devoteam

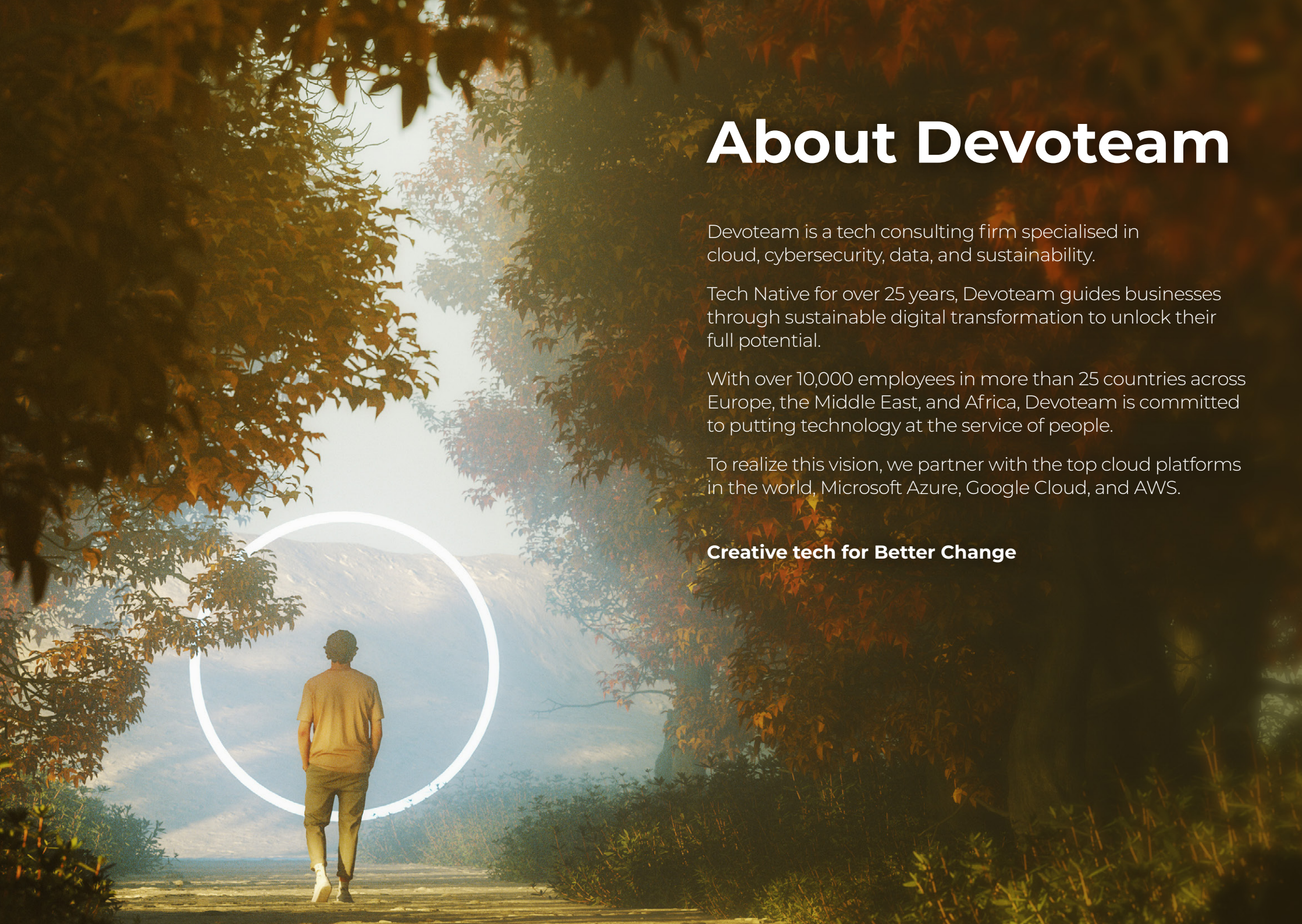
2023

Devoteam Sustainability Report

Executive summary

VEEP
Value | Environment
Ethics | People

Creative tech for Better Change



About Devoteam

Devoteam is a tech consulting firm specialised in cloud, cybersecurity, data, and sustainability.

Tech Native for over 25 years, Devoteam guides businesses through sustainable digital transformation to unlock their full potential.

With over 10,000 employees in more than 25 countries across Europe, the Middle East, and Africa, Devoteam is committed to putting technology at the service of people.

