



itecor >

ACHIEVE YOUR VISION

sustainability report

itecor international & offices

introduction

The publication of our 2025 Sustainability Report marks a significant milestone for Itecor. We have strengthened our monitoring of environmental, social and governance commitments, and introduced more reliable tools to measure our impact and track our progress. The 2024 edition established the basis for our approach. This year's edition builds on this, consolidating the indicators, improving data quality, and clarifying the link between our ambitions, choices, and results. This progress reflects our strong internal momentum and firm commitment to integrating sustainability into our strategy. In a rapidly evolving context where the expectations of clients, partners and employees are changing, we have focused our efforts on three priorities:

- better-structured sustainability governance, supported by more comprehensive reporting;
- a strengthened social commitment, particularly with regard to equality, diversity and well-being;
- progress in assessing our practices and offices, supported by recognised external initiatives.

This report illustrates our commitment to moving forward in a responsible and transparent manner. The results presented here reflect the daily actions of our teams, the dedication of our employees, and the trust of our clients. Our ambition is to actively contribute to the transformation of our sector.

content

introduction and context

- 03. foreword by our CEO
- 04. who we are
- 05. ESG initiatives

strategy

- 07. vision
- 08. on our sustainability path
- 09. united nations global compact

governance & ethics

- 11. governance
- 12. stakeholders
- 13. materiality & ESG assessment
- 14. risk management
- 14. finance
- 14. charter of ethics

social responsibility

- 16. people
- 17. human rights and labour
- 18. data protection & security

environmental responsibility

- 20. environment
- 21. climate
- 22. circularity
- 22. energy

foreword by our ceo

2025 is a significant milestone for Itecor. We have clarified our priorities, strengthened our methods, and confirmed a challenging course of action that is grounded in facts and a fully embraced sense of responsibility. Our ambition remains simple: to integrate our environmental, social and governance (ESG) commitments into our management approach, making them a driver of sustainable performance. These commitments will be monitored, measured and explained.

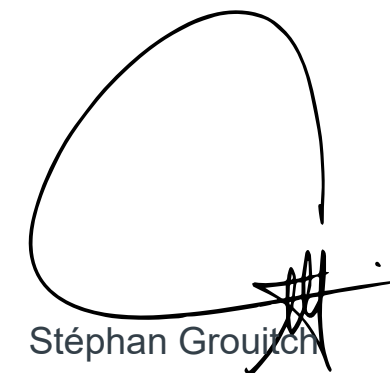
In this regard, our organisation is a decisive asset. Each office operates at its own pace, working closely with clients, teams and local circumstances. This proximity gives meaning to our actions because it enables us to integrate our commitments into day-to-day operations and key decisions. Our management structure plays a central role in this, making the necessary trade-offs, ensuring data quality, and overseeing the implementation of action plans. This involvement strengthens the consistency of our choices and establishes sustainable operational rigour.

This dynamic is now reinforced by an external assessment carried out across all our offices. This independent perspective is invaluable. It enables us to assess our progress objectively, identify areas for improvement, and align our practices with recognised standards. By combining internal rigour with external assessment, we can strengthen our approach and ensure our progress.

We have also consolidated our foundations. Reporting is now more structured and precise, with a clearer scope and defined boundaries. This clarity of analysis enables us to manage more effectively, understand the impact of growth on our indicators better, and direct our resources towards the areas that generate the greatest impact. We remain measured in our messaging and rigorous in our approach. It is this approach that gives meaning

to our commitment of prioritising evidence over mere posturing. Our social commitment follows the same logic. We promote equality and diversity, and provide working conditions that support everyone's development. These aspects are not merely a matter of principle. They directly influence our attractiveness as an employer, our ability to retain talent, and the quality of service we provide to our clients. They form part of the culture we wish to foster at Itecor: one of responsibility, respect and trust.

Our approach is clear: measure better, act with agility and honour our commitments. We will continue in this vein, drawing on the energy of our offices, the expertise of our teams, and a governance structure that values evidence. This is how we give depth to our ESG commitment, ensure its long-term sustainability, and create meaningful value for our clients, employees, and the company.



Stéphan Grouitch
CEO of Itecor



who we are

As an organisation, we are constantly assessing:

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

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

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

stability

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

the strength of our offices

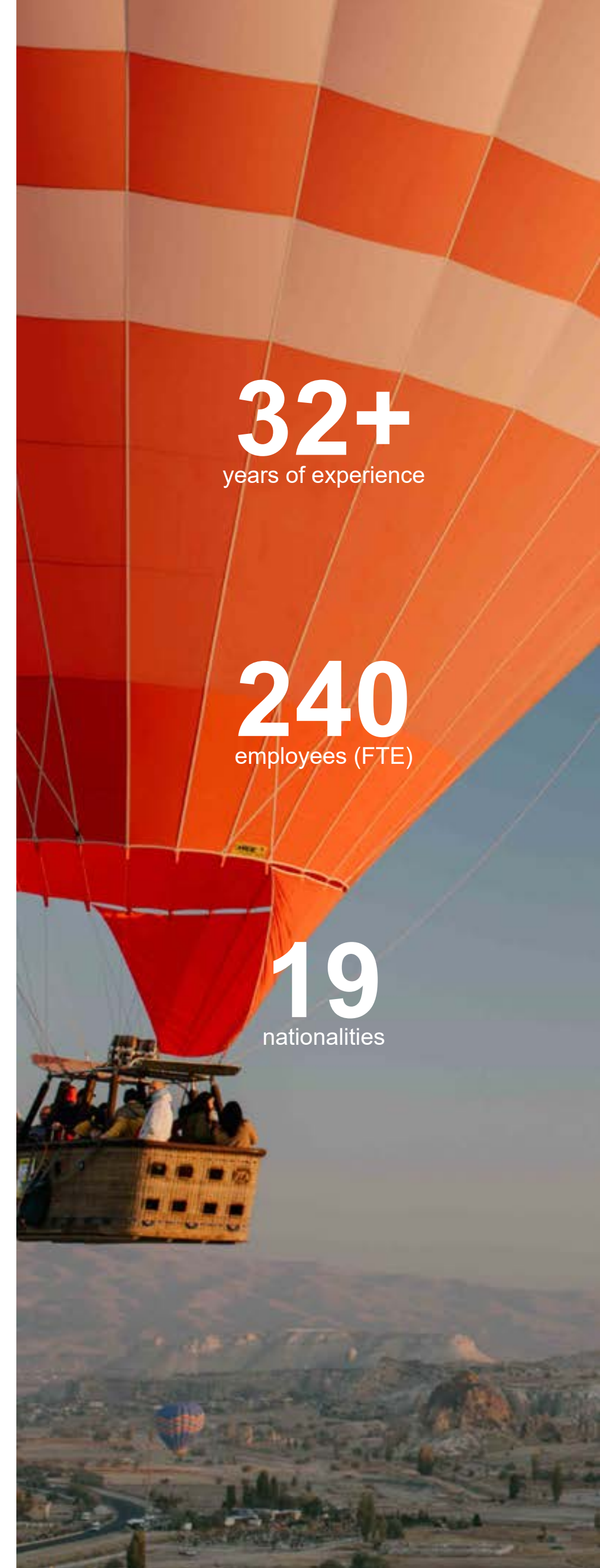
Itecor has expanded over time, establishing regional offices that form a strong network across multiple markets. This structure enables us to offer a diverse range of services while maintaining full ownership within the Itecor Group. As a result, we combine proactivity, agility in client needs, and business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

