evernex
IT life services

2023



Corporate Social Responsibility Report

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A comprehensive summary of Evernex, detailing our mission, vision, core values, and the services we offer, highlighting our commitment to sustainability and our role as a global leader in IT lifecycle management.

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Evernex's environmental initiatives and sustainability practices, including our efforts to reduce our carbon footprint, manage e-waste responsibly, and promote green IT solutions that benefit both our clients and the planet.

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An overview of Evernex's ethical standards and practices, including our approach to cybersecurity, anti-corruption measures, and our commitment to maintaining transparency and integrity in all our business dealings.

Renewal of the President's Commitment



The world we live in remains as unstable and uncertain in 2024 as it was last year. New climatic, geopolitical and economic paradigms have taken root, and our duty is to project ourselves into this environment.

At Evernex, we are reminded every day of how our contribution is a perfectly adapted response to this set of circumstances. Extending the lifespan of IT equipment in data centers, giving hardware a second life, and recycling non-reusable components are not only appropriate responses to preserving the planet's resources and decarbonizing it, but also to the challenge of companies seeking to save money.

In 2024, we are continuing to invest in our capacity to store and distribute all these components, as well as in our customer support laboratory; after the new Mitry-Compans site north of Paris was inaugurated in 2022, we opened a second site in Massy, south of Paris. In conjunction with the additional capacity provided by this site, it also gives us the redundancy we need to serve our customers in all circumstances. Similarly, the acquisition last year of Maminfo, a company based in Brazil, has reinforced our expertise in networks.

Evernex's employees are strongly motivated to continue developing our services, and we are proud to have become, in just a few years, a major player in the TPM industry.

Stanislas Pilot, CEO

Evernex profile



01

What We Do

The European leader in third-party IT maintenance

Independent IT services company

End-to-end data center maintenance services

35+ years of multi-brand hardware experience

165+ countries covered

45 subsidiaries (legal entities)

Over 360,000 IT infrastructure systems maintained

Our Vision

“

We contribute to sustainability through innovation in the field of third-party IT maintenance by offering international, profitable and environmentally friendly support solutions.



Governance
Group Executive Committee



01.**Stanislas Pilot**
President & CEO

02.**Mohamed Bella**
Deputy CEO

03.**Cynthia Herrmann**
General Counsel

04.**Manivong Khammao**
Chief Operating Officer

05.**Christophe Mulin**
Chief People Officer

06.**Emmanuel Roland**
Chief Digital & Technology Officer

07.**Tony Senecal**
EVP, SPaaS™
Chief Culture Officer

08.**Cedric Fourgous**
Executive VP Operations

09.**Gregoire de Toytot**
Deputy Chief Financial Officer

10.**Benjamin Canioni**
Strategy & Transformation

11. **Thibault Duriez**
Head of M&A

12.**Elise Crunel**
Director QSE-CSR

13.**Jean-Marie Blondeau**
Supply Chain VP

14.**Fabrice Pouzaud**
MD ECS

15.**Dominique Demésy**
MD SWE

16.**Arnd Krämer**
MD Central, Northern
and Eastern Europe



evernex Overview

Founded in 1983

Majority owned by
the 3i Group since 2019

1,000+
Employees

10,000
Clients

€207M
of turnover in 2023

Multi-vendor

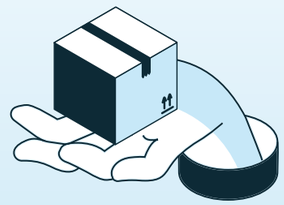
JUNIPER NETWORKS · FUJITSU · HITACHI

IBM · CISCO · HPE

NetApp · DELL EMC · HUAWEI



Experts in servers, storage, backup and network equipment.



850,000+
Items in stock

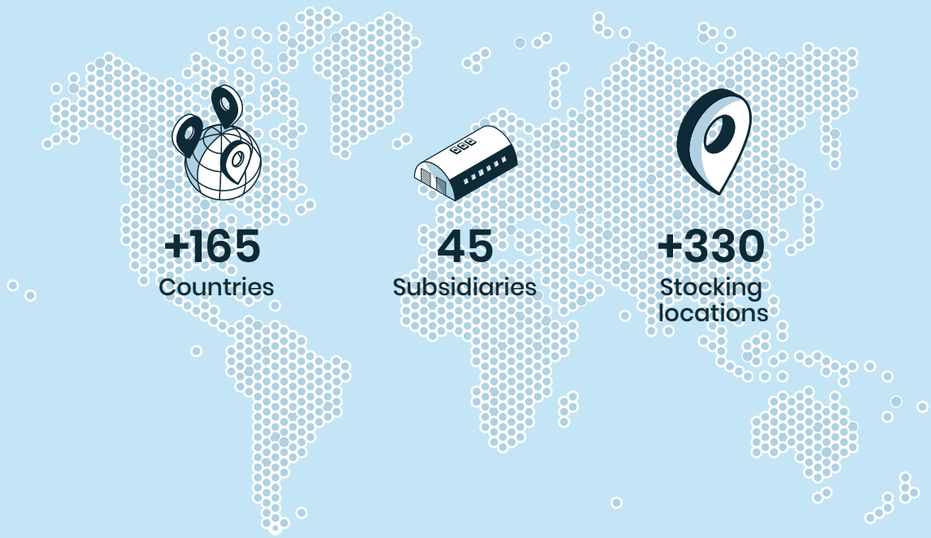
36,000+
References in stock

Activities

- OEM Agnostic
- IT Infrastructure Maintenance
- Support and Recycling

CSR policy, WEEE, carbon footprint tracking, an innovative process for recycling equipment, sponsorships and charity campaigns.

QUALITY SYSTEM CERTIFICATION DNV ISO 9001 · ENVIRONMENTAL SYSTEM CERTIFICATION DNV ISO 14001 · SAFETY SYSTEM CERTIFICATION DNV ISO 45001 · WEEE · bsi. ISO/IEC 27001 Information Security Management

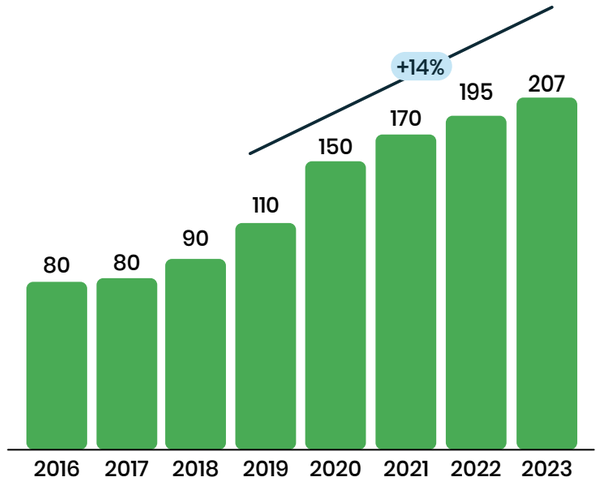


+165
Countries

45
Subsidiaries

+330
Stocking locations

Our Growth Story



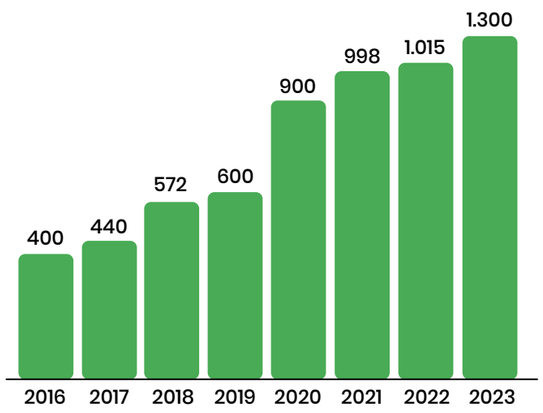
+14%

net sales CAGR 2016-2023

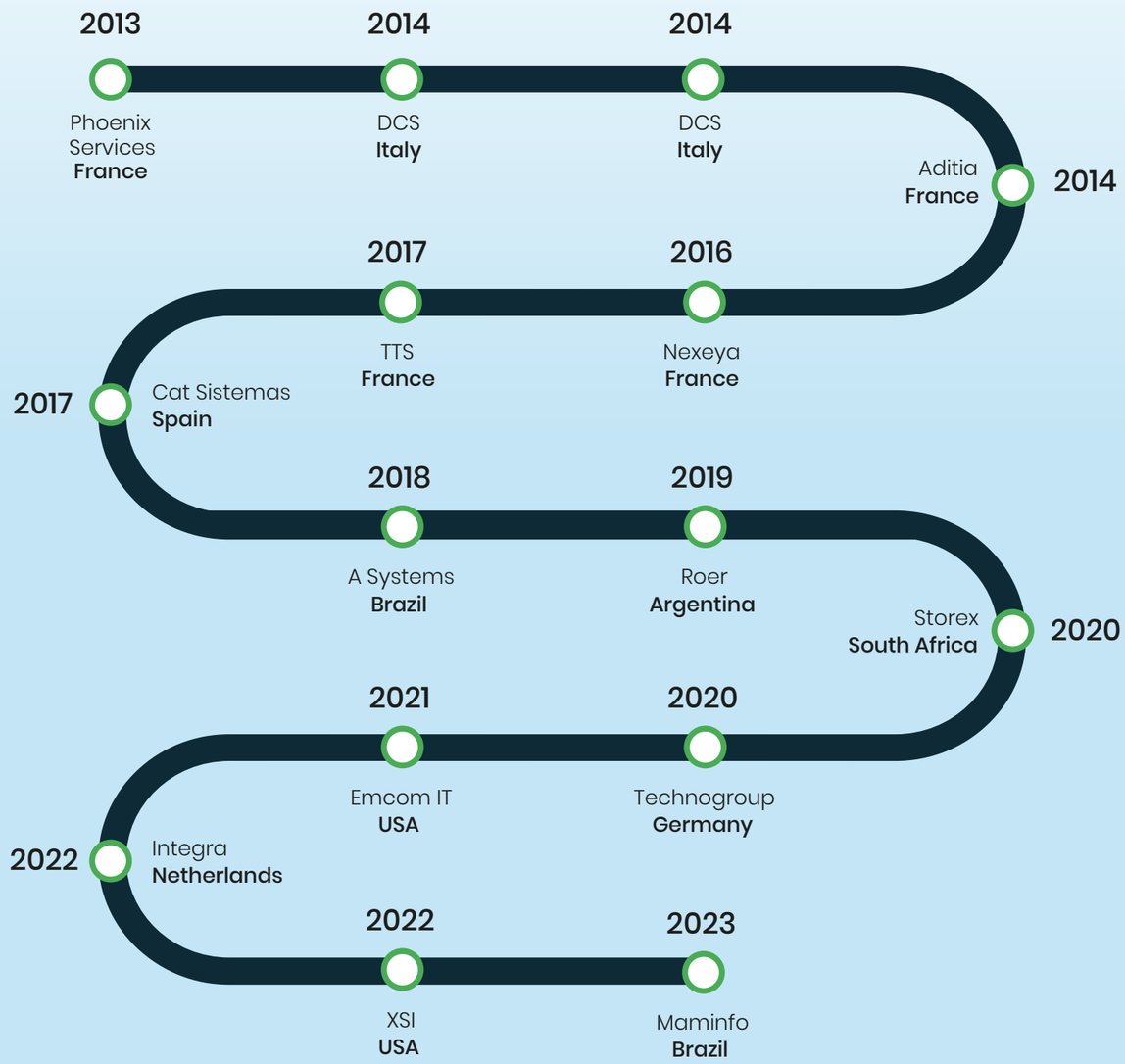
** Figures in €M

+73%

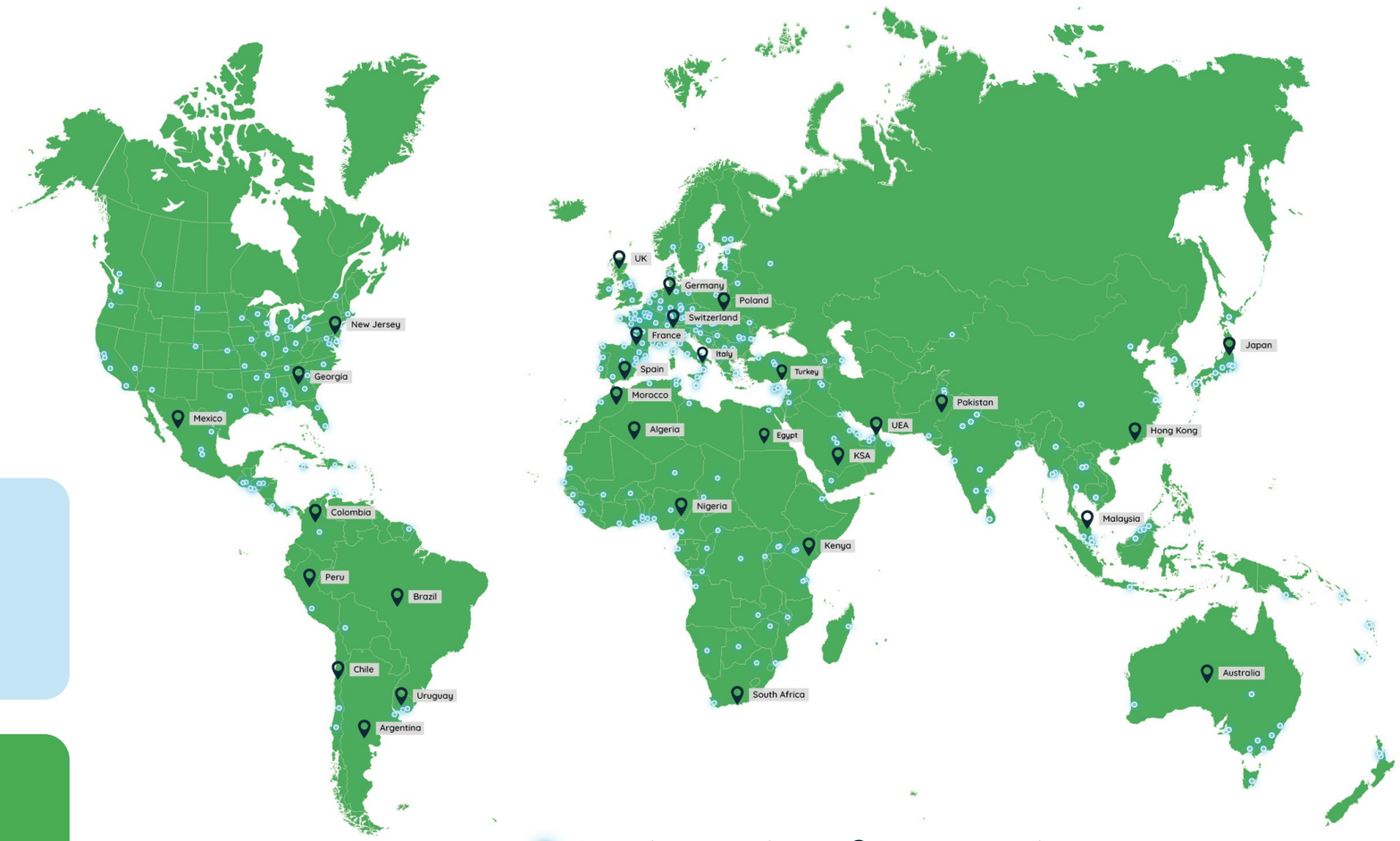
employees since 2016



Acquisitions



Worldwide Coverage



45
subsidiaries offices

+330
stocking locations

165+
countries

ISO 9001 - QUALITY

EUROPE:
- Mitry Compans, Massy (France)
- Milan, Rome (Italy)
- Madrid (Spain)
- Hochheim (Germany – Technogroup)
- Warsaw (Poland – Technogroup)

MEA:
- Dubaï (UAE)

APAC:
- Tokyo (Japan)

LATAM:
- Buenos Aires (Argentina – ROER)

NORAM:
- Atlanta (USA -XSI)

ISO 14001 - ENVIRONMENT

EUROPE:
- Mitry Compans (France)
- Milan, Rome (Italy)
- Hochheim (Germany – Technogroup)

LATAM:
- Buenos Aires (Argentina – ROER)

NORAM:
- Atlanta (USA -XSI)

ISO 45001 - OCCUPATIONAL HEALTH & SAFETY

EUROPE:
- Mitry Compans, Massy (France)

LATAM:
- Buenos Aires (Argentina – ROER)

NORAM:
- Atlanta (USA -XSI)

ISO 27001 – PERSONAL DATA / CYBER- SECURITY

EUROPE:
- Hochheim, Wiesbaden 1 & 2 (Germany – Technogroup)

BROAD-BASED BLACK ECONOMIC EMPOWERMENT

MEA:
- Johannesburg (South Africa - Storex)

R2v3 : IT reuse and recycling certification & ASCDI ITAD Certification

NORAM:
- Atlanta (USA - XSi)

Our Values, Mission & Vision

We apply our core values to everything we do.



Care

We **prioritize the wellbeing** of people and planet



Cooperation

We **collaborate** to find the best solution



Entrepreneurial spirit

We **push the limits** and reward innovation



Reliability

We **take full responsibility** and deliver every time



Compliance

We are **transparent** in doing right by all

Mission

Offer best-in-class services to maintain and monitor data center equipment on a global basis. Fight against programmed obsolescence and for circular IT by extending the life of data center equipment & refurbishing spare parts in a virtuous circle.

Vision

Our values are the driving force behind every action we take to fulfill our commitment to all our stakeholders – our clients, our employees, our shareholders, and society as a whole.



Corporate Social Responsibility

At Evernex, corporate social responsibility (CSR) is the driving force behind everything we do.

Commited to clients and the environment

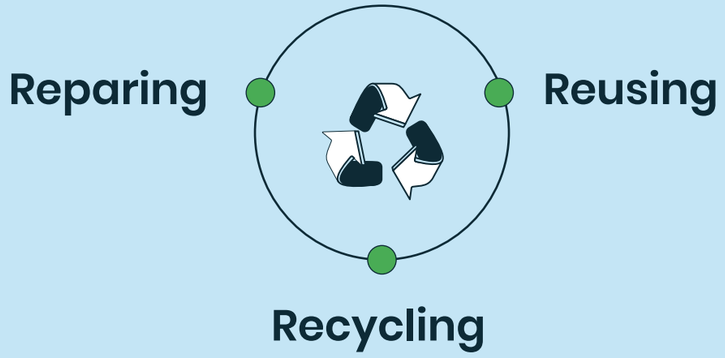
Our model is built on finding eco-friendly solutions for our clients worldwide so they can manage their data centers with the lowest environmental impact.

With Evernex, there's no need to scrap IT assets after pre-determined end-of-service dates.

We work with you to extend the life of your servers, storage and networking hardware, so you can make CSR an integral part of your IT maintenance policy.

Did you know?

Manufacturing, using and taking your IT equipment out of service has a big impact on the environment. Evernex offers several solutions to reduce the environmental impact on your IT equipment:



Awards & Certifications

ISO 14001:2015

ISO 14001:2015 is a process that primarily involves reducing the impact of business on the environment. ISO 14001 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system.

