

intelcia

2022 CSR REPORT



CONTENTS



intelcia

A WORD FROM OUR LEADERS

06

HIGHLIGHTS
& AWARDS

GROWTH &
OBJECTIVES

12

16

THE FOCUS
OF OUR CSR

DEVELOPING
OUR TALENTS

22

34

EXCELLENCE AND
ETHICS: OUR DRIVERS

CREATING
SHARED VALUE

41

47

EMBRACING OUR
ECO-RESPONSIBILITY

SDGS, REPORTING
AND THE GRI

55

A WORD FROM OUR LEADERS

Talents, communities, territories, ethics and excellence, eco-responsibility: these are the five pillars of our new Corporate Social Responsibility policy, which is true to our identity, our values and the mission that drives us: to have an impact that brings value to the lives of others.

We have a long history of commitment to our stakeholders. It is with them that we have developed our CSR strategy, ensuring that their expectations are not only heard but also, and above all, incorporated into our business model.

Our dream is to continue to grow and make our employees, clients, shareholders and communities proud wherever we do business.

This dream is the driving force underpinning our collective success, which is the result of a shared vision, strong values, the commitment of our talents and a shared ambition to relentlessly conquer and explore new territories and new businesses.

We want everyone who works with us to be part of this dream, to embody it and contribute to its realization. To this end, we want to draw on our CSR so that it can continue to be our strength, as it has been in the past.

We want to be recognized as both a model of economic success and a champion of responsible corporate citizenship driven by purpose. Ultimately, we want to collectively write new pages of our adventure. An adventure that follows the steps of a recipe for which we have the secret: first a bold idea, a few glimmers of dream and a dash of optimism, large doses of kindness and respect, all combined with a firm and sincere determination to make things happen.

Informing, reporting, sharing and celebrating together are all part of the CSR process, and that's what we're aiming to do in the following pages, which we hope you'll enjoy reading.



**YOUSSEF
EL AOUFIR**
DEPUTY CEO

A WORD FROM OUR LEADERS

**KARIM
BERNOUSSI**
CO-FOUNDER
& CEO

“

*Our dream is to
continue to grow
and make our
employees, clients,
shareholders and
communities proud
wherever we do
business.*

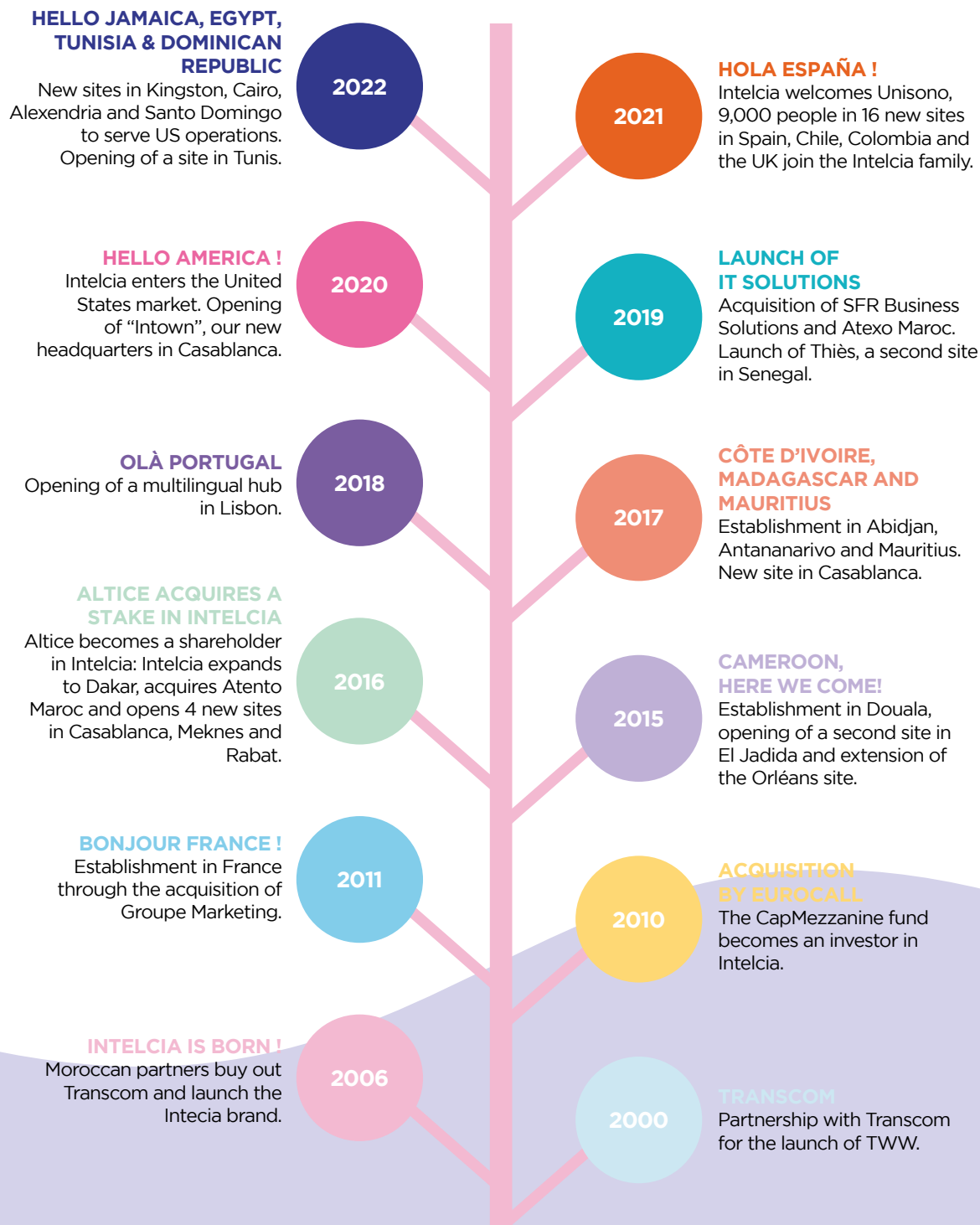
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HIGHLIGHTS & AWARDS

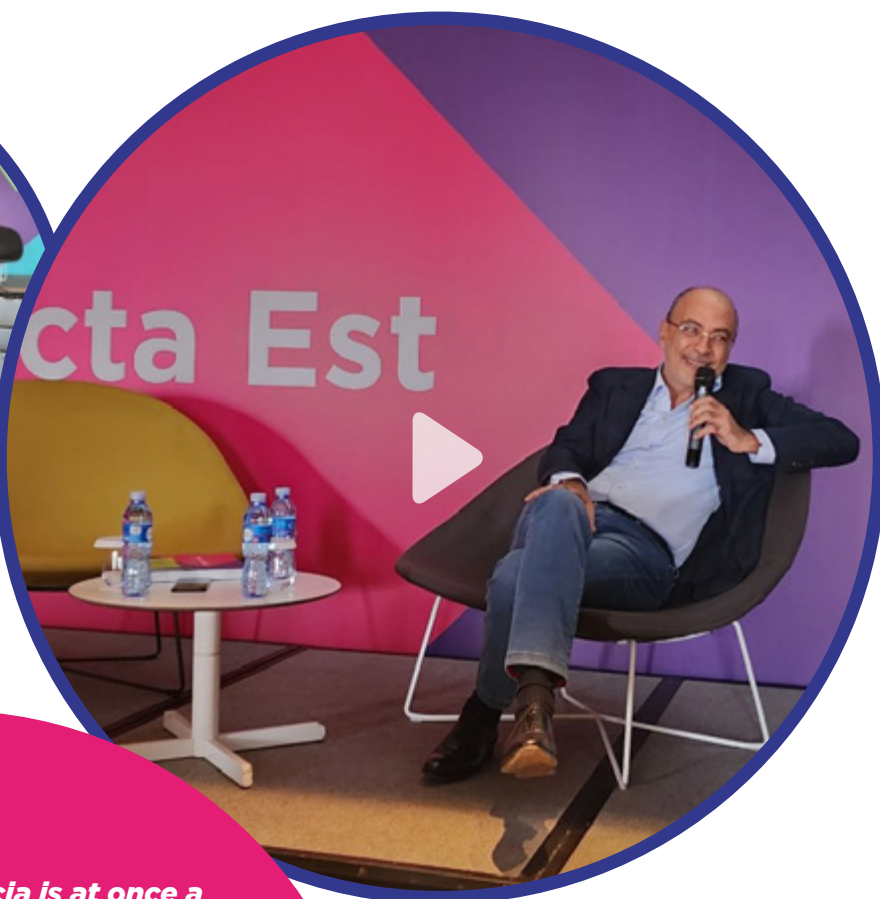
HIGHLIGHTS & AWARDS

An adventure spanning more than 20 years



Alea Jacta Est

We celebrated our 20th anniversary with the release of Alea Jacta Est, the book that tells the story of the Intelcia adventure from its early days, the purpose being to express our gratitude to our employees for their commitment, to our partners for their trust, and to inspire young entrepreneurs to believe in their dreams and their intuition.



“

Alea Jacta Est by Intelcia is at once a testimonial, a sharing of experience and the fulfillment of a duty to pass on our experience to Africa's rising generations of entrepreneurs. It is also a human and entrepreneurial adventure that has evolved into an economic player with a strong social impact, firmly committed to territorial development in all the countries where it operates.

”

New countries: the Intelcia family is growing

In 2021, Intelcia acquired 100% of the Spanish group Unisono, a leading multinational company in customer relationship management and digital transformation. Unisono comprised 9,000 employees at 16 sites in Spain, Colombia, Chile and Scotland.

With the acquisition of Unisono, Intelcia has expanded its international footprint with new multilingual onshore, nearshore and offshore capabilities to address the Spanish-speaking market.

This deal is in line with Intelcia's 2020-2025 strategy, and addresses the Group's strategic challenge of diversifying both geographically and in terms of business activities. Consistent with the same strategy, Intelcia officially inaugurated its first Jamaican site in Kingston, in the presence of Jamaica's Minister of Investment and Trade and the Minister of State attached to the Ministry of Industry, Investment and Trade of Jamaica, as well as Karim Bernoussi, Co-Founder & CEO, and Mohamed Slimani, CEO of the US region.



“



Following the example of strategic business establishments in other regions, Intelcia's launch in Jamaica is driven by a rationale of responsible investment, to create jobs and added value for its entire ecosystem.”

Mohamed Slimani, Chief Commercial & Marketing Officer

HIGHLIGHTS & AWARDS

Numerous awards bear witness to our success

PLATINUM
CONTACT CENTER AWARDS

Best IT project
PLATINUM AWARDS 2022

DEC Asociación para el
Desarrollo de la
Experiencia de Cliente

Best Innovative Project
DEC



Customer Service of the Year:
Communication Solutions for
individual customers
ESDA AWARDS

The Silicon Review

50 most admired companies
of 2022 - ITS
SILICON REVIEW



Founding member of the
Africa Business Leaders Coalition
NATIONS UNIES

HIGHLIGHTS & AWARDS



Silver - Internal Transformation
CXAWARDS2022



Best Technology Innovation
for MyToDo
CONTACT CENTER WORLD AWARDS

Best Outbound Campaign
CONTACT CENTER WORLD AWARDS

Best Improvement
CONTACT CENTER WORLD AWARDS



Supplier with the Best Telephone
Relationship
PREMIOS EXCELENCIA 2022

Most Recommended Supplier
PREMIOS EXCELENCIA 2022

Innovation in Agent Support
as part of the Transformation
and Digitalization Plan
PREMIOS EXCELENCIA 2022