To realize this vision, we partner with the top cloud platforms in the world, Microsoft Azure, Google Cloud, and AWS.

Creative tech for Better Change

I. Editorial

CSR Letter of commitment

(GRI 2-22)

Dear Devoteamers and Partners,

Building a sustainable future is at the core of our vision "**Tech for People** unlocks the future": For the last 25 years, we have supported our clients to imagine and realise better change, with human beings as our main focus, driving together a **dual digital and sustainable transformation**.

We would like to warmly thank all Devoteamers across all geographies who engaged last year again in our **VEEP** strategy and contributed to leading our sustainability agenda across four dimensions: **Value, Environment, Ethics and People**.

Our common efforts were recognized: we received the Platinum Ecovadis label, placing us among the best 1% companies regarding sustainability achievements, and the range of our entities ISO certified - 9001, 27001, 14001, 37001 - is extended every year.

For 2024 we want to accelerate further in this direction, with some strong focuses.

1. Building on the success of Devoteam Earth Week and Sustainable Development Month joining together more than 4000 Devoteamers, we want to offer them even more opportunities to get **involved in the Sustainable Development Goals**, especially through our **Devoteam Foundation**.
2. Such initiatives will support behavioural changes internally, helping us **reduce our greenhouse gas emissions**, crucial to accelerate our sustainable journey. Last year, Devoteam took several significant steps towards the goal of cutting our emissions, including a new Group sustainable travel policy and office moves. In 2024 we will submit to the Science-Based Target Initiative (SBTi) our objective of reducing by 33% our absolute scope 1 and 2 emissions* and by 44% our scope 3 emissions* per unit of EBIT, by 2028. And we will make it concrete with local reduction roadmaps.
3. To **engage our upstream value chain** in our sustainable journey, we will implement in more geographies our sustainable purchase policy, including multiple dimensions beyond the environment: Human Rights and diversity, anti-corruption, security, data protection...
4. Downstream is also a main objective: we want to **drive, together with our clients, a digital just transition**, aligned with the United Nations Global Compact principles. After reshaping our Sustainable IT offers last year, we will embed sustainability by design in all our delivery activities. The first step of our goal is to certify 100% of our Digital Champions on Sustainable IT in 2024, and at least 4000 Devoteamers across our geographies.

We all have a major role to play and we know you are already assuming your own. As a company, Devoteam's leadership is committed to supporting and acting toward our goals.

Stanislas & Godefroy de Bentzmann
Devoteam co-CEOs

**Scope 1 - Direct emissions from combustion of fossil fuels by the company (e.g., natural gas and vehicle fuel);*

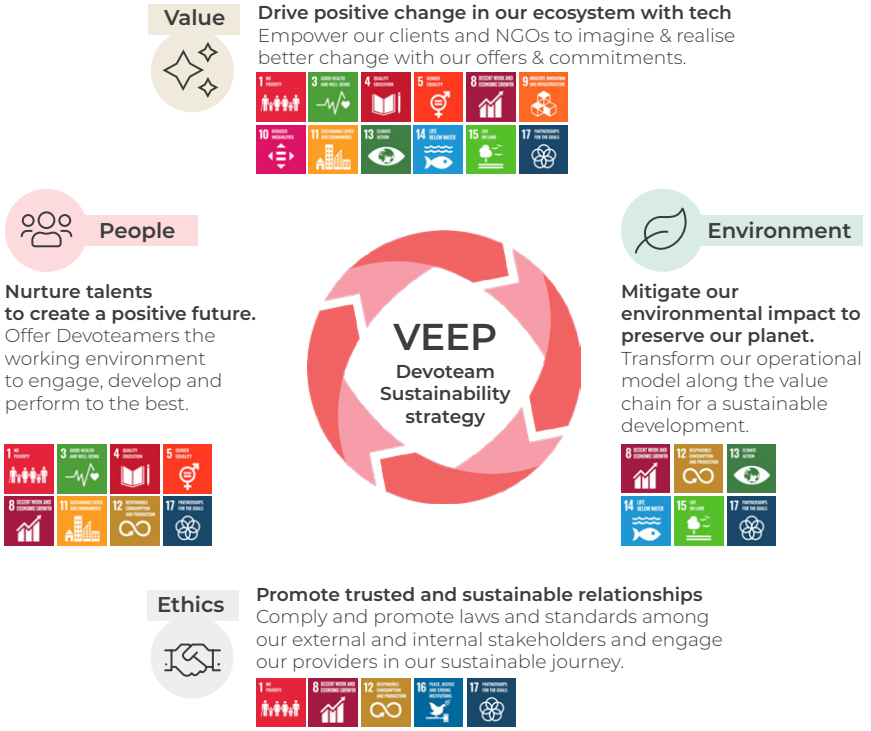
**Scope 2 - Indirect emissions from combustion of fossil fuels by a third party that are used by the company (e.g., electricity);*