ISO 45001:2018

ISO 45001:2018 specifies the requirements for an occupational health and safety (OHS) management system, and provides guidelines for its use, to enable organizations to provide safe and healthy workplaces through the prevention of work-related injuries and illnesses and the proactive improvement of their OHS performance.

ISO 9001:2015

The ISO 9001:2015 standard is based on quality management, with the goal of improving customer satisfaction. Evernex teams are involved in the quality process and individually contribute to the achievement of our quality objectives.

ISO 27001:2018

ISO/IEC 27001 is the world's best-known standard for information security management systems (ISMS). It defines requirements an ISMS must meet. The ISO/IEC 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.

Ecovadis Reporting

Ecovadis measures sustainability success. EcoVadis provides holistic Corporate Social Responsibility (CSR) ratings of companies and covers a broad range of non-financial management systems including Environmental, Labor & Human Rights, Ethics and Sustainable Procurement impacts.

WEEE standards compliant

Evernex follows WEEE directives with the aim to increase the collection and reprocessing of IT waste in the most responsible way possible. It is mandatory for professional IT equipment recycling companies to be WEEE compliant in Europe.

Lasting Commitments

Our social commitments

As part of our corporate culture based on diversity and inclusion, we are committed to:

- **Establishing a working relationship** that encourages employees' initiative and commitment (continuous improvement of our organization and our working methods, staff involvement in the company's success)
- **Enhancing our human resources** (training, mobility, skills management)
- **Respecting employees**, their working conditions, their safety (ISO 45001) and their rights wherever we operate (vigilant safety policy, open and constructive social dialogue, equal opportunities)

Our environmental commitments

Active in controlling the life cycle of our customers' IT equipment, we are committed to:

- **Promoting sustainability** in our sphere of activity (extending the life of IT equipment through maintenance, reducing our clients' carbon footprint)
- **Limiting the waste generation of** Electrical and Electronic Equipment (WEEE)
- **Minimizing our environmental impacts** maintaining our ISO 14001 and R2V3 certifications, WEEE sorting and recycling, rigorous waste management, energy optimization of our sites



Our citizenship commitments

Open to the world, we are committed to:

- **Developing our activities** in compliance with good ethical practices (business ethics, purchasing policy)
- **Supporting community development** (humanitarian sponsorship, support of our employees to participate in external community and sports events)



The 10 Principles of the United Nations Global Compact

Our values are the driving force behind our commitment to all our stakeholders – our clients, our employees, our shareholders and society as a whole.

United Nations Global Compact

HUMAN RIGHTS

Principle 1
Businesses should support and respect the protection of internationally proclaimed human rights;

Principle 2
ensure that they are not complicit in human rights abuses.



LABOUR RIGHTS

Principle 3
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4
the elimination of all forms of forced and compulsory labor;

Principle 5
the effective abolition of child labor; and

Principle 6
the elimination of discrimination in respect of employment and occupation.

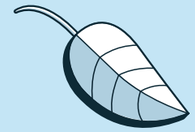


ENVIRONMENT

Principle 7
Businesses should support a precautionary approach to environmental challenges;

Principle 8
Undertake initiatives to promote greater environmental responsibility; and

Principle 9
encourage the development and diffusion of environmentally friendly technologies.



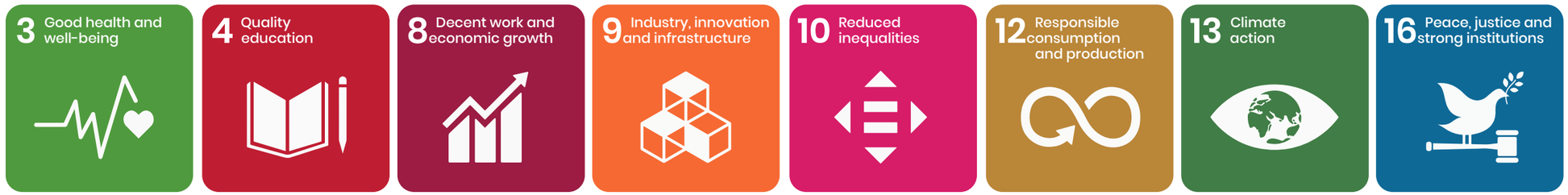
FIGHT AGAINST CORRUPTION

Principle 10
Businesses should work against corruption in all its forms, including extortion and bribery.



SDG Framework

The United Nations Sustainable Development Goals is a globally recognized framework that helps organizations plan sustainability initiatives and meaningfully track progress. We first signed the UN Global Compact in 2015 and have identified the SDGs which guide our work.



Business Operations

- Transparency & integrity
- Responsible sourcing
- Cybersecurity & data protection

Employees, customers & society

- Employees' health, safety and well-being
- Customer experience
- Workplace attractiveness
- Training & talent management
- Community development – generosity

Environmental & climate impact

- Evernex's carbon footprint
- Our clients' carbon footprint
- Waste management & WEEE

SDG Framework

Speaking at the Stockholm EAT Food Forum 13 June 2016, former Stockholm Resilience Centre director Johan Rockström and board member Pavan Sukhdev pushed for a new way of viewing the economic, social and ecological aspects of the Sustainable Development Goals (SDGs).

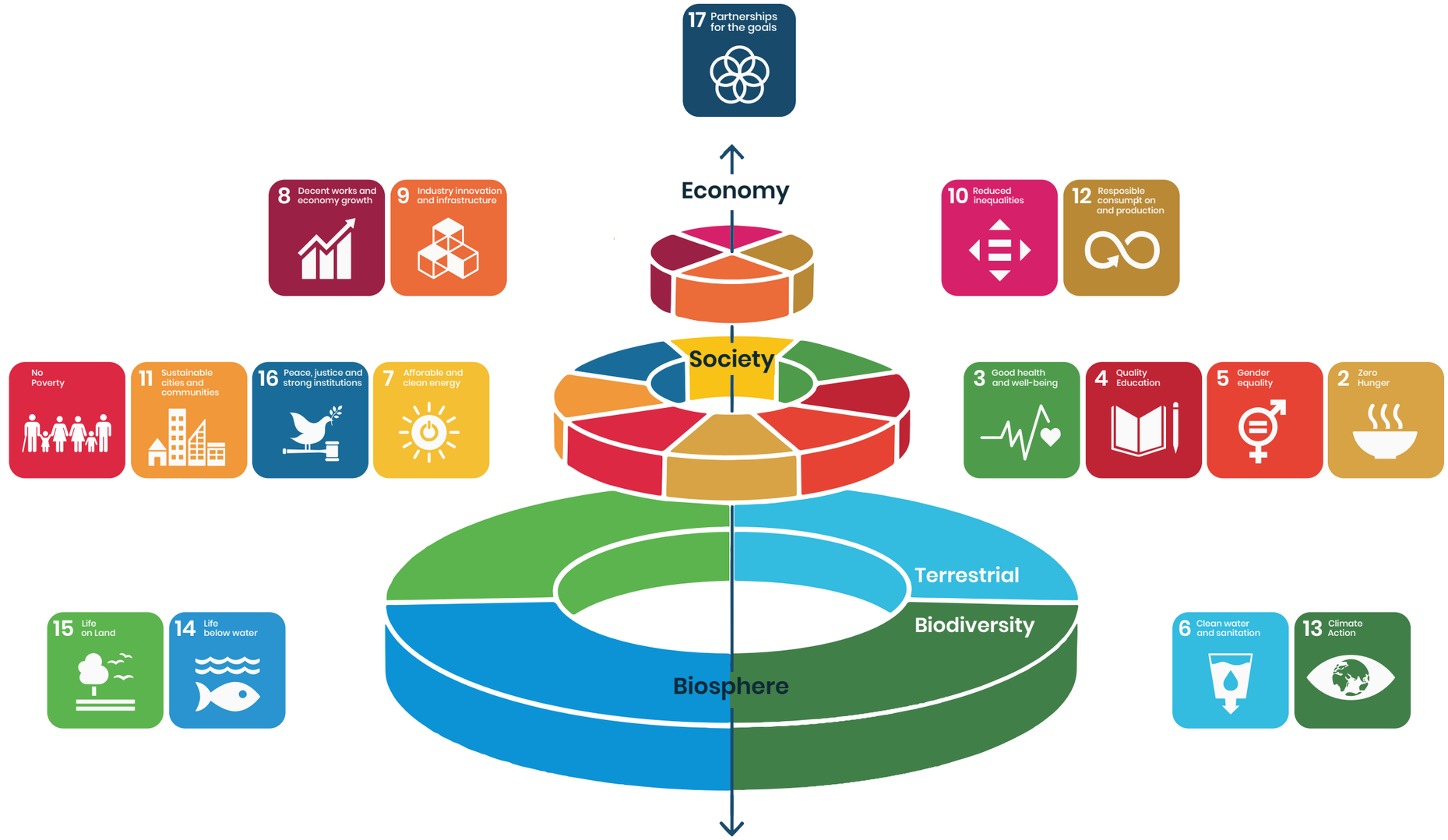
They argued that all the sustainable development goals are directly or indirectly connected to sustainable and healthy food.

The illustration on the right describes how economies and societies should be seen as embedded parts of the biosphere. This vision is a move away from the current sectorial approach where social, economic, and ecological development are seen as separate parts.

Evernex supports this vision, taking a holistic approach and understanding that economies are embedded in societies, societies are embedded in the biosphere, and the biosphere has finite resources. It shows that society needs equity, just like an economy needs efficiency and effectiveness, otherwise there is no sustainability.

Stockholm Resilience Centre
Sustainability Science for Biosphere Stewardship

Stockholm University



Human Rights and Labor Rights



02

A Perspective from Our CPO



With a war raging in Europe and inflation making a comeback, the last two years have been full of unexpected events that have caused anxiety and even fear among many, including our employees.

However, Evernex's unique value proposition has positioned us well to navigate these hardships.

Our solutions that help companies reduce costs and address market shortages with refurbished equipment are well-suited to today's world. And even more importantly, our core values have proven essential in maintaining our internal cohesion and efficiency during these turbulent times.

Furthermore, the increasing manifestations of climate change, such as droughts and floods, heighten our commitment to making a positive impact. This sense of purpose in contributing to a larger goal not only boosts employee morale, but also attracts new talent to our company.

Christophe Mulin, CPO

HR Strategy

Compel

- Recruitment plan follow-up
- Sourcing performance
- Employer branding (Welcome to the Jungle)

Amplify

- Induction plan
- People review process
- Succession plan
- Training plan

Retain

- Annual appraisals for all staff
- Promote internal mobility
- Attrition follow-up

Energize

- Intensify internal communication
- Foster local events organization
- Communicate about professional matters





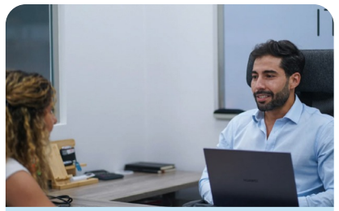




Amplify
Promotions & Lateral Moves

34

promotions enabled by:



Natural & spontaneous discussions between managers locally



People reviews organized on a yearly basis by the HR team



Formal discussions held during annual appraisal and further analyzed by the HR team



Amplify
“Everlearn”

Adapting the skills of our employees to meet our customers' requirements has always been compulsory to remain competitive and offer the best possible quality of services.

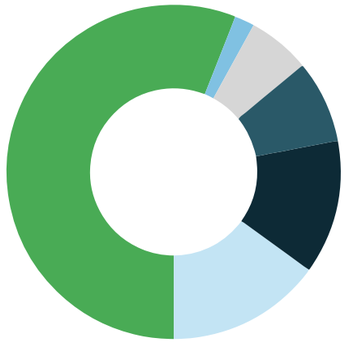
Sales academy: after two years of existence we are increasing our understanding of what makes a salesperson a successful professional in our very specific business of smart maintenance.

Teaching young graduates in Morocco has turned out to be an incredible way to staff sales positions in many countries.

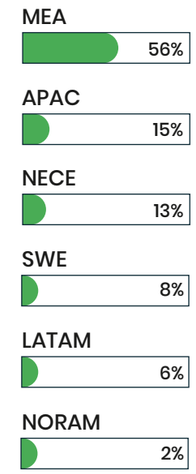
Cybersecurity is non-negotiable. Everyone working in IT must have an extensive understanding of the stakes of cybersecurity to reinforce the protection of the company's business continuity and resilience.

In order to do so, we have deployed an e-training program that is mandatory for every single employee across geographies, from warehouse to corporate headquarters. This was the first massive online training campaign in the group's history.

Sales Excellence Academy



3,390 hours of training in 2023 for 99 employees trained



Cybersecurity

- 1,061 learners
- 7,159 content units completed for around 1,384 hours of training

Training volume

- 420 learners in the group
- 7,068 hours(including Sales Academy)
- Measured in 25 countries

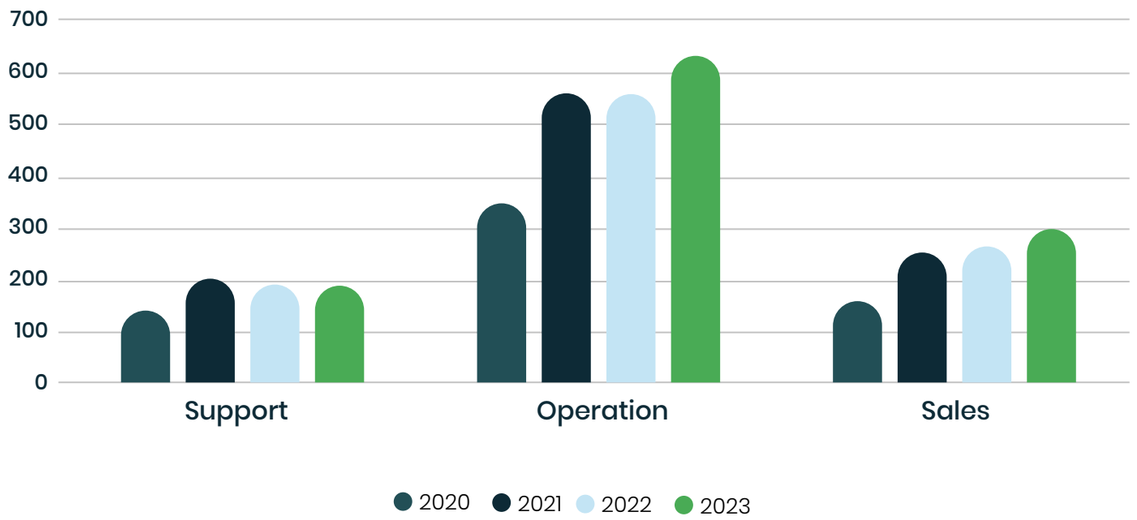
Employment: Staff

Evernex is growing rapidly – its workforce has tripled in five years.

The attrition rate was 11.6% in 2023. Attrition has decreased from 115 (in 2022) to 78 (in 2023) departures.

The group is progressively returning to a 'normal' situation even though some regions are in a tougher situation. Action plans are built to respond locally to each case.

Evolution of staff per jobs category



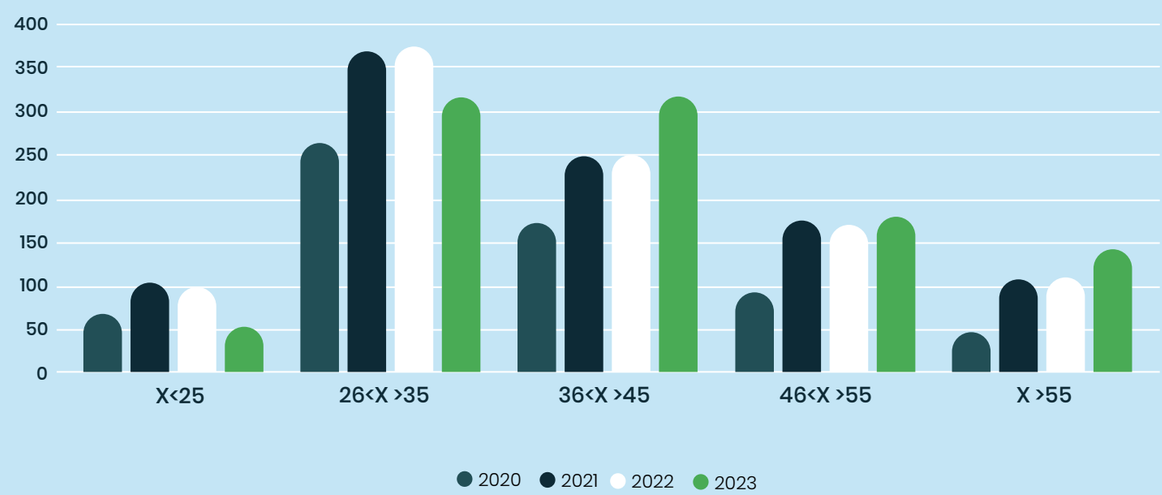
Evernex remains a young company:

In 2023, the average employee age was **40.6 years old**, of which **64%** were between **26 and 45 years old.**

Evernex welcomed **250 new people in 2023** including **150 regular workers** to meet growth and business needs.

The average age of our permanent hires has decreased from **+37 in 2021 to 35 years old in 2023.**

Age pyramid



Employment: Recruitment Policy



Evernex is a young company focused on professional diversity. We provide opportunities to all motivated people who are eager to evolve professionally and increase their knowledge and skills.

Our company makes it a point to focus on profiles rather than CVs, by employing young people upon completing high school, as well as profiles that need to be reintegrated into a suitable professional environment.

We hire according to three criteria: a strong appetite for new technologies or technical competence, the desire to work, and our feeling about the candidate.

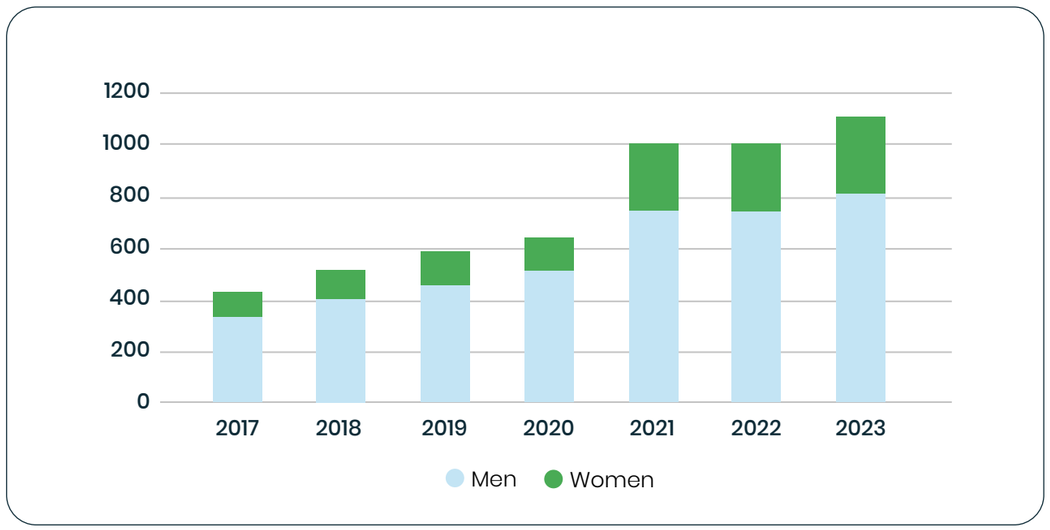
New expert profiles are being hired to support the company's growth.

