



CSR Report

2021 - 2022

“Pursuing even more
sustainable growth”

Focus on the environment

- I.** Saving and preserving natural resources
- II.** Exploiting existing solutions to save resources
- III.** Reducing the group's CO2 emissions
- IV.** Promoting the sorting, recycling and recovery of waste
- V.** Protecting biodiversity

Focus on social and human rights

- I.** Respecting and protecting human rights
- II.** Contributing to well-being
- III.** Promoting solidarity
- IV.** Having an ethical approach

Focus on sustainable economies

- I.** Promoting a responsible economy
- II.** Responsible purchasing

Investments made & to be made

A socially committed group



"I started with the simple idea that business and ecology are not opposing values. I have always sought to ensure that these two aspects are central to our development choices. Itancia is a sustainable and profitable French group with an international reach, respecting technology, people and nature."

Yann PINEAU,
CEO & Founder of the Itancia Group



It all began with a pragmatic and innovative initiative aimed at introducing a new solution in the business telecommunications sector: one which involved giving used equipment a new lease of life and extending its usable life by repairing it, rather than replacing it. Well before the emergence of today's ecological trends, the idea of Yann Pineau, founder of the Itancia group, was to promote a sustainable alternative, favourable to both his clients and to the environment. Itancia today continues to support each client and partner with all their needs, based on 3 solid, socially committed and complementary business activities: Itancia Technology, Itancia Factory and Itancia Again.

Driven by a deep commitment, since 1991 the Itancia group has developed initiatives aimed at operating sustainably in its environment, working with its employees and its ecosystem to implement a continuous improvement process led by an in-house sustainable development committee focusing on environmental, societal and economic issues. This commitment is reflected in the concrete actions undertaken on our sites, our eco-responsible products, services and solutions and our endowment fund, which supports projects aimed at protecting biodiversity. Since 2009, we have been carrying out a carbon assessment using the Ademe method, which enables us to measure our progress in reducing our impact.

This sustainability report presents our responsible commitments, the associated actions taken in 2021, and our plans for 2022.

Our company

Our activities

As a committed and pioneering partner, Itancia offers its clients the benefit of **30 years' experience** that have enabled it to develop its sophisticated French know-how, so that you never have to choose between ecology and business.

How? By changing the way companies consume technology and guiding them towards ecological transition. Our strength today is based on **three solid, socially committed and complementary business activities**, to support you with each project: **Itancia Technology, Itancia Factory and Itancia Again.**

Our 3 business activities

/itanciatechnology



The group's distribution activity, Itancia Technology selects and offers innovative technological solutions adapted to each customer's needs with more than 90 market leading brands.

/itanciafactory



The group's service and consultancy activity, Itancia Factory offers tailored services based on technical, logistical and industrial know-how both upstream and downstream of your projects.

/itanciaagain



The group's long-standing ecological activity, Itancia Again controls and extends the product life cycle while helping companies to reduce their environmental impact.

Our company

Our certifications

Itancia considers the quality of the services it provides, the protection of the environment, the health and safety of staff and data security as integral parts of its responsibilities when performing its activities.

To meet these challenges, Itancia is committed to developing a management system that incorporates quality, safety, security and the environment in line with our corporate goals, and in compliance with ISO 9001, ISO 14001, ISO 45001, ISO 26000 and ISO 50001.

These priorities are implemented as part of a wider "Social Responsibility" approach, contributing to our Sustainable Development policy.

Social responsibility is an approach aimed at achieving progress as part of efforts to improve the Group's overall performance. Mindful of its responsibility concerning the impacts of its decisions and activities on society and on the environment, Itancia is committed to the ISO 26000 approach to the environment. Itancia was assessed on the ISO 26000 standard and awarded the Gold Trophy in 2017.

Ecovadis offers a comprehensive Corporate Social Responsibility (CSR) assessment service. The Ecovadis rating looks at the impact of aspects covering the environment, social & human rights, ethics and responsible purchasing. Itancia was assessed in 2021 and received a score of 68/100 and a gold medal. Our approach is recognised by external bodies.

In 2021, Itancia obtained the Qualiopi certification, which confirms the quality of the processes implemented within our training centre, leading to it becoming accredited. This concept means that our training courses can be financed by public or mutual funds.



Our mission & values



"We provide a comprehensive and expert response to the current and future challenges of the market: supporting companies in the selection, deployment and use of innovative technological solutions with Itancia Technology, while helping them adopt a sustainable approach to reduce their environmental impact with Itancia Again. Itancia Factory allows companies to benefit from upstream and downstream services and advice that can be essential in the adoption of these technologies."

Thierry LE GOFF,
Managing Director of the Itancia Group

Our mission

To involve our partners and customers in the ecological transition process, changing the way companies consume technology by helping them find more sustainable and environmentally friendly solutions.



Our values



The human touch

A palpable family spirit within the teams since the group was founded



Ecology

A commitment that is reflected in each of our actions, embodied by the Itancia endowment fund



Performance

A sense of service shared by all teams and a common focus on achieving objectives

Our sustainable development policy

Sustainable development is described as the idea that human societies should live and meet their needs without compromising the ability of future generations to meet their own needs. In concrete terms, sustainable development involves organising society in such a way as to enable it to exist in the long term. This means taking account of both present and future imperatives, such as the preservation of the environment and natural resources, or social and economic equity.

Faced with the ecological, health-related and industrial disasters with which we are increasingly confronted, sustainable development proposes changing the behaviour and courses of action of all stakeholders in society.

We must therefore learn to save and share environmental resources fairly and to take into account the limited capacity of the earth to absorb waste and pollution. This is the environmental aspect of sustainable development. It's also necessary to guarantee economic growth that creates employment and social equity - the economic and social aspect of sustainable development .