Supplier with the Best Digital
Relationship
PREMIOS EXCELENCIA 2022



Most Innovative CEO
GLOBAL BUSINESS AWARDS

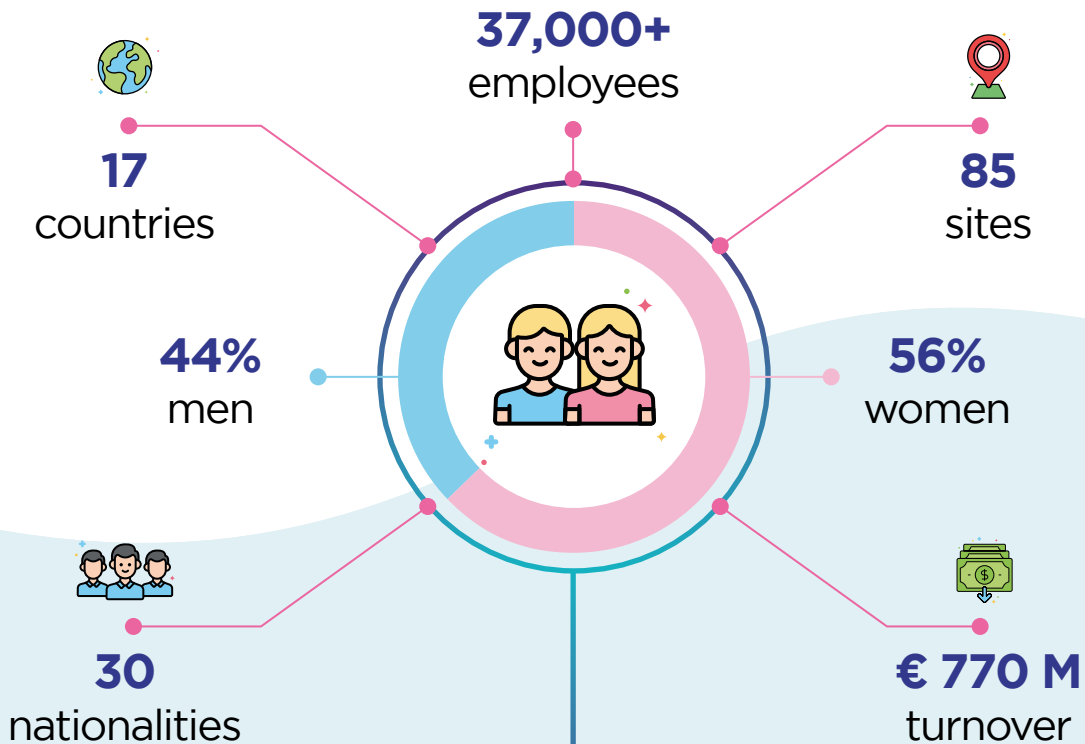


GROWTH & OBJECTIVES

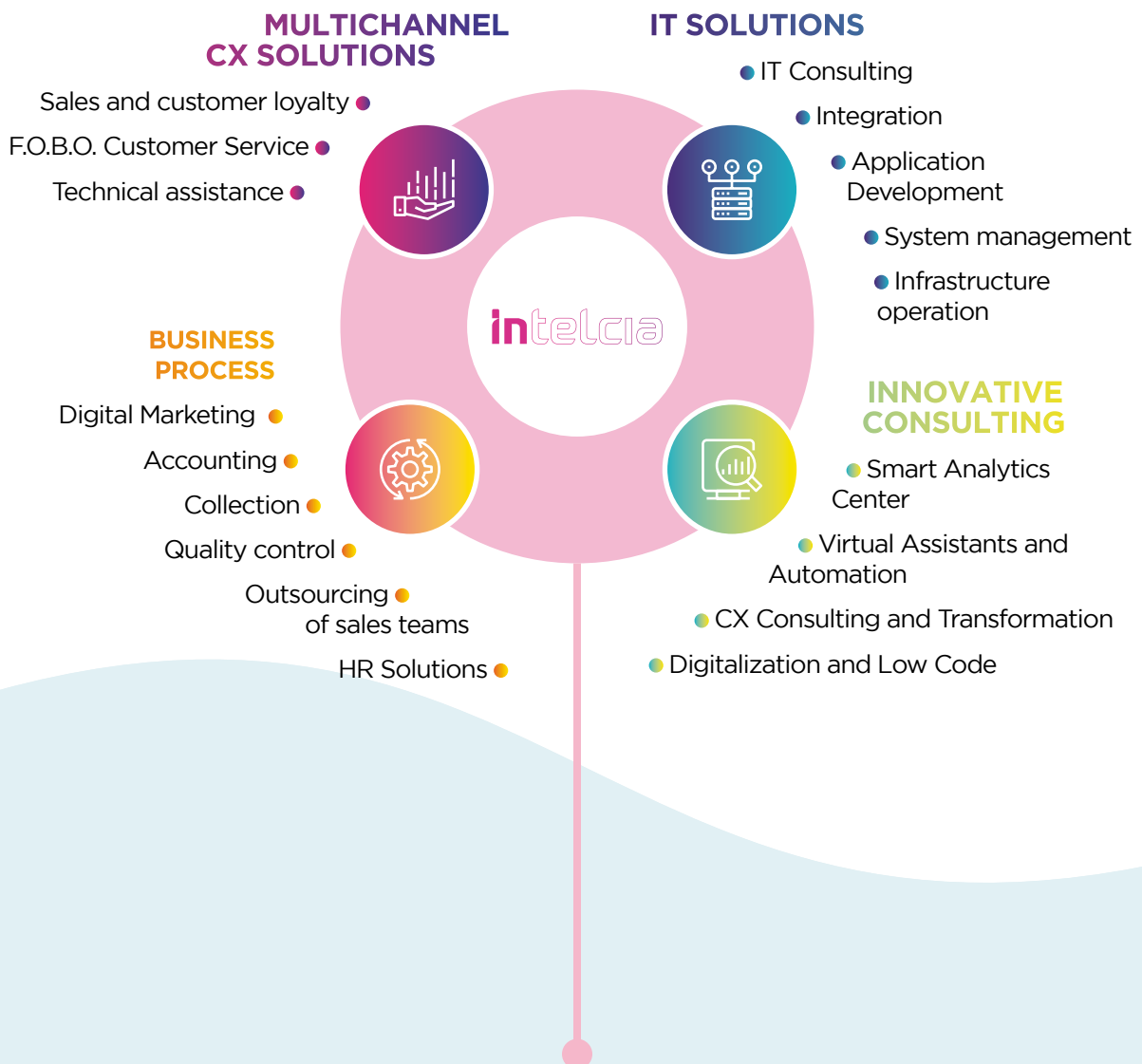
Our global footprint



In 2022 :



Solutions to meet our clients' evolving needs



220+ clients trust us

**CLIENTS OF ALL SIZES,
ACROSS A WIDE RANGE
OF INDUSTRIES AND MARKETS:**

IT - RETAIL - E.COMMERCE - SERVICES & ENERGY
- BANKING & INSURANCE - PUBLIC SECTOR -
TELCO - MEDIA ...



90%

Customer
retention rate



THE FOCUS OF OUR CSR

THE FOCUS OF OUR CSR

Our *raison d'être*

From the very outset, social and environmental responsibility has been an integral part of Intelcia's identity. Our corporate strategy is as much about our employees' well-being, sharing added value and protecting the environment as it is about performance and profitability. Our commitments are based on several key areas and aim to meet the following challenges:

Be aligned with our identity, values and corporate mission.

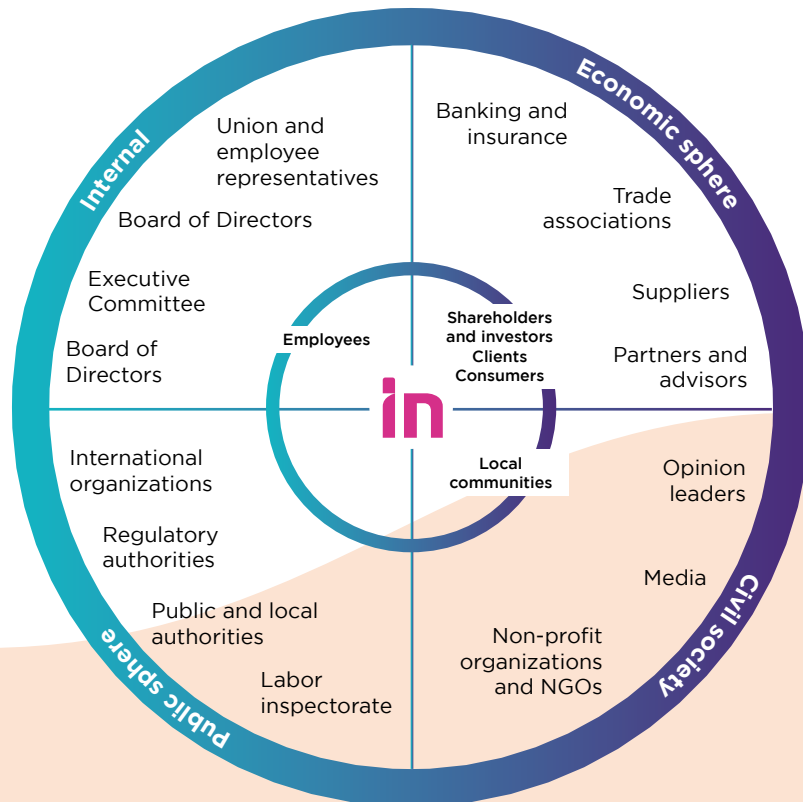
Have a positive impact on our communities and suppliers, and maintain healthy relationships with all our stakeholders.

Serve our business challenges by being aligned with the expectations of clients and best-in-class investors.

Give a sense of purpose to our employer brand and become an attractive employer to attract talent.

Comply with laws and regulations.

Contribute positively to our reputation.



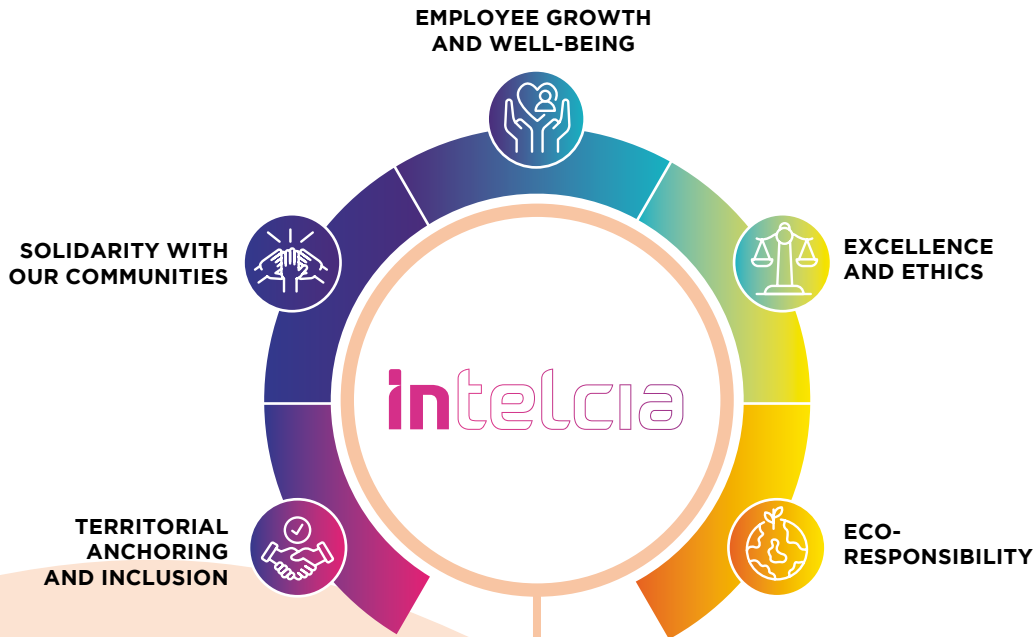
THE FOCUS OF OUR CSR

5 pillars, multiple challenges

With a presence in 17 countries, Intelcia strives unswervingly to combine excellent service with a sincere commitment to sustainable development principles. A socially responsible player from the outset, Intelcia has structured its social and environmental responsibility policy to ensure that its growth is accompanied by impact, whatever the country.

This new CSR policy, which takes into account the highest standards, was developed jointly with our stakeholders and is aligned with our values. It is based on five key pillars, and reflects 9 of the Sustainable Development Goals defined by the United Nations.

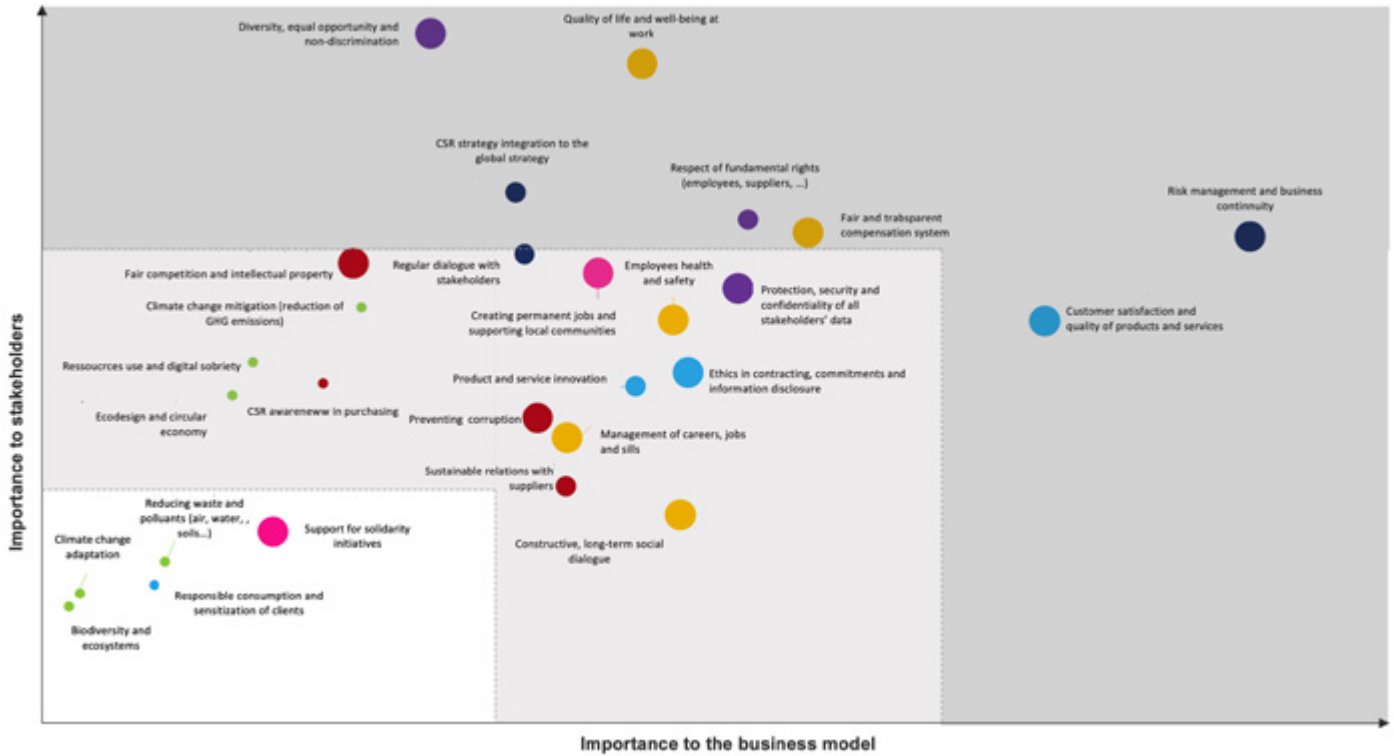
Since 2019, we have been striving to roll it out equitably across all the sites where we operate. Our aim is to achieve consistency in terms of practices and commitments, irrespective of our location.



