



2024 sustainability report

itecor international & offices



introduction

2024 marks a milestone in Itecor's sustainability journey. As we present our first sustainability report, we reaffirm our deep-rooted commitment to responsible business practices and our ambition to make a meaningful contribution to a more sustainable future.

Our engagement with the United Nations Global Compact (UNGC) this year has been a catalyst for structuring and formalising our long-standing approach to sustainability. While sustainability has always been an integral part of Itecor's DNA, we recognised the need for a more systematic and ambitious framework to amplify our impact. This report reflects the internal alignment and commitment that has guided our efforts, ensuring that our sustainability strategy is embedded at every level of the organisation and in particular in our offices of Geneva, Vevey, Zurich, Paris and Barcelona.

By setting clear targets and strengthening our initiatives, we are not just taking responsibility - we are actively shaping a future where business success and sustainability go hand in hand. This is just the beginning, and we look forward to continuing this journey with transparency, determination and collective commitment.

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foreword by our ceo

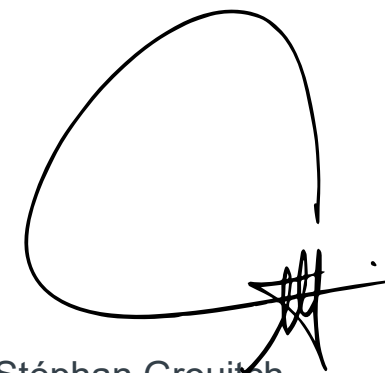
Corporate Social Responsibility (CSR) is more than a commitment - it is a fundamental pillar of ethical and responsible business practices that benefit both society and the environment. Rooted in the United Nations' Sustainable Development Goals (SDGs), CSR goes beyond compliance, and guides companies, from SMEs to multinationals, to behave ethically and sustainably. It's not just about profitability, but about actively contributing to the well-being of employees, customers, communities and the planet.

Since its inception more than 30 years ago, Itecor has embraced values that are fully aligned with the SDGs and integrated them into our daily operations. This long-standing commitment has fostered remarkable loyalty and stability among employees and customers, proving that sustainable growth, strong ethics, and a culture of diversity and inclusion are the true drivers of long-term success.

As part of Itecor's 2027 vision, we are proud to have reached a new milestone in our CSR journey. In 2024, we formally established sustainability as one of Itecor's key strategic initiatives. This year marks a major step forward with the appointment of a Head of CSR and the creation of a dedicated team to ensure that our principles are actively lived within the company and translated into clear, ambitious and impactful objectives. The publication of this first Sustainability Report marks the beginning of this structured, long-term process and reinforces our commitment to driving meaningful change both within Itecor and beyond.

We also believe it is time to validate our ethical commitments through the scrutiny of external, reputable organisations. In today's world, where authenticity is scrutinised, sustainability certifications are more than a formality - they are a clear and transparent declaration of our adherence to our core values. In this spirit, Itecor Paris and Itecor Barcelona have already been assessed on the EcoVadis platform and have each been awarded a silver medal in recognition of their sustainability efforts. Next, Itecor Suisse will complete its assessment by the beginning of 2025, with the aim of having all the Group's entities assessed by the end of 2025.

At Itecor, sustainability is not just a buzzword - it is a core principle that drives responsible business practices, sustainable growth and a corporate culture that embraces individual differences. It fosters respectful collaboration and serves as a testament to the integrity and honesty that underpin our daily operations.



Stéphan Grouitch
CEO of Itecor



who we are

As an organisation, we are constantly assessing:

- The quality of the company's governance processes,
- The quality of the relationship with our clients and colleagues,
- Our compliance with ethics and regulations,
- Our consideration of environmental challenges.

Itecor is a financially independent consultancy and services company. It is owned by its management division and has no external investors. This financial independence gives us the freedom to concentrate our resources where they are most needed, thus promoting sustainability. This removes any financial pressure or dividend payments to potential external shareholders. The dividend reinvestment policy ensures the growth, stability and sustainability of the company.

This choice has enabled us, throughout our history, to adopt a long-term approach to both our strategic and operational directions. For example, we can position ourselves in innovative areas that are not very profitable at the beginning of their life cycle. We hire all our consultants on permanent contracts, so they can view their professional projects in the long term. Finally, we bear the costs of our colleagues' professional projects, including during periods when they are between contracts or during short and long-term absences.

stability

Itecor's decentralized structure, the responsibility of each office, and the diversity of services ensure our business stability. While our management division has expanded over the years, our founding core has remained unchanged for over 20 years, providing continuity and strategic direction. This leadership longevity fosters stability, strengthens our corporate culture, and drives sustainable growth.

the strength of our offices

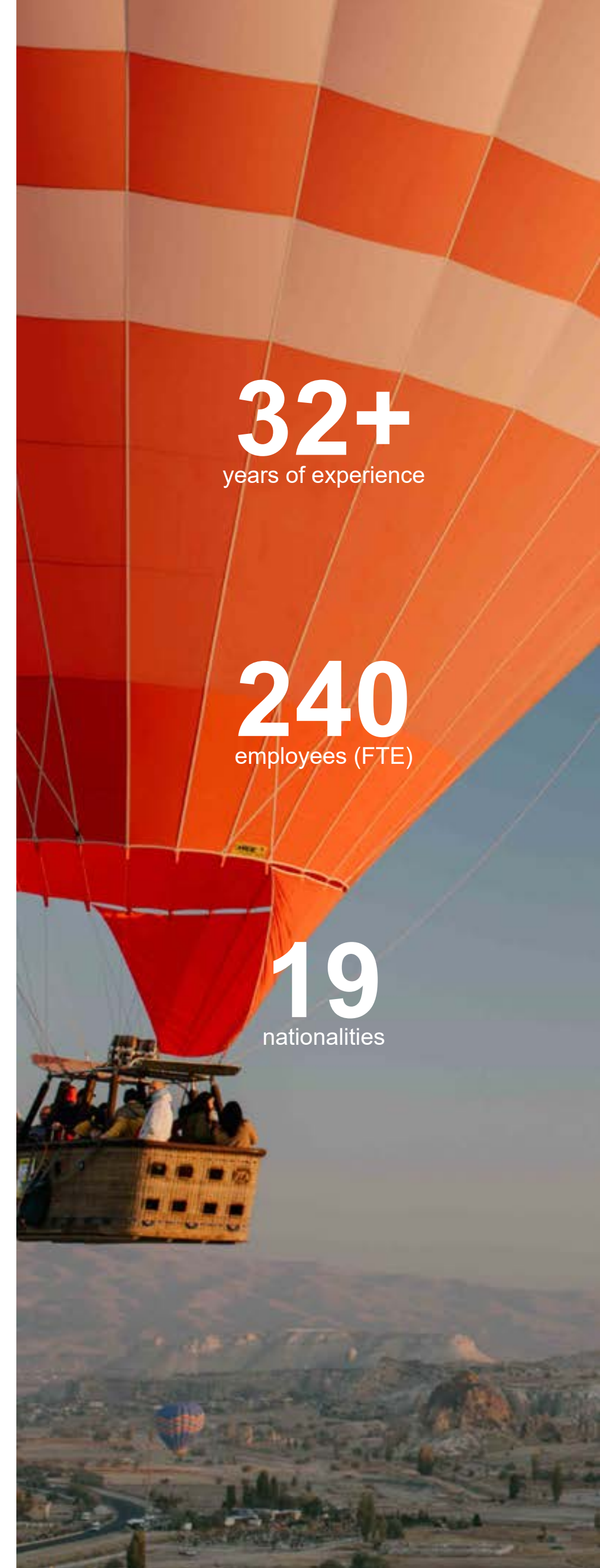
Itecor has expanded over time, establishing regional offices that form a strong network across multiple markets. This structure enables us to offer a diverse range of services while maintaining full ownership within the Itecor Group. As a result, we combine proactivity, agility in client needs, and business strength, ensuring adaptability in a dynamic market.

innovation

Itecor invests in innovation with immediate impact while preparing for the future by fostering a complementary mix of specialists and generalists. We achieve this through technology monitoring, innovation communities, testing labs, knowledge management, university partnerships, industry collaborations, and continuous training. This approach ensures we stay ahead in new technologies, business practices, and methodologies, driving sustained growth and expertise.

control & quality

Itecor ensures service quality across sales, engagement, and after-sales through regular checkpoints led by the Account Manager, Engagement Manager, and Operations Manager. This structured approach guarantees that we meet commitments, continuously improve practices, and uphold client satisfaction, while also ensuring that our talents remain engaged and motivated.