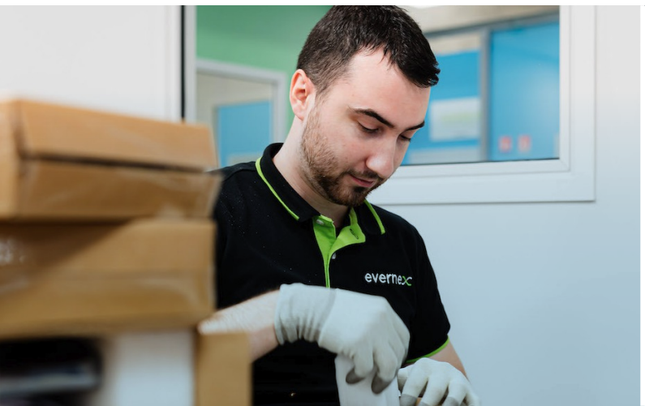


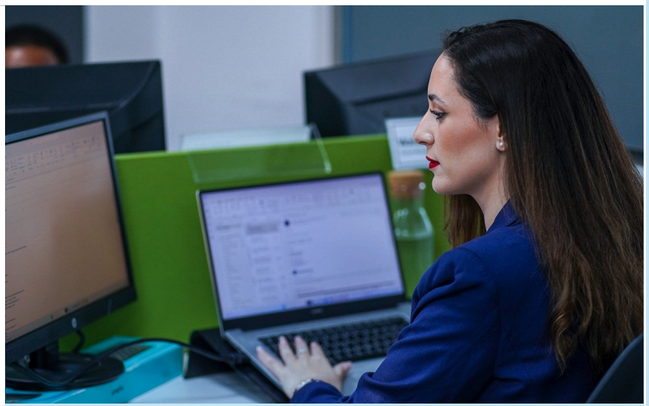
Employment:
Workforce - Diversity - Variety

Like every company operating in the tech sector, Evernex faces **difficulties in increasing the number of women** in its workforce, particularly in the fields of sales and technical engineering. Since 2010, the ratio of **80:20** has remained stable, and in 2023 Evernex has reached a rate of **73:27.** On the other hand, Evernex favors its territorial anchoring in the Paris suburbs, and claims its cultural and social mix as a factor of wealth and success. In addition, Evernex regularly makes use of ESAT (Establishment and Work Assistance Service). As part of its WEEE Recycling activity, Evernex has been working with a disabled-friendly company for many years.

Men - Women

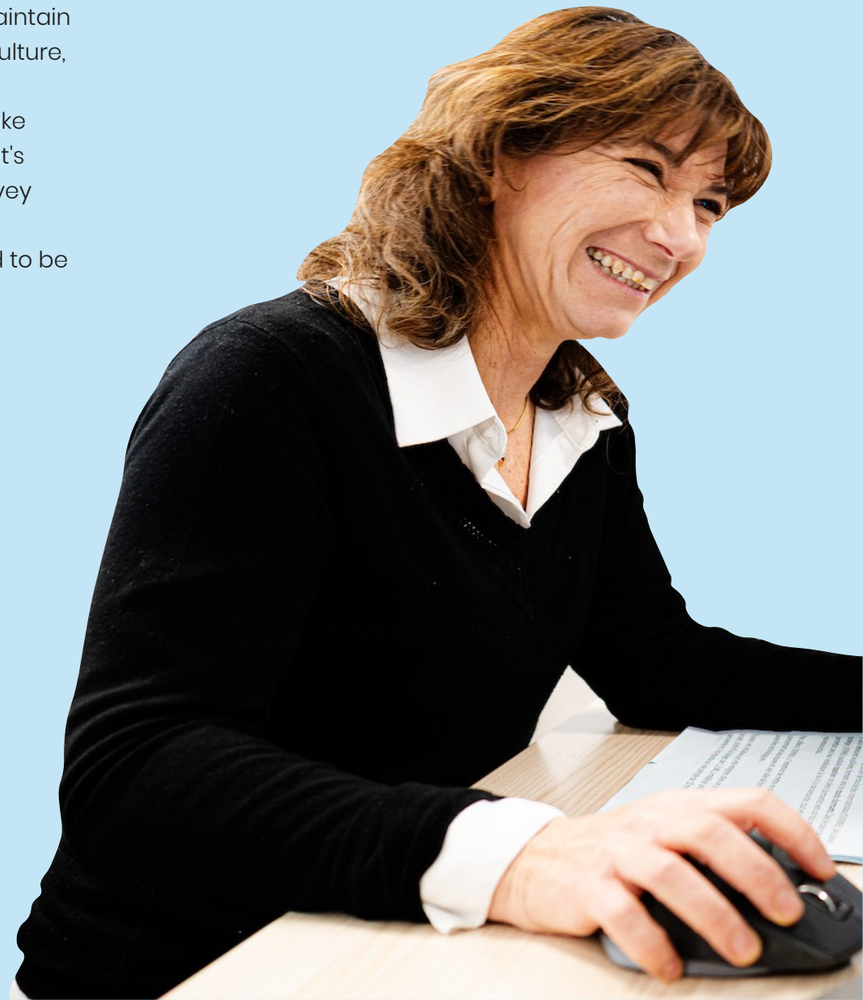






78% of respondents agree with the statement:
I feel Evernex values diversity (in age, gender, ethnicity, language, education qualifications, ideas, and perspectives).

As a global company with over 53 nationalities and 25 languages, we celebrate our multicultural and age-diverse team, and pass on the benefits to our customers. To maintain our diversity-based corporate culture, we take regular, proactive steps to monitor our progress and make continuous improvements. And it's working - our last corporate survey in 2017 revealed that 97% of our employees worldwide are proud to be part of Evernex.



Workforce – Employment Contracts

With 95% of its employees on permanent contracts, Evernex contributes to the fight against job insecurity. Managers do not hesitate to recruit young people and professional integration profiles:

- 1% on fixed term contracts
- 4% on professional contracts, frequently transformed into long-term contracts

Evernex operates in a 'niche' industry where required skills are not easy to find on the market. Each year we encourage all the subsidiaries to offer internships and apprenticeships to students eager to learn a concrete job in a dynamic environment.

At the end of 2023, we had 51 temporary missions running with these future professionals who might want to stay with us for the long term. We offered regular contracts to 14 young employees in 2023.

Evolution of contract type worldwide





Employment: Remuneration & Working Conditions

Evernex World	2020	2021	2022	2023
Payroll (million €)	54.55	61.7	62.38	71.29

Evernex International in France	2017	2019	2021	2022	2023
Rem. Report Executive / Rem. Employees	1.63	2.2	1.89	2.12	2.05
Rem. Report Executive / Rem. Employees (Men)	1.76	2.27	1.95	2.15	2.06
Rem. Report Executive / Rem. Employees (Women)	1.22	1.79	1.63	1.95	1.88

Evernex pays attention to equity in remuneration and follows various indicators, such as the one presented here, presenting a ratio of pay gap between executives and employees, including by gender.

Regular follow-up and exchanges with employees

Employees have an annual competency and performance interview. Regular team meetings (weekly, monthly, quarterly) are organized for better coordination and project management: Executive Committee, Digital Transformation Project Steering Committee, Sales Meetings, Quality of Service Operational Meetings, SEC (employee delegates).

Work/life balance

Management is aware of work time management. With Covid-19, work habits and organization have been adapted. For teams required to work on-site (production), 2*8 hour shifts were put in place. For all other staff worldwide, remote work was reinforced and institutionalised. The average is now 2 to 3 days of on-site work per week, depending on teams, activities and country conditions. Evernex adapted its digital work environment to allow for efficiency and better communication.

In addition, part-time, and adapted hours and times are regularly applied (young parents, sports commitment at the national level, etc.).

Alongside 3i Group, our majority shareholder, our executives are key shareholders in the growth of our company.

As of December 31, 2023, Evernex and TechnoGroup employees hold 10.34% (49 people) of our capital and 36.9% of voting rights of the holding, hence are committed to Evernex's long-term success.

Male/Female equality

In France, the Male/Female equality index was calculated in 2022 for 2021: the result improved from 73/100 in 2020 to 78/100 in 2021, 86/100 in 2022 & 80/100 in 2023.

The calculation methodology imposed is not necessarily the best one for Evernex, since it involves mixing very different jobs by grouping them by conventional classification.

Gender equity is fully integrated into our salary review process in France.

With regard to the gender equality index, the French subsidiary Evernex International SAS obtained a score of 80/100 for the year 2023.

Indicator results: 33/40 for the pay gap, 20/20 for the gap in individual increment rates, 15/15 for the gap in promotion rates, not calculable for the indicator on return from maternity leave, 0/10 for the number of employees of the under-represented sex among the ten highest earners.



Employment:
Working Conditions & Safety

Our ISO 45001 certification has been an opportunity to review our entire OHS program: Risk analysis, PPE, alert and analysis for incidents/accidents, awareness-raising, Etc.

FR1 has been decreasing for 3 years. 2023 is a historical year for safety in France with only one work accident generating eight lost days. Thanks to the extensive work done on risk detection, analysis and efficient training programs, we are getting closer to the zero accident goal.

Overall we delivered 1,138 hours of safety training to employees in 2023 (electrical risks, forklift driving, first aid...) for almost 100 employees identified in the OHS risk analysis.

Despite strong engagement from the team, the number of hours of absence has increased this year to come back to a similar level as in 2021. Among the employees who had at least one day of absence in 2023, nine of them represent 60% of the total number of absence due to severe health problems. We do not interpret this increase in absenteeism in France as a sign of decreasing engagement.

Accidents at work

Evernex in France	2017	2018	2019	2020	2021	2022	2023
Number of days lost for workplace accidents	337	126	13	138	89	12	8
Severity rate of workplace accidents	0.90	0.32	0.05	0.29	0.18	0.02	0.01
Frequency rate of workplace accidents	21.28	25.77	20.75	10.46	11.94	9.5	1.77

Absenteeism rate

Evernex in France	2017	2018	2019	2020	2021	2022	2023
Absenteeism rate due to illness	5.41	4.42	4.51	5.8	3.1	1.43	3






Employment:
Training & Career Management

At Evernex, our continuous growth creates many career opportunities for capable and talented collaborators to take on responsibilities and exciting challenges. We have many successful internal stories to tell!

When it comes to training, the objective is to strengthen skills, promote the individual progression of employees and develop collective intelligence. Our goal is to provide professional training for all, allowing everyone to have the necessary skills to master their jobs and tools.

Evernex has deployed the first step of its HR digitized program. In 2022 an appraisal module was developed. Its goal is to monitor human capital development in order to meet its needs as a fast-growing SME (endogenous and exogenous), which will allow centralization and harmonization of HR management between headquarters and subsidiaries. This now allows for better management thanks to a promotions report and a better follow-up of transfers and mobility.

In 2022, Evernex launched its Sales Academy program to facilitate the onboarding and success of new salespeople.

As part of its sustainability program on Green IT, Digital Fresk sessions were organised online and onsite to better grasp the environmental and social impact of digital activities and Evernex's positive influence on its clients.

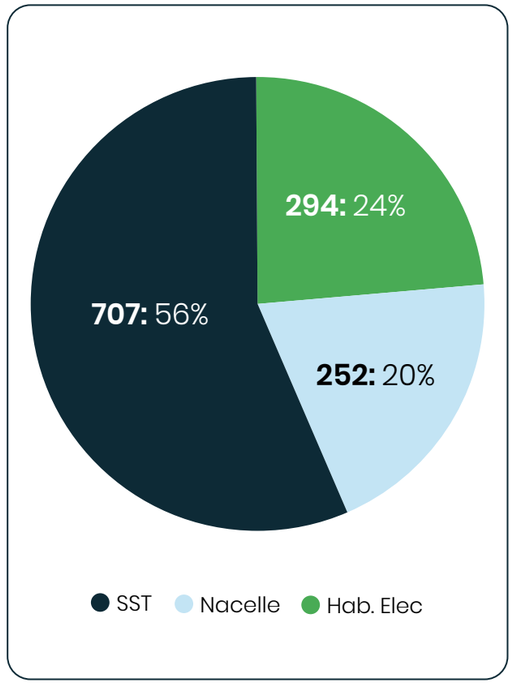


Promoting an SST Culture in Everyday Life - Training

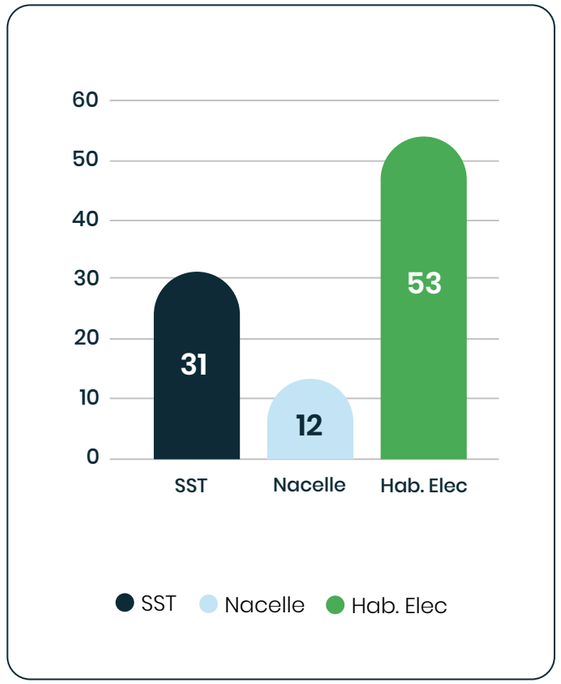
The past year has been strong, driven by the need to extend electrical clearance to Mitry test and integration technicians.

Training in aerial work platforms was also added to our needs. In all, 1,138 hours of training for 96 people.

Training hours



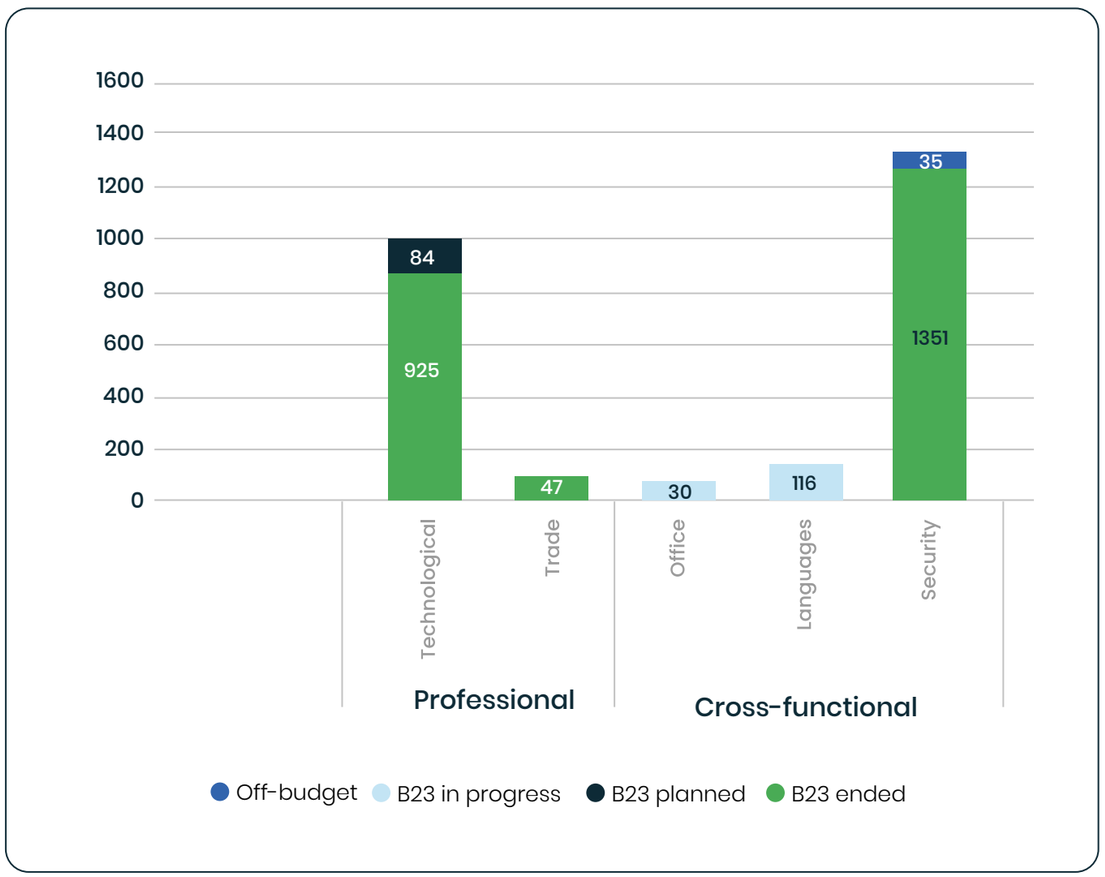
No. of people trained



Amplify
France Training Plan

91% of training plan actions have been completed. Safety training makes a significant contribution to the overall training plan, with new features in 2023 such as electrical clearances for production technicians, and training in aerial work platforms. Next in line are technical training courses, carried out exclusively in-house. Language training will also be covered by 2023.

Professional training



Europe Highlights

France

All employees benefit from regular medical checkups (at the hiring stage, then every five years), from health insurance, and from the provision of appropriate protective and safety equipment (electrostatic wristbands, safety shoes, anti-noise helmets, handling gloves, Etc.) for employees in logistics activities.

In 2021, a SuperCare program was set-up for closer and more regular medical follow-ups for Evernex executives. There is a close relationship between Evernex and local medical office representatives who are invited to our regular meeting with the SEC and consulted whenever there is a change in working conditions.

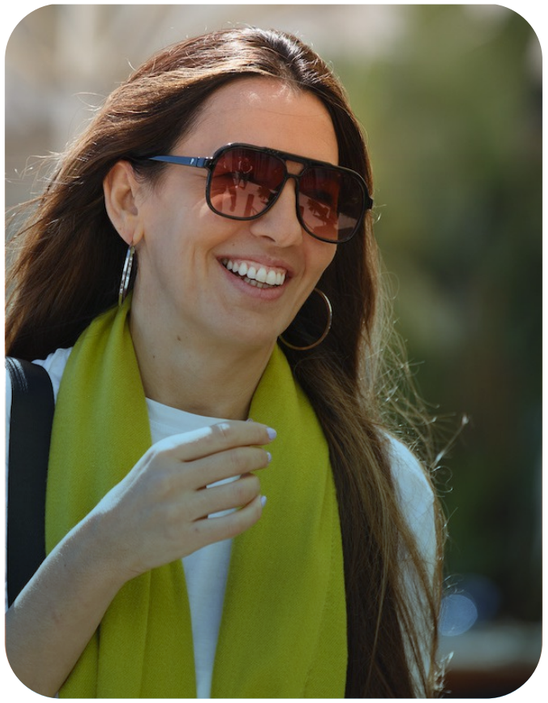
Healthcare insurance inspectors have also been invited to visit our new sites of Mitry and Massy and we paid attention to their remarks to improve our employees' current - and future - working conditions.

