

CSR

Report 2022



 **Telenco**

www.telenco-group.com



EDITORIAL BY JEAN-YVES MARILLAT MANAGING DIRECTOR

« Since it was founded in 1999, CSR has been in Telenco's DNA. Management has put Telenco's ethical, social and sustainable development commitments at the heart of its business model, fully involving its employees. The COVID-19 health crisis, the war in Ukraine and its repercussions on the supply chain, as well as recent climatic events, have only served to strengthen our convictions.

This year, Telenco is publishing a CSR report for the first time. This report is an opportunity for all our stakeholders to learn about our commitments and progress, and to hear our feedback. We hope that this feedback will contribute to our community's thinking and action plans with regard to CSR.

We have been guided by our high standards and customer focus for over 20 years, driving us to constantly strive to do better. To ensure a sustainable economy, we are committed to careful management and long-term partnerships. Whether they are being implemented on a local, national or international scale, we always make sure that our projects are carried out in accordance with our CSR commitments, which can be broken down into four strategic areas: ethical issues, social and societal issues, health and safety, and environmental issues.

You can find out all about these commitments in the pages of this report,

Enjoy your reading. »



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The French components of the Telenco Group

Telenco, an international group, has been offering comprehensive solutions for the development of copper and optical wired telecommunications networks since 1999. Setting out to become a key player in the sector, Telenco has enriched its range over the years to include the equipment needed by technicians to deploy and maintain fixed, private, mobile and data centre networks. Telenco networks is Telenco’s original business unit. Telenco distribution and ECT were established in 2011 and 2021. These three companies represent the French subsidiaries of the Telenco Group and are the subject of this CSR report

TELENCO NETWORKS

As the Group’s original company, Telenco networks specialises in the design, manufacture and international marketing of future-proof solutions for the deployment of fibre-optic and copper telecoms networks.

Telenco networks offers a wide range of solutions for deploying telecoms networks, from exchanges to subscribers. The options include copper and optical boxes, indoor and outdoor fibre-optic cables (bare or pre-connected), copper and optical fixing and deployment accessories, and optical connectivity solutions. With over 20 years’ experience in the industry and the telecoms sector, Telenco networks’ R&D department is able to meet the specific needs of fibre-optic and copper network rollouts in France and abroad. The design office offers engineering options that are tailored to suit the customer’s requirements, the intended environment for each proposed product, and its conditions of use. Telenco networks uses its two in-house laboratories to test compliance and compatibility between its products and customer equipment.

Telenco networks has its own production unit in France, where it carries out connectorisation and assembly. Every stage of the production process is monitored and controlled to guarantee the highest quality for our customers.

TELENCO DISTRIBUTION

Established in 2011, Telenco distribution supplies network and technician’s equipment to telecoms operators and their subcontractors. Telenco distribution has a nationwide presence thanks to its office-based sales teams in Moirans (Isère), Nanterre (Hauts-de-Seine) and La Possession (Reunion Island). The field sales staff are based in various regions of France, allowing them to respond quickly to customer requests and support them in their projects, whether they are rolling out or installing new telecoms networks. In line with its desire to be as close as possible to its customers, Telenco distribution also has sales and collection points in Moirans (head office), Saint-Martin-le-Vinoux, Nanterre, La Possession and St Joseph (Martinique). The logistics warehouses allow us to deliver to the whole of France with short, optimised lead times.

The Telenco distribution services cover all the needs of telecoms operators, integrators and installers. It is organised in three distinct sectors: network equipment, technician’s equipment, and measurement.

Telenco distribution customises the purchasing experience for each of its customers by offering a dedicated Marketplace for telecoms professionals, as well as several purchasing platforms for operators and major telecoms network integrators.

French sales
145 M€

Number of employees
216 salariés

Logistics area
13 637m²

Production area
1 300m²

ECT

Created in 2021, ECT consolidated Telenco’s support services. Based in France, the company encompasses the communications, IT, quality, safety and environment, finance, human resources and e-business departments. These units serve all the Group’s companies, both in France and internationally.



