



# CSR Report

## 2022-2023

« Pursuing even more  
**sustainable growth** »

## Environmental focus

- I. Saving and preserving natural resources
- II. Exploit existing solutions to save resources
- III. Reducing the Group's CO2 emissions
- IV. Promote waste sorting, recycling and recovery
- V. Protecting biodiversity

## Social and human rights

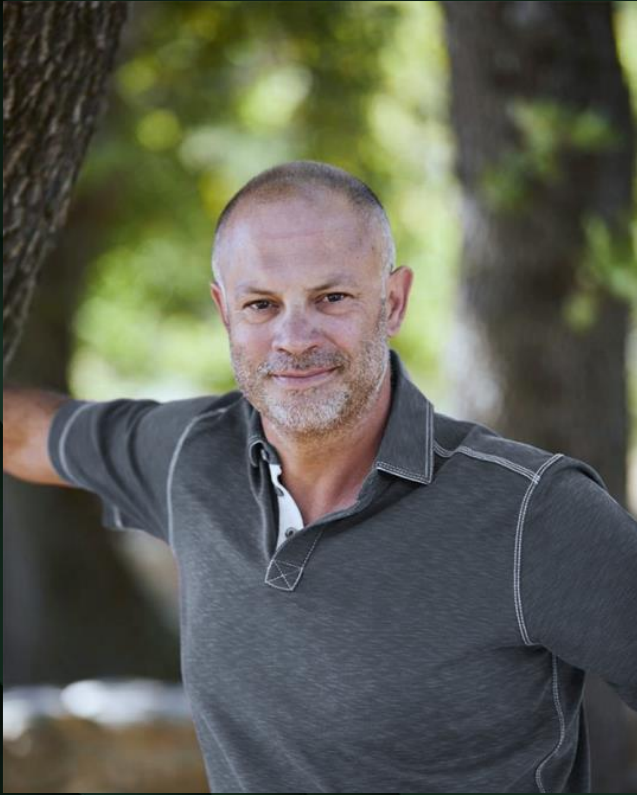
- I. Respecting and protecting human rights
- II. Contributing to well-being
- III. Promoting solidarity
- IV. An ethical approach

## Sustainable economies

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

## Investments made & to be made

## A committed group



*«I started from the simple idea that business and ecology are not opposing values, and I've always been keen to put these two elements at the heart of our development choices. Itancia is a French group with an international reach, sustainable and profitable, with respect for technology, people and nature.»*

**Yann PINEAU,**  
Chairman & Founder, Itancia Group



Yann Pineau, founder of the Itancia Group, decided to give a second life to used equipment by repairing it, rather than replacing it - an innovative and practical solution for the corporate telecommunications sector. Itancia now relies on three strong, committed and complementary business pillars to continue supporting every customer and partner in all their needs: **Itancia Technology**, **Itancia Factory** and **Itancia Again**. This initiative benefits both customers and the environment.

The Itancia Group aims to be a sustainable part of its environment and to contribute to continuous improvement. This commitment is reflected in concrete actions and eco-responsible solutions implemented at our sites. Our endowment fund also supports projects to protect biodiversity. Since 2009, we have been carrying out a carbon assessment using the Ademe method, enabling us to measure our progress in reducing our impact.

In 2010, we set up a Sustainable Development Committee to oversee our commitments and pursue our actions. In this report, we present our responsible commitments and associated actions, as well as our plans for 2023.

# Our company

## Our activities

Itancia draws on its thirty years of experience to offer its customers demanding French know-how. The company is also helping to change the way companies consume technology and guide them towards the ecological transition. Its strength is based on three complementary and committed pillars: **Itancia Technology**, **Itancia Factory** and **Itancia Again**.

Thanks to these three pillars, Itancia supports its customers in every project by meeting their technological, economic and ecological challenges.

## Our 3 pillars of activity

### /itanciatechnology



**As the group's distribution arm**, Itancia Technology selects and offers innovative technological solutions tailored to each customer's needs, with over 70 market-leading brands.

### /itanciafactory



**The Group's service and consulting activity**, Itancia Factory offers customized services based on technical, logistical and industrial know-how, both upstream and downstream of your projects.

### /itanciaagain



**A business with an ecological** Itancia Again is the Group's historic ecological business. controls and renews the life cycle of products, while helping companies to reduce their environmental impact.



## Our company

### Our certifications

Itancia considers service quality, environmental protection, employee health and safety, and information security to be key elements of its responsibility. In this context, Itancia is committed to implementing an integrated management system incorporating quality, safety and the environment, in line with our corporate project and in compliance with ISO 9001, ISO 14001, ISO 45001, ISO 26000 and ISO 50001 requirements.

These priorities are implemented within a more global approach to Corporate Social Responsibility, which contributes to the achievement of our Sustainable Development policy. Corporate Social Responsibility is an improvement process designed to enhance the Group's overall performance. Mindful of its responsibilities in terms of the impact of its decisions and activities on society and the environment, Itancia has adopted the ISO 26000 standard, and was awarded the Gold Trophy in 2017. In addition, Ecovadis offers a comprehensive Corporate Social Responsibility (CSR) assessment service.

The Ecovadis rating takes into account the impact of themes on the environment, social and human rights, ethics and responsible purchasing.

Itancia was rated in 2022, obtaining a score of 70/100 and a gold medal. Our approach has been recognized by external bodies. Itancia has also obtained Qualiopi certification, which attests to the quality of the processes implemented in our training center and makes it accredited. This opens up the possibility of our training courses being financed by public or mutual funds.



## Our mission & values



*«Itancia Technology offers comprehensive, expert support for current and future market challenges, helping companies to select, deploy and exploit innovative technologies, while encouraging them to adopt a sustainable approach to reducing their impact on the environment with Itancia Again. Itancia Factory enables them to benefit from the services and advice they need to adopt these technologies, every step of the way...»*

Thierry LE GOFF,  
General Manager, Itancia Group

### Our mission

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



### Our values



#### The human

A family spirit that has endured in our teams since the group was founded



#### Ecology

A commitment that is reflected in every one of our actions and takes shape in 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 therefore a concept that seeks to strike a balance between the needs of the environment, the economy and society, to enable our society to function over the long term. It is about putting in place strategies and practices that take into account social and environmental limits, as well as the needs of future generations. Sustainable development is a global approach to ensuring the sustainability of our societies.

It focuses on meeting the needs of present and future generations, while protecting the environment and maintaining social and economic equity. It seeks to modify the behavior and methods of action of all players in society, in order to use and share natural resources equitably and limit negative consequences for the environment.

At the same time, it aims to ensure sustainable economic growth that creates jobs and social equity.

Sustainable development therefore represents a concerted effort to strike the right balance between the needs of the environment, the economy and society, to enable our societies to prosper in the long term.



## Our 3 CSR priorities

For Itancia, sustainable development is above all a process of continuous improvement built with our employees and interested parties, towards **3 main objectives:**

### ENVIRONMENTAL

- Saving and preserving natural resources
- Protect biodiversity
- Reduce CO2 emissions
- Managing our waste

### SOCIAL

- Combating social exclusion
- Promoting solidarity
- Contributing to well-being

### SUSTAINABLE ECONOMIC

- Promoting sustainable partnerships
- Deploying wealth wealth



# Our sustainable development objectives

## 17 goals to save the world

The Sustainable Development Goals (SDGs) are a frame of reference for action for action, a tool for raising awareness, a source of economic opportunities and a lever for 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 goals are accompanied by 169 interlinked targets, addressing all types of actors and specifying their content. It's essential to familiarize yourself with them in order to identify the most relevant SDGs for your organization.