In France, since 2008 the group has four staff representatives. In 2018, a Social & Economic Committee (SEC) was elected, and since then all meeting notes are shared with all employees of the company and posted on the various sites. The Economic and Social Database is in place since Q1 2020, centralizing social data in a secure and transparent manner, and contributing to social dialogue.

France Agreements

In March 2023, an agreement was reached on salary conditions. Last autumn we signed an agreement on overtime with specific provisions for the production teams.

In 2023, there were a total of nine meetings of the SEC, six of which dealt with OHS issues. Occupational medicine participated in three of these meetings. SEC elections were held in the first half of 2023. They resulted in the election of 11 incumbent members of the SEC for Evernex International SAS, four for Evernex Capital Solutions, and none for the holding company Alinghi 3 due to a lack of candidates. These new members are appointed for a four-year term.



Germany

There is a strong relationship between the Technogroup work council and the life of the company. There are bi-weekly meetings between the work council and HR manager where all topics can be openly discussed. Furthermore, there is also a formal monthly meeting involving the managing director of the NECE Region.

Spain and Italy

Local discussions about smart working (i.e. home office) concluded in Italy during Q3 and in Spain in Q1 2023.

Germany Agreements

In 2023, the following agreements were reached with the work council:

- Office dog
- Experts on call
- SAP SuccessFactors

In addition, a few older agreements have been updated :

- Voluntary benefits and allowances
- Company suggestion scheme
- Work time
- Prevention of work



Employment:
Working Conditions and Social Dialogue

MEA • APAC & LATAM Highlights

In Warsaw, Evernex consolidated two offices into a single new location, providing a better work environment for its collaborators, and a state of the art storage space for its spares.

In the same spirit, more relocations are planned in other countries. After Brazil and Malaysia in 2022, the next in line is our office in Buenos Aires in 2024.









Employment
Working Conditions

In order to meet our **growth** needs, **quality of service** requirements, better **working conditions** and **environmental** imperatives, Evernex moved its main historical site from Aulnay-sous-Bois to Mitry in 2022. In order to build the project, hundreds of ideas were collected via a value-stream mapping workshop

Objectives

- Evolve in a comfortable work environment conducive to well-being
- Improve working and safety conditions for staff and ensure conformity of premises
- Enhance service quality through more spacious and optimized premises
- Reduce energy costs
- Organize the new premises in such a way to boost the performance and creativity of employees
- Develop a corporate culture with strong values and encourage collaboration



Creating a Common Vision
For our New Main Site

Stand



Stand for our leadership in creating a sizeable state of the art manufacturing site through:

- Creating a flagship site - receive customer / brand
- Differentiating Evernex as a Green IT company – Expand our recycling activity / Logo design with natural materials
- Evernex Values – Position five values in every common space

Expand



Expand our capacity / process execution in targeting:

- Claw back 3y late investment - capacity/process execution
- Storage space – 5130 sqm vs 3600 sqm / Racks & Shelves +40% -> maximize internal sourcing (-100k spares)
- Production output – current 9K to 10K spares to 12K to 14K spares per month projected

Innovate



Introduce new concept in our thinking design:

- Flex open space – Leverage collaboration and mix team in same open space (office planning management / 20% of workstations saved)
- Revise each production process department – run VSM studies to identify non value task / loss of efficiency and propose changes
- Technology refresh – Installation of video conference / Visible management screen / Production KPI measurement

Challenge



Take up many challenges:

- Open a new site in nine months (post-Covid context)
- Cope with inflation (7 up to 32%)
- Close two sites
- Continuity of business: no production stop
- Move 188 people
- Just 253K spares to transfer

Rationalize



Assume our circular economy position, reach cost efficiency, be on CAPEX plan:

- Recycle all material possible (furniture / air con. / heating radiator / wifi / server / safety equipment...).
- Rationalize our real estate footprint (closing of Chessy / Aulnay)

Collaborate



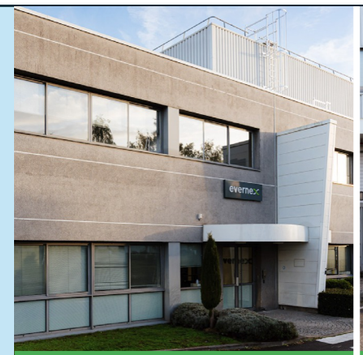
Clear example of cross functional project

- Legal (rental contract)
- Purchase (tender management)
- HR (care of people / change management / communication)
- Digital (wifi / meeting room / workstation)
- QHSE (safety / security (video) / fire safety)
- Supply chain (VSM / production)
- SPaaS™ (buy-back / recycling)

Guiding Principles Illustrated



Stand

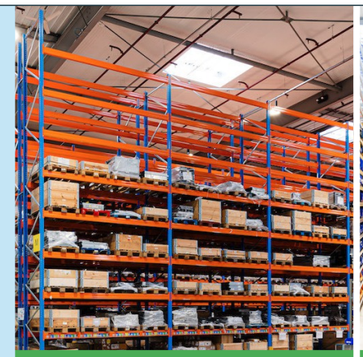


Entrance



8 loading docks

Expand



Pallets rack (8m height + 70%)



Spares shelves area

Innovate



Reception area with conveyor



Shipping/packaging area

EMEA's Flagship Facilities

Europe's largest IT equipment refurbishment site

Our Mitry site, located near Paris main airport, is a perfect illustration of our vision and values. As one of the largest in the world within our industry, with over 6,000 square meters shared between storage, production and office areas, it increases processing and storage capabilities by an impressive 30% and 40%, respectively. This expansion helps companies extend the lifespan of their infrastructures by five to ten years through the use of recycled and refurbished parts, significantly reducing their carbon footprint.

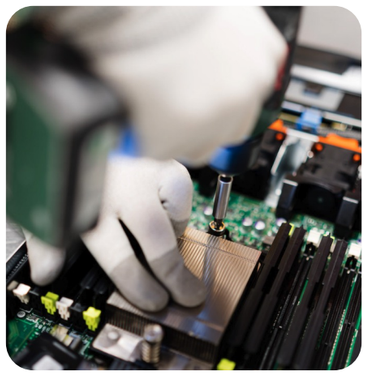
"This site, which is unique in Europe, represents the heart of our development strategy and allows us to further support our customers in the management of their infrastructure and their carbon emissions reduction objectives. Mitry is a true showcase of our activities and the cornerstone of our vision for tomorrow's IT: efficient, economical and circular,"

Stanislas Pilot
President & CEO of Evernex

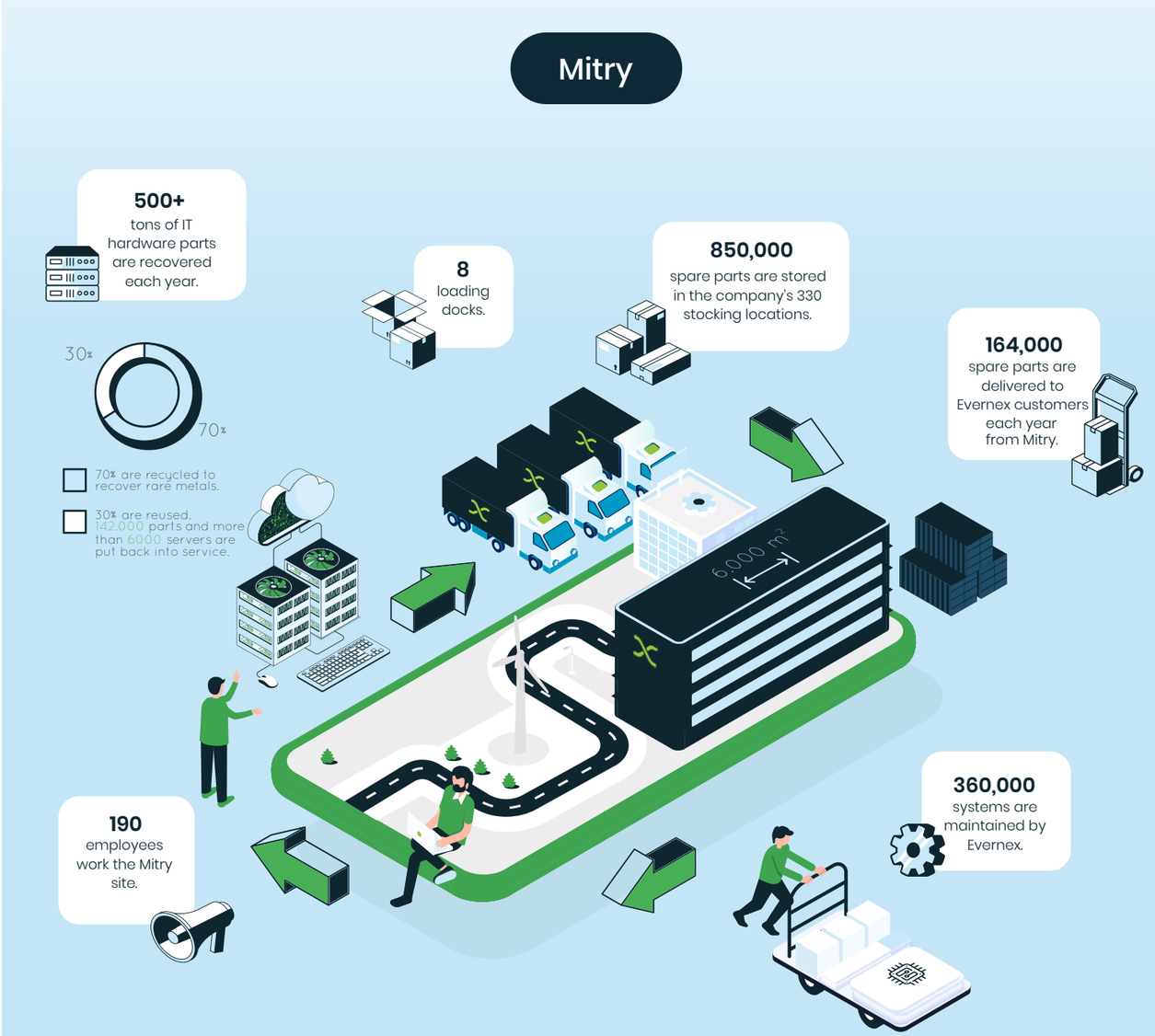












New Massy site
Evernex Achieves Another Team Record!

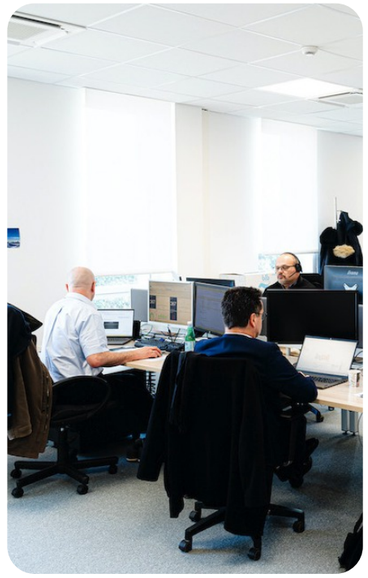
Europe's first multi-brand expertise center for data center equipment.

Spanning nearly 3,000 square meters, Le Lab in Massy is dedicated to storage, maintenance, and continuous training for engineers. This strategic investment supports Evernex's growth, with hundreds of servers, mainframes, and other equipment permanently connected to the center. This setup allows Evernex engineers to work on over 5,000 configurations. Le Lab embodies Evernex's circular approach and deep technological expertise, helping customers manage their IT infrastructures in a more environmentally friendly manner that conserves scarce resources.

> **"From a Human Resources point of view, we set out to design these sites to be as true to our values as possible; our first value being 'care', we focused on improving working conditions. We have therefore made it a point of honor to create an environment that is safe, pleasant and conducive to teamwork."**
>
> Nicolas Combemorel
> Director of Human Resources

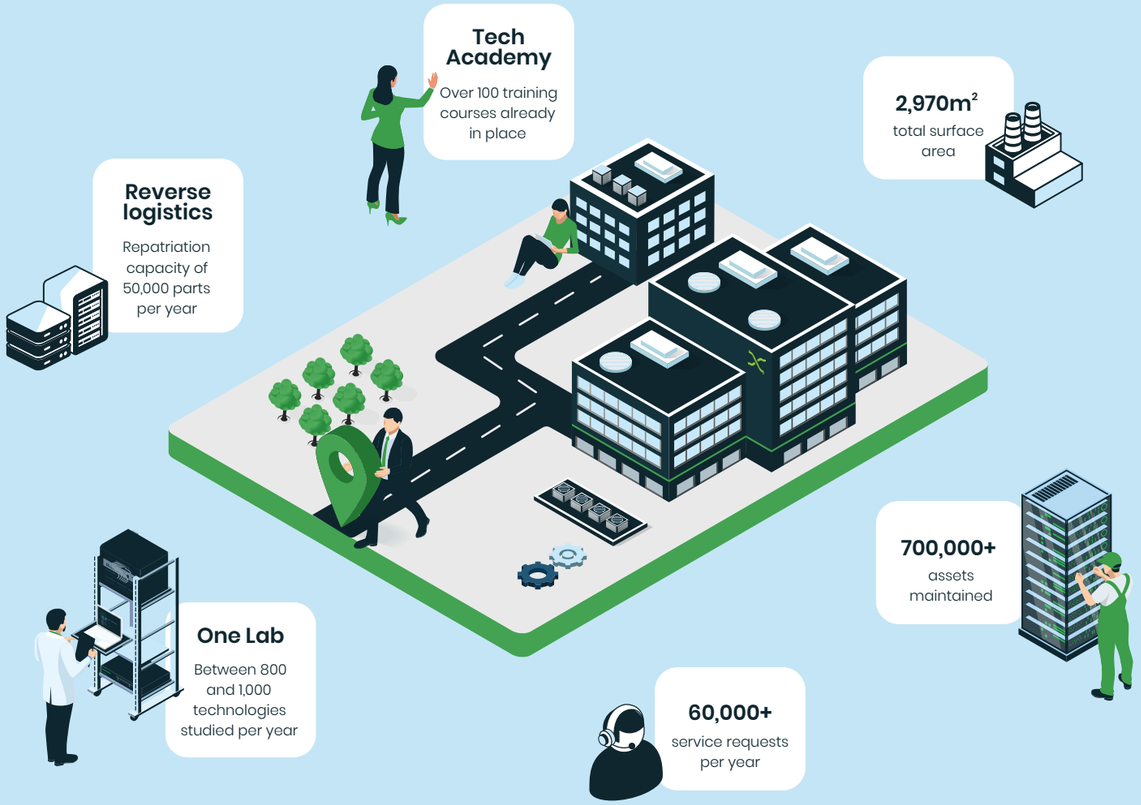






Le Lab in Massy

Europe's first multi-brand expertise center for data center equipment



Our Culture

“

Our status as an international company, present in 165 countries, pushes us to collaborate with very diverse profiles. It is therefore essential to us that everyone feels comfortable.



Evernex Social Network
From Workplace to Viva Engage

The Evernex Group has grown a lot in recent years. As new employees join the company in ever greater numbers, many co-workers have expressed a real and growing need to have access to regular information on the functioning and development of the company, and a way to get to know each other better.

On our Internal Social Network we share practical information for newcomers, news from our local offices, strategy, HR news (new joiners, vacancies, appointments) management announcements, success stories, good practices (IT, Sales etc.) and more.

Setup and roll-out of a new HR IT Tool Success Factors: allowing each collaborator to access organizational charts, create their own profile, prepare for annual appraisals, etc.

This platform is the backbone of the HR management of an international workforce.

What is Viva Engage?

Corporate News

- Key global information
- Collective successes
- Update on strategy

Local News

- Key global information
- Birthdays
- Next events
- A local celebration

Updates coming from a function

- Tips
- Instrumental information about an app

HR News

- New joiners
- Appointments
- Job vacancies

And who knows what’s next?

Energize
Fun & Work Aligned with Our Values

Evernex is a genuine green IT player thanks to its unique ability to collect and dismantle decommissioned data center equipment and reuse spare parts in its maintenance and brokerage activities.

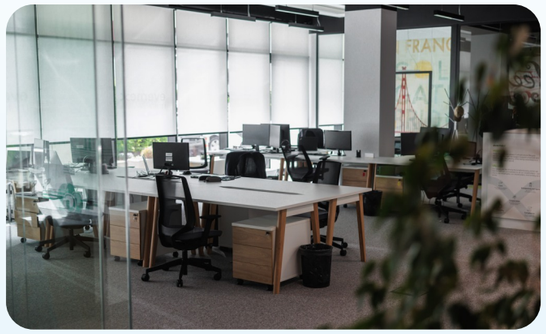
This year's General management meeting was not just about strategic goals and market positions—it was a vibrant showcase of the diverse and dynamic energy our team members bring from across the world. Their dedication and enthusiasm are the driving forces behind our ability to innovate and lead in sustainable IT solutions. As we continue to expand and adapt in a rapidly evolving industry, Evernex remains committed to our mission: to grow not just bigger, but greener and better. Stay tuned for more exciting developments from our journey ahead.







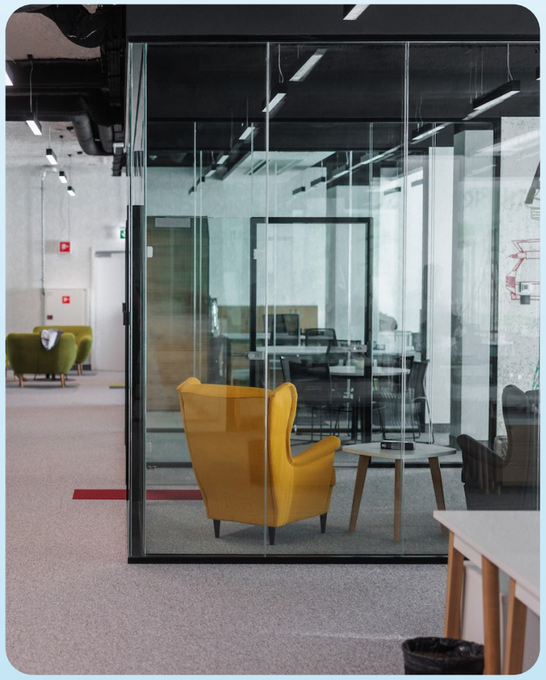
Energize
Celebrate















Societal Commitment
Global

Evernex is a key partner of a non-profit organization. For the past 10 years, Evernex has provided financial and material support to the TANAT primary and secondary school in Niger. Classrooms and computer rooms have been created and equipped with all the necessary IT equipment.

In 2022 the company renewed the IT part of the computer rooms.