32+
years of experience

240
employees (FTE)

19
nationalities

committed to the UN Global Compact (UNGC)

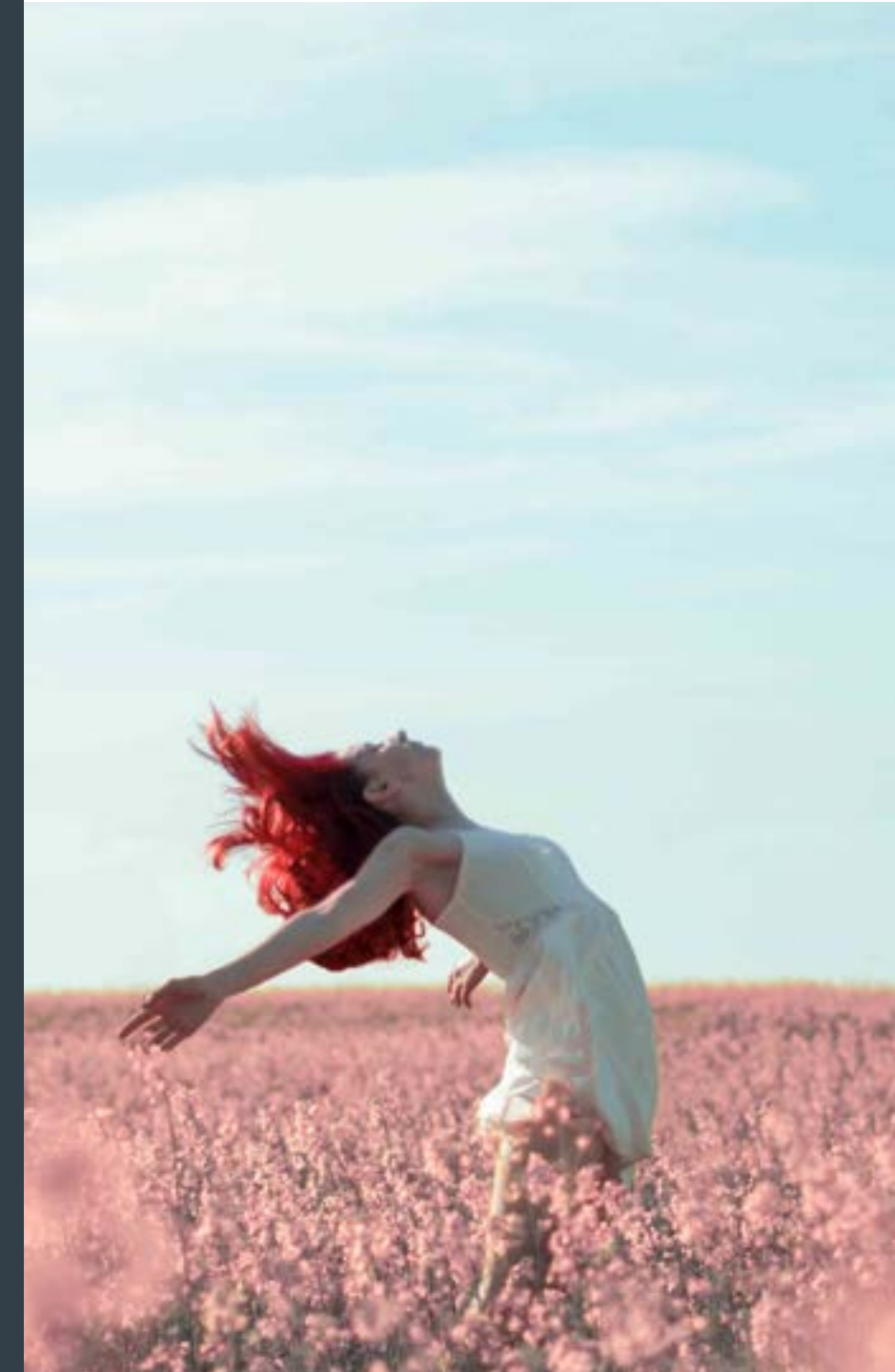
In July 2024, Itecor International SA, together with our offices, committed to support the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. The UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company. We engage in collaborative projects which advance the Sustainable Development Goals.



equal pay for equal work

At Itecor, we have long championed equal pay for equal value, ensuring fairness between men and women. A recent re-assessment in Switzerland confirmed our commitment, revealing a nearly zero pay difference. Our Paris and Barcelona offices are currently undergoing the same evaluation process, with preliminary measures indicating similar positive trends.

This achievement reflects our dedication to equity, transparency, and inclusivity, reinforcing a workplace where merit prevails.



get ready for the future

We have set out to meet tomorrow's challenges by embedding sustainability at the heart of our strategy.

Through stakeholder and sustainability issue mapping, we are strengthening our vision and driving innovation to ensure a resilient, responsible and forward-looking organisation.



science-based targets for emissions reduction

We conducted our first Environmental, Social, and Governance (ESG) assessment in 2024. Our B rating reflects our commitment and is particularly noteworthy as it is our first assessment. Receiving this certification is a significant milestone for Itecor, reaffirming our dedication to integrating sustainable and responsible practices into our business strategy.

This assessment serves as a baseline for continuous improvement, particularly in reducing our environmental impact. As part of our commitment, we are integrating science-based emission reduction targets to align with global climate goals. By taking measurable action, we aim to minimize our carbon footprint while driving sustainable progress.



assess our offices' sustainability

We have initiated EcoVadis assessments for our offices in Paris, Switzerland, and Barcelona, reinforcing our commitment to sustainability. Itecor Paris earned a Silver Medal, reflecting strong performance, while the process provided valuable learnings to enhance our impact. These insights will guide us in becoming a more sustainable organisation as a group.





strategy 

strategy

As a **sustainable** company, we make a difference by our relentless effort for corporate **social justice** and positive **environmental impact**. We rely on a strong corporate culture grounded on our values of **authenticity, courage** and **respect**.

At Itecor, we are committed to embedding sustainability at the core of our business strategy. We aim to be recognised as a truly sustainable company, aligning our operations, financial decisions, and corporate values with global sustainability goals. Our approach is deeply rooted in the **Sustainable Development Goals (SDGs)** and the **United Nations Global Compact (UNGC) Principles**, ensuring that we contribute to a more ethical, responsible, and sustainable future.

holistic ESG & SDG integration

As part of our long-term vision, we aim to adopt an Environmental, Social, and Governance (ESG) transversal system, which will guide us towards 100% alignment with the CFO Principles on Integrated SDG Investments and Finance by 2028. These four CFO principles—**Alignment, Impact & Measurement, Integrated Strategy, and Transparency**—serve as a framework to ensure that financial decisions are fully aligned with sustainability objectives.

By integrating the SDGs into our financial principles, we reinforce our dedication to sustainable growth. This approach allows us to measure the impact of our financial decisions on people and the planet while ensuring that our operations remain ethical, inclusive, and environmentally responsible.

align with the UN Global Compact (UNGC) Goals

As an active participant in the United Nations Global Compact (UNGC), Itecor has embraced the four core UNGC goals, which are:

1. **People** – Ensuring equal opportunities, fair working conditions, diversity, and inclusion within our organisation.
2. **Planet** – Reducing our environmental footprint through responsible resource management, energy efficiency, and sustainable procurement.
3. **Prosperity** – Creating economic value while ensuring that our business operations contribute positively to society and local economies.
4. **Principles of governance** – Upholding the highest ethical standards, transparency, and corporate responsibility in all our activities.

These objectives are embedded in our corporate policies and daily operations, ensuring that our business contributes positively to both our stakeholders and the wider global community.

sustainable finance and ethical business practices

To ensure that our sustainability goals are met, Itecor is committed to responsible financial management that reflects ESG principles. Thanks to various actions - such as our responsible procurement policy, Supplier Code of Conduct or whistleblowing procedure - we maintain transparency and integrity in all business relationships.

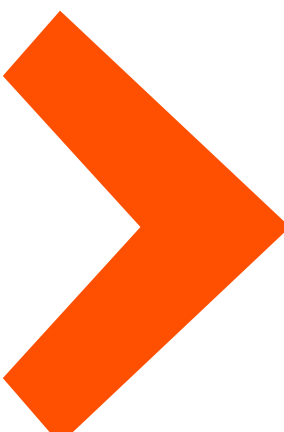
We work closely with suppliers, partners, and stakeholders to promote human rights, fair labour practices, and environmental stewardship.

building a sustainable future

Itecor's sustainability journey is built on a strong foundation of ethical governance, stakeholder engagement, and responsible business practices. By 2030, we aim to fully integrate sustainability into our corporate DNA, ensuring that every decision we make contributes to a better future for our employees, clients, and the world at large.

Through ongoing evaluation, external certifications, and collaboration with sustainability networks, we are determined to lead by example and be a catalyst for positive impact.

Sustainability is not just a goal for Itecor
it is our **responsibility**.



on our sustainability path

For over 30 years, Itecor has embraced sustainability as a core principle, whether seen as success, longevity, or long-term commitment. From the start, the company prioritised lasting value, ethical business practices, and resilience over short-term gains. This vision has evolved over the years, strengthening its commitment to responsibility, ESG principles, and sustainable impact. Sustainability isn't a recent ambition—it's part of Itecor's DNA, shaping its decisions and future.



Itecor Switzerland



Itecor Paris



Itecor Barcelona

- 1992 - establishment of the itecor consultancy in france
- 1999 - opening of the vevey office (switzerland)
- 2003 - headquarters moved to vevey & group organisation
- 2015 - new service offer - managed services
- 2015 - first sustainability audit for itecor switzerland (SMETA)
- 2021 - silver medal for itecor barcelona (EcoVadis)
- 2023 - silver medal for itecor paris (EcoVadis)
- 2024 - itecor joins the United Nations Global Compact
- 2025 - renewal of the sustainability assessment of itecor switzerland (EcoVadis)
- 2025 - publication of our first sustainability report

united nations global compact (UNGC)

Itecor participated in 2024 in the UN Global Compact Accelerator Programme, an initiative designed to help companies integrate the Sustainable Development Goals (SDGs) into their business strategies. For an SME like ours, this support is invaluable in addressing key sustainability challenges beyond our core business activities.