THE FOCUS OF OUR CSR

Our materiality matrix

The consultations with our stakeholders, which were part of the materiality exercise, provided us with valuable insights, enabling us both to reassert some of our commitments and fine-tune our priorities based on the feedback we received.



THEMES

- Responsible governance and sustainable economic performance
- Human rights
- Responsible world relations and conditions

- Protection of the environment
- Business ethics and loyalty of practices
- Clients' interests
- Territorial anchoring and general interest

Level of maturity



The values that drive us



The five pillars of Intelcia's Corporate Social Responsibility policy reflect our commitment to all our stakeholders. People are at the heart of this policy, whether it concerns our employees, our communities or our territories. We invest in the development and well-being of our talents, for whom we strive to be a career booster. Inclusion and diversity are our guiding principles and, in addition to having diverse teams, we offer employment opportunities to people who are generally excluded, and include disabled people wherever possible.

Through our business, we also create sustainable jobs and, as we come from a world of entrepreneurs, we support young companies in our territories, particularly social enterprises, so that they can in turn have a positive impact.

This local action also concerns our communities, in which we support vulnerable groups as well as vital causes such as education and healthcare. Excellence and ethics are ever-present across our entire value chain, whether in terms of our employees, our business or the protection of our clients' data.

Finally, our responsibility also extends to the environment, where we seek to reduce our impact, launch responsible projects and take positive, proactive action. This is how we rally our stakeholders around the values we embody:

«We Dream, We Care, We Do».



Nadia BENBAHTANE

Group Brand
& Engagement Director

2022 key indicators

In this edition of our CSR Report, our indicators focus mainly on our French-speaking region. This region comprises our longest-established business areas, and accounts for the majority of our employees and operations.

As of next year, our more recent regions will be incorporated into the scope of our Group CSR strategy.



EXCELLENCE & ETHICS

- **78%** satisfied customers (2021 survey).
- **4.4%** average weighting of CSR in purchasing.
- **16%** of employees trained in cybersecurity.
- **19%** of employees trained in ethics.



GOVERNANCE*

- Executive Committee: **6** women and 5 men.
- Core Management Committee: **42%** women.
- Extended Management Committee: **35%** women.

*Group



TERRITORIES & SOLIDARITY

- **24%** of people said to be “far” from the workforce hired.
- **~50** community projects supported.
- **> 1000** employees involved in our initiatives.
- **3** start-ups supported.



EMPLOYEES

- **56%** women and **44%** men.
- **58%** of new hires are women.
- Women accounted for **44.4%** of promotions.
- **48%** of women and **52%** of men are executives.
- In France (2022): Equality Index **96/100**.
- **93%** permanent contracts.
- **120%** having undergone at least one training course.
- Average of **61.5** hours of training.



ECO-RESPONSIBILITY

- **746** KWH/employee.
- **11,25** liters of fuel/employee.
- **0,36** t CO₂eq/employee (scope 1 and 2).
- **5,85** m³ water/employee.
- **13** projects supported.

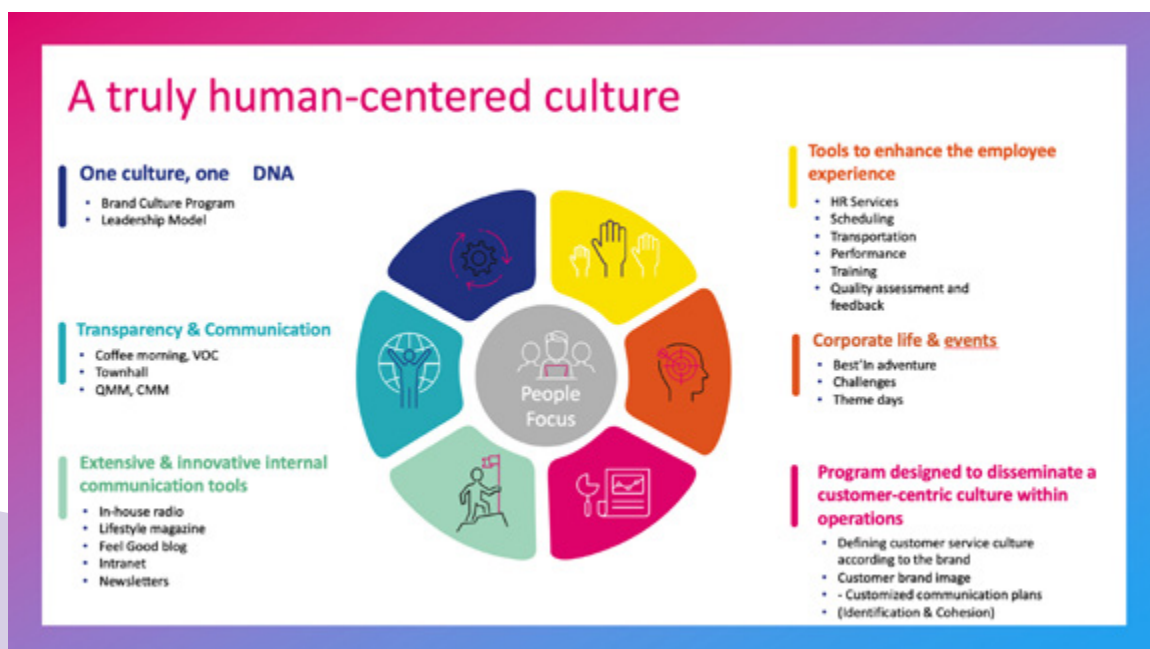
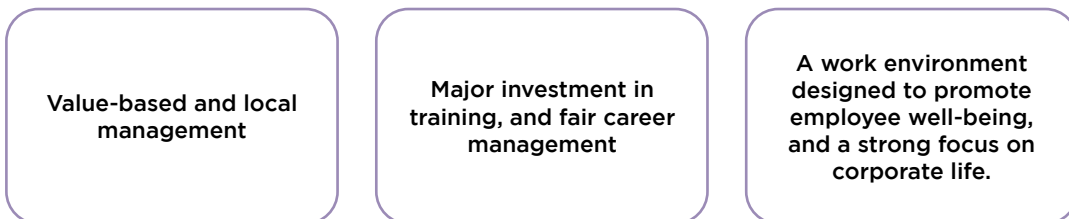




DEVELOPING OUR TALENTS

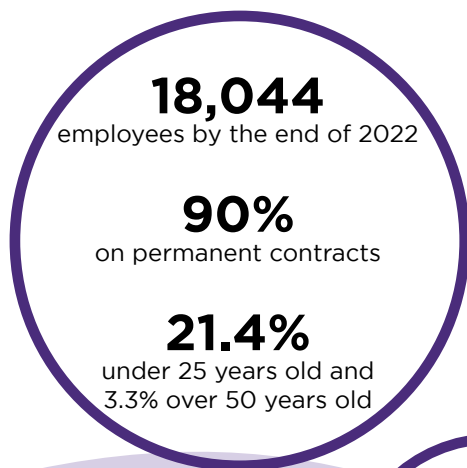
People-focused culture

Our employees are at the heart of our commitment to being “a good place to work”. Intelcia owes its success to the determination of its 37,000 talented people in 17 countries and is today a force to be reckoned within its sector. We respect and encourage our employees. We value their potential by empowering them and giving them the opportunity to innovate. Our policy is based on 3 key principles:



Welcom'IN : Onboarding new hires

When a new employee joins the company, it's important that they feel welcome and at ease right from the start. That's why we have designed the «**On The Job Training**» program to offer new employees the best possible experience. The new program is designed to help new hires quickly understand their job and the stakes involved. The aim is also for them to easily identify the key people with whom they will be working within the company. To help them be more independent, we have also set up the «**MyIntelcia**» intranet. This platform gives them access to a wealth of information on how the company works, its latest news and employee benefits. The onboarding system is complemented by a welcome booklet and a mentoring process to help new hires settle into the company. What's more, to ensure a good working environment, all new hires are introduced to the company's core values: «**We Dream, We Care, We Do**».



Supporting skills development in the workplace

Two in-house training units are available to our employees:

- Intelcia Academy for customer advisors
- Intelcia University for managers.

They are responsible for training delivery and consolidating all training processes and data in the MyTraining and MyLearning tools. In addition to using external service providers, these units are responsible for training, from engineering to deployment, as well as follow-up. Training plans for customer advisors are defined in conjunction with clients and include initial training as well as in-house or external in-service training.

A training catalog is available for managers, whether they are team leaders or directors. In 2022, 120% of employees had taken at least one initial or in-service training course, for an average of more than 61.5 hours of training per person.

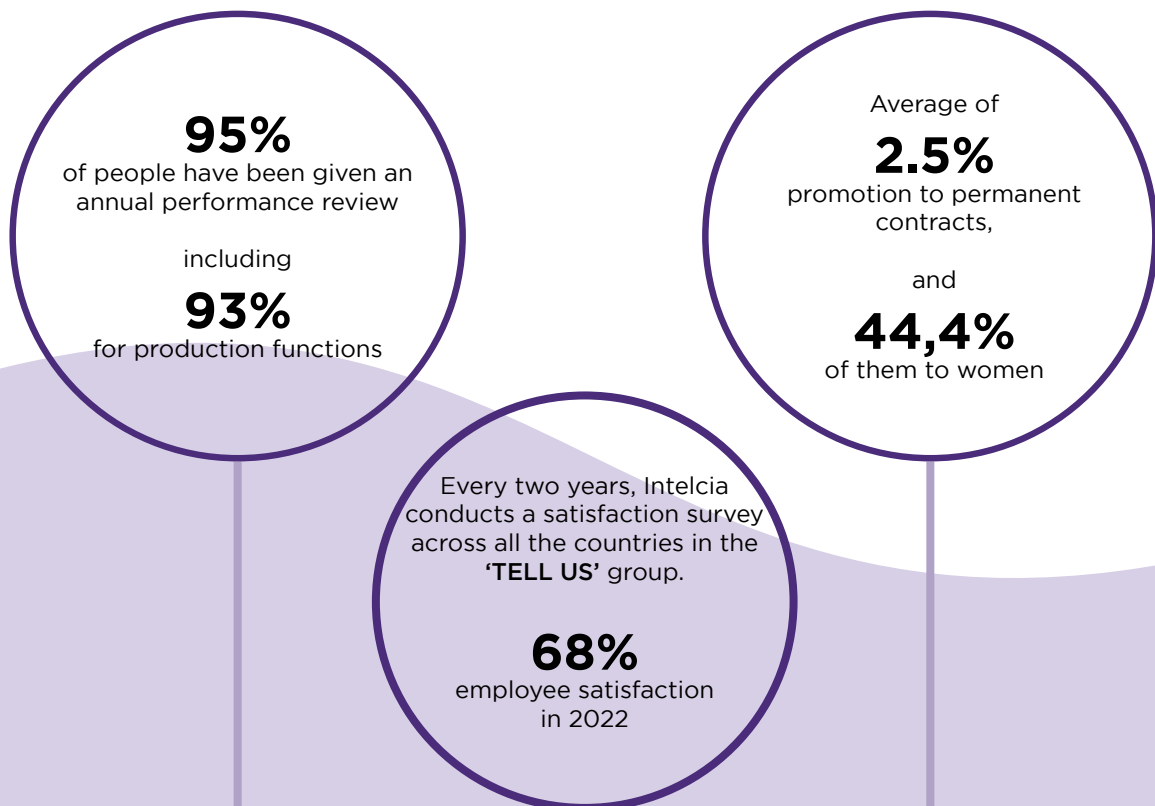
“
**At Intelcia,
employees do more
than just produce;
they also develop their
skills. Because no one
is excluded from our
school of excellence**
”



Developing our talents

Beyond the usual career management, we strive to reveal and nurture the talents that work with us. In addition to training, which is key in this respect, Intelcia has set up a **Talent Management** department. It works on the management model, assessment and promotion, and the digitization of in-house services such as internal mobility, among others. The aim is to ensure that everyone feels supported, mentored and inspired to give their best. Accordingly, since January 2021, the **Convergence project** has strengthened the coaching role of team leaders, such that they can serve as coaches. The Assessment Center, for its part, selects candidates for promotion on the basis of their competencies. For the coach population in particular, the **assessment center** identifies potential candidates for promotion to team leader. In fact, one of the company's distinctive features is to encourage internal promotion.

At Intelcia, mobility and internal promotion are important. Thus, since 2020, Intelcia has relied on the **MyEval** tool to track annual performance reviews involving the obligation to carry out professional interviews, and also carries out Talent Reviews for the internal promotion of management, middle management, as well as agents as of this year. During the annual **“Middle Management Day”**, workshops on the role of managers are organized to discuss management as a key supervisory function. As part of the Talent Reviews, a new leadership model was introduced and used, based on 8 competencies, including “Acting with kindness and fairness”.