And in 2023 the school opened new professional trainings: IT secretariat and electricity. In 2023 the BAC pass rate was 70.6%. This compares with a rate of 21.7% in Abalak and a national average of 25%. BEPC 2023 pass rate of 91.8% compares with the rate of 34.7% for colleges in the Tahoua region. Evernex is proud to support this school which operates in a challenging environment. Employees also play an active role in supporting the school, including sponsoring students who may not have had access to education, and covering their tuition fees.







Societal Commitment
In Region

In many offices, projects to support people caught up in geo-political or climate events – or any situation with people in need – take place at the discretion of employees and managers. Evernex encourages local solidarity, as “Care” is a core value. It can take different forms: participating in fundraising, sports or social events, providing clothes, food or equipment, supporting local NGO endeavors, etc.

This year, for the purposes of this report, we focus on our colleagues in Germany:

In Germany, since 2018 we offer computer science training and apprenticeship opportunities to refugees to support their integration and offer them a better chance for a professional future in Germany, as skilled workers. At first this was implemented in cooperation with the Wiesbaden Chamber of Industry and Commerce (IHK), and now the program runs on its own.

Technogroup also donated to the DKMS (German Bone Marrow Donor Center) because the sister of a Technogroup employee was diagnosed with blood cancer, and has overcome it thanks to successful treatment. However only 30% of patients find a suitable donor in their own family. 70% are dependent on donations from other people. The company is proud to support such initiative and allow patients to find donors that can save their life.
Technogroup also donated to WISPO (Wiesbadener Sportförderung). This is a sports promotion that we have been supporting for several years with this annual amount (membership fee). The association organizes sporting events in the Hessian state capital of Wiesbaden, in which we have also participated.

WISPO WIESBADENER SPORTFÖRDERUNG e.V.
DKMS WIR BESIEGEN BLUTKREBS
25 Stunden Lauf WISPO



Social Commitment & Conviviality

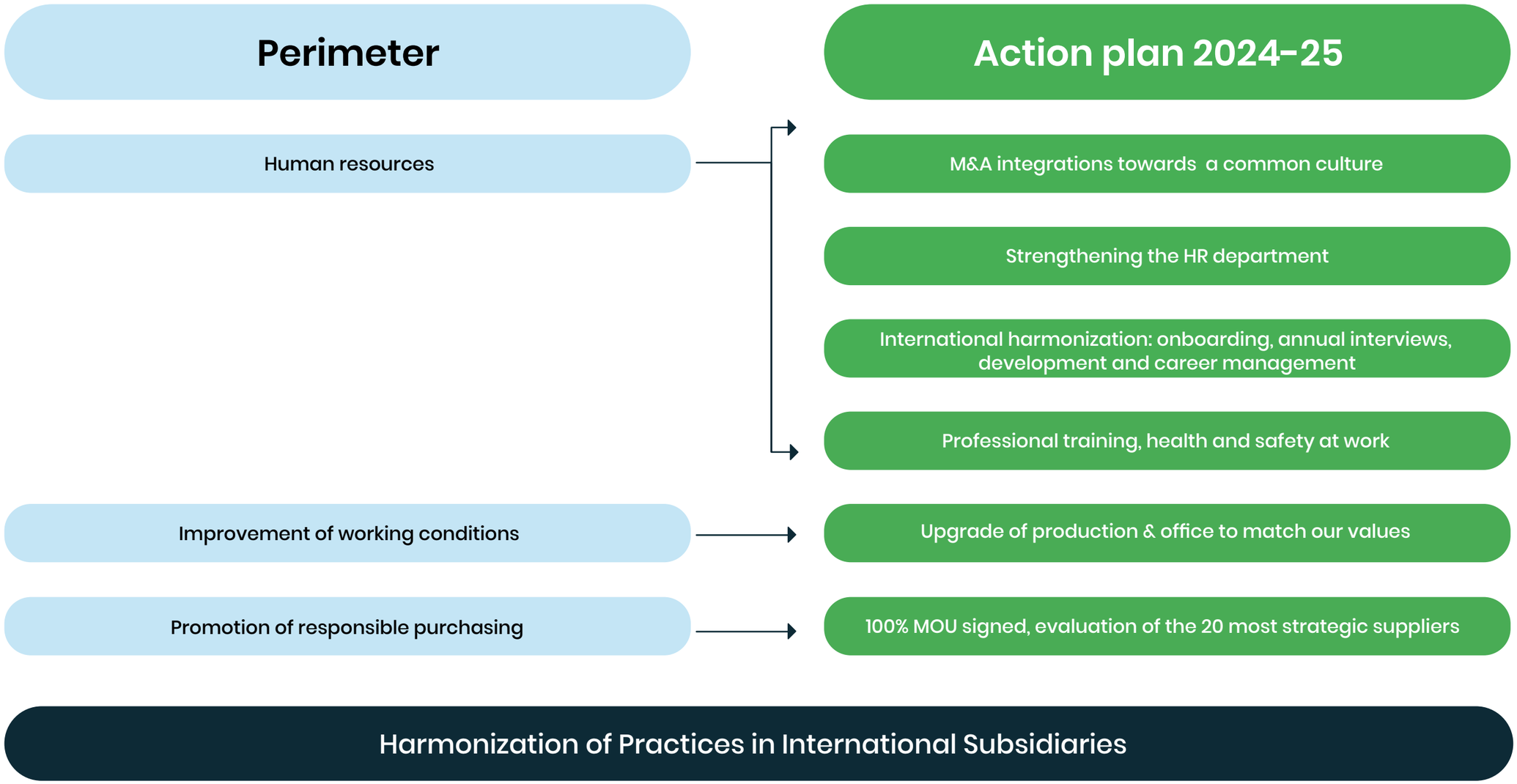


For many years now, a kick-off gathering has been organized once a year for all the group's employees (2016 Chamonix, 2017 Barcelona, 2018 Paris). Other gatherings also take place regularly for executives, managers, sales representatives, and even subsidiaries. Meals, barbecues and other activities (football, karting, boxing, etc.) also contribute to team-building and conviviality. In 2020, this important aspect of Evernex conviviality was stopped by the Covid-19 pandemic. However, we learned to motivate and support each other by connecting regularly via our digital tools, sometimes with as many as 200 employees attending the presentations.

In 2023 various regional meetings have taken place again, as well as a gathering in Cannes in April 2024. The event gathered 100+ talented managers leading Evernex people across the globe – in Argentina, Australia, Brazil, Dubai, Egypt, France, Germany, Italy, Japan, Malaysia, Morocco, Nigeria, Poland, Saudi Arabia, Spain, Switzerland and the US.

Areas of Progress
Human / Labor Rights

Our continuous improvement approach encourages Evernex to strengthen its efforts on:



Environment



03

Minimizing Our Impact

Evernex's commitment to protecting the environment is represented by 4 key services:

- **IT maintenance:** we extend the useful life of our clients' IT infrastructures beyond the manufacturer-defined End-of-Service-Life date
- **Spare as a Service:** we are worldwide brokers specialized in refurbished IT spares, whether for maintenance or purchase purposes
- **Recycling:** we recycle true end-of-life IT equipment in accordance with WEEE standards
- **Hardware rental:** we provide custom rental solutions to give our clients the flexibility to finance and acquire new and refurbished hardware before returning it to us.

Why does sustainability matter to Evernex?

We recognize our position within the circular economy. This cyclical model, which has been the foundation of our business from day one, means that we see value where others may only see waste. By incorporating repair, reuse and recycling wherever possible throughout the asset lifecycle, we contribute to the circular IT economy by reducing the demand for the manufacture of new equipment, and retaining extant finite resources within the system.

Events

SInce 2023, Evernex is program partner of the event Tech for Climate – organized by Constellation group - taking place in Paris in June, whose ambition is to mobilize the French IT ecosystem on the climate transition. Evernex also continues supporting local events in various regions to support more sustainable IT practices.

How do our actions maximize our climate commitment?

We buy and refurbish second-hand spares and reuse every part and component possible with our recycling. We also repair and maintain our clients' IT infrastructure past warranty, to prolong its useful life from five to 15 years even after the manufacturer withdraws all support at End-of-Service-Life.

Our motto is IT Life Services because we are specialists in extending the life of IT equipment. To establish a circular economy and create a greener future in IT, Evernex is reducing our dependence on the extraction of natural resources by giving assets a second life. Our competitive and cost-effective services enable our clients to cut their IT CapEx and OpEx while reducing their greenhouse gas and CO_2 emissions.

From linear...
To a Circular Economy

In a linear economic system, raw materials and ore are extracted (often in conflict zones), and products are manufactured and sold, consumed and disposed of. This leads to shortages of raw materials, emissions, large volumes of waste and the associated environmental problems. In 2019, the world generated a striking 53.6 million metric tons of e-waste, up 21 percent in 5 years. Only 17.4% (9,3Mt) was collected and recycled*, which means a considerable amount of e-waste ended up in vast landfills, where pollution levels have dramatic effects on the local population and environment.

In a circular economy, products and materials are kept in circulation (green arrows in the diagram). As a result, fewer primary raw materials are used than in the linear system. Moreover, products retain their value for longer and less waste is generated.

The circular economy is an integrated approach which considers the cycle as a whole, from raw material extraction through design, production, distribution and a maximized use phase, to recycling. A change of mindset is needed among all stakeholders if products and materials are to remain in the loop.

The useful life and life cycle of products is increased by sharing, reusing, repairing and refurbishing them. Viewed across the entire product lifespan, this not only protects the environment, but also saves the consumer money in most cases.

Only when a product can no longer be used is it sent for recycling so that the materials can be reused. From an environmental perspective, it is better in nearly all cases to continue using products for as long as possible, since even recycling uses energy, water or chemicals, and therefore has an impact on the environment.

The IT sector accounted for 1% of global emissions in 2007, rising to 4% in 2020 and could reach up to 16% in 2040.



We Have the Solution:
The Circular Economy

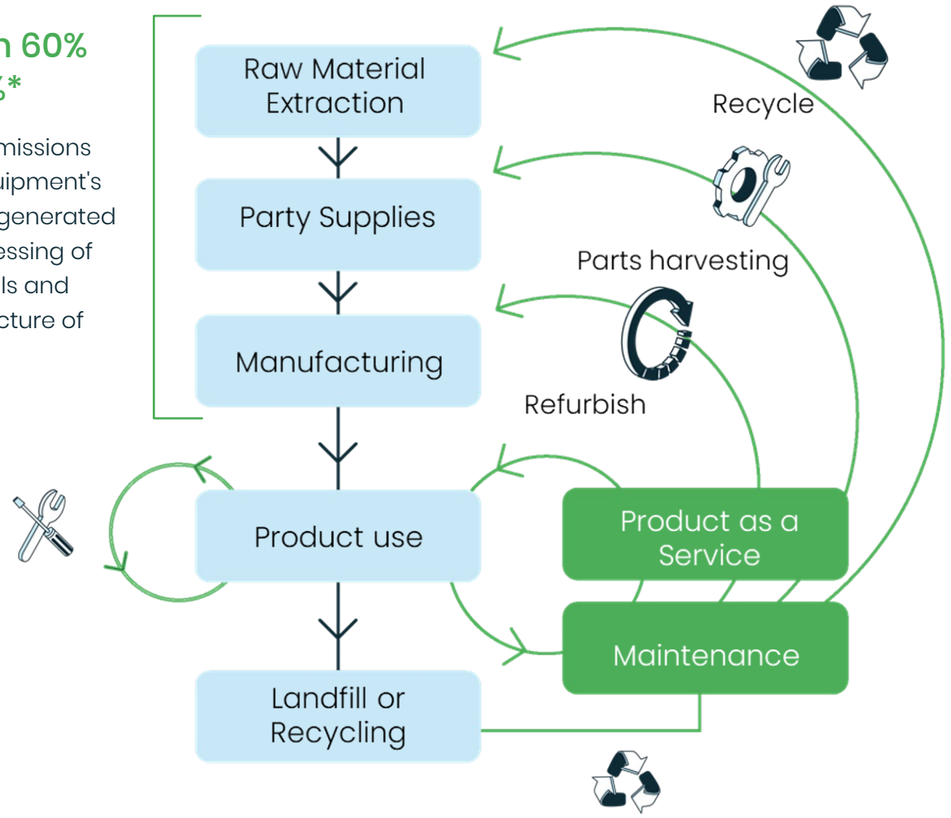
While requiring more companies to integrate sustainability, many laws revolve around the solution available to us today: the circular economy. A restorative and regenerative design system that keeps materials in their most valuable form for the longest time possible.

Evernex services on circularity on IT

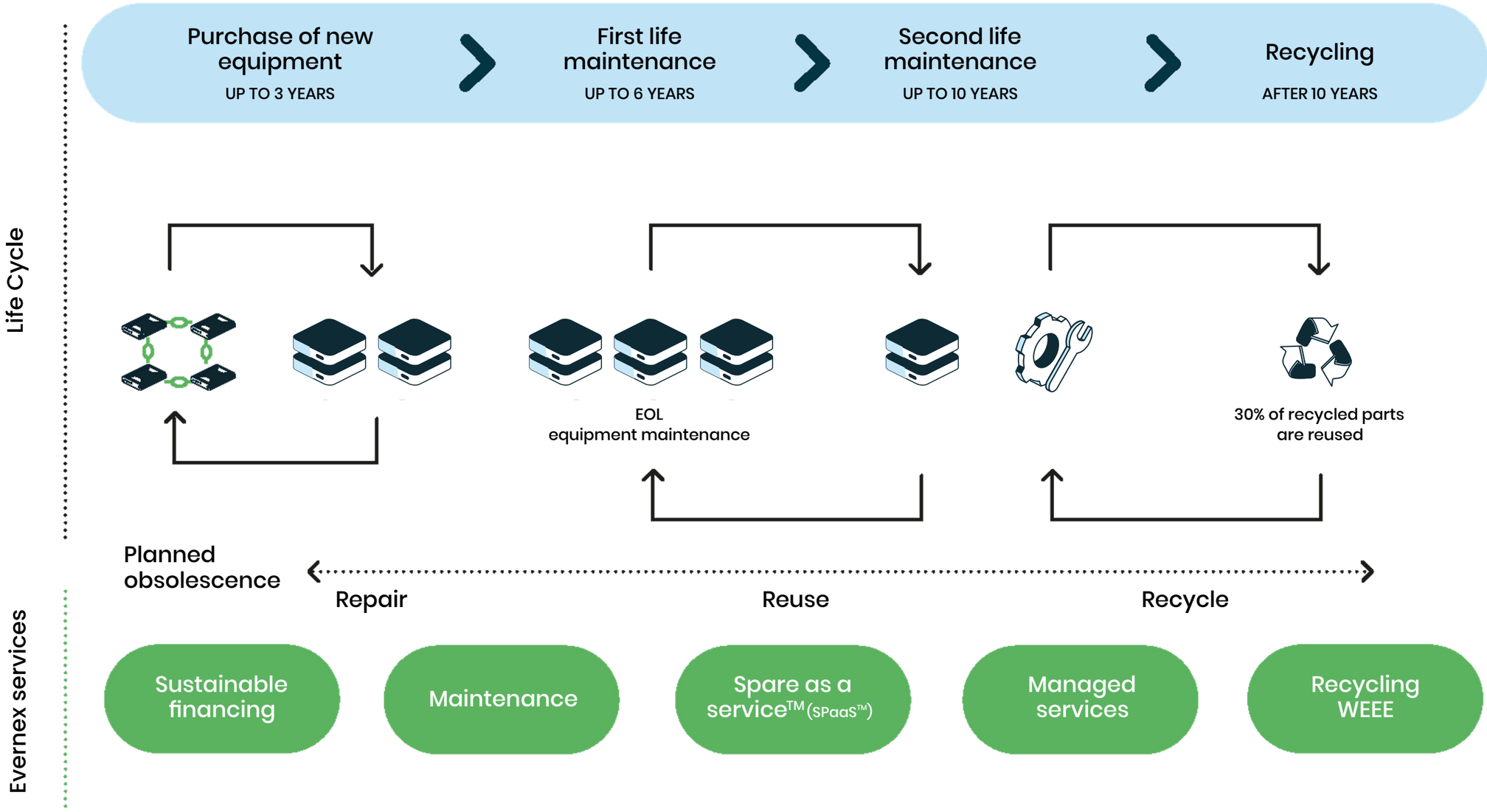
Between 60% and 80%*

of carbon emissions over the equipment's lifetime are generated by the processing of raw materials and the manufacture of products.

*ADEME-ARCEP 2023



We Take a Holistic Approach to Your IT Hardware



Calculation
Full Scope 1, 2 & 3 Consolidated Evernex Carbon Footprint 2023

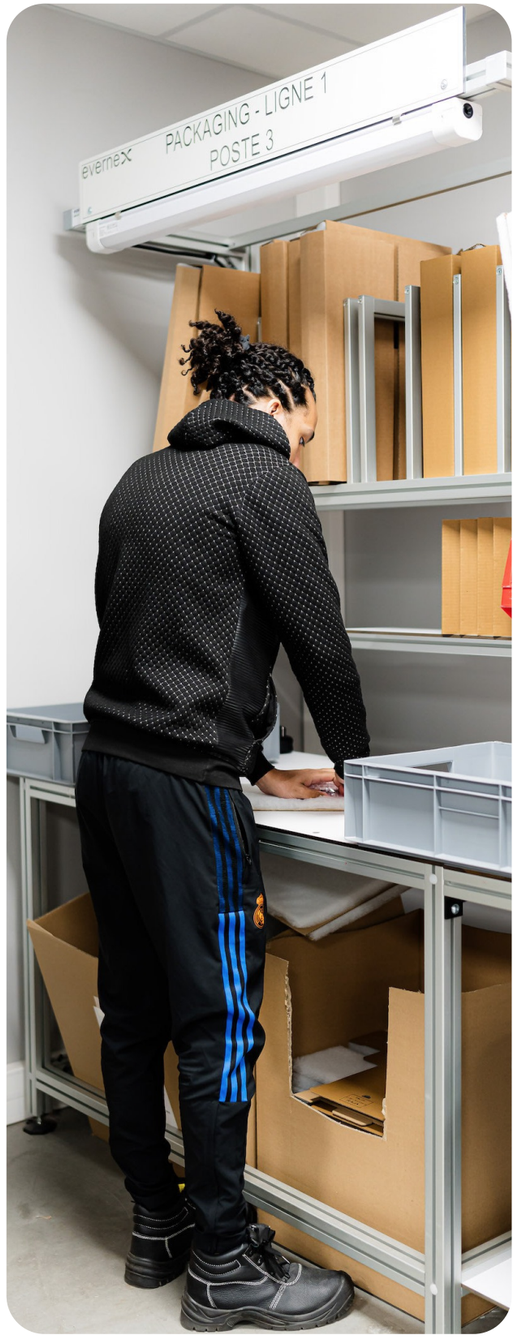
Based on the principle of a balance sheet, Evernex activity's footprint on the climate is measured in tons of CO_2 equivalent over a one-year period. In addition to reporting emissions, this is the start of a continuous improvement process.

GHG Protocol is a standard of excellence in greenhouse gas (GHG) accounting. In addition to measuring the emissions for which the company is responsible, it identifies its dependencies in terms of GHG emissions and fossil fuels.