Our 3 focus areas for CSR

For us, sustainable development is first and foremost a continuous improvement process built with our employees and all interested parties, in pursuit of 3 main objectives:

ENVIRONMENTAL

- Saving and preserving natural resources
- Protecting biodiversity
- Reducing CO2 emissions
- Managing our waste

SOCIAL

- Fighting against social exclusion
- Promoting solidarity
- Contributing to well-being

SUSTAINABLE ECONOMICS

- Fostering sustainable partnerships
- Encouraging wealth creation

Our sustainability objectives

17 goals to save the world

The Sustainable Development Goals (SDGs) provide a **reference framework for action, a useful tool for raising awareness, a source of economic opportunities and a means of promoting multi-stakeholder collaboration.** They were adopted in September 2015 by 193 countries at the United Nations.

The Sustainable Development Goals aim to transform our societies by ensuring a just transition to sustainable development by 2030.

These **17 objectives are accompanied by 169 related targets**, aimed at all types of stakeholders and specifying their content. It's essential to be aware of them in order to identify the most relevant SDGs for your organisation.

At Itancia we cover **12** of these objectives in order to help save the world:



Our sustainability objectives

Our environmental performance

Energy efficiency continues to improve, and renewable energy is making impressive progress in the electricity sector.

- ISO 50001 certification
- Photovoltaic panels
- Electric car fleet
- LED lighting



Sustainable consumption and production are about "doing more and better with less". They are also about decoupling economic growth from environmental damage by increasing efficiency in resource use and promoting more sustainable lifestyles.

- Sales of reconditioned EEE products
- Repairing EEE products
- Waste reduction + 0 plastic in our packaging
- Responsible purchasing

Climate change is now affecting all countries on all continents. It disrupts national economies and affects lives, as weather patterns change, sea levels rise and weather events become more extreme.

- Carbon footprint since 2009 + Assessment of our footprint management + Action plan
- Shadow price
- Circular economy



Nature is essential to our survival: it provides us with oxygen, regulates our weather, pollinates our crops and enables us to produce food and clothing.

- LPO website
- Endowment Fund
- Eco positive projects: beehives, nest boxes

Our sustainability objectives

Our performance on social and human rights

Enabling all people to live in good health and promoting the well-being of all people of all ages are essential conditions for sustainable development.

- Ensuring good working conditions
- Contributing to well-being
- Company benefits
- Disability management in companies
- Securing personal data



Education promotes socio-economic mobility and is a means of escaping poverty.

- Employee training
- Career plan

Gender equality is not only a fundamental human right, it is also a necessary foundation for a peaceful, prosperous and sustainable world.

- Annual report on gender equality
- Equality Index



Our sustainability objectives

Our societal & sustainable economy performance

Sustained and shared economic growth can lead to progress, create decent jobs for all and improve living standards.

- Changes in turnover
- Job creation
- Innovation
- Investments



Reducing inequalities and leaving no one behind are integral aspects of efforts to achieve the Sustainable Development Goals.

- Ethics
- Anti-corruption and anti-fraud policy
- Itancia's commitment to a business model that respects human rights and labour law
- Disability management: Temp. Joint Ven.

Inclusive partnerships are necessary for a successful sustainable development programme.

- LPO
- Itancia Endowment Fund
- Temp. Joint Ven.
- ESAT
- Local purchases
- Responsible Purchasing



Source: www.un.org/sustainabledevelopment/fr



CSR Report 2021-2022 /

Focus on the environment

Focus on the environment



Saving and Preserving natural resources

Making optimal use of natural resources and limiting wastage

Going paperless:

Indicators:

- 100% of pay slips are paperless
- 90% of customer invoices are paperless
- Use of electronic signatures: savings since 2019: DocuSign: 11 trees, 8 washing machines, 3/4 cars, 10 waste paper bins



Limiting our energy consumption:

The ISO 50001 certification aims to improve Itancia's energy performance: to reduce our consumption, to reduce our carbon footprint and to reduce costs while promoting the sustainable use of energy.

The actions taken by Itancia to limit consumption and avoid energy losses were certified by AFNOR at the end of 2019. This certification has been retained in 2021 and is a testament to our efficient energy management.

This performance allows us to control our energy use and reduce our consumption. It improves our energy efficiency, allowing us to save money. Bearing witness to our commitment to environmental responsibility in the face of global warming, certification is a natural part of our SD policy.

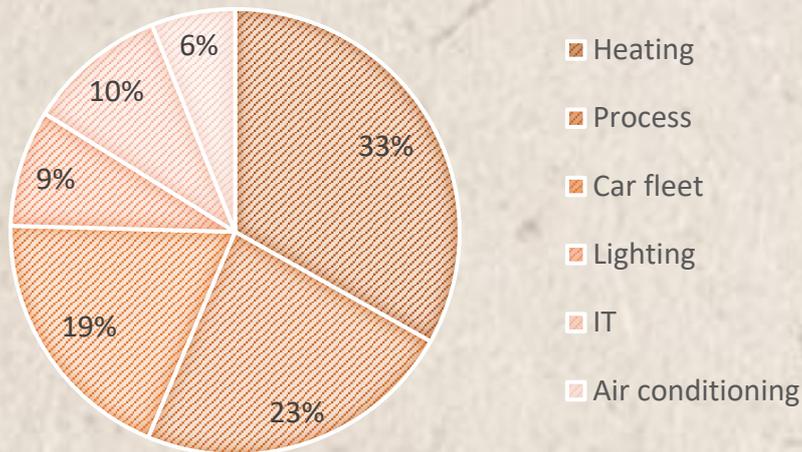
Our identified strengths include:

- The leadership and commitment of Itancia's management concerning energy optimisation is reflected in the decisions taken.
- The analysis of the societal context (digitalisation, CO2 footprint) has enabled Itancia to identify the need to change its strategic positioning for the coming years: "reduce consumption" to "consume better" and transfer from fossil energy to renewable energy (solar).
- The improvement in energy performance is demonstrated by the actions decided upon.

Focus on the environment

Energy indicators:

- Electricity consumption: 1,698 MWh consumed (85 TCO₂e)
 - Change in heating modes - **reduction of 11,300T CO₂e** since 2007
 - **50% saved** off the lighting bill of our sites by replacing our neon tubes with LED tubes
 - Insulation of buildings
 - Energy consumption at ISO perimeter* since 2007 **down by 69%**
- *ISO perimeter: calculation based on the growing activity index and new acquisitions



Water consumption indicators:

- **Water consumption:** leak detection systems on the water networks of operational sites in Maine et Loire.
- Remote monitoring of our water consumption thanks to the installation of remote reading systems on our water meters (Landes, La Chapelle, Valanjou)
- A system that alerts us to any possible leaks.