innovation

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

control & quality

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



32+
years of experience

240
employees (FTE)

19
nationalities

committed to the UN Global Compact (UNGC)

In July 2024, Itecor International SA and all its offices committed to upholding the ten principles of the United Nations Global Compact relating to human rights, labour standards, the environment, and anti-corruption. These principles are an integral part of our company's strategy, culture and day-to-day operations. We participate in collaborative projects that contribute to achieving the Sustainable Development Goals.



equal pay for equal work

At Itecor, we have long been committed to ensuring equal pay for work of equal value. Analyses carried out across all our offices in 2025 confirm this commitment. In Switzerland, the official review revealed an adjusted pay gap of just 1.1%, considered insignificant, and recent assessments in Paris and Barcelona produced similar results.

This consistency across our sites reflects the strength of our practices and steady improvements in our diversity indicators. The external assessment of all our offices in 2025 further reinforces this progress, standardising our practices and confirming our dedication to fairness, transparency, and recognising skills throughout the group.



get ready for the future

We have taken a significant step forward by evolving our approach from an initial focus on CSR to a more comprehensive and structured approach to ESG. This transition clarifies our priorities, strengthens our ability to steer the business and firmly embeds responsibility at the heart of our strategy. In line with this, we are undertaking two complementary initiatives:

Firstly, we are pursuing ISO 9001 certification to strengthen our quality management system. Secondly, we are seeking B Corp certification to assess our overall impact on employees, partners, and the environment.

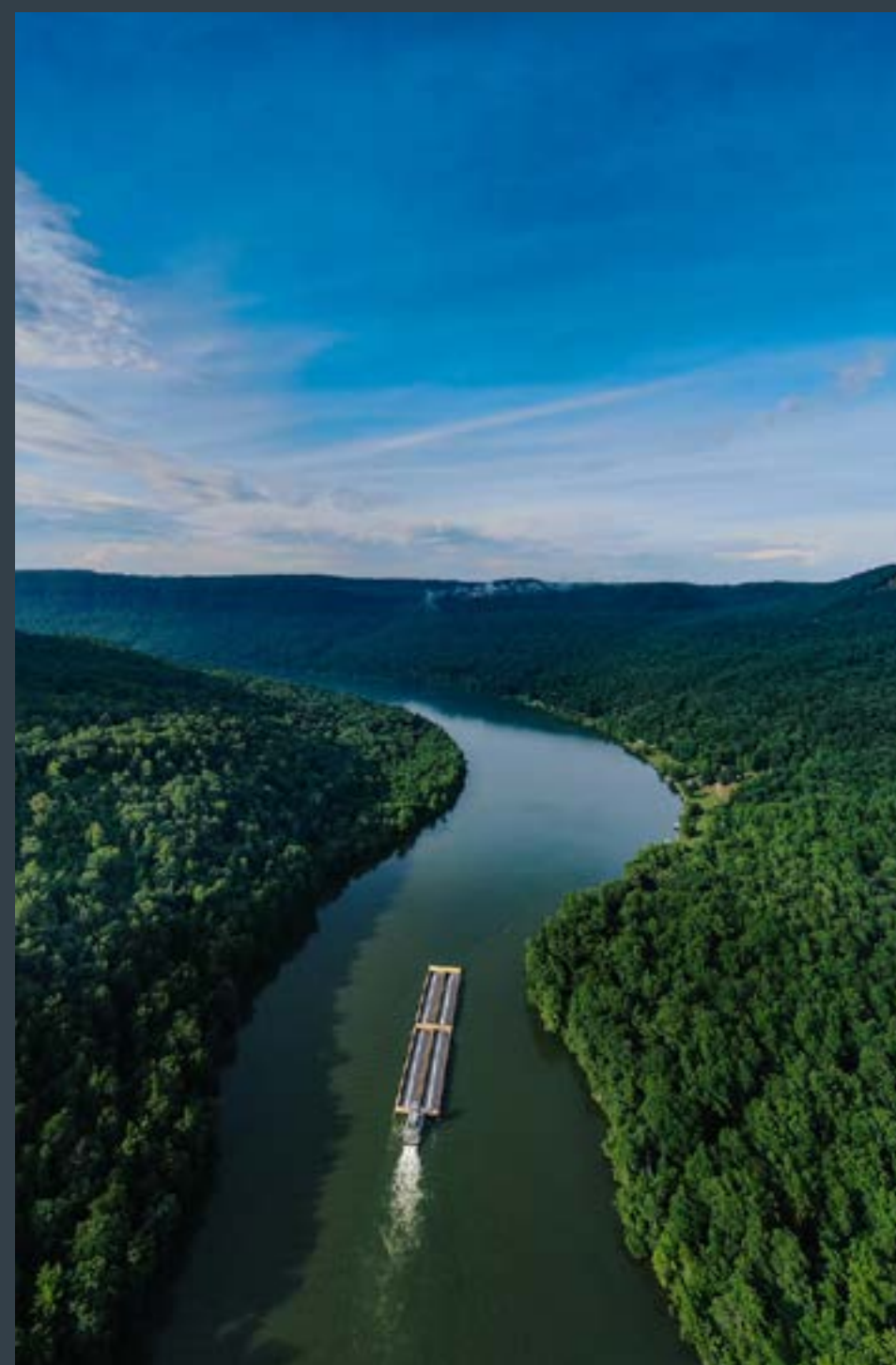
These initiatives are part of a coherent approach that aligns our practices with recognised standards and embeds sustainability within our operational model in a measurable and transparent manner.