CSR certifications

EcoVadis | CSR ASSESSMENT BODY

CSR performance – environmental, social and ethical – plays an increasingly important role in company ecosystems as they strive towards improved transparency in their activities and actions. Telenco reinforces and reports its CSR commitments to its partners by way of an annual EcoVadis assessment for its Telenco networks and Telenco distribution companies.

TELENCO NETWORKS

Evaluated since 2014

69/100

Environment

70/100

Labor & Human rights

70/100

Ethics

70/100

Sustainable procurement

60/100



TELENCO DISTRIBUTION

Evaluated since 2015

70/100

Environment

70/100

Labor & Human rights

70/100

Ethics

70/100

Sustainable procurement

70/100

Why carry out an EcoVadis assessment?

1. To understand and improve CSR performance: EcoVadis enables Telenco to identify its strengths and potential improvements in its four strategic areas
2. Undertaking a process of continuous improvement by reassessing CSR performance on an annual basis
3. Setting achievable and quantifiable objectives
4. Behaving transparently

GLOBAL COMPACT | STRONG, UNIVERSAL COMMITMENTS

What is the United Nations Global Compact?

In 2016, Telenco networks announced its commitment to the 10 principles of the Global Compact, which are derived from the founding texts of the United Nations. These principles are grouped into 4 themes:

1. Human rights
2. International labour standards
3. Environment
4. Combatting corruption

Telenco's commitment to the ten principles of the Global Compact is perfectly in line with the CSR commitments the Group has already adhered to for many years. Telenco is continuing to develop its approach in line with the needs and recommendations of its employees and the environmental and societal challenges of today's world. In addition to the Global Compact, Telenco also complies with the 17 Sustainable Development Goals (SDGs). These indicators are the common thread running through this report, which can be identified by the images and logos at the start of each new theme.



2023 Target

In 2023, the entire Telenco Group will sign up to the Global Compact and join the process undertaken by Telenco networks.



ETHICAL COMMITMENTS



In 2014, Telenco implemented an ethical code of conduct to define the important themes and values that teams should adhere to as they carry out their activities. The code is based on four main principles:

- Ensuring the safety of employees
- Protecting nature
- Protecting assets
- Doing business with integrity

As these four principles are an integral part of Telenco's DNA, they are reflected in the actions described throughout this report, illustrating the company's commitment.



Ethics officers and raising awareness

In line with Telenco's ethical approach, two ethics officers have been appointed. These staff members, employed by Telenco networks and Telenco distribution respectively, are responsible for making the approach a reality and acting as the contact point for employees on all ethical issues (respect, safety, anti-corruption, etc.). In 2023, Telenco intends to globalise its ethical approach by appointing a single contact person for all 13 subsidiaries.

Raising awareness plays an important role in ensuring that employees understand the ethical issues involved. To reinforce this approach, in 2023 Telenco will launch an e-learning campaign about combatting corruption, initially aimed at employees whose jobs are considered to be vulnerable to corruption (Sales, Purchasing, Procurement and Management)

Anti-corruption: internal control

Processes are in place to ensure that operations are compliant. This is mainly handled by the Sales, Purchasing and Finance departments.

For every purchase request, an approval path is established to approve or reject the request on the basis of three criteria:

- Amount
- Associated budget
- Applicant

All requests are approved by several people, according to the established hierarchy: this may be the direct Manager or directly by the Finance and Administration Director.

Similarly, expenses are monitored in accordance with the procedure for approving and checking expense claims, as well as banking delegations and signature limits.

These expenses are monitored through monthly reporting, during which an activity and financial report is presented to the various members of the company's management team. This process provides a framework for monitoring and checking the correct application of established procedures by analysing financial and business flows.

The exchange of flows with stakeholders outside the company is also regulated. Telenco's suppliers are selected on the basis of a qualification process and, where applicable, via a contractual agreement to guarantee the security of flows between companies, be they finances, information or goods. The same applies to customers: when they have their own regulations and code of ethical conduct, Telenco is best able to determine and understand the ethical issues involved in commercial exchanges, particularly in the context of calls for tender. In all cases, contracts are drawn up and reviewed by the Finance and Legal Department.





Responsible Purchasing: raising supplier awareness of CSR

Responsible Purchasing is an integral part of Telenco's CSR approach. To understand and minimise the environmental impact of products, a good knowledge of the suppliers, the raw materials and the logistics diagram is essential.