Celebrating diversity

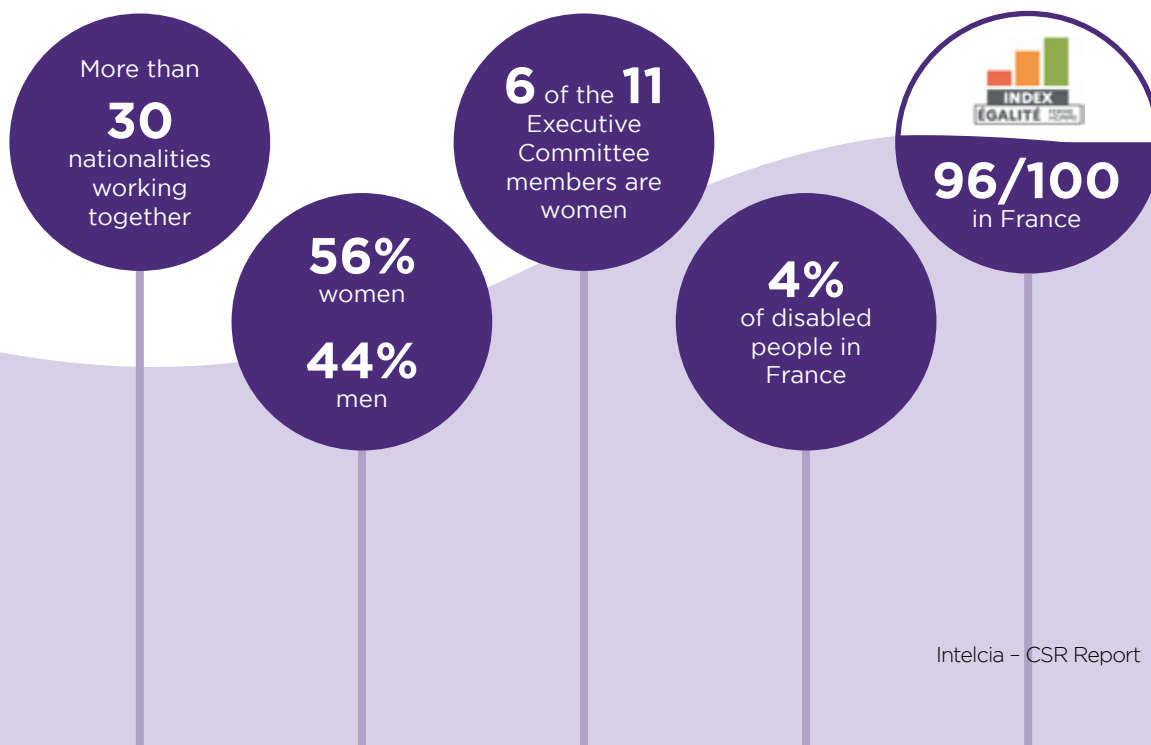
We attach great importance to respect for people, and this is reflected in our values and commitments. We are proud to be a signatory of France's Charte de la Diversité and the United Nations' Global Compact. In addition, we have published internal documents to demonstrate our commitment to human rights and business ethics. We undertake to guarantee equality and prevent all forms of discrimination within our multicultural company, where more than 30 nationalities work together every day in the 17 countries where we have a presence.



United Nations
Global Compact



Our corporate culture is based on equal, fair and dignified treatment, irrespective of any differentiating factors. Whether you're an intern or a manager, male or female, we'll treat you with respect and fairness, regardless of appearance, ethnicity, age, physical condition or academic background. We believe in meritocracy, which means that competence is the only thing that matters in our hiring and career development process.



DEVELOPING OUR TALENTS

Our company stands for diversity, especially when it comes to gender equality. In fact, more than half of our employees are women, and they also hold a substantial proportion of management positions. Almost half of our executives are women, and they account for the majority of new hires and promotions. What's more, more than 40% of our Management Committee is made up of women, and **6 of the 11 members of the Executive Committee are women.**

“
**Our commitment:
to foster gender parity
in Intelcia's governance,
promote the empowerment
of our women employees
and strengthen women's
empowerment activities**
”



Karim Bernoussi
CEO and co-founder
Intelcia

This diversity is more than just a fine intention, it is also applied to every aspect of our business. We make all our employees, in particular our human resources managers, aware of the issue of gender equality. We have also translated these values into practical corporate agreements, such as the setting up of an Equality Commission and the signing of a Professional Equality and Quality of Life at the Workplace Agreement.

For a better integration of disabled people in France

We are also committed to ensuring the integration of workers with disabilities. We have appointed a Disability Contact Person and Disability Liaison Officers at every site in France to ensure the integration of workers with disabilities. We have also made physical arrangements in all our countries for disabled workers, particularly those with motor disabilities. At the time of their medical check-up, we specify the necessary arrangements based on the individual needs of disabled workers, such as ergonomic working positions, supervisory attention, extra breaks and adapted working hours and shifts. In addition, we offer enhanced medical surveillance for workers with disabilities. We will continue to work hard to ensure an inclusive and respectful working environment for all.

DEVELOPING OUR TALENTS



In addition to this, we organized special events to raise awareness of the importance of gender equality among our employees and an external audience. For example, we organized a series of Talks with women students from the Fondation Marocaine de l'Etudiant to mark International Women's Day.

We also took part in the Morocco for Diversity initiative, publicly announcing our commitment to diversity, and supported the Moussawat campaign run by the We4She association. The latter aims to combat the stereotypes and prejudices that women encounter in the workplace.

The campaign is made up of three video clips dealing with maternity leave, fear and anxiety about career development, and resistance to the idea of women holding management positions.

A rich internal dialogue

Communication is paramount to maintaining a peaceful working environment. Social partners are regularly consulted and heard through their elected representatives, in order to take their expectations into account and maintain an open and constructive dialogue. In several countries, including Morocco, France, Cameroon, Côte d'Ivoire and Madagascar, **100% of sites have employee representatives** who are fully equipped to carry out their duties, with offices, notice boards and dedicated e-mail addresses. National or equivalent agreements have been signed to ensure that employee representatives can carry out their duties under the best possible conditions, in accordance with the applicable legislation in each country. At Intelcia, social dialogue is a priority for the company.

The same applies to internal dialogue. Bodies and programs have been set up to enhance transparency and bring employees closer to top management, and to encourage them to provide feedback. Town Hall meetings, held quarterly, are an opportunity for the Management Committee to communicate with all employees in a given region, and share with them the company's progress, changes, performance and objectives. Other forums, such as quarterly Let's Meet meetings with management, also help strengthen internal dialogue. We believe that maintaining dialogue is essential to ensuring a working environment conducive to collaboration and to the company's success.

“
The Board of Employee Representatives is much more than just a consultative body. It is a driving force for progress and collective success. We are passionate, committed and responsible, and we play a key role in the life of the company. Every month, we meet with management to discuss all issues, with no restraint and in full transparency. We are proactive and identify future challenges. We keep abreast of developments and share our informed opinions.
”

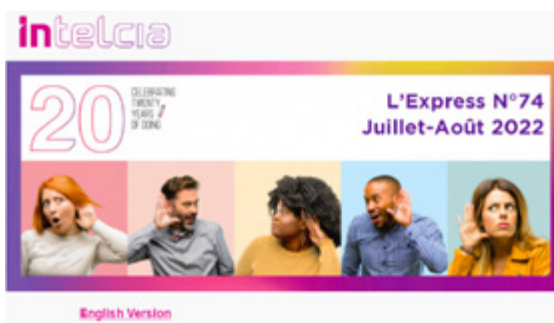


Abdessamad ANNOUN

Customer Experience
Training Manager & Employee
Representative - Morocco

Building a company that's a great place to work

Well-being in the workplace is a crucial issue in Intelcia's business sector. We strive to make our employees' workday pleasant and stimulating. Disseminating information is the cornerstone of this approach. We have set up various communications applications on the intranet (ChatRH, MySuggestions, Help'In) which play a variety of roles, as do FAQs and quick guidance from HR managers. Every week, an internal mailing, "Breaking News", provides the latest news from the whole Group: awards, mobility, site openings, recruitment, as well as links to inspiring videos and a quote serving the same purpose. As for the monthly "L'Express" newsletter, it aims to disseminate key information from the various sites and countries.



Last but not least: InRadio. Since 2021, it informs, gives voice, creates interactions and inspires our employees - in addition to broadcasting music. Eventually, the aim is for each country to have its own specific programming, including programs on different themes.

Our aim is not only to create a welcoming space for our employees, but also and above all to offer them opportunities to forge real ties. This is why we have expanded our entertainment programs at our sites:

- 📌 **Tuesdays and Fridays 'IN** : site events focusing on various themes, celebrating special occasions;
- 📌 **Birthdays of the month** : celebrating the birthdays of randomly selected employees; Halloween or Valentine's Day, religious holidays, ethnic days, raffles, challenges, ...
- 📌 **Coffee mornings**

Bonding also concerns top management, especially as the latter is growing in size with the opening of new sites and acquisitions. As part of the Discover Together program, senior executives go on outings (steelworks, birdwatching, historic sites, etc.) to strengthen ties within the Management Committee.

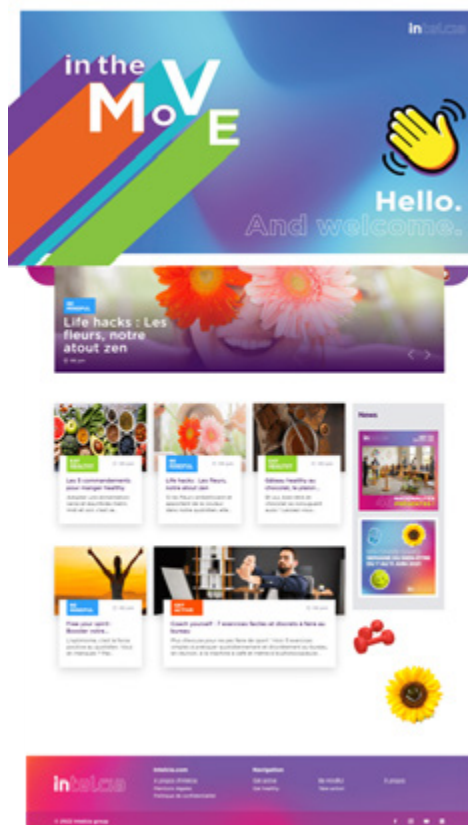


Focus on IN THE MOVE : Well-being and sports to bring us together

We're proud to rally around the values of sport, which are so cherished by our predominantly young and dynamic population. We believe that well-being is the key to a healthy body, a positive attitude and a fulfilling life. That's how we came up with our In The Move concept, a digital platform dedicated to promoting sport and well-being, offering online courses, thematic workshops, a newsletter and much more.

In June 2022, we organized a Wellness Week at all our Intelcia sites, offering workshops, webinars, content, and sports classes to promote a healthy, balanced lifestyle. But In The Move doesn't end there. We offer our employees tips and advice throughout the year based on 4 dimensions: Get Active, Eat Healthy, Be Mindful, and Take Action.

Our commitment to sport actually extends much further. We organize soccer tournaments, sports team-building events, races, on-site sports challenges, and much more. As a result, our employees have enjoyed a busy year on the sporting front, taking part in competitions such as Sahraouia, Iron Man, Pedal Cycling Club, and many others.



DEVELOPING OUR TALENTS



We are therefore deeply honored to have been presented with the Sports Company of the Year Award by the Moroccan Federation of Sports Professionals as part of the MOROCCO SPORTS AWARDS. This demonstrates that our commitment to sport is recognized and appreciated, and we look forward to continuing to promote a healthy and active lifestyle for all our employees.






EXCELLENCE AND ETHICS: **OUR DRIVERS**

A broad management team

Intelcia's strength also lies in its management team. Plurality, cohesion and diversity best describe it. Another factor driving our Group's development is our balanced and fruitful relationship with our shareholder, the Altice Group. CSR is a subject that is dealt with by the Group's governance bodies, notably the Executive Committee, which brings together the corporate team. It is here that the Group's direction is set, and new key strategic projects are approved. Members of the Executive Committee.

EXECUTIVE LEADERS & SHAREHOLDERS




Karim BERNOUSSI
Co-Founder & CEO




Youssef EL AOUFIR
Deputy CEO


CORPORATE GLOBAL SUPPORT DIRECTORS




Mohamed SLIMANI
MD
Chief Commercial & Marketing Officer




Najat EL JEBARI
MD
Chief Finance officer




Saad BERRADA
Chief People Officer



Nadia BEN BAHTANE
Chief Brand & Engagement Officer



Amine TRABELSI
Chief Technology Officer




Lamiae TAIBI
Strategy & Organization Director


REGION CEO'S



Youssef EL AOUFIR
CEO – France / Acting as



Mohamed SLIMANI
CEO - US



Sandra GIBERT
CEO – Spain & Latam



Carla MARQUES
CEO – Portugal



Malika AHMIDOUCH
CEO - Intelcia IT Solutions

Ensuring business ethics

Ethics are central to Intelcia's reputation. The Group makes sure its values and culture are rooted in its core and permeate its departments, operations and all its internal and external interactions. To ensure that this ecosystem is consistent with our values and commitments, we have drawn up a **Code of Ethics**, which has been distributed to all our stakeholders for over a year.