At Itancia, we cover 12 of these goals to help save the world:





# Our sustainable development 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 aim to "do more and better with less". They also involve decoupling economic growth from environmental degradation by increasing resource efficiency and promoting sustainable lifestyles.

- Sales of reconditioned EEE products
- EEE product repair activity
- Objective of 0 plastic in our packaging
- Responsible purchasing

Climate change now affects every country on every continent. It is disrupting national economies and affecting lives, as weather patterns change, sea levels rise and weather phenomena become more extreme.

- Carbon footprint since 2009 + Assessment of our control + Action plan
- Guardian value
- Circular economy



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

- 2 LPO (League for the Protection of Birds) sites
- Endowment funds
- Eco-positive projects: beehives, nesting boxes, eco-grazing

# Our sustainable development objectives

## Our social performance and human rights

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

- Guaranteeing good working conditions
- Contributing to well-being
- Corporate benefits
- Managing disability in the workplace
- Securing personal data



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

- Employee training
- Career planning

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

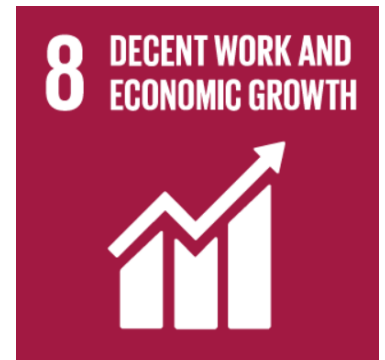


# Our sustainable development objectives

## Our social performance & sustainable economy

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

- Sales growth
- Job creation
- Innovation
- Investments



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

- Ethics
- Anti-corruption and anti-fraud policy
- Itancia's commitment to a business that respects human rights and labor laws
- Disability management: GME

Inclusive partnerships are necessary for a successful sustainable development program.

- LPO
- Itancia Endowment Fund
- GME
- ESAT
- Local purchasing
- Responsible Purchasing



Source : [www.un.org/sustainabledevelopment/fr](http://www.un.org/sustainabledevelopment/fr)



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# Environmental focus



# Environmental focus



## Saving and preserving natural resources

### Make optimal use of natural resources and limit waste

#### A paperless approach:

Indicators :

- 100% of pay slips are dematerialized
- 90% of customer invoices are dematerialized
- Use of electronic signature with DocuSign since 2019: 14 trees + 97 washing machine cycles + creation of 20 electric bicycles + 15 months of waste from an average person in : 14 trees + 97 washing machine cycles + creation of 20 electric bicycles + 15 months of waste for an average person in France.



#### Limiting our energy consumption:

ISO 50001 certification is aimed at improving Itancia's energy performance: reducing our consumption, reducing our carbon footprint and cutting 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 maintained in 2023 and testifies to our efficient energy management.

This performance enables us to control our energy use and reduce our consumption. It improves our energy efficiency, enabling us to make savings. As evidence of our commitment to environmental responsibility in the face of global warming, certification is a natural extension of our SD policy.

#### Our strengths include :

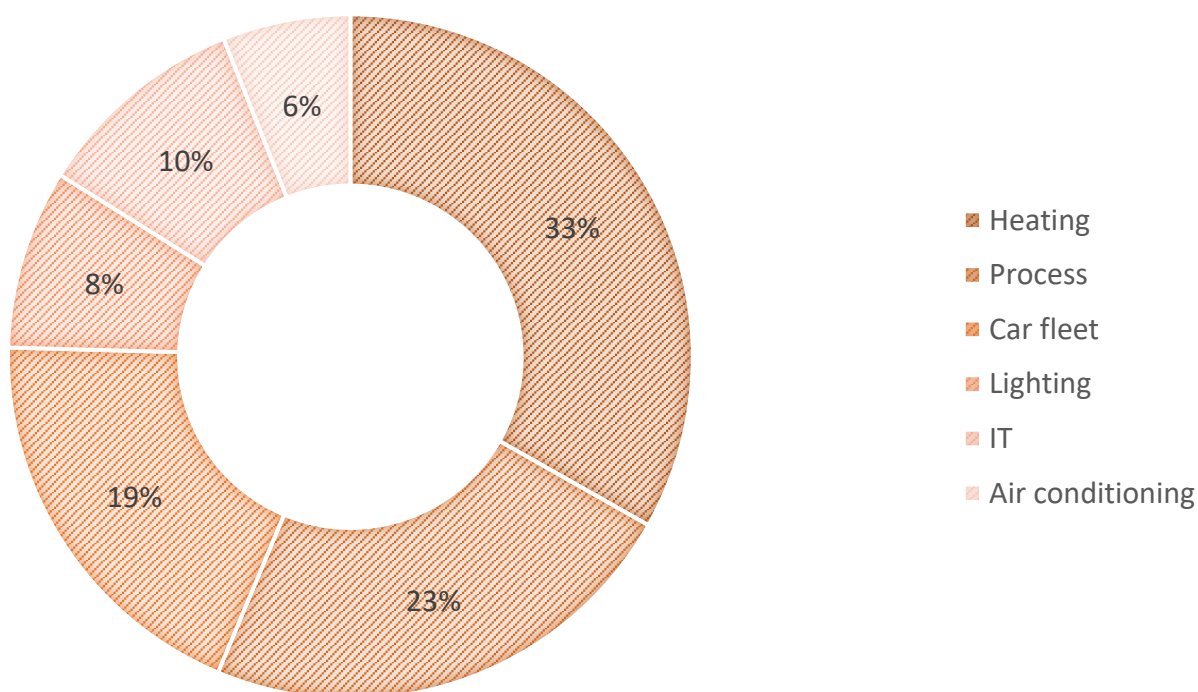
- Itancia management's leadership and commitment to energy optimization are reflected in the decisions taken.
- Analysis of the societal context (digitization, CO2 footprint) has enabled Itancia to identify the need to change its strategic positioning for the coming years: "reduce consumption" to "consume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

## Environmental focus

### Energy indicators :

- Electricity consumption: 1,766 MWh (183 TCO<sub>2</sub>e)
- Change in heating methods - reduction of 25 TCO<sub>2</sub>e by 2022
- 50% reduction in site lighting bills by replacing neon tubes with LEDs
- Building insulation
- Energy consumption at ISO perimeter\* since 2007 down 69%.

\*ISO perimeter: calculation based on increasing activity index and new acquisitions



### Responsible purchasing policy :

For all Itancia's activities, our aim is to control our supply chains in line with an ethical and responsible approach, and to work with suppliers who share Itancia's interest in sustainable development.



## Environmental focus

### Favoring the use of renewable resources and recyclable materials

#### Actions implemented :

- Optimize product packaging with suppliers (avoid overprotection, unit packaging) while guaranteeing the preservation of products during transport
- Promote a range of environmentally-friendly office supplies, subject to approximate prices
- Purchase paper made with 50% eucalyptus pulp
- Reducing consumption of consumables by optimizing maintenance of production equipment
- Annual awareness-raising campaign for buyers on responsible purchasing, Responsible Purchasing Monitoring Committee, half-yearly purchasing/quality/marketing meeting.