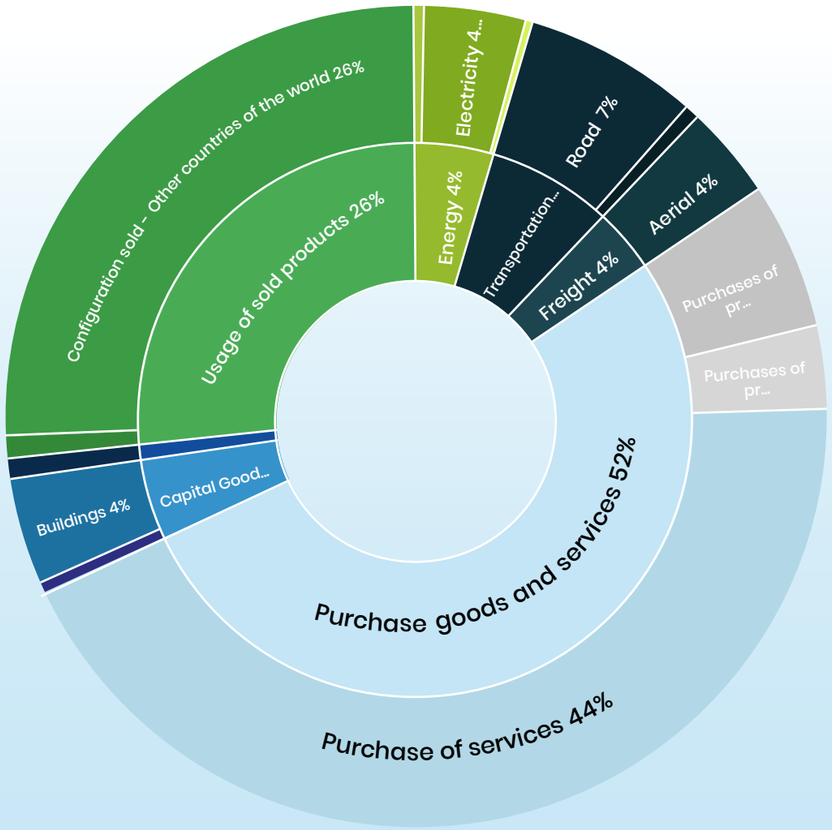
The year 2023 represents the 4th consecutive year of Carbon Footprint calculation for the company, covering 73 entities around the world and collecting 390 data points.

Special efforts for the calculations of the years 2022 and 2023 were provided in order to Switch to the GHG Protocol methodology (no depreciation of fixed assets versus Bilan Carbone methodology). This is an important endeavour as this will serve as a base year for Evernex climate strategy, built on a reliable & exhaustive inventory. The result of this exercise shows Evernex's carbon footprint at 21 500 tCO_2e for 2023.

However, as this process involves some uncertainty levels and challenges on some data collection regarding some emissions or geographies, we decide to consider the company's Carbon Footprint at 25 $ktonCO_2e$.



~25k tCO_2 eq



Of which
44% from purchased services,
26% usage of sold products,
9% purchased products.

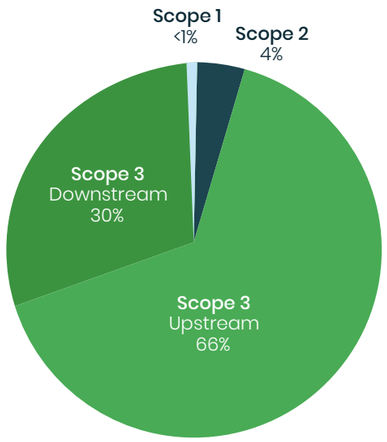
Evernex Carbon Footprint
Tons of CO_2 Equivalent Emissions

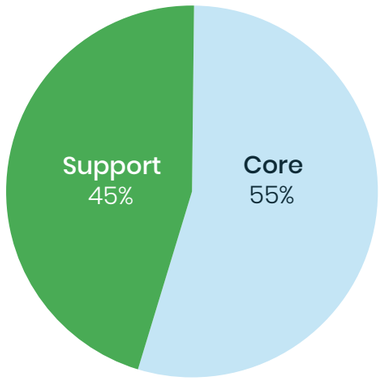
In 2023 Evernex updated its carbon footprint calculations, from the French “Bilan Carbone” to the GHG Protocol methodology, in partnership with Toovalu.

For Evernex these are spread as follows:

- **Scope 1** & **Scope 2** represent a small portion of our emissions
- **Scope 3** covers most of our emissions with 96% of the company carbon footprint

Evernex carbon footprint is the equivalent of the annual emissions of 2 250 French people





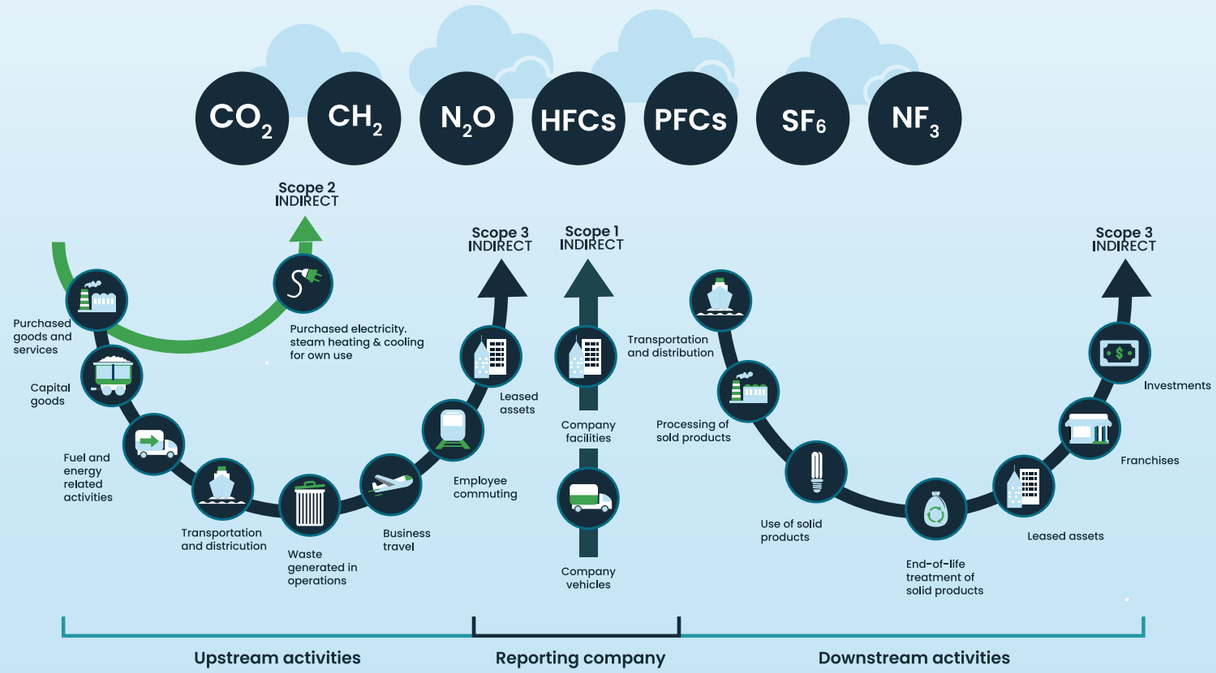
Two distinct perimeters in terms of action levers:

- **Core business perimeter**
  Action levers shared with the rest of the value chain but represents most emissions
- **Support Functions perimeter**
  Smaller portion of emissions but strong levers for action: exemplarity & consistency of climate strategy

- **Support Funtions perimeter:** Emissions linked to the administrative life of the company (purchased services employee travel, offices & warehouses buildings & energy consumption).
- **Core business perimeter:** Emissions linked to the core business (energy for industrial buildings, machinery, spares & other purchases, freight, usage of sold products).

These results are not surprising, with Evernex being a service provider in the tertiary sector. Our main emissions derive from scope 3 covering freight (upstream and downstream), purchased goods and services, capital goods, waste and transportation.

This carbon footprint highlights that 96% of our emissions result from purchases & services, including spare parts. Yet, it also emphasizes that by purchasing exclusively second-hand spare parts Evernex avoided 10 600 tCO_2e emissions compared to buying new ones.

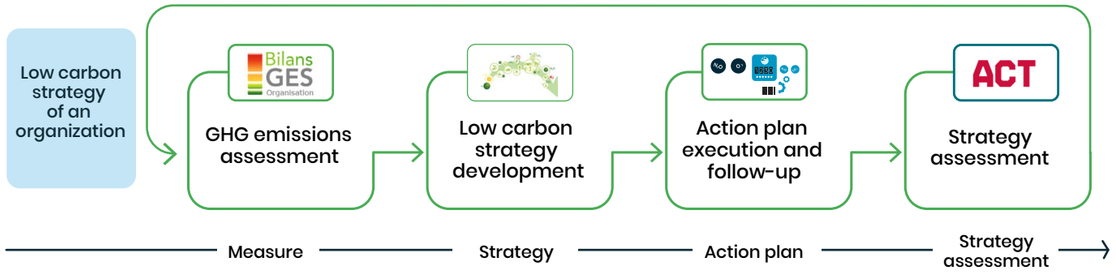


Climate Stategy

Evernex's journey to contribute to carbon neutrality at the planet level

Having quantified our carbon emissions, we are now in a better position to embark on a carbon emission attenuation journey. In order to do so, we have chosen to develop and implement a low carbon strategy, joining the Assessing Low Carbon Transition ACT Step by Step Program. This initiative is a 3-year long methodology to build companies' climate strategy, aligned with sector decarbonization trajectories and scientific guidelines.

This will lead us to not only set relevant GHG reduction targets, but to support and develop a relevant **decarbonization strategy with an associated transition plan and roadmap.**



Evernex is grateful to have been selected in France by the ADEME Agency (Agency for Ecological Transition, under the supervision of the Ministry of Ecological Transition and the Ministry of Higher Education, Research and Innovation) to participate in this ACT step by step program and help us build a real climate strategy.

ACT | ASSESSING LOW CARBON TRANSITION ®

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

In 2022 Evernex validated the first step of the 3-year program, which consists of a state-of-the-art company profile (baseline) and an initial diagnosis with a maturity assessment of our current climate strategy.We are now en-route for step two and three – in line with Evernex's Sustainability Strategy and preparations for CSRD reporting – which includes a strategic analysis, training of the executive committee and the essential setup of carbon performance KPIs and evaluation. To do so we will dig into existing guidance from CDP, GRI, TCFD, SBT and ISO 14001 approaches.



Evernex Decarbonization Stategy

In 2023 and 24, Evernex launched its Sustainability strategy, supported by ACT-Step-by-Step, and referring to Carbone 4 Net-Zero Initiative. This started with the awareness-raising of it's ExCom members, its operational managers and the setting of a dedicated Decarbonization Committee for the group. We are in the process of identifying key focal points in all departments and regions to support the strategy internally.

The sustainability strategy

- Sensitization – awareness-raising
- Training
- Carbon Footprint
- Reduction Plan
- Innovation/ Solutions
- Strategy Partnerships & eco-system

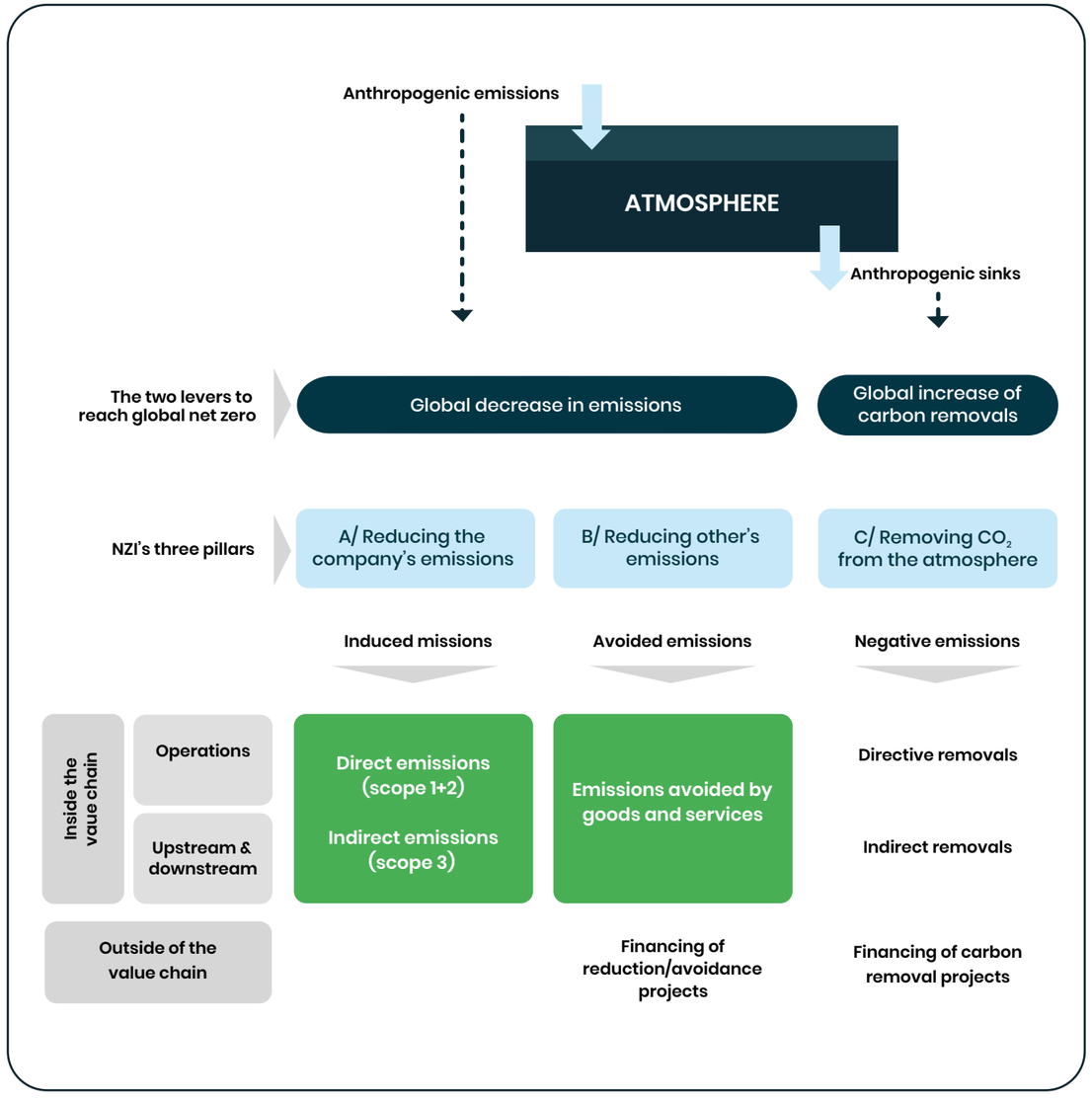
To start with, Evernex efforts are focusing on pillars A and B of the NZI initiative:

- **PILLAR A • REDUCTION:** Reducing our direct and indirect footprint
  This means measuring Evernex's carbon footprint and building a plan to reduce it. Evernex is working on this with the methodological support of the CDP-ADEME Step-by-step initiative.

- **PILLAR B - AVOIDANCE:**Helping others to reduce their emissions
  We estimate the avoided emissions from Evernex customers from a life cycle perspective. This figure comes from an annual estimate of our third-party management services. These calculations are verified by Eco-Info, the IT branch of CNRS (Centre National de Recherche Scientifique français)

- **PILLAR C - SEQUESTRATION:**Removing carbon from the atmosphere
  Preserve and develop carbon sinks, within or outside its value chain. At Evernex we are focusing our work on pillars A and B, as we consider the carbon offset market not fully mature and prefer to be prudent at this stage

carbone4



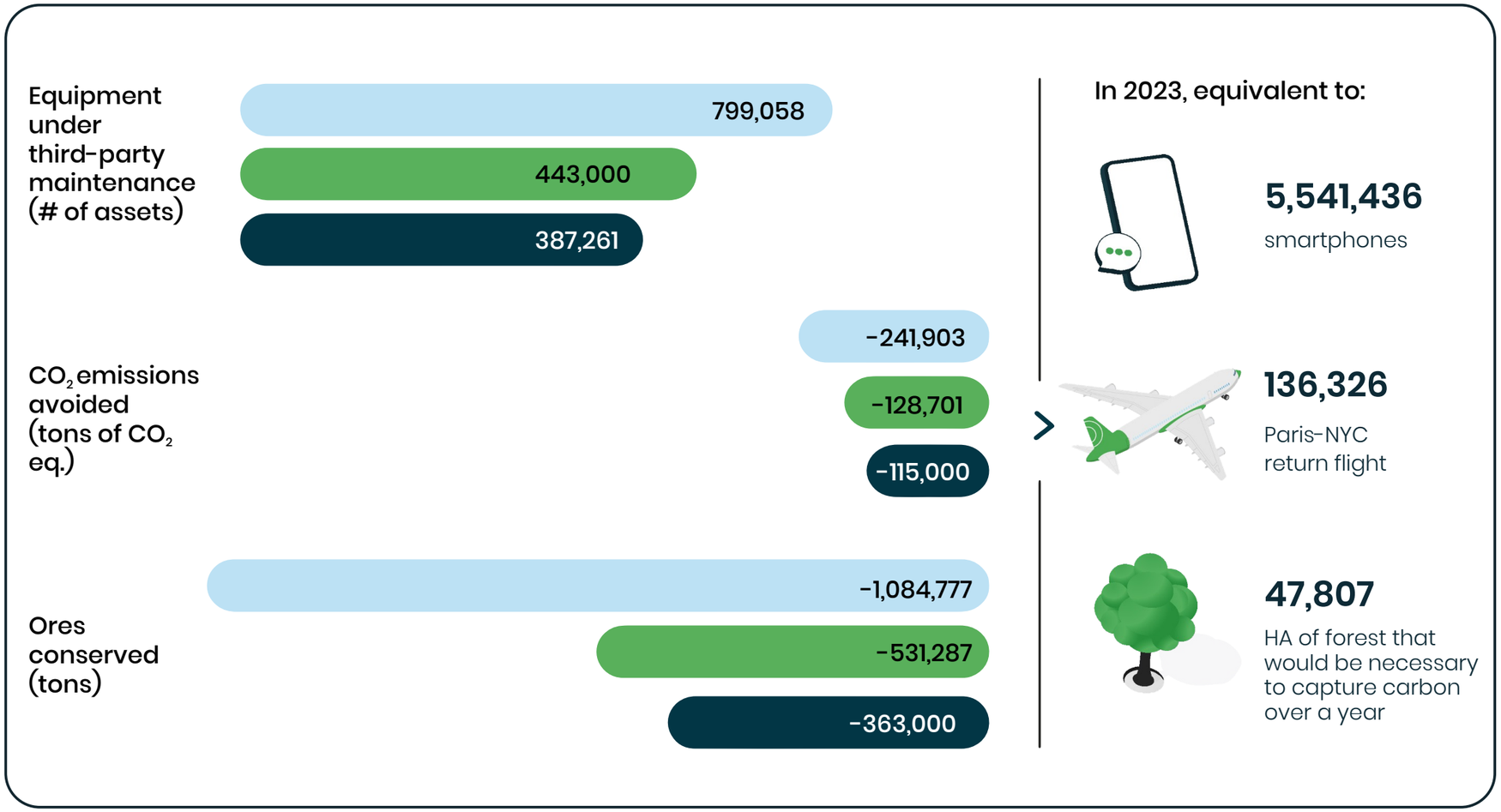
Improving our Clients' Sustainability

Assessing Evernex's carbon footprint enabled us to identify areas to focus our efforts in reducing our impact as a company – but it also highlighted our positive contribution to CO_2 emissions reduction for our clients.

