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

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

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

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

A RESPONSIBLE FORCE
WHAT IS YOUR METHOD?
Every year we are making headway, pragmatically and visibly, by maintaining a realistic vision that is related to our business. That’s why we’ll be providing more and more solutions with a positive impact, useful to all.

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

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

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

WHAT IS THE THRUST OF YOUR EFFORTS?
We pay great heed to the issues of decarbonization, the fight against the digital divide, particularly in education and training, as well as the promotion of women in the scientific professions.

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

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

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

Véronique di Benedetto
Econocom’s Vice-president in charge of Corporate Social Responsibility

Read the rest of the interview with Véronique di Benedetto
We measure the impact we are making to assess the effectiveness of the actions that we are taking over the long term.

**OUR KEY FIGURES TO CORRECTLY ASSESS OUR EFFECTIVENESS**

**CARBONE AND ENERGY FOOTPRINT**

- A 24% reduction in greenhouse gas emissions (GHGs) per FTE (full-time equivalent) at the global level since 2019*.
- A 40% reduction in electricity consumption from 5.3 to 3.2M/kWh related to our in-house IT since 2020.

*Scope 1, 2 and part of scope 3.

**CIRCULAR ECONOMY**

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

- 400,000 digital devices and
- 100,000 smartphones that are being refurbished and then resold

**REPAIRABILITY**

- 850,000 client mobile devices are being maintained by our Product Care Centre (Apple, Microsoft, HP, Lenovo)

- 100% of our main strategic suppliers buy in to our responsible procurement policy.
The growing mobilization of our teams over the past 10 years has fostered our responsibility. As in the parable of the hummingbird, there are more than 8,000 of us doing our bit to build it.

**SHARED VALUES**

Among the 250 most responsible companies* in France.

* ranking 2022 and 2023 Statista for le Point magazine

**RANKING**

66/100
+ 4 pts. in the Ecovadis rating for the year, which ranks CSR performance.

**EMPLOYEE RELATIONS**

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

+5 pts.

63% of our employees have received ethics training, up 10 points.

1/3 of country General Management positions are being held by women.

75% of employees** trained in best practices for data protection.

1,481 new hires in 2021, including 786 in France.

** in France

... For ourselves, with our customers and in our ecosystem.
GOOD FAITH
This is the will to move forward and build together

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

BOLDNESS
This means daring to undertake actions in order to be useful
MEETING CUSTOMER EXPECTATIONS

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

We are a solution provider.
WE STRONGLY BACK DIGITAL TRANSFORMATION.

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

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

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

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

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

What changes did occur in retail?
Today’s consumers demand sustainability. Their requests force every retailer to adapt very quickly to these changes in buying habits.

What innovation did you introduce in your offer?
Diebold Nixdorf analyzes the lifecycle of banking and retail systems which includes the Quality by design and environment approach.

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THE POINT OF VIEW OF ...

Michael Jacobsen
Senior Director,
Corporate Communications,
Diebold Nixdorf

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What innovation did you introduce in your offer?
Diebold Nixdorf analyzes the lifecycle of banking and retail systems which includes the Quality by design and environment approach.
CONTROLLING COSTS & REDUCING IMPACT

- IMPROVING OUR USERS’ IMPACT WHILE REDUCING EXPENSES.

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

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

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

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

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

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

What are our customers’ expectations?
Action plans to reduce carbon emissions and performance evaluation via the UN Sustainable Development Goals.

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

What about the personal responsibility of our teams?
We chose to embark on projects that can change people’s lives, such as the fight against cancer.

Chantal de Vrieze, Country Manager Belux, Econocom

Read the rest of the interview with Chantal de Vrieze.
**PRODUCT CARE**

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

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

**ECOCARBON**

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

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

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

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

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

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

We are applying this solution in our in-house IT department and note the same reductions.
What about responsibility?
A company must take into account the needs of both internal and external stakeholders in order to create value. It must also rely on collective intelligence: “Alone we go faster, together we go further”.

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

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

DEPLOYING TRANSFORMATION

- ANTICIPATION CONTRIBUTES TO A SUSTAINABLE IMPACT.

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

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

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

5 areas of impact for 78% of the CIOs concerned

- 77% reduction in printouts
- 64% recycling and purchase of refurbished equipment
- 63% reduction of the IT carbon footprint
- 62% optimization of consumables
- 55% of calls for tender emphasize CSR criteria.

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

ACTING MASSIVELY

PROMOTING SOFT MOBILITY

What about responsibility?
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Is this a revolution?
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Read the rest of the interview with Gwladys Mampouya.
To cater to our clients and our own needs, we are working with solidarity-based companies and organizations that enable people to return to dignified, sustainable and qualified employment, thanks to appropriate retraining. In partnership with Schneider Electric, we have committed to providing Emmaus Connect with 300 equipped machines each year to train people in basic digital technology.

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

Arcesi creates sustainable jobs in the digital sector for people with disabilities. Whether in terms of development, infrastructure, engineering, direct subcontracting or co-contracting, Arcesi’s services are provided by people who benefit from a system of employment gateways to client companies.

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

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

What is the key to this? A partnership based on dialogue, transparency, respect and understanding of one another. Empowerment through work must be the task of the workers themselves.

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

As a stakeholder in an ecosystem, partnering is for us a commitment over time, with institutions, manufacturers, service providers, associations but also industrial companies around "as a service" offers.
We believe that value sharing is a sustainable solution for the development of the circular economy. Beyond our role as supplier and distributor, we are a useful financial partner, through tailor-made equipment financing offers. Our precise understanding of needs and our speed of execution enable tangible results.