#### Choice of packaging to achieve the 0 plastic target :

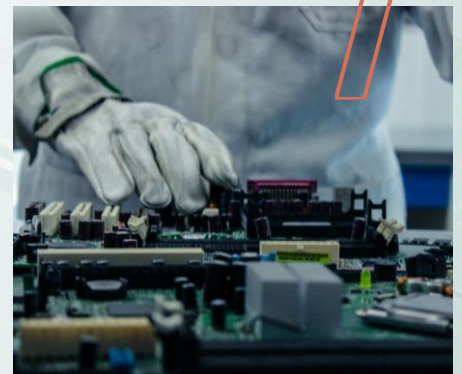
Moving towards increasingly eco-friendly packaging:

- 80% recycled and 95% recyclable packaging
- Replacement of plastic adhesive by kraft adhesive => savings of 7 tonnes of CO<sub>2</sub>e / year
- Studies underway to limit plastic consumption in our packaging and move towards 0 plastic (e.g.: replacement of plastic bags by paper bags, bubbles and air cushions by crumpled paper), with foreseeable savings of 26 tonnes of CO<sub>2</sub>e.

**+80%** of all  
our packaging is  
recycled and 95%  
recyclable

**0**

0 plastic in our packaging  
by 2025, saving 26 T of  
CO<sub>2</sub>



## Environmental focus

### 2 Exploit existing solutions to save resources

#### Our circular economy

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

By 2022, this means :

- 300,000 products given a second life, a saving of 9,000 tonnes of CO2.
- Itancia Again supported its customers in the treatment of their waste, with the destruction of more than 131 T of waste.



Buying second-life products means owning equipment that emits 4 to 5 times less carbon than a new product.

Study carried out using ADEME's Bilan Carbone method, for which Itancia personnel are qualified.

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

Repairing gives a second wind and a new life to an object, thus extending its working life. Repairing saves resources (raw materials, energy, water, etc.).

Think "circular economy", exploiting existing solutions:

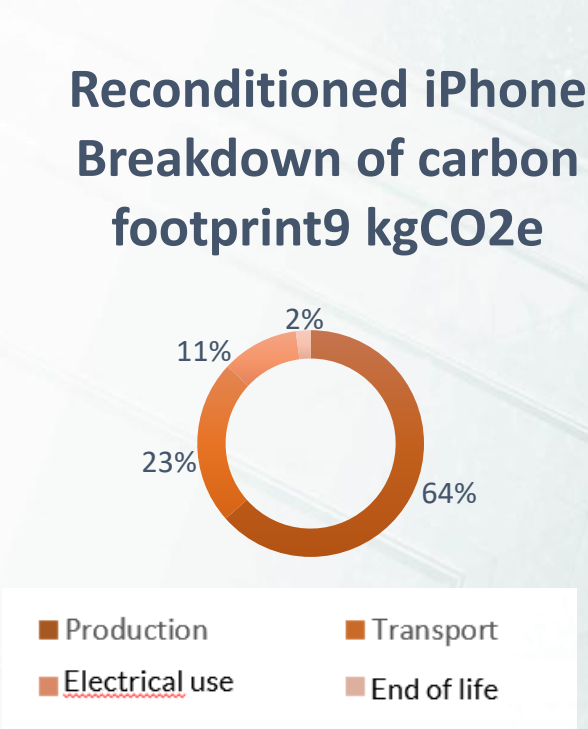
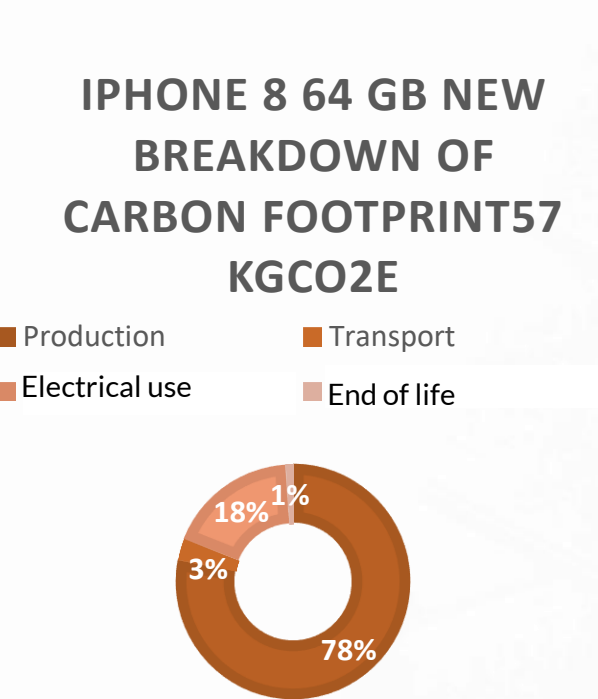
- This is the strength of our Itancia Again and Itancia Factory businesses.
- Itancia produces goods and services while sharply limiting the consumption and waste of raw materials and non-renewable energy sources.
- An economy that works in a loop, dispensing with the notion of "waste".



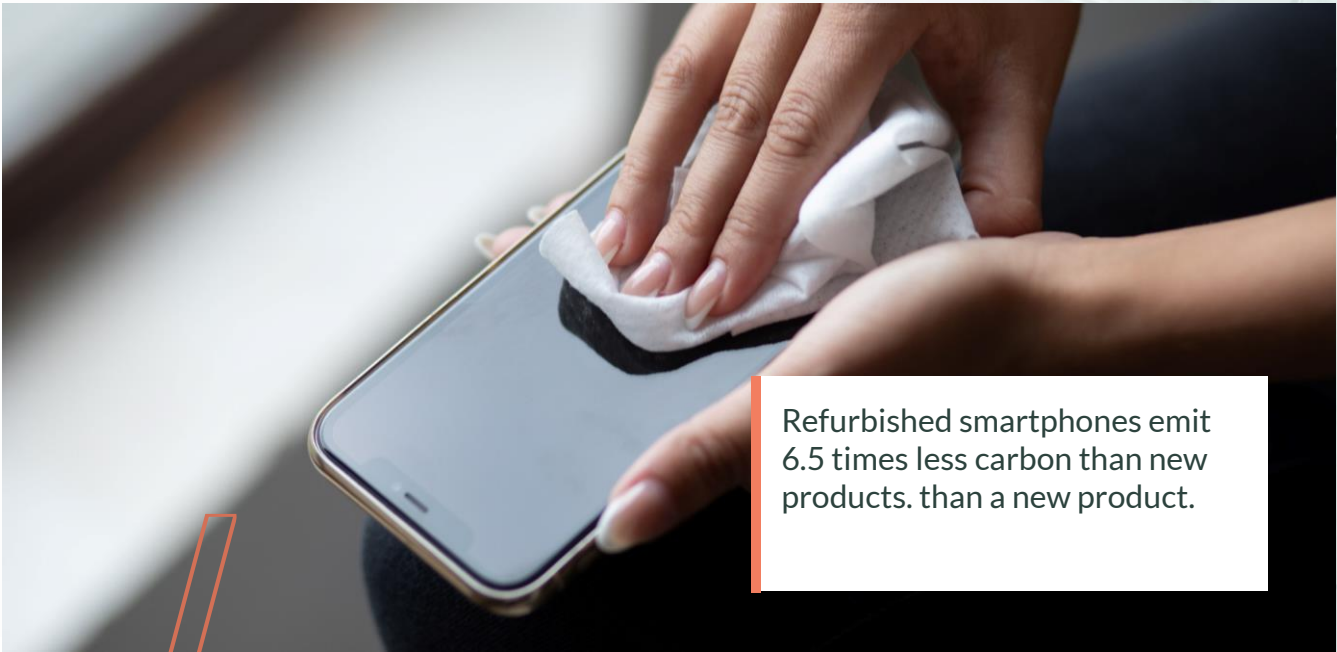
# Environmental focus

## Our CO2 savings

Here is the CO2 footprint for a new smartphone versus a refurbished one, the second empty of this product represents a saving of 48Kg of CO2 :



VS



Refurbished smartphones emit 6.5 times less carbon than new products. than a new product.

