2023 **CSR** REPORT

Jiliti: *your partner*
for sustainable and societal
digital performance.

J·I·L·I·T·I
CARING FOR IT PERFORMANCE

Contents

The 2023 report was created using data collected in 2022.

Editorial

Stéphane HASCOËT
President of Jiliti

Turning CSR challenges into opportunities

Jiliti is a sustainable company to the core. Through our operations, we have a positive impact within the IT ecosystem. Since our creation 40 years ago, our core business has been repairing all types of IT equipment, including both new and older technologies, to extend their service lives. Every day, we work in our clients' data centers advising them, transforming their IT infrastructure, prolonging the service lives of their equipment, and optimizing their energy consumption. When you consider that 80% of the digital industry's carbon footprint is related to manufacturing1, you realize what is at stake when it comes to IT infrastructure management, refurbishment and the second-hand market. Producing computer components, primarily by mining rare materials, represents the biggest drain on natural resources.

Our challenge over the next two years is to put in place indicators to measure and quantify our CSR value contribution and to continuously improve. To that end, we have begun ISO 14001 certification. We have also reorganized to improve recycling via our subsidiary **Computer Trade** to ensure that plastic, metal, and electronic components from end-of-life equipment are fed back into the circular economy.

CSR criteria already feature in a growing number of calls for tender, playing an increasingly important role in how clients assess our proposals. What's more, the European Commission has stated that data centers *"can and should become climate neutral by 2030"* [2]. As a partner to our customers as they reduce their environmental footprint, Jiliti contributes fully to achieving this objective of carbon neutrality.

I see CSR as collective realization. Every one of us has a role in making the best use of our planet's finite resources. It is also an opportunity for our business lines to develop their own activities and to offer our clients tools to help them control their consumption of energy and natural resources.

This approach is also a lever for attracting collaborator and fostering loyalty.
Our employer brand offers collaborator an opportunity to make a medium- to long-term commitment to a project that's bigger than the company. CSR is the responsibility of everyone, not just executives and the President. It's essential to get the whole Jiliti team on board. I'm keen for every Jiliti collaborator to help us progress by suggesting environmental, social and even societal projects for us to support.

Jiliti has been heading in this direction for many years. It has been the essence of our DNA for over 40 years.

With increasing collective awareness and regulations, CSR is fast becoming a necessity for all stakeholders in the economic and public spheres. Companies are committing to becoming more responsible and are organizing themselves accordingly. They have understood the extent to which CSR offers future prospects and new perspectives. At Jiliti, we are fully engaged in the ecological transition of the digital economy.

1/ ARCEP ADEME study, 2023
2/ "Shaping Europe's digital future" Report, European Commission, 2020

Jiliti, leader in *infrastructures IT* management

Jiliti is France's leading independent IT infrastructure management company and the French leader in the data center maintenance market for France and Europe.* Jiliti has enjoyed steady growth since our creation, mainly by diversifying to Cloud technologies and through expansion around Europe and to the United States.

#1 INDÉPENDANT DATA CENTER MAINTENANCE PROVIDER*
in France and Europe

*Excluding manufacturers with captive markets

Our business

Support IT departments throughout the service lives of their equipment

For over 40 years, Jiliti has been committed to providing high-performance, competitive and sustainable solutions to optimize and extend the life cycles of data center equipment. By focusing on sustainability, we are helping our clients optimize their IT investments while reducing their environmental footprint and costs.

Four areas of expertise

Maintenance

Managed services

Cloud

Projects & Transformation

* PAC Teknowlgy Study, August 2021

Jiliti in figures

720 experts
by your side

3,500+ active clients:
large, medium and small companies
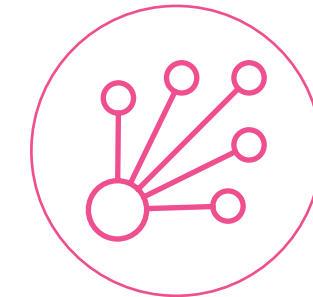
650+ projects
for integration and services each year

80 local agencies
worldwide

150+ countries
covered

4.7% market share
in France*

+10% sales growth
in 2022

+ 8% growth
over 3 years

500,000+
IT infrastructure equipment

260,000+
multi-technology servers

140,000+ network equipments

100,000+ storage bays

*"Since 2020, we have been consolidating our leadership in the infrastructure market. Our activities now go beyond maintenance, **with our global services now covering the management of all IT equipment components,** including managed services. Our development aims for a single objective: to respond to our clients' needs with innovative, cost-effective solutions with identical quality regardless of the country or type of infrastructure."*

Stéphane Hascoët, President of Jiliti

* PAC Teknowlgy Study, August 2021

Our three pillars
of development

Our clients

3,500+ clients of all sizes in all sectors

98.8% satisfaction rate*

97% recommendation rate*

*Source: satisfaction survey, January 2023

Our ecosystem

Collaboration with the majority of **major manufacturers**

Partnership with the main eco-organizations for **WEEE recycling**

Responsible purchasing charter signed by our partners and suppliers

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Our staff

+ 15.56% workforce increase between 2020 and 2022

+ 79 new collaborators in 2022

+ 70 work-study students every year on average

PROXIMITY
TEAM SPIRIT
INNOVATION & AGILITY
COMMITMENT
TEAM SPIRIT

Our values shape the backbone of Jiliti's development. Delivering on our commitments is at the heart of our strategy. We strive to build trusting relationships with our clients and partners. We focus on listening and sharing experiences, both internally and externally, to foster collective intelligence. We are all mobilized to anticipate our clients' needs and challenges, foresee new trends, and constantly innovate to guarantee sustainable, high-quality services.