Focus on the environment

Favouring the use of renewable resources and recyclable materials

Responsible purchasing policy

For all of Itancia's activities, our objective is to control our supply chains by embracing an responsible approach and to deal with suppliers who share Itancia's interest in sustainable development.

The actions implemented:

- Optimising product packaging with suppliers (avoiding overprotection, unit packaging) while guaranteeing the protection of products in transit
- Promoting a range of environmentally friendly office supplies, subject to near-comparable prices
- Purchasing paper made with 50% eucalyptus pulp
- Reducing the consumption of consumables by optimising the maintenance of production equipment
- Annual awareness-building sessions with buyers on responsible purchasing, Responsible Purchasing Monitoring Committee, half-yearly purchasing/quality/marketing meeting

Choice of packaging to achieve the 0 plastic target

Moving towards increasingly environmentally friendly packaging:

- 80% recycled and 95% recyclable packaging
- Replacing plastic adhesive with kraft adhesive => savings of 7 tonnes of CO₂e / year
- Studies are underway to limit our consumption of plastic in our packaging in order to move towards zero plastic (e.g. replacement of plastic bags by paper bags, or bubble-wrap and air cushions by crumpled paper) with estimated savings of 26 tonnes of CO₂e

+80%

of all our packaging is recycled and 95% recyclable

0

0 plastic in our packaging by 2025, saving 26 T of CO₂



Focus on the environment



Exploiting existing solutions to save resources

Our circular economy

This is the strength of our Itancia Factory and Itancia Again activities.

In 2021:

- 416,000 products were given a second lease of life in 2021, a saving of 11,240 tonnes of CO₂
- We repaired 165,000 products and saved 2,950 tonnes of CO₂
- We bought back more than 253,784 products and recycled them



Buying second-hand products means being in possession of equipment that has 4 to 5 times less carbon emissions than a new product.

Study performed using the ADEME Bilan Carbone method, for which Itancia staff are qualified.

In this way, we contribute to the preservation of natural resources and the recycling of electronic equipment and smartphones.

Repairing the item gives it a new lease of life, thereby extending its working life. Repairing saves resources (raw materials, energy, water, etc.).

Think "circular economy", by making the most of existing solutions:

- This is the strength of our Itancia Again and Itancia Factory activities.
- Itancia produces goods and services while greatly limiting the consumption and wastage of raw materials and non-renewable energy sources.
- An economy that operates in a loop, dispensing with the notion of 'waste'.

Benefits in terms of CO₂e:

Our reconditioning and repair activities have contributed to the reduction of greenhouse gases. In fact, **14,200 tonnes of CO₂*** have been saved compared to if these products had been purchased new. *Calculated according to the Itancia Bilan Carbone submitted to Ademe.

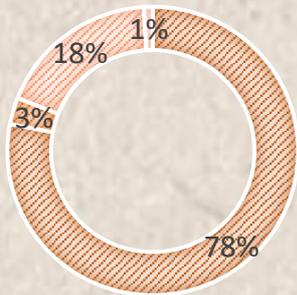
Focus on the environment

Our CO2 savings

Here is the CO2 footprint for a new versus refurbished smartphone. The second lease of life for this product represents a saving of 48Kg of CO2:

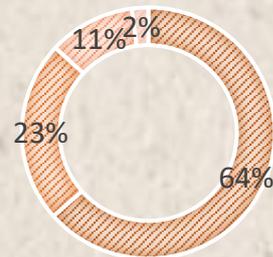
NEW IPHONE 8 64 GB BREAKDOWN OF THE CARBON FOOTPRINT 57 KGCO2E

- Production
- Transport
- Utilisation électrique
- Fin de vie



RECONDITIONED IPHONE CARBON FOOTPRINT BREAKDOWN 9 KGCO2E

- Production
- Transport
- Utilisation électrique
- Fin de vie



VS



The carbon emission of a refurbished smartphone is **6.5 times lower** than a new product.

Focus on the environment

Our CO2 Saving range

In December 2019, the European Commission unveiled its Green Deal for Europe. Due to greenhouse gas (GHG) emissions, the planet is warming up and animal species are disappearing. Even if the responsibility is shared by everyone, the company has a role to play: **promoting a responsible approach and limiting CO2 emissions!**

Our Itancia experts have been qualified in the ABC "Bilan Carbone" method from the ADEME since 2009 and have developed a "CO2 indicator" based on this methodology.

So, by buying our refurbished products, you can easily assess the CO2 savings (compared to new products).

With our CO2-saving indicator it's simple, measurable and exploitable. From now on, on all delivery notes/quotes/invoices, whatever the type of refurbished products purchased (PC, smartphone, telephone, etc.), **our customers can easily view the CO2 savings made compared to new products and incorporate this data in their CSR report.**

In 2021, **11,240 tonnes of CO2** were saved thanks to our reconditioned solutions, i.e. **11,240 round trips between Paris and New York by plane.**



Focus on the environment



Reducing the group's CO2 emissions

Presentation of the Itancia Group's carbon footprint

The Bilan Carbone method is a tool proposed by Ademe for recording greenhouse gas emissions. It is used to account for all direct and indirect greenhouse gas emissions resulting from an activity.

Mandatory for companies with more than 500 employees, Itancia is not concerned but has chosen to carry out its 'Bilan Carbone' since 2009 and to share the findings with its clients. **In 2021, Itancia published its Inventory on the ADEME website. It can therefore be consulted publicly.**

Itancia's Bilan Carbone: 45,000 Tonnes of CO2e (96% related to new production)

- Scope 1 emissions (direct emissions) related to the air conditioning system and journeys by the company's vehicles represent 115 tCO2e.
- Scope 2 emissions (indirect emissions) related to electricity consumption represent 135 tCO2e.
- Scope 3 emissions (indirect emissions) related to purchases, fixed assets, employee travel, waste, packaging, end-of-life and use represent 46,150 tCO2e.