## Environmental focus

### Our CO2 Saving offer

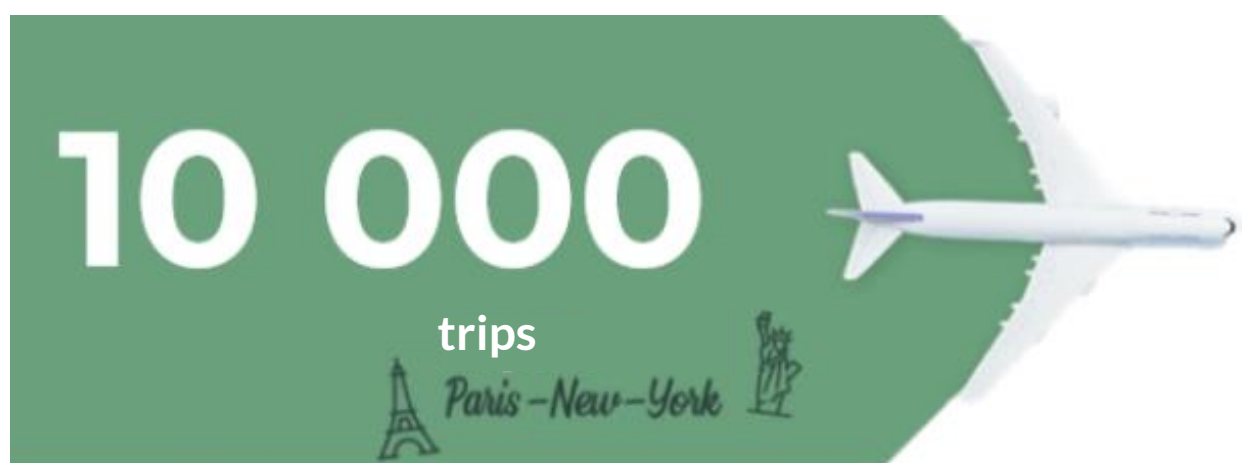
In December 2019, the European Commission unveiled its Green Pact for Europe. Due to greenhouse gas (GHG) emissions, the planet is warming up and animal species are disappearing. Even if responsibility is shared by all, the company has a role to play: promote a responsible approach and limit its CO2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

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

So when you buy our refurbished products, you can easily assess the CO2 savings you've made (compared with new products).

Our CO2-saving indicator makes it simple, measurable and worthwhile. From now on, on all BL/quotes/invoices, whatever the type of refurbished products purchased (PC, smartphone, telephone set, etc.), our customers can easily visualize the CO2 savings made vs. new, and integrate all this data into their CSR Balance Sheet.

In 2022, 9,000 tonnes of CO2 were saved thanks to our refurbished solutions, equivalent to almost 10,000 one-way flights between Paris and New York.



## Environmental focus



### Reducing the Group's CO2 emissions

#### Presentation of the Itancia Group's carbon footprint

The carbon balance method is a greenhouse gas emissions inventory tool proposed by Ademe, the French Environment and Energy Management Agency. 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 communicate it to its customers. In 2022, Itancia published its Bilan on the ADEME website. It is therefore publicly available.

Itancia carbon footprint: 44,383 Tonnes of CO2e (96% related to new buildings)

- Scope 1 emissions (direct emissions) linked to the air conditioning system and company vehicle travel represent 232 tCO2e.
- Scope 2 emissions (indirect emissions) linked to electricity consumption represent 283 tCO2e.
- Scope 3 emissions (indirect emissions) linked to purchases, fixed assets, employee travel, waste, packaging, end-of-life and use represent 43,767 tCO2e.

#### The main emission items in the Bilan Carbone :

##### Activities upstream

- Upstream freight
- Moving people :  
Business travel  
Commuting to and from work
- Fixed assets (works, buildings, machinery, vehicles, etc.)
- Purchases (manufacture of goods and services used by the company for its business)

##### Company activities

- Company vehicles
- Company sites :  
Fuel consumption  
Electricity consumption  
Fugitive and process emissions

##### Activities downstream

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

## Environmental focus

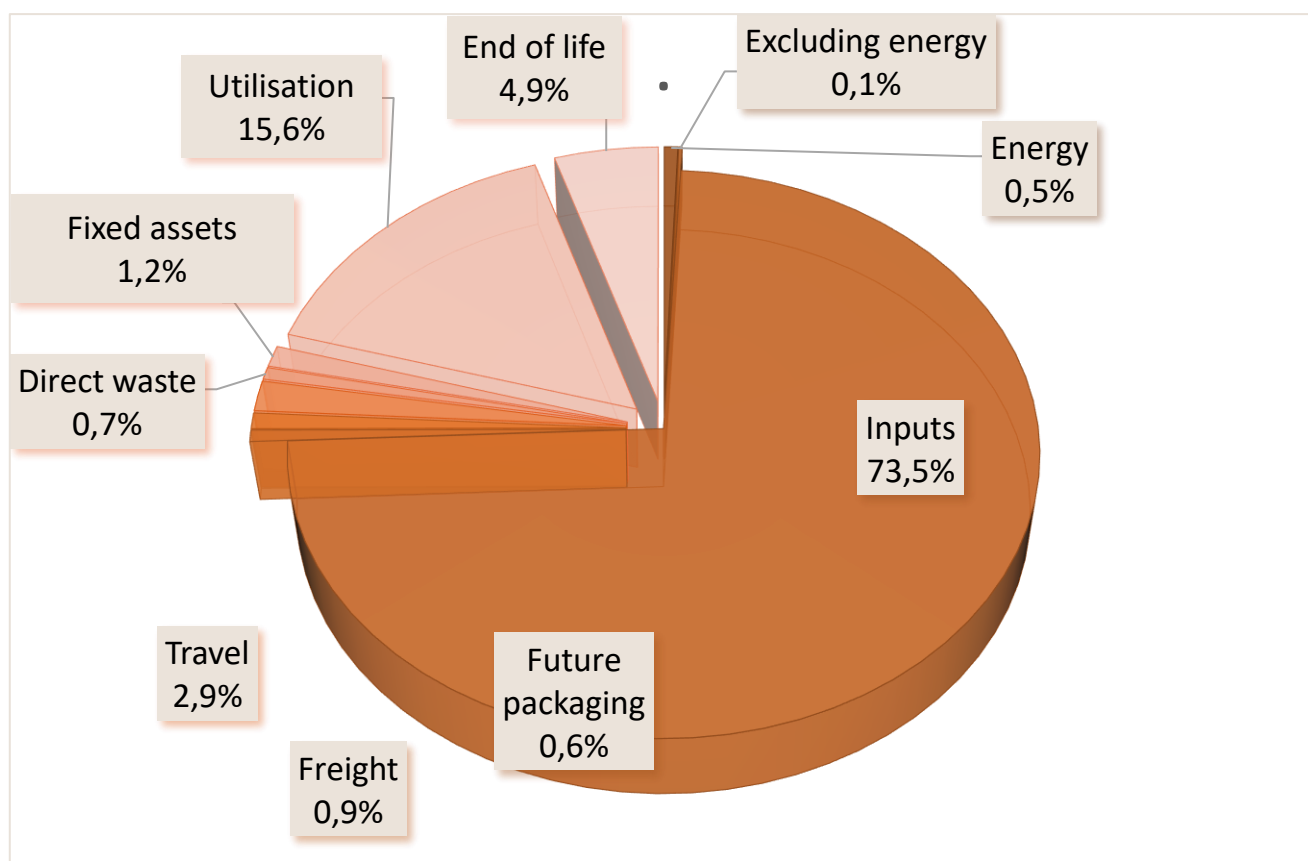
### Breakdown of our CO2 impact

In 2022, we will have an impact of 44,282 Tonnes CO2e, 96% of which will be linked to the purchase of new products.