Since it was founded, the Telenco industrial group has built its strategy on a predominantly fables model. The Group has chosen to specialise in the strategic manufacturing processes related to fibre-optic cable, optical connectorisation, and metal technical cabinets. Product assembly has also remained part of its core business. Other production is entrusted to a panel of international suppliers. To control outsourcing as effectively as possible, Telenco retains ownership of the tools and carries out quality checks on receipt. The Group has built strategic partnerships based on close, long-term relationships with its suppliers.

At the sourcing stage, an initial full audit is carried before including candidates in the panel. This system is designed to assess a company's industrial and logistical capacity to meet the Group's product delivery requirements. The audit covers the various aspects that will govern the relationship with the supplier:

- Industrial facilities and maintenance
- Quality levels and associated controls
- Logistical resources
- Production capacity
- Supplier alignment with Telenco's responsible purchasing approach
- A review of operational processes

All suppliers on the active panel are regularly assessed using a multi-criteria rating system. As part of its drive to continuously improve the performance of its partners, Telenco organises periodic audits, in addition to the usual monitoring visits. Their purpose is to check that suppliers are capable of supporting Telenco's growth and that they continue to meet its high standards. At the end of the audit, an operational action plan is drawn up, with results and deadline targets defined in collaboration with the partner. The frequency of audits varies from one supplier to another, with the most strategic suppliers being audited at least once a year.

In order to be transparent in its approach and to engage its suppliers and partners, Telenco has chosen to add a criterion to its evaluation: CSR. In this regard, a CSR supplier charter has been drawn up and sent to all suppliers to raise their awareness of the issues and ultimately improve their performance. A questionnaire was drawn up with a score based on four criteria:

1. Global CSR/CSR policy
2. Environment
3. Social
4. Responsible Purchasing



« Transparency, respect for rights and integrity are strong values at Telenco. In our responsible purchasing approach, we ensure on a daily basis that our partners also place ethics at the heart of their activities »

Louis Capecchi
Group Operations Development Manager

Signature of the CSR Charter

78% at Telenco networks **95%** at Telenco distribution

Responses to the questionnaire

65% at Telenco networks **75%** at Telenco distribution

TELENCO NETWORKS **Average : 50%**

Company size	<20	20 à 50	50 à 100	>100
Average	36%	49%	48%	59%

TELENCO DISTRIBUTION **Average : 56%**

Company size	<20	20 à 50	50 à 100	>100
Average	41%	58%	47%	65%

Targets :

- Strengthen contact to reach 90% of responses and signatures
- Continue to raise CSR awareness among suppliers and achieve an average of 70% by 2025

SOCIAL AND SOCIETAL COMMITMENTS



Diversity and inclusion at the heart of the employer brand

Telenco guarantees equal opportunities and treatment through non-discrimination. At Telenco, there's no such thing as a typical employee: there are different personalities, with skills and experience in line with the company's needs and values. The Group is delighted to be able to count on skilled and diverse employees who are always united around common projects and initiatives. And because every employee makes a huge contribution to the company, Telenco makes sure that their professional expectations are met.

THE EMPLOYEE ONBOARDING PROCESS

The first few days of working together are among the most crucial. At Telenco, the onboarding programme is a process that ensures that new employees have all the tools they need to do their job in the best possible conditions. From the provision of equipment (computer, telephone, email address) to access to internal and external tools and a welcome visit, everything is taken care of. During the first few days, the new employee also meets the company's various departments to start getting to know them, personally and professionally.

RECRUITING WITH THE HELP OF LOCAL PARTNERS

To further develop its human resources strategy, Telenco is heavily involved in the local economic fabric, in particular through various partnerships:

- Centr'alp Association (a group of over 300 companies in the Grenoble area): sharing best HR practices and business intelligence
- Pays Voironnais and Grenoble Metropolitan Area: dissemination of job offers, participation in conferences on the local job market and job forums
- Relations with schools in the Grenoble area (MFR Moirans, Lycée Louise Michel, INP Grenoble, IT Akademy, Simplon, IAE Grenoble and Lyon, Grenoble Ecole de Management, etc.) to promote the recruitment of trainees, work-study students and young graduates.