**Scope 3 - Indirect emissions from upstream and downstream activities (e.g., business travel, commuting, purchase...)*

II. Devoteam Group

Devoteam Sustainability Strategy: VEEP *(GRI 2-23)*

To lead our sustainable agenda, and answer to the risk map, Devoteam created **VEEP**, Devoteam's ESG (Environment, Social & Governance) strategy, based on four dimensions:
Value | Environment | Ethics | People.



A CSR webpage gathering all the information about our VEEP dynamic is also available on our web site.

III. 2023 At a Glance

Recognitions

(GRI 2-23, 2-28)

UN Global Compact

As a signatory of the Global Compact since 2007, Devoteam Group is committed to respecting the 10 principles set out by the UN in 1999. Fully adapted to the company's context, these guiding principles outline Devoteam Group's CSR policy.

Ecovadis Sustainability Rating: 78/100 - Top 1% companies

As proof of its commitment to CSR Devoteam Group has been awarded the Ecovadis platinum label, a platform for evaluating the CSR performance of companies worldwide, with a significant increase of more than 8 points on the overall average.

CDP, Carbon Disclosure Project: Score of C

In 2022, Devoteam Group obtained a score of C according to the criteria defined by the Carbon Disclosure Project.

On top of these international commitments and recognitions, some geographies and entities make specific commitments and certifications. They are detailed in Appendix.