What we learn from our Bilan Carbone vs new :

Reconditioned: CO2/4

Repaired: CO2/5





## Environmental focus

### Our actions in favor of carbon neutrality

The European Union has committed to an ambitious climate policy to contain global warming to +2°C max (Grenelle I / 2009).

In March 2019, the European Parliament called for a more ambitious emissions 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 that of standard refurbished products on the market.

To reduce its emissions, Itancia has chosen to get involved in various ways in 2023-2024:

1

#### Drastically reducing vehicle emissions:

97% of our commercial fleet is made up of electric and hybrid vehicles

2

#### Reduce the impact of commuting:

Setting up a carpooling platform and dedicated parking spaces.  
Offer of telecommuting for employees, with provision of the necessary equipment.

3

#### Acting on inbound freight:

Reduce air freight in favor of sea freight.  
Grouping references ordered from the same supplier on the same order.

### Our other actions:

- Optimize energy consumption in order to reduce the ecological impact of our activities.
- Promote our Itancia Factory and Itancia Again activities to motivate customers to consume differently, and to buy reconditioned products rather than new ones, or to ensure that products are repaired.
- Achieving 0 plastic in its packaging: already 7 Tons of CO2e saved by replacing plastic adhesive with kraft. By doing away with plastic bags, 26 tons of packaging will be eliminated.

## Environmental focus

### Choose local services:

- Waste management: local waste service providers to limit the distance our waste is transported to outlets
- Local suppliers: when responding to calls for tender, we take into account the criterion of the geographical proximity of our general resources service providers.

### Supply clean energy:

By 2022, we will cover 50% of our energy needs through our 4,716 m<sup>2</sup> of photovoltaic panels, including 957m<sup>2</sup> of shading. We are proud to have increased our photovoltaic park by 31% since 2021, and we intend to eventually equip all our sites to cover a maximum of our energy expenditure via green energy.

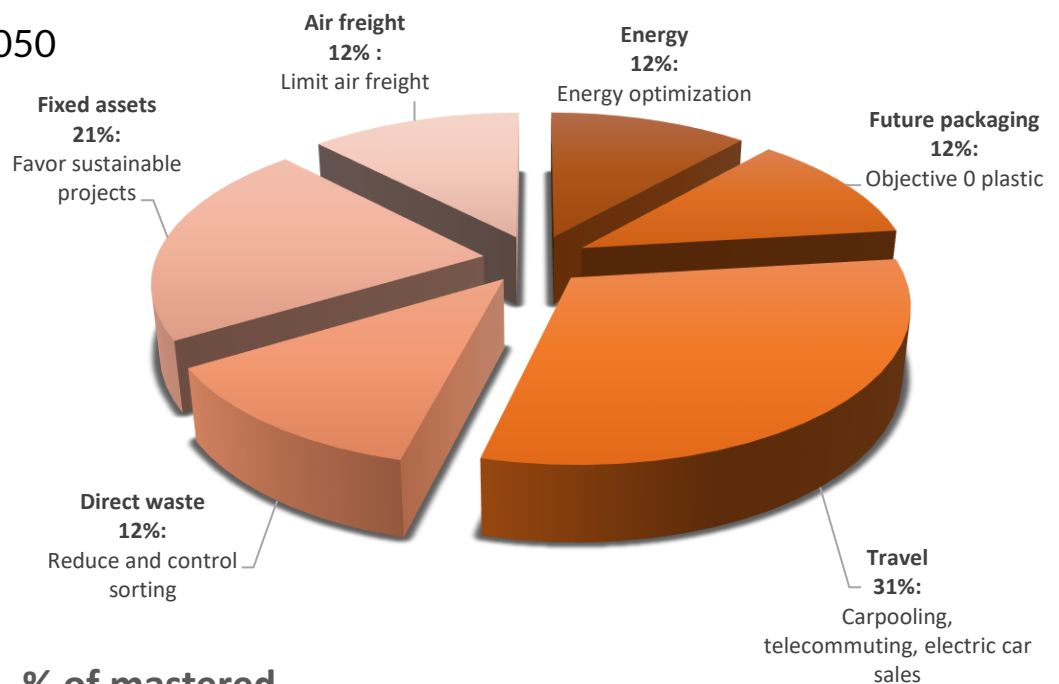
### Breakdown of measures to reduce our CO<sub>2</sub> emissions

#### European objective:

Carbon neutrality by 2050

First milestone 2030 :

-55% GHG



% of mastered



## Environmental focus

### Guardian value

The Quinet II report published a carbon price of €90 per tonne in 2020, €250 per tonne of CO<sub>2</sub> in 2030 and up to €775 in 2050.

What does it mean? The tutelary value serves as a climate reference for the investment choices of all public and private economic players in France, and is expressed in euros per tonne of CO<sub>2</sub>.

Any action whose investment per tonne of CO<sub>2</sub> saved is lower than the tutelary value is justified.

Aware of the urgency of the situation, we have decided to use a higher Itancia tutelary value: we therefore invest €250 for each tonne of CO<sub>2</sub> saved.



**4 700m<sup>2</sup>**

Of photovoltaic panels cover  
50% of our energy needs



## Environmental focus



### Promote waste sorting, recycling and recovery

200

Tonnes of D3E collected  
and reconditioned

94,5%

Of our industrial waste are  
recycled by optimizing  
sorting and treatment  
processes of waste

20

Waste categories are sorted  
on site

Our partnership with Ecologic Itancia has a contract with Ecologic to organize the collection of its waste electrical and electronic equipment (WEEE), its depollution and its recovery in France. With a mission of general interest, Ecologic is a state-approved eco-organization and contributes to the development of a circular economy based on waste prevention and recycling activities.



**Integrate these issues into our responsible purchasing policy by analyzing product life cycles and selecting recycled products...**

Our responsible purchasing policy:

- Processing invoices and AR by e-mail only
- Use of electronic signatures on PDF documents in line with our O
- Paper policy
- Optimization of product packaging with our suppliers (avoid overprotection and unit packaging)





## Environmental focus



### Protecting biodiversity

#### Participate in eco-positive projects

- Installation of hedgehog huts
- Installation of nesting boxes for starlings, owls and titmice
- Planting of hedgerows and climbing plants on our various sites to encourage the development of flora and fauna
- Assessment of site flora and fauna inventories
- Installation of 12 organic beehives on our sites since 2020
- 100 kg of honey harvested in 2022, of which 1 jar was distributed to each of our employees



The implementation of LPO (association for the protection of the environment) label actions has enabled us to increase the number of species of flora and fauna on our La Jubaudière and Valanjou sites by 95%. Here are the respective results:

#### La Jubaudière site assessment 2011-2023

- Reduction of grassed areas (approx. 2,200 m<sup>2</sup>) and grazing or planting of hedges
- Fencing and grazing by donkeys and sheep
- Zero pesticides
- Planting hedges (approx. 200 ml)
- Planting of climbing plants (approx. 100 ml)
- Planting of fruit trees
- Installation of beehives
- Installation of chickadee nesting boxes and a barn owl nesting box
- Extension of the refuge perimeter to the Valanjou site
- Creation in 2012 of the "Itancia Tits Nature Club" for staff children

The planting of hedges and the installation of nest boxes have led to the nesting of new bird species.

