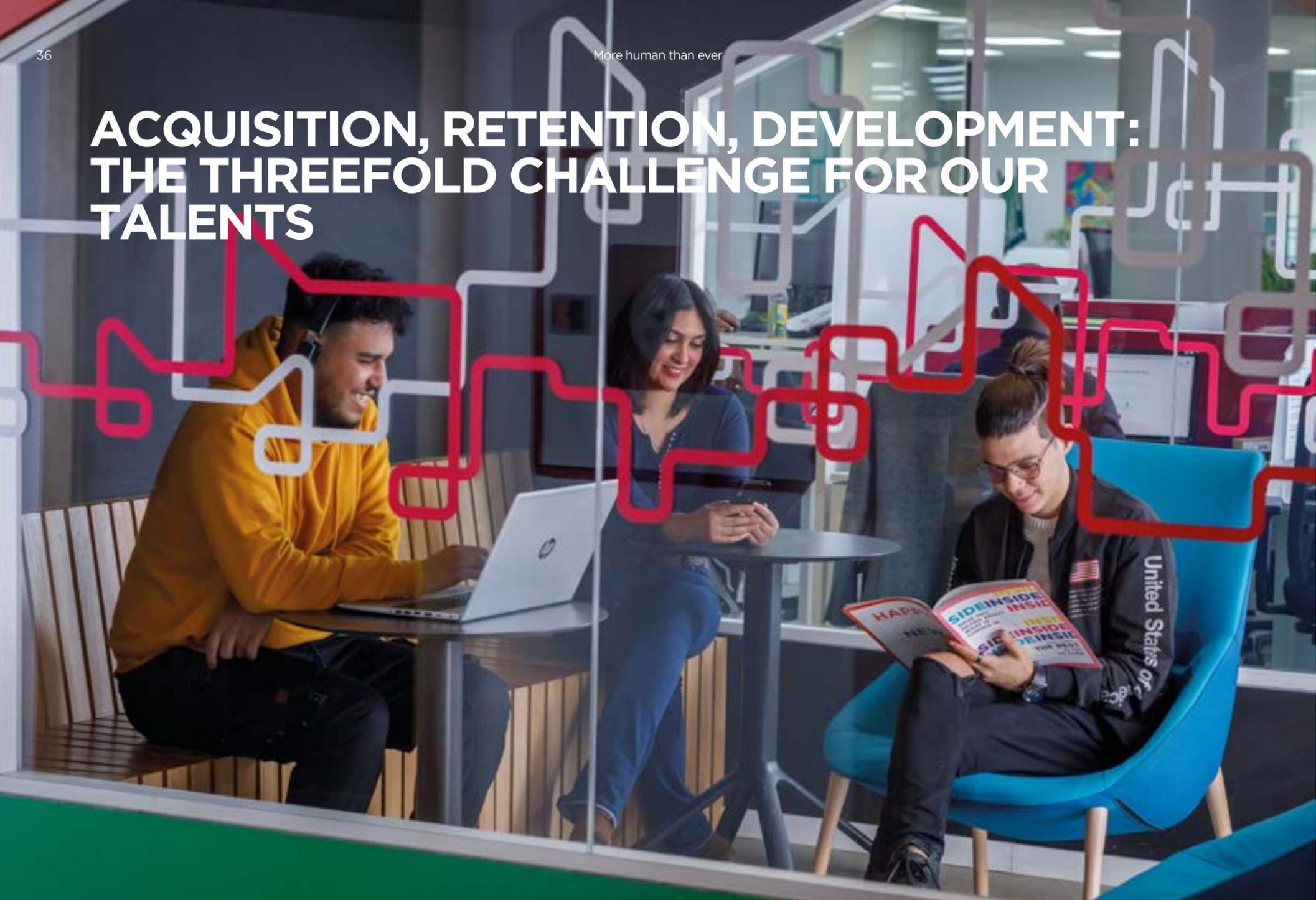
To mark the occasion, IT Solutions launched the FiftyBy2025 Women Empowerment initiative, designed to help women shine in the IT industry. The ultimate goal is to achieve a 50/50 gender balance in our workforce. To celebrate March 8, a 6-week leadership workshop (2 hours a week) with an external coach was held for 50 female employees.



Promoting equal employment opportunities

In France and Madagascar, specific actions were carried out in 2023 to promote equal opportunities and professional integration. Several immersion days were organized for people marginalized from the job market. In Lyon, for example, 25 job-seekers and 12 school drop-outs were able to get a glimpse of the daily life of Intelcia employees. Another initiative in Lyon involved 12 long-term unemployed people receiving back-to-work training from our external training organization Smartshore, 11 of whom were recruited on permanent contracts at the end of the course. In Madagascar, two Intelcia employees led an initiative with collaboration with a number of associations such as Grandir Dignement and ATD Quart Monde and gave 25 young people a tour of the company. A training workshop was also run in Madagascar in partnership with the Graines de Bitume association. The recruitment teams in Madagascar were able to provide tailored coaching to 11 young people to help them write their CVs and cover letters, and learn how to adopt the right posture during a recruitment interview.

ACQUISITION, RETENTION, DEVELOPMENT: THE THREEFOLD CHALLENGE FOR OUR TALENTS



■ PERSPECTIVE IMAN BENABDALLAH, TALENT MANAGEMENT DIRECTOR



Talent is the real driver underpinning growth. Human resources management can no longer be reduced to conventional practices: today, it has to reinvent itself and become a strategic lever for

any company wishing to ensure its long-term survival.

The era of passive attractiveness is a thing of the past. At Intelcia, we rely on innovative strategies to attract and persuade the best talent to join our team - and to stick around! Because attracting talent isn't enough: what's key is the ongoing development of our talents. Every employee brings unique skills to the table. The real challenge is to ensure that they are fully developed and valued within the best position. That's why we have introduced tailor-made programs and individualized learning tracks, enabling everyone to thrive and grow within our professional ecosystem. By investing in our talents, we are investing in our common future.

Equity and diversity are at the heart of this approach. That's why we champion a corporate culture where each and every employee is recognized and valued for his or her skills and performance, regardless of gender or origin. Because it is only from embracing our differences that we can draw our strength.



■ A DYNAMIC, INCLUSIVE RECRUITMENT POLICY GEARED TOWARDS YOUNG PEOPLE

Intelcia's identity is a reflection of the young people who make up the majority of its workforce. All our efforts are therefore geared towards shaping a company that caters as much as possible to the needs of young people, mainly by offering opportunities for career development within the Group. Our recruitment teams work with some of our youngest employees to better understand the realities of the GenZ, and to develop offers, processes and resources (especially digital) that meet their needs. By 2023, people under 25 will account for almost 25% of all new hires.

As part of its diversity and equal opportunities policy, the Group also offers opportunities to the long term unemployed, such as people with low qualifications, those who have experienced periods of

unemployment, and senior citizens. Whenever the opportunity arises, Intelcia forges partnerships with local public organizations, associations and higher education institutions (schools, universities, training centers, etc.) to attract these groups.

Examples include the National Association for the Promotion of Employment and Skills (ANAPEC) in Morocco, France Travail in France, and the National Employment Fund (FNE) in Senegal. In 2023, these recruitments, which bear witness to Intelcia's commitment to combating inequality while strengthening its integration into the local fabric, accounted for 33% of all new hires in the French-speaking region and 13% at Group level.

«HIPO» PROGRAM

Intelcia's most asset is its people. Whether junior or senior, new or veteran, the Group makes a point of valuing them through various programs, including High Potentials (HIPO). The goal of this program is to groom the Group's future generation of leaders, drawing on the diversity of profiles available in our different geographies.

Launched in 2023 and rolled out Group-wide, the program will initially target high-potential employees in the Executive category, followed by Team Leaders and Agents. These profiles are identified through annual performance reviews, and through People Reviews, which spot high-potential employees and offer them career paths tailored to key positions. Once identified, the idea is to support these high potential talents in their development using a tailored approach, to strengthen their leadership skills and enable them to move into key positions at Intelcia.

Participants are offered a series of training courses designed to help them become



better acquainted with themselves so they can practice their leadership skills, develop managerial skills that match the leadership model defined by Intelcia, acquire technical knowledge on strategic topics for the Group, and strengthen their collective intelligence in keeping with the company's values.

The first HIPO class is made up of 58 talents in the French-speaking region, 38 in Portugal, and 31 in the Spanish-speaking region.

Our aim is to offer long-term career prospects that will enable our talents to

thrive and be part of our adventure over the long term. This involves internal promotion, where our current rates are already high: 72% in the French-speaking region, for example, and 90% in the Spanish-speaking region. In Chile, this approach is expressed in the "Career Plan for promotions", which aims to cover 80% of open opportunities by promoting candidates from within.



Stories that inspire (Spain) - <https://youtu.be/v95WfqgoHa8>

TRAINING TO DEVELOP OUR TALENTS

To develop our employees' skills, we invest heavily in training via Intelcia University, Intelcia Academy and partnerships with leading universities. In addition to basic and technical training, our courses also include soft skills training.

In 2023, our employees benefited from a total of over 2.34 million hours of training, i.e. an average of 56 hours of training per employee, and a 110% rate of people having attended at least one training course during the year.



In France, Intelcia has created Smartshore, an entity dedicated to engineering and facilitating training courses in the fields of customer relations and management. Smartshore offers comprehensive training courses on professions, products and processes (initial training or continuing education), as well as certification courses designed to professionalize and enhance these professions. In particular, Smartshore provides support for people on the bangs of the job market, as well as for Intelcia employees, with specific programs for young adults on the bangs of the job market, and for

seniors undergoing retraining. Nearly 3,500 people will have been trained by 2023, with convincing results: 80% of trainees sign permanent contracts with Intelcia in high value-added activities (Insurance, Mutual Insurance, Supplementary Retirement Benefits, Energy, Banking, E-commerce, Technical, etc.).



Intelcia University is in charge of ongoing training for the entire Intelcia management team, while Intelcia Academy is in charge of initial and ongoing training for Intelcia customer advisors.



The program is further strengthened by a Design Center team in charge of module/video design.

Intelcia IT Solutions organized a leadership workshop for 50 employees. For 6 weeks, they were coached on leadership related topics. In partnership with the training platform Udemy, Intelcia IT Solutions trained employees on various topics (IT, languages, personal development, etc.).



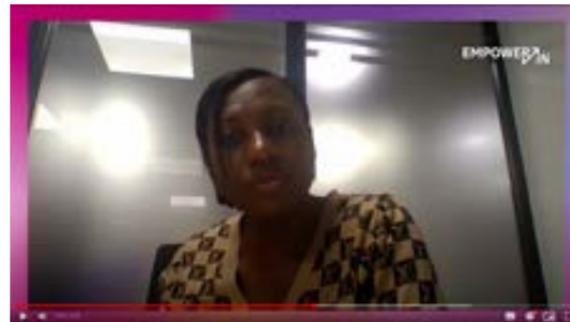
Another example is Spain, where Intelcia University trained HIPOs; 900 people and over 7,000 hours of training on brand culture; and over 30,000 hours of training on tools (powerBI, Excel, etc.), soft skills (public speaking, time management, etc.) and technical subjects (labor law, for example).



MANAGERS AND SUPERVISORS: KEY PLAYERS IN FOSTERING A POSITIVE WORKING ENVIRONMENT

A specific training plan, including a module on the Group's values, is specifically geared to managers and supervisors, to ensure that teams live well together. The Code of Ethics also serves as a basis for raising awareness and conveying key messages. Moreover, "Acting with kindness and fairness" is one of the 8 competencies of the leadership model established by the Group, on which managers and supervisors are trained.

In Colombia, for instance, leaders and managers attended a "Transformational Leader" training course designed to develop their management skills. 300 people were introduced to subjects such as talent management, team management,



Empower'In : Testimonial by Paola Jombi



Empower'In : Testimonial by Sanaa Lagar

learning how to give and receive feedback, and how to develop one's personal brand.

A similar program was launched in Portugal, with Grow'IN Together, a training program for manager-leaders which involved over 700 people, right up to team leaders. In all, 81 sessions and nearly 5,500 hours of training, with satisfaction rates exceeding 90%. The training consisted of self-assessment with regard to leadership perception, introduction to behavioral profiles and leadership, and application to management. Follow-up sessions were held to ensure that the acquired skills were firmly ingrained.

