



**Sofrecom**  
• The • Know-How • Network •

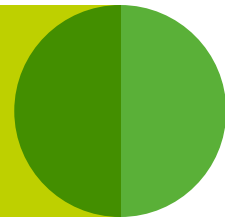
# **ESG APPROACH**

MANAGING OUR ENVIRONMENTAL  
COMMITMENT



Part of the Orange Group

# SUMMARY



**P4** ● Priorities

**P10** ● Summary of key actions

**P12** ● Climate strategy: a concrete and measurable action plan

**P18** ● Medium- and long-term outlook and objectives



***Sofrecom: An integrated and responsible Group committed to double performance***

Sofrecom operates as a single global entity. This integrated group structure allows us to deploy a consistent and bold CSR strategy across all our locations, ensuring our clients and partners a unique environmental excellence standard.

We are committed to reducing our environmental footprint and contributing to Orange Group's climate ambitions, in line with our activities. Our approach is based on a measurable, manageable, and governance-aligned methodology, aimed at supporting growth (+8% revenue in 2024) while controlling our impacts.

We contribute to Orange Group's Net Zero 2040 target by adapting our objectives to the nature of our activities, notably through consolidated measurement of scopes 1-2-3 with Greenly, and by prioritizing continuous improvement. Our trajectory is supported by an annual review, regular steering committees, and a strategy structured around four pillars: measure, prioritize, manage, and improve.

Claire Khoury  
Chief Marketing, Communication & CSR Officer

# MEASURE AND REDUCE OUR CARBON FOOTPRINT



**Contribute to Orange Group's pathway towards achieving carbon neutrality by 2040**

## Our action plan

Economic growth should not lead to a proportional increase in emissions. We focus our efforts on major impact areas: procurement, digital, travel, energy...

- **An ambitious reduction trajectory:** We aim for a steady decrease in our total emissions, following an 18% reduction in 2024, while also improving our carbon intensity per employee.
- **Une méthodologie rigoureuse :** Grâce à la mesure consolidée des scopes 1, 2 et 3, nous appliquons le principe de double matérialité pour concentrer nos efforts là où l'impact environnemental et l'enjeu business sont les plus forts.
- **A rigorous methodology:** Through consolidated measurement of scopes 1, 2, and 3, we apply the double materiality principle to focus our efforts where environmental impact and business stakes are the highest.
- **Circular waste management:** We implement efficient collection and recycling channels, while promoting the donation of IT equipment to partner associations to extend their lifecycle.

## Methodological Principles

**Consolidated measurement via Greenly**, with annual monitoring of scopes 1-2-3.

- **Double materiality:** environmental impact and significance for the business.
- **Transparency:** regular communication on results, limitations, and areas of uncertainty.

Continuous improvement: annual review, adjustments, and corrective actions.

## Results

**18% reduction in emissions** (from 9,075 tCO<sub>2e</sub> to 7,400 tCO<sub>2e</sub>).

**Improvement in carbon intensity:**  
-22% per employee, -31% per revenue.

**Progress in data coverage**  
70% of consolidated data, with improved reliability and accuracy.

**Concrete actions**  
Implementation of telecommuting, increased use of refurbished equipment, reduction of business travel.

# PROMOTE

## A RESPONSIBLE DIGITAL AND ECO-DESIGN



*Make digital sobriety a lever of performance for us and our clients.*

### Our action plan

- **«Green IT» at the heart of our operations:** We size our technological needs precisely, extend the lifespan of our IT equipment, and ensure a tracked end-of-life process for each device.
- **An ethical artificial intelligence:** We apply a responsible AI charter based on principles of energy sobriety, transparency, and data security.
- **Supporting our clients:** We leverage our «Green» expertise to support our partners in designing sustainable solutions and successfully managing their own ecological transition.
- **The sobriety of usage:** We raise awareness among our teams about reducing unnecessary data and optimizing their digital consumption.

### Results

A **17% reduction** in digital footprint (from 630 to 520 tCO<sub>2e</sub>).

**Increasing proportion** of refurbished equipment and tracked WEEE (Waste Electrical and Electronic Equipment) flows.

**Enhanced commitment** to digital sobriety, with improved management of end-of-life equipment.

**Green expertise** to support the ecological transition embedded in our strategic project and at the heart of the evolution of our client services.

# TRANSFORM MOBILITY AND TRAVEL



*Promote low-impact and decarbonized transportation modes.*

## Our action plan

- **The widespread adoption of remote work:** 95% of our employees benefit from remote working arrangements.
- **The promotion of hybrid models in our client projects:** We are developing hybrid mission models for our clients (on-site presence and remote work).
- **Priority given to soft mobility options:** As part of our mobility plan, we strongly encourage the use of bicycles, carpooling, and public transportation. In France, we have implemented a mobility package that helps finance a portion of the investment in eco-friendly transportation modes.
- **Monitoring of mileage indicators:** Thanks to Greenly, we precisely monitor avoided kilometers and emissions saved, with specific local action plans...