Our priority
Customer service

We provide global coverage thanks to our presence in 150 countries with 80 agencies worldwide and a network of partnerships based on trust. With a local network of 26 agencies in France, our 450 experts are responsible for providing our clients with exceptional service to guarantee the day-to-day performance of their IT infrastructure.

Among our more than 3,500 clients are world-renowned leaders in the pharmaceutical, automotive, banking, chemical, telecom, and service sectors.

Jiliti around the world

● Direct
● Indirect
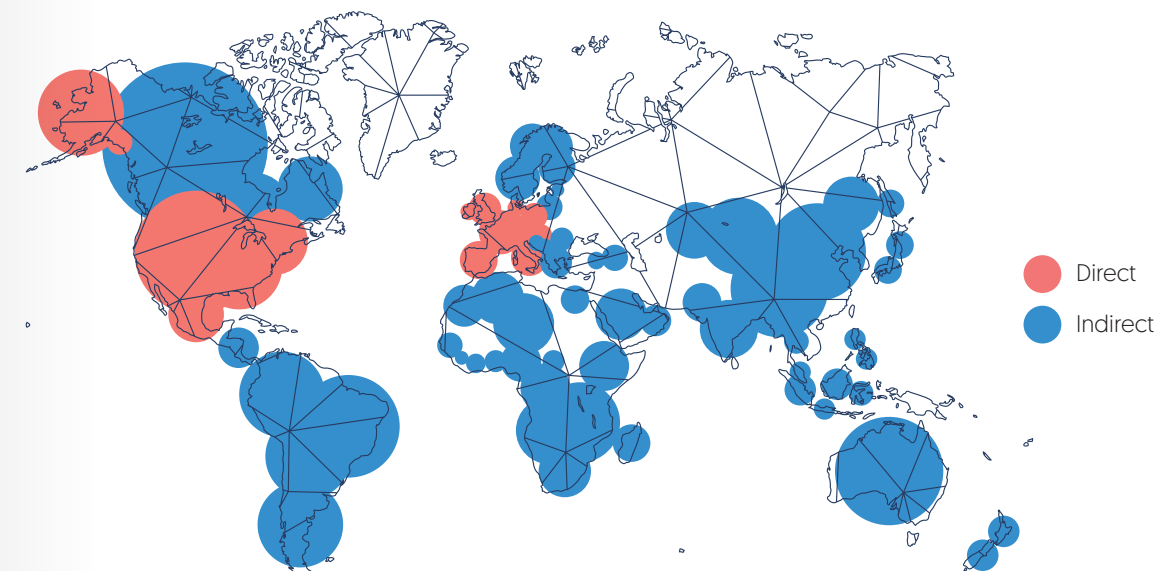
Our local network in France
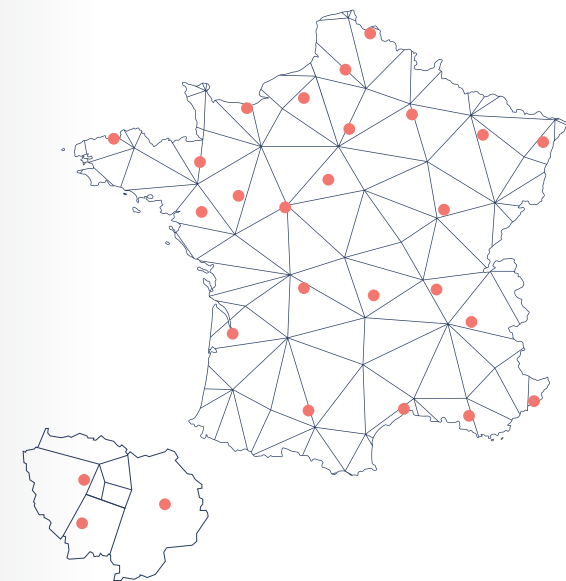
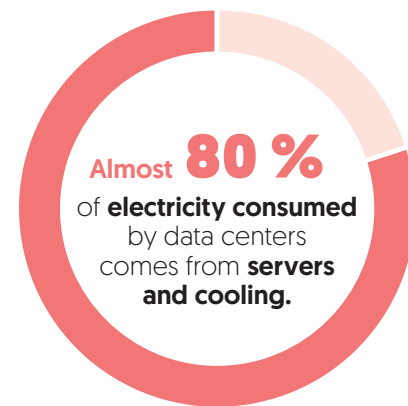**FOCUS**

SERVICE QUALITY GUARANTEE

Since 2021, Jiliti has received:
- ISO 27001 certification for our Information Security Management System
- ISO 9001 certification for our Quality Management System

bsi
ISO 9001 Quality Management Systems CERTIFIED
ISO/IEC 27001 Information Security Management CERTIFIED

Our core business

Managing the entire IT infrastructure life cycle

Jiliti is committed to supporting IT departments on a daily basis, offering a complete range of services covering the entire infrastructure life cycle.
From architecture consulting to global infrastructure transformation, including supervision, operation, administration, maintenance and recycling, we ensure optimal management of IT equipment, whether hosted on our clients' own infrastructure, in the cloud or on hybrid infrastructure. Our comprehensive solutions are tailored to each client, with broad technological coverage, equipment and services.