Through this programme, we refined our approach by identifying the SDGs where we can have the greatest impact, setting realistic yet

ambitious objectives, and establishing clear metrics to measure progress. The structured methodology allowed us to move from broad commitments to actionable strategies, ensuring that our ESG efforts are both effective and measurable.

Since joining the UN Global Compact in July 2024, we have aligned our initiatives with financial SDG principles, set a goal to implement an ESG transversal system by 2030, and reinforced our equal pay policy in Switzerland. Additionally,

we have started assessing our offices through EcoVadis and formalised our long-standing commitment to ethical, sustainable, and responsible business practices.

This programme has been instrumental in shifting from theory to action, reinforcing Itecor's vision of a forward-thinking, inclusive, and impact-driven company. We are convinced that by setting precise benchmarks and tracking measurable progress, we can contribute meaningfully to global sustainability goals.



SDG Ambition Benchmark Industry Impact

NOTE: The SDG Ambition Benchmarks are listed in abbreviated form, for the full descriptions please refer to the SDG Ambition Benchmarks full document

	Mining & Metal	Oil & Gas	Chemical	Utilities	Telecommunications	Construction	Technology	Automotive	Household Goods	Food & beverage	Retail	Life Sciences	Financial Services	Professional Services
Gender balance	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Equal pay for work of equal value	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Diversity, equity, and inclusion	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Science-based emissions reductions	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Land degradation neutrality	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Living wages	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Zero incidences of injury in the workplace	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Net-positive water impact	+	+	+	+	+	+	+	+	+	+	+	+	+	+
SDG-aligned corporate finance	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Zero bribery	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Zero waste to landfill	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Zero discharge of hazardous pollutants	+	+	+	+	+	+	+	+	+	+	+	+	+	+
100% sustainable inputs	+	+	+	+	+	+	+	+	+	+	+	+	+	+
100% resource recovery	+	+	+	+	+	+	+	+	+	+	+	+	+	+

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UN global benchmarks

Benchmark
EQUAL PAY FOR WORK OF EQUAL VALUE

SDG IMPACT: 1,5,8,10 | TIMELINE: 2030 | SCOPE: Operations, Products & Services, Value chain

The Equal Pay for Work of Equal Value benchmark helps organizations to address their Gender Pay Gap, typically referring to the difference between the average gross earnings of male and female employees.

77 The amount of cents earned by women for every dollar earned by men
2.5x The amount of women carrying out unpaid work compared to men
257 The number of years it will take to close the global Gender Pay Gap at current estimations

Benchmark
SCIENCE BASED EMISSIONS REDUCTION IN LINE WITH A 1.5°C PATHWAY

SDG IMPACT: 3,9,12, 14, 15 | TIMELINE: 5-15 Years | SCOPE: Operations, Products & Services, Value chain

Adopting this benchmark helps business assess their operations against the latest climate science, the study of structures and dynamics of the Earth's climate systems, as outlined by the goals of the UNFCCC Paris Agreement and validated by the Science Based Targets initiative (SBTi).

35% of cumulative global emissions come from just 20 companies
90% of these emissions are attributed to use of fossil fuels
20% increase in renewables for top multinationals would save 1 billion metric tons of GHG emissions
5.5x emissions are from supply chain operations versus direct emissions

Benchmark
100% ALIGNMENT WITH THE CFO PRINCIPLES ON INTEGRATED SDG INVESTMENTS AND FINANCE

SDG IMPACT: Cross-cutting | TIMELINE: 2030 | SCOPE: Operations, Products & Services, Value chain

The goal of this SDG Ambition Benchmark is to guide the global CFO community and those who work in tandem with them in supporting their companies in the transition to sustainable development by leveraging corporate finance and investments toward the realization of the SDGs.

\$3T-\$5T Required spending per year to meeting the SDGs
48% Growth in projected SDG-aligned investments until 2025
5% Of the global bond market is SG-linked bonds

governance & ethics

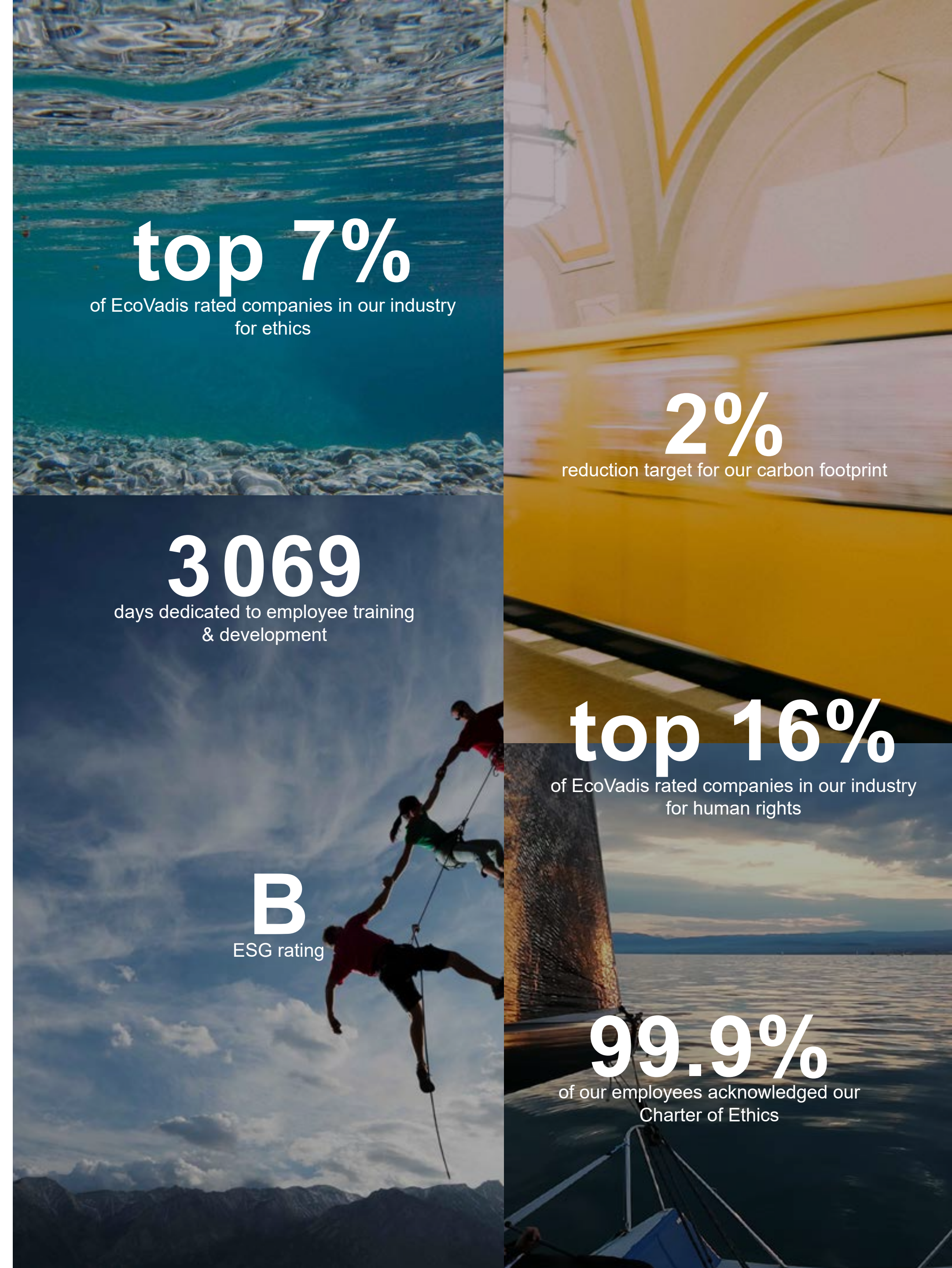


governance

At Itecor, Corporate Social Responsibility (CSR) governance is structured to ensure transparency, accountability, and alignment with our strategic objectives. Our governance model is built on multiple oversight and decision-making bodies that drive our CSR commitments.

- **General Assembly of Shareholders:** convenes once a year and appoints our Board of Directors.
- **Board of Directors:** Meets annually to ensure alignment with our corporate vision and long-term sustainability goals.
- **Corporate Steering Committee (CSC):** Holds weekly meetings to oversee the implementation of strategic initiatives, track progress, and adjust projects in real time.
- **Executive Board:** Meets biannually to review performance, assess impact, and integrate sustainability into business decisions. The Executive Board includes members of the CSC, as well as Heads of Offices, Heads of Service Lines, and selected Heads of Operations.
- **Control Bodies:** Our governance is reinforced by key regulatory and compliance functions, including:
 - **Data Protection Officer (DPO):** Ensures compliance with data privacy and security regulations.
 - **Risk & Compliance Team:** together with the Head of Finance, ensures that Itecor maintains the highest standards of financial governance, risk management, and regulatory compliance. By actively monitoring adherence to ethical and legal frameworks, they mitigate operational risks and uphold transparency, integrity, and accountability across all company activities.
 - **Directives Committee:** Ensures the proper definition and publication of policies and guidelines across the organisation.
 - **Whistleblowing Committee:** Safeguards integrity by managing ethical concerns and ensuring a transparent, fair workplace.
 - **CSR Committee:** Ensures that sustainability guidelines are properly followed and integrated into business operations.
- **External Auditor:** An independent External Auditor is responsible for verifying the company's financial accounts in all offices, ensuring transparency and compliance with accounting standards.