## Results

- **Increasing share of train travel:** 30% of business trips in 2024.
- **95% of employees working remotely.**
- **Reduction in solo car travel kilometers:** Indicators are improving, notably in Morocco, where a specific plan is underway to reduce the average.

# CONSOLIDATE

## GOVERNANCE AND COLLECTIVE ENGAGEMENT



*Embed the CSR culture sustainably into the DNA of every employee.*

### Action plan

- **Training for everyone:** We ensure that every employee is an active participant in the transition, with a CSR training rate already exceeding **90%**
- **A dynamic engagement of the community:** Through events such as Digital Clean-Up Week or Sustainable Development Weeks, we create key moments to mobilize teams around common objectives.
- **Transparent management:** We regularly report on our results and areas for improvement, involving our CSR ambassadors in each country where we operate.

### Results

- Over **90%** of employees trained on CSR issues.
- **Donations** of equipment to associations, highlighting social and environmental commitment.
- **A strengthened corporate culture** centered on sustainability, with strong local engagement.

# NON-FINANCIAL PERFORMANCE 2024

*In 2024, we demonstrated that it is possible to grow (+22% revenue) while drastically reducing our footprint. Here are the key indicators that reflect the maturity of our model:*



## Carbon footprint management (Scopes 1, 2, 3)

- **Absolute reduction:** An **18%** decrease in total emissions (from 9,075 to 7,400 tCO<sub>2</sub>e).
- **Decoupling growth from carbon emissions:** Improvement in carbon intensity by **-31%** relative to revenue.
- **Transparency & Data:** Expansion of our data coverage to **70%** (via Greenly), ensuring reliable and auditable reporting for our stakeholders.



## Digital excellence & Green expertise

- **IT sobriety:** A **17%** reduction in our own digital footprint through extending equipment lifespan and systematically choosing refurbished devices
- **Customer value added:** Integration of eco-design and a responsible AI charter into our offerings, enabling us to support our clients in achieving their own neutrality objectives.



## Mobility & transformation of work methods

- **Operational agility:** 95% of our employees are working remotely, significantly reducing commuting trips.
- **Travel sobriety:** Train now accounts for 30% of our business trips, complemented by a «Hybrid» mission model that optimizes on-site client interventions.

## Engagement social & gouvernance collectif

- **Culture of responsibility:** Over 90% of our employees are trained on climate issues, making CSR a professional reflex rather than a constraint.
- **Circular economy:** Strong commitment to reuse through donations of refurbished equipment to associations, strengthening our local presence.

# CONCLUSION

## SUMMARY OF KEY ACTIONS

Priority	Main actions	Expected results
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Annual carbon footprint assessment, reduction of travel, energy optimization, recycling, donations</li> <li>• Responsible purchasing charter</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous reduction of emissions, improved data reliability, compliance with standards</li> </ul>
<b>Responsible digital</b>	<ul style="list-style-type: none"> <li>• Green IT, AI charter, Management of WEEE, sensibilisation</li> <li>• Donations of decommissioned WEEE</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction of digital impact, sustainable equipment</li> <li>• Responsible digital culture</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Mobility plan, campaigns, awareness raising, organization of travel</li> <li>• Workshops, events, campaigns, reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Fewer kilometers driven by car, more sustainable modes of transportation, strengthened remote work</li> </ul>
<b>Collective commitment</b>	<ul style="list-style-type: none"> <li>• Reduction indicator within the profit-sharing agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Committed corporate culture, employee awareness</li> </ul>

# OUR ENGAGEMENTS FOR THE FUTURE

*As a subsidiary of the Orange Group, we confirm our trajectory towards Net Zero Carbon by 2040. For our stakeholders, this means:*



## For our clients

A guarantee of low-carbon impact services and cutting-edge expertise in Green IT.



## For our partners

A collaboration based on responsible purchasing criteria and rigorous ethics.



## For our employees

A bold, agile, and meaningful work environment.

# CLIMATE STRATEGY :

## A CONCRETE AND MEASURABLE ACTION PLAN

### Reduction of emissions (scope 1-2-3)

Domains	Key actions	2024 results	Indicators
<b>Purchasing and Services</b>	Integration of environmental criteria, use of refurbished equipment, optimization of needs.	Scope 3 emissions reduced by 17% (from 4,700 to 3,920 tCO <sub>2e</sub> ).	Share of sustainable purchases, percentage of refurbished equipment.
<b>Travel</b>	Promotion of remote work, use of trains, videoconferencing, and responsible accommodations.	Emissions decreased by 6% (from 1,650 to 1,550 tCO <sub>2e</sub> ).	Share of train travel, avoided kilometers, percentage of remote work.
<b>Energy</b>	Transition to renewable energy, building optimization.	Decrease of 4% (from 1,600 to 1,540 tCO <sub>2e</sub> ).	Energy consumption, percentage of green energy.
<b>Digital / IT /WEE</b>	Refurbishment, end-of-life tracking, reduction of consumption.	Decrease of 17% (from 630 to 520 tCO <sub>2e</sub> ).	Share of refurbished equipment, traced D3E flows.
<b>Paper and others</b>	Digitalization, reduction of volumes.	Decrease of 10% (from 200 to 180 tCO <sub>2e</sub> ).	Volume of paper consumed.