In the French-speaking region, an internal coaching program was also set up for managers. Individual, personalized support. A confidential forum to discuss areas for improvement. An effective approach to help managers achieve their objectives. A powerful driver for growth.

HEALTH, SAFETY AND WELL-BEING AT WORK





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WORK-LIFE BALANCE / FLEXIBILITY

We strive to nurture quality of life at work. This requires a healthy work-life balance. In Côte d'Ivoire, for instance, students are offered flexible work schedules to enable them to pursue their education while continuing to work. Schedules are drawn up in advance and any adjustments are managed efficiently. This includes night work, public holidays and flexible working arrangements. Flexible working hours and teleworking arrangements are available at all sites, with enhanced information

system security and training for managers in team management and remote working. In this way, teleworking is fully integrated into our business practices and adapted to local legislation. Working- from-home charters have been signed or are in the process of being adopted in various countries. In addition, a rotation system ensures weekends off for operational functions 7 days a week, and employees' preferences are respected on religious and public holidays. Finally, we pay particular

attention to catering to country-specific circumstances, as well as to constraints notified by employees in advance, such as medical appointments. In some countries, the MySwap application even allows employees to exchange schedules within the same project, depending on their constraints.

CELEBRATING EMPLOYEES

Several events are geared to strengthening the friendly atmosphere at our sites and between employees. These include :

- **Friday'IN** : on-site events around different themes, celebrating special occasions;
- **Wellness Week** : once a year, workshops, webinars and on-site events, such as sports sessions, are offered simultaneously to all Group employees and in all regions.
- **Feel'In Better (Intranet)** : Every week, articles on well-being and personal development are shared with employees on the intranet.
- **On-site committees** : At each site, selected employees form a committee tasked with identifying and meeting the needs of site employees in terms of events and activities.
- **ITS** : Inspir'artTeam workshops, for around 15 employees around a theme (gardening, wood, painting, street art, etc.).
- **Choreography challenge**, where employees post their proposals on Tiktok. Two winners were elected in Spain and France.
- **Various events** : birthday of the month, national holidays, Valentine's Day, Halloween, dance and sports sessions, seated massages and other wellness activities.



IN THE MOVE

A number of initiatives and programs have been launched, focusing on well-being, sports activities and building bonds. Intelcia promotes a healthy lifestyle and sports activities among its employees through the In The Move program. The pillars of this initiative: Eat healthy - Get active - Be mindful - Take action. Launched in 2022, In The Move includes a digital platform with a wide range of services (sports classes, yoga workshops, nutritional advice, etc.), sporting events and a comprehensive employee awareness campaign (monthly newsletter, radio broadcasts, etc.).

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More human than ever



BOTOLA INTELICIA

This is the biggest inter-company football tournament in Morocco. The 2023 edition drew 129 teams, representing almost 1,300 employees, a record since the competition was launched in 2014. Since 2023, the competition has been extended to include women, with the first edition of the Women's Botola featuring the participation of 8 teams of female employees.

As a result of its many initiatives, In The Move enabled Intelcia Maroc to be elected in 2023, for the second year running, as Sports Company of the Year by the Moroccan Federation of Sports Professionals at the Morocco Sports Awards ceremony.





OUR EMPLOYEES' VOICE

■ LISTENING TO AND ENGAGING WITH EMPLOYEES

Specific programs and events are dedicated to strengthening close relations with management and transparency :

- **Several forums for sharing corporate news** with Group management (Town Hall meetings, Annual Management Meetings and Quarterly Management Meetings);

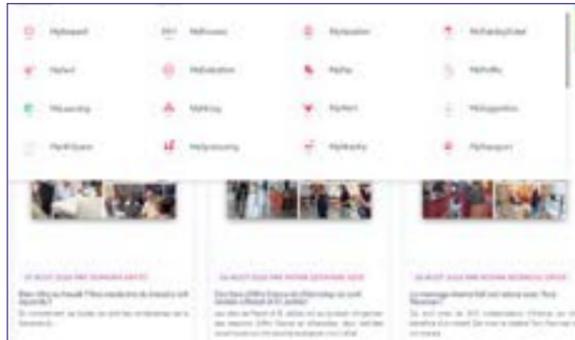
- **Sub-Saharan Africa Annual Seminar:** launched this year, this event was designed to enable top management from the three countries of Sub-Saharan Africa and their teams to meet and exchange best practices and create joint projects and initiatives. This first edition, under the theme “One Team”, focused on the achievements of the Brand & Commitment teams, and in particular the CSR component of the cluster;

- **Cafés Matins:** forums for employees to exchange views with country or site managers, to share their day-to-day concerns and implement corrective actions;

- **Intranet applications:** MyAlert, ChatRH, MySuggestions, Help'In ;

- A company radio station, InRadio, which broadcasts to 8 countries, with 17 programs a week;

- **The Intelcia Advocacy Program:** mainly active on LinkedIn, this program features volunteer employees who share their experience of the sector and Intelcia. Participation in the ambassador network includes digital training (copy-writing, basic rules of content creation, using platforms to design visuals, etc.) and friendly events (shooting, afterwork, etc.). Currently deployed in 7 countries, the program boasts 88 'INbassadors', who have made almost 6,000 posts on social media.



■ LISTENING TO AND SUPPORTING EMPLOYEES

The group is very attentive to its employees' feedback. So, in addition to ticketing systems to manage their day-to-day concerns, Intelcia offers them psychological support.

■ Spain

Over 40,000 HR tickets were processed this year. The “Spain Employee Telephone” hotline handled nearly 8,000 calls to attend to employees' needs.

■ France

Several workshops on sophrology, stress management and psychosocial risk awareness were organized at all sites. Social assistance units are also on hand at each site to help employees with housing and financial problems, etc.

■ Morocco and Sub-Saharan Africa

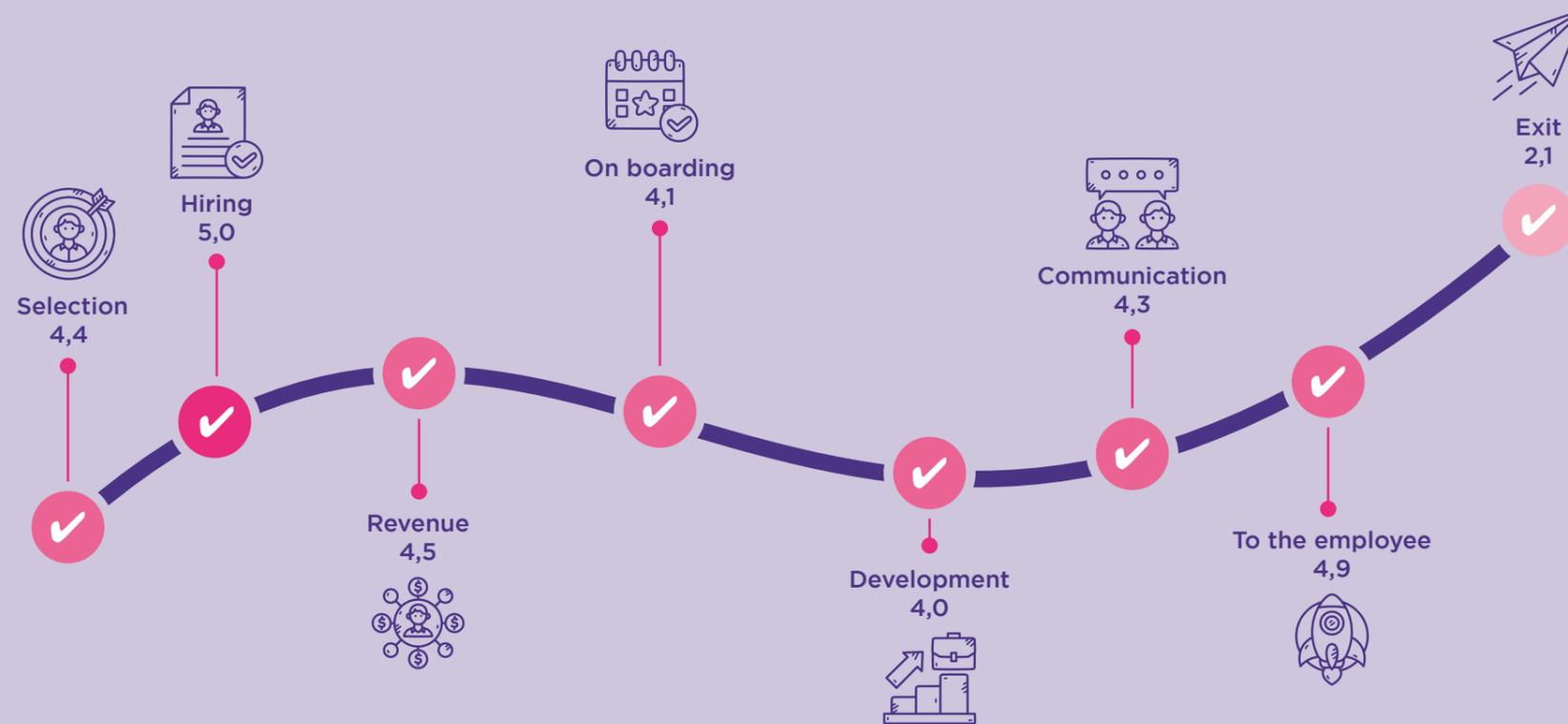
For the second year running, a counseling unit has been set up with partner Psyphone. 1300 calls in Morocco and 1000 calls in Sub-Saharan Africa were received from employees experiencing distress at work or in their personal lives.

SATISFACTION SURVEY

Every two years, Intelcia measures employee satisfaction through a survey conducted in each of the countries where the Group is present. In 2023, the score reached nearly 66%.

The geographical breakdown of the Tell Us score is 67% in France, where more than half the respondents (58%) are located. Employee satisfaction in Spain & Latam and Portugal stood at 66% and 62% respectively. The English-speaking region is at 58%.

In Spain, Employee Voice measures employee satisfaction at various stages of their life with the company, from the selection process to their ultimate departure. The results for 2023 consistently score above 4/5.



SOCIAL DIALOGUE

This year's highlights include :

Senegal, Côte d'Ivoire and Cameroon

Signing of collective bargaining agreements covering the social guarantees enjoyed by employees (Convention nationale collective du commerce in Senegal; Convention collective interprofessionnelle de la Côte d'Ivoire; Convention collective nationale des télécommunications et activités connexes in Cameroon signed with the Ministry of Labor and SYNTIC, the trade union representing the sector);

France

Signing of a number of agreements in consultation with social partners, including those involving career management, employee savings schemes, the setting up of CSSCTs at local level, and NAO agreements;

Spain

Signing of the 3rd collective agreement for Customer Service Centers;

Chile

Signing of a three-year collective agreement with the sector's two main trade unions.



A STRONG COMMITMENT TO TERRITORIES AND COMMUNITIES

Intelcia is present in about twenty countries, mainly in Africa and the Indian Ocean, but also in Europe and, in recent years, in the Americas as well. This local presence is crucial to enable the Group to tailor its activities to the specific context of each territory. The Group is therefore actively involved with local communities in various fields: health, education, support for vulnerable populations. It supports both emergency relief initiatives and long-term partnerships, actively involving its employees in promoting and implementing concrete initiatives.

RECORD MOBILIZATION FOR VILLAGES STRUCK BY THE AL HAOUZ EARTHQUAKE



Intelcia has taken action to help the populations devastated by the September 8 earthquake in the Al Haouz region near Marrakech. Employees based

in Morocco made donations, which were then matched by the company. The sums collected were channeled into the Special Fund set up to help manage the impact of the earthquake in Morocco. All the group's solidarity actions in the following months have been redirected towards the regions affected by the earthquake.

SOLIDARITY: INTELICIA X FME MERIT SCHOLARSHIPS



As part of the celebration of Intelcia's 20th anniversary, the Group signed an agreement with the Moroccan Foundation for Students (currently known as the Jadara Foundation). Intelcia has committed to fully covering the tuition of 20 students from underprivileged backgrounds who excel in their studies, from preparatory classes (CPGE) to higher education in Grandes Écoles, whether in Morocco or France.

After three years of implementing the «INTELICIA x FME Merit Scholarships» program, 4 out of the 8 students from the first two cohorts (2021/2022 and 2022/2023) are continuing their studies in France. The third cohort (2023/2024) is beginning its second year of CPGE, and the program is preparing to welcome its fourth cohort (2024/2025).

