



devoteam

2022

Devoteam Sustainability Report

Executive summary



VEEP

Value | Environment
Ethics | People

Creative tech for Better Change



About Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms and cybersecurity. By combining creativity, tech and data insights, we empower our customers to transform their business and unlock the future.

With 25 years' experience and 10,000 employees across Europe, the Middle East and Africa, Devoteam promotes responsible tech for people and works to create better change.

Creative tech for Better Change

I. Editorial

CSR Letter of commitment of co-CEOs for 2023 (GRI 2-22)

Dear Devoteamers and Partners,

In line with our Tech for People vision, Devoteam is engaged to promote responsible technology for a better future.

Building a sustainable future is at the heart of this commitment. Achieving this goal will require adaptation, and action from all of us. Now more than ever, companies, non-profit organisations, states, and citizens need to join forces. Together, we need to transform our behaviours and actions with sustainable development patterns.

We would like to warmly thank our stakeholders across all geographies for their contribution to our VEEP strategy, which drives our sustainability agenda across four dimensions: Value, Environment, Ethics and People. Last year, more than 3,000 Devoteamers collaborated and participated in our sustainability activities: supporting NGOs with tech advisory and skills in 14 countries, learning about sustainability in live events or dedicated training, innovating with our partners through hackathons, encouraging internal clubs to share their voice and engage their colleagues towards better change. We are all actors of our CSR agenda, and we are proud of the momentum we have built together.

Meanwhile, at Devoteam Group level, we have continued to improve our CSR governance. Local CSR managers have been hired in more than 15 countries to help us coordinate our actions. The first time we looked at our carbon footprint as a Group was in 2022, and we set a goal to reach Net-Zero standard by 2030.

Your engagement, together with a new governance and commitments, will set the tone for the next years.

In 2023 and beyond, we will speed up every action that involves our stakeholders, both internally and externally, to strengthen the positive effects on our entire ecosystem. There is already a specific international task force working on the different ways we can reach our Net-Zero goal.

By joining the Science-Base Target Initiative (SBTi), we intend to have our reduction scenarios scientifically approved. We will strengthen the leadership of the strategic domain “Sustainability enabled by digital” to reshape our sustainability offer portfolio together with our strategic partners, starting with the appointment of a Vice President of Sustainability, who joined us in January. We will continue to engage our suppliers in our journey with new engagement rules. We will provide further training programmes in the area of sustainability. Through the Devoteam Foundation, we plan to double the number of days we give internationally to the non-profit sector.

We all have a role to play in this sustainable transformation, according to law and other applicable references like ISO 9001, 14001 & 27001. We know you are ready to do your part. Rest assured that as leaders, we will support and provide the means to achieve our goals.

Stanislas & Godefroy de Bentzmann

Devoteam co-CEOs

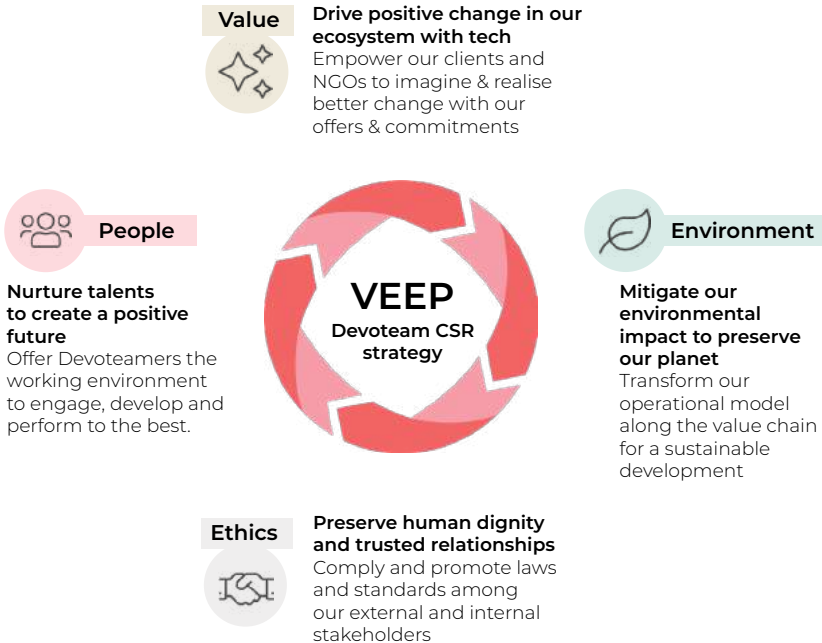


II. Devoteam Group

Devoteam Sustainability Strategy: VEEP

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. 2022 At a Glance

Recognitions (GRI 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

As proof of its commitment to CSR Devoteam Group has been awarded the [Ecovadis](#) GOLD label, a platform for evaluating the CSR performance of companies worldwide, with a significant increase in 2021 of more than 8 points on the overall average.