Almost **80 %** of **electricity consumed** by data centers comes from **servers and cooling.**

Source: ARCEP ADEME study, January 2022

Our business expertise dedicated to controlling our clients' environmental impact

"We work with our clients, supporting their CSR initiatives. In an environment that encourages them to upgrade their IT equipment frequently, we instead promote long-term durability and extend the service lives of their servers, storage bays, and hardware. When that is no longer possible, we collect and recondition the equipment, internally or externally, or recycle it. **There are only a few of companies in France that cover the entire IT life cycle.**"

Michel Jeanjean, IT and CSR Director of Jiliti

Three actions for reducing our clients' environmental footprint

1

The DNA of our business is to extend the life cycle of IT infrastructure. Using our expertise, we are able to extend the lives of our clients' equipment over 10 years after manufacturer support ends. Such an extended service life reduces the consumption of natural resources, particularly limiting the use of polluting components.

When business constraints dictate the need to change all or part of an IT infrastructure, we offer our clients alternative solutions such as second-hand equipment, cloud and *edge computing*, or replacement with more powerful, more energy-efficient machines.

EXTEND EQUIPMENT LIFE

OPTIMIZE AND REDUCE ENERGY CONSUMPTION

REUSE AND RECYCLE EQUIPMENT

2

With our partners, we measure the energy consumption of our clients' equipment in real time (servers, storage, network). We analyze and break down energy consumption in data centers to improve their overall energy efficiency.

We advise on and implement the following optimization solutions:

Increasing temperatures **from 4 to 6 °C** with no risks

Maintaining equipment

Setting equipment to standby mode based on actual use

Deactivating obsolete functions

Reorganizing or relocating data centers: better size, optimal layout or colocation in shared spaces, reconfiguring hot and cold aisles, optimizing fan locations

Managing hosted solutions and cloud-based managed services to reduce the number of devices.

3

Reduce
We extend equipment service life beyond 10 years.

CO_2

80%
of IT GHG emissions are associated with manufacturing.
(ARCEP ADEME 2023 study)

30%
of recovered parts are reconditioned.

Reuse
We collect our clients' IT equipment (rack and blade servers, computer memory, power supplies, hard disks, SSDs, etc.) and then carefully dismantle and recondition it, including complete data destruction. The equipment is then upcycled as spare parts for future maintenance operations. With over 50,000 second-hand items in stock, we participate in the circular economy, reducing waste and helping to reduce the exploitation of our planet's limited resources.
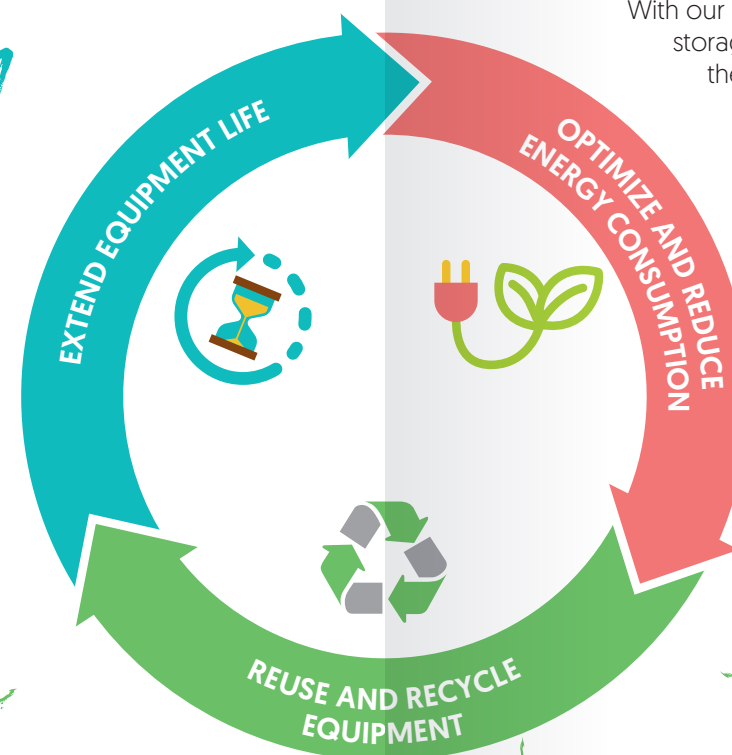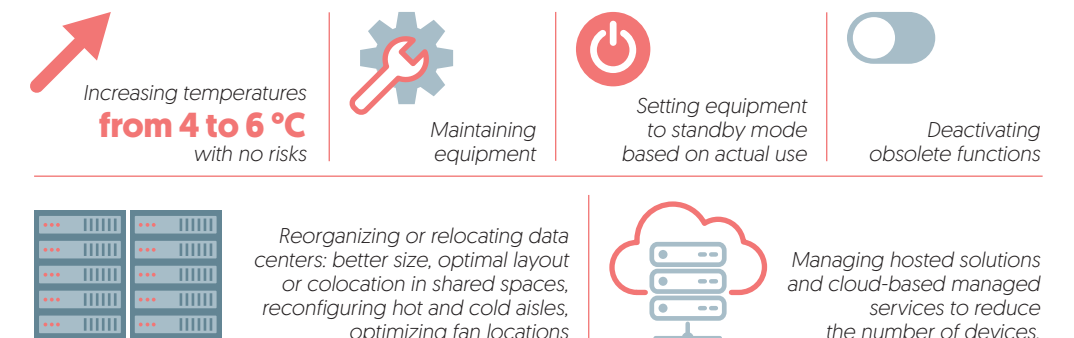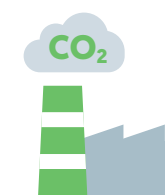
50,000+
second-hand parts in stock.