In addition to the training and coaching organized by the Jadara Foundation, Intelcia has established its own support program, which includes:

- Pairing each student with a Graduate (a graduate or a second-year student and above) for the entire duration of their studies.
- Prioritizing students for internship applications.
- Providing training for oral exams for entrance to Grandes Écoles.
- Facilitating meetings with Intelcia management.

SUPPORTING LOCAL ASSOCIATIONS



Awareness campaign against breast cancer - Morocco.

■ **Center Tsimoka in Madagascar** : two collections of clothing and toys for orphans at the center.

■ **Courir en Ardenne in France** : for the second year in a row, 23 of our employees joined in the Les Foulées Roses du Sedan-Charleville solidarity race in support of the fight against breast cancer.

■ **Dar Moussinine Ennassim retirement home in Morocco** : For the past 10 years, Intelcia has organized a solidarity iftar for the residents of this retirement home. Last year's iftar was attended by 80 people. The evening was enlivened by the Intelcia LiveBand, an orchestra of volunteer employees.



Donation to the women's prison of Rufisque - Senegal.

■ **“Adopt a grandparent”** : the name of the association that works in Spanish-speaking countries to maintain intergenerational links and ensure that senior citizens in retirement homes don't feel abandoned, by writing them a letter of support. 40 letters were sent this year.

■ **In Senegal**, clothing and hygiene products were collected and donated to women detained in the Rufisque prison.

■ **Blood donations** organized at sites in Portugal

■ **Promoting education in Morocco** : for the second year running, Intelcia financed premium subscriptions to KEZAKOO, a Moroccan social

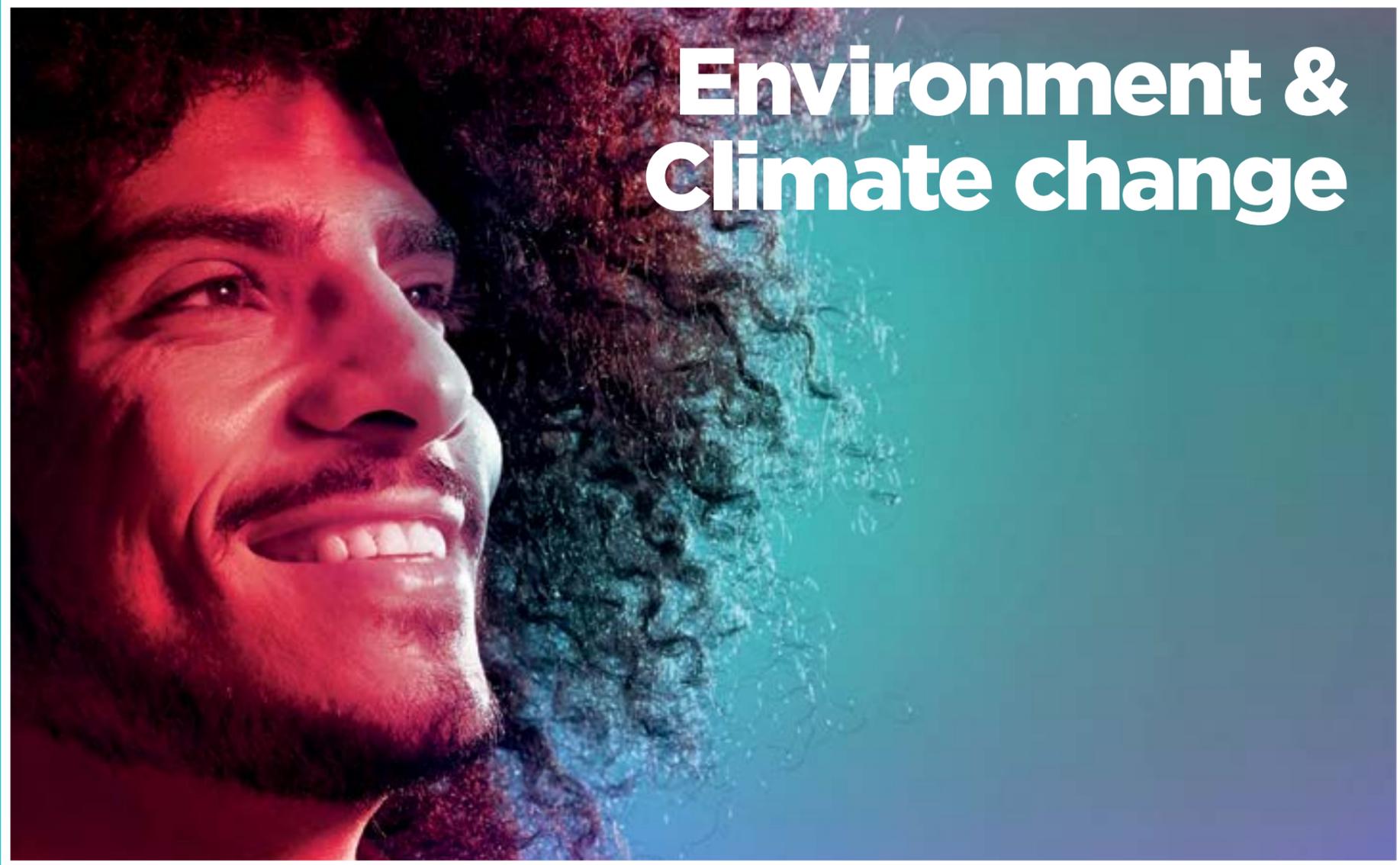


Support from the ADAV association for children with hyperactivity - Portugal.

enterprise offering online tutoring, for the benefit of 100 high school graduates, plus a further 100 subscriptions donated by the organization. The 200 students accumulated over 10,000 hours of training in 2023, and 2 of the top 5 students in the 2023 baccalauréat were KEZAKOO subscribers, illustrating the positive impact of this initiative.

■ **In Spain, Chile and Colombia**: participation in national food donation drives, with nearly 10 tons collected for the Food Bank Foundation.

Environment & Climate change



JOINT INTERVIEW

How to strengthen the company's focus on the environment

Over and above regulatory requirements, it is almost a moral commitment to contribute to the preservation of the environment. Although Intelcia operates in a low-pollution sector, it has nevertheless adopted a proactive, structured approach to reducing its environmental impact, particularly in terms of its carbon footprint and waste management.



When operating in a sector like Intelcia's, CSR actions naturally gravitate towards the social dimension. But what course has the Group chosen with regard to the environment?

NBB : The increasingly frequent and devastating consequences of climate change are raising expectations and heightening pressure on corporations, public authorities and citizens alike. For Intelcia, operating in a low-pollution sector, it's quite natural for our CSR initiatives to focus first and foremost on social issues. Business continuity is a priority, so it's understandable for us to focus on issues directly linked to the Group's operations. That being said, in addition to employees and customers, it is equally important to pay attention to the expectations of other stakeholders. For example, over and above the regulatory requirements imposed in certain countries where we operate, we feel an almost moral obligation to contribute to preserving the environment. It's our responsibility to play our part. Ultimately, it all depends on how we choose to engage. We must strike a balance between regulatory issues, initiatives that are dear to our hearts, and economic imperatives.

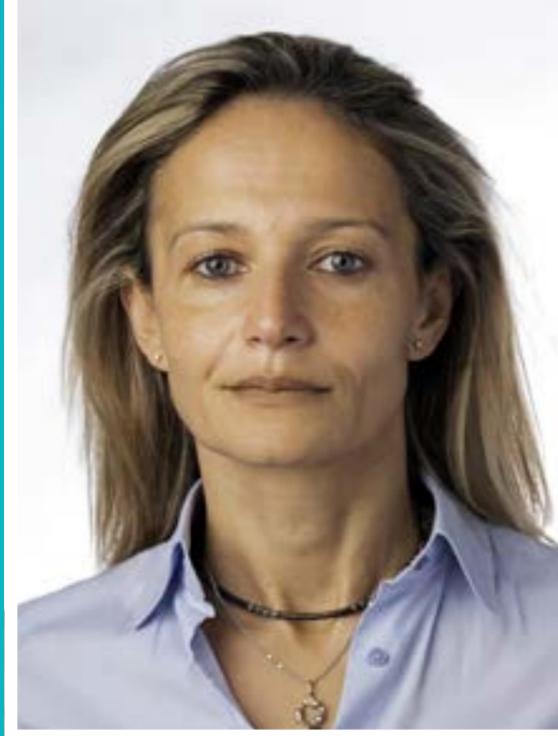
NEJ: The Group's strategy has been honed over the years, culminating in the adoption in 2021 of the Eco-Responsibility Charter, which formalizes the Group's ambitions and actions with regard to sustainable development. We have introduced a

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Our ambition is for CSR to become a natural part of our day-to-day operations, embedded in every department and decision
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generalized reporting process to monitor our environmental performance. For the past three years, we have been calculating our greenhouse gas emissions in the French-speaking region, which we have begun to roll out to our other regions, now including scope 3. As a result of these initiatives, Intelcia is firmly committed to a proactive and structured approach to reducing its carbon footprint and contributing to the fight against climate change.

How do you assess the effectiveness of your actions, and what obstacles do you encounter in implementing them?

NBB: In the past, we ran awareness-raising campaigns and local initiatives such as beach clean-ups and recycling drives, confident that by changing behaviors, we could trigger far-reaching and multiplied transformations across our thousands of employees. In addition, each department



NADIA BEN BAHTANE,
CHIEF BRAND & ENGAGEMENT OFFICER

adopted its own approach: General Resources, for example, chose more eco-friendly lighting, while the IT department decided to switch to low-energy computers. What we were lacking was a clear direction and precise objectives for measuring impact. Not that we didn't consider this to be important, but rather that the subject was still relatively new to us, and that, as a young company, we were prioritizing the human aspects of our employees and our communities.

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Our ambition is for CSR to become a natural part of our day-to-day operations, embedded in every department and decision
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However, the scope of the issue is much broader. Today, we have a better understanding of the subject, with a clearer structure and defined objectives. Our current challenge has taken on a completely different dimension. Operating in 19 countries with very different realities and maturities, we face the complication of streamlining practices and aggregating data. This is what we are currently focusing on in order to successfully implement initiatives such as waste management and the reduction of our carbon footprint. This effort is of the utmost importance.

NEJ: Our stakeholders, and especially our customers, expect us to make a steadfast commitment to the environment. The regulatory context in which we operate is also driving us in this direction. Today, the focus is on our carbon footprint and our reduction trajectory. Basically, ignoring the environmental aspect could jeopardize the very future of our company. The

same rigorous approach to collecting and processing financial data is also applied to social and environmental data. We have certainly called in experts to carry out this work, as well as a digital platform to host both our footprint and our reduction trajectory. Our current challenge is not only to finance these additional costs, but also to ensure that our teams have the skills to support these new issues.

What is your message for rallying all our teams around this approach?

NEJ : CSR offers real leverage for financial performance, and mainstreaming these principles into all processes results in better risk management and greater stability. What's more, implementing sustainable practices will optimize operating costs and enhance attractiveness to investors concerned with sustainable development. CSR should therefore be seen as a driver of long-term value creation that stimulates innovation, enhances our reputation and strengthens our market position. All our employees must be aware that their commitment to CSR has a direct impact on the company's financial performance and value creation.

NBB : We must approach CSR as more than just a regulatory obligation, but as the cornerstone of our identity and the way we do business. Our ambition is for CSR to become a natural part of our day-to-day operations, embedded in every



NAJAT EL JEBARI,
MANAGING DIRECTOR - CHIEF FINANCE OFFICER

department and decision. By consolidating our efforts company-wide, we can maximize our global impact and make a significant contribution to addressing environmental and social challenges. Each employee must understand the risks associated with climate change, and view CSR as a driver of innovation and sustainable growth, rather than an additional task on their to-do list. In this way, we turn our commitment into a genuine opportunity for differentiation and leadership.

THE GROUP'S ENVIRONMENTAL POLICY

Faced with the pressing issue of climate change, Intelcia has adopted and supports a wide range of initiatives aimed at reducing its impact on the environment. The Group's approach has been structured for several years, with the adoption in 2021 of the Eco-Responsibility Charter. This document spells out Intelcia's ambitions and actions, mainly through the overhaul of the General Resources department and, in 2022, the introduction of a generalized reporting process to track the Group's environmental performance.