## 2023-2024 globals results

Category	2023 (tCO2e)	2024 (tCO2e)	Evolution	Part in the total
Purchasing and Services	4700	3920	-17%	53%
Travel	1650	1550	-6%	21%
Energy	1600	1540	-4%	21%
Digital / IT / WEE	630	520	-17%	7%
Fixed assets.	480	440	-8%	6%
Others <i>(Waste, catering, events)</i>	200	180	-10%	6%
<b>Total</b>	<b>9260</b>	<b>7400</b>	<b>-18%</b>	<b>100%</b>

# MANAGEMENT METHODOLOGY



## Measure & monitoring

- **Main tool** : Greenly, for the annual consolidation of emissions.
- **Data sources**: purchases, travel, energy consumption, IT/ WEE, paper, waste.
- **Data quality**: documentation, traceability, coverage rate (70% in 2024)..
- **Key indicators** : absolute emissions, carbon intensity per employee, and per turnover.



## Governance

- **Quarterly committees**: validation of results, adjustments.
- **Semi-annual strategic committees**: review of the trajectory, definition of priorities.
- **CSR ambassadors network**: sharing of best practices, feedback



## Improvement cycle

- **Decide, deploy, control, Improve cycle**: implementation of actions, monitoring through KPIs, annual adjustments.
- **Annal review**: update of the trajectory, integration of new data and feedback from experience.

# KEY ACTIONS BY TOPIC

## Responsible purchasing

- **Supplier policy and charter:** commitment to human rights, environment, and ethics
- **Purchase criteria :** environmental performance, reparability, energy consumption, recycling
- **Follow:** 85% of the key suppliers have signed the charter, with follow-ups ongoing to reach 100%.
- **Take-back and end-of-life:** WEEE channels, donations, repair

## Digital and equipment management (IT / WEEE)

- **Life cycle:** sizing, extension (or prolongation), end-of-life tracking
- **Refurbished equipment:** increased reuse, reduction of new purchases.
- **Recycling:** tracked WEEE flows, approved channels.
- **Responsible AI Charter:** ethical principles, sustainability, transparency, security
- **Indicators:** share of refurbished equipment, recycling rate, energy consumption

## Mobility and travel

- **Mobility plan:** remote work, public transportation, carpooling, and soft mobility.
- **Greenly follow:** share of train usage, kilometers avoided, emissions avoided.
- **Spécific actions:** awareness campaigns, incentives, route optimization
- **Objective:** to increase the share of sustainable modes of transportation and reduce the average kilometers traveled by individual car.

## Awareness and collective engagement

- **Events :** Digital Clean-Up Week, Sustainable Development Day, Renewable energy weeks
- **Workshops :** eco-design, responsible purchasing, digital eco-actions
- **Donations :** refurbished equipment donated to partner associations.
- **Local actions:** waste sorting, awareness, community initiatives


# MANAGEMENT METHODOLOGY

## Evolution of emissions

Year	Total (tCO <sub>2</sub> e)	Evolution	Comment
2023	9075	-	Reference point
2024	7400	-18%	Significant progress

## Intensity indicators

Key indicators	2023	2024	Evolution
Total emissions (tCO <sub>2</sub> e)	9 075	7 400	-18%
Intensity by employee (tCO <sub>2</sub> e / employee)	3,1	2,4	-22%
Intensity by turnover (tCO <sub>2</sub> e / M€)	51,5	35,4	-31%
Share of consolidated Greenly data	59%	70%	+11 pts
Share of train in business travel	20%	30%	+10 pts
Indicator	2023	2024	Évolution



## Strong points

- **Réduction** continue des émissions, notamment dans les achats et le numérique.
- **Improvement** of data coverage (70% in 2024).
- **Strong commitment** from employees and suppliers.
- **Concrete actions:** donations, waste sorting, awareness campaigns, the use of refurbished equipment, and feedback to share lessons learned.

Sofrecom's efforts have led to a significant reduction in its emissions while maintaining its growth. The improvement in data coverage and the diversification of actions illustrate a dynamic and responsible approach.



# **PERSPECTIVES AND OBJECTIVES** IN THE MEDIUM AND LONG TERM

## **ACHIEVE**

Achieve carbon neutrality by 2040, with a progressive trajectory.

## **STRENGTHEN**

Strengthen the eco-design approach in our offerings and missions.

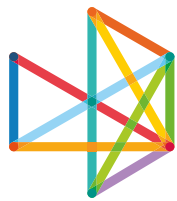
## **CONTINUE**

Continue raising awareness and collective engagement

## **IMPROVE**

Improve the quality of data and the accuracy of Greenly indicators.





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