CDP, Carbon Disclosure Project

In 2022, Devoteam Group obtained a grade 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.

Meet Magali Regnault, Devoteam CSR Director

What would you remember of 2022?

Devoteam decided to make 2022 the year to speed up on its CSR activities. Locally, there were already a lot of programs and policies in place, which we were able to use in a global and coordinated way. For example, 15 countries have each named a CSR ambassador, and this group drives our sustainable agenda with a lot of energy. In only one year, they managed to create great traction and involvement in sustainability topics.

We did our first Carbon Report as a Group and we set up the ambitious goal to contribute to Net-Zero. To meet this goal, we put together a task force. Their job is to define and lead our local climate strategy.

When I think back to 2022, one of the things I'm most proud of is the momentum we built with Devoteamers. For example, thousands of people participated in the Earth Day in April and the



**“2022 has been
the acceleration
year for CSR within
Devoteam.”**

Magali Regnault
Devoteam CSR Director

European Sustainable Development Week in September, trained, participated in challenges, or events, for instance initiatives organized with Devoteam Foundation to support NGOs with our tech skills, like our first “Impact Day” in October.

When it comes to the Devoteam Foundation: it was first created in France with activities mainly in this country. In 2022, our Devoteam Foundation went international, which was a key milestone. Employees from 14 countries worked together to support the non-profit, and I want to thank them warmly for their sense of solidarity and collaboration.

What are the key focuses for 2023?

First, we want to be **a responsible company**: in line with our vision “tech for people unlocks the future” we want to use tech to make a positive difference. A strong focus will be reinforcing our sustainability offerings, a mission led by Hervé Dumas, our VP of sustainability. We will pursue the international development of the Devoteam Foundation which lets Devoteamers engage with pro-bono work for non-profit organizations.

Second, our **Climate strategy**. After setting our Net-Zero target, we are taking a new step forward by joining the Science-based Target initiative - SBTi - and starting to define how to further cut our emissions in line with its recommendations.

And our third goal is to **get everyone involved** in this strategy which is the only way we can all work together to tackle our common challenges. We will pay particular attention to our 10,000 Devoteamers who want to be a part of the journey, and we will also move quickly to involve our suppliers and other stakeholders to accelerate.