This document sets out our commitments and expectations towards our stakeholders and provides ethical guidance to our employees and any other person or entity that Intelcia interacts with. It provides a framework for business ethics, employee ethics, conduct towards suppliers and towards our neighboring communities. It complements local and international laws and regulations, as well as Intelcia's internal rules and regulations.

In addition to the Code, ethics in the workplace and towards people are reflected in our **Commitment to Human Rights**. This document, which stresses compliance with labor laws and respect for human rights, is reflected in our internal procedures and processes, whether in terms of recruitment, working conditions, fairness or meritocracy in career management.

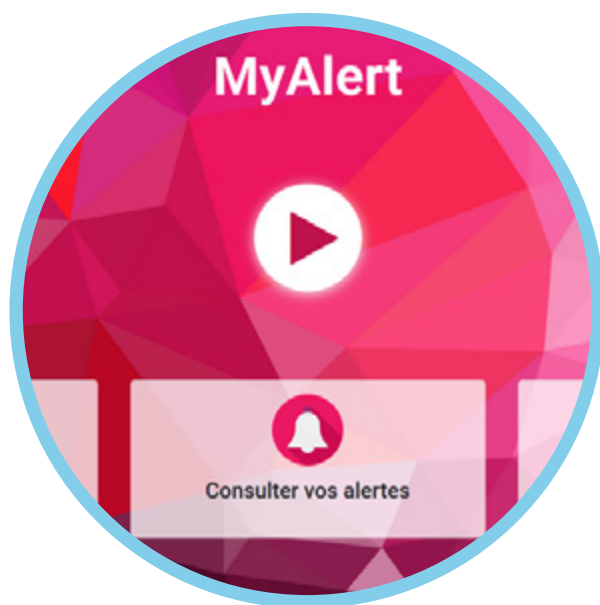
As for business ethics, they are dealt with first and foremost through legal considerations. Our knowledge of and compliance with the laws provides a framework for our business activities. It also helps us to improve our practices in each of the countries where we operate. These include, for example law 46-19 to combat corruption in Morocco, the Sapin II law in France, the Whistleblowing law in Europe, the UK Bribery Act in England, among others.



EXCELLENCE AND ETHICS: OUR DRIVERS

To make all employees aware of the ethics policy and anchor these rules in their day-to-day work, we have developed a range of training courses on non-discrimination, anti-harassment and anti-corruption. The first e-learning module was launched in September 2022 and covers Intelcia's ethics policy in general. It will be gradually rolled out in all countries where we operate.

In addition to training, a whistleblowing system has been in place for a decade to report suspected or proven cases of ethical misconduct. Employees can use the MyAlert platform to report cases of conduct or situations that violate the law, the general interest or the Code of Ethics. Whatever their origin, these alerts are handled diligently and confidentially by the Group Management.



16%
of employees trained
in cybersecurity
(in 3 months)

19%
employees trained
in ethics
(in 3 months)



Fundamental principles in purchasing

In 2021, Intelcia created a new Group Purchasing Department, which has drawn up a new purchasing master plan, a purchasing policy and a new organization and procedures. In addition, Intelcia is certified ISO 9001, which means that it applies the principles of sound management and ethics in its purchasing procedures. It ensures competitive bidding via consultations or invitations to tender, transparency, confidentiality, fairness in evaluation and systematic contractualization through its library of contractual models and clauses. It also provides its partners with a web interface, “Intelcia Group Purchasing”, where they can register, submit their documents and engage in transparent dialogue.

Intelcia is supporting the steady growth in its transaction volume for products and services, and is making responsible commitments at the same time. It has an **Ethical Purchasing Charter**, a supplier evaluation matrix including social and environmental criteria, and General Purchasing Terms and Conditions including clauses to combat corruption and undeclared work. Intelcia wishes to go even further in its purchasing responsibility, by taking this key corporate function down the path of responsible purchasing.

Several projects have been launched, and we can already see the first results. In 2021, Intelcia published its **Eco-Responsibility Charter**, which includes the contribution of its purchasing to eco-responsibility, highlighting the role and responsibility of purchasing in supporting Intelcia’s commitment to eco-responsibility. Responsible product catalogs have been set up in France, and non-certified products have been replaced by certified substitutes. Office supplies, furniture and paper are among the products involved. Intelcia has also made the use of environmentally certified cleaning products a prerequisite in several of its countries.

In some countries where access to ecolabels is limited, alternative measures are put in place to protect the environment. In Madagascar, for example, invitations to tender require that the products used are non-hazardous and have the lowest possible impact on nature.

Furthermore, Intelcia strives to support its partners by offering its expertise and sharing its knowledge. For example, the company works with suppliers of IT equipment and furniture, such as JLL and TRAREM, to help them gain a stronger foothold in the African market. This initiative aims to promote sustainability and foster more environmentally friendly practices.

Key figures French-speaking region

4,4%

The weight of social and environmental criteria in the purchasing decision matrix (2.2% in 2021)

72%

The share of contracts signed during the year with one or more CSR-related clauses (32% in 2021)

The ingredients of excellence

Quality and compliance

The service quality we deliver to our customers is key. That's why we work with our partners to offer tailor-made solutions that ensure quality customer relationships. To this end, we have implemented customer-friendly canvassing and marketing practices. Before contacting a customer, we analyze all scripts provided by the principals to ensure that conversational protocols comply with commercial canvassing standards. During interviews, Team Leaders listen to conversations to ensure that the information communicated to customers is correct and complies with agreed protocols. Finally, our quality control managers listen to the recordings to ensure that the information communicated is accurate and understood by the end consumer. In the event of recurring anomalies, we escalate the problem to our partners so that they can react quickly. This rigorous system enables us to offer our partners exceptional service quality and first-class customer relations.

Moreover, all our advisors are trained from the moment they join the company to prevent fraudulent practices, and sign a document acknowledging their respect for consumer rights.

Intelcia offers its clients a variety of real-time monitoring tools to measure the quality of services provided. These tools range from call identification to feedback on areas for improvement. In order to constantly improve their services, Intelcia has implemented an innovative process where customer data is automatically available when processing customer contacts. This approach fosters the autonomy and responsiveness of their teams, while improving the customer experience.

In addition to regular meetings, Intelcia provides its clients with an automated report to complement discussions and facilitate understanding of their needs. Throughout the service production process, a Compliance department is responsible for identifying, assessing and controlling non-compliance risks. In the event of a critical situation, a central alert system is in place.



We are getting extremely positive feedback from our customers. Our human values stand out naturally, which contributes to a good conversion rate.

Mohamed Slimani, Chief Commercial & Marketing Officer

78,2%

Customer satisfaction rate

*survey conducted in January 2021 for the year 2020

EXCELLENCE AND ETHICS: OUR DRIVERS

Guaranteeing business continuity

As with every contract, business risk assessment is part of Intelcia's quality approach. A multi-disciplinary in-house team performs this exercise, enabling us to prepare for every possible scenario. In this way, the quality of customer service goes hand in hand with the assurance of business continuity. To this end, and since the covid-19 health crisis, Intelcia has updated its Business Continuity Plan, adjusting the procedures and mechanisms to be activated in the event of serious unforeseen events, so that customer service is impacted as little as possible. Teleworking is one of the new practices developed as a result of this review. Offering greater flexibility for employees, remote work has proven its benefits when business as usual is disrupted by a major incident.

Data security: a must

A unique system is in place to guarantee the proper management and protection of customers' personal data:

- The appointment of a Data Protection Officer (DPO) for each region.
- The integration of the DPO in the management of commercial contracts from the tender stage, giving rise to Privacy By Design actions and By Default impact analyses.
- Specific training for managers and support teams, combined with awareness-raising through integration training and internal communication materials.
- Regular updating of internal policies, registers and notifications of personal data breaches linked to the GDPR (Europe), CNDP (Morocco), CDP (Senegal) and their equivalents in other countries
- Implementation of internal audits.



Intelcia's approach and its implementation have been certified ISO 9001 and ISO 18295-1. This ensures that quality and continuous improvement are at the heart of the services offered by Intelcia. ISO 27001 certification attests to Intelcia's high level of data protection.



CREATING SHARED VALUE

Contributing to the economic development of territories

Intelcia is a company that stands out for its presence in nearly twenty countries around the world, which has led it to place territorial anchoring at the heart of its concerns. This strategy enables the group to work closely with local communities and understand the socio-economic conditions of each territory. Moreover, this approach is in line with Intelcia's mission, which is to have a positive impact on local communities. To achieve this, the company works in partnership with local players such as local authorities, associations, cooperatives, start-ups and social enterprises.

Over the past two years, Intelcia has supported various entrepreneurial ventures in several countries around the world, including Logidoo, Kezakoo and Moroccan Magic.

Logidoo is a Senegalese digital logistics platform that connects African countries. Intelcia has offered it its expertise in customer service and has also provided dedicated resources for the project.

Moroccan Magic is an association that professionalizes some sixty cooperatives and artisans in different regions of Morocco. Working with Intelcia, these cooperatives and artisans have opened up to the digital world by setting up the Moroccan Magic e-commerce website. They benefited from Intelcia's assistance in shooting product photos, writing content, setting prices, transferring skills for back-office management, etc.

“

Since 2020, we've had the pleasure of working with the Intelcia Maroc group on various initiatives to help women's cooperatives gain access to the market and develop their sales. This collaboration has resulted in the launch of a digital platform dedicated to marketing the products of rural and women's cooperatives. More than 60 cooperatives benefit from this platform, which markets over 300 products. We are very proud to be working with Intelcia to develop Morocco's social economy and empower women

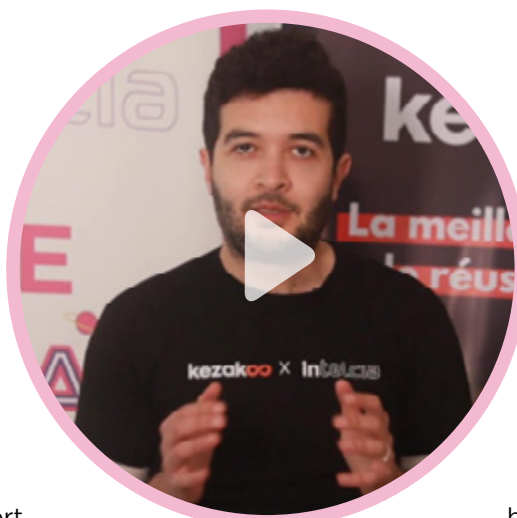
RABIA WARDI
Chairwoman of Moroccan Magic



CREATING SHARED VALUE

Kezakoo is a Moroccan social enterprise that offers online tutoring as well as guidance clips for middle and high school students from underprivileged backgrounds in Morocco.

Intelcia has lent its support by helping Kezakoo set up a customer relations management system and by developing tools and satisfaction surveys. We believe in the relevance of Kezakoo's business and the importance of quality education for all. That's why we've chosen to offer 100 high school graduates in the town



of Taza premium subscriptions to Kezakoo's services.

The results of this initiative are extremely encouraging. During the first edition, we saw a significant improvement in students' overall grades between the 1st and 2nd semesters (+1.85 points). The 20 most active students also recorded a 3.4% improvement in their baccalaureate (high school exam) grade. Finally, we also supported Kezakoo by co-producing six orientation clips available on Youtube, in which we explain the different professions at Intelcia.

Our part in giving to local entrepreneurs

Our company has grown over the years, but we haven't forgotten our humble roots. Two decades ago, we were a small company with mentors and partners who believed in us. Today, we want to help other entrepreneurs in the communities where we operate and beyond. That's why we've organized our 20th anniversary around three themes: recognition, solidarity and transmission.

Our commitment to transmission is expressed in a number of ways. We support local start-ups through our CSR policy. In addition, our book "Alea Jacta Est" and the conferences given by our leaders are opportunities to inspire the younger generation to embark on their own entrepreneurial adventure.

We want to help build a more inclusive future by sharing our experience and resources with those who are prepared to take on the challenges of entrepreneurship.



Ongoing engagement with local communities

Intelcia is determined to build strong relationships with local communities by engaging in concrete actions to support local structures in key areas such as the education of children and young people, health, and supporting vulnerable populations. We strongly believe in the importance of working hand-in-hand with these communities, not alongside them.

We support both one-off initiatives requiring emergency patronage and long-term partnerships with local players to ensure lasting impact. Furthermore, we value the participation of our employees and enable them to propose and lead important initiatives for their communities. In 2021 and 2022, more than 1,000 Intelcia employees mobilized at various sites across countries, demonstrating our commitment to local communities.



Speaking of engagement, the Brand and Engagement Director accomplished a feat by swimming several kilometers in the region of Agadir in support of the

Ruban Rose (Pink Ribbon) association, which also combats breast cancer. This brave action under the banner “Nager à contre cancer” (Swim against cancer) was widely praised, and marks our company’s ongoing engagement in supporting important causes. Since then, the action has continued under the Pink Wave theme.

Donation of school supplies to the Œuvre Sans Voix orphanage in Cameroon, and in Spain in collaboration with UNICEF as part of the Blue Gift Project.



Donation of school supplies to the Coloreando Alas Foundation in Colombia, an NGO that supports the education of 90 vulnerable children in the most disadvantaged areas of Bogotá.