For the past three years, Intelcia has been calculating its greenhouse gas emissions for scopes 1 and 2 in the French-speaking region.

This exercise has enabled us to increase the skills of our teams and adjust our monitoring indicators. The results for 2023 are 7,820 t.eqCO₂, or 0.42 t.eqCO₂ per employee. Today, in addition to monitoring greenhouse gas emissions directly linked to its activities (scopes 1 and 2), Intelcia has acquired a platform for calculating greenhouse gas emissions, including indirect emissions (scope 3). This platform will enable us to monitor the Group's performance over the long term. The first assessment of greenhouse gas emissions is expected in 2024. This will provide the basis for the design of targeted reduction measures to be implemented within the framework of a defined reduction trajectory.

Intelcia's Eco-Responsibility Charter

Intelcia unveiled its eco-responsibility roadmap for 2021. It focuses on three priority objectives:

-  Reduce direct and indirect greenhouse gas emissions
-  Reduce the environmental impact of purchasing and energy consumption
-  Raise awareness among employees and stakeholders / initiate and support voluntary initiatives

These three objectives can be broken down into 6 themes:

-  Water
-  Energy
-  Waste and circularity
-  Eco-responsible purchasing
-  Promoting virtuous practices
-  Governance

REDUCING ENERGY CONSUMPTION

At Intelcia, reducing energy consumption is based on two drivers: optimizing energy consumption at Group sites and managing employee travel.

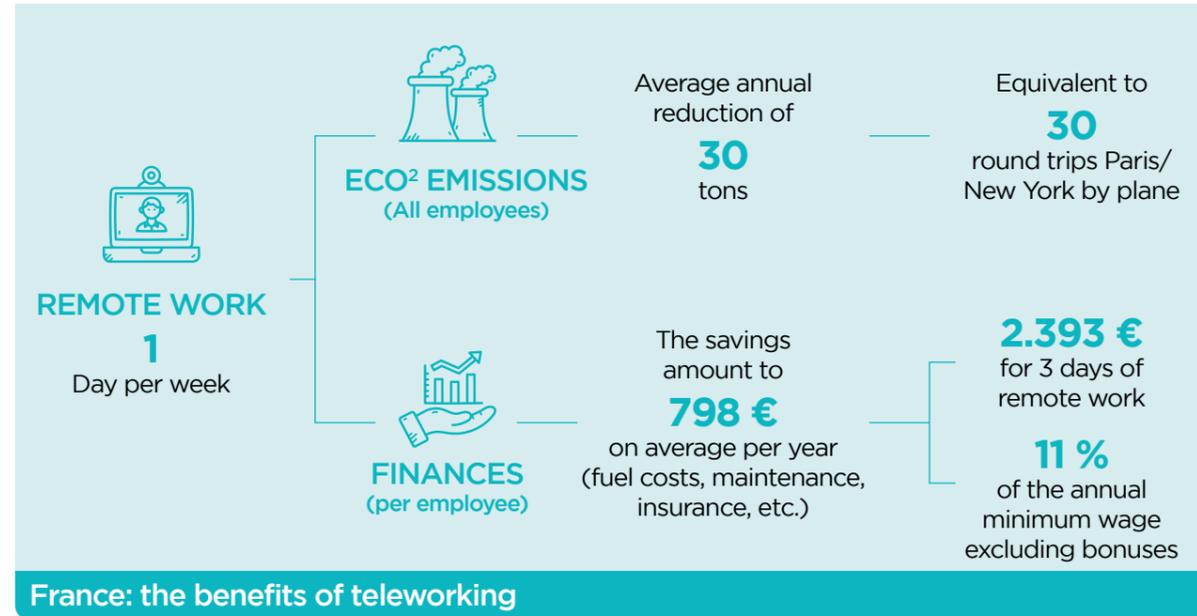
With regard to the first, i.e. reducing energy consumption at Group sites, the measures implemented include :



- **Lighting:** widespread use of LED bulbs, installation of presence detectors, awareness-raising among security guards of the need to switch off lights, programming of the general switch-off of lighting at the end of working hours at certain pilot sites.
- **Air conditioning:** optimization of consumption launched at several sites. In Senegal, the various sites are fitted with an air-conditioning on/off controller to program its cycles according to the presence of employees on site, and generalize its extinction at the end of the day. In France, the Dreux air-conditioning system will also be renovated in 2022 to improve performance.
- **Equipment consumption:** light workstations are used instead of standard PCs to reduce power consumption per workstation; scripts have also been programmed to automate the shutdown of hundreds of workstations each evening.
- **Sustainability criteria in its IT hardware purchases:** computer and monitor ranges are Energy Star and EPEAT (Gold or Silver) labeled. Since 2012, the company's server and storage rack ranges have also been renewed with Energy Star-certified models.

The Group is also taking action to limit energy consumption linked to employee travel. The measures implemented aim to :

- Controlling the expansion of Intelcia's vehicle fleet, and even its carbon footprint, as with the ban in France on vehicles emitting +125g CO2/km.
- Reduce home-to-work travel and its impact by using public or more environmentally-friendly modes of transport, as well as teleworking.
- Limit business travel, especially by air.



A survey of the impact of teleworking on employees' purchasing power in France (Dreux, Marseille, Charleville Mézières, Champs sur Marne, Boigny sur Bionne and Lyon) also revealed some interesting environmental findings. With all employees teleworking 1 day a week, CO2 emissions are reduced by an average of 30 tonnes a year, the equivalent of 30 round-trips between Paris and New York by plane. The financial impact of teleworking is also significant. Savings average 798 euros per year (fuel, maintenance, insurance, etc.) for 1 day of teleworking, rising to 2,393 euros for 3 days of teleworking for the majority of respondents, equivalent to 11% of the annual minimum wage excluding bonuses.



Spain: buildings with high environmental standards

In recent years, significant adjustments have been made to make the offices more sustainable. In 2022, the head office, which no longer met energy standards, was closed and replaced by new Leed Platinum-certified offices. In 2023, the expansion of activities in Barcelona enabled the integration of a new Leed Gold-certified building, illustrating the company's ongoing commitment to environmentally-friendly practices.

MORE RESPONSIBLE WASTE MANAGEMENT





NON-HAZARDOUS WASTE: LIMITING ITS PRODUCTION, BETTER RECYCLING PRACTICES

Intelcia has implemented various measures in the countries where it operates to reduce the environmental impact of its waste.

Paperless processing of administrative documents is an established reality at Intelcia, backed up by regular awareness-raising campaigns to limit paper printing.

In Spain, a paper collection service is responsible for its destruction and subsequent recycling. In 2023, 3.4 tonnes of paper were collected, the equivalent of 70 containers. The computer destruction and recycling service collected 3.2 tonnes of computer waste (equipment, screens, etc.). Similarly, in Chile, the computer destruction and recycling service collected 110 kg of IT waste (equipment, screens, etc.) in 2023.

We have also signed partnerships with sorting and recycling experts in various countries where we operate:



■ in Cameroon, Intelcia has been working since 2018 with Red-Plast, a specialist in the collection and recycling of industrial and household plastic waste. As a result, 7.77 tons of waste have been collected and sorted by the company



■ in France, Intelcia has joined forces with various partners such as PAPREC, ELISE, LemonTri, and also Cy-Clope, which collects cigarette butts gathered in bins installed specifically on Intelcia sites for recycling. Nearly 8 tonnes of waste were sorted and collected, including 3 tonnes of paper and cardboard, 1 ton of WEEE, and 0.5 tons of plastic.

■ In Morocco, special collection bins for plastic and paper waste have been installed at almost all sites. This initiative stems from a partnership with KOUN, and aims to sort and recycle 100% of plastic bottles and paper. Also known as Go Green, this initiative has the dual purpose of turning employees into eco-responsible players, while simultaneously having a positive impact on the environment. More than 80 Go Green ambassadors have been trained to promote the initiative. In 2023, 7.6 tons of plastic and 6.8 tons of paper/cardboard were sorted for upcycling into furniture, accessories, office supplies and other items.



■ In Spain and Chile, 100% of plastic, paper and IT waste is directed towards local recycling channels. It is also notable that these countries have completed their 'zero paper' strategy initiated in 2015, avoiding the 2.26 million equivalent to 10.6 tonnes of paper consumed annually.

GIVING ELECTRICAL AND ELECTRONIC DEVICES A SECOND LIFE

Part of the Group's environmental policy is to improve waste recovery. Intelcia is stepping up local partnerships to promote the reuse, reconditioning and recycling of waste.

In 2023, our partnership with the Tifaouine association enabled us to fit out a computer room in a village in the Tioute region of Morocco with restored second hand computers. Intelcia employees and volunteers from the association helped set up the room, and introduced around thirty students to the use of IT tools. Similar initiatives have been launched in other countries.



OUR ENVIRONMENTAL INITIATIVES



SPREADING A CULTURE OF SUSTAINABLE DEVELOPMENT

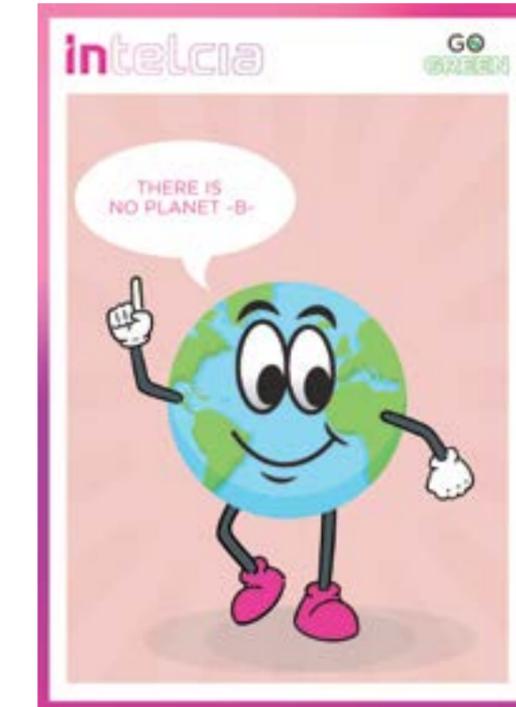
Intelcia is actively involved in raising employee awareness of the importance of environmentally-friendly behavior. Awareness campaigns run throughout the year aim to encourage employees to adopt better practices in the workplace, as well as in their personal lives.



■ **Group** : Launch of the 3R awareness campaign “Reduce, Reuse, Recycle”, with the hashtag “#beatplasticpollution”, as well as a leaflet for employees and their families.

To celebrate World Environment Day 2023, we produced the HAPPY GREEN FAMILY handbook in 4 languages, a brochure designed to raise awareness about plastic pollution and the good consumer habits and reflexes to adopt.
(<https://inthemove.intelcia.com/fr/happy-green-family>)

■ **Senegal and Côte d'Ivoire** : poster and awareness-raising campaign encouraging rational use of water, sharing positive ways of reducing consumption;



■ **France** : Clean-up of the banks of the La Vence river in partnership with the Ardennes Rivières Propres association. In 2023, 500 kg of waste were collected and reinjected into the appropriate treatment channels, with the help of a dozen employees;



■ **Mauritius** : Clean-up of the streets neighboring the site with the support of a group of volunteers ;

■ **In Morocco** :
- The annual Go Green campaign was rolled out once again across all sites. Awareness-raising activities were organized focusing on waste sorting and recycling. The campaign included a quiz with prizes for employees earning the highest scores. A short e-learning module on waste sorting and recycling was also developed and integrated into the onboarding program for new hires.



- After financing the planting of 550 fruit trees on behalf of its customers, in 2023 Intelcia signed a partnership agreement with High Atlas Foundation (HAF), an association working to restore Moroccan ecosystems through reforestation actions, for the planting of one fruit tree per Intelcia Morocco employee in the Ouarzazate region, representing a total of 10,000 trees by 2024. This initiative has a two-fold environmental and social impact. Against a backdrop of drought and rural exodus, the trees will help restore the local ecosystem and biodiversity, and their fruit will help farming families generate income year after year.

■ **Colombia** : 15 employees participated in a tree-planting day with the support of the Humedales Bogotá Foundation. Each person planted a tree in the municipality of La Calera, on the outskirts of the capital, in a symbolic gesture to preserve and restore peri-urban woodlands.

■ **Spain** : World Environment Day was the perfect opportunity to link social and environmental efforts. "Caps for a new life" is the name chosen for the project run by the Seur Foundation, where the collection of environmentally-friendly corks was used to facilitate access to orthopedic treatment for children suffering from serious health conditions.