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

#### Valanjou site assessment 2017-2023

- Grassland areas reduced (approx. 3,000 m<sup>2</sup>) and put out to pasture
- Fencing and sheep grazing
- Planting of hedges (approx. 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 around 325 ml of hedges since 2017, we have reduced the lawn areas by 3,000 m<sup>2</sup> in favor of meadows under late mowing or grazing.

## Our endowment fund

The Itancia endowment fund is an apolitical, non-denominational and independent organization committed to the protection of nature, based in the Var, in the south of France. It was created on the initiative of Yann Pineau, CEO of the Itancia group, who has always been committed to "reducing his group's ecological footprint and helping others to reduce theirs". These actions, of varying size and nature, aim to protect nature and mobilize as many people as possible to build a world of solidarity and respect for the environment. The grants are intended to support associative or corporate projects.

In 2022, the Itancia endowment fund supported 12 projects, with 4 projects in progress in 2023.



**ECO Nature 66** : supports the association for its "Swallow Spring" project



**Envol Vert**: supports the Envol'vert association to preserve forests and biodiversity



**Trésor de Nature**: supports reforestation and agroforestry project in Ecuador



**Le Jardin des Possibles**: support for collective experimentation in the service of the living world

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

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





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**Social focus**





## Respecting and protecting human rights

### Introducing a social policy :

#### Developing skills and promoting training

- 219 Itancia employees received safety clearance in 2021
- Despite the covid situation, 1.53% of payroll was devoted to training in 2021
- 5.01% of Itancia employees on work-study contracts
- 57% of work-study contracts ending in 2021 have been converted to open-ended contracts
- 10% of new hires in 2021 will be through internal development.

#### Ensuring good working conditions

Currently 25 people trained in PRAP and 25 in gestures and postures.

#### Safeguarding employee health and safety

Health and safety objectives are defined in our QSE policy.

- Working conditions: a range of actions to improve working conditions are presented and proposed to employees: welcome booklet, integration of new employees, teleworking charter, right to disconnect charter, information on salary policy.
- Social dialogue: to enable employees to express themselves: CSE / CSSCT / Permanence RH, availability of minutes.
- Career management: training requests during annual appraisals, assessment for new employees, VAE information.
- Employee satisfaction survey during the employee career path and annual personal interview.
- No child labor or forced labor: Itancia's commitment to a business that respects human rights and labor law.





## Social focus

### Developing targeted projects to limit disparities

#### Guaranteeing equal opportunities

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

#### Supporting gender parity

Since September 2018, the Gender Professional Equality Index has been in place to combat inequality in the world of work.

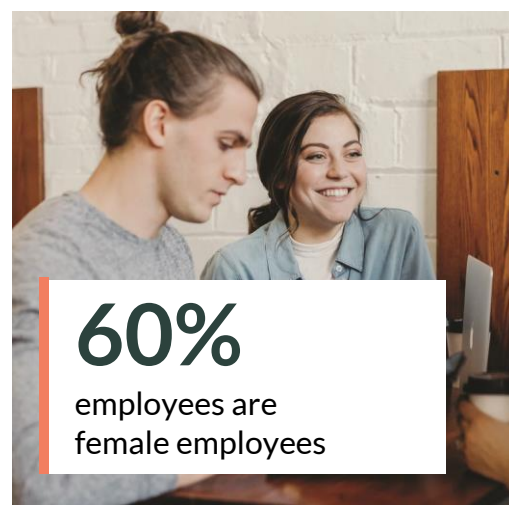
The index is a component stemming from the law "for the freedom to choose one's professional future". It was designed to enable companies to self-assess their gender equality performance on the basis of several criteria, with a minimum score of 75 points out of 100.

And what about Itancia? We obtained a score of 86/100 for the year 2022, an encouraging score since it is above the minimum requirement of 75 points.

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

#### Our scores by indicator

- Gender pay gap: 36/40
- Gap in the distribution of individual salary increases: 20/20
- Employees on maternity leave who received a pay rise during the reference period: 15/15
- Number of people of the under-represented gender in the top 10: 0/10
- Difference in the distribution of promotions: 15/15



#### Training for all

Developing the skills of our employees is of paramount importance. Access to training is open to all employees, whatever their seniority, hierarchical level or type of job. More than half of all employees benefited from training in 2022, for an average duration of 13.5 hours per employee trained.

### Supporting people with disabilities:

Awareness-raising initiatives for employees, notably during the European Week for the Employment of People with Disabilities.

Registration in 2022 #activeurdeprogrès, Being #activeurdeprogrès means being part of the community of companies who believe that disabled people help them and society as a whole to progress. It means taking concrete action to associate employment and disability, and advancing this idea every day through acts large and small.

Partnership with the adapted company Qualea to migrate Qualea employees to Itancia, via the staff secondment program, with the aim of eventually hiring them at Itancia.

A number of internal initiatives have been launched to make Itancia a more inclusive company: awareness-raising (e.g. raising an employee's awareness of disability), discussions on a broader disability and inclusion policy (webinar on disability and employment: tools for integration and recruitment, webinar on disability and how to involve my company), job studies, removal of obstacles, adaptation of assignments, job retention, etc.

Maintaining the % of employees with a RQTH in a context of 12% growth in the overall workforce.

# Social focus

Diet workshops

0 waste workshops

Pilate initiation

Beekeeping training

Sports halls

Showers

Introduction to sign language

Babyfoot

Plant exchange

Board games available

La vadrouille paysanne

Galette des rois

Connected refrigerators OZON

BBQ's Friday

## Lunchtime entertainment

Breakfast for new arrivals  
and alternates

Escarelle seminar

PARI Challenge

Conference for managers

## Eating well

Escarelle's Wine

Awards

Honey jars

Itancia down jackets

Electrical terminals

Nature club for staff  
children

## Various

## Benefits / Gifts





## Contributing to well-being

Developing skills while taking into account the specificities of each individual, as employee and/or customer

- **Telecommuting:** employees can telecommute on a regular or occasional basis to facilitate their personal work organization.
- **Part-time & time-counting:** make working hours more flexible and facilitate the work-life balance: set up a time-counting system, voluntary part-time work, etc.



### Social dialogue

- HR department on call once a week on the production floor
- Intranet alert system available to Itancia  
available to Itancia employees wishing to report illegal practices and contrary to Itancia's policies policies

Suggest actions with a positive impact on the people concerned relaxation, cohesion, contact with nature, facilitated exchanges

- Addition of an equipped picnic area, organization of BBQs every Friday in summer
- Creation of relaxation areas, gym, showers, break room (table soccer, screen, ping-pong table).
- Annual summer and end-of-year meals
- One-off Mardi Gras masquerade costume events
- Various one-off services: caterers, organic cosmetics producers, nutritionists, etc.

Activities implemented by the CSR committee:

- Construction of mini greenhouses using plastic bottles,
- Creation of bird nesting boxes, seed and plant exchanges in spring, introduction to beekeeping on our hives, 0-waste workshops...





## **3** Promoting solidarity

### Developing relationships with specific players

The LPO League for the Protection of BirdsThe LPO implements national restoration plans for some of France's most endangered birds, coordinates European programs to safeguard species, manages the reintroduction of endangered birds and participates in major national and international surveys.The LPO offers companies the opportunity to join France's leading network of ecological gardens in support of biodiversity.