This governance framework ensures that CSR remains an integral part of Itecor's corporate strategy, fostering responsible growth and long-term value creation.



top 7%

of EcoVadis rated companies in our industry for ethics

2%

reduction target for our carbon footprint

3 069

days dedicated to employee training & development

B

ESG rating

top 16%

of EcoVadis rated companies in our industry for human rights

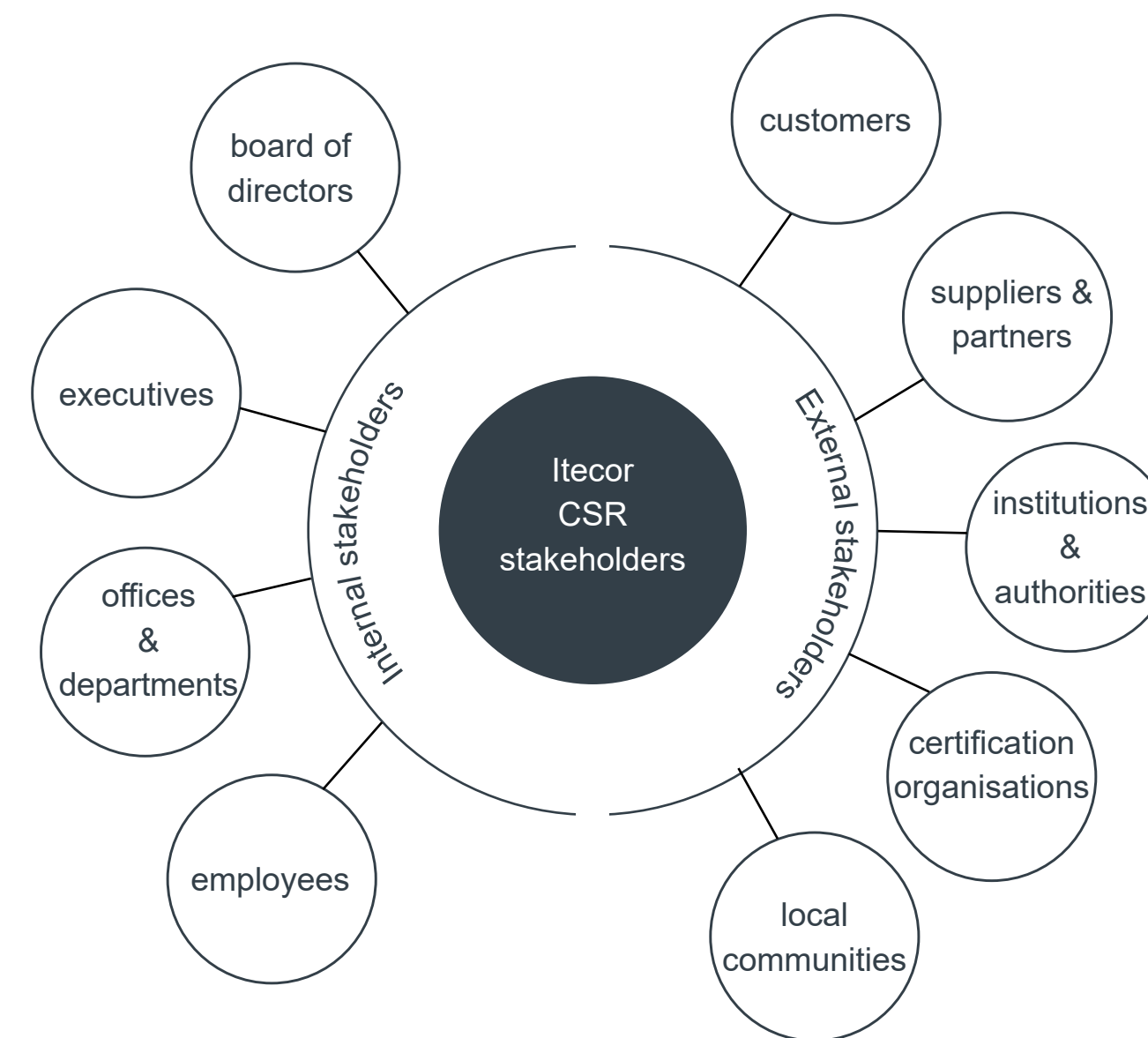
99.9%

of our employees acknowledged our Charter of Ethics

stakeholder analysis

Itecor's stakeholder mapping identifies key internal and external actors influencing or impacted by its CSR commitments. Internally, the Executive Committee, Board of Directors, employees, and local offices drive **strategic decisions and implementation**. Externally, customers, suppliers, public institutions, certification bodies, local communities, and investors shape **sustainability priorities**.

This mapping is crucial to understand expectations, prioritize key issues, foster dialogue, and enhance corporate reputation. By engaging stakeholders, Itecor ensures its CSR initiatives align with regulatory requirements, market demands, and societal expectations. Strengthening collaboration enables the company to reduce risks, drive innovation, and create sustainable impact, reinforcing its commitment to responsible business practices.



Our materiality analysis identifies and prioritises key CSR issues based on their relevance to stakeholders and impact on the company. Our key focus areas are as follows :

- **Environmental issues:** Strengthening environmental policies, reducing carbon footprint, optimising waste management, and promoting sustainable procurement.
- **Social & human rights:** Enhancing employee well-being, ensuring equal opportunities, aligning CSR reporting with the Global Reporting Initiative (GRI) Standards, and fostering skills development.
- **Ethics & governance:** Preventing corruption, ensuring regulatory compliance, and maintaining transparency in CSR reporting.
- **Responsible purchasing:** Implementing sustainable procurement policies, integrating social and environmental clauses, and improving related KPIs.

By prioritising these issues, Itecor aligns its CSR strategy with stakeholder expectations, regulatory standards, and business performance, ensuring long-term sustainability and impact.



Align our strategy with stakeholder expectations, regulatory standards, and business performance, ensuring **long-term sustainability and impact**.

materiality assessment

Itecor has conducted a materiality assessment in line with the Corporate Sustainability Reporting Directive (CSRD) to identify key ESG (Environmental, Social, and Governance) issues impacting our business and stakeholders. This assessment follows the double materiality principle:

- **Impact Materiality** – how Itecor’s activities affect the environment and society.
- **Financial Materiality** – how ESG issues influence Itecor’s financial performance and risk exposure.

The Materiality Matrix below maps these topics based on their relevance.

high-priority ESG topics

- Carbon Emissions (Scope 1-3): reducing emissions through energy-efficient IT infrastructure and other environment-friendly measures.
- Regulatory Compliance (CSRD & ESG Reporting): strengthening data collection, verification, and governance to meet regulatory standards.
- Cybersecurity & Data Privacy: ensuring data security and regulatory compliance (e.g., GDPR, LPD).
- Client ESG Expectations: aligning services with sustainability standards to meet stakeholder demands.

medium-priority topics

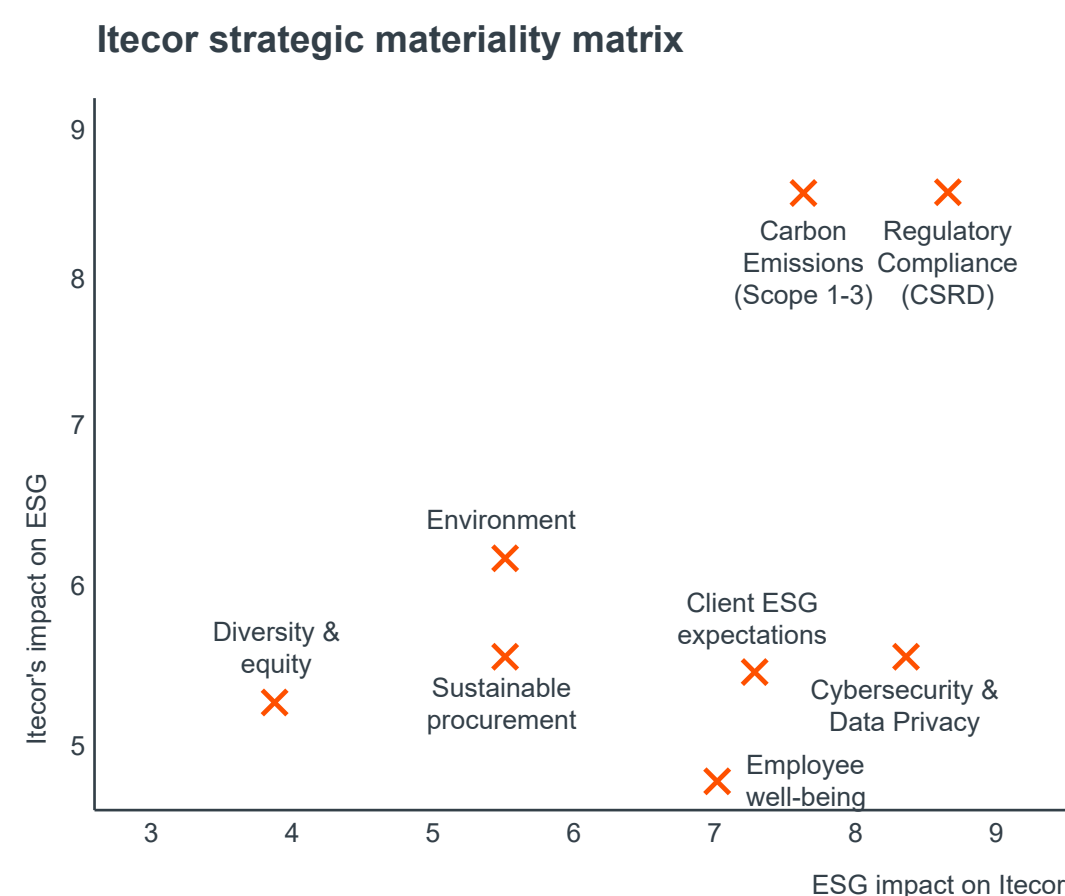
- Environment: reducing environmental impact and costs.
- Diversity, equity & inclusion: ensuring equal pay for work of equal value and accessibility.
- Responsible procurement: strengthening due diligence and ESG-compliant supply chain.
- Employee well-being: supporting flexible work models and health initiatives.