Recycle
We manage the end-of-life phase of our clients' equipment, through our decommissioning services. Our process is organized into different stages, including disassembly, careful sorting of the various components, and WEEE-compliant destruction. These actions enable us to guarantee full traceability of the process and to produce a certificate proving safe equipment destruction.

Nearly **105 tonnes** *of IT waste collected, dismantled and processed by Jiliti and our partners.*

95%
of IT waste are recyclable.

An *ambitious and natural* CSR approach for the French leader in IT infrastructure management

In 2022, well ahead of the regulatory deadline of 2025,* we undertook a proactive approach to societal, environmental and ethical responsibility, integrating it into Jiliti's strategy and all our processes. This covers governance, labor relations and conditions, the environment, business practices, human rights, and our role in society.

Our commitment
to high social, environmental and ethical standards

As a major player in IT infrastructure management, we are aware of our economic and social role, as well as our impact on the environment. The entire Group is committed to acting responsibly to **limit the environmental and social footprint of our activities and generate a positive impact for our clients.** With this in mind, our collaborators and partners are mobilized to propose appropriate solutions that respect the planet and to continuously improve our facilities and internal procedures.

Our three-pronged CSR strategy

1

Business expertise
for controlling the environmental impact of IT infrastructure.

2

HR principles:
listening to our collaborators, providing them with opportunities and ensuring their well-being.

3

Our role
in society

*Companies with over 250 collaborators and sales of over €40 million, or a balance sheet of €20 million, are required to publish CSR indicators as of 2025.


JILITI: SPEARHEADING SUSTAINABLE IT

When it comes to Green IT, the environmental performance of data centers is such a key lever for reducing the carbon footprint of the digital age that the European Commission set a target for "climate-neutral" data centers by 2030.

With our extensive business expertise and efforts to prolong life cycles and optimize IT equipment, Jiliti is a leading market partner for **identifying critical points and implementing improvements to reduce environmental impact, particularly through greater functional and technical energy efficiency.**
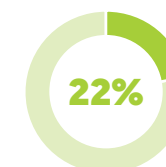
Industry figures

4%
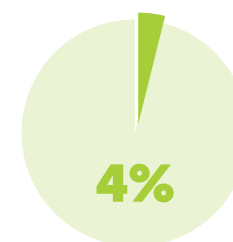
The current proportion of greenhouse gas emissions generated by digital businesses.
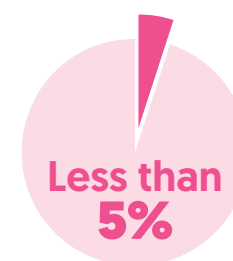**By 2025,** if no action is taken, this will reach the same proportion as the automotive industry.

78%
are linked to manufacturing digital equipment

22%
are linked to use and transport

Less than 5%

of companies have implemented sustainable development programs for their data centers.

Source: ARCEP ADEME 2023 study

United Nations Global Compact

Jiliti: signatory of the United Nations Global Compact

In 2022, the Group signed the United Nations Global Compact, committing to the 17 sustainable development goals for the promotion of human rights, labor standards, the environment, and the fight against corruption. Through our business and CSR actions, we are specifically taking action in the following areas:

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

ECOVADIS: THE FIRST RECOGNITION OF OUR CSR APPROACH

Created in 2007, Ecovadis assesses companies' CSR performance according to 21 criteria that meet international standards.

For our first assessment, Jiliti was awarded the Silver Medal and placed 14th among the best companies in our sector for work on CSR initiatives (environmental, ethical, responsible purchasing, and social components).

SILVER 2022 ecovadis Sustainability Rating

"This assessment encourages us to continue our efforts to shape a virtuous ecosystem: collaborators, clients and suppliers."