The main emission items on the Bilan Carbone:

Upstream activities

- Upstream freight
- Movement of people: Business travel
Commuting to work
- Fixed assets (construction work, buildings, machinery, vehicles, etc.)
- Purchases (production of goods and services used by the company for its activities)

Scope 3 total: 45,000 TCO2e
Scope 3 upstream

Company activities

- Company vehicles
- The company's establishments:
Fuel consumption
Electricity consumption
Fugitive and process-related emissions

Scope 1 and 2: 250 TCO2e

Downstream activities

- Movement of visitors and customers
- Downstream freight
- Use of the products sold
- End of life:
Activity-related waste
Products sold

Scope 3 total: 45,000 TCO2e
Scope 3 downstream

Focus on the environment

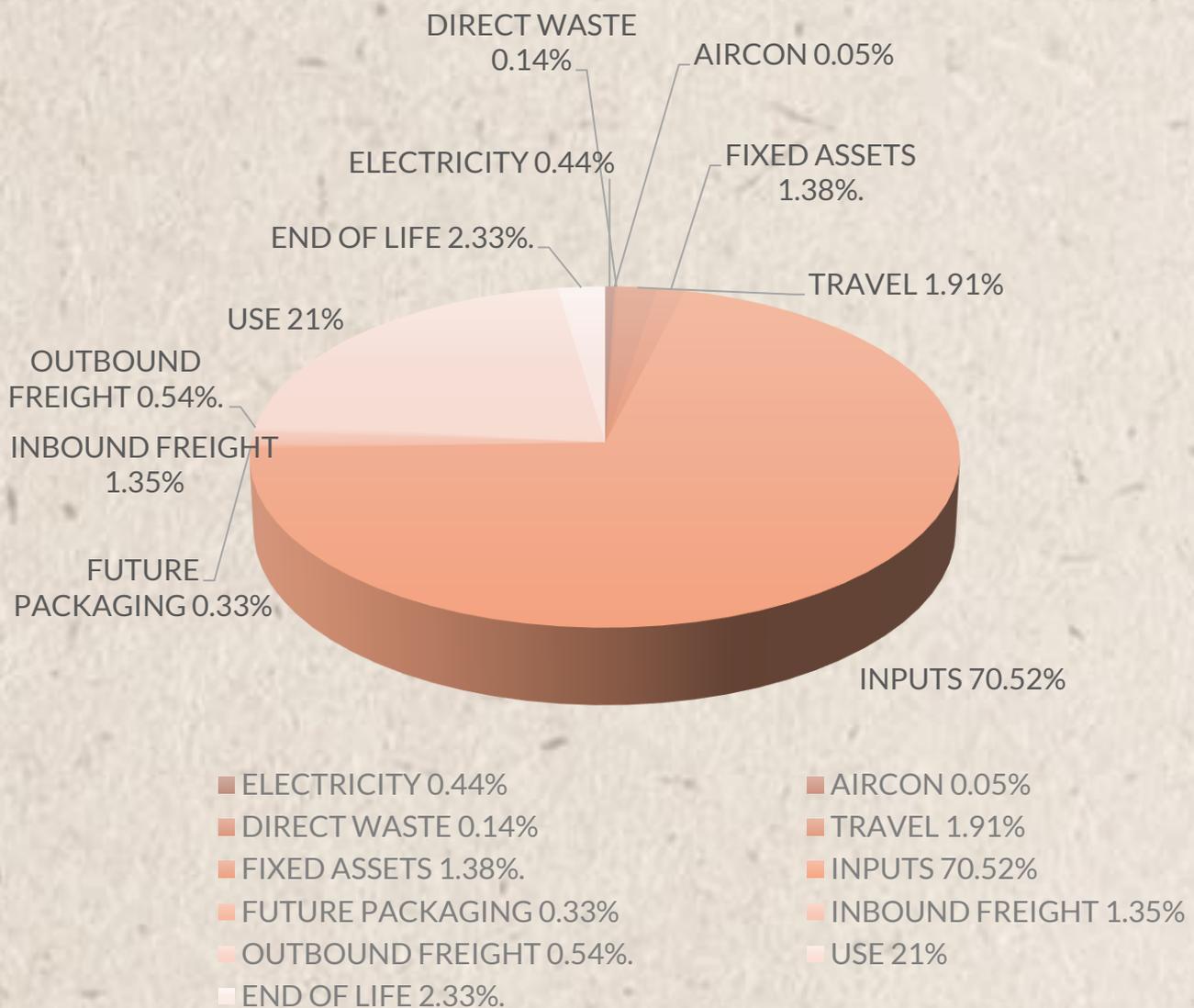
Breakdown of our CO2 impact

In 2021, we generated an impact of 45,000 Tonnes CO2e, 96% of which is related to the purchasing of new products.

What we learned from our Bilan Carbone vs new:

Reconditioned: CO2/4

Repaired: CO2/5



Focus on the environment

Our actions to achieve carbon neutrality

The European Union has committed itself to an ambitious climate policy of limiting global warming to +2°C maximum (Grenelle I / 2009).

In March 2019, the European Parliament called for a more ambitious emission reduction target for 2030 to achieve carbon neutrality by 2050. Carbon neutrality implies a balance between carbon emissions and the absorption of carbon from the atmosphere by carbon sinks. Reducing carbon emissions is therefore essential to achieving carbon neutrality.

The Itancia Group has been working to improve its carbon footprint since 2009, resulting in a product carbon footprint that is 14% better than the standard refurbished products on the market.

In order to reduce its emissions, Itancia chose to get involved in different ways in 2021-2022:

1

Drastically reducing emissions from our vehicles:

97% of our commercial fleet consists of electric vehicles and 3% of hybrid vehicles

2

Reducing the impact of commuting:

Establishment of a carpooling system and dedicated parking spaces. Proposal for employees to work from home with the provision of the necessary equipment

3

Taking action on incoming freight:

Reduction of air transport in favour of maritime transport: 30% of repair purchases will arrive by ship in 2021. Consolidation of references ordered from the same supplier on the same order

Our other actions:

- Optimising energy consumption to reduce the related ecological impact
- Promoting our Itancia Factory and Itancia Again activities in order to motivate customers to consume differently and to buy reconditioned products rather than new ones or to handle the reparation of products.
- Achieving zero plastic in its packaging: already 7 tonnes of CO2e has been saved by replacing plastic adhesive with kraft. By eliminating plastic bags, 26 tonnes of packaging will be eliminated.