It was therefore natural for Itancia to become a partner of the LPO, "Refuges LPO" since 2011 on all of its 2 sites.



Following an audit carried out in August 2017, Itancia and the LPO Anjou agreed together on an action plan to strengthen wildlife protection on the Valanjou site (hedge planting, eco-pasturing, refuges). These actions will be implemented progressively over the duration of the agreement linking Itancia to the Ligue de Protection des Oiseaux 2022-2026.

### Information security

RGPD compliance policy: ensures the secure collection, processing or storage of third-party information for business purposes.ISO 27000 in progress

### Focus on local relationships

Closer ties with local schools (company visits, internships and professional contracts).

**50%**

of seasonal workers hired are related to our employees



### An ethical approach

#### Fighting corruption

Itancia aims to clearly state the standards and principles that must govern our conduct in order to comply with the rigorous measures put in place throughout our sites in France and abroad to combat corruption and fraudulent practices. We build relationships of trust, respect and integrity with our customers and suppliers, with a view to providing them with the best possible service. We expect them to adhere to principles equivalent to those in this policy.

Bribery and extortion :

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

Conflicts of interest :

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

Fraud :

Anti-corruption and anti-fraud policy: prevents offenses consisting 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 money obtained illegally or dishonestly, by hiding it within legitimate economic activities to make it appear legal.

#### Anti-competitive practices and responsible marketing

Itancia makes CSR commitments to its sales and marketing operations to enable 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 improve its market position in an abusive or dominant manner.

## Social focus

### What measures are in place to prevent corruption?

#### Corruption prevention awareness training

- Policy dissemination
- Information in the welcome booklet
- Training and awareness-raising for managers in 2022

#### Stakeholder whistle-blowing procedure to report any form of corruption

- Intranet alert 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 statutory auditors are also carried out in partnership with our management control department. These contribute effectively to maintaining and improving our anti-fraud and anti-corruption policy and performance.

### What information security measures are in place?

#### Raising awareness to prevent information security breaches

- Charter for the use of information systems
- IT charter

#### Information security due diligence program in place for third parties

- Procedure for handling personal data

#### Alert procedure available to stakeholders for reporting information security issues

- Appointment of a DPO

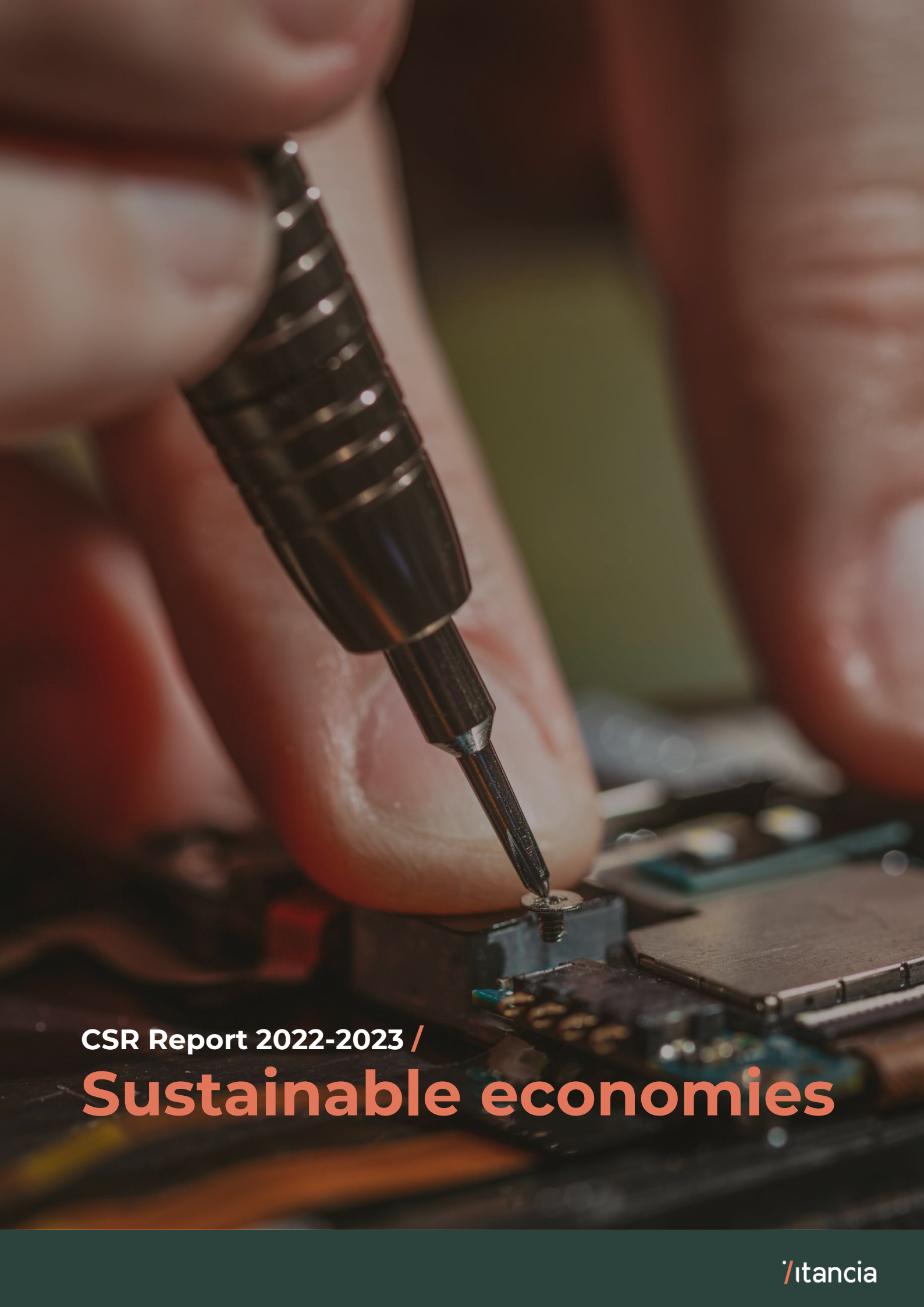
#### Measures to obtain stakeholders' consent to the processing, sharing and storage of confidential information

- Procedure for handling personal data

**Did you know?** We are in the process of obtaining ISO 27001 certification, with the aim of being certified in 2024.







CSR Report 2022-2023 /

# Sustainable economies



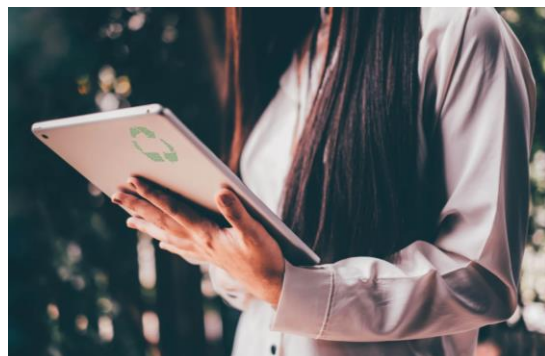
# Sustainable economies



## Promoting a responsible economy

### Using alternative methods

«The economy is one of the pillars of our consumer society. Sustainable development implies changing the way we produce and consumption introducing measures to ensure that economic growth is not achieved at the expense of the environment and society».



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

- Limiting the extraction of raw materials
- Extending material flows (reuse, repair, recycling)
- Prevent waste production.

### Developing relationships with specific players

- Developing the local economic fabric: partnership with an adapted company for the upkeep of our green spaces
- Favoring local service providers: all our subcontractors are located within a 100 km radius.