emissions reduction targets

In 2024, we conducted our first environmental, social and governance (ESG) assessment and achieved a solid B rating, which has shaped our approach. This initial analysis, which focused on Scopes 1 and 2 in French-speaking Switzerland, strengthened our internal processes, improved the reliability of our data, and aligned our offices with a common framework.

In 2025, we started incorporating around ten Scope 3 classifications that are specific to our industry. This initiative provides us with a harmonised view of the group and has a tangible impact, enabling us to make more precise and credible operational decisions regarding our climate priorities.



assess our offices' sustainability

By 2025, we had included all our offices in the EcoVadis assessment process, enabling us to gain a consistent and aligned view of our ESG performance across the group. The results achieved are encouraging and reflect the commitment of our local teams. Our offices in Switzerland and Skopje were awarded a bronze medal, placing them in the top 35% of assessed companies. Our Paris office achieved a silver medal, ranking in the top 15% and confirming the strength of its practices. Finally, our Barcelona office was awarded a platinum medal, distinguishing it as one of the top 1% of organisations. This progress across offices at different stages of maturity provides a key lever for harmonising our practices, strengthening our standards, and structuring our action plans. The insights gained from these assessments allow us to prioritise effectively and accelerate our transition to a more coherent and measurable business model.





strategy 

strategy

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

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

holistic ESG & SDG integration

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

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

align with the UN Global Compact (UNGC) Goals

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

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

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

sustainable finance and ethical business practices

To help us achieve our sustainability goals, Itecor is committed to responsible financial management and reporting that meets the VSME standard. Thanks to various actions - such as our responsible procurement policy, Supplier Code of Conduct or whistleblowing procedure - we maintain transparency and integrity in all business relationships.

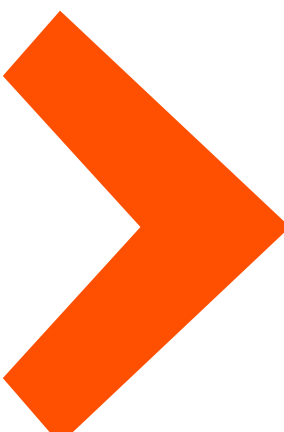
We work closely with suppliers, partners, and stakeholders to promote human rights, fair labour practices, and environmental stewardship.

building a sustainable future

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

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

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



on our sustainability path

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



Itecor Switzerland



Itecor Paris



Itecor Barcelona



Itecor Skopje

- 1992 - establishment of the itecor consultancy in france
- 1999 - opening of the vevey office (switzerland)
- 2003 - headquarters moved to vevey & group organisation
- 2015 - new service offer - managed services
- 2015 - first sustainability audit for itecor switzerland (SMETA)
- 2021 - silver medal for itecor barcelona (EcoVadis)
- 2023 - silver medal for itecor paris (EcoVadis)
- 2024 - itecor joins the United Nations Global Compact
- 2025 - Assessment of the environmental performance of Itecor Switzerland, Paris, Barcelona and Skopje (EcoVadis) and publication of our first sustainability report
- 2025 - expansion of the CSR approach to ESG

united nations global compact (UNGC)

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

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

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

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

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

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



OBJECTIFS DE DÉVELOPPEMENT DURABLE



Benchmark
EQUAL PAY FOR WORK OF EQUAL VALUE

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

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

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

Benchmark
GENDER BALANCE AT ALL LEVELS OF MANAGEMENT

SDG IMPACT: 1,4, 8,10, 16 | TIMELINE: 2030 | SCOPE: Operations, Products & Services, Value chain

The gender balance at all levels of management benchmark helps organizations assess and achieve gender equity at all levels of leadership.

7% 17% 22%
of Fortune 500 companies are led by women
of board seats globally are held by women in 2020
women are 22 per cent less likely to reach manager level or above, compared to men

SDG Ambition Benchmark Industry Impact

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

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

Copyright © 2024 UN Global Compact. All rights reserved.

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

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

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

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

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

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

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

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



governance & ethics



governance

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

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

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



95%

of our offices assessed by EcoVadis in 2025, including 1 Platinum medal, 1 Silver medal and 2 Bronze medals