III. 2023 At a Glance

Key Achievements

1.130 Bn €

9% revenue growth

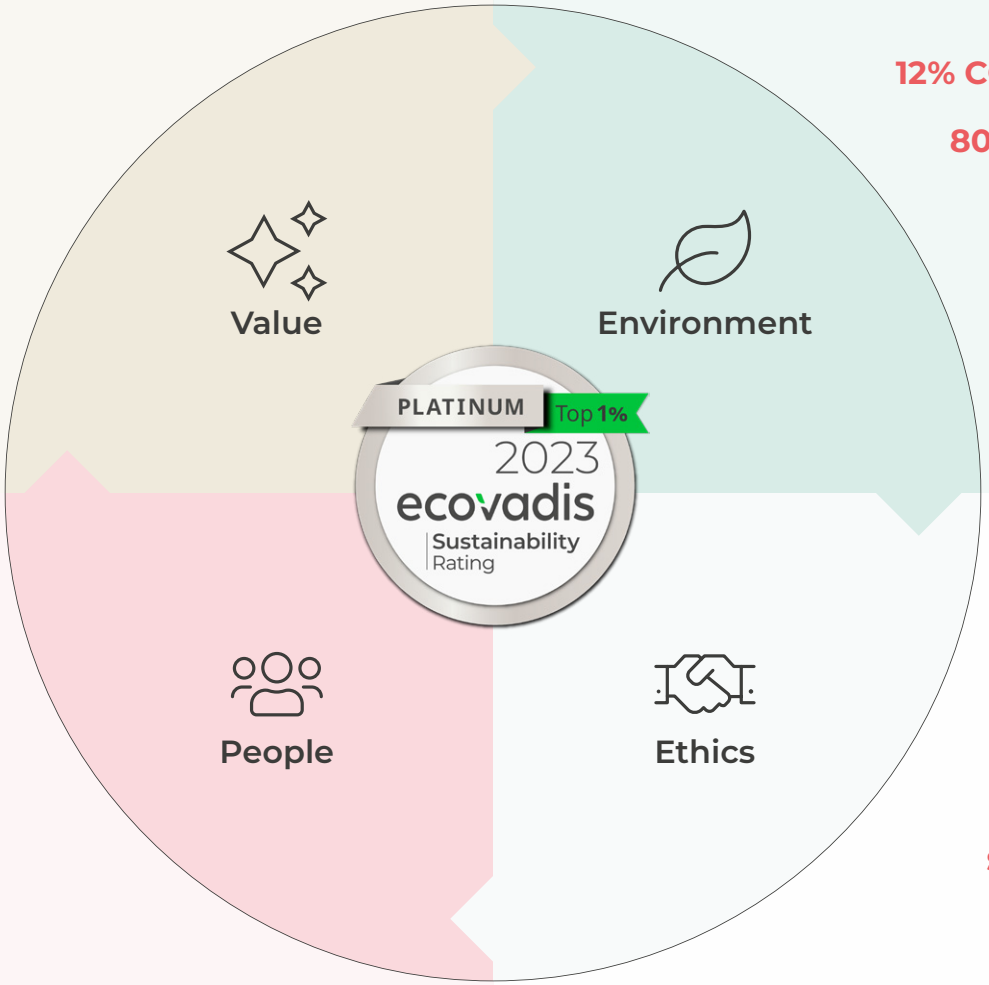
10.5% EBIT

1 TechRadar
screening 150 emerging Techs

devoteam Foundation

100+ nonprofits supported

1,100 days
of engagement in 12 countries



31,165 tCO_2e in 2023

12% CO_2e emission reduction vs 2022

80/100 EcoVadis score or Environment

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION
Near term and long term targets submitted to SBTi

10,331
Devoteamers

32 employee NPS
evomood

80/100 Ecovadis score
Human rights

6,169
strategic certifications

80/100
Ecovadis score for **Ethics**

70/100 Ecovadis score for **sustainable procurement**

885/1000 MATURE
Rated Silver 2023 by cybervadis

885/1000
Cybervadis (FR)

Meet Magali Regnault, Devoteam CSR Director

What would you remember of 2023?

After structuring sustainability at the group level in 2022, 2023 has been a year of acceleration and commitments. We have consolidated a strong basis with international leadership over 20 countries, improved and structured tooling and processes. I'm proud to see the many actions launched in all our geographies.

A main achievement was our commitment to the Science-Based Target initiative - SBTi - with many new policies and guidelines to support our new target, including a new business travel policy focused on reducing our carbon emissions. On the social aspect, we also formalised our Group Human Rights policy and we consolidated our support to nonprofits in 10+ countries with financial donations and skills donations. This has been a key lever for our employee engagement, in addition to Earth week in April and Devoteam Sustainable Development Month in September, joining about 4000 devoteamers for the Sustainable Development Goals. In 2023, we also launched a new Sustainable IT learning program and 800 Devoteamers have been certified, which is crucial if we want to apply such patterns in all our activities and delivery, and extend positive impact to our clients.

What are the key focuses for 2024?

In line with the Group strategy, our objective is to work with all our stakeholders to drive a "**digital just transition**", with 3 main focuses for 2024:

1. Define where we need to improve and launch relevant initatives. A CSR report, but also our awards and commitments are part of this process to identify where we want to focus. Entering the CSRD - Corporate Sustainability Reporting Directive - and especially working for our double materiality will also give us a strong basis, and anchor our CSR strategy to our corporate one.
2. Continue building talent engagement, through our Devoteam Foundation actions, with operations for International Women's day, Earth Day and European Sustainable Development Week, and encouraging all our Devoteamers to train on sustainable IT.
3. Get approval for our science-based targets, and lead new projects to meet them, for instance working on our company car policy and an extended sustainable purchase policy.

> **"2023 has been the acceleration year for CSR within Devoteam."**
>
> Magali Regnault
> Devoteam CSR Director

III. 2023 At a Glance

Sustainable Development Goals

(GRI 3-2)

Devoteam has been a signatory member of the United Nations Global Compact (UNGC) since 2007.
We are committed to the **United Nations Guiding Principles, and Sustainable Development Goals**.

Goals we directly affect

Goals we indirectly affect

IV. Value

Compliant with UN Sustainable Development Goals 1, 3, 4, 5, 8, 9, 10, 11, 13, 14, 15, 17

Meet Hervé Dumas, VP of Sustainability

The first dimension of Devoteam sustainability strategy is “Value”. Can you explain what it covers?

Digital technologies play a major role in enabling the sustainable transition, provided that its impacts are properly understood and managed. Our duty as a tech company is to bridge technology with people and companies in the most sustainable way, to drive positive change.

We support our clients in driving a sustainable digital transformation with specific sustainable IT offers and also embedding sustainability by design in all our delivery activities. We don’t want to simply drive better change in our close ecosystem. Our “Tech for People” vision embeds societal challenges. We have created a specific Foundation 15 years ago to deal with them. Its mission is to provide the nonprofit sector with the means to imagine and realize better change. Devoteam consultants apply methodologies tested with thousands of clients for over 25 years to the social economy sector and help nonprofit organizations transform their activities.