Focus on the environment

Opting for local services:

- Waste management: local waste services provider to limit the distance our waste is transported to the outlets
- Local suppliers: taking into account the criterion of the geographical proximity of service providers (e.g., local suppliers of general resources) when responding to calls for tenders

Providing clean energy:

In 2022, we will cover 50% of our energy needs through our **4,716 m²** of photovoltaic panels, including **957m²** of shading. We are proud to have increased our photovoltaic park by 31% since 2021 and we intend to eventually equip all of our sites in order to cover most of our energy spend via green energy.

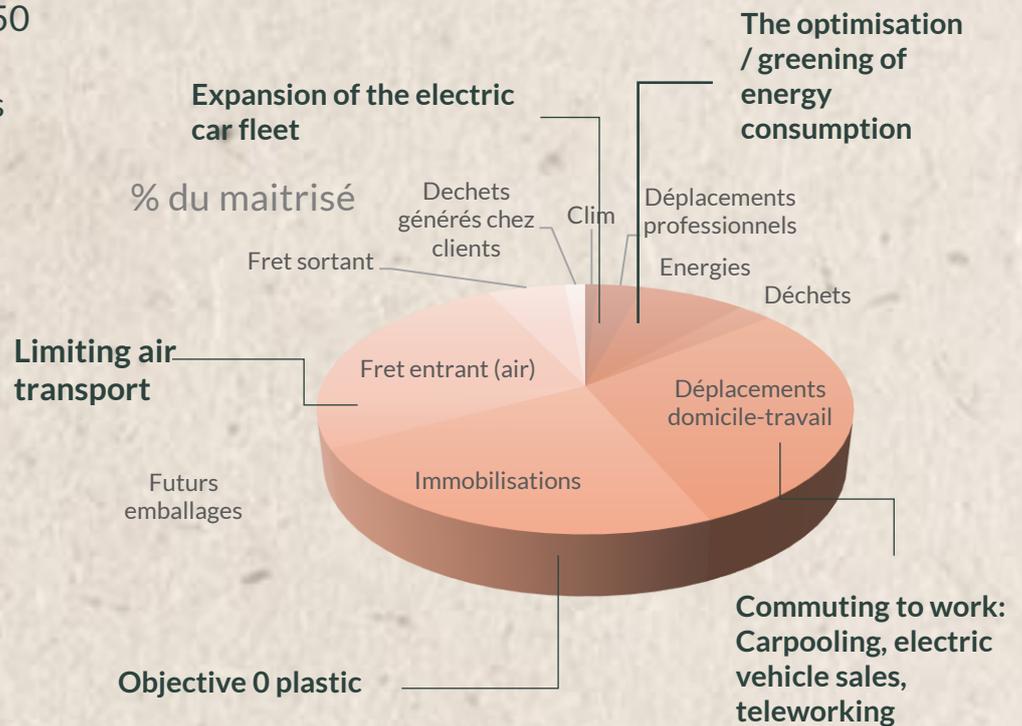
Breakdown of measures to reduce our CO2 emissions

European objective:

Carbon neutrality in 2050

First milestone 2030:

-55% reduction in GHGs



Focus on the environment

Shadow price

The Quinet II report published a shadow price for carbon of €90 per tonne in 2020, €250 per tonne of CO₂ in 2030 and up to €775 in 2050.

What is it? The shadow price serves as a climate reference for the investment choices of all public and private economic stakeholders in France, and is expressed in euros per tonne of CO₂.

Any action where the investment per tonne of CO₂ saved is lower than the shadow price is justified.

Aware of the urgency, we decided to use a higher Itancia shadow price: we invest €250 for each tonne of CO₂ saved.



4,700m²

of photovoltaic panels covering
50% of our energy needs

Focus on the environment



Promoting the sorting, recycling and recovery of waste

200

Tonnes of WEEE collected and reconditioned

93.17%

Of our industrial waste is recycled through the optimisation of waste sorting and treatment methods

20

Waste categories are sorted on site

Our partnership with Ecologic

Itancia has a contract with Ecologic to organise the collection of its waste electrical and electronic equipment (WEEE), its depollution and its recycling on French territory. Fulfilling a general interest role, Ecologic is an ecological organisation approved by the State, which contributes to the development of a circular economy based on waste prevention and recycling activities.



The incorporation of these issues into our responsible purchasing policy by analysing the life cycle of products and selecting recycled products...

Our responsible purchasing policy:

- Processing of invoices and acknowledgements by email only
- Use of electronic signatures on PDF documents in accordance with our zero paper policy
- Optimisation of product packaging with our suppliers (avoidance of overprotection and unit packaging)



5 Protecting biodiversity

Participating in eco-positive projects

- Installation of hedgehog houses
- Installation of nest boxes for starlings, owls and titmice
- Planting of hedges and climbing plants on our various sites in order to help the fauna and flora
- Assessment of the sites' fauna and flora inventories
- Installation of 12 organic beehives on our sites since 2020
- 65kg of honey harvested in 2021 of which 1 jar was distributed to each of our employees



The implementation of LPO (an association for the protection of the environment) actions, of which we are a label holder, has enabled us to increase the species of fauna and flora on our Jubaudière and Valanjou sites by 95%. Here are the respective assessments:

Jubaudière site assessment 2011-2021

- Reduction of the lawned areas (about 2,200 m²) and introduction of grazing or planting of hedges
- Fencing and grazing by donkeys and sheep
- Zero pesticides
- Planting of hedges (about 200 lm)
- Planting of climbing plants (about 100 lm)
- Planting of fruit trees
- Installation of beehives
- Installation of nesting boxes for titmice and a nesting box for barn owls
- Extension of the refuge perimeter to the Valanjou site
- Creation in 2012 of the "Itancia titmice nature club" for employees' children

Following the planting of hedges and the installation of nesting boxes, the nesting of new species of birds has been encouraged.