2%

reduction target for our carbon footprint

top 20%

of EcoVadis rated companies

2 336

days dedicated to employee training & development

99.9%

of our employees acknowledged our Charter of Ethics

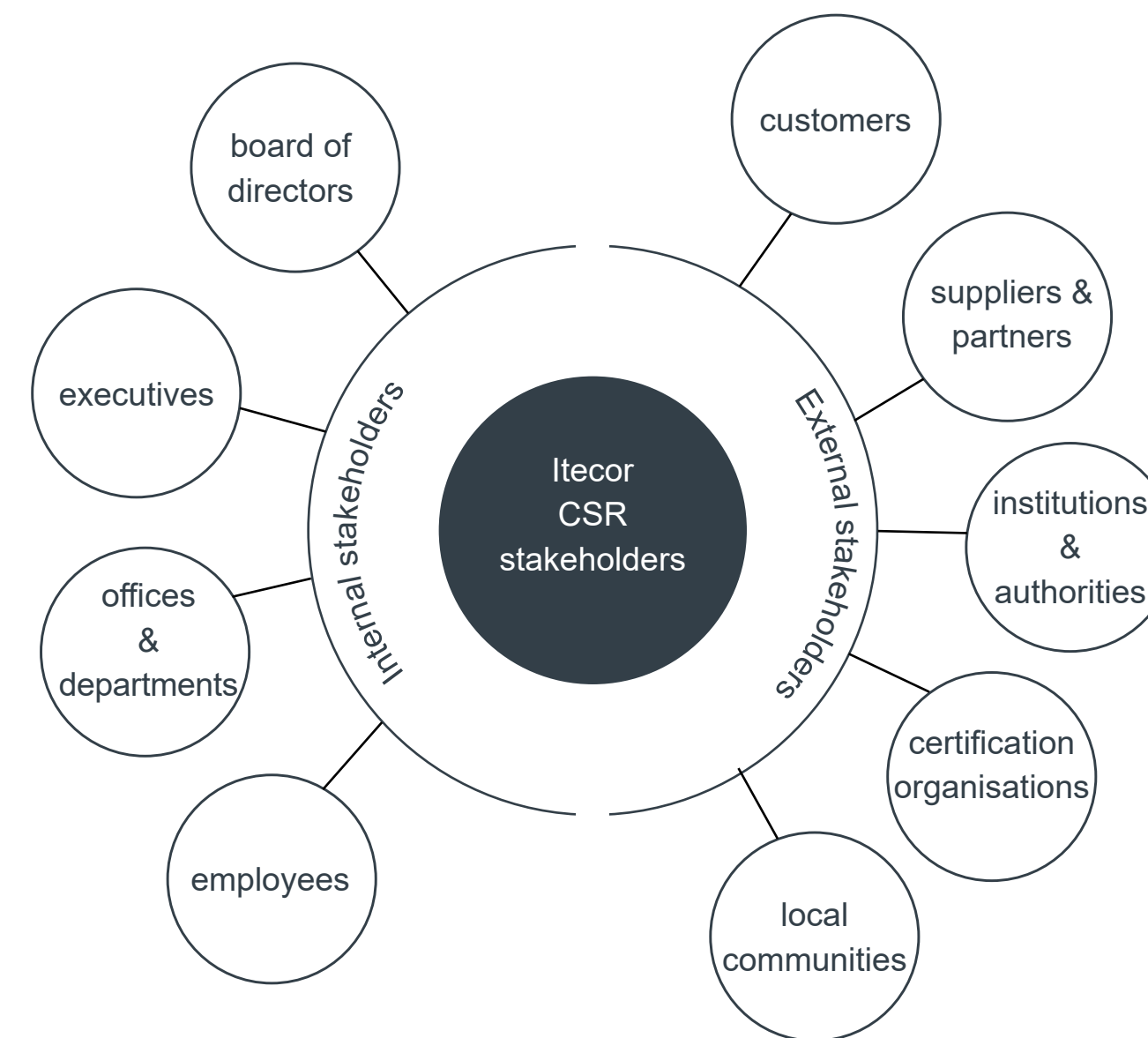
B

ESG rating

stakeholder analysis

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

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



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

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

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



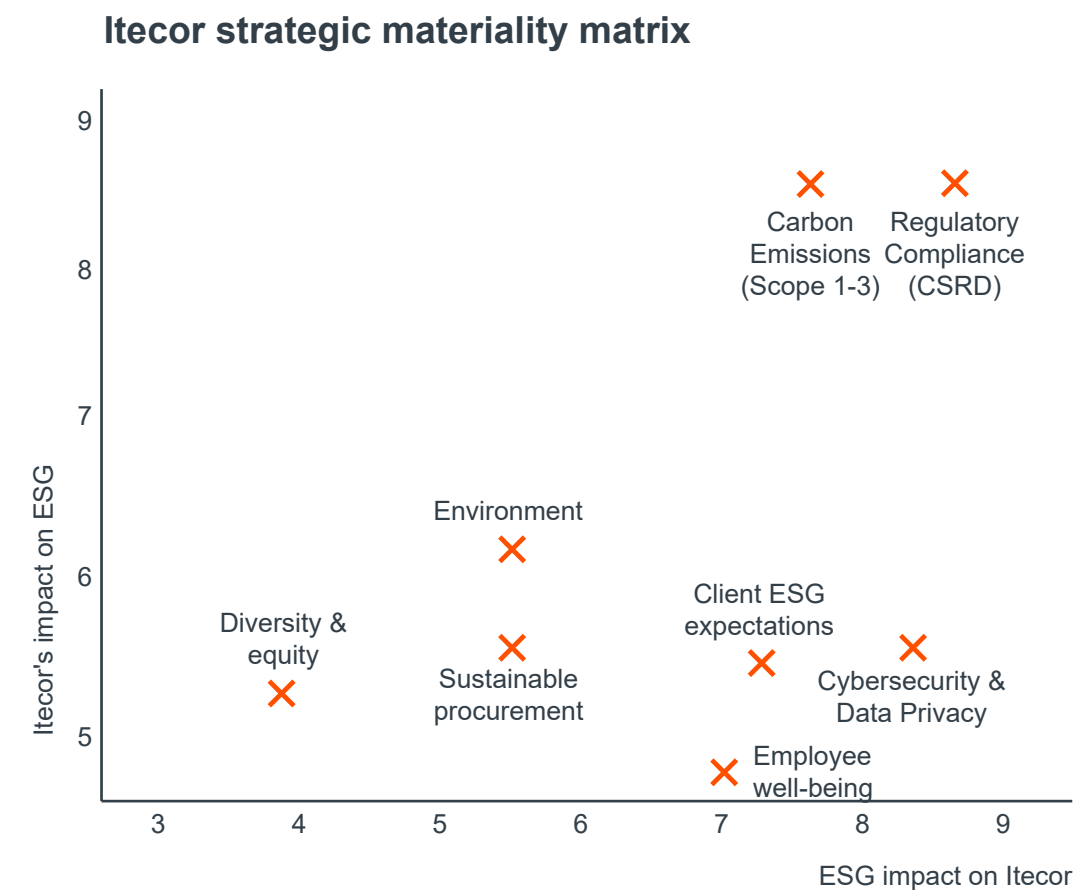
Align our strategy with stakeholder expectations, regulatory standards, and business performance, ensuring **long-term sustainability and impact**.