Itecor integrates ESG into its operations in line with:

- United Nations Sustainable Development Goals (SDGs)
- The Paris Agreement & EU ESG Regulations

To ensure regulatory compliance, risk management, and long-term sustainability, we will:

- Improve ESG data management and reporting.
- Reduce carbon emissions and optimise organisational sustainability.
- Strengthen ESG measures across operations and supply chains.



esg certification

On July 15, 2024, Itecor Suisse SA was awarded an ESG certificate by CRIF AG for its participation in the ESG assessment through the Synesgy platform. This certification reflects our ongoing commitment to sustainability and responsible business practices.

Itecor Suisse SA achieved an ESG Score of “B – Good”, indicating a high level of sustainability and alignment with national and international ESG best practices. This rating confirms our strong compliance with Environmental, Social, and Governance (ESG) principles, reinforcing our dedication to ethical and sustainable business operations.

Understanding the ESG Score

The ESG Score is an evaluation of a company’s adherence to ESG principles, considering sector-specific and regional factors. Developed by CRIF Ratings, a Credit Rating Agency operating under ESMA supervision, Synesgy’s methodology aligns with widely recognized international sustainability frameworks, including:

- Global Reporting Initiative (GRI)
- European Sustainability Reporting Standards (ESRS)
- United Nations Sustainable Development Goals (SDGs)

This structured assessment ensures that key material aspects of environmental, social, and governance impact are considered, providing stakeholders with a transparent and reliable sustainability evaluation.

We recognise the importance of continuous improvement in ESG performance. This certification serves as a milestone in our journey toward embedding sustainability across all aspects of our operations. In line with this commitment, our Paris and Barcelona offices will undergo the audit process during 2025. Our objective is to achieve an A rating across all our offices by the end of the year. We remain committed to enhancing our ESG impact and aligning with evolving global standards for responsible business conduct.



The ESG Score is calculated based on a proprietary methodology from CRIF S.p.A. and is based on the information which is disclosed by the subject. The score is referred to the subject. CRIF S.p.A. does not assume any liability for the information provided. The ESG Score is not subject to any guarantee of accuracy, completeness, reliability of the data. CRIF S.p.A. has no responsibility on the use of the score from third parties. CRIF S.p.A. is not liable for any decision based on the ESG Score issued by the evaluated Entity or any other entity. *The methodology used for the assessment platform is derived by CRIF Ratings. CRIF Ratings is a company whose general rating framework is certified by the European Securities and Markets Authority (ESMA).

risk management

We operate with respect for sustainable development, which is embedded in our vision and values. We reduce environmental, economic and social risks through established management systems and approaches. Group-wide requirements and instructions ensure that sustainable development is taken into account in projects and operations.

We train and raise awareness among our employees to ensure compliance with these policies. Some key management systems and codes of conduct are listed below.

- Policies and guidelines, such as the Charter of Ethics or the Environmental Policy,
- Our governance bodies to ensure compliance, risk management or anti-corruption based on the UN Guiding Principles on Business and Human Rights,
- Case management through prevention and detection measures,
- Ensuring occupational safety and health,
- Ensuring data security through our IT department.

For confidentiality reasons, we do not publish a compliance or information security report.

finance

Itecor has always developed on the basis of its own funds, without external investors, thus guaranteeing financial management in line with its values. We reinvest our profits in the company, ensuring controlled and sustainable growth, according to our operational capacities.

We control our investments, favouring ethical and responsible choices. In Switzerland, our pension fund is selected according to criteria of fairness, with a committee dedicated to ethics, CSR and sustainability. Our financial investments are mainly concentrated in Swiss real estate, a stable sector in line with our long-term vision.

This strategy ensures our resilience, our autonomy and a positive impact on our ecosystem.



charter of ethics

This charter reaffirms our corporate responsibility through concrete ethical, economic, social, and environmental actions. Aligned with our values, we foster fair labour conditions, respect human rights, reduce our environmental impact, and uphold integrity across our operations and procurement.

Our goal is to build a sustainable organisation on solid foundations, step by step, since our inception.

as a company

sustain the company

- › Innovate and prepare for the future with a long-term strategic and operational vision.
- › Develop and promote a value system.
- › Ensure our independence through strong governance and individual accountability.
- › Guarantee the stability of our activities through a decentralised organisation and the diversity of our service offering.
- › Analyse and manage risks.
- › Monitor compliance with our commitments and regulations, and combat abuses and conflicts of interest.
- › Continuously improve our practices with a view to quality and integration into our ecosystem.
- › As an independent company, ethically manage our investments to ensure they create no harm to people or the planet.



develop human capital

- › Promote diversity without discrimination based on age, origin, gender, or background ; ensure dignity, respect, and inclusion of minorities, indigenous peoples, refugees, and migrants while upholding their rights and cultural identities.
- › Recognise the importance of fair and equitable remuneration for all.
- › Guarantee a working environment conducive to the professional and personal development and balance of our employees and to support them in their development.
- › Respect privacy and expression.
- › Encourage the acquisition of knowledge to bring value to our customers, employees and society.
- › Value the multiplicity of viewpoints, the richness of exchanges and co-construction processes.



preserve the environment

- › Reduce, reuse, and recycle throughout the value chain of our business life to limit our energy and resource consumption.
- › Offer a flexible approach to work.
- › Promote public transportation through a central location or clean modes of transportation such as electric or hybrid vehicles.
- › Seek the most suitable technologies that serve a sustainable future.
- › Comply with current laws and regulations and identify any additional sources of contribution to the preservation of our planet, biodiversity, oceans, water, air pollution, forests.



as an individual

- › Act with honesty, integrity, ethics, and responsibility.
- › Treat people with dignity and respect.
- › Demonstrate loyalty in business and nurture trust-based relationships with counterparts.
- › Submit to conducted checks and participate in activity traceability through periodic reporting.
- › Protect intellectual property rights, technology transfer, and know-how.
- › Strictly respect the data and privacy of both clients and colleagues, in compliance with confidentiality laws, information security, and international requirements.

- › In cases of reprehensible behaviour or actions that are unethical, illegal or in breach of internal policies, engage with Management or report your concern on our dedicated platform.
- › In cases of harassment or conflict, inform the Management or seek recourse from an external neutral body made available.
- › Adhere to the laws and internal policies to prevent any fraudulent activity related to insider trading or market misconduct.
- › Never readily accept benefits, gifts, entertainment, or hospitality, and question their legitimacy voluntarily.

- Acknowledge a zero-tolerance policy for all forms of bribery, corruption, extortion, and misappropriation of funds.
- › Ensure that activities are free from doubts about the source of related funds to prevent any connection with criminal activities.
- › Do not employ children or resort to forced labour.
- › Embrace the company's ethical approach and commit to applying its principles.

This charter is presented to every new employee and acknowledged by all Itecor employees on an annual basis.

version 1.2 - March 2025



social responsibility



people

At Itecor, we consider human capital to be the most valuable asset of our company. As such, the well-being, health, safety, and professional development of our consultants are at the heart of our priorities, distinguishing us from other players in the market.

We have established a comprehensive set of policies to ensure that our people are genuinely cared for, including their professional and personal growth, their rights, and their overall working conditions. Our Human Resources policy and organisational structure provide a strong framework that guarantees a positive and supportive work environment.

In addition, we uphold a **Charter of Ethics**, both as a company and as individuals, ensuring that our actions align with our core values of integrity, respect, and responsibility. We are structured both internally, with our management, and externally, through collaborations with relevant stakeholders, to ensure compliance with current regulations and to guarantee that all employees are treated with fairness and respect.