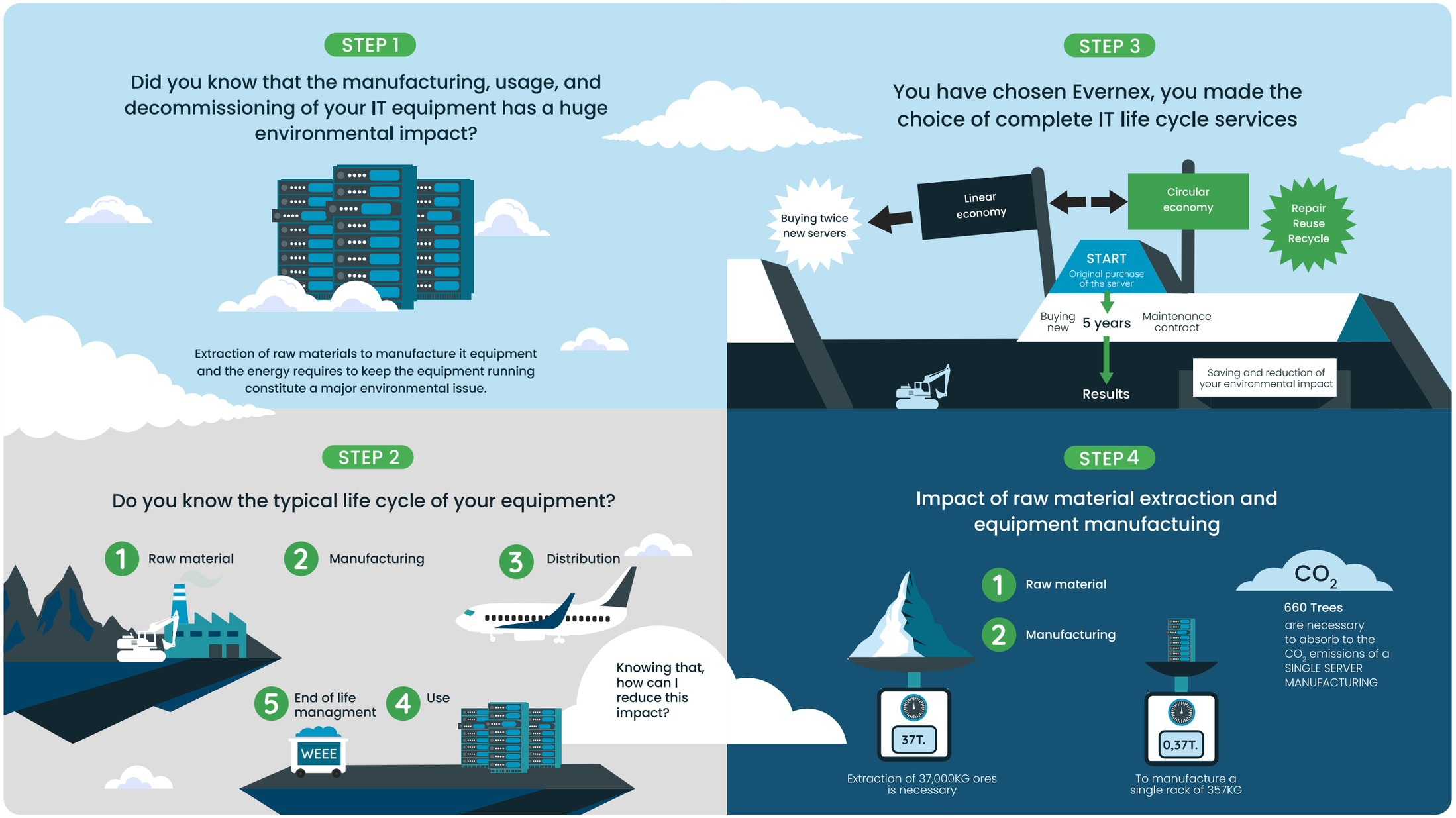
Evernex IT maintenance services for its clients equipment of nearly 800,000 assets worldwide could have prevented an estimated 242,000 tCO_2e emissions by extending the life of their existing assets and helping them delay or avoid upgrades for their server, storage and library equipment.

In terms of materials saved, this could represent 1,084,777 tons of ore needed for the manufacture of new equipment that has not been extracted.

These calculations cover only Evernex TPM services and are controlled by the French National Center for Scientific Research (CNRS), We are in the proces of validating the avoided emissions calculations of our Spare As A Service (SpaaS) activity, which provides second-hand IT parts to our clients. However, they give a strong presentation of the tangible effects of Evernex's actions around sustainability. They also provide momentum to go further in our efforts to provide excellent service to our clients while doing even more to protect the planet.



Making our Client's IT More Sustainable

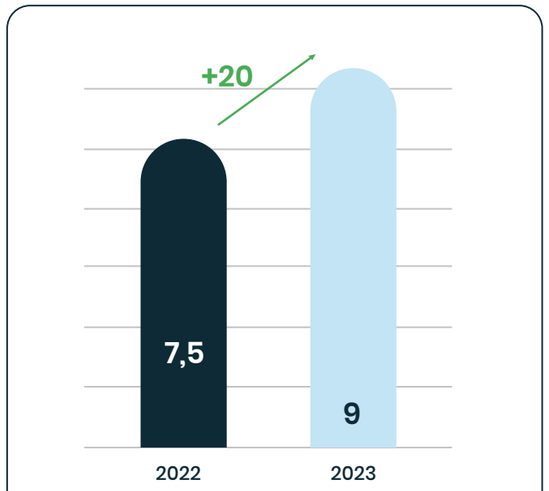


Evernex Decarbonation Trajectory
SBTi and Key Ratios

In view of its sustainability strategy and decarbonization trajectory, Evernex has chosen to work on key carbon footprint ratios:

Average carbon impact per FTE	**18.3** tCO_2eq / FTE*
Average carbon impact per TPM intervention	**557** $kgCO_2eq$ / intervention
Average carbon impact per 1 million € Turnover	**120** tCO_2eq / €M turnover: **0.12** /k€ **

Also, based on the Net-Zero Initiative that provides Evernex framework for its Sustainability Strategy, the Carbon Impact Ratio is an important one for Evernex:



Carbon emitted	+25	k tons of CO_2
+		
Carbon avoided	+241	k tons of CO_2
=		
Carbon Impact Ratio (CIR)	9	

* 100 tCO_2e / FTE Order of magnitude for « Industrial » companies
10 tCO_2e / FTE Order of magnitude for tertiary sector
*TOOVALU

** 0,39 tCO_2e / k€ turnover - Order of magnitude for « repair and installation of equipments and machines »
0,11 tCO_2e / k€ turnover - Order of magnitude for tertiary sector
*ADEME

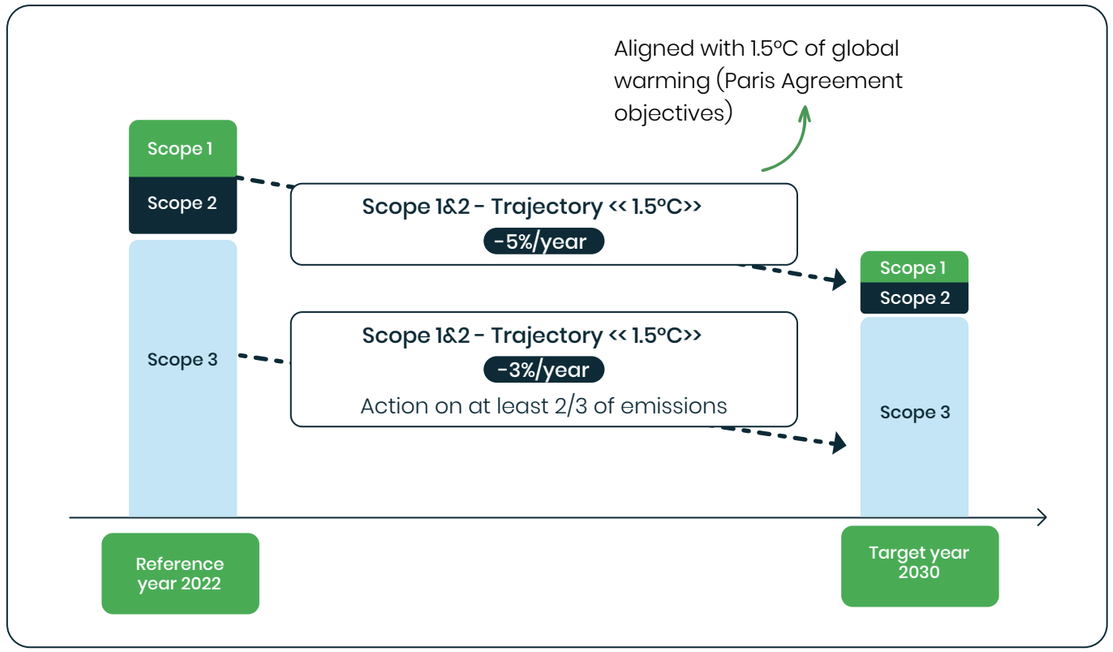
CIR = Avoided emissions / Induced emissions
Evernex avoid nine times more emissions for its clients than it generates them



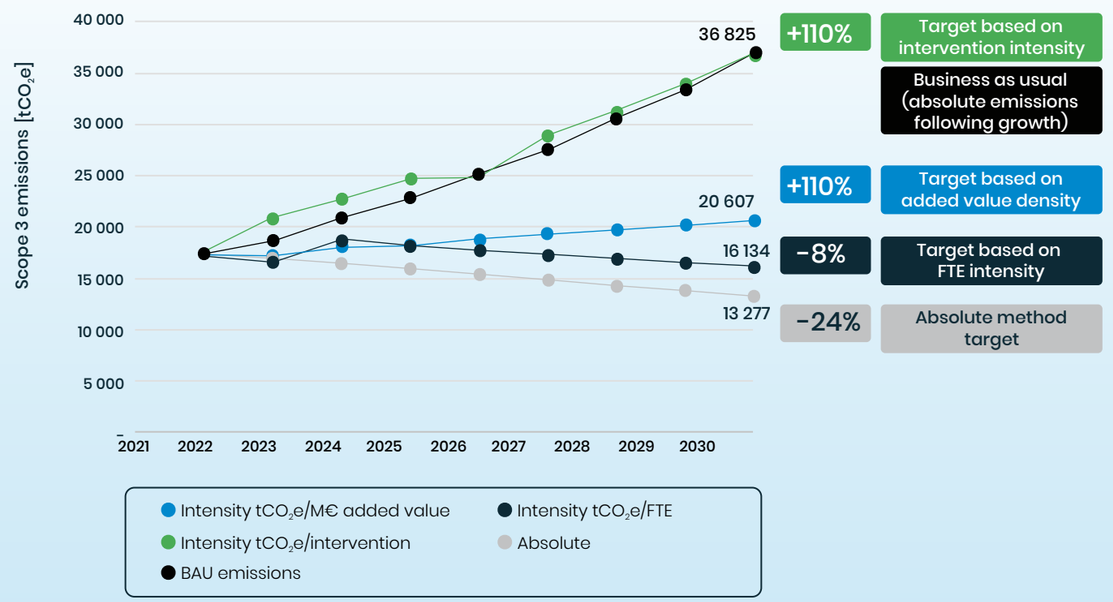
Evernex Decarbonation Trajectory
SBTi and Key Ratios

These ratios will help us monitor our reduction plan, based on the Science-Based Target initiative:

- For Evernex Scope 1 and 2 we are following the 1.5C Trajectory which sets a reduction target at 5% per year.
- For Scope 3 we are setting a Well-Below 2C target of 3% reduction per year.



SBTi projections for Scope 3 reduction based on Evernex choice of key ratios:







ISO 14001
Process

Analysis of our environmental impact

Measures, monitoring of indicators & prioritization of action fields
ISO 14001



Operational choices

Rethink supply chain transportation means : optimize shipping, set cargo and train transport when possible
(in Operational choices)



Internal

Employee awareness through a charter of good environmental practices



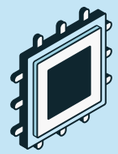
Client engagement

Life Cycle assessment & valued environmental approach through the issuance of a Carbon Reduction Certificate



Recycling

Hardware recycling, including the collection of unused equipment, dismantling and upgrading of reusable components



Relocation / Adaptation

Adaptation of production sites to be better suited to our logistics flows and environmental standards

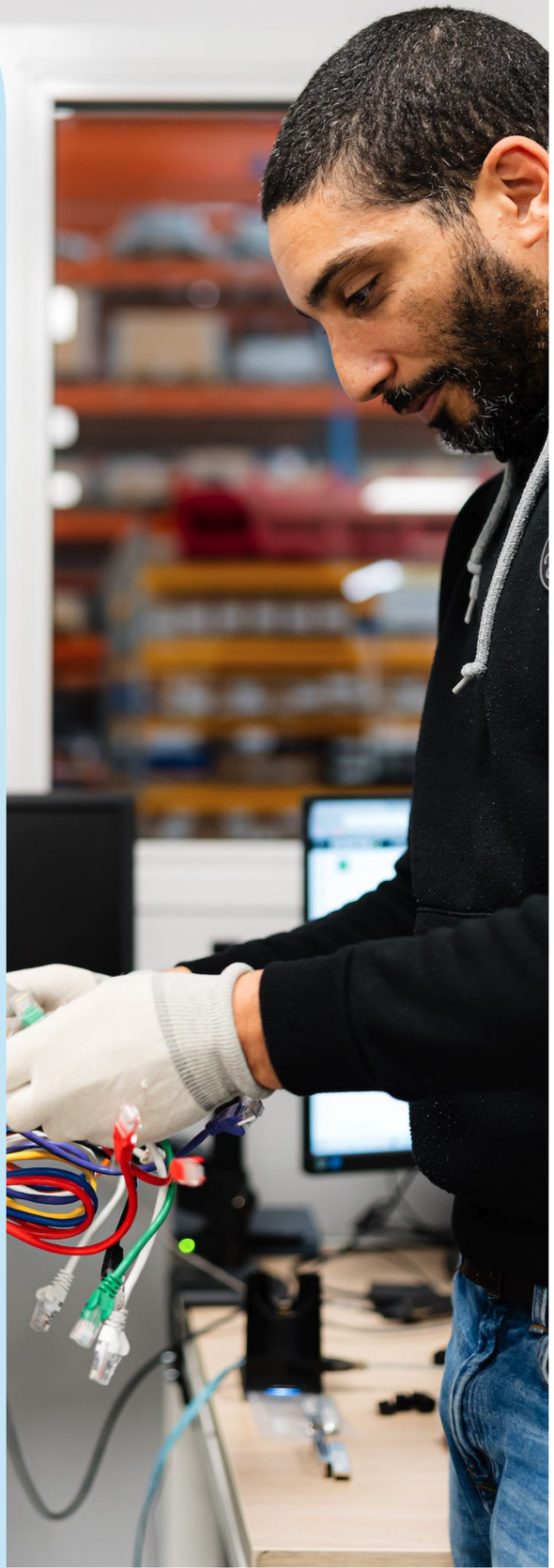


Operational Choices

Evernex offers its customers worldwide coverage for IT infrastructure maintenance: we ship spare parts around the world in record time.

Evernex therefore opted to open 35 subsidiaries and have more than 335 storage points to minimize the carbon impact of spare parts delivery as much as possible and, of course, be closer to our clients.

The group has also made efforts to reduce this impact by grouping as many shipments as possible by regions of the world (Maghreb, Sub-Saharan Africa, etc.) and thus serving the 165 countries of its market.



Operational and environmental optimization of our IT logistics activities

Mitry 6,000m²

largest warehouse of IT spare parts in Europe

Massy 2,970m²

largest warehouse of IT spare parts in Europe

33,834+

packages wrapped and sent each year

164,000+

spare parts delivered every year from Mitry

1 Ton

of spare parts delivered each day

Internal

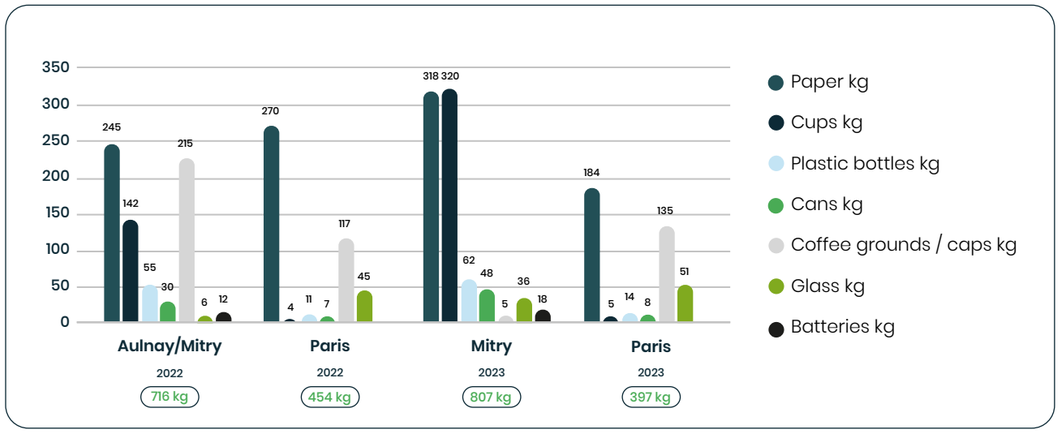
100% of employees are regularly sensitized to good environmental practices: Management has also set up personal and collective objectives for certain businesses in order to encourage these eco-friendly gestures.