**Our business
driven by ethics
and sustainability**

JOINT INTERVIEW

Uncompromising commitment

In all our entities, we are committed to maintaining a secure environment and full compliance with legislation. Integrity is the cornerstone of our operations, enabling us to meet the expectations of all our stakeholders.

Have you launched any specific anti-corruption initiatives?

CM : Absolutely. Just like in other countries within the Group, we have implemented an anti-corruption plan in Portugal, drawn up in collaboration with an internationally renowned law firm which conducts audits and mappings of our documents, providing a detailed report that reinforces our legal compliance and risk management. This initiative not only ensures our alignment with legislation, but also improves our internal processes for controlling corruption. Once this project is completed, we plan to share our methodologies and

results with other countries to promote excellence in risk management, even in the absence of specific legal requirements.

How do you ensure ethical purchasing processes, especially when it comes to personal relationships with suppliers?

CM : We have implemented strict mechanisms to identify and eliminate potential conflicts of interest. If friendship or family ties with a supplier are discovered, the individual is immediately excluded from our selection processes. We systematically share all information on our suppliers and their competitive edge with the Portuguese Executive Committee. Although we do not directly ask potential suppliers about their personal relationships, we are exploring proactive ways to strengthen our due diligence. This approach aims to continuously improve our ethical framework and prevent all forms of corruption.

What are your supplier selection criteria and how do you manage sensitive information?

CM : We strictly comply with Group guidelines for every transaction and interaction with potential suppliers. For each procurement process, we require at least three bids to ensure a rigorous comparison of costs and services. Our decision is based primarily on competitive pricing and on-time delivery, but also on CSR criteria. To guarantee the



CARLA MARQUES, CEO - PORTUGAL REGION

confidentiality of sensitive information, we draw up non-disclosure agreements (NDAs) with our suppliers, ensuring the security of shared information. In addition, all expenditure must be approved within budgetary limits. Even slight budget deviations require specific approval, ensuring rigorous financial management in line with our internal policies.



AMINE TRABELSI, CHIEF TECHNOLOGY OFFICER

How does the Group ensure compliance in terms of data security and confidentiality?

AT : Each customer has a specific environment depending on the data they manage. We ensure compliance through rigorous management, particularly in France, where the GDPR imposes strict rules on the handling, storage, backup

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In addition to the ISO 27001 certification, we implement specific certifications based on the type of data handled.
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and access to customer data. This management is tailored to the requirements of each customer, combining technical and organizational aspects. Data access authorizations are strictly regulated, limiting agents' access to certain internet resources to prevent data leaks. We coordinate with the DPO to implement each customer's specific requirements, and deploy security systems to protect our infrastructures and our customers' data. In addition to data leakage, we also protect against cyber-attacks thanks to a dedicated risk reduction organization.

What about certifications?

AT : We have received ISO 27001 certification for our IT activities at Group level, which guarantees global security. For certain customers, depending on the data handled, we roll out specific certifications. For example, for banking data, PCI DSS certification may be required. Several of our sites and activities are PCI DSS certified. In addition, in the energy sector, “secure site” certification is often required, and we meet these requirements for certain projects.

Do all your employees fully grasp the importance of these issues?

AT : employees are trained and informed about data security. They follow specific training courses and also sign contractual commitments including confidentiality annexes. In the event of non-compliance, they may be subject to sanctions up to and including dismissal or legal action.

How do you integrate environmental issues within the Information Systems Department?

AT: We systematically include a CSR appendix in our tenders for the purchase of IT equipment. We also try to extend the lifespan of desktops beyond the normal depreciation period, i.e. beyond 5 years.

COMPLIANCE, GDPR AND DATA SECURITY



A solid culture of compliance is one of the cornerstones of the trust our customers place in us. In all our entities, we ensure a secure environment that meets all legal requirements. The Group is committed to maintaining or reinforcing existing systems. The role and areas of competence of the compliance function, and the governance principles that confirm our Group's approach to

compliance, are detailed in the Compliance Charter.

In order to manage the compliance of all its entities vis-à-vis the General Data Protection Regulation (GDPR), INTELICIA has appointed a Data Protection Officer or Data Protection Officer.

Their main missions are:

- 1 Informing and advising Intelcia (management, staff involved in processing operations, etc.) on the rules to comply with in terms of personal data protection.
- 2 Monitor compliance with personal data protection rules, including assignment of responsibilities, awareness-raising and training of staff involved in processing operations, and related audits
- 3 Provide advice, on request, on personal data impact analysis and verify its implementation
- 4 Cooperate with the Supervisory Authority and serve as a preferred contact on all matters relating to the processing of personal data.
- 5 Ensure that documentation relating to the processing of personal data is properly stored.
- 6 Maintain his or her skills by keeping abreast of the latest developments in personal data protection.

In addition, Intelcia has established principles and guidelines in a Personal Data Protection Policy for :

- 1 Supervise, in compliance with the GDPR, the processing of all data collected, regardless of how it is collected or processed
- 2 Meet the obligation to inform data subjects of their rights, in a concise, transparent, comprehensible and easily accessible manner
- 3 Formalize Intelcia's rights and obligations as data controller and data processor

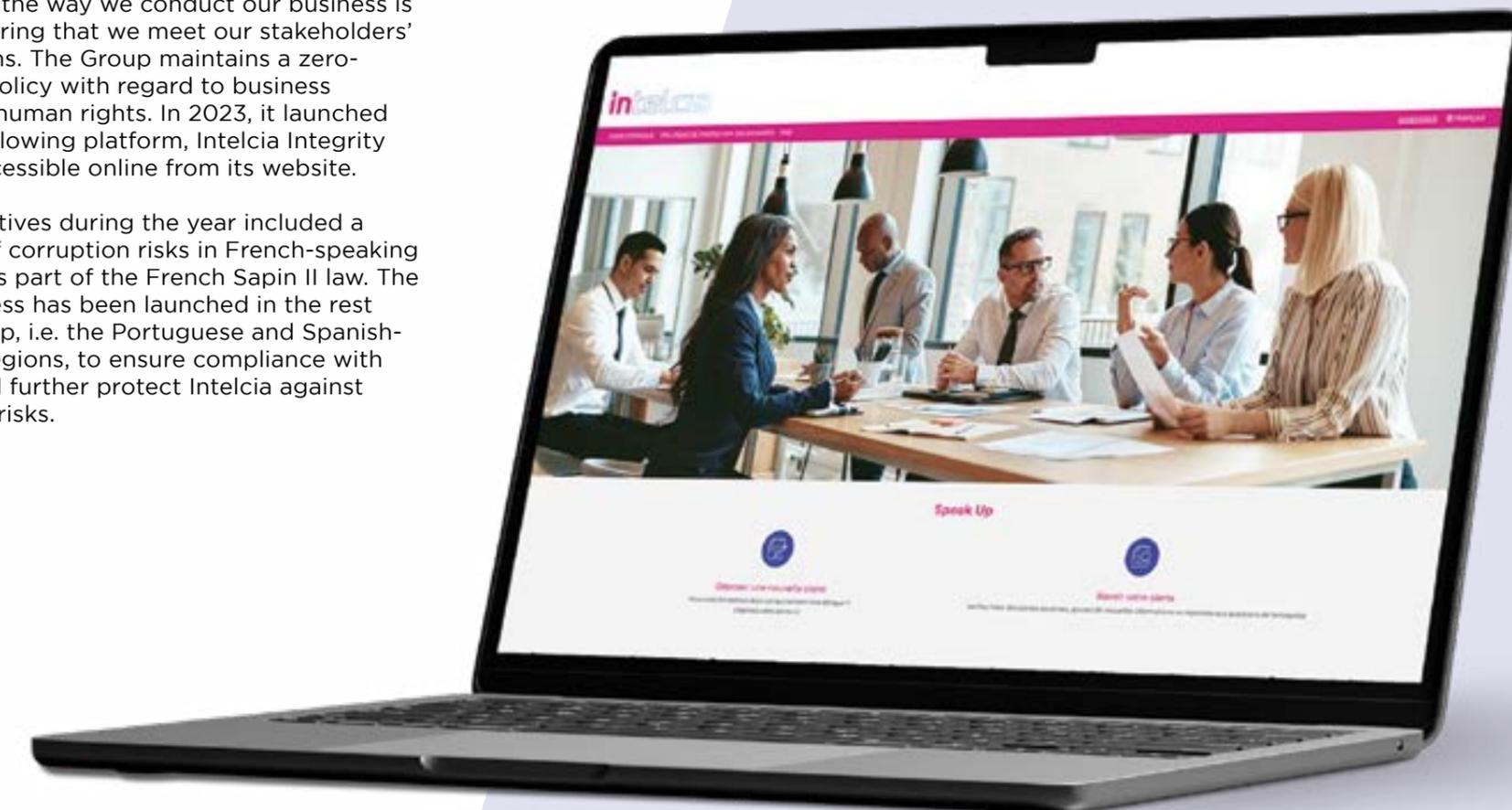
These rules apply to all our subsidiaries, even those located outside the EU, as soon as they process data:

- Concerning persons in the European Union
- Concerning the supply of goods or services to such persons.

ZERO TOLERANCE FOR ETHICAL VIOLATIONS

Integrity in the way we conduct our business is key to ensuring that we meet our stakeholders' expectations. The Group maintains a zero-tolerance policy with regard to business ethics and human rights. In 2023, it launched its whistleblowing platform, Intelcia Integrity Counts, accessible online from its website.

Other initiatives during the year included a mapping of corruption risks in French-speaking countries as part of the French Sapin II law. The same process has been launched in the rest of the Group, i.e. the Portuguese and Spanish-speaking regions, to ensure compliance with the law and further protect Intelcia against corruption risks.



A SUSTAINABLE VALUE CHAIN



■ A MORE RESPONSIBLE PURCHASING POLICY

Building on the initiatives launched in previous years, we have introduced a Responsible Purchasing Charter. It is included in standard purchasing agreements and will gradually be extended to all purchasing activities. In addition, a purchasing risk matrix has been drawn up, not only as part of ISO 9001 certification, but also as part of the Group's internal ESG risk management process.

■ TRAINING BUYERS IN RESPONSIBLE PRACTICES

Intelcia's approach already includes several measures designed to lend a more sustainable dimension to the company's purchasing activities. For example, local suppliers and service providers, often smaller than international players, are favored wherever possible, generating positive impacts for local communities. To further strengthen this dynamic, 12 buyers from the Group Purchasing Department attended a training course on responsible purchasing in 2023. The aim was to provide them with the knowledge and tools they need to integrate social and environmental dimensions into their purchasing processes, thereby contributing to spreading sustainability throughout the Group's value chain.

Focus on the Portuguese Region

DEVELOPMENT AND WELL-BEING OF EMPLOYEES



■ GROW 'IN TOGETHER

A leadership training program for manager-leaders which involved over 700 people, right up to team leaders. In all, 81 sessions and nearly 5,500 hours of training, with satisfaction rates exceeding 90% and an NPS of 96,8%, the feedback from trainees is extremely positive. The training consisted of a self-assessment with regards to leadership perception, introduction to behavioral profiles and its application to team management. Follow-up sessions were held to ensure that the acquired skills were firmly ingrained.



■ WELLBEING GAMES: PROMOTING HEALTH, WELLBEING, AND HAPPINESS

Inspired by Olympic Games and Games Without Borders, the Wellbeing Games were a one-of-a-kind event focused on enhancing the overall wellbeing of organizations. With over 1500 participants and 50 companies, Intelcia Portugal was proudly represented by 30 skilled athletes across Football, Basketball, Padel, Running, Walking, Games Without Borders, and Table Tennis.



■ PHYSICAL ACTIVITY INTERNATIONAL DAY

Activity developed in all the sites where Intelcia operates, from the north to the south of the country. Pilates sessions, yoga, self-defense classes, zumba, among many other activities, which demonstrated the importance of adopting healthy habits.

INTERNAL PROMOTIONS

Internal promotion program with specific communication, in which 96% of the promotions were filled by internal candidates. Either for support and operational functions, more than 85% related to team management roles.



PROGRAMA IN THE MOVE

In line with the corporate strategy of adopting more healthy habits associated with physical exercise, various complementary activities were developed, such as running groups, training sessions, football matches and other sports. In addition, a digital section was created featuring one employee a month who shares their inspirational story associated with sport.