Our consultants are an integral part of Itecor; they are employed by and for Itecor, to serve our clients. As they actively contribute to the company's growth, they also benefit from continuous development opportunities, reinforcing our commitment to their success and well-being.

developing our capital

Itecor provides a high-standard framework for professional and personal growth, offering resources and a dynamic environment to help employees develop their talents. From recruitment onwards, we ensure a secure and supportive setting. We also align consultants' aspirations with client needs and business objectives, fostering mutual success.

knowledge management

At Itecor, consultants dedicate over 10% of their time to Knowledge Management, continuously expanding their expertise. Through our learning platform **Itecor Academy**, our communities of practice, they share knowledge and benefit from the company's extensive know-how. As the face of our ecosystem, they deliver value to clients and society while evolving both professionally and personally.

equal opportunities

As a pioneer in workplace equality, Itecor actively supports work-life balance through part-time work and parental leave. Our structure fosters mutual support, ensuring that everyone, regardless of gender, finds their place. Gender balance and fair pay are core values, which we systematically monitor to uphold equity and inclusion.

promoting diversity

With more than 24 nationalities and several dozen languages spoken, we know that diversity is greatly beneficial for Itecor. As such, we actively promote diversity and encourage the inclusion of people of all ages, backgrounds and genders. We value diverse points of view, exchange and discussion, and co-construction right up to the upper levels of management.

well-being at work

We prioritise work-life balance by ensuring the best working conditions and providing support for well-being. Our managers and HR teams work together to foster a healthy workplace, and in cases of harassment or conflicts, a neutral external organisation is available for guidance.

living together

Itecor organises social events open to all employees, covering sports, well-being, art, and culture. Employees are encouraged to create their own events with internal support and full or partial cost coverage. This initiative fosters belonging and promotes a balanced lifestyle.

whistleblowing at itecor

We have launched our whistleblowing platform to ensure transparency, integrity, and accountability within our organisation. This platform enables employees to report serious unethical behaviours confidentially and securely. By providing a safe channel for raising concerns, we reinforce our commitment to ethical business practices, respect for human rights, and compliance with regulations. This initiative guarantees that all reports are taken seriously and addressed appropriately, fostering a culture of trust, fairness, and responsibility across our organisation.



human rights & labour

Tracking the evolution of our objectives is essential to ensuring meaningful progress. However, every journey starts with a first step. In 2024, we focused on defining quantitative goals, aligning our approach, and assessing our processes. This report does not yet present final results but rather serves as a foundation for the path we are building towards greater accountability and impact.

working conditions

- **Fair working hours:** Make sure 100% of our employees comply with legal and contractual working hours and ensure 100% of our employees have access to all of their paid vacation annually.
- **Work-life balance:** Promote flexible working arrangements for 100% of the workforce, ensuring employees can balance their professional and personal commitments when working remotely.
- **Employee satisfaction surveys:** Conduct employee satisfaction surveys through the Itecor i-portfolio in Sales Force once a month to assess working conditions and implement improvements within 2 months after the survey.

social dialogue

- **Regular consultation:** when legally applicable, quarterly meetings are established with employee representatives and unions by the end of August each year to discuss workplace conditions, employee concerns, and policy updates.
- **Collective agreements:** when legally applicable, and by the end of August each year, ensure that 100% of employees have access to a collective agreement, outlining their rights and obligations regarding work conditions, salaries, and benefits.
- **Whistleblowing:** ensure a formal procedure to resolve employee disputes or concerns or in case of reprehensible behaviour or actions that are unethical, illegal or in breach of internal policies.

quality of life at work

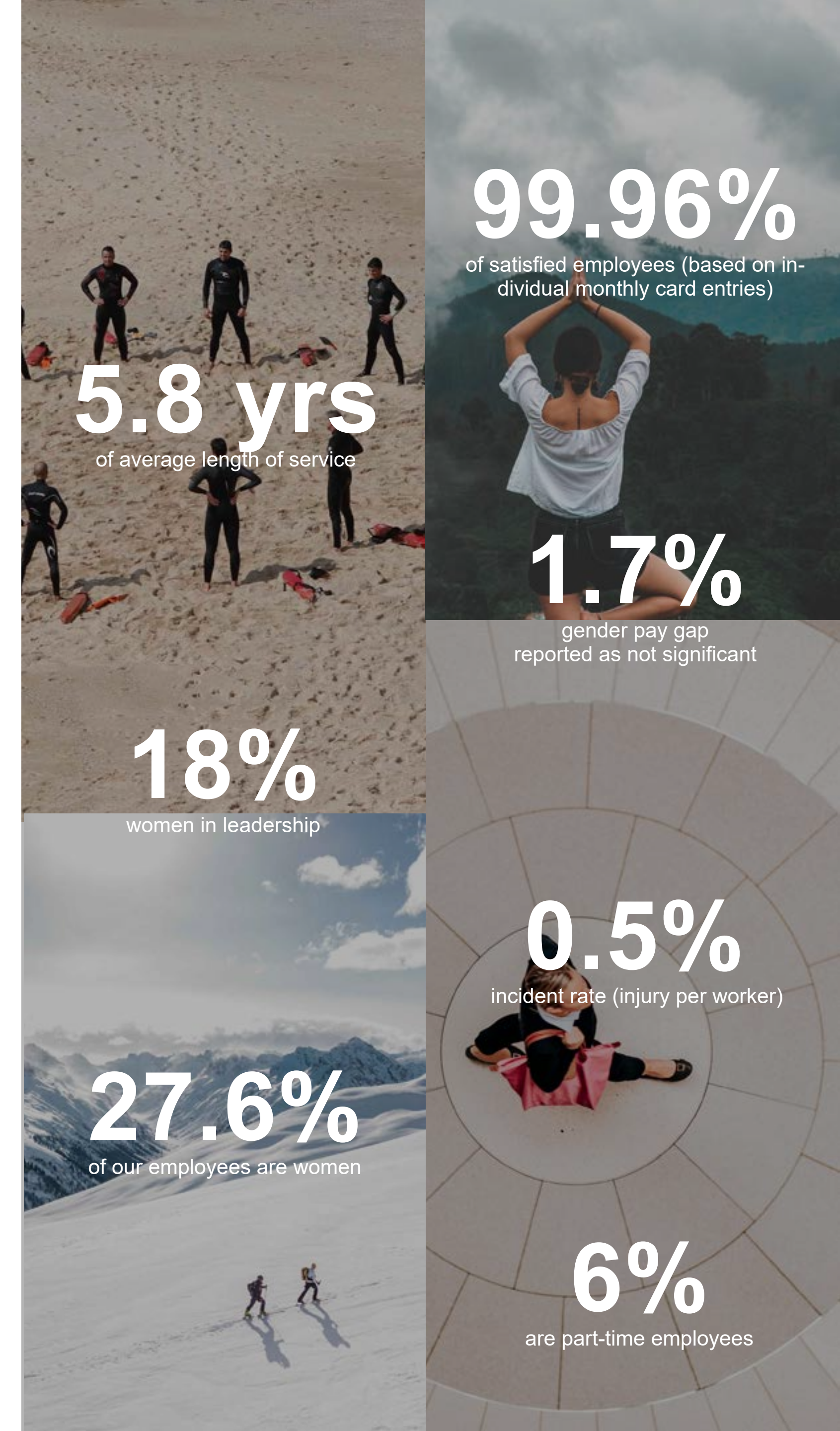
- **Reducing ergonomics related sickness risks:** The aim is to reduce sickness risks by 10% by the end of 2025 by stepping up awareness campaigns through the employee internal monthly newsletter *Chronicle* and quarterly Townhalls and improving work environments.
- **Participation in wellness sessions:** Itecor offers support to improve the wellbeing of its employees and encourage a balanced lifestyle. We are aiming for 20% of employees to take part in these courses by 2025.
- **Encourage telework:** Ensure that 100% of Itecor employees can benefit from flexible working arrangements by providing the necessary digital tools, fostering a culture of trust and autonomy, and implementing policies that support work-life balance. This initiative aims to enhance productivity, reduce commuting-related environmental impact, and promote employee well-being while maintaining strong collaboration and team cohesion through regular virtual and in-person interactions.