The conversion of the lawn to grassland has also increased floral diversity.

Valanjou site assessment 2017-2021

- Reduction of lawned areas (approximately 3,000 m²) and introduction of grazing
- Fencing and grazing by sheep
- Planting of hedges (approximately 325 ml)
- Installation of beehives
- Installation of nesting boxes for titmice and starlings
- Installation of escape routes around the pond
- Installation of wood piles

Following the planting of approximately 325lm of hedgerows since 2017, we have reduced the lawned areas by 3,000m² in favour of late mown or grazed grassland.

Our endowment fund

The Itancia endowment fund is an apolitical, non-denominational and independent organisation committed to the protection of nature, based in the Var, in the south of France. It was created at the initiative of Yann Pineau, CEO of the Itancia group, who has always been keen to "reduce his group's ecological footprint a little more and to help others reduce theirs". It financially supports numerous activities in metropolitan France, in the French overseas departments and territories and in some African countries. These actions, which vary in size and nature, aim to protect nature and involve as many people as possible to build a world synonymous with solidarity and respect for the environment. The grants are intended to support projects from associations or businesses.

In 2021, the Itancia endowment fund **supported 12 projects**. Here are the main ones:



ECO Nature 66: supports the association for its "Swallows' spring" project



Envol Vert: supports the Envol'vert association for the preservation of the forest and biodiversity



Nature's Treasure: supports its reforestation and agroforestry project in Ecuador



Le Jardin des Possibles: supports its project for collective experimentation in the service of life

Since the creation of the Itancia endowment fund, **120 projects have been supported focusing on the protection and development of biodiversity.**

Itancia endowment fund website: <http://fondsdedotationitancia.com>



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Focus on social matters



Respecting and protecting human rights

Establishing a social policy

Developing skills, promoting training

- 233 Itancia employees gained a safety qualification in 2021
- Despite the covid situation, 1.53% of the wage bill was spent on training in 2021
- 5.01% of Itancia's workforce are on work-study contracts
- 57% of work-study contracts ending in 2021 have been converted into permanent contracts
- 10% of hires were through internal recruitment in 2021

Ensuring good working conditions

Currently 33 people are trained in occupational risk prevention and 30 in gestures and postures, i.e. 13.73% of the French workforce.

Protecting employee health and safety

Our health and safety objectives are defined in our QSE policy.

- Working conditions: a series of actions to improve working conditions are presented and proposed to employees including: welcome booklet, integration of new employees, group profit-sharing agreement, teleworking charter, charter on the right to disconnect, membership of the mutual insurance scheme, information on the wage policy.
- Social dialogue: giving employees a voice: Economic, social & working conditions committees / Continuous HR presence, provision of minutes.
- Career management: training requests during annual appraisals, assessment for new employees, information about recognition of prior learning.
- Employee satisfaction surveys throughout the employee's career and during the individual annual appraisal
- Child labour, forced labour: Itancia's commitment to a business that respects human rights and labour law



Focus on social matters

Developing targeted projects to reduce disparities

Ensuring equal opportunities

Application of a diversity charter and a commitment to respect human and labour rights

Supporting gender equality

Since September 2018, a Gender Equality Index has been in place to tackle inequalities in the world of work.

The index is a component of the law "for the freedom to choose one's professional future". It was developed to allow companies to self-assess their gender equality performance on the basis of several criteria, with a minimum required score of 75 points out of 100.

What about Itancia? We scored **84/100** for the year 2021, an encouraging score above the minimum requirement of 75 points.

What next? Itancia is committed to attracting and retaining female talent to maintain this score.

Our scores, by indicator

- The gender pay gap: 34/40
- The distribution spread for individual increases: 20/20
- Employees on maternity leave who have had a salary increase during the reference period: 15/15
- The number of people of the under-represented gender among the 10 highest earners: 0/10
- The promotion distribution spread: 15/15



Providing training for all

Developing the skills of our employees is a key issue. Access to training is open to all employees, regardless of their length of service, hierarchical level or job type. More than half our employees received training in 2021, with an average duration of 13.5 hours per employee trained.

Supporting people with disabilities

We joined forces with Qualea for the creation of a temporary joint venture to contribute to the professional integration of people with disabilities (sheltered workshop). This integration takes place directly on Itancia's premises, within our teams.

/2

Contributing to well-being

Developing skills taking into account each individual's special characteristics, as an employee and/or customer

- Teleworking: possibility of occasional or regular teleworking for employees to help them better manage their private and working lives
- Part-time & time-counting: making working hours more flexible and facilitating the work-life balance Time-counting, voluntary part-time work



Ensuring social dialogue

- The HR department is on call once a week in the production area
- Intranet whistle-blowing system available to Itancia employees wishing to report illegal practices or those contravening Itancia's policies

Proposing actions that have a positive impact on the people concerned - relaxation, cohesion, contact with nature, facilitating dialogue

- Addition of an equipped picnic area, organisation of a BBQ every Friday in summer
- Creation of relaxation areas, opening of the municipal sports hall at lunchtime for employees, break room (table football, screen, table tennis)
- Annual summer and end of year meals
- Special Mardi Gras costume events
- Various occasional service providers: caterers, organic cosmetics producers, nutritionists

Focus on social matters

3 Promoting solidarity

Developing relationships with specific stakeholders

The LPO (League for the Protection of birds)

The LPO implements national recovery plans for some of France's most endangered birds, coordinates European species conservation programmes, manages the reintroduction of threatened birds and participates in major national and international surveys.

The LPO offers companies the opportunity to join the first French network of ecological gardens promoting biodiversity. It was therefore quite natural that Itancia has become a partner of the LPO and its "LPO Refuges" since 2011 on both its sites.



Following an audit carried out in August 2017, Itancia and the LPO Anjou jointly agreed on an action plan to boost the protection of wildlife on the Valanjou site (planting of hedges, eco-pasture, refuges). These actions will be implemented progressively throughout the lifetime of the agreement between Itancia and the Ligue de Protection des Oiseaux for 2022-2026.