“POPULAR SAINTS: LET’S MARCH!” - 2ND EDITION

The event brought together 190 colleagues from 7 different sites, creating a lively atmosphere filled with joy and camaraderie. The festivities included a captivating performance by a traditional dance group and a series of competitive and enjoyable activities.

APCC (PORTUGUESE CONTACT CENTER ASSOCIATION AWARDS) AWARDS 2023

Trophies awarded annually to contact center companies certified with the APCC Quality Label with exceptional performance in terms of strategic, operational and technological management, as well as the development of human capital.

Intelcia Portugal won Gold, in the Telecommunications category, as the best contact center in the telecommunications sector; silver in the outbound telecommunications category and Bronze in retention.



CELEBRATING WELLNESS WEEK

A full week dedicated to employee wellbeing with 27 different activities and workshops developed by the teams themselves and some external partners. Based on 5 main pillars, Environmental Health, Emotional Health, Nutritional Health and Social Health, to strengthen awareness of physical and emotional well-being and its impact on the organization and society.

INTERNATIONAL CONTACT CENTER WEEK

Every September from 11th to 17th, Intelcia Portugal proudly marks the International Contact Center Week celebration with a series of activities centered around three core values: team spirit, solidarity and sustainability. This week integrates several events like Celebrat'IN | Pink Day, Solidarity Flavor, United IN Fun | Games of Diversity and Fashion Recycling Fest.



FORTIUS AWARDS

The Fortius Awards aim to reward contact center professionals, recognising outstanding work and dedication, promoting excellence and professionalism in the categories awarded. 6 incredible talents received the award in the categories, Best Coordinator, Best Trainer and Best Quality Manager.

The last day is dedicated to the Intelcia's Got Talent Gala, a big celebration of all the internal amazing talents.



Intelcia was ranked second among the companies that most energized their teams during this week.

5TH ANNIVERSARY - INTELICIA PORTUGAL CELEBRATING HALF A DECADE OF EXCELLENCE

An important milestone reflecting a journey of dedication, commitment, and hard work. The celebration of Intelcia gaPortul's 5th anniversary was extended to each of our 7,000 employees throughout the country. With the participation of the entire Management Team from Portugal, that visited all sites and operations, congratulating and distributing more than 7,000 cupcakes.

With everyone's contributions our commitment to excellence and innovation stands firm and very confident for what the future holds.



SOLIDARITY WITH COMMUNITIES

WORLD CANCER DAY

Run kilometers in solidarity

Once again Intelccia embraced the challenge proposed by the Portuguese League Against Cancer, promoting the initiative: 'Solidarity Kilometers for Fairer Care'. Together, teams ran more than 2000 km, with the participation of the teams, from the north to the south of the country!



RED NOSE OPERATION

This campaign was launched by the Children's Support Association with the aim to promote the involvement of "Clowndoctors" in Pediatric departments of hospitals throughout the country to boost the morale of the children and promote their recovery and psychological well being. More than 3.000 red noses were sold by the best commercial team ever, our 7.000 employees. The profits of this action were donated to the association.



INTELICIA SUMMER CAMP

Specifically tailored for the children of employees currently in secondary school, the camp aimed to instill a sense of business acumen while sharing Intelcia's organizational knowledge across various domains with the younger generation. The event featured the insightful testimony of a Portuguese Olympic athlete and concluded with a day of surfing.

BLOOD DONATIONS

In association with the Portuguese Blood Institute, various blood collections were organized from the north to the south of the country throughout the year, with an active pool of more than 300 Intelcia donors.

SUPPORT FOR THE FIRE FIGHTERS

During the summer months, Portugal has been affected by several urban and forest fires. Several Intelcia sites have proactively collected water, energy bars and other foodstuffs and delivered them directly to the barracks.



ALDEIAS SOS - COMMITTED TO CHANGE: PARTNERING FOR A BRIGHTER FUTURE

Aldeias de Crianças SOS has the mission to assist children and young people in vulnerable situations. With a presence in 138 countries, supports over 4 million children and young people, offering them a secure environment and empowering them to shape their futures. Intelcia participated in a Christmas campaign raising funds for this association.



COMUNIDADE VIDA E PAZ

This organization plays a crucial role in supporting individuals who find themselves homeless or socially vulnerable, aiding them in regaining their dignity and assisting in the reconstruction of their life projects through comprehensive prevention, rehabilitation, and reintegration initiatives. On our year-end results meeting participants were invited to contribute with a pair of socks for donation. Thanks to the collective effort, 200 pairs of socks were gathered.





■ MORE AND BETTER JOBS FOR YOUNG PEOPLE PACT

It was with great satisfaction that INTELICIA Portugal joined the More and Better Jobs for Young People Pact in a document together with other 101 Portuguese companies

The Pact is an initiative promoted and coordinated by the José Neves Foundation and has the High Patronage of His Excellency the President of the Portuguese Republic.

■ PWN - PROFESSIONAL WOMEN'S NETWORK

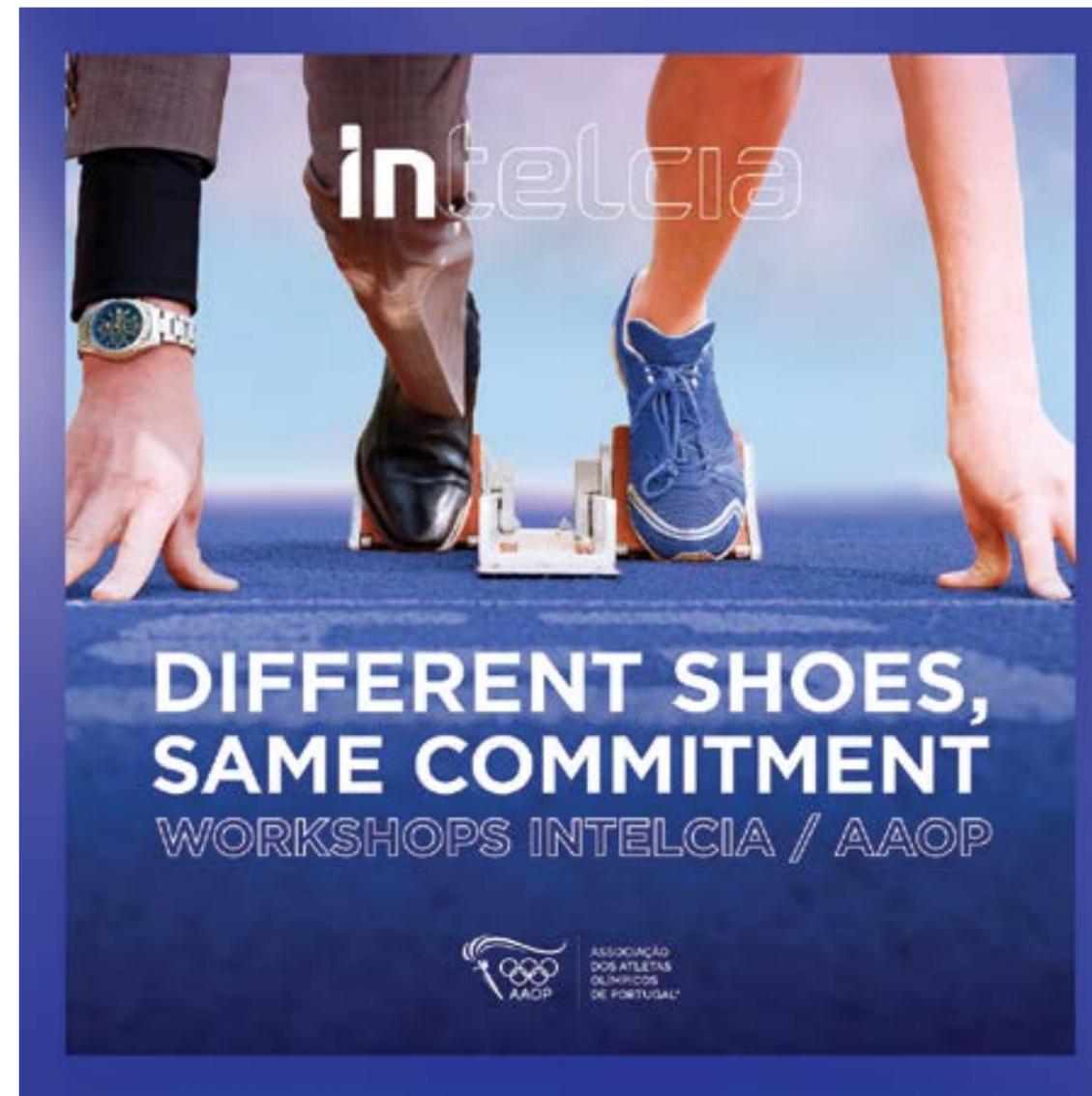
This partnership is part of PWN Lisbon's strategic vision for corporate diversity and equal opportunities, which includes collaborative partnerships with business partners, private companies, public institutions and other relevant organizations. Intelcia Portugal was able to participate and benefit from PWN Lisbon's programs (Neuroleadership, Mentoring and Youth), as well as its role model, training and networking actions.

■ JUNIOR ACHIEVEMENT PORTUGAL

It was with great enthusiasm that Intelcia signed the protocol with Junior Achievement Portugal. JAP is a non-profit organization and the Portuguese counterpart of JA Worldwide, an organization nominated three times for the Nobel Peace Prize and ranked 5th among the Social Good Organisations with the greatest impact in the world. Via a network of volunteers JAP implements learning programs in schools across the country to empower children and young people with fundamental skills in Entrepreneurship and Citizenship, Financial Literacy and Preparation for the World of Work.

■ PROTOCOLS AND WORKSHOPS

Intelcia collaborated with several associations to support labor market integration, participating in recruitment workshops and establishing protocols aimed at fostering inclusivity and creating pathways for diverse talent in the workforce.



■ EMPOWERING OLYMPIC ATHLETES THROUGH A TRANSFORMATIVE TRAINING PARTNERSHIP

After signing an agreement with the Association of Olympic Athletes of Portugal (AAOP), Intelcia Portugal took the initiative to organize an insightful workshop. The event welcomed 25 athletes from diverse sports backgrounds, offering them access to new training opportunities. During the workshop, valuable insights were shared on career transitions for the participating athletes, with a specific focus on leveraging social media as a powerful employability tool, guidance on excelling in both face-to-face and virtual job interviews, as well as using support tools to create compelling CVs.

■ INTERNATIONAL WOMEN'S DAY

At Intelcia, every day is Women's Day! Respecting equality, inclusion and diversity, we paid a very special tribute to the 4,100 women that compose more than 60% of our teams.

Special communication and several initiatives to reflect diversity, inclusion and gender equality.



WORD ENVIRONMENT DAY

Ecological awareness campaign with the aim of raising awareness of the impact of the use of plastics on the environment. Several key messages about the impact and launch of a tutorial video on how to reuse plastic, challenging teams to do it (at home or on site) and share the results.



GREEN INTELICIA

Throughout the year, with the involvement of all the sites, we highlighted with several actions the day of the oceans, water, tree and recycling. These actions are highly participated and always sponsored by all the management teams.



PLANET TIME

Intelcia associated its operation with this global moment and for 3 hours, between 8.30pm and 9.30pm, all the lights were switched off. A small gesture that means a lot for the sustainability of our planet.



INTERNATIONAL EARTH DAY

Several actions were implemented, such as waste collections in beaches, forests and parks.

Recycling warnings and energy efficiency savings, (responsible water use, paperless policy, more efficient air-conditioning systems and controlling electricity consumption).



INTELCIA JOURNEY

This methodology monitors the satisfaction and recommendations of our collaborators from the recruitment phase until they leave, surveying the teams on how they feel about the way they work, what the daily challenges are and the opportunities for improvement. The project has a participation rate of 75% to 80% of employees surveyed, which is an advantage for improving working methods and attracting and retaining talent, promoting employee growth and career development within the organization.

MORNING CONVERSATIONS

On a monthly basis, Cara Marques, CEO of Intelcia Portugal, invites employees from the most varied functions to a morning chat, where everyone gives their opinion, talks about their experience, challenges, opportunities and discusses aspects that can be improved within the organization, in an atmosphere of sharing and transparency.