Waste collection

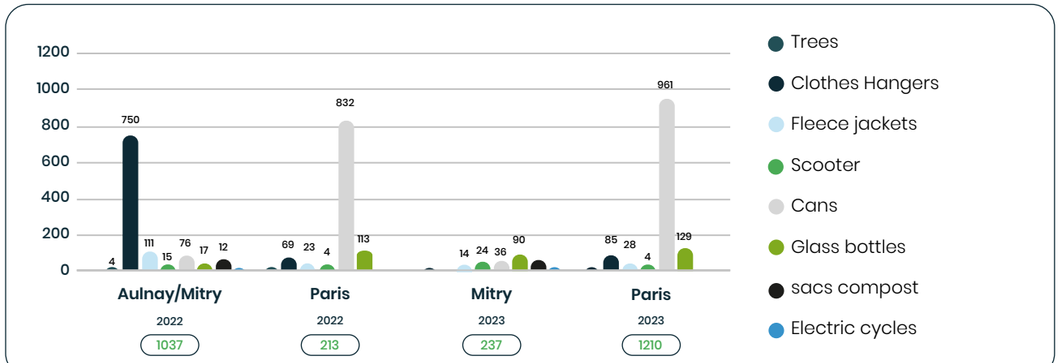
For waste sorting, Evernex partners with a specialized company, Les Joyeux Recycleurs, to collect the waste. This makes employees aware of eco-friendly practices and recycles our waste, all in solidarity, with our partner donating 5 Euro cents for every kilo collected to ARES workshop (social and professional integration). We also collect cigarette butts that get recycled into daily-use objects. Moreover, in 2022 we introduced mugs and cups for each collaborator to stop the purchase of single-use coffee cups on site.



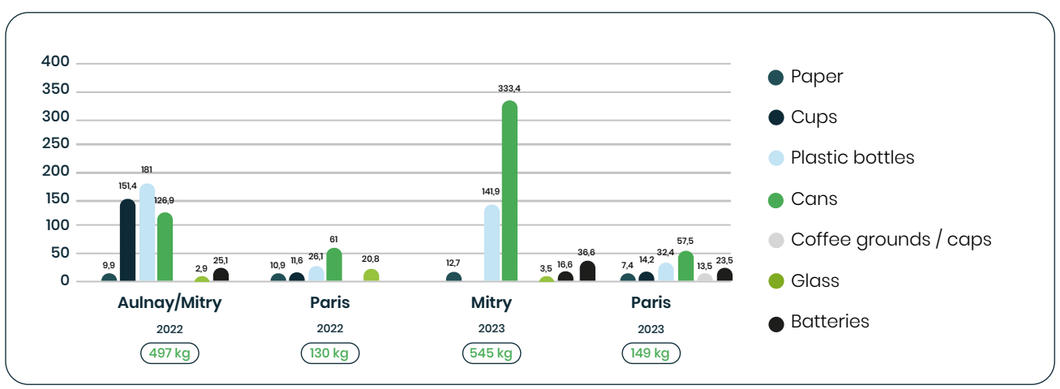
2022-2023 Mitry + Paris
Non Dangerous waste collected in kg



2023 Mitry + Paris
Waste Recycled into



2023 Mitry + Paris
CO_2 Saved in Kg



Our Operations
Consumption Summary

Travel

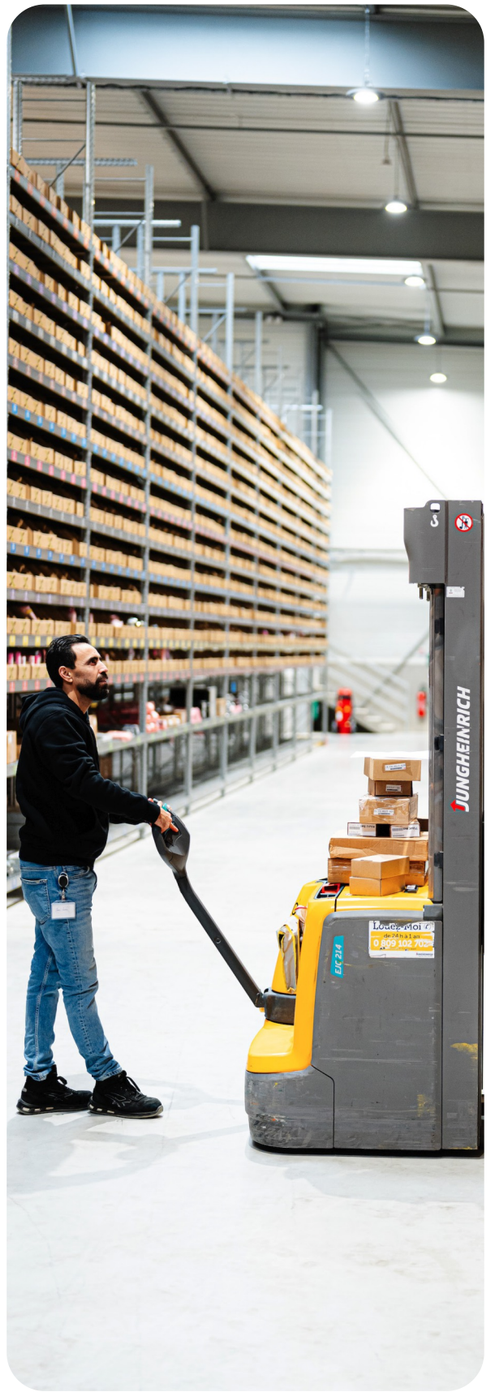
20% of Evernex employees use public transport to get to their place of work. Employees are made aware of carpooling, which remains stable between 15 and 20% / year.

The fleet of company vehicles is mainly identified as Crit'Air 1 and two.

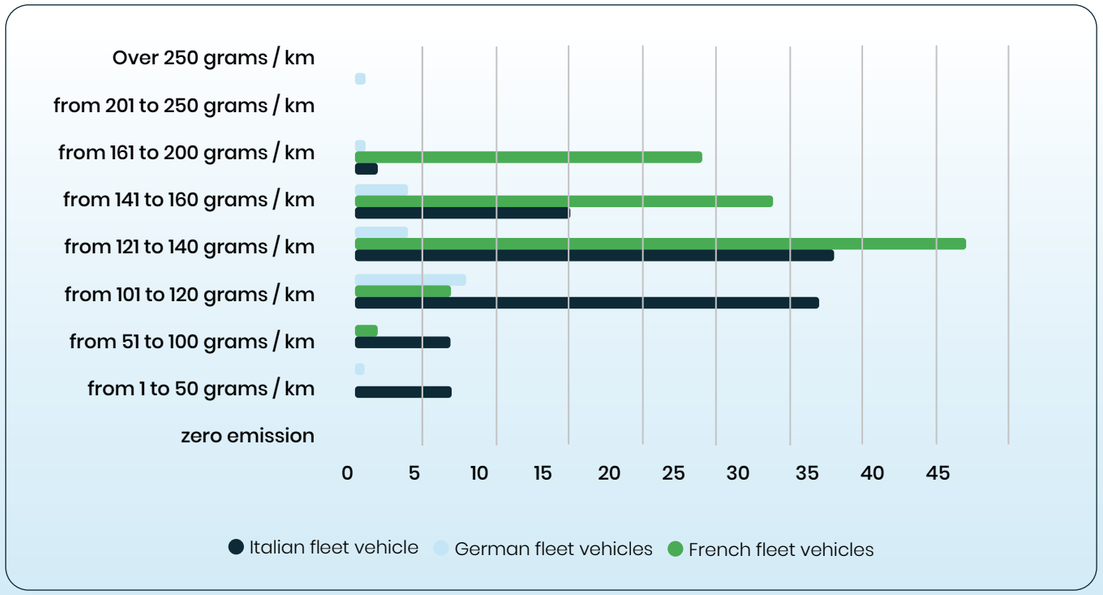
The deployment of internal communication and video conferencing tools helps to reduce some travel.

In 2018 Evernex organized a global event gathering all employees to celebrate its 35th birthday. In 2020 due to the COVID-19 pandemic, Evernex drastically reduced its international travel, with none being authorized during lockdowns. Since then, international travel remains the exception rather than the norm.

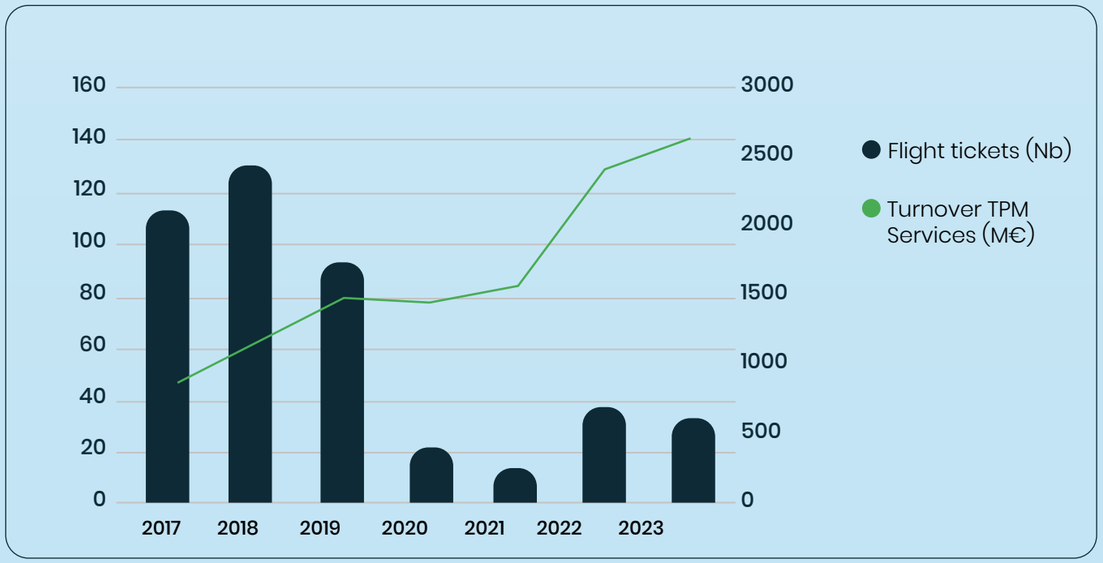
Everyone at Evernex has learned to work efficiently from a distance, and revised approaches and habits on work organization, management, conviviality and meetings.



Number of fleet vehicle by air criteria



Evolution of number of flights relative to turnover



Our Expertise
IT Maintenance

An eco-friendly service offer by design



Evernex's core business is to maintain the IT equipment of its clients in operational condition. Thus, it is no longer a question of buying new equipment, but of maintaining it for as long as possible.

Thus, Evernex offers a real environmentally friendly alternative.

Carbon Footprint

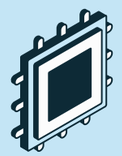


Evernex supports its clients in their efforts to reduce their carbon footprint by controlling the entire life cycle of the equipment, from its first use to the waste treatment.

By entrusting us with the financial and environmental management of their IT assets, our clients can have their carbon footprint.

Our Key
Services

SPaaS™
Spare as a Service



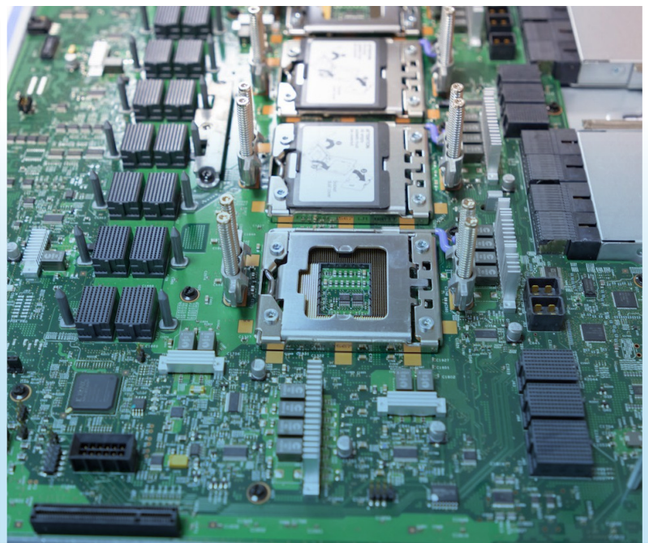
With our state-of-the-art parts center and world-wide stocking locations, we ensure you have the right part in the right place and at the right time.

IT Maintenance



We offer high-quality, cost-effective, post-guarantee IT support service with smooth logistics and personalized SLAs via an international network of certified engineers.



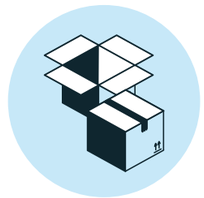






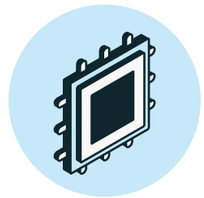
Recycling

Evernex's recycling offer is based on a real commitment to the environment. We reuse any component that can be reused.



Logistics

Packaging, collection & transport ICPE standards



Treatment

Disassembly, spare parts sorting WEEE compliant



Security

Destruction of remaining data Accredited data erasure



Revaluation

Reuse of components (maintenance of resale) Product & material new life



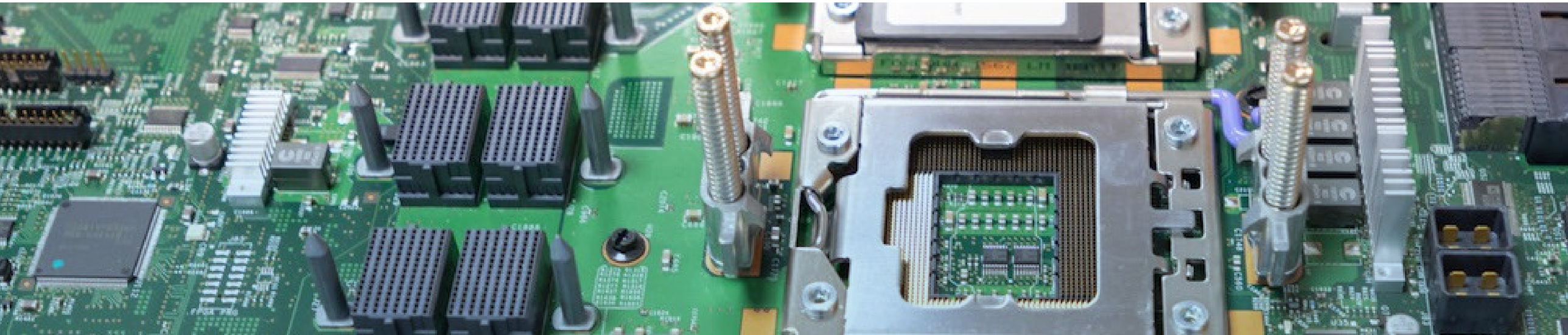
Recycling

Destruction & reprocessing, return to raw materials. Product & material new life



Reporting

Tracking and certificate of destruction, material balance.
Official WEEE compliance certificate



Recycling

Reuse:

30% of the products entered at Evernex and considered as IT waste are reused (repaired, resold or reused in Maintenance) > 142,000 parts and more than 6000 servers are put put back into service every year.

Valuation:

of the remaining 70%, 93% is recovered and becomes a secondary raw material (steel, ores).



500+ tons of IT equipment recovered each year by Evernex, and 180 tons reused

93% recycling rate for IT waste

80% of the CO_2 emissions generated by this material are related to their manufacturing



Areas of Environmental Progress

Its ISO 14001 certification and a continuous improvement approach encourage Evernex to strengthen its efforts on:

Perimeter	Action plan 2024-25
Operational	Adaptation of production sites and offices around the world
	Build a strong data collection governance for CSRD, & sustainability strategy
	Reinforce evernex brand value and attract talents
	Sustainablity strategy in line with SBTi – ACT step by-step
Improvement of working conditions	Automatize the carbon footprint reduction certificate for both TPM and SPaaS Services
Promotion of responsible purchasing	100% MOU signed, evaluation of the 20 most strategic suppliers

Harmonization of Practices in International Subsidiaries

100% MOU signed, evaluation of the 20 most strategic suppliers

Business Ethics



04

Cybersecurity

Evernex has developed and implemented an information security program governed by policies and standards designed to meet or exceed current industry standards, such as GDPR, the IT basic protection catalog of the BSI and ISO 27001, and to comply with applicable laws. These policies and standards are established by the Evernex Group Cyber Security Leader (GCSL).

Evernex has an established global network connectivity program that provides the necessary authentication and authorization controls through firewalls for access to any confidential data. Evernex uses automated auditing tools and scans to maintain compliance. Evernex has also deployed an advanced Management Endpoint Detection and Response (MEDR) security solution.

All security-relevant events and weak points are to be identified, reported, and successfully dealt with as quickly as possible. If a security incident or a weak point is discovered, it is reported immediately and without delay via the appropriate channels.
Evernex performs vulnerability scans on all Evernex owned internal and external subnets and IP's to ensure the integrity and security of organizational business assets.

To appropriately safeguard sensitive information while it is processed, Evernex requires the use of cryptography when sensitive information is transmitted over external, unsecured networks or is transmitted wirelessly.

Prior to the creation or modification of user accounts, Evernex employees must have obtained management approval. All user account requests are properly completed, authorized, and logged. Accounts must not be granted access privileges higher than those required for the user's mission. All accounts are reviewed periodically.

Evernex maintains a global Continuity of Operations program to provide seamless service to customers worldwide, which includes among others, a cyberattack and ransomware remediation plan.

All Evernex employees are required to participate in the Evernex Code of Conduct training program. This training includes modules on data privacy, security, and information handling. Regular refresher modules are required as part of this program to keep employee training current and up to date.



Compliance and Anti-corruption

Evernex is committed through its CSR Policy to fight against corruption. Since 2018 Evernex is working on a more ambitious compliance program:

The CSR policy is operationalized by the code of conduct, attached to commission plans and linked to the rules of procedure. It commits sales representatives to the respect of human rights and international labor conventions, ethical practice and business integrity, and social responsibility, zero tolerance to harassment and discrimination. In addition, control and monitoring mechanisms are enhanced since 2018 by a person dedicated to internal management control and an audit committee comprised of two members of the Management Board and four members of the Supervisory Board.

Corporate governance with delegation of powers

- Top management
- Subsidiaries



Prevention, compliance & anti-corruption

Implementation of prevention processes and standard compliance and anti-corruption provisions in all commercial contracts (clients, agents, business introducers, procurement)



EQS Policy Manager

Setting-up of a Policy Manager system (EQS) to centralize all Evernex Policies



International Code of Conduct

Roll-out of an international Code of Conduct - employees AND suppliers Implementation of Standard Terms & Conditions of Purchase



Implementation of a reporting and whistle-blower system:

- EQS Integrity Line



Implementation of Personal Data Protection

- Policy
- ISO 27001



Areas of Business Ethical Progress

The evolution of legislation, our strong growth and the international coverage of our activities encourage Evernex to strengthen its efforts on:

Perimeter	Action plan 2024 - 25
Human resources	Raise awareness of the most-at-risk populations (EQS policy manager) and extend the code of conduct (objective of 100% signatures of the people concerned). For all staff
	Promote the development of virtuous purchasing practices (subcontractors and partners)
	Presentation to the audit committee of an updated risk map and relevant action plan
	Whistle-blower system: case management and follow-up (internal)
Improvement of working conditions	Group internal audit rules (following the setup of a new it tool) + internal and external audit objectives regular training of empolyees on the various policies
Promotion of responsible purchasing	Launch of a code of conduct applicable to all suppliers and partners
	Action plan about risk map updated end of 2023 CGA / ST&C of purchase training on anti corruption

Harmonization of practices in international subsidiaries

evernex

IT life services

THANK YOU!



UN GLOBAL COMPACT

COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

LEADER IN THIRD-PARTY MAINTENANCE

evernex

IT life services

FOLLOW US