CREATING SHARED VALUE

Every year, Intelcia pulls out all the stops to help the underprivileged during the Opération Grand Froid (Cold Weather Initiative) campaign in Morocco. From December to January, the company handed out food baskets and blankets in partnership with local associations. For the holy month of Ramadan, the Ramadan Baskets initiative collected donations from employees that were then donated to those in need, thanks to a partnership with SOS Children's Villages.



Intelcia also played an active role in combating breast cancer. Sixty employees took part in the Foulées Roses race in Charleville-Mézières, which supports this important cause by donating part of the registration fees to the Comité Départemental de la Ligue contre le cancer du sein (Departmental Committee of the League against Breast Cancer). In Côte d'Ivoire, the company has provided financial support to the Ligue Ivoirienne de Lutte Contre le Cancer (Ivorian League against Cancer) to help with its awareness-raising activities. In Senegal, a financial donation enabled some thirty women to be screened free of charge thanks to the Ligue Sénégalaise Contre le Cancer (Senegalese League Against Cancer).



Financial support for the association La Cazon de los Jovenes, which works to protect children and young people in vulnerable situations in Chile.



Clothes and toys drive and donation in France, working in partnership with Emmaüs and La Croix Rouge (Red Cross).



Promoting employability and inclusion

Our company is constantly on the lookout for new talent - in fact, it's the mainstay of our business. **We are the leading employer in a number of regions**, including El Jadida in Morocco and Dreux in France. Even so, we are aware that attracting talents must go hand in hand with promoting employability and inclusion.

We make every effort to attract the best candidates, notably by advertising our vacancies with our recruitment partners and on social media, and by taking part in job fairs and recruitment forums, as well as school open days. In this way, we aim to attract people who want to learn and grow with us, as well as to retain the talent already on board with us.

Our recruitment policy puts a strong emphasis on young people. In 2022, **almost a quarter of our employees were under 25 years old**, and almost 72% of our new recruits were under 30 years old.

We also offer opportunities to people who are so-called far from the labor market, such as people with low qualifications, those who have experienced periods of unemployment, seniors, and many others. We recruit these people mainly through our partnerships with associations and public organizations such as ANAPEC in Morocco, Pôle Emploi in France, and FNE in Senegal. In 2022, **such recruitments accounted for 24% of all our Group hires**. We are proud to give these talented young people the means to build a dignified future for themselves through work.





EMBRACING OUR **ECO- RESPONSIBILITY**

Managing our environmental impact

Intelcia is a global company with African roots. It has grown steadily over the past two decades, expanding across cultures and continents to eventually establish a presence in Europe and the Americas. However, with such expansion comes great responsibility. Intelcia is aware of this, and is firmly committed to incorporating all direct and indirect aspects of its externalities into its CSR policy.

Recognizing the importance of the environment and the critical issues at stake, we have taken a first concrete step by posting our commitments through an **Eco-Responsibility Charter**, distributed to stakeholders since October 2021. This charter defines the major pillars of our environmental policy :

- Reduce as much as possible all direct and indirect greenhouse gas emissions
- Reduce the environmental impact of purchasing and consumption, notably by adopting a circular approach to product life cycles
- Educate and raise awareness among employees and all stakeholders
- Launch and support proactive initiatives to protect the environment

Intelcia's organizational structure has had to adapt to serve its environmental goals. In early 2021, a new Group Facility Management Department was set up for this purpose, to coordinate and standardize practices, monitor progress and launch strategic projects.

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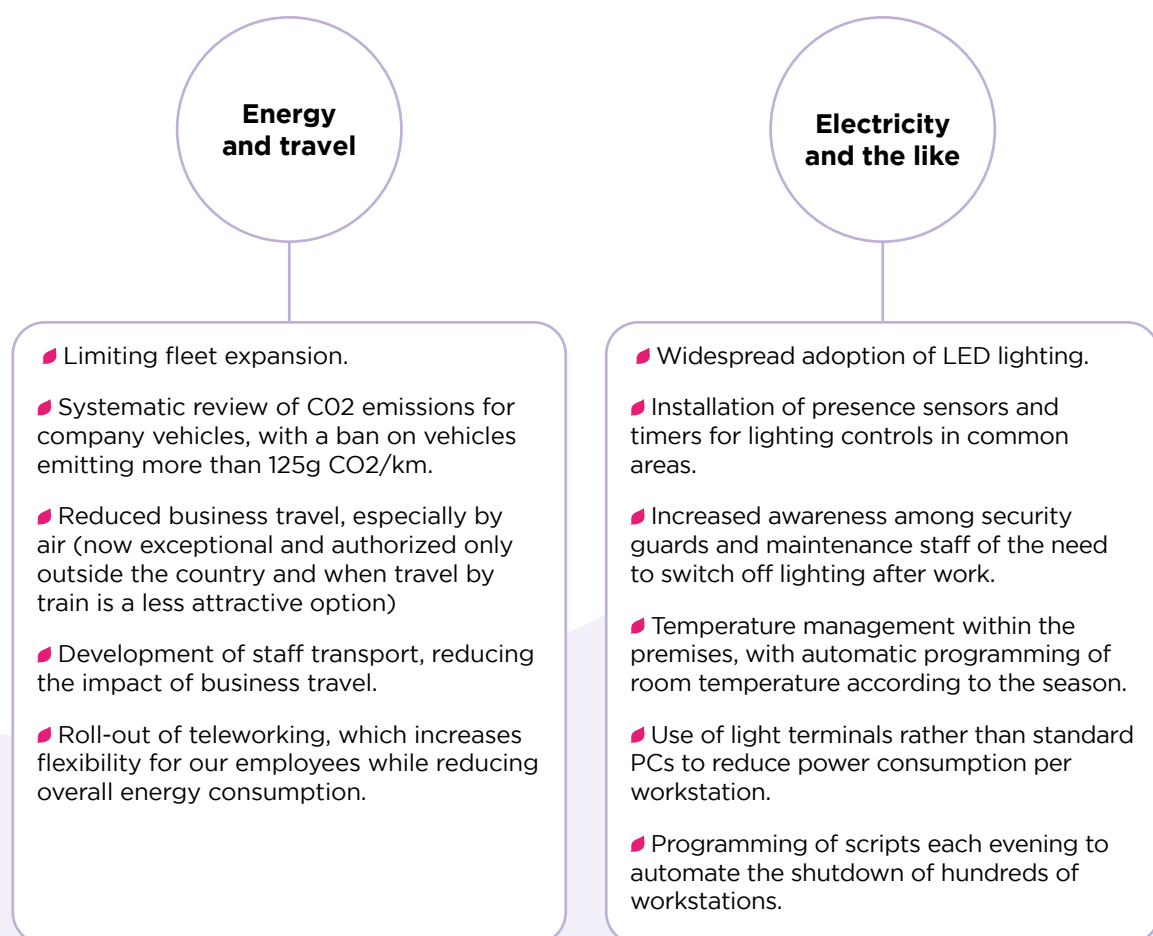
Intelcia has drawn up an environmental responsibility policy for all the countries in which it operates. The aim is to reduce our impact through rigorous monitoring of water, electricity and energy consumption, as well as a gradual commitment to circularity in waste management.

Mohammed Amine Zahhaf, Intelcia
Group Facility Management Director

Mobilizing for a better climate

Our medium-term goal is to reduce our carbon emissions, and to achieve this we need to measure our emissions rigorously and consistently across all our sites. **We began implementing this monitoring system back in 2021**, starting with an initial scaled-down reporting at the level of the French-speaking region together with our shareholder Altice. As a result, we have begun to standardize our practices and estimate our carbon emissions in scopes 1 and 2. We had KPMG audit this process, and in 2022 we carried it out again, to obtain a solid basis for our action plans.

However, we decided to go one step further and calculate greenhouse gas emissions for the whole Group. We have therefore launched a project with the help of an external expert in the field, which will be carried out gradually by region, starting with the French-speaking region. This project will help us set concrete targets and implement reduction measures. In the meantime, we have already adopted general corrective measures to reduce our emissions.



Energy and travel

- Limiting fleet expansion.
- Systematic review of CO2 emissions for company vehicles, with a ban on vehicles emitting more than 125g CO2/km.
- Reduced business travel, especially by air (now exceptional and authorized only outside the country and when travel by train is a less attractive option)
- Development of staff transport, reducing the impact of business travel.
- Roll-out of teleworking, which increases flexibility for our employees while reducing overall energy consumption.

Electricity and the like

- Widespread adoption of LED lighting.
- Installation of presence sensors and timers for lighting controls in common areas.
- Increased awareness among security guards and maintenance staff of the need to switch off lighting after work.
- Temperature management within the premises, with automatic programming of room temperature according to the season.
- Use of light terminals rather than standard PCs to reduce power consumption per workstation.
- Programming of scripts each evening to automate the shutdown of hundreds of workstations.

EMBRACING OUR ECO-RESPONSIBILITY

In addition, we have introduced energy criteria for the purchase of IT equipment. Our computers and monitors are Energy Star and EPEAT (Gold or Silver) certified. Since 2012, we have also been renewing our server and storage rack ranges with Energy Star-certified units. In Morocco, we launched an energy optimization project in the second quarter of 2021, with a pilot at our Casablanca site. Initial results have been extremely positive, with a 10% reduction in electricity consumption at the end of 2021 as we replaced 956 light bulbs with LEDs. The scheduled switch-off of lights after hours has also led to a 5% reduction in the site's consumption. We have continued these efforts at all our sites in 2022.

Another example is Intelcia Spain. We are aware of our duty to help reverse global warming, and have been working on solutions to promote energy saving and efficiency. We have replaced conventional lighting with LED lights, resulting in electricity savings of 57%. The Group has adopted more efficient air-conditioning systems, with an estimated energy saving of 30%. In addition, flush systems have been replaced by dual-flush systems. Other initiatives include a paperless policy, the digitalization of documents, a secure printing policy and the reuse of paper.

746

KWH per
employee

0.36

t CO₂eq per
employee
(scope 1 and 2)

11.25

liters of fuel
per employee

5.85 m³

of water per
employee

Moving towards a circular economy

Transitioning to a circular economy is a major commitment for our company, and one that is laid down in our Eco-Responsibility Charter. Although this transition is underway in many countries, we note significant disparities between the various regions. For example, in Africa, recycling and waste treatment processes are still relatively unstructured, whereas in Europe they are more advanced. However, we are working hard to identify the key players and establish strong partnerships with them, while encouraging our employees and cleaners to adopt more efficient waste sorting practices right from the beginning of the production chain.

Our medium-term objective is to set up end-of-life traceability management for all our waste, depending on the maturity of the processes in the various countries and the local culture. With this in mind, since 2018 we have been working with Red- Plast in Cameroon, which specializes in the collection and recycling of industrial and household plastic waste. In Morocco, we have set up



OUR PARTNERS



EMBRACING OUR ECO-RESPONSIBILITY

a flagship initiative called KOUN, which aims to empower our employees and cleaning staff while managing some of our waste. In 2022, 3 tons of plastic and 2.25 tons of paper and cardboard were sorted and transformed into eco-responsible products.

In France, we work with partners such as PAPREC, ELISE and LemonTri for the treatment of a wider range of waste, including cigarette butts, which are collected in special bins before they are transformed into environmentally friendly products by our partner CyClope. We also use the Trackdechets application to track our hazardous waste movements.

In 2021, our partnership with PAPREC enabled us to collect and treat 4.5 tons of WEEE and 0.1 tons of NHW in France. The following year, we collected 290 kg of paper-cardboard, cardboard cups, 18 kg of plastic, 19 kg of cans and 447 kg of WEEE. These efforts have been further strengthened by the introduction of a catalog of 100% ecological products in France since last year, offering sustainable solutions to replace single-use plastics with cardboard alternatives.

We have also taken specific measures to manage the end-of-life of equipment. For example:

- Donation of 72 office chairs, 99 CPUs, 192 monitors, 60 keyboards and a television in France in 2021.
- Donation of 20 computers to the Moroccan association AL JISR, which has set up a skills training center for the reconditioning, dismantling and recycling of IT equipment.
- Additional donations of IT equipment have been made to schools and associations in other countries in 2022.



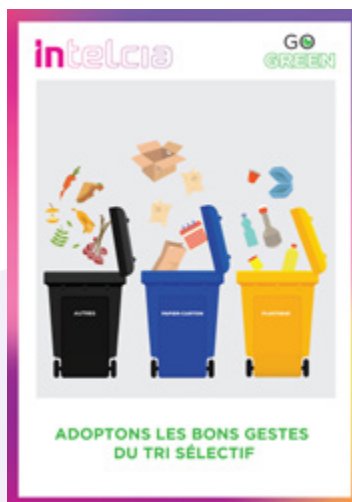
Eco-responsible actions and initiatives

The Intelcia Group runs a number of awareness-raising campaigns on environmental protection. Their aim is to encourage all employees to adopt best practices and eco-friendly gestures in the workplace, as well as in their private lives.

A number of activities were organized to mark Earth Day. In addition to mailings and posters, we chose to involve employees by organizing practical and concrete workshops.

In France, we held several workshops to encourage recycling, and decided to hand out glass water bottles to reduce the use of bottles and cups, and thus produce less waste. In Dreux, our employees attended 3 workshops which discussed the issues associated with water, electricity and heating. Similarly, in Charleville Mézières, we called on our partner ELISE, which works in the field of sorting and recycling within companies, to speak at a fun workshop to help employees understand the importance of these subjects and how to adopt the right habits, especially in a company where they are the key link in the success of sorting.