TOWN-HALLS

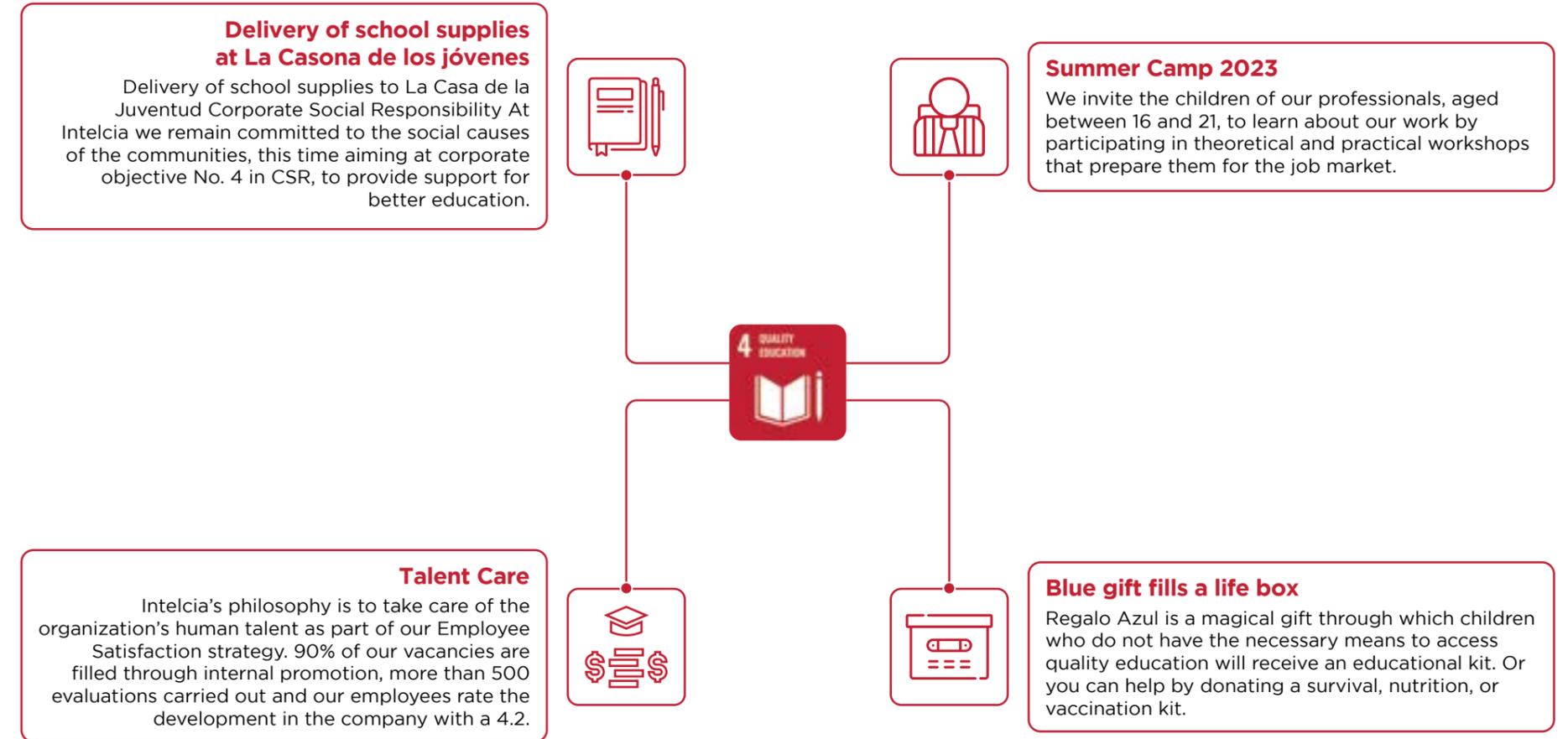
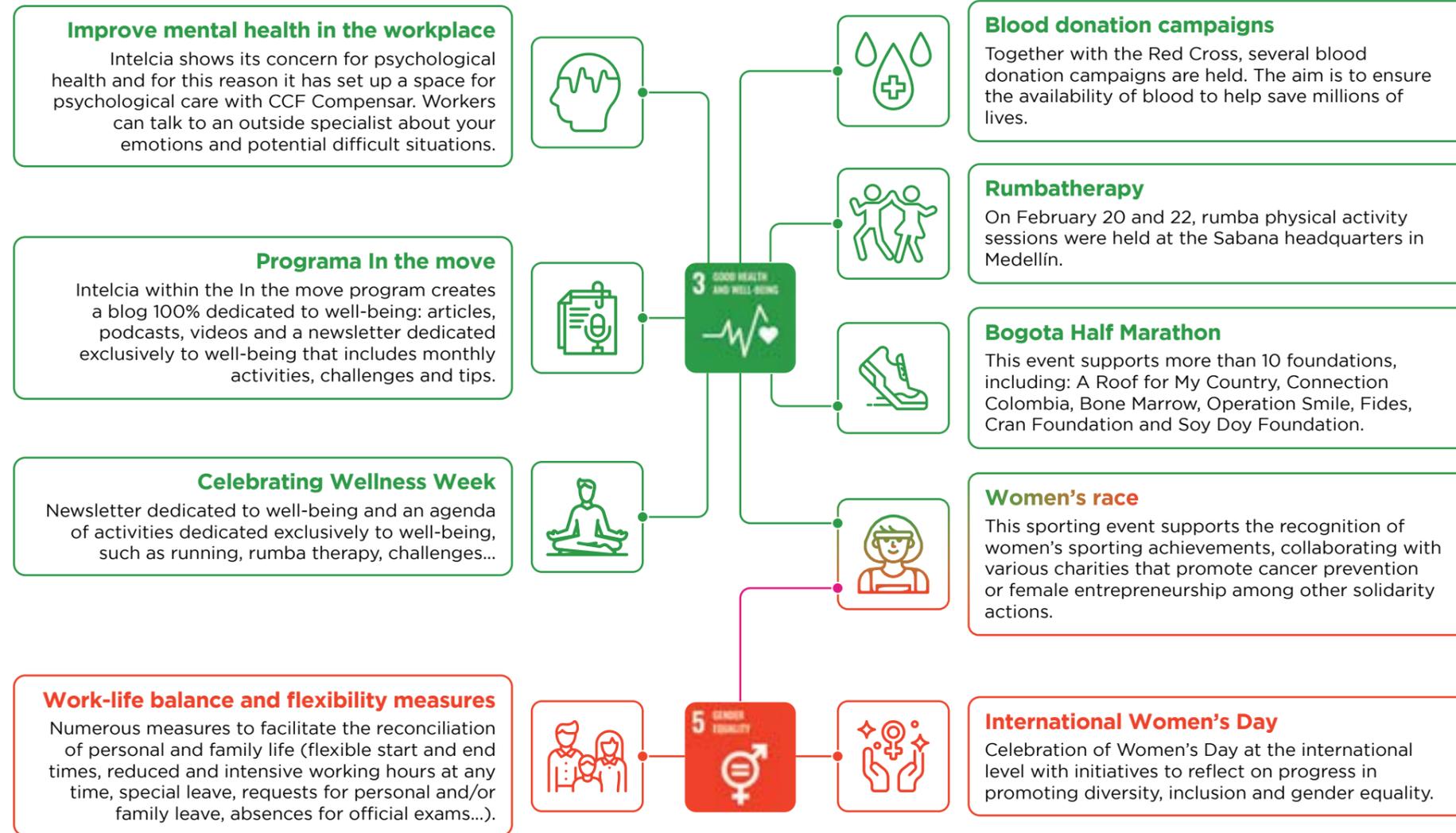
Held every two months, with a participation of around 700 employees, up to the level of Team Leaders. These events, led by the CEO, share relevant information about the company, news and topics of relevance to employees. At the end, there is a very participative question and answer session.

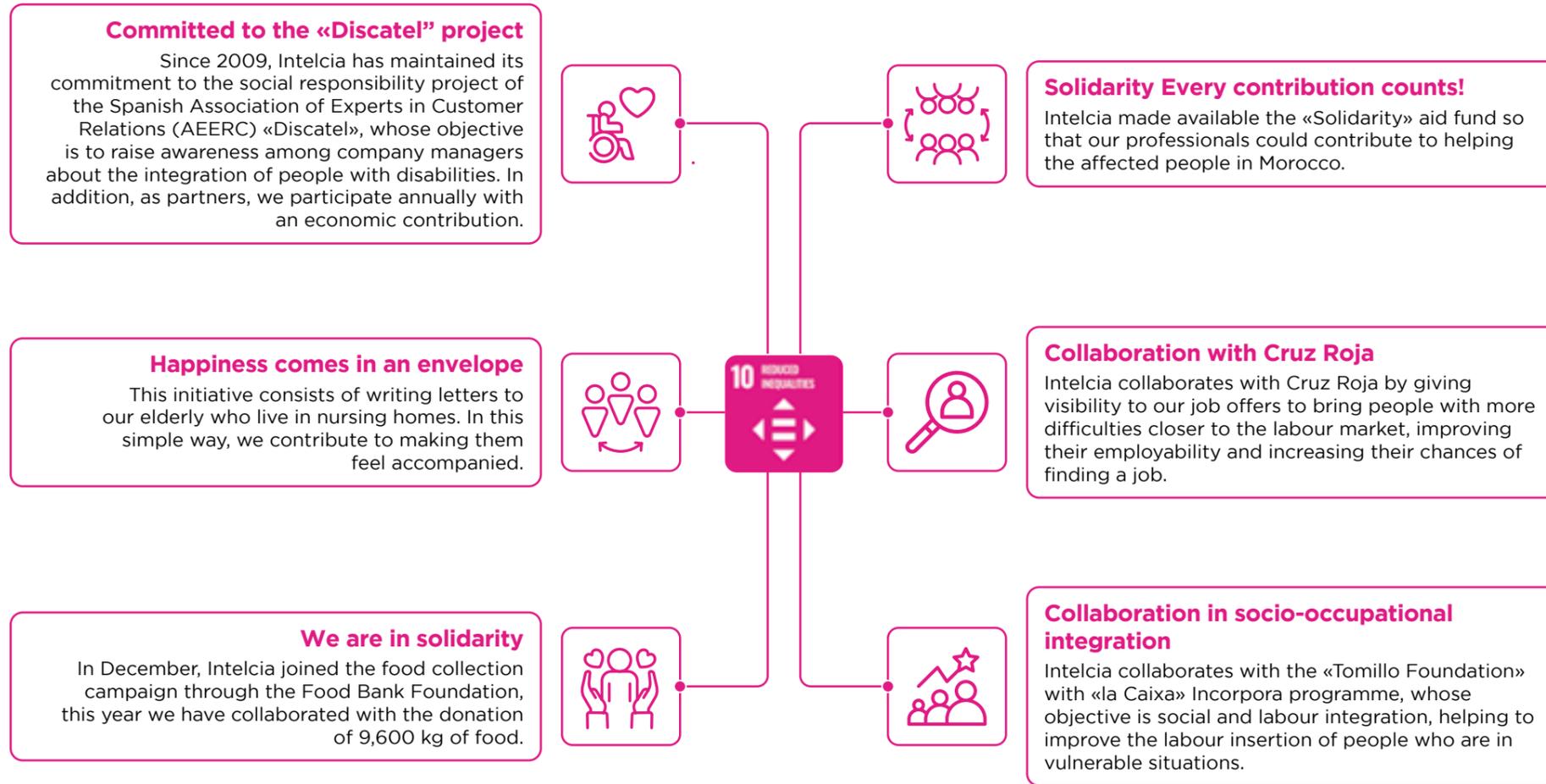
ANNUAL RESULTS MEETING - MISSION 24

A significant moment of reflection of 2023 results and achievements. The event had the presence of the group's Executive Committee (Comex) and over 150 managers from across the country, coming together to review the year's highlights, achievements, and results, as well as to outline the objectives and strategic directions for 2024.



Focus on the Hispanophone Region





International Earth Day
 Celebrating International Earth Day and taking action against climate change and supporting initiatives such as: waste recycling, carbon footprint reduction, responsible water consumption, disposal of water in the office, improving energy efficiency and introducing best practices.



Día Mundial del Reciclaje
 Solidarity initiatives through the collection of plastic caps in our centres, facilitating access to medical or orthopaedic treatment for children with serious illnesses (Seur Foundation) and its Psychological and Social Support programmes for children with cancer (Sanar Foundation).