III. 2022 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





Our Most Relevant SDGs

	Devoteam ambitions & contribution	2022 Result	Targets	VEEP dimension
	Health and well-being are critical to the success of Devoteam. We are committed to fostering an environment where members thrive personally and professionally. Each geography is also committed to follow and improve health and safety through local programmes and insurances. Devoteam Foundation also engages our people for this goal with NGOs.	Employee rating on working conditions: 8.1/10 (source: Devomood employee survey - Nov 2022)	Employee rating on working conditions: 8.5/10 (source: Devomood employee survey - Nov 2022)	People Value
	We are committed to offer valuable learning opportunities to Devoteamers, such as certifications with our strategic partners and other learning paths. Learning is strongly encouraged and rewarded internally as a means for promotion and opening up possibilities to work on even more impactful missions. Thanks to campus management programmes and through our Devoteam Foundation, we promote lifelong learning and reskilling starting as early as possible.	40%+ of employees certified on infinite dimensions 3000 employees with Udemy license 40% of pro bono work on Education topics	70% of employees certified on infinite dimensions by 2024 4000 employees with Udemy license in 2023 Focus 40% of investment in pro bono work on education.	People Value
	We are committed to offer valuable career opportunities to our employees, regardless of their gender, social, cultural or any specific background. Diversity and inclusion programs are run at local level to make sure that people know about them and that they are effective. In addition to helping NGOs fight for gender equality, one of our main goals is to get more women into tech careers through thought leadership and partnerships with schools.	28% women in 2022 23% of women in directors (+3pts) French equality index: - 83/100 as an average - 38,5/40 on average on pay gap - 7/9 entities with a score superior or equal to 75/100 14% of probono work on Gender equality topics	Follow each year the percentage of women in our teams In France: Improve equality index with a specific focus on women representation in top management Dedicate 20% of the probono work on gender equality and women in tech careers promotion	Value People
	We lead innovation & tech transformation for a better future including innovation programmes	1 Spark programme in 2020 & 2022 1 TechRadar with 130+ technologies screened 200+ people involved in Hackathons led with our partners 380+ digital champions 9 labs gathering 171 participants in 7 countries for 15 NGOs	Foster innovation with 1 Spark programme every 2 years Promote widely new techs with an annual techradar publication, screening techs available Increase the number of employees involved in innovation through hackathons with our strategic partners Develop our Digital Champions (top talent) community	Value
	We promote sustainable purchasing, increasing our CSR governance over suppliers, with CSR charter, questionnaire and selection criterias.	62% of top 50 French suppliers assessed on CSR criteria	60% of significant Group and country suppliers assessed on CSR criteria by 2024	Ethics Environment
	We commit to unlock tech power, while limiting its materiality in a good way, taking into account our direct and indirect impacts	2022 CO2 measure: 38,239 tCO2e	Net-Zero standard by 2030	Environment
	We are structuring our global partnership for sustainable development: partners, clients, and NGOs.	41% revenue with our top 5 partner 1,320 days of engagement with NGOs	50% revenue with our top 5 partners by 2024 1,500 days of engagement with NGOs Consolidate a global & multidisciplinary Tech for People task force, with our non-profit long-term partners	Value Environment Ethics People

IV. Value

Meet Hervé Dumas, VP of Sustainability



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

Tech is a fantastic solution for the present and the future, but it’s just a tool. Our duty as a tech company is to make it available to human evolution in the best conditions within our ecosystem to drive positive change which is the purpose of this “Value” dimension.

To offer a better change to the ecosystem, we partner with the best tech leaders in the

market - AWS, Google Cloud, Microsoft, Salesforce and ServiceNow - and innovate together to drive sustainability and new patterns & solutions. We engage our employees in innovation programmes to offer the best to our clients. We don’t only want to 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 non-profit sector with the means to imagine and realise better change. Devoteam consultants apply methodologies tested with thousands of clients for over 25 years to the social economy sector and help NGOs transform their activities.

What have been the main achievements in 2022?

In three words:
Innovation, Globalization,
Multidisciplinary.

For example, the last Hackathon with ServiceNow was dedicated to CSR with a Social focus. 80 Devoteamers over EMEA participated to create solutions around the themes of “Corporate Social Governance” and “Happiness at Work”.

Another example is the Devoteam Spark initiative, an intrapreneurship international challenge to imagine and create future solutions for the market. The winning projects get an investment to further develop their concept. In our 2022 edition, we had a lot of sustainability projects, and one of them won the sustainability award for a solution to facilitate automatic carbon data collection with Mulesoft.

Concerning non profits, in 2022 we supported 35 NGOs with pro bono work, and supported more than 50 others with donations, including a specific action to support people affected by the war in Ukraine.

We have been given the Ecovadis GOLD label as a result of the positive aspects we carry out for the ecosystem.

What are your ambitions for 2023?

Our ambition will remain to drive positive change with tech. We are reshaping our sustainability offers to align them with the fast-moving ecosystem and its needs. It is important for us to promote and deliver responsible technology.

We want to be at the top of our clients’ mind when they reflect on their own sustainability roadmaps, combining our strong tech expertise and sustainable IT practices. The last Global Risk Report issued by the World Economic Forum shows 5 environmental risks in the main 10 Global risks identified by decision makers, plus 3 societal risks and one technological. More than ever, they need guidance to navigate this new world.

A strong focus on the non-profit organizations is also needed to deal with these risks. We won’t necessarily support more NGOs, but we want to invest more time in each of them, to make a bigger impact.