materiality assessment

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

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

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



high-priority ESG topics

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

medium-priority topics

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

Itecor integrates ESG into its operations in line with:

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

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

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



esg certification

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

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

Understanding the ESG Score

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

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

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

We recognise the importance of continuous improvement in ESG performance. This certification serves as a milestone in our journey toward embedding sustainability across all aspects of our operations. In line with this commitment, our Paris and Barcelona offices will undergo the audit process during 2025. Our objective is to achieve an A rating across all our offices by 2030. We remain committed to enhancing our ESG impact and aligning with evolving global standards for responsible business conduct.



risk management

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

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

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

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

finance

Itecor has always grown using its own funds, without the involvement of external investors. This has ensured that our financial management remains true to our values. We reinvest our profits back into the company to ensure controlled and sustainable growth in line with our operational capabilities.

We manage our investments ourselves, prioritising ethical and responsible choices. In Switzerland, our pension fund is selected based on fairness criteria, overseen by a dedicated ethics, ESG and sustainability committee. The financial investments of our pension fund are mainly concentrated in Swiss property, a stable sector that aligns with our long-term vision.

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



charter of ethics

This charter reaffirms our corporate responsibility and guides the way we act every day. We commit to fair labour conditions, respect for human rights, reduced environmental impact and integrity across our operations and procurement. These principles reflect our values and our international commitments. We also pursue innovation and continuous improvement to support responsible long-term development.

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

as a company

sustain the company governance & ethical business conduct

- › Develop and promote a value system that guides our daily decisions and supports a responsible way of working.
- › Ensure strong and independent governance, with clear roles and individual accountability.
- › Respect laws, regulations and internal policies, and prevent abuses, misconduct and conflicts of interest.
- › Protect intellectual property, confidential information and personal data entrusted to us.
- › Maintain clear and reliable processes that support consistent, responsible and high-quality work across our activities.
- › Assess and manage risks in a consistent and responsible way.
- › Contribute to reliable and transparent reporting across our activities.
- › Ethically manage our investments and decisions to avoid causing harm to people or the planet.



develop human capital social responsibility

- › Respect and promote human rights in all our activities.
- › Promote diversity and equity, and ensure dignity, respect and inclusion for all, regardless of age, origin, gender or background.
- › Provide fair and equitable remuneration.
- › Create a work environment that supports professional development, personal balance and long-term employability.
- › Respect privacy, freedom of expression and diverse viewpoints, and support open, constructive dialogue and co-creation.
- › Encourage continuous learning to strengthen the value we bring to our customers, employees and society.
- › Ensure that managers lead by example and decisions to foster an ethical and respectful working environment.
- › Do not employ children or resort to forced or compulsory labour.



preserve the environment environmental responsibility

- › Reduce our environmental impact by using resources responsibly, limiting waste and applying circular-economy practices whenever possible.
- › Encourage mobility choices that help lower emissions.
- › Choose technologies that support a more sustainable future.
- › Respect environmental laws and contribute to the protection of ecosystems, including biodiversity, water, air and forests.
- › Promote simple and balanced practices that support a lower-impact way of working.
- › Seek opportunities to improve our environmental performance in collaboration with our teams, partners and communities.



as an individual

- › Act with honesty, integrity, responsibility, and ethical consistency in all decisions and activities.
- › Treat people with dignity and respect.
- › Demonstrate loyalty and fairness in business and nurture trust-based relationships with stakeholders.
- › Submit to internal and external controls and ensure traceability through appropriate reporting.
- › Respect intellectual property, know-how, responsible technology use and the responsible transfer of knowledge.

- › Strictly respect the data and privacy of both clients and colleagues, in compliance with confidentiality laws, information security, and international requirements.
- › Encourage the identification and reporting of issues as a contribution to continuous improvement.
- › In cases of unethical, illegal or non-compliant behaviour, or in situations of harassment or conflict, engage with Management, report concerns through the dedicated platform, or seek recourse from an external neutral body made available.

- › Do not accept benefits, gifts, entertainment or hospitality that could compromise integrity or independence, and question their legitimacy when in doubt.
- › Apply our zero-tolerance approach to bribery, corruption, extortion, misappropriation of funds and any form of fraud, including insider trading or market misconduct.
- › Ensure that activities are free from doubt regarding the origin of funds and any connection to criminal activities.
- › Comply with all applicable laws, regulations and internal policies, and act in line with the company's ethical principles in daily activities.

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

version 2 - February 2026

social responsibility



people

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

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

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

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

developing our capital

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

knowledge management

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

equal opportunities

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

promoting diversity

With more than 19 nationalities and several dozen languages spoken, we know that diversity is greatly beneficial for Itecor. As such, we actively promote diversity and encourage the inclusion of people of all ages, backgrounds and genders. We value diverse points of view, exchange and discussion, and co-construction right up to the upper levels of management.

well-being at work

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

living together

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

whistleblowing at itecor

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



human rights & labour

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

working conditions

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

social dialogue

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

quality of life at work

- **Reducing ergonomics related sickness risks:** The aim is to reduce sickness risks by 10% by the end of 2025 by stepping up awareness campaigns through the employee internal monthly newsletter *Chronicle* and quarterly Townhalls and improving work environments.
- **Participation in wellness sessions:** Itecor offers support to improve the wellbeing of its employees and encourage a balanced lifestyle. We are aiming for 20% of employees to take part in these courses by 2026.
- **Encourage telework:** Ensure that 100% of Itecor employees can benefit from flexible working arrangements by providing the necessary digital tools, fostering a culture of trust and autonomy, and implementing policies that support work-life balance. This initiative aims to enhance productivity, reduce commuting-related environmental impact, and promote employee well-being while maintaining strong collaboration and team cohesion through regular virtual and in-person interactions.