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

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

PLANET TECH CARE

STRENGTHENING THE ECOSYSTEM
Wherever we can, we adhere to best practices, such as the Green Deal, which will accelerate Belgium’s transition to a circular economy.

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

A RESPONSIBLE CHAIN

THE POINT OF VIEW OF...
Israel Garcia
International Deputy Managing Director Econocom

How to be useful?
By playing a positive role in society.

Why collaborate?
Companies partnering with their ecosystem in a creative way are more adaptive, resilient and sustainable.

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

THE POINT OF VIEW OF...
Alessio Lechiara
Country Manager Italy Econocom

Why is pay-per-use impactful?
Customers no longer need to buy technology. They want to use tools that just fit their needs; that’s the whole approach of the circular economy.

What about responsibility and efficiency?
This requires a dynamic approach that involves our customers, suppliers, local communities alike, as well as associations.

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

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Read the rest of the interview with Isarel Garcia

Read the rest of the interview with Alessio Lechiara

Impact Report 2022/2023
COLLABORATING TRANSPARENTLY

RESPECTING RULES

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

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

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

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

What about change?

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

How to effect the transformation?

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

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What is the impact of Passerelles Numériques?

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

What is our image in Belgium?

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

SUPPORTING EDUCATION

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

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

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

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

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THE POINT OF VIEW OF...

Virginie Lebarbu
Global Channel Sustainability Director
Lenovo

Hilde Janssen,
Marketing & Communication Director, Belux
Econocom

Read the rest of the interview with Virginie Lebarbu.

Read the rest of the interview with Hilde Janssen.
OUR COMMITMENT IS GLOBAL

Sincere

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

Without prejudice

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

Our Responsible Digital Charter requires us to step up our efforts to reduce the footprint of all production sites and logistics. The decrease in GHGs is significant, compared to 2019:

-16% FOR FREIGHT

-42% FOR OUR VEHICLE FLEET

-42% FOR HEATING

-73% FOR TRAVEL

-58% ON COLD FLUIDS & AIR CONDITIONING

THE POINT OF VIEW OF ...

Christoph Bläser
Country Manager, Germany/Poland Econocom

How much progress did you make in terms of impact? According to external assessments, Econocom Germany reduced its emissions by 14% last year. Since 2021, we have been a climate-neutral company in Germany.

What lessons have we learned from our success? Teams must be capable of developing innovative offers with impact and be aware that each of us must change the way they behave daily to save our planet.

Because the right tools contribute to the right work:

96% of our laptops have now a class B energy rating, and in 2021, for the 4th consecutive year, we were able to reduce the energy consumption of our in-house digital equipment. This is a sustainable proposition which led to a 57% decrease per employee in the carbon footprint since 2017.

A very strong team mobilization is contributing to this progress. During Cyberclean week, our annual e-mail cleanup operation,

5 millions e-mails were deleted

which is the equivalent of 55 tons of CO2.

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

THE POINT OF VIEW OF ...

Hélène Lory-Delambre
Executive Director in charge of Strategic Development Products & Solutions, Econocom

How would you define a responsible company? In Latin, responsus means "one who must answer for his actions".

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

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

Read the rest of the interview with Christoph Bläser.

Read the rest of the interview with Hélène Lory-Delambre.
LEVERAGING OUR IMPACT

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

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

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

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

What real effort are you making for the planet?
Purchasing of our refurbished products as a substitute for new ones has resulted in a saving of 20,113 tons of CO2, 63,763 tons of raw materials and 20,113 m3 of water in 5 years.

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

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

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

Carlos Pérez-Herce
Country manager Spain
Econocom

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

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

What about good faith?
This ensures transparency and compliance in fulfilling our commitments.

Bruno Mantese
Director of Recruitment
Services Business, France Econocom

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

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

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

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

Read the rest of the interview with Bruno Mantese.
GIVING FOR THE PURPOSE OF EMANCIPATION

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

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

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

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

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

How do you speed up change?
It is crucial to involve all teams, so that change can take place from the bottom up.

What is your ambition of impact?
Bringing technology to as many people as possible, defining solutions that allow each one to contribute to the digital revolution.

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

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

- ACTING RESPONSIBLY -

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

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

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

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

EVERYWHERE, TO THE EXTENT OF OUR ABILITY

BE DURABLY USEFUL
A CLEAR DIRECTION

What services should be developed for the circular economy?
We are pragmatic in developing effective tools and solutions, specifically adapted to the requirements of each line of business.

Why make ethics and responsibility central to the ambition?
Because we are convinced that companies that are seriously committed to being transparent, accountable and respectful are the pillars of the circular and solidarity-based economy.

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

Les Abeilles are the symbol of collective, humble and persevering work. What lessons can the group learn from this?
Deep-sea rescue requires very high-level management skills. Our marine crews are both an example and an inspiration. That is why we are launching a School of Management Excellence: the Abeilles International School.

Samira Draoua
Executive Managing Director of Econocom in charge of France

Read the rest of the interview with Samira Draoua
OUR CONVICTIONS, GOING FORWARD

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

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

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

* Scope 1 and 2 and part of scope 3.

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

WE WALK THE TALK

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

PRAGMATIC
We anticipate new business needs and practices.

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

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

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

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