What have been the main achievements in 2023?

The Ecovadis platinum Label is undoubtedly our main achievement since it recognizes our holistic sustainability approach.

At the same time, reshaping our sustainability offers proved to be a significant milestone enabling us to bring better change to our clients. Our new framework adapted to our clients needs with 5 focus areas to support them in their sustainable digital transformation and low-carbon trajectory: Sustainable IT Strategy, Sustainable IT Foundations, Tooling, Eco-Design and GreenOps as a Service. This framework presumes to embed sustainability in all our deliveries, including a large training programme: about 800 Devoteamers were trained on Sustainable IT, including the Executive Committee. Having these skills enables us to better support our clients in using tech for their sustainable transformation.

Alongside the launch of offers, our Sustainable IT delivery capability was proven through successful delivery of projects, such as: maturity assessment, IT carbon footprint measurement and automation, strategic roadmap, application eco-score, eco-design training, low-carbon application design & build.

Concerning non profits, in 2023, we supported 104 nonprofit organizations including 21 with pro bono work and 18 with the “TechforPeople Labs” which are 3 hour-mini hackathons.

What are your ambitions for 2024?

We want to accelerate and scale our business activity on our sustainability portfolio, and to continue embedding sustainability in all our client deliveries.

We will amplify our efforts on delivering transformative projects to our customers to support them in their journey of embedding sustainability in their governance, culture, strategic roadmaps and daily IT operations. Our transformational capabilities and innovation focus to enable low-carbon trajectory for information systems, combining cost effective and sustainable IT as a key contribution of operational excellence.

To be able to deliver the aforementioned value to our customers, we are setting ourselves an ambitious target to accelerate the upskilling journey of our consultants on Sustainable IT, integrate relative training in our newcomers onboarding program, and develop our external partnerships with the leading companies and organizations in GreenIT / GreenTech.

We believe that this engagement will enable us to multiply our successful customers’ deliveries and drive sustainable digital transformation at scale.

Value - **2023** recap

Supporting our Clients digital sustainability journey

A Sustainable IT Framework with 5 categories of offers

3 dimensions in our deliveries for Low Carbon IT

1
DCalculation based on number of workdays and countries.
Based on Devoteam Carbon footprint 2022 data.
Team footprint in t CO_2e
Average in kg CO_2e / billed day

2
- **Sustainable IT fundamentals**
  - Devoteam delivery team ***certified ratio***
  - Internal Devoteam certification (MDA Game) based on ISIT Sustainable IT MooC
- **Sustainable IT practitioner**
  - Devoteam Tech Leads ***certified ratio***

Green Software for Practitioners

3
Highlight of the most important **Sustainable IT patterns** for the delivery

Supporting non-profit ecosystem

39 nonprofits supported with skills donations
300,000€ in donations
Including **60K€** for Turkey, Syria, and Morocco Earthquake

12 "TechforPeople labs" joining
200 devoteamers for **18 nonprofits**

Devoteam's ISO Certifications

- **ISO 9001:** Belgium, France, Germany, Italy, Lithuania, Portugal, Spain, United Kingdom
- **ISO 27001:** Austria, Germany, Italy, Lithuania, Poland, Portugal, Spain, United Kingdom
- **ISO 27701:** Portugal
- **ISO 27018:** Italy
- **ISO 14001:** France, Lithuania, United Kingdom
- **ISO 37001:** Italy

Please find the full description of each ISO certifications in the Appendix

V. Environment

Compliant with Global Compact principles 10

Compliant with UN Sustainable Development Goals 8, 12, 13, 14, 15, 17

Meet Céline Ferreira, France CSR & QSE Director

Why is the environment a key dimension for Devoteam and what are your priorities?

With the current scientific knowledge, there is no doubt that human activity has an impact on the environment, with the poorest and most vulnerable people being most at risk, which makes global inequality even worse. Businesses are key players to take collective action and mitigate our impacts on the planet, especially when it comes to climate change and biodiversity.

Just looking at our sector: tech power can seem virtual and infinite, but it does have materiality. It represents around 4% of global greenhouse gas emissions, and it's expected to increase exponentially if we don't take action. We want to limit our materiality in a virtuous approach, beginning with our own carbon footprint.