Stéphane Hascoët, President of Jiliti

2022:
getting organized
and first milestones

Aiming for ISO 14001 certification
In late 2022, Jiliti began the certification process for our Environmental Management System. The aim is to protect the environment while taking into account the company's financial and social needs. This should be in place in 2024.

Governance mobilized around CSR
In early 2022, a CSR management committee of seven directors was set up. During workshops, each department identifies impacts, indicators and areas for improvement within the Group's value chain, processes and sub-processes.
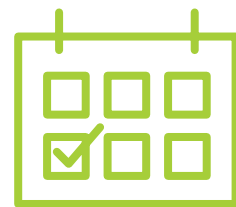
February 2023

Acquisition of our partner Computer Trade to accelerate our positioning in IT recycling and add to our integrated services covering the entire infrastructure life cycle.

COMPUTER TRADE
a Jiliti company

Our pragmatic, tailored approach: "identify, act, and measure"

"With no common international benchmarks specific to the IT sector, we are identifying fields of action and identifying and developing indicators. The aim is to evaluate the initial situation with objective metrics, set courses of action, and measure improvements."

Michel Jeanjean, IT and CSR Director of Jiliti

Group-specific CSR KPIs

ORGANIZATION
- Internal communication on CSR
- CSR management committee
- ISO 14001 certification

SOCIAL
- Training
- Workplace accidents
- Teleworking
- No-email day

ENVIRONMENTAL
- Fuel consumption
- Site electricity consumption
- Proportion of second-hand or hybrid vehicles in the fleet
- Printing

SOCIETAL
- Proportion of recycled products purchased for maintenance
- Number of suppliers who have signed the responsible purchasing charter

ETHICAL
- Anti-corruption training
- CSR clauses in tenders and contracts
- Client satisfaction evaluation
- Internal ethics charter

Environmental, social and ethical:
achievements and concrete results
of Jiliti's CSR commitment

1/ Environmental: supporting our clients and making changes internally

Our expertise
serving our clients' CSR commitments

The French law of November 15, 2021, aiming to reduce the environmental footprint of digital technology in France, stipulates that companies must significantly reduce their digital energy consumption by 2025. In this context, given the high consumption of data centers, we help our clients better control the environmental impact of their IT equipment.

Throughout the life cycle of IT infrastructure, we use the 4R approach: repair, reduce, reuse and recycle.

Recommendations on energy optimization > Airflow studies, data center resizing and reorganization, temperature reduction

Life cycle management > extending the service lives of equipment

Collection of equipment decommissioned by our clients

Reconditioned solutions > reusing second-hand equipment

Spare parts for sale > reliable supplies and increase the number of models available

Dismantling of IT equipment at end-of-life > complete control of collection, sorting, data erasure, and destruction or worn-out equipment

!

THE CIRCULAR ECONOMY AND SECOND-HAND EQUIPMENT

With the acquisition, in 2023, of our partner Computer Trade, a specialist in the supply of second-hand components and recycling in France and Europe, we now cover the entire life cycle of IT equipment to support IT departments in their CSR approach.

With our fully integrated offer, we control the availability of parts and components at a time when scarcity is a global problem

51,000+ parts
in stock

13,750 product models

Nearly
25,000 parts
shipped in 2022

An *ambassador* in the IT ecosystem

Producing digital equipment has a social and environmental impact on the world, including the conditions for mining raw materials (human rights, child labor) and waste treatment (traceability, health, and safety).

In France, companies must comply with legislation to reduce CO2 emissions by 2025 and are encouraged to favor second-hand equipment. In this context, Jiliti's expertise contributes to reduce the environmental footprint of IT infrastructure and also to shift position lines in a sector originally restricted by manufacturer warranties.

"

"Nowadays, extending maintenance contracts with manufacturers after the warranty has expired is costly. Such financial pressure often pushes IT departments to upgrade their equipment prematurely, even though this can be avoided.

At Jiliti, our experts can double the service lives of equipment, ensuring optimum performance for 10 to 15 years, compared to the current norm of between 5 and 7 years. Such an approach offers significant benefits in terms of cost-savings and environmental impact by reducing the mining of raw materials."

*Franquelin LOPES,
Technical Director of Jiliti*

5+ years
average life cycle of our clients' IT equipment

+ 4° to 6°C:
we recommend gradually raising data center temperatures to 27°

- 15% electricity
average by setting equipment to standby mode at night and on weekends

Our actions
Reduce our direct environmental impact

At Jiliti, we have taken concrete action to limit our environmental footprint on a daily basis:
- choosing the premises for our branches based on energy efficiency criteria for heating and insulation,
- reasonably increasing the temperature in our data centers,
- replacing lighting with energy-efficient LEDs,
- reducing paper (less printing, digitization).

A carbon footprint mainly linked to vehicles move

In 2022, the Jiliti Group undertook to calculate its carbon footprint for Scope 1 (emissions linked to production), and Scope 2 (emissions linked to energy consumption).

1,392 TeqCO$_2$ for scopes 1 and 2 due to:

83%
FUEL
LEVERS FOR ACTION
- replace part of the fleet with hybrid vehicles,
- update vans for travel around the Île-de-France region,
- increase remote services,
- local network.