Another initiative: our Portuguese colleagues took part in a workshop dedicated to sorting, recycling and water conservation, before going out to collect waste in the mountains and rural areas.



EMBRACING OUR ECO-RESPONSIBILITY

In Cameroon, we organized a workshop on transforming waste into decorative items. A satisfaction survey among participants revealed a record 100% satisfaction rate with the type and quality of this initiative, which combined ecology and creativity, encouraging us to repeat it.



In Morocco, also as part of the KOUN initiative, an awareness-raising campaign on sorting and recycling at our sites was carried out, along with the encouragement of eco-friendly actions. 83 people at our 11 sites were designated and trained by KOUN to serve as ambassadors for the campaign. Their role was to set an example and encourage people to follow it. In addition, a tour of the Go Green mascot was organized at all Moroccan sites, with the aim of promoting the action and encouraging employees to adopt new eco-friendly behaviors. A survey was launched to find out about employees' habits and behaviors, and thus assess their contribution to the KOUN initiative. This enabled us to identify areas for improvement, so that we could involve them more fully in the initiative. In the same vein, video clips filmed by ambassadors and cleaning staff have since been broadcast. Similarly, all our sites competed in a challenge to reward the best site in terms of ambassador involvement and employee mobilization. Finally, an e-learning module on sorting and recycling has been developed. This pilot was launched in Morocco in December 2022, before being rolled out in other countries.

More than raising awareness: we launch projects, on our own or with partner associations, and encourage our employees to take action to bring about real change and achieve a greater impact. For example, Intelcia works with the Coral Garden Conservation association, which is involved in restoring damaged reefs around Mauritius and raising awareness among the local community and tourists on the importance of coral to the ecosystem. In France, for example, a waste collection campaign was carried out in Charleville-Mézières alongside the Team River Clean 08 association, and two campaigns to collect plastic bottle caps were organized in Marseille and Dreux, with the aim of financing the purchase of wheelchairs and equipment, as well as the fitting out of homes and vehicles for disabled people, for the Relais d'Aide Matériel aux Handicapés (RAMH).



In Côte d'Ivoire, our employees took part in a beach clean-up operation initiated by the Moroccan Embassy in Côte d'Ivoire to mark World Environment and Ocean Day. In the same vein, in Cameroon, 35 employees took part in the collection of used bottles and cans, and in the recycling of waste collected as part of Earth Day.



SDGS, REPORTING AND GRI

Aligning our CSR strategy and initiatives with the UN SDGs

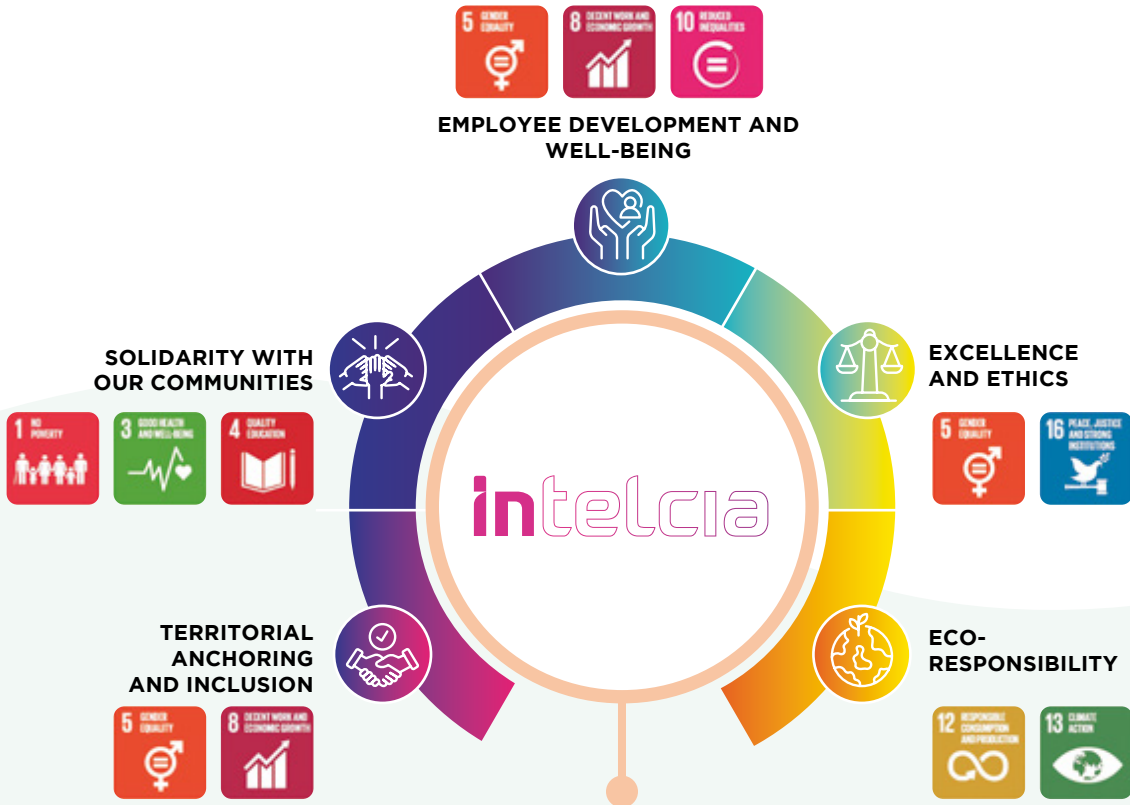
Through its CSR, Intelcia addresses 9 of the 17 SDGs



Intelcia is a signatory of the United Nations Global Compact and a founding member of the ABLC



Our five pillars mirror the various topics highlighted by the SDGs, with specific initiatives for each SDG detailed in the following pages.



1 NO POVERTY



Morocco

- ▀ Cold weather initiative 2022
- ▀ Ramadan initiative

Côte d'Ivoire

- ▀ Donation of food to residents of the Boys' Orphanage in Bingerville

Madagascar

- ▀ Donation of basic food baskets to indigent people.
- ▀ Distribution of hot meals during the winter.
- ▀ Donation of clothing in collaboration with the NGO Dons du Cœur

Mauritius

- ▀ Donation of foodstuffs to underprivileged families through the NGO Caritas.
- ▀ Financial donation to disadvantaged families through the NGO Groupement volontaires de Cap Malheureux

France

- ▀ Donation of clothing and toys in collaboration with EMMAUS.
- ▀ Donation of clothing in collaboration with the NGO Cœur de Mamies, which helps homeless families and mothers in distress, as well as children in shelters.
- ▀ Donation of clothing to the NGO Les Locataires de la Planète Terre. In addition, for Christmas, a donation of toys was made to underprivileged children.

3 GOOD HEALTH AND WELL-BEING



Morocco

- ▀ Sponsorship of Masters du Cœur, a golf tournament dedicated to raise funds to save 120 children with heart defects. In collaboration with the Bonnes Œuvres du Cœur association.

Côte d'Ivoire

- ▀ Financial aid to the Ligue Ivoirienne de Lutte Contre le Cancer (LICC- (Ivorian League against Cancer) to support its cancer awareness campaigns.

Senegal

- ▀ Financial donation to the Ligue Sénégalaise contre le Cancer (LISCA- Senegalese League against Cancer), enabling free screening for some 30 women.
- ▀ Blood drive.

Mauritius

- ▀ Blood drive.

France

- ▀ Blood drive.
- ▀ To mark Pink October, our employees took part in the annual Les Foulées Roses race in support of the fight against breast cancer. Part of the registration fee is donated to the Comité Départemental de la Ligue contre le cancer du sein (Departmental Committee of the League against Breast Cancer).

4 QUALITY EDUCATION



Morocco

- Purchase of Kezakoo premium subscriptions for 100 underprivileged schoolchildren. The premium subscription gives them access to a wide range of online courses, exercises and live calls with teachers covering various school subjects (P.43).

- Sponsorship of 10 female students in collaboration with the Mohamed Ziyat Foundation.

- Donation to Telecom Espoir for the handing out of clothing and school kits to orphans under the care of the Association Volontariat et Développement in Oujda.

Côte d'Ivoire

- Donation of school kits to children at the Garçons de Bingerville orphanage.

Cameroon

- Donation of school kits to children from the Orphelinat des Sans Voix.

Mauritius

- Donation of school kits to underprivileged children from the NGO Groupement volontaires de Cap Malheureux.

Senegal

- Intelcia's usual participation in solidarity soccer (PIES school), where registration fees help finance the school enrolment of underprivileged children.

Spain

- Collaboration with Unicef, as part of the Blue Gift project, through the donation of school kits.

Chili

- Donations of school kits in collaboration with the NGO La Cazona de los Jovenes, which helps young people in vulnerable situations by housing them.

Colombia

- Donation of school kits to the Coloreando Alas Foundation, an NGO that supports educational projects for children in vulnerable situations from the most disadvantaged areas of Bogotá.

5 GENDER EQUALITY



DIVERSITY SECTION

Corporate

- Transparent recruitment and career management processes and procedures based on meritocracy.

- Training and awareness-raising for employees and managers to combat all forms of discrimination, particularly between men and women.

- Indicators for monitoring gender equality in terms of pay, promotion, training, leave and access to benefits.

- Sponsorship of female athletes taking part in Raid Sahraouiya.

Morocco

- Donation to Delta Evasion for sponsorship of Summer Camp 22, dedicated to empowering girls and helping them unleash their potential and develop their self-confidence.

- Moussawat campaign (P.29)

- ▀ Moroccan Magic project (P.42)
- ▀ Partnerships with players working for gender equality.

Mauritius

- ▀ Donation of corporate clothing to the residents of the NGO SOS FEMMES and assistance in integrating these women into the professional world.

Senegal

- ▀ Financial support and donation of women's and babies' clothing to the boarders of the association Unies Vers Elles, in addition to support with the digital communication aspect of the association. Opportunity to send resumes if they match Intelcia's needs.

Mauritius

- ▀ Donation of corporate clothing to the residents of the NGO SOS FEMMES and assistance in integrating these women into the professional world.

8 DECENT WORK AND ECONOMIC GROWTH



Group

- ▀ A wide range of measures to ensure the health, safety and well-being of our employees.
- ▀ Employment of people who are "far from the labor market" (seniors, people without qualifications, disabled people, etc.).
- ▀ Initiatives to promote youth employability.
- ▀ Commitment signed in line with the principles of the Declaration of Human Rights.

Morocco

- ▀ Support for the Moroccan Magic association (P.42)
- ▀ Support for start-up Kezakoo (P.43)

10 REDUCED INEQUALITIES



Maroc

- ▀ Dari Bhal Nass: creation of a web platform for fund-raising, enabling vulnerable families to benefit from decent housing.

Mauritius

- ▀ Purchase of Christmas gifts for orphan girls at the NGO Les Filles de Marie.

Cameroon

- ▀ Donations to women incarcerated in Douala central prison (basic necessities, personal hygiene products, etc.).

Spain and Latam

- ▀ Yearly participation in the Operation Kilo initiative by collecting food products during the Christmas period, in collaboration with Food Bank Spain in Spain, Food Bank Bogota in Colombia and La Casona de Los Jovenes in Chile.
- ▀ Signing of agreements with suppliers recognized by Special Employment Centers. At least 70% of these suppliers' employees must be people with disabilities.
- ▀ Partnership with the Discatel Project, which promotes the integration and inclusion of people with disabilities in the call center sector.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Group

- Use of PCs, printers and used cartridges.
- Awareness-raising and training on eco-responsibility, environmental protection and responsible purchasing.

France

- Waste collection action in collaboration with Team River Clean 08.
- Collection of plastic caps throughout the year.
- Hand-out of glass water bottles to cut down on the use of bottles/cups and thus reduce waste.

13 CLIMATE ACTION



Group

- Organization of various awareness-raising campaigns and workshops to turn our employees into eco-responsible players

Morocco

- KOUN initiative

Cameroon

- One-off action to mark Earth Day: waste collection and recycling workshop.

Côte d'Ivoire

- Beach clean-up initiative.

Spain and Latam

- Collaboration with Caps For A New Life: collection of plastic caps at our sites. By recycling them, Intelcia helps finance medical treatment for children in need.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Corporate level

- Drafting of a corporate Code of Ethics.
- Global set of procedures to combat corruption and meet compliance criteria.
- Awareness-raising and training on ethics and compliance.