human rights

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

health & safety

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



6.65 yrs
of average length of service

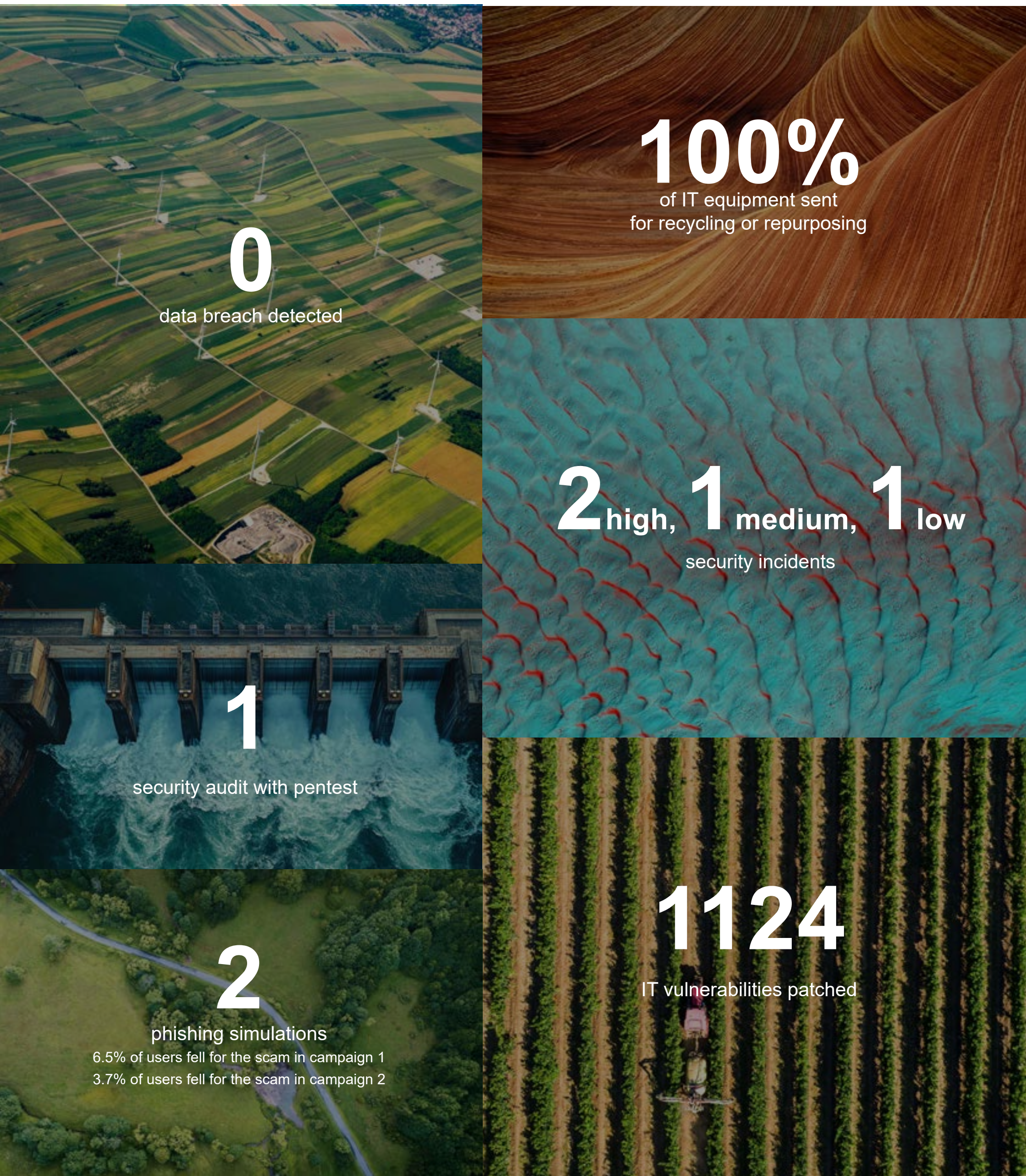
99.89%
of employees describe their feelings about their role as "positive" (based on individual monthly responses)

12%
women in leadership

1.1%
gender pay gap reported as not significant

26.9%
of our employees are women

8%
are part-time employees



data protection & security

As a responsible organisation, we attach great importance to protecting the privacy and fundamental rights of individuals. To ensure the protection of personal data and the security of information entrusted to us, we have implemented necessary organisational and technical measures to minimise risks. As part of our commitment to our stakeholders, we comply with internationally recognised standards and regulations, embed privacy into our processes, safeguard sensitive information with robust security controls, proactively identify and proactively mitigate security threats, and continuously train our teams to strengthen our security culture.

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

data protection

At Itecor, we value the privacy of the data of our employees, clients, partners, and stakeholders. We recognise the trust placed in us by sharing personal information, and we are committed to protecting it. We comply fully with the EU GDPR and the Swiss Data Protection Act. In 2025, no legal or administrative actions were taken regarding customer data confidentiality or trade secrets.

information security

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

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

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

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

incident management and response

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

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

employee awareness and training

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

compliance and audits

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





environmental responsibility



environment

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

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

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

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

closer **than ever**

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

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

responsible **procurement**

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

resource **management**

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

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

mobility

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

digital **sustainability**

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

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

climate

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

Scope 1

Reducing direct emissions

to achieve a 2% reduction in these direct emissions levels by 2026 with 2025 as baseline.

2024 (company vehicles) : 17,01 tCO₂e

2025 : 35.72 tCO₂e

Scope 2

Enhancing energy efficiency

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

2024 : 7,91 tCO₂e

2025 : 14.88 tCO₂e

Scope 3

Minimising indirect value chain emissions

We recognize that Scope 3 emissions, resulting from our value chain, represent a significant portion of our environmental impact. These include emissions related to purchased goods and services, business travel, and waste management. We are committed to reducing these indirect emissions by 1% by 2030 through sustainable procurement practices, reducing waste, and promot-

ing responsible resource use. Addressing Scope 3 emissions is critical for achieving comprehensive sustainability throughout our entire value chain.