WORK-RELATED TRAINING AND INTERNSHIPS AS A RECRUITMENT LEVER

In order to support students in their future careers and to integrate them more fully into the economic life that awaits them, Telenco welcomes interns and work-study students in its various departments every year. For Telenco, it's also an excellent way of training and recruiting future employees and planning a long-term HR strategy.

Telenco uses work-study programmes and internships to tailor its training to its own needs and methods. In this way, everyone who passes through the work-study scheme or an internship gains specific know-how while developing their professional skills. These years or months are an opportunity for Telenco to offer apprentice tailored training, while, at the same time, ensuring that they adhere to its values. At the end of the internship or work-study period, a mutual interest in continuing the relationship may lead to a new job. This last option is a strategic area that Human Resources wishes to focus on over the coming years. Offering a permanent contract to someone on a work-study or work experience scheme not only allows us to anticipate recruitment needs, but also to prepare to develop certain departments.



19

New hires in 2022

16,16%

Turnover in 2022

Promoting skill development and employability

From the moment they join the company, Telenco supports its employees in developing their career plans. The aim is to develop everyone's skills and, ultimately, to encourage internal and external career development.

AN ANNUAL TRAINING PLAN TO ENHANCE EMPLOYEE SKILLS

Telenco relies on managers to support their staffs' career plans.

During annual appraisals, each employee's performance is analysed so that objectives can be adapted and a personalised action plan put in place.

During career interviews, managers listen to employees' needs and desires, and offer support in the short and long term.

This support includes the implementation of an annual training plan, which enables employees to develop their skills. Depending on the subject, these certification courses can be carried out internally or externally, during working hours.

47 183 €

budget allocated to training in 2022

56%

of employees trained in 2022

1743 h

hours of training in 2022

TELENCO NETWORKS

	Socio-professional category	Total no. of trainees	Number of hours committed	Average hours of training/year
WOMEN	Executive	4	60,5	15
	Technician/Supervisor	3	159	13
	Employee	3	62	21
	Worker	10	76,5	8
Total WOMEN		29	358	12
MEN	Executive	17	220,5	13
	Technician/Supervisor	11	153	14
	Worker	8	63	8
	Apprentice	1	3,5	4
Total		37	440	12
Grand total Men/Women		66	798	12

ECT

	Socio-professional category	Number of trainees	Number of hours committed	Average hours of training/year
WOMEN	Executive	5	65	13
	Technician/Supervisor	6	157,5	26
	Employee	1	17,5	18
Total		12	260	22
MEN	Executive	1	37,5	38
	Technician/Supervisor	3	77	26
	Employee	4	75	19
	Apprentice	1	3,5	4
	Total		9	193
Grand total Men/Women		21	453	22



TELENCO DISTRIBUTION

	Socio-professional category	Total no. of trainees	Number of hours committed	Average hours of training/year
WOMEN	Executive	2	57	29
	Technician/Supervisor	1	7	7
	Employee	6	79	13
Total		9	143	16
MEN	Executive	7	52	7
	Technician/Supervisor	5	74	15
	Employee	4	65	16
	Worker	10	158	16
Total		26	349	13
Grand total		35	492	14

**PRIORITISING INTERNAL MOBILITY:
LISTENING TO EMPLOYEES**

Every employee has their own skills and abilities, and they may extend beyond the scope of their initial position. To help them develop further, Telenco listens to their needs and implements a range of support, training and reorganisation measures to encourage internal mobility (vertical, horizontal or geographical) as much as possible. Each vacancy is initially advertised internally, and a dedicated process was put in place and tested in 2022.

12

internal moves in 2022



« Telenco gives its employees the opportunity to grow »

Jérémy Labourey
Key Accounts Manager



Maintaining work-life balance

COVID-19 and lockdown have greatly changed the way we work, enabling Telenco to formalise the practice of teleworking.

The teleworking charter was created and communicated in 2022 to all Telenco employees in France. It allows all employees with a laptop to telework two days a week.

Flexible working hours also allow eligible employees to come and go from work at any time: they can arrive earlier, leave later, or vice versa, as long as they meet the weekly quota of hours to be worked. This system offers greater flexibility and allows each individual to manage their schedule as they wish, adapting their working life to their personal needs.