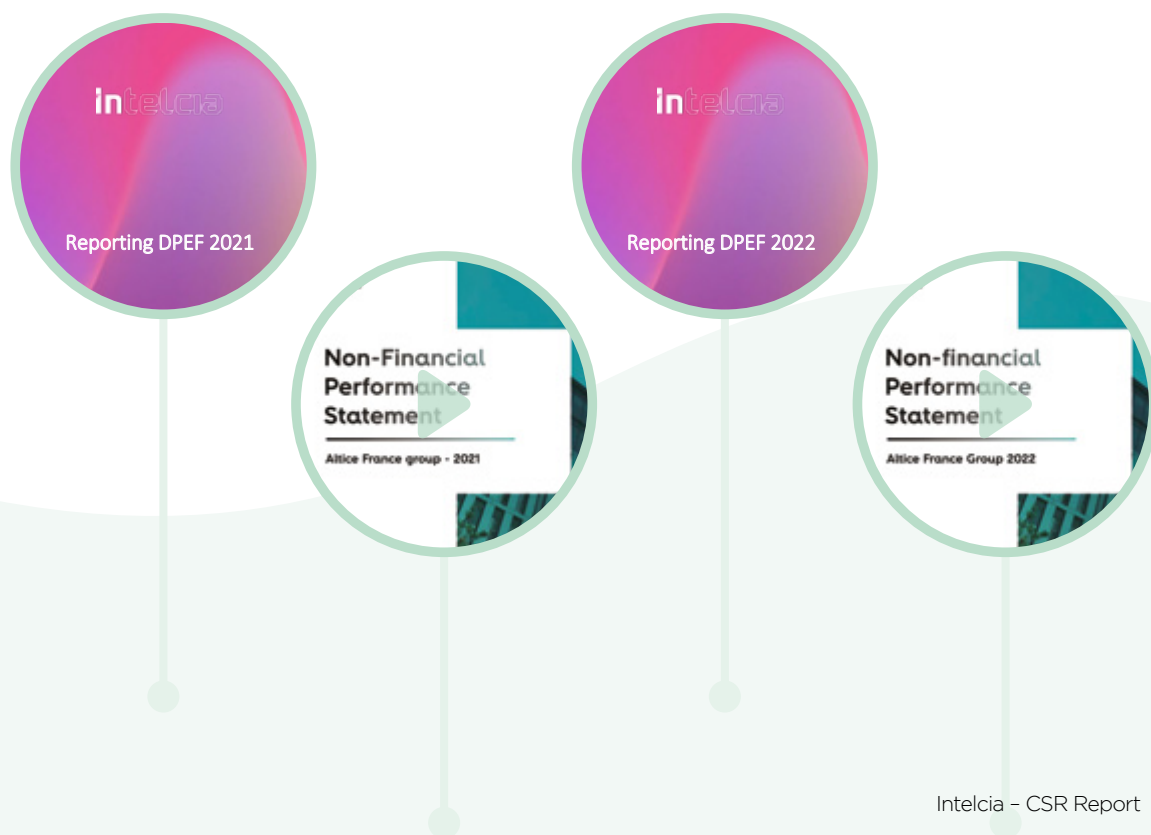
Internal and non-financial performance reporting

Intelcia carries out CSR reporting in different contexts:

- ▀ Internal CSR reporting, set up in 2022, with the first figures to be published the following year and discussed within the CSR-specific governance bodies.
- ▀ Specific reporting in line with the requirements of certifying bodies and labels, such as Human For Client.
- ▀ Reporting as part of the relationship with its shareholder: this is the reporting carried out as part of the Non-Financial Performance Statement (DPEF) to which the Altice Group is subject.

For the latter in particular, the first reporting exercise was carried out in 2021 and audited by KPMG. We have repeated this operation this year for the 2022 financial year, also renewing the audit of the reported data.

A summary of Intelcia's two non-financial performance statements can be viewed in the following documents, as well as in the non-financial performance statement drawn up jointly with the Altice Group.



Aligning our CSR report with the GRI principles

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

The content of this report and its data has been determined through our assessment of priority themes in terms of impact and risk for our Group and our stakeholders.

These priorities have been informed by the various frameworks used to assess corporate performance. They include the Global Reporting Initiative (GRI), the Sustainable Development Goals and the Ten Principles of the United Nations Global Compact.

This report represents the impact, progress and performance of our Group, with a particular focus on the French-speaking region, which is our longest-established area of operation and the most integrated when it comes to social and environmental responsibility.

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

This report covers the period running from 01/01/2022 to 31/12/2022 and is based on the latest GRI standards.

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



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

GRI content index

Statement of use		INTELCIA has reported the information cited in this GRI content index for the period [01/01/2022 to 31/12/2022] with reference to the GRI Standards.	
GRI 1 used		GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Name of the Organization: INTELCIA Legal form: Intelcia International SAS HQ: https://www.intelcia.com/fr/contactez-nous Countries of operation: https://www.intelcia.com/fr/contactez-nous p.13	
	2-2 Entities included in the organization's sustainability reporting	p13 p21	Intelcia and Intelcia IT Solutions https://www.intelcia.com
	2-3 Reporting period, frequency and contact point	p20-21	
	2-4 Restatements of information	This is our first GRI report	
	2-5 External assurance	p 61	
	2-6 Activities, value chain and other business relationships	p7-11 p13-15	
	2-7 Employees	p13	https://www.intelcia.com/fr/un-adn-humain
	2-8 Workers who are not employees	NA	
	2-9 Governance structure and composition	p35 p61	https://www.intelcia.com/fr/decouvrez-intelcia
	2-10 Nomination and selection of the highest governance body	non reported	
	2-11 Chair of the highest governance body	non reported	
	2-12 Role of the highest governance body in overseeing the management of impacts	p35	
	2-13 Delegation of responsibility for managing impacts	non reported	
	2-14 Role of the highest governance body in sustainability reporting	p4-5 p20 p35	
	2-15 Conflicts of interest	p36-37	Code of Ethics https://www.intelcia.com/fr/un-adn-humain
	2-16 Communication of critical concerns	p36-37	
	2-17 Collective knowledge of the highest governance body	non reported	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	non reported	
	2-19 Remuneration policies	confidential	
	2-20 Process to determine remuneration	confidential	
	2-21 Annual total compensation ratio	confidential	
	2-22 Statement on sustainable development strategy		https://ungc-production.s3.us-west-2.amazonaws.com/attachments/Organization/150924/original/Lettre%20dAdhsion%20Intelcia%20signe%20KB.pdf?1655307733 CSR Charter https://www.intelcia.com/fr/un-adn-humain
	2-23 Policy commitments	p36-38-48-51	Documents in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	2-24 Embedding policy commitments	p36-38-48-51	Documents in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	2-25 Processes to remediate negative impacts	p37	https://www.intelcia.com/fr/un-adn-humain https://app.integritycounts.ca/org/Intelcia
	2-26 Mechanisms for seeking advice and raising concerns	p37	https://www.intelcia.com/fr/contactez-nous https://app.integritycounts.ca/org/Intelcia
	2-27 Compliance with laws and regulations	No instances of non compliance.	
	2-28 Membership associations	p10 p56	ABLC membership https://www.unglobalcompact.org/take-action/africa-business-leaders-coalition
	2-29 Approach to stakeholder engagement	p19	
	2-30 Collective bargaining agreements	p30	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 3: Material Topics 2021	3-1 Process to determine material topics	We have determined our material topics based on the particularities of the IT services sector as well as our stakeholders' expectations in terms of ESG topics. P19	
	3-2 List of material topics	Procurement Practices, anti-corruption, energy, water and effluents, emissions, waste, employment, occupational health and safety, training and education, diversity and equal opportunity, non-discrimination, local communities, customer privacy p19	
	3-3 Management of material topics	Mentioned under each material topic.	
GRI 204: Procurement Practices 2016	3-3 Management of material topics	p38	
	204-1 Proportion of spending on local suppliers	non reported	
GRI 205: Anti-corruption 2016	3-3 Management of material topics	p36-37	Document 'Code of Ethics' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	205-1 Operations assessed for risks related to corruption	non reported	
	205-2 Communication and training about anti-corruption policies and procedures	p21 p36-37	
	205-3 Confirmed incidents of corruption and actions taken	non reported	
GRI 302: Energy 2016	3-3 Management of material topics	p47-54	Document 'Our EcoResponsibility Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	302-1 Energy consumption within the organization	p21 p50	
	302-2 Energy consumption outside of the organization	non reported	
	302-3 Energy intensity	non reported	
	302-4 Reduction of energy consumption	within the reportings / p61	
	302-5 Reductions in energy requirements of products and services	non reported	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 303: Water and Effluents 2018	3-3 Management of material topics	p47-54	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	303-1 Interactions with water as a shared resource	not applicable	
	303-2 Management of water discharge-related impacts	not applicable	
	303-3 Water withdrawal	not applicable	
	303-5 Water consumption	not applicable	
		p21 p50	
GRI 304: Biodiversity 2016	3-3 Management of material topics	not applicable	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	not applicable	
	304-2 Significant impacts of activities, products and services on biodiversity	not applicable	
	304-3 Habitats protected or restored	p54	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	not applicable	
GRI 305: Emissions 2016	3-3 Management of material topics	p47-54	Document 'Our EcoResponsibiliy Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	305-1 Direct (Scope 1) GHG emissions	p21 p50	
	305-2 Energy indirect (Scope 2) GHG emissions	p21 p50	
	305-3 Other indirect (Scope 3) GHG emissions	non reported	
	305-4 GHG emissions intensity	non reported	
	305-5 Reduction of GHG emissions	within the reportings / p61	
	305-6 Emissions of ozone-depleting substances (ODS)	non reported	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	non reported	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 306: Waste 2020	3-3 Management of material topics	p47-54	Document 'Our EcoResponsibility Charter' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	306-1 Waste generation and significant waste-related impacts	p51-52	
	306-2 Management of significant waste-related impacts	p51-52	
	306-3 Waste generated	p21 p50 p51-52	
	306-4 Waste diverted from disposal	non reported	
	306-5 Waste directed to disposal	non reported	
GRI 308: Supplier Environmental Assessment 2	3-3 Management of material topics	non reported	
	308-1 New suppliers that were screened using environmental criteria	non reported	
	308-2 Negative environmental impacts in the supply chain and actions taken	non reported	
GRI 401: Employment 2016	3-3 Management of material topics	p22-33	
	401-1 New employee hires and employee turnover	p21 p23-24	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	NB : no difference is made between employees of different status p31-33	
	401-3 Parental leave	non reported	
GRI 402: Labor/ Management Relations 2016	3-3 Management of material topics	p30	
	402-1 Minimum notice periods regarding operational changes	non reported	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 403: Occupational Health and Safety 2018	3-3 Management of material topics	within the reportings / p61	
	403-1 Occupational health and safety management system	within the reportings / p61	
	403-2 Hazard identification, risk assessment, and incident investigation	within the reportings / p61	
	403-3 Occupational health services	within the reportings / p61	
	403-4 Worker participation, consultation, and communication on occupational health and safety	p19	
	403-5 Worker training on occupational health and safety	within the reportings / p61	
	403-6 Promotion of worker health	within the reportings / p61	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	within the reportings / p61	
	403-8 Workers covered by an occupational health and safety management system	within the reportings / p61	
	403-9 Work-related injuries	within the reportings / p61	
	403-10 Work-related ill health	within the reportings / p61	
GRI 404: Training and Education 2016	3-3 Management of material topics	p25-26	
	404-1 Average hours of training per year per employee	p21 p25-26	
	404-2 Programs for upgrading employee skills and transition assistance programs	p25-26	
	404-3 Percentage of employees receiving regular performance and career development reviews	p26	
GRI 405: Diversity and Equal Opportunity 2016	3-3 Management of material topics	p27-29	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	405-1 Diversity of governance bodies and employees	p21 p27-29 p35	
	405-2 Ratio of basic salary and remuneration of women to men	non reported	
GRI 406: Non-discrimination 2016	3-3 Management of material topics	p27-29 p36-37	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	406-1 Incidents of discrimination and corrective actions taken	no incidents of discrimination reported alert mecanism p37	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 407: Freedom of Association and Collective Bargaining 2016	3-3 Management of material topics	p30	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	non reported	
GRI 408: Child Labor 2016	3-3 Management of material topics	p36-37	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	408-1 Operations and suppliers at significant risk for incidents of child labor	non reported	
GRI 409: Forced or Compulsory Labor 2016	3-3 Management of material topics	p36-37	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	non reported	
	410-1 Security personnel trained in human rights policies or procedures	p37	
GRI 410: Security Practices 2016	3-3 Management of material topics		Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	410-1 Security personnel trained in human rights policies or procedures	p37	
GRI 411: Rights of Indigenous Peoples 2016	3-3 Management of material topics	p36-37 p27	Documents 'Code Of Ethics' and 'Engagement in Human Rights' in 'Our Engagements' section https://www.intelcia.com/fr/un-adn-humain
	411-1 Incidents of violations involving rights of indigenous peoples	no violations recorded	
GRI 413: Local Communities 2016	3-3 Management of material topics	p41-46	
	413-1 Operations with local community engagement, impact assessments, and development programs	p41-46	
	413-2 Operations with significant actual and potential negative impacts on local communities	non reported	

SDGS, REPORTING AND THE GRI

GRI STANDARD	DISCLOSURE	LOCATION	ADDITIONAL INFORMATION and/or LOCATION
GRI 414: Supplier Social Assessment 2016	3-3 Management of material topics		
	414-1 New suppliers that were screened using social criteria	p21 p38	
	414-2 Negative social impacts in the supply chain and actions taken	non reported	
GRI 415: Public Policy 2016	3-3 Management of material topics		
	415-1 Political contributions	NA -Intelcia doesn't support any political causes.	
GRI 416: Customer Health and Safety 2016	3-3 Management of material topics	p39-40	
	416-1 Assessment of the health and safety impacts of product and service categories	p39-40	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	not applicable	
GRI 417: Marketing and Labeling 2016	3-3 Management of material topics	p39-40	
	417-1 Requirements for product and service information and labeling	p39-40	
	417-2 Incidents of non-compliance concerning product and service information and labeling	non reported	
	417-3 Incidents of non-compliance concerning marketing communications	non reported	
GRI 418: Customer Privacy 2016	3-3 Management of material topics	p40	
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	within the reportings / p61	

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