We plant life!
 At Intelcia we participate in the care of our planet, which is why we invite our professionals to participate in a tree planting day held on April 30.



World Environment Day
 Ecological awareness campaign with the aim of raising awareness of the impact of the use of plastics on the environment. In addition, from June 19 to 25 we promote the participation of our professionals in an ecological challenge that consists of making a craft looking for a creative solution to give a new use to plastic waste.

Kite for Peace Contest
 We invite our professionals to participate in a meaningful and socially responsible contest that conveys a message of peace. To participate they must make a kite with a design related to peace and made with recycled material.



Day of Love and Friendship
 We had the opportunity to show affection with a teammate. Each of us had a balloon to send to someone else, a red balloon that signified love, or a pink balloon that signified friendship.

Alignement de notre Rapport avec les principes du GRI

We are committed to reporting on our performance on environmental, social and governance issues.

The content of this report and its data has been determined through our assessment of priority themes in terms of impact and risk for our Group and our stakeholders. These priorities have been shaped by the various frameworks used to assess corporate performance.

These include the Global Reporting Initiative (GRI), the Sustainable Development Goals and the Ten Principles of the United Nations Global Compact, as well as the principles set out in ISO 26000.

For the second consecutive year, this report represents our Group's impact, progress and results.

We are committed to continuously improving and communicating our information on social and environmental responsibility. This publication, together with the content and policies available on our website, social media channels and other platforms, provides an overview of our CSR efforts.

This report covers the period 01/01/2023 to 31/12/2023 and complies with the latest GRI standards.

The alignment of the information contained with the GRI is listed in the document below.



The Global Reporting Initiative (GRI) is an independent international standard-setting body for corporate, governmental and non-governmental sustainability performance and disclosure. The GRI provides requirements and guidelines for reporting on an organization's sustainability activities.

GRI CONTENT INDEX

Statement of use		INTELCIA has reported the information cited in this GRI content index for the period [01/01/2023 to 31/12/2023] with reference to the GRI Standards.	
GRI 1 used		GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Name of the Organization: INTELICIA Legal form: Intelcia International SAS HQ: https://www.intelcia.com/fr/contactez-nous Countries of operation: https://www.intelcia.com/fr/contactez-nous p.10	
	2-2 Entities included in the organization's sustainability reporting	p.5	Intelcia and Intelcia IT Solutions https://www.intelcia.com
	2-3 Reporting period, frequency and contact point	p.5	
	2-4 Restatements of information	This is our second p.72	
	2-5 External assurance	Not reported	
	2-6 Activities, value chain and other business relationships	p.11 p.14-17	
	2-7 Employees	p.10; p.28	https://www.intelcia.com/fr/un-adn-humain
	2-8 Workers who are not employees	Not reported	
	2-9 Governance structure and composition	p.13 p.22	https://www.intelcia.com/fr/decouvrez-intelcia
	2-10 Nomination and selection of the highest governance body	p.13	
	2-11 Chair of the highest governance body	p.13	
	2-12 Role of the highest governance body in overseeing the management of impacts	N/A	
	2-13 Delegation of responsibility for managing impacts	non reported	
	2-14 Role of the highest governance body in sustainability reporting	p.22	
	2-15 Conflicts of interest	p.69 - p.80	Code of Ethics https://www.intelcia.com/fr/un-adn-humain
	2-16 Communication of critical concerns	p.69	
	2-17 Collective knowledge of the highest governance body	non reported	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	non reported	
	2-19 Remuneration policies	confidential	
	2-20 Process to determine remuneration	confidential	
	2-21 Annual total compensation ratio	confidential	
	2-22 Statement on sustainable development strategy	p.18-21	https://ungc-production.s3.us-west-2.amazonaws.com/attachments/Organization/150924/original/Lettre%20dAdhsion%20Intelcia%20signe%20KB.pdf?1655307733
			CSR Charter https://www.intelcia.com/fr/un-adn-humain
	2-23 Policy commitments	p.80	Documents in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	2-24 Embedding policy commitments	p.80	Documents in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	2-25 Processes to remediate negative impacts	non reported	https://www.intelcia.com/fr/un-adn-humain
	2-26 Mechanisms for seeking advice and raising concerns	non reported	https://app.integritycounts.ca/org/Intelcia https://www.intelcia.com/fr/contactez-nous https://app.integritycounts.ca/org/Intelcia
	2-27 Compliance with laws and regulations	No instances of non compliance.	
	2-28 Membership associations	p.25-27	ABLC membership https://www.unglobalcompact.org/take-action/africa-business-leaders-coalition
	2-29 Approach to stakeholder engagement	p.23-24	
	2-30 Collective bargaining agreements	p.49	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.24	
	3-2 List of material topics	p.24	
	3-3 Management of material topics	Mentioned under each material topic.	
GRI 204: Procurement Practices 2016	3-3 Management of material topics	p.70	
	204-1 Proportion of spending on local suppliers	non reported	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 205: Anti-corruption 2016	3-3 Management of material topics	p.25; 27; 33; 80	Document 'Code of Ethics' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	205-1 Operations assessed for risks related to corruption	p.69	
	205-2 Communication and training about anti-corruption policies and procedures	p.25; 69	
	205-3 Confirmed incidents of corruption and actions taken	non reported	
	3-3 Management of material topics	p.43-57	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p.28	
	302-2 Energy consumption outside of the organization	non reported	
	302-3 Energy intensity	non reported	
	302-4 Reduction of energy consumption	within the reportings / p.80	
	302-5 Reductions in energy requirements of products and services	non reported	
GRI 303: Water and Effluents 2018	3-3 Management of material topics	p.28	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	303-1 Interactions with water as a shared resource	not applicable	
	303-2 Management of water discharge-related impacts	not applicable	
	303-3 Water withdrawal	not applicable	
	303-5 Water consumption	p.28 / within the reportings p.80	
GRI 304: Biodiversity 2016	3-3 Management of material topics	not applicable	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	not applicable	
	304-2 Significant impacts of activities, products and services on biodiversity	not applicable	
	304-3 Habitats protected or restored	p.63-64	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	not applicable	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 305: Emissions 2016	3-3 Management of material topics	p.43-51	Document 'Our EcoResponsibility Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	305-1 Direct (Scope 1) GHG emissions	p.28 ; 56	
	305-2 Energy indirect (Scope 2) GHG emissions	p.28 ; 56	
	305-3 Other indirect (Scope 3) GHG emissions	non reported	
	305-4 GHG emissions intensity	non reported	
	305-5 Reduction of GHG emissions	within the reportings / p80	
	305-6 Emissions of ozone-depleting substances (ODS)	p.56	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	non reported	
GRI 306: Waste 2020	3-3 Management of material topics	p.41-48	Document 'Our EcoResponsibility Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	306-1 Waste generation and significant waste-related impacts	p.28; 52-55	
	306-2 Management of significant waste-related impacts	p.28; 52-55	
	306-3 Waste generated	p.28; 52-55	
	306-4 Waste diverted from disposal	non reported	
	306-5 Waste directed to disposal	non reported	
GRI 308: Supplier Environmental Assessment 2	3-3 Management of material topics	non reported	
	308-1 New suppliers that were screened using environmental criteria	non reported	
	308-2 Negative environmental impacts in the supply chain and actions taken	non reported	
GRI 401: Employment 2016	3-3 Management of material topics	p.25-42	
	401-1 New employee hires and employee turnover	p.28	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	NB : no difference is made between employees of different status	
	401-3 Parental leave	non reported	
GRI 402: Labor/Management Relations 2016	3-3 Management of material topics	p.49	
	402-1 Minimum notice periods regarding operational changes	non reported	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 403: Occupational Health and Safety 2018	3-3 Management of material topics	within the reportings / p.41-48	
	403-1 Occupational health and safety management system	within the reportings / p.80	
	403-2 Hazard identification, risk assessment, and incident investigation	within the reportings / p.80	
	403-3 Occupational health services	within the reportings / p.80	
	403-4 Worker participation, consultation, and communication on occupational health and safety	p.46-48	
	403-5 Worker training on occupational health and safety	within the reportings / p.80	
	403-6 Promotion of worker health	within the reportings / p.80	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	within the reportings / p.80	
	403-8 Workers covered by an occupational health and safety management system	within the reportings / p.80	
	403-9 Work-related injuries	within the reportings / p.80	
GRI 404: Training and Education 2016	403-10 Work-related ill health	within the reportings / p.80	
	3-3 Management of material topics	p.38-40	
	404-1 Average hours of training per year per employee	p.28; 39	
	404-2 Programs for upgrading employee skills and transition assistance programs	p.38-40	
GRI 405: Diversity and Equal Opportunity 2016	404-3 Percentage of employees receiving regular performance and career development reviews	p.28	
	3-3 Management of material topics	p.33-35	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	405-1 Diversity of governance bodies and employees	p.13; 22; 28	
GRI 406: Non-discrimination 2016	405-2 Ratio of basic salary and remuneration of women to men	non reported	
	3-3 Management of material topics	p.25; 35	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	406-1 Incidents of discrimination and corrective actions taken	no incidents of discrimination reported alert mecanism p.69	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 407: Freedom of Association and Collective Bargaining 2016	3-3 Management of material topics	p.49	Documents 'Code Of Ethics' and 'Engagement in Human Righths' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	non reported	
GRI 408: Child Labor 2016	3-3 Management of material topics	p.33; within the documents and reports of p.80	Documents 'Code Of Ethics' and 'Engagement in Human Righths' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	408-1 Operations and suppliers at significant risk for incidents of child labor	non reported	
GRI 409: Forced or Compulsory Labor 2016	3-3 Management of material topics	p.33; within the documents and reports of p.80	Documents 'Code Of Ethics' and 'Engagement in Human Righths' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	non reported	
	410-1 Security personnel trained in human rights policies or procedures	p.35	
GRI 410: Security Practices 2016	3-3 Management of material topics		Documents 'Code Of Ethics' and 'Engagement in Human Righths' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	410-1 Security personnel trained in human rights policies or procedures	p.35	
GRI 411: Rights of Indigenous Peoples 2016	3-3 Management of material topics	p.80	Documents 'Code Of Ethics' and 'Engagement in Human Righths' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	411-1 Incidents of violations involving rights of indigenous peoples	no violations recorded	
GRI 413: Local Communities 2016	3-3 Management of material topics	p.50-52	
	413-1 Operations with local community engagement, impact assessments, and development programs	p.50-52	
	413-2 Operations with significant actual and potential negative impacts on local communities	N/A	
GRI 414: Supplier Social Assessment 2016	3-3 Management of material topics		
	414-1 New suppliers that were screened using social criteria	within the reportings p.80	
	414-2 Negative social impacts in the supply chain and actions taken	N/A	

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 415: Public Policy 2016	3-3 Management of material topics		
	415-1 Political contributions	NA -Intelcia doesn't support any political causes.	
GRI 416: Customer Health and Safety 2016	3-3 Management of material topics	p.58-60	
	416-1 Assessment of the health and safety impacts of product and service categories	non reported	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	p.58-60	
GRI 417: Marketing and Labeling 2016	3-3 Management of material topics	non reported	
	417-1 Requirements for product and service information and labeling	non reported	
	417-2 Incidents of non-compliance concerning product and service information and labeling	non reported	
	417-3 Incidents of non-compliance concerning marketing communications	non reported	
GRI 418: Customer Privacy 2016	3-3 Management of material topics	p.58-60	
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	within the reportings / p.58-60	

Publications & Reference documents

■ FOR THE PAST THREE YEARS, INTELICIA HAS BEEN CONTRIBUTING TO THE EXTRA-FINANCIAL PERFORMANCE DECLARATION (EFPD) EXERCISE WITH ONE OF ITS SHAREHOLDERS, ALTICE FRANCE. THIS EFPD IS AUDITED EACH YEAR BY KPMG.



[DPEF 2023](#)



[DPEF 2022](#)



[DPEF 2021](#)

■ APPLICATION DOCUMENTS, AVAILABLE ON OUR WEBSITE



[CSR RAPORT 2022](#)



[CSR CHARTER](#)



[CODE OF ETHICS](#)



[ECO-RESPONSIBILITY CHARTER](#)



[DIVERSITY POLICY](#)



[HUMAN RIGHTS COMMITMENT](#)



[INFORMATION SYSTEM SECURITY POLICY](#)

We Dream
We Care
We Do