2024 : 8,08 tCO₂e

2025: 55.97tCO₂e

End-of-life management of portable electronic devices and office paper: 0,2 tCO₂e

circularity



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

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

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

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

0.16t

of waste per employee in 2025 (group estimate)

100%

recycling of electronic devices

100%

of renewable energy (in CH)

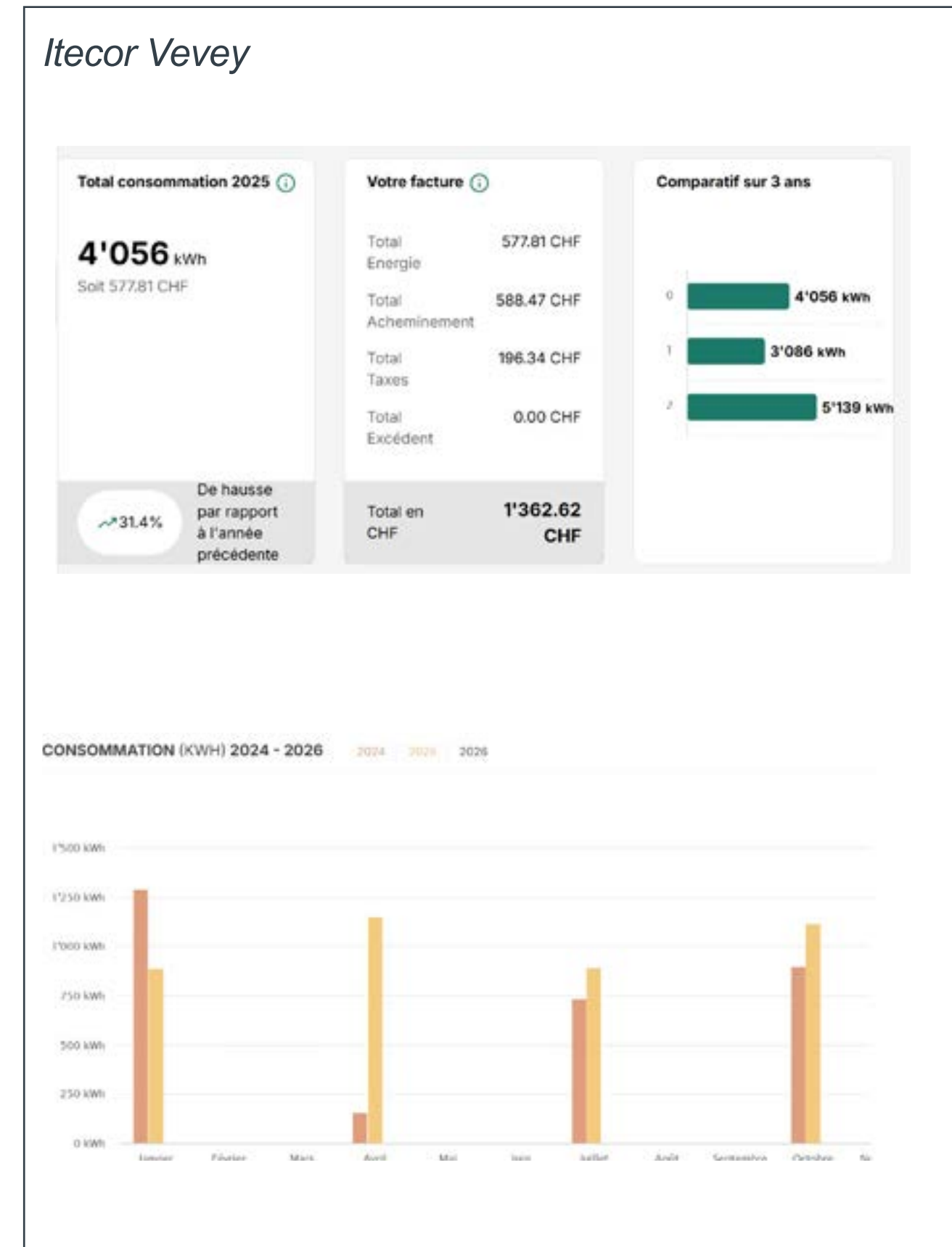
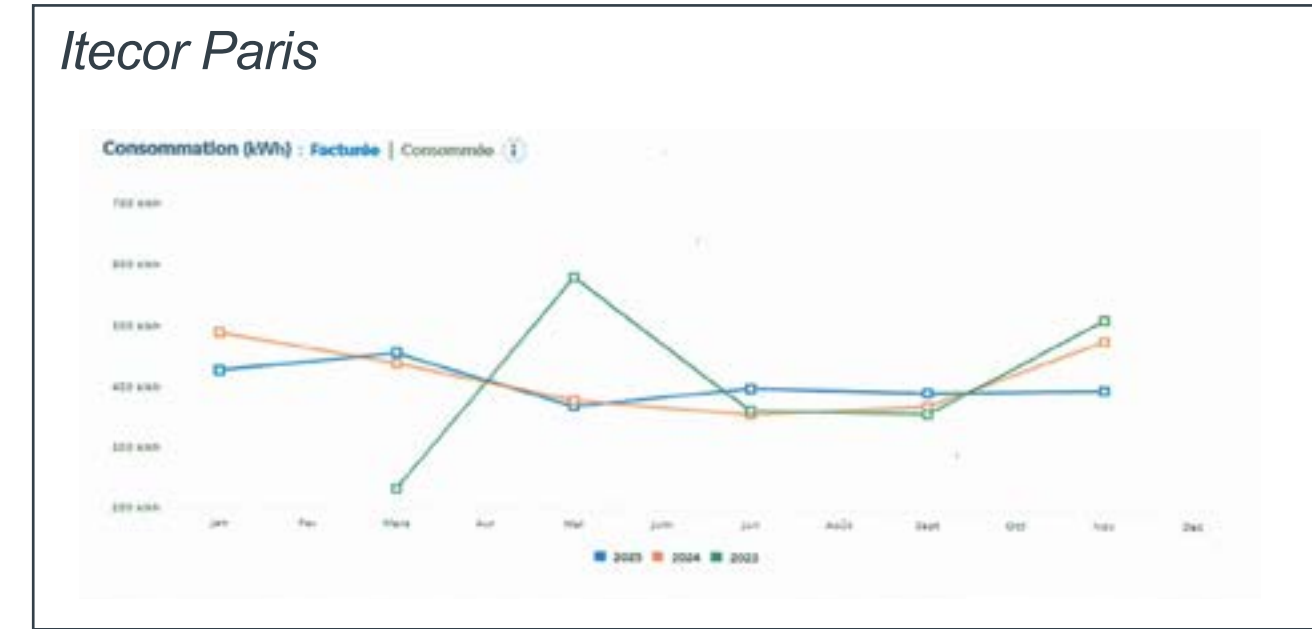
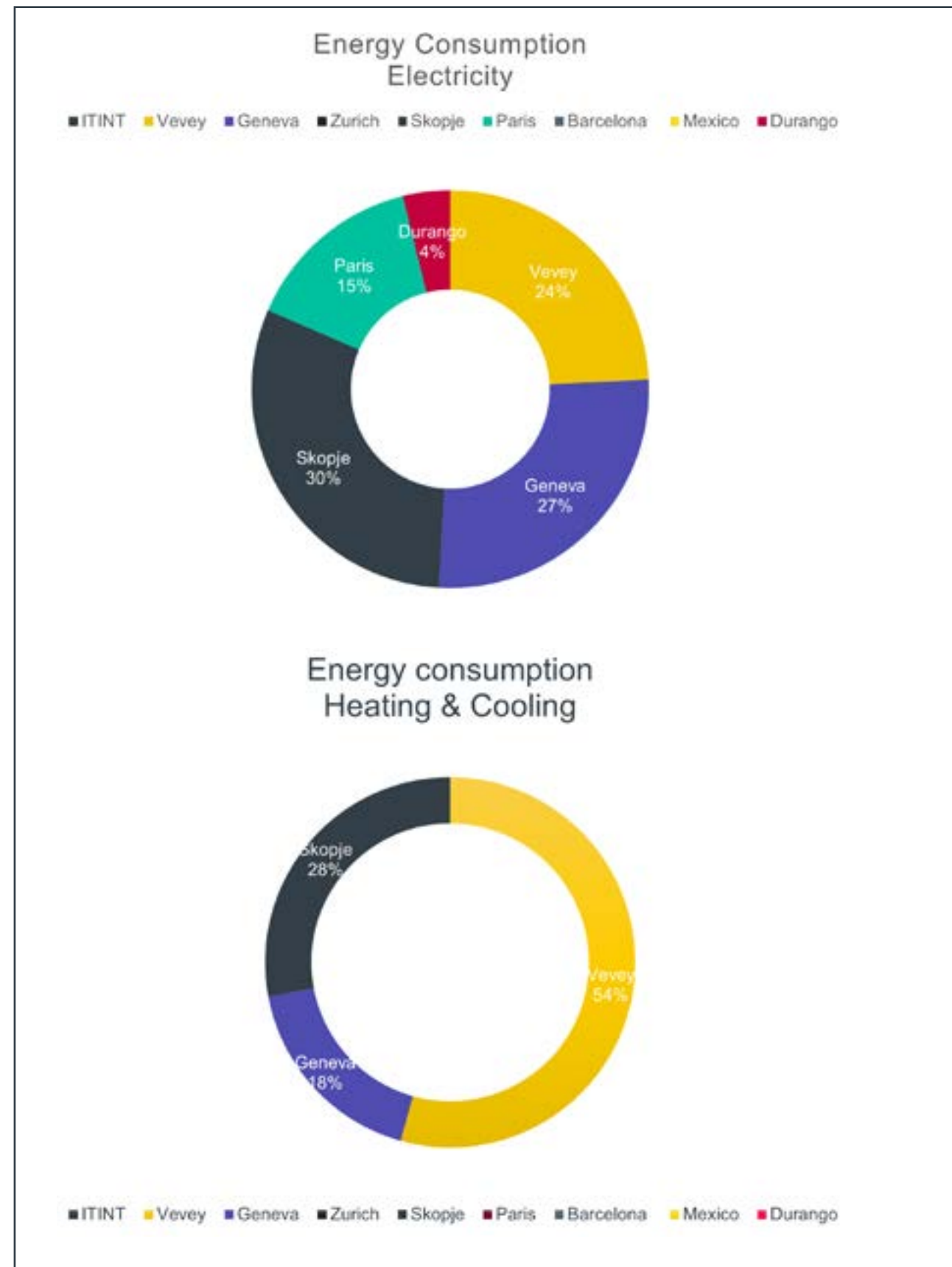
18.5