12%
ELECTRICITY
LEVERS FOR ACTION
green electricity contract, LED equipment, presence detectors, raise collaborator awareness about using less energy, HQE* criteria for our new premises (*Haute Qualité Environnementale – High Environmental Quality).

5%
GAS
LEVERS FOR ACTION
raise collaborator awareness about using less energy.

A NETWORK OF 26 LOCAL AGENCIES IN FRANCE

Our dense local network means service calls to our clients are within a two-hour drive of our agencies, reducing fuel consumption and therefore CO$_2$ emissions.

*"Replacing the vehicle fleet with exclusively electric models is currently hindered by manufacturers' production capacities, as well as by the limited number of charging stations across the country. **As a reconditioning specialist, it's logical that we tap into the pre-owned vehicle market.** But we had to wait because the market didn't exist for B2B until recently."*

Michel JEANJEAN, IT and CSR Director of Jiliti

MOVING TO A FLEET OF ELECTRIC AND PRE-OWNED VEHICLES

In keeping with our values and our core business, we prioritize a sustainable approach to reuse that limits the use of raw materials. We also opted for a solution comprising hybrid vehicles (3% mid-2023; 0 late 2022) and pre-owned vehicles.

Improving our transport and deployment processes

To protect the environment, we constantly improve our IT infrastructure transport and deployment processes to reduce CO$_2$ emissions and the consumption of plastics associated with our operations and improve the quality of worklife.

1. WASTE SORTING
   Bins for cardboard, polystyrene and other protective items.

2. TRANSPORT
- Step 1: with our partner, we choose the best routes and maximize loads.
- Stage 2: as soon as electric models are available, progressive replacement of the fleet used for short trips in and around Paris.

3. COLLECTION, TRACEABILITY & PROTECTION
- Stage 1: tenfold reduction in the number of single-use plastic bags by using reusable plastic bags.
- Step 2: going a step further, we also now only use cloth bags, which are stronger and pollute less.
- Stage 3: use of custom-built flight cases fitted with compressive foam, replacing cardboard, plastic film, and protective bubble wrap. This innovation has a positive spin-off for safety and work life quality because the bottom opening reduces handling efforts.

Our responsible purchasing policy

We have developed a Jiliti Responsible Purchasing Charter which is signed by our partners.

Purchasing procedures, including purchase orders and invoices, are as paperless as possible. We have created an in-house green catalog for office supplies and opt for buying second-hand for maintenance.

Raising awareness about recycling and saving energy

In addition, we run an awareness-raising campaign for our collaborators about everyday habits, such as recycling (batteries, plastic, IT and electronic equipment) and saving water, electricity (lighting) and paper (printing). We collect and recycle ink cartridges, batteries and electronic equipment..

NO-EMAIL DAY

Since 2021, we have organized a monthly no-email day (only in-house, since we are a service provider). The objective is to raise awareness among collaborators of infobesity and to inform them about the environmental impact of sending and managing emails.

2/ Social: taking action for the safety, motivation and well-being of our collaborators

HR Policy
Accessibility, scalability, mobility, and loyalty

Our collaborators are Jiliti's greatest asset. We respond to every application and facilitate the integration of new recruits. As part of a personalized career path, every single collaborator knows their duties and objectives. All of them have access to training, some for certification, and the opportunity to develop throughout their career.

Focus on diversity and seniority

With 450 collaborators in France, Jiliti has an exceptionally low turnover rate for the IT sector at 15% (excluding retirement). We are also committed to our employment of seniors, which represents 30% of our workforce (130 collaborators). In a highly technical and specialized sector, our senior staff contribute their expertise and experience to our clients and to the development of collaborator skills.

Jiliti employs 15 people living with a disability. In addition to adapting their workstations, as part of a company agreement, they benefit from two extra days off for medical appointments.

On December 31, 2022

46.4 years
was the median age of our collaborators

14.5 years
of seniority on average

30% seniors
= **130 collaborators**
83 are over 55
47 are over 60
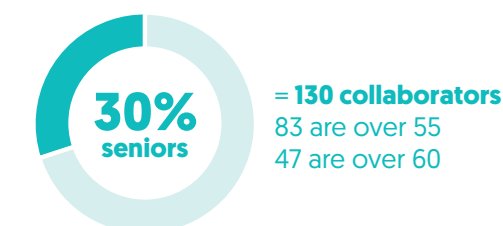
In line with the IT sector in general and IT maintenance in particular, our workforce comprises 14% women and 86% men. The parity index for 2022 was 65/100.

Parity in governance

Of the 64 women who work at Jiliti, half are executives (33 collaborators). Furthermore, half of the group's executive committee are women and most of the members of the CSR management committee are women.