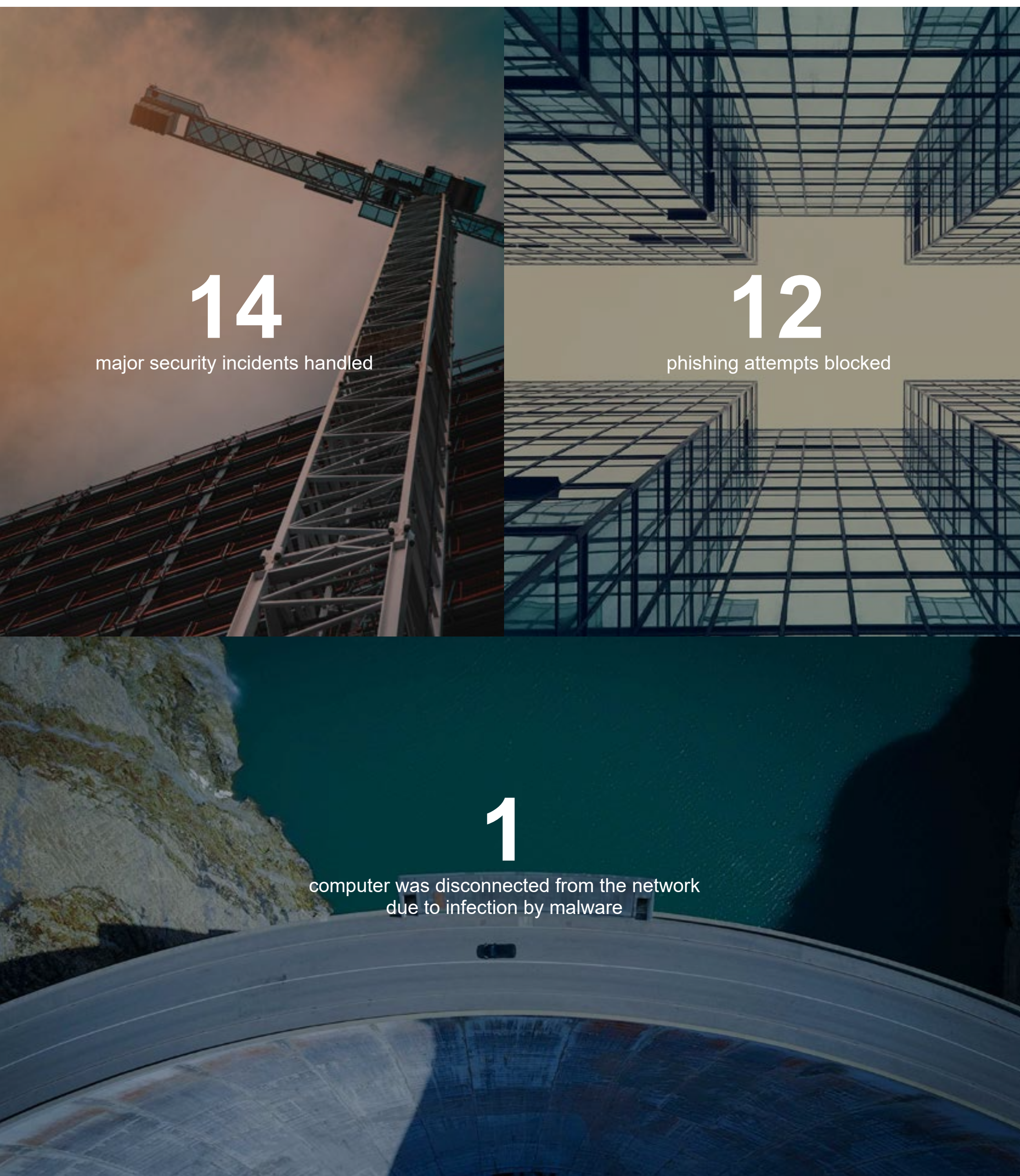
health & safety

- **Training:** All employees, regardless of their working location (back-office or client site), will receive health and safety training within the first 30 days of employment, followed by refresher training every 24 months.
- **Risk assessments:** Conduct comprehensive risk assessments for all work environments (both Itecor offices and client sites) at least once every year to identify potential hazards and implement corrective actions.
- **Incident reporting:** Ensure that any health or safety incident is reported within 12 hours and reviewed by the health and safety team within 12 hours

human rights

- **Non-discrimination of salary:** Ensure an annual assessment of our salary structure to prevent gender-based discrimination.
- **Ethical supply chain:** By 2028, Itecor will ensure that 99% of its suppliers have signed a commitment to uphold human rights, with regular audits conducted at least once every 24 months.
- **Human rights training:** Provide mandatory human rights training for all employees and managers by the end of 2025, with a 95% participation target across the company.





14

major security incidents handled

12

phishing attempts blocked

1

computer was disconnected from the network due to infection by malware

data protection & security

As a responsible organisation, we attach great importance to protecting the privacy and fundamental rights of individuals. To ensure the protection of personal data and the security of information entrusted to us, we have implemented necessary technical and organisational measures to minimise risks.

As part of our commitment to our stakeholders, we comply with internationally recognised standards and regulations, embed privacy into our processes, safeguard sensitive information with robust security controls, proactively identify and mitigate security threats, and continuously train our teams to strengthen our security culture.

Through our actions below, we actively demonstrate our commitment to compliance, data protection and information security, ensuring a safe and trustworthy environment for all.

data protection

At Itecor, we value the privacy of our employees, clients, partners, and stakeholders. We recognise the trust placed in us by sharing personal information, and we are committed to protecting it.

We comply fully with the EU GDPR and the Swiss Data Protection Act. During the 2024, no legal or administrative actions were taken regarding customer data confidentiality or trade secrets.

information security

In addition to our compliance with data protection laws, we prioritise data security. Our infrastructure is supported by a team of qualified security experts, dedicated to protecting all stakeholders.

Our security approach focuses on three key areas: prevention, detection, and response. We continuously monitor our IT systems to maintain a high level of protection against emerging cyber threats.

We take steps to safeguard personal data, including encrypting information submitted via our website. Access to personal data is restricted to those with a legitimate need, and those processing it are bound by confidentiality agreements.

In the event of a data security breach, we have procedures in place to notify affected parties and relevant authorities, as required by law.

incident management and response

Despite rigorous preventive measures, we recognise that security incidents can occur. To address potential breaches effectively, we have a well-defined data breaches procedure and incident management process in place.

The latter includes real-time monitoring, rapid threat identification, and structured response protocols to mitigate risks and minimise impacts. Our dedicated security team ensures that incidents are investigated thoroughly, corrective actions are implemented, and lessons learned are integrated into our continuous improvement strategy.

employee awareness and training

Data security is as much about people as it is about technology. To foster a culture of cybersecurity, we conduct regular training sessions and awareness programmes for employees at all levels. These trainings are mandatory, conducted at employee onboarding as well as occasional refresher sessions. They help ensure that our teams understand data protection responsibilities, recognise potential threats, and follow best practices to safeguard sensitive information.

compliance and audits

To uphold our commitment to data protection, we conduct regular internal and external audits to evaluate the effectiveness of our security measures. These assessments help us stay aligned with evolving regulations and industry best practices while identifying opportunities for continuous improvement. Our compliance efforts ensure that we maintain transparency, accountability, and resilience in our data protection approach.





environmental responsibility



environment

We are aware of our responsibility concerning the impact our business has on the environment. As such, we have implemented concrete measures to reduce the environmental impact of our operations.

Every organisation has a role to play in mitigating climate change and protecting ecosystems. With this in mind, we are aware of the limits of natural resources and seek to contribute to a carbon-free and nature-positive world by:

- reducing greenhouse gas emissions in the value chain,
- reducing/minimising our consumption of energy and resources through the use of low-impact energy, improved traceability and high-quality products.

We comply with all applicable laws and regulations, and are always on the lookout for extra ways to preserve the planet.

closer **than ever**

Thanks to our centrally-located regional offices, we are able to maintain close contact with our customers and colleagues.

We also offer a **flexible approach to work**, which includes supporting working from home to limit travel. Planning and trust are key to the success of this model.

responsible **procurement**

We have implemented a responsible sourcing approach by developing a corporate policy, setting clear objectives, and establishing a **Supplier Code of Conduct**. This Code outlines the expectations we have for all our suppliers, contractors, and business partners. It ensures their contribution to our commitment to ethical business practices, respect for human rights, and environmental stewardship. Through these measures, we strengthen our supply chain's sustainability and reinforce our dedication to responsible and transparent procurement.

resource **management**

We have implemented an **awareness** programme for our employees to encourage reducing, reusing, and recycling in our offices. We manage waste responsibly, minimise paper use, and recycle IT equipment through local partnerships.

Through these efforts, we aim to foster a responsible workplace culture and actively contribute to a more sustainable future.

mobility

Encouraging the use of public transport or clean transport has been a recurring theme for us for many years. For example, we cover the travel expenses of our staff and always favour the train over the plane, whenever possible. **Central locations** for our offices to be close to train stations are therefore part of our mobility plan. Our company car policy is limited to hybrid or electric vehicles.

digital **sustainability**

With a close eye on the market, its trends, and opportunities, we continue to search for not just the most suitable technologies but those that will serve a sustainable future. To improve our environmental impact, we have turned to various **cloud solutions**, leveraging their ability to optimise resource usage, reduce energy consumption, and minimise the carbon footprint associated with on-premise infrastructures. Cloud computing enables better scalability, reduces the need for physical hardware, and often operates on energy-efficient data centres powered by renewable energy. Sustainability is key at every decision-making and operational stage.

In the same way, we support our clients so that they too can address their own environmental challenges. We maintain relationships of trust built on shared values with our partners and suppliers in order to make sustainable progress together.

energy

We have implemented measures aimed at reducing our energy consumption and improving our energy efficiency.

In 2024, we have been carefully assessing our energy efficiency. Our greatest impact lies in our offices location, transportation methods, and technological choices. A key tool in this process is the Synesgy evaluation system in Switzerland, which provides data on our carbon footprint. Implementation takes place through various parallel measures across the entire company.

It is important to note that our offices are located in business centers with collective heating systems, meaning we do not have direct control over our energy supply. In Zurich, energy costs are included in the charges, and no detailed statement is available.

This setup is intentionally chosen to pool resources and optimize energy efficiency. By sharing infrastructure, heating and reducing temperatures on weekends, our overall consumption is automatically reduced.