total energy consumption (MWh)

energy

Evidence of energy consumption in our offices of Vevey and Geneva

Itecor group



itecor international

Av. Paul-Cérésole 24
CP 568
CH – 1800 Vevey 1
Tel. +41 21 923 07 07
info@itecor.com

Contact

Habib Lopez
Head of ESG & Quality
csr@itecor.com

itecor paris

11, rue Tronchet
FR – 75008 Paris
Tel. +33 1 42 68 87 70
info.paris@itecor.com

itecor barcelona

Avinguda Diagonal 449
Piso 4
C.P. 08036
Barcelona / España
Tel. +34 933 634 382
info.barcelona@itecor.com

itecor mexico

World Trade Center Mexico
Montecito 38
Piso 12-Oficina 12
Col. Nápoles
MX – 03810 Mexico DF
Tel. +52 55 11 07 06 84
info.mexico@itecor.com

itecor durango

Zaragoza 109 int. 7
Zona centro
MX – 34000 Durango
Tel. +52 61 88 25 12 31
info.durango@itecor.com

itecor genève

Rue de Berne 9
CH – 1201 Geneva
Tel. +41 22 715 04 10
info.geneve@itecor.com

itecor vevey

Av. Paul-Cérésole 24
CP 568
CH – 1800 Vevey 1
Tel. +41 21 923 07 07
info.vevey@itecor.com

itecor zürich

Stampfenbachstrasse 40
CH – 8006 Zürich
Tel. +41 44 201 44 20
info.zurich@itecor.com

itecor skopje

Business Center – Synergy
23 Oktomvri br. 11a
MK – 1000 Skopje
Tel. +389 75 43 73 89
info.skopje@itecor.com