Value - 2022 recap



Innovation



1 Spark

event to ignite employee innovation with 65+ ambitious projects from 17 countries



1 TechRadar

screening all emerging Techs

Awareness & education material



11 white papers

including 2 dedicated to sustainability



8 podcasts

sharing digital expertise for NGOs



Supporting non-profit ecosystem



35 NGOs supported with skills donations



300,000€ in donation
Including **60K€** for Ukraine emergency



1 Impact day joining 90 devoteamers for 7 NGOs

Devoteam's ISO Certifications



As part of a dynamic of continuous improvement of its services, Devoteam Group aims to certify a maximum of entities to ISO standards.

- **ISO 9001:2015:** Belgium, France, Germany, Italy, Lithuania, Portugal, Spain and the United Kingdom.
- **ISO 27001:** Alps, Germany, Portugal, Spain and the United Kingdom
- **ISO 14001:** France and the United Kingdom



V. Environment

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. It's time to take collective action to mitigate the changes we have created and adapt to our new living conditions, especially

when it comes to climate change and biodiversity.

Just looking at our sector: tech power seems virtual and infinite, but it does have materiality. Today it represents around 4% of global greenhouse gas emissions, and it's expected to increase exponentially if we don't take action. Our duty as a tech company is to unlock the tech potential for green solutions, while limiting its materiality in a virtuous approach.

What did Devoteam achieve in 2022?

In 2022, we stepped up our actions and commitments related to climate change. We measured our carbon footprint at the Group level for the first time (before that, it was done at the local level). We promised to contribute to Net-Zero, and we held conferences and challenges with Devoteamers to raise awareness and encourage them to take action.

We also set the right governance to meet our Net-Zero target: Carbon champions were appointed in more than ten geographies to build and drive our carbon reduction policies.


As part of its “blossom engagement” initiative, Devoteam has been working on reforestation since 2018. Each new employee has the chance to plant a tree. Another example of our engagement to nature is our pro-bono support to the NGO CREA Mont Blanc since 2019 to collect scientific information about biodiversity in mountains thanks to artificial Intelligence. More than 100 days were mobilised in 2022 for this NGO.

Our actions to embed the environment in all our activities have led France and the UK to be certified ISO 14001.

What are your ambitions for 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.

The main ambition will be to set our Carbon trajectory and make them approved by SBTi. To lead the reduction pathway, we will engage our employees, for instance launching new travel or IT rules, and reviewing our office management. We also want to engage our value chain in our low-carbon journey: upstream we will extend our environmental policy regarding our providers, downstream we will launch new Green IT offers to reduce the impact of our IT for our clients.



Environment - 2022 recap

2022



38,239 tCO₂e

3.73 tCO₂e/employee

0.04 tCO₂e/K€ revenue

ecovadis

70/100 Ecovadis
Score on environment



ISO 14001 France & UK



**Net-Zero
Standard**

2030

2023



30 carbon hackers from
12 countries trained to
encourage eco-responsible
behavior



1 new **Green IT**
training available



1 Earth day and
**1 European
sustainable
development week**
to raise internal
awareness



**SCIENCE
BASED
TARGETS**
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Committed to **SBTi**

VI. Ethics

Meet Thierry François, CFO of Devoteam



Why are Ethics a key dimension for Devoteam ?

At Devoteam, we think that by being transparent and an ethical actor, we can build sustainable relationships with our stakeholders. In our ultra-connected world and as a tech company, we do have a specific responsibility regarding data protection, compliance and security. All of our stakeholders also have increasing demands to cooperate with companies respecting Environment,

Social and Governance (ESG). We are fully committed to adopt ethical behavior in all our operations, which means addressing at the same time full transparency and strong security. We apply ethical standards from the top of the company to every part of it.

What did Devoteam achieve in 2022?

We have a continuous improvement approach on several topics. Our Code of Conduct is updated every year and signed by our nearly 400 top managers.

Our whistleblowing alert system procedure has been communicated and adapted with tests at least once a year by our Ethics Committee.

We also implemented an internal control and evaluation on our accounting system to detect any non compliance. For instance we ran the tool “Supervisor” on G Cloud France to analyze data from 2020 and

2021, then investigated and corrected every error. More entities will be addressed in 2023.

It's crucial that our employees understand how we proceed in this field. So we have drawn up a procedure to explain our operations and also promoted specific training modules for instance on data protection or anti-bribery.


A key achievement that I'm very proud of is getting the maturity level for Cybervadis in France to assess our strong security processes.