We took advantage of the replacement of our fleet of vehicles dedicated to on-site intervention work to donate 10 vehicles to the charity Les Restaurants du Cœur.



Favouring local relationships

Linking up with schools

In the region (company visits, internship offers and professional contracts).

50%

of seasonal workers hired are related to our employees

4 Having an ethical approach

Fighting corruption

Itancia aims to clearly state the standards and principles underpinning our conduct in order to respect the rigorous measures put in place throughout our sites in France and abroad to combat corruption and fraudulent practices. We build relationships with our customers and suppliers based on trust, respect and integrity, in order to provide them with the best possible service. We expect them to adhere to principles equivalent to those enshrined in this policy.

Corruption and extortion:

Anti-bribery and anti-fraud policy: prevents the offering, promising, giving, accepting or soliciting of an advantage as an inducement for an action that is illegal, unethical or a breach of trust.

Conflicts of interest:

Anti-bribery and anti-fraud policy: prevents the occurrence of a situation in which an individual (or the entity for which he or she works) has to choose between the duties and requirements of his or her position and his or her own private interests.

Fraud:

Anti-bribery and anti-fraud policy: prevents the offence of intentionally deceiving someone in order to obtain an unfair or illegal advantage.

Money laundering:

Anti-corruption and anti-fraud policy: prevents the concealment of the origin, ownership or destination of illegally or dishonestly obtained money, by hiding it within legitimate business activities to make it appear legal.

Anti-competitive practices and responsible marketing

Itancia enters into CSR commitments regarding its sales and marketing operations to allow everyone to share best practices in terms of communication and marketing.

Anti-competitive practices:

Responsible marketing policy: ensuring that the company does not restrict competition or maintain or enhance its market position in an abusive and dominant manner.

Data security

GDPR Compliance Policy: ensures the collection, processing or storage of third party data for business purposes in a secure manner.

ISO 27000 in progress

Focus on social matters

What actions are in place to prevent corruption?

Corruption prevention awareness training

- Policy dissemination
- Information in the welcome booklet

A whistle-blowing procedure is available to stakeholders to report any form of corruption

- Intranet whistle-blowing system
- The company's audit departments regularly monitor and review employee compliance with this policy, related procedures and associated laws and regulations. Annual audits with the auditors are also carried out in partnership with our management control department. They contribute effectively to maintaining and improving our anti-fraud and anti-corruption policy and performance.

What actions are in place with regard to data security?

Raising awareness to prevent data security breaches

- Charter for the use of IT systems
- IT Charter

Data security due diligence programme in place for third parties

- Procedure for processing personal data

A whistle-blowing procedure is available to stakeholders to report any data security issues

- Appointment of a DPO

Measures to obtain stakeholders' consent to the processing, sharing and retention of confidential information

- Procedure for processing personal data

Did you know that? We are in the process of obtaining ISO 27001 certification, and our goal is to be certified in 2023.





CSR Report 2021-2022 /

Focus on sustainable economies

Focus on sustainable economies



Promoting a responsible economy

Using alternative methods

"The economy is a vital aspect of our consumer society
Sustainable development means changing production methods and consumption patterns by introducing actions to ensure that growth is not achieved at the expense of the economic environment and social issues".



Developing a "reduce, recover, recycle, repair" circular economy instead of producing. This is the subject of our Itancia Again and Itancia Factory activities. By repairing and reconditioning products, we help reduce their impact on the environment:

- Limiting the extraction of raw materials
- Extending material flows (re-use, repair, recycling)
- Preventing waste generation

Developing relationships with specific stakeholders

- Supporting the local economic fabric: partnership with a sheltered workshop for the maintenance of our green spaces
- Favouring local service providers: all of our subcontractors for general services are located within a 100 km radius

Ensuring wealth creation

- Establishment of an anti-corruption and anti-fraud policy
- Establishment of a responsible marketing and communication policy

+20%

additional jobs in 2021 and
+140 recruitments planned
in 2022

50%

growth
in turnover over
the last 5 years



2 Responsible purchasing

Itancia and responsible purchasing

Purchasing accounts for a large part of a company's turnover. It's important factor for improving the company's economic performance. The purchasing department is central to the company's operations. It is in contact with the other departments and the company's environment, particularly its suppliers. Itancia's responsible purchasing policy forms part of a wider CSR policy. Implementing responsible purchasing means re-examining our needs, incorporating environmental, social and ethical criteria, as well as life cycle and total cost factors into our procurement process.

Responsible purchasing criteria

Environment: energy performance and the reduction of greenhouse gas emissions, resource preservation (water, raw materials), maximum restriction of waste and pollutants.

Economics: quality of products and services, costs, deadlines. Description of our QSE requirements related to procurement:

- Approval of products with a major impact on the environment
- Provision of product SDSs
- Compliance with REACH and ROHS regulations
- Compliance with product labelling
- Requirements in terms of purchasing packaging: recyclable and recycled, favouring 0 plastic
- Purchasing only rechargeable batteries
- Carbon labelling of products
- Energy purchasing requirements: refurbished IT equipment, LED lighting
- Sending a Responsible Purchasing Charter to our main distribution suppliers

Social ethics: human rights (discrimination, child labour, forced labour, etc.), working conditions (safety, right of expression and representation, remuneration, etc.).