What did Devoteam achieve in 2023?

In January 2023 we committed to SBTi - Science based target initiative - to ensure our targets are aligned with the Paris agreement objective to limit global warming to 1.5 °C.

While defining our targets, we have acted at the same time to lead our reduction pathway leading us to a 12% decrease in the total footprint compared to 2022. We launched a new travel policy and divided by two the emissions related to business travel, shared sustainable marketing guidelines, new sustainable IT rules...We raised awareness among Devoteamers to ensure they become the engine of the sustainability transition. For example, more than 4000 of them participated in activities organised for Earth Day, the Sustainable Development Month, Digital Collages or Climate Fresks.

The philosophy is always to provide structure and guidance, but to adapt the rhythm and measures to each country's context.

We also engaged our value chain in our low-carbon journey: upstream, we extended our sustainable purchase policy to our top Group 60 providers. Downstream, we launched new Green IT offers to reduce the impact of our clients' IT.

What are your ambitions for 2024?

In the beginning of the year, we submitted our targets to the Science-Based Target Initiative (SBTi). To meet them, we want to translate these common targets into 25 individual country roadmaps based on each country's previous emissions, their current situation and their ability for these actions to be realistic and achievable. These country roadmaps will be followed-up by CSR director and Carbon committee monitoring results. Devoteam will also launch global projects to reduce our emissions (reviewing company cars for example) and increase the requirements on our providers regarding their own reduction pathways will be a key focus.

Environment - **2023 recap**

Our Science based-targets*, aligned with 1.5°C pathways

- Near-term targets: reduce by 33.3% our absolute emissions for scope 1 and 2 and by 44% our emissions per value added between 2022 and 2028.
- Long-term Net-Zero standard target for 2050

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Measuring our progress

31,165 in 2023

12% CO_2e emission reduction vs 2022

÷ 2 business travels emissions vs 2022

**submitted, waiting for approval*

Raising awareness

- **800+ Devoteamers** trained on Sustainable IT
- 1 Earth day and 1 European sustainable development week gathering 4000+ Devoteamers
- 100% of employees made aware of environmental issues through our various awareness-raising program

80/100 EcoVadis
Score on environment

ecovadis

ISO

ISO 14001
France, Lithuania, Poland, United Kingdom
(15 offices out of 40)

VI. Ethics

Compliant with Global Compact principle 10
Compliant with UN Sustainable Development Goals 1, 8, 12, 16, 17

Meet Thomas Jilek, Group Internal Control Manager of Devoteam

Why are Ethics a key dimension for Devoteam ?

At Devoteam, we build sustainable relationships with our stakeholders through transparency and ethical behaviour. In our ultra-connected world and as a tech company, we do have a particular responsibility regarding data protection, compliance and security. All of our stakeholders are increasingly demanding collaboration with companies that seriously apply Environment, Social and Governance (ESG) aspects into every day operations. We are committed to ethical behaviour in all our business areas, which means that we strive for full transparency while respecting privacy and keeping high security at the same time. We apply ethical standards from the top of the company to every part of the organisation.

What did Devoteam achieve in 2023?

Firstly, we have consolidated our solid foundations by updating our Code of Conduct and adding our corporate sustainability strategy. Which encompasses the four dimensions of VEEP: Value, Environment, Ethics, People.

Our value system is fundamentally anchored to the UN Global Compact respecting the areas of human rights, labour, environment and anti-corruption. Strengthening communication of our principals and the **Whistleblowing System** in place mitigates risks like money laundering, harassment and bribery. We recorded an increase of alerts showing the increased awareness.

Externally, we have invited several suppliers to comply with our **sustainable procurement** strategy. A number of key suppliers at Group level have responded to the sustainability assessment and became preferred partners complying with Devoteam's standards in Ethics and ESG.

New technologies like Generative Artificial Intelligence (GenAI) bear risks especially for technology companies. Devoteam has created a **GenAI Charter** to ensure that the usage and developments for our customers is in line with our vision, mission and values and respects human rights, safety and data protection.

What are your ambitions for 2024?

Devoteam as a large company, complies with all legal obligations in the geographies we operate. For 2024 we focus on harmonising working methods between countries and legal entities. Devoteam's IT security, GDPR, ethics and purchasing departments are involved in this priority mission. It will include standardising the processing register, extending the CSR questionnaire for suppliers and the associated controls in more countries, etc.).