In 2022, Telenco signed a partnership agreement with Frichti to deliver meals to its French sites in Moirans, St-Martin-le-Vinoux and Nanterre. Telenco also provides canteens with fridges and microwaves for reheating food. By signing up with Frichti, a company that delivers fresh, balanced meals, Telenco is offering a service that provides employees with a solution for their lunch break.

Flexible working hours, combined with a 50% reimbursement of public transport costs, mean that employees can use more environmentally-friendly means of transport, such as the train or bus.



5790

teleworking days in 2022

72,60%

of employees eligible to telework

Encouraging social dialogue

CSE: ESSENTIAL LINKS BETWEEN EMPLOYEES AND MANAGEMENT

Each French company in the Telenco Group has a Social and Economic Committee (CSE). ECT, which has fewer than 50 employees, also has a budget for social and cultural initiatives to ensure fairness for the Group's employees across France. In 2022, for example, the CSEs were able to organise a large number of outings, set up subsidies for sporting and cultural activities, organise group orders, etc. Additionally, they represented their employees and took part in negotiations, particularly with regard to general and individual end-of-year pay rises.

Each company appointed an anti-bullying and sexual harassment officer via its CSE. They all received training in 2022. These officers are the point of contact for any employee who encounters a delicate or dangerous situation involving harassment or sexist behaviour.

2%
of gross payroll
budget for social and cultural activities

0,2%
of gross payroll
operating budget

36
CSE meetings in 2022
12 per entity



« When the idea of an anti-harassment officer was discussed internally, I volunteered. For the moment, everything is going well within the company, and no cases of harassment or sexist behaviour were identified in 2022. I would like this to continue for as long as possible and for us to continue to work together, maintaining this collaborative spirit without crossing any lines. »

Malvina Termat Abrard
Anti-Bullying and Sexual Harassment Officer



INTERNAL SURVEY: UNDERSTANDING AND TAKING ACTION

In 2022, Telenco carried out a large-scale internal survey covering a range of topics, such as working conditions, integration, management and communication

132 employees responded to the survey, representing a participation

rate of 57%. It gave employees a welcome opportunity to provide feedback and suggestions, thereby enabling management to implement an action plan to address the areas for improvement that were raised.

The long-term goal is to carry out this survey every two years to check whether the action plan put in place has had an influence on the results.

In 2022, a CSR awareness campaign was set up to explain the company's approach and engage employees. It was an opportunity to highlight Telenco's concrete actions in this area.

According to its employees, Telenco is a committed Group when it comes to...

3,5/5
Its employees

3,7/5
Societal aspects (inclusion, equality)

3,5/5
The environment

Promoting inclusion for people with disabilities

To support employees and the company in all disability-related matters, Telenco has appointed a disability officer for its French companies. This person is the point of contact for all employees and partners, providing information, guidance and support. The disability officer also helps to promote the recruitment, integration and continued employment of people with disabilities.

DISABILITY AND EMPLOYMENT

Telenco works with:

- Cap Emploi for recruitment and job retention
- AGEFIPH and occupational medicine to support disabled employees
- Malakoff Mederic, Telenco's employee provident fund, for training initiatives (for the disability officer, but also to raise awareness among teams).



3,25

BOETH* at Telenco distribution
Employment rate: 3.91% (2021: 3.79%)

2,75

BOETH* at Telenco networks
Employment rate: 2.61% (2021: 2.07%)

0

BOETH* at ECT
Employment rate: 0%

* BOETH: Beneficiaries of the obligation to employ disabled workers



« Diversity is a topic that is very close to my heart. As an HR Policy Manager, I meet different people every day. I'm convinced that, the more diversity there is in a company, the better. »

Floriane Payet
Disability Officer for France

1 M€

Turnover achieved in 2022 with AFIPH, Passiflore, ESTHI, rEActiv 2M and APF

10%

of the AGEFIPH contribution was donated to the Fédération des Aveugles de France

PROMOTING SOCIAL AND PROFESSIONAL INTEGRATION

Telenco has been working for several years with ESATs (Work Assistance or Support) and EAs (Adapted Companies), and has forged strong links.