### Guaranteeing wealth creation

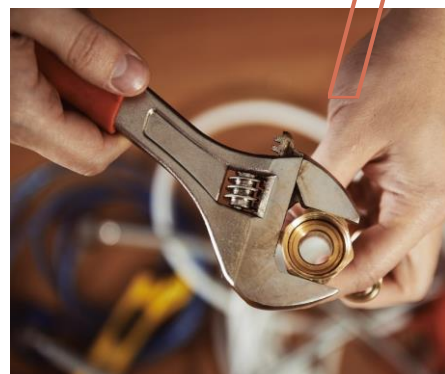
- Creation of an anti-corruption and anti-fraud policy
- Creation of a responsible marketing and communications policy

**+20%**

additional jobs in 2022  
and +140 recruitments  
planned  
in 2023

**50%**

growth  
sales growth over  
last 5 years



## 2 Responsible purchasing

### Itancia and responsible purchasing

Purchasing accounts for a significant proportion of a company's sales. Purchasing is a key factor in improving a company's economic performance. The purchasing function is at the heart of the company's operations. It is in contact with other functions and the company's environment, in particular its suppliers. Itancia makes responsible purchasing part of its overall CSR policy. Responsible purchasing means revisiting our needs, and integrating environmental, social and ethical criteria, as well as a life-cycle and total-cost approach, into our purchasing process.

### Responsible purchasing criteria

Environment: energy efficiency and reduction of greenhouse gas emissions, preservation of resources (water, raw materials), maximum reduction of waste and pollutants.

Economy: quality of products and services, costs, lead times. Description of our QSE requirements related to purchasing:

- Approval of products with a major impact on the environment
- Supply of product SDS
- Compliance with REACH and ROHS regulations
- Compliance with product labeling
- Purchasing requirements for packaging: recyclable and recycled, favoring 0 plastics
- Purchase only rechargeable batteries
- Carbon label on products
- Energy purchasing requirements: reconditioned IT equipment, LED lighting, etc.
- Sending a Responsible Purchasing Charter to our main distribution suppliers

Social ethics: human rights (discrimination, child labor, forced labor, etc.), working conditions (safety, right of expression and representation, remuneration, etc.). Responsible purchasing policy concerning labor practices and human rights:

- Signing and respecting the 10 commitments of the Responsible Supplier Relations Charter ([www.relationsfournisseur-responsables.fr](http://www.relationsfournisseur-responsables.fr))
- Sending a responsible purchasing charter to our main distribution suppliers.
- Integrating CSR aspects upstream into specifications for calls for tender concerning Itancia Factory and Again activities (for major refurbishments).
- Encouraging the employment of disabled workers on service orders

## Sustainable economies

### To monitor 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

### Buyer training

- Buyer training, awareness-raising: 100% of buyers are trained each year



**+ more than 240,000**

products bought back and recycled in 2022



A white electric car is shown from the rear side, parked at a charging station. A black charging cable is plugged into the car's charging port. The background is a blurred outdoor setting with trees and a building under a warm, golden light, suggesting sunset or sunrise.

CSR Report 2022-2023 /

# Investments made & to be realized



## Investments made & to be made

Our CSR projects over 2023 in figures



**2 250 500€**

invested since 2021

**A total of €3,700**

of CSR investment 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 benefits of this effort, even beyond the carbon benefit, with the financial increases announced. Ecology and economy always meet in the end. »

**Régis Robin**  
CSR & QSE Director



# Investments made & to be made

## Our CSR projects for 2022 in figures



Creation of the Groupement Momentané d'Entreprise with the Entreprise Adaptée Qualea to promote the integration of disabled people into mainstream companies.



Reporting to our customers on the CO2 benefits of purchasing reconditioned products

**90%**

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

**60%**

of our employees are women

**4 700m<sup>2</sup>**

photovoltaic panels that cover 50% of our energy needs

**x2**

is the growth in the budget dedicated to adapted companies over the past 4 years

**928MWh**

of energy generated by all photovoltaic panels and shading systems

**+175**

additional jobs in 2022

**120**

projects to protect and develop biodiversity supported by our Itancia endowment fund

**12**

on-site hives, representing 100 kg of honey harvested in 2022

**95%**

of our packaging is recycled

# Investments made & to be made

## Our CSR projects to 2025

**600**

employees, with an average of 85  
new hires a year

**60%**

of our energy needs covered by  
photovoltaic panels

**0**

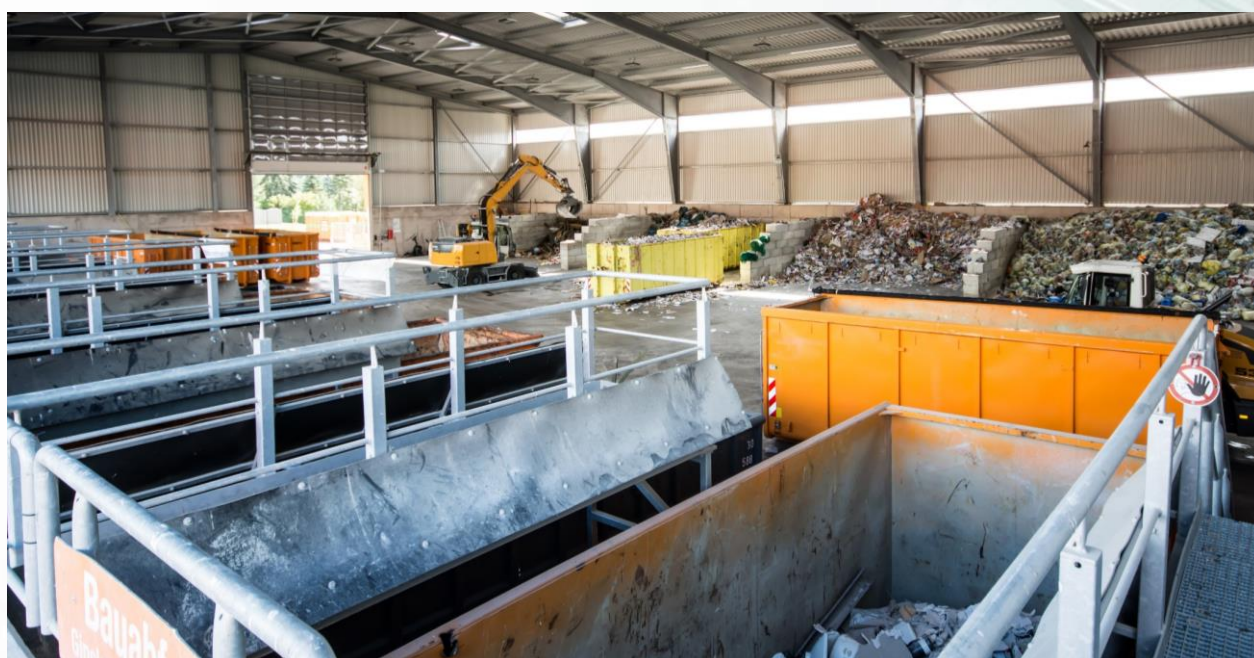
in our packaging, saving 26 T of CO<sub>2</sub>

**100%**

of the commercial vehicle fleet to electric,  
68 T of CO<sub>2</sub> saved

**x2,5**

in the number of natural species  
present on our sites vs 2011





**/itancia**

Combining innovation and  
sustainability

[www.itancia.com](http://www.itancia.com)



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**/itanciafactory**

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