In 2024 we will continue communicating about our Ethics principles, especially the compliance side, to ensure all our Devoteamers understand and apply our Code of Conduct.

Ethics - **2023** **recap**

Ensure compliance and Ethics with solid framework

- Code of Conduct update
- Delegated authority process
- Related Party Declaration
- 1 GenAI Charter
- IT Charter

80/100
EcoVadis score for Ethics

Promote sustainability in our Value Chain

- Standard due diligence
- Responsible Supplier Charter
- 0 claims from clients or suppliers related to corruption

1 ethics alert line and 4 cases addressed by the Ethics committee

70/100
EcoVadis score for sustainable procurement

Secure our operations

885/1000
Cybervadis (FR)

Encourage a culture around respect and ethics

- 96% of managers signed the Code of Conduct
- 90% passed data protection capsules
- 25% specifically trained in the fight against corruption, mostly in the public sector & OneTribe (country managers)

VII. People

Compliant with Global Compact principles 1 to 6
Compliant with UN Sustainable Development Goals 1, 3, 4, 5, 8, 10, 12, 17

Meet Christelle Chappaz, Chief Talent & Learning Officer of Devoteam

Can you explain what is encompassed in the People dimension of Devoteam CSR Strategy?

Today, Devoteam consists of more than 10,331 employees in 20+ countries, who work with clients on a daily basis to "make a difference". Their skills are a tremendous asset and our duty is to offer them Infinite Possibilities to become Digital Leaders.

We have 3 main focuses:

1. Reinforce Devoteam as a “Learning Company”: recognition of our consultants' expertise and impact, especially with certifications, is one of our training challenges. We want 70% of Devoteamers certified in technologies & methodologies related to our strategic partners and “value accelerators”.
2. Promote collaboration: being a Devoteamer also means contributing to the team and internal projects. They are encouraged to get involved, for example, as internal coaches or mentors, trainers, community members or facilitators, skill-based sponsors for non profit organisations, participants in internal hackathons, etc.
3. Wellbeing and good working conditions for all our people, regardless of their gender, social, cultural or any specific background.

What were the key achievements for 2023?

At Devoteam, talent density is a shared priority that depends on the ability to recruit talents, but also to help Devoteamers grow. During the last two years we have deployed a unique HR system-Workday-in all our geographies and it was enhanced with a high value-added module for Devoteamers, Managers and HRs including check ins, performance, career, certification tracking, etc. Together with our new Human rights policy, it ensures fair processes and equal treatment among the Group. It also provides accurate data enabling us to launch the right projects to improve our employees' experience.

Harmonised processes are also the basis for proposing motivating career paths, and we have redefined internal mobility rules to facilitate them.

Learning remained of course a key focus last year: we added 1000 Udemy licences to offer qualitative e-learning courses to more Devoteamers, we strengthened Devoteam Academy and created new learning paths, including some on soft, business and consulting skills, or Generative AI which is a key current focus.

The Digital Champions initiative, launched to recognize and promote our top tech and business gurus, showed its impact, with a stronger involvement of these champions in the leadership team and an employee NPS of 53 vs 32 for all Devoteamers.

What are 2024 ambitions?

Continuing to increase talent density is at the core of our strategy: attract, empower and retain Digital Champions and Talents with strong potential, develop motivating career paths to increase Devoteamers’ employability, and invest massively in skills thanks to the Devoteam Academy.

The second main ambition is to increase employee engagement and sense of belonging, especially revisiting our Employee Value Proposition, supporting management capabilities and strengthening Devoteam culture.

We also want to build and give access to foster “new normal” ways of working, for instance thanks to a strong Knowledge Management: we have defined our main ambitions and will deploy our Knowledge Management tool in most entities in 2024.

People - **2023** recap

Our Employee Value Proposition #InfinityPossibilities

10,331 Devoteamers

126 nationalities

27,69% women
72,31% men

84.36% consultants and
15.64% business support functions and sales

Learning

6,169
certifications on Infinite dimensions

4,000
Udemy PRO licenses (1)

Engagement

380
People engaged with Devoteam foundation

devoteam Foundation

1,100
days of engagement

Employee Satisfaction

evomood

74.4% response rate (2)

32 eNPS Score (2)

GLASSDOOR

3.91/5 (3)

(1) Udemy is an online learning and teaching marketplace
(2) Devomood bi-annual employee survey - November 2022
(3) December 2022, Devoteam Group

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