Their services cover a wide range of areas within the company:

- Production and assembly of Telenco products
- Maintenance of green spaces and premises
- Envelope stuffing
- Pallet reconditioning
- Packaging, sorting parts

Partner companies regularly visit production sites or premises to learn more about Telenco's activities and culture, enabling their employees to better understand the organisations.

ADAPTING WORKING METHODS

Telenco adapts its working methods to suit its employees. In 2022, the Group installed lift tables for the assembly workshop. Not only are they suitable for people with disabilities, they are also recommended for preventing musculoskeletal disorders (MSDs). This equipment has been installed for all operators on the production floor. Height-adjustable desks have also been provided for employees who need them.

For greater comfort and to meet specific needs, employees can also rearrange their working hours and take teleworking days.



Progressing towards equality in the workplace

Employees are key to the company's success. Telenco has created a working environment that fosters creativity, well-being and innovation, while striving to ensure diversity.

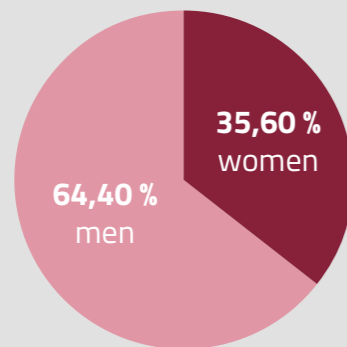
Looking forwards, Telenco's teams have taken the necessary steps to calculate a Professional Equality Index for its French companies with more than 50 employees. In particular, Telenco wants to ensure that its policy of equal individual salary increases (35/35) is maintained. Absence on maternity/parental leave does not adversely affect women's pay, as they receive an increase in the year of their absence.

The remuneration of all employees may be based on bonuses relating to performance, the collective agreement or company agreements, but not on gender:

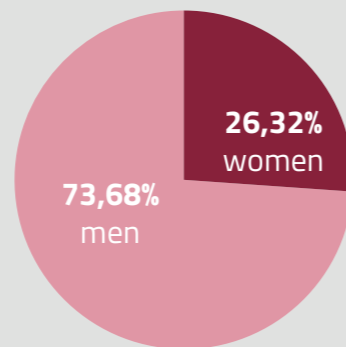
- Holiday bonuses
- Hardship bonuses (teams)
- Annual qualitative bonuses
- Sales and marketing bonuses
- Exceptional bonuses
- Profit-sharing



Employee breakdown as of 31/12/2022



Managerial breakdown as of 31/12/2022



Percentage of women on the CODIR (Management Committee)

25%

Professional equality index:

85/100

At Telenco networks

35/45

At Telenco distribution

(based on calculable indicators)

Weighted gender pay gap

4,2%

At Telenco networks

0%

At Telenco distribution

This calculation corresponds to the pay gap multiplied by the total workforce, divided by the total workforce excluding eliminated groups (taking into account only groups comprising at least 3 men and at least 3 women).

Patronage and sponsorships: encouraging local initiatives

SPONSORSHIPS

Every year, Telenco supports projects run by local associations through its employees. In 2022, the Chaud les Pattes Association in Apprieu (Isère) received financial support from Telenco to organise its annual race.

By offering its employees the chance to take part in the trails and hikes proposed by the sponsored associations, Telenco continues to promote sport and its health benefits, while contributing to the development of local initiatives.

PATRONAGE

For several years, Telenco has been a loyal supporter of two charities whose values of solidarity and inclusion are shared by the company: FCG dans ma Ville and Enfants de l'Ovale.

43 400 €

allocated to patronage and sponsorships in 2022

THE GRENOBLE RUGBY CLUB'S «FCG DANS MA VILLE» ENDOWMENT FUND

This year, the Rugby and Fair Play Programme initiated by the Grenoble Rugby Club's endowment fund will allow 1,300 pupils from 13 primary schools to discover rugby and work with the club's trainers to reflect on fair play over the course of five sessions.

34 children benefited from the «Rugby Wednesdays» Programme. Throughout the year, these young people from disadvantaged areas of Grenoble have been learning to play rugby at the Lesdiguières Stadium. A dedicated bus takes the children to the stadium so they can practise, and then takes them back home. Without this initiative, they would not have been able to access a new activity and learn the sport on a regular, supervised basis.