EXECUTIVE COMMITTEE		MANAGEMENT COMMITTEE		CSR MANAGEMENT COMMITTEE	
5 women	**5** men	**5** women	**12** men	**4** women	**2** men

"*The IT sector suffers from both cultural and sociological barriers to women's employment. On the one hand, the selection process begins very early on when girls are dissuaded, usually by their families, from choosing this path of study. On the other hand, there is a lack of specific training in IT maintenance. This hampers female students' awareness of our professions.*"

Jemma Derouck, Human Resources Director of Jiliti

Professional support
throughout the year and career

Supporting our collaborators is a priority at Jiliti. After six months on board, each collaborator is entitled to two interviews each year. The first of the two interviews focuses on skills, performance and goal achievement, as well as work-life balance. The second interview focuses on career development, identifying motivation for internal or external mobility and the support required.

We encourage mobility within the Group. Many technicians progress to expert positions. Likewise, we make sure there is a smooth transition from technician to coordinator, particularly with a view to end-of-career management and support for senior staff, when constant travel or being on-call is more difficult.

"*In terms of career development, we want to encourage even more pathways within Jiliti. When the annual reviews are completed, we conduct a Talent Review of our teams to identify possible career paths for our collaborators. The Group's HR map, clearly identifying existing gateways, is a major project for 2023.*"

Jemma Derouck, Human Resources Director of Jiliti

Interview schedule
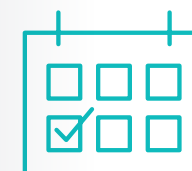
March 1st to June 30th
Annual reviews

September 1st to mid-October
Talent Review

Late December
People Review, salary increase campaign

SUCCESSFUL HIRING AND ONBOARDING

Fostering loyalty begins with the onboarding process. We have a dedicated pathway for new hires and provide them with a Welcome Pack. As part of our proactive policy of individual support, two interviews are organized, one halfway through the probationary period and one at the end.

Jiliti Academy
Training all our collaborators and staying on the forefront of innovation

Through a variety of training courses, we continuously develop our collaborators' skills, offer them career paths according to their profiles (for example, from technician to expert) and encourage geographical mobility between our 26 agencies in France.

Each year, we train students through apprenticeship contracts. Additionally, our experts pass on their knowledge by training new generations of collaborators on older technologies.

"

"We work with a lot of students on work-study programs. From the outset, 40 years ago, we recognized the importance of training when we created the Jiliti Academy. **It serves to both provide our apprentices with initial training in maintenance and to support our collaborators in their careers to guarantee their employability** *in a constantly changing business with regular leaps and bounds in technology."*

*Franquelin LOPES,
Technical Director of Jiliti*

56%
of collaborat took Academy training in 2022,**including 28 work-study students.**

"
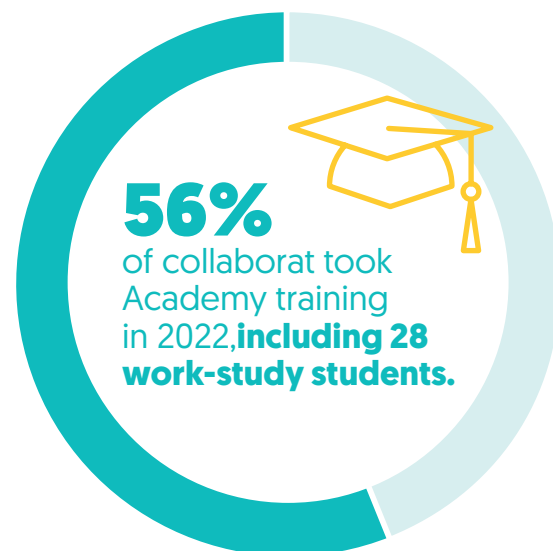
A more flexible Learning Management System adapted to our trade

"For more flexibility and to be relevant for our jobs, we're working on a new Learning Management System [LMS] to develop training videos. As it's impossible to predict the schedules of our incident response experts, the aim is to offer our collaborators remote training, either in a virtual classroom, or via Proof of Concept [POC] training so they can connect when they're available. This is a flagship project for 2023, and we plan to launch the first courses in 2024."

Jemma DEROUCK, Human Resources Director of Jiliti

OUR 1ST BLENDED LEARNING POC COURSE

This innovative training method combines self-paced learning through SCORM [Sharable Content Object Reference Model] modules with distance learning led by a technical expert. Many of our technicians have already benefited from this new, flexible format [no travelling means a reduction in GHG emissions].

Quality of life
at work and balance with personal life

We aim to provide a healthy, pleasant working environment where our collaborators can grow and give their best.

142
days of paternity leave taken in 2022

> "The well-being of our staff at work is very important to us. In 2021, we renegotiated with the unions so that the teleworking agreement now gives 138 collaborators the opportunity to work one to three days from home (out of a total of 180 eligible collaborators, since certain positions cannot be included due to the nature of the work)."
>
> *Jemma DEROUCK, Human Resources Director of Jiliti*

Collaborators satisfaction survey

The satisfaction survey, conducted by the Social and Economic Committee, received **294 complete responses,** representing:
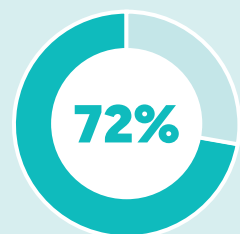
a participation rate
> 67%