Additionally, the heating and air conditioning system in our Vevey office was fully renovated in 2024, which should contribute to lowering our overall carbon footprint while promoting a more rational use of resources.

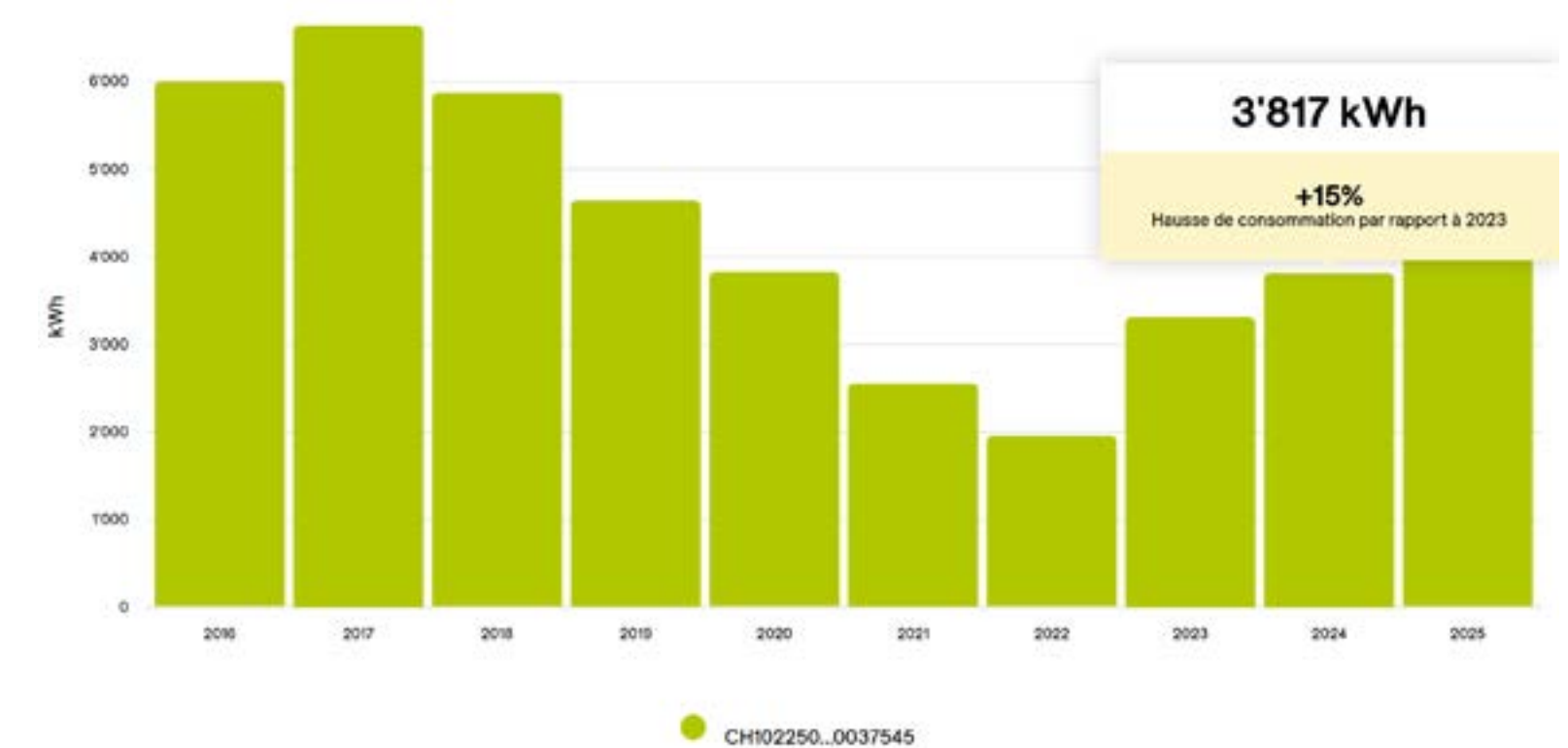
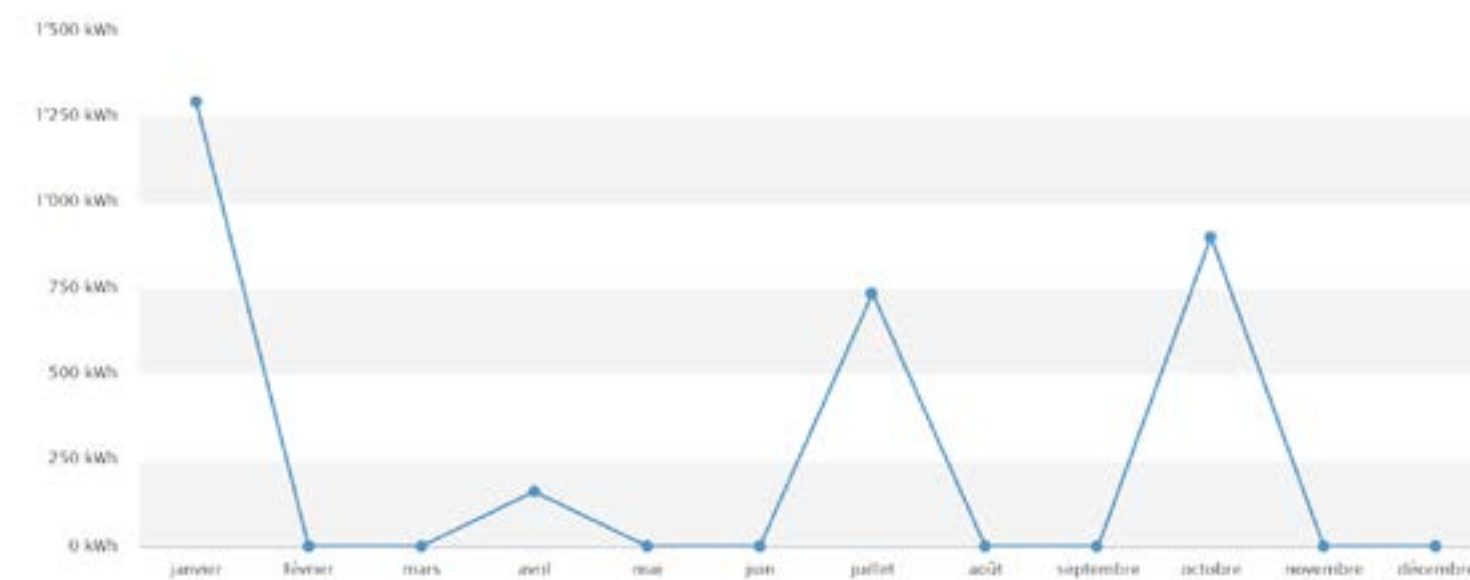
Our energy management has a major impact on our direct CO₂ emissions and is therefore one of our main tools for ensuring the transition to a decarbonised society and achieving the net-zero goal. We focus on increasing energy efficiency as well as reducing CO₂ emissions.

Evidence of energy consumption in our offices of Vevey and Geneva



Year	Consumption (kWh)	% Change
2019	4'644 kWh	-20%
2020	3'830 kWh	-17%
2021	2'556 kWh	-33%
2022	1'958 kWh	-23%
2023	3'313 kWh	+69%
2024	3'817 kWh	+15%

Evolution de la consommation : 2024



climate

Following the adoption of the Climate and Innovation Act in June 2023, Swiss companies are now required to achieve net zero emissions by 2050 and to present roadmaps to this end. Here are our objectives regarding emissions in Scopes 1, 2 and 3.

Scope 1

Reducing direct emissions

to achieve a 2% reduction in these direct emissions levels by 2025 with 2024 as baseline.

2024 reference: 17.01 tCO₂e tCO₂e

Scope 2

Enhancing energy efficiency

By optimizing our energy consumption, we plan to achieve a reduction of 1% in Scope 2 emissions by 2027. Reducing these indirect emissions is essential for decreasing our overall carbon footprint and supporting the transition to sustainable energy sources.

2024 reference: 7.91 tCO₂e

Scope 3

Minimising indirect value chain emissions

We recognize that Scope 3 emissions, resulting from our value chain, represent a significant portion of our environmental impact. These include emissions related to purchased goods and services, business travel, and waste management. We are committed to reducing these indirect emissions by 1% by 2030 through sustainable procurement practices, reducing waste, and promoting responsible resource use. Addressing Scope 3 emissions is critical for achieving comprehensive sustainability throughout our entire value chain.

2024 reference: 8.08 tCO₂e



circularity

We ensure that all our IT equipment is systematically collected, securely processed, and reused. As part of this policy, all hard drives undergo certified data destruction, guaranteeing information security before being repurposed.

This process is carried out in collaboration with a trusted local partner, reinforcing our commitment to sustainability and responsible resource management.

By extending the lifecycle of our IT assets, we minimize electronic waste, reduce our environmental footprint, and contribute to a more circular economy where resources are valued rather than discarded.

This initiative not only aligns with our ESG commitments but also fosters local partnerships that support sustainable business practices.

0.047 t
of waste generated

100%
recycling of electronic devices

100%
of renewable energy

60%
of electrical devices replaced by A class environmental impact material

16,187
total energy consumption (MWh)

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