Responsible purchasing policy regarding labour practices and human rights:

- Signing and observing the 10 commitments of the Responsible Supplier Relations Charter (www.relationsfournisseur-responsables.fr)
- Sending a responsible purchasing charter to our main distribution suppliers
- The upstream integration of CSR aspects into the schedules of conditions for the Itancia Factory and Again activities' calls for tenders (for major developments)
- Promote the employment of disabled workers for service orders

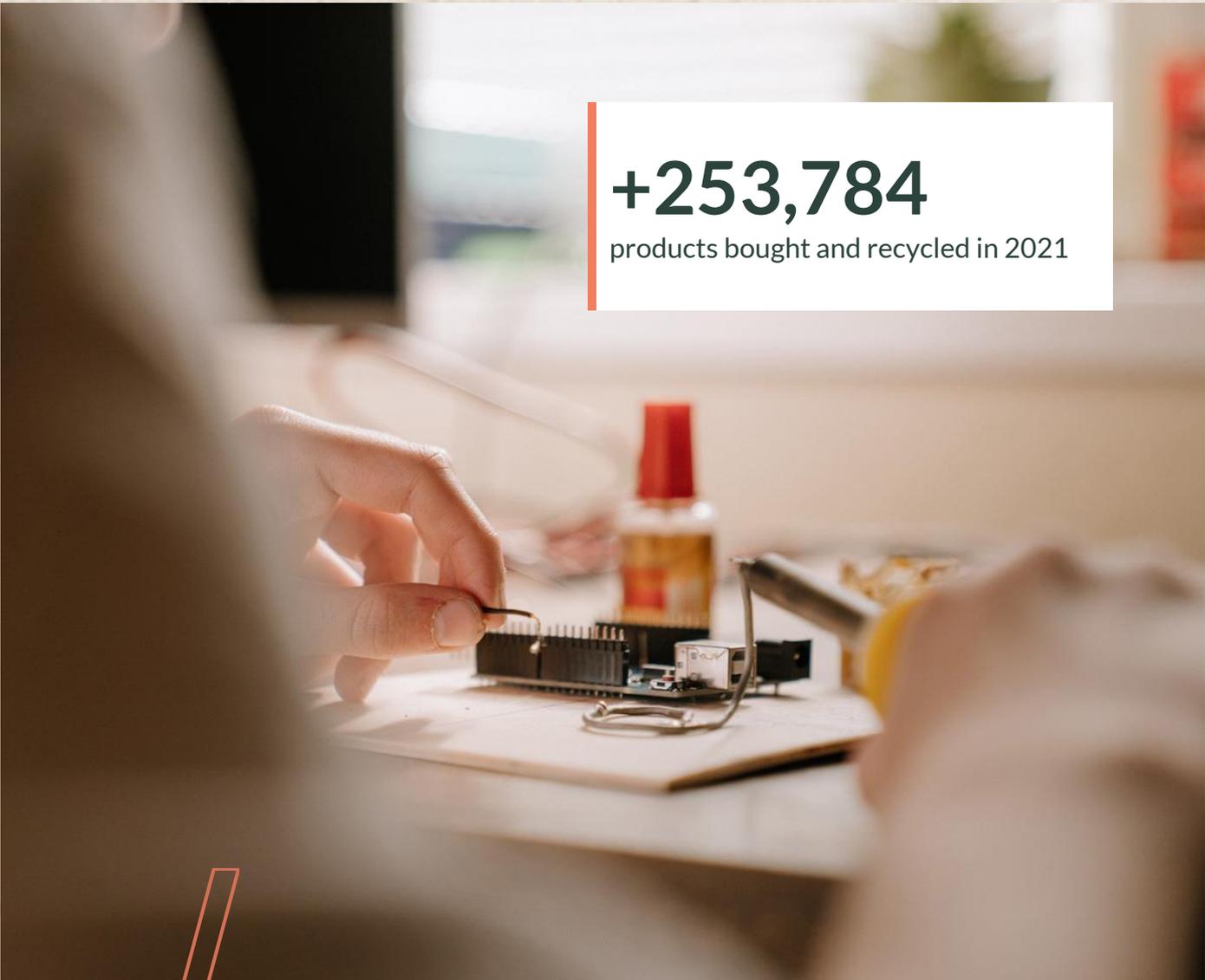
Focus on sustainable economies

Monitoring compliance with our requirements

- Supplier assessments: 100% of targeted suppliers are covered by a CSR assessment / Quality / CSR questionnaire for suppliers (CSR Report)
- Responsible purchasing audits

Training for buyers

- Buyer training, awareness-building: 100% of buyers undergo awareness-building each year



+253,784

products bought and recycled in 2021

A white electric car is shown from the rear side, parked at a charging station. The car's charging port is open, and a black charging cable is plugged into it. The car has a sleek design with a prominent rear light and a multi-spoke alloy wheel. The background is a blurred outdoor setting with trees and a building, suggesting a public charging area.

CSR Report 2021-2022 /

Investments made & to be made

Investments made & to be made

Our CSR projects in 2021 in figures



€1,104,000

invested in 2021

**That's
€2,208**

of CSR investments
per employee

A word from our expert

" For many years, we have been striving to reduce our dependence on fossil fuels. We are now seeing the full benefit of this, even beyond the carbon-related benefits, with the financial increases announced. Ecology and economy always come together in the end. "

Régis Robin
CSR & QSE Director



Investments made & to be made

Our CSR projects in 2021 in figures

**Temp.
Joint
Ven.**

Creation of a temporary joint venture with the Qualea sheltered workshop to promote the integration of people with disabilities in traditional companies.

**CO2
saving**

Briefing our customers on the CO2 benefits of purchasing refurbished products

2

SEC (Summit of Growth Companies) 2021 Gold Trophies in the "Retail & Consumer Goods" category and "best CSR initiative"

97%

of the commercial vehicle fleet is electric and 3% is hybrid

52%

of our employees are women

4,700m²

of photovoltaic panels covering 50% of our energy needs

x2

is the increase in the budget dedicated to sheltered workshops over the last 4 years

650MWh

of energy generated by all photovoltaic panels and shadehouses

+20%

more jobs in 2021 and 140+ recruitments planned in 2022

120

projects concerning the protection and development of biodiversity supported via our Itancia endowment fund

12

hives on site, with 65 kg of honey harvested in 2021

95%

of our packaging is recycled

Investments made & to be made

Our CSR projects to be completed by 2025 in figures

890

employees with an average of 85 new hires per year

60%

of our energy needs covered through our photovoltaic panels

0

plastic in our packaging, saving 26 T of CO₂

100%

of the fleet of commercial and field technicians' vehicles to be electric, i.e. 68 T of CO₂ saved

x2.5

of the number of species present on our sites vs 2011





/itancia

**Conjuguons innovation
& durable**

www.itancia.com



« Il n'est pas question de choisir entre écologie et business, mais d'agir pour leur synergie »

 /itanciatechnology

 /itanciafactory

 /itanciaagain