What are your ambitions for 2023?

We are currently working on several projects that are part of our continuous improvement approach.

For example, we are planning to enact our corruption risk mapping to provide a more operational vision to every entity of the Group. We are also reinforcing our international governance on Ethics to ensure full contribution of all geographies in our policies definition.

We want to promote our ethics approach in our ecosystem. Internally, pursuing awareness and training on existing and new learning modules; and externally with our suppliers: in 2022 a questionnaire was made to check that Devoteam's supplier ethics policies were aligned with our Responsible Supplier Commitment Charter. The aim is to perform this evaluation before every contract signature.



Ethics - 2022 recap

ecovadis

70/100

Ecovadis score for ethics & sustainable procurement



91%
accessible website
(RGAA 4.1)

1 alert recorded
and addressed by the
Ethics Alert Line



**Internal engagement
& training**
99%
of managers signed the
Code of Conduct



Security
cybervadis
951/1000
(France)



**Ethics in our upstream and
downstream value chain**

**1 Responsible
Supplier Charter**
& ESG assessment

0 claims
from clients or suppliers
related to corruption

VII. People

Meet Christelle Chappaz, Chief Talent & Learning Officer of Devoteam



Can you explain what covers the People dimension of Devoteam CSR Strategy?

Today, Devoteam is comprised of 10,000 employees in 20+ countries, who work with clients on a daily basis to “make a difference”. Their skills are an intangible asset and our duty is to offer them **Infinite Possibilities** to become Digital Leaders.

We have 4 main focuses:

- Remain a “Learning Company”: as recognition of our consultants' expertise, passing certifications is one of our training challenges. We want 70% of Devoteamers certified in technologies & methodologies related to our strategic partners and “value accelerators” by 2024.
- Offer them challenges to overcome, in line with our conviction that skills are mainly developed during projects carried out with our clients.
- Promote collaboration: being a Devoteamer also means contributing to the team. They are encouraged to get involved, for example, as internal coaches or mentors, trainers, community members or facilitators, skill-based sponsors for NGOs, participants in internal hackathons, etc.
- 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 2022?

At Devoteam, talent density is a shared priority that depends on the ability to recruit Talent, but also to help Devoteamers grow. With this objective, we have refined in 2022 our Employee Value proposition (EVP). With CSR at the heart, it is based on our 5 values: Frankness, Ambition, Entrepreneurship, Collaboration and Respect, and offers 5 perks to our employees: friendly worklife, supportive management, impactful projects, connect with amazing people, and fast career development.

We launched and strengthened major initiatives as part of this EVP. For instance, we have better identified and trained all levers of management to support performance and career management for all. To recognize and promote our top talents, we refined the “Digital Champions” initiative: the 350 best Tech and Business Leaders have been identified and we want to offer them specific learning opportunities as well as community sharings. We extended the Devoteam Foundation activities in 14 locations, with 300 devoteamers offering 1300 days of pro bono work to NGOs. We have moved to new offices to offer improved working conditions and opportunities for team bonding.

We deployed tools and processes to navigate our HR challenges: Workday is now our HR tool for most of the locations, and we launched Devomood, our bi-annual employee satisfaction and engagement survey at group level. It is a compass for us so we can detect which areas should be improved and set up plans accordingly. More than 70% of Devoteamers responded to the last edition in November helping us to define our 2023 ambitions.

What are these ambitions?

Beyond all underway programs that must be followed and expanded, our main objective remains to build talent density and engagement. With the key support of line managers, we want to offer Devoteamers more visibility on their career with extended tools, rituals and opportunities. We plan to enrich our learning programs, for instance with the reinforcement of our training center in Luxembourg, Knowledge Management and Communities will be revitalized. We also want to offer even more ways to engage: we’re aiming for 500 Devoteamers to participate in the Devoteam Foundation programs.

People - 2022 recap

Our Employee Value Proposition #InfinityPossibilities




10,262
Devoteamers
(+14.7%)

111
nationalities


Including
28% women
and **72%** men

Engagement

300
People engaged



1,320
days of engagement
in pro bono



Learning

66,000+
days of training

5,249
certifications on Infinite
dimensions

3,000
Udemy PRO licenses (1)



Employee Satisfaction



72.9% response rate (2)

33 NPS Score (2)



4/5 (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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