Respondents are almost equally divided
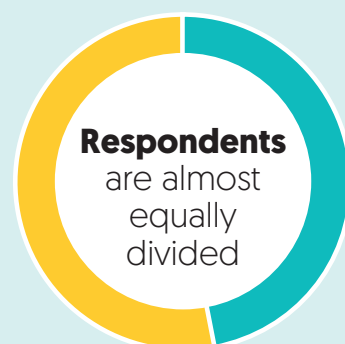
53% executives

47% non-executives

and **63%** of them are our collaborators **for more than 10 years.**

They ranked the following **satisfactory** or **very satisfactory:**

72%
MANAGEMENT

78%
WORK ATMOSPHERE

79%
WORK/ PERSOANNAL LIFE BALANCE

Our successful no-email day

The sheer volume of emails can be a source of anxiety. Attentive to collaborators, to guard against isolation and improve the quality of communication, since 2021, Jiliti has been holding a monthly no-email day (just internally, of course). Using Teams, picking up the phone, and walking across the site are encouraged. While some collaborators have trouble changing their habits, most of them are keen to take this action.

In a satisfaction survey in early 2023, it was apparent that this initiative raised awareness about infobesity and identified avoidable email loops and needlessly copied messages.
It's also a great way to reconnect with colleagues.

Interruptions every 2-8 minutes

from email or SMS notifications

over 1 hour per day to handle emails
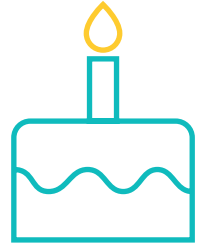
86% respond immediately

650 hours per year

on average spent by a collaborator to manage his mailbox

1 email out of 6

is genuinely important

Source: Public Action Transformation Portal

Team-building events

In addition to the annual sales kick-off, another eagerly-awaited company event is Jiliti's birthday of course. At the end of June, all the Group's sites celebrate. Program: food trucks, sports challenges, picnics, restaurants, bowling, and even some finger-food for the on-call teams.

Safety and awareness campaigns

The Occupational Health and Safety (OHS) Commission meets quarterly. In addition to the DUERP (Single Occupational Risk Assessment Document), health and safety training is provided throughout the year. Though the Group may have a low accident rate in the workplace (2 in 2022) and on the road, accidentology is one of the themes addressed.

The technician's guide has been updated, with a reminder about personal protective equipment (PPE) requirements. To this end, we have also revised our system for identifying, ordering, and issuing PPE.

Consistent with our core business, raising awareness about cyberthreats is a main focus (phishing, IT security, passwords, etc.), through Sensiwave teaching modules to encourage collaborators to "become the company's Cyberheroes." Finally, we raise collaborators awareness about CSR and corruption.

SAFETY FIRST

All our positions are open to women. We also take care to ensure their safety when it comes to working hours and job location.

Take prevention plans further

Prevention plans are a legal requirement for major accounts, but Jiliti also applies the approach in advance as much as possible with smaller companies whenever a risk is identified (confidential or prohibited areas, electrocution risks, etc.). To this end, all managers have been trained in prevention plans, and all our technicians have access to the client company's prevention plan prior to interventions.

3/ Ethical and societal: assuming our role in society

Ethical conduct and compliance with standards

Finalized in June 2021, Jiliti's ethics charter has been communicated to all collaborators and is given to every new hire. It covers corruption, influence peddling, risks relating to prohibited behavior, gifts, meals, donations, and conflicts of interest.

We ask all our partners and suppliers to commit to fundamental principles of respect for human, social, and environmental rights.

Our legal department also ensures compliance with current standards and regulations.

In March 2021, Jiliti set up an internal procedure to make it easier for potential whistleblowers to speak out.

Wide-reaching and fully supported *sponsor* for culture, education, and sports

We are an employer, a service provider, a client, a partner, and more. We take responsibility for our role in society within the scope of our geographical presence (26 sites in France). We are committed to developing actions that promote sports and culture.

In 2022, we sponsored the jerseys for the Toulouse basketball team and Jiliti's runners in the Paris half-marathon. We supported a collaborators alternative rock band: Orpheum Black. In 2023, we asked our staff to identify who we could support and in what fields to make a difference. After reviewing and selecting applications, the chosen sponsorship projects will be supported and monitored by in-house project managers.

SPORTS SPONSORSHIP THAT MAKES SENSE

Jiliti and Compagnie du Lit co-sponsored Clément Giraud's boat Imoca for the Vendée Globe in October 2020, then joined forces once again to support Clément Giraud and Erik Nigon for the Transat Jacques Vabre Normandie le Havre in November 2021. At the same time, we publish regular posts to raise awareness among our staff about biodiversity protection, ocean pollution such as unidentified floating objects, and waste control on boats. Our partner skipper has also spoken at schools and in client meetings.

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"The Vendée Globe is at the crossroads of technological and human prowess. There are many similarities between the skippers' adventure and Jiliti's, starting with the equipment used on the boats, which are veritable mini data centers. Our Group can support wherever it's needed, and we share the same values of commitment, challenging ourselves, and team spirit."

Stéphane HASCOËT, President of Jiliti

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CARING FOR IT PERFORMANCE

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