64 deserving children were offered a free week-long half-board discovery course as a reward for their positive attitude and abilities.

A new scheme, the «College Project», has enabled 650 6th and 5th year pupils to discover rugby. Following in the footsteps of the primary school pupils, the secondary school pupils took part in an end-of-season tournament organised at the Lesdiguières Stadium.

After two years of work experience at the Fraternelle de Rugby Club in Moirans – supported by the FCG Endowment Fund – Titouan Elissalde is now employed on a permanent basis as the club's Development Manager. During his work-study period, he worked in special needs schools (IMEs), schools and colleges throughout the Voironnais region. Titouan has also set up an adapted sports section. When they launched

the Frat'Adapt section, the club became affiliated with the FFSA (Fédération Française du Sport Adapté), opening up rugby to youngsters aged 8 to 16 with mental or psychological impairments. Through a fun approach to rugby, the children can develop their teamwork skills, socialise and overcome their fear of contact.



LES ENFANTS DE L'OVALE

As it does every year, Telenco took part in the charity evening organised by the Enfants de l'Ovale. The evening is one of the main sources of income for the charity, whose funds are donated to ten centres in France (Viry-Châtillon), Africa (Ivory Coast, Mali, Morocco, Niger, Senegal) and Madagascar.

By 2022, Telenco's contribution will have financed part of the EDO Academy. The aim of this initiative is to train the teachers at the various Enfants de l'Ovale centres. This training takes place every year and brings together almost all the trainers. Although the training is usually held in the centre of Agadir, the trainees met in Dakar from 26 to 30 September 2022. The five

days of training are packed with alternating theoretical and practical courses. This year, the trainers also received first aid training and a visit from the Colosse aux Pieds d'Argile Association, which is working to prevent and raise awareness of the risks of child sexual abuse in sport.

A session dedicated to the Madagascan teams is organised every four years in Madagascar, enabling trainers located far from other centres to be trained while keeping costs down. The next training session is scheduled for April 2023.



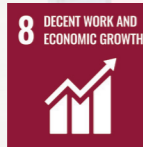
SUPPORT FOR UKRAINE

In 2022, Telenco joined forces with the Ergon Capital Endowment Fund and the Airbnb Foundation to support Ukraine, reacting to the urgent situation. Thanks to funding from Telenco, a Ukrainian family was able to stay in Auvergne Rhône-Alpes for 6 months. In addition to accommodation, a support system was also planned to help the family integrate, including language courses.



Employees of Telenco's Portuguese subsidiary got personally involved by organising a collection of supplies (survival kits, non-perishable foodstuffs, baby wipes and nappies, pet food, etc). Over 150 employees made donations! All the goods collected were given to the Vila Nova da Telha Parish Council, which was responsible for distributing them to Ukrainian refugees.

HEALTH AND SAFETY COMMITMENTS



Promoting employee well-being

At Telenco, employees undertake a wide variety of activities depending on the position they hold. From the office to logistics and production, many employees spend a lot of time standing or sitting, carrying and moving loads, and are therefore exposed to health risks.

To proactively care for its employees' health, Telenco has set up osteopathy sessions with a qualified practitioner. These sessions are held several times a year on Telenco's premises so that all employees who are interested can take advantage of two free sessions each year.

In 2022, during Quality of Life at Work Week, Telenco offered its employees seated amma massage sessions. These 15-minute sessions gave everyone a chance to relax and take a soothing break from their workday.



140

osteopathic sessions in 2022

69

massage sessions in 2022

PREVENTING RISKS BY IMPROVING WORKSTATION ERGONOMICS

Prevention is still the best way to prevent the onset of musculoskeletal disorders (MSDs). Telenco has implemented a number of actions in order to continuously improve ergonomics.

All the production, logistics and office workstations have been designed with specific needs in mind: height-adjustable chairs, lift tables in production, sit/stand chairs in production, pallet trucks, forklifts, automatic film machines, etc.

An ergonomics guide is available on the intranet and can be consulted by all employees to raise awareness of ergonomic principles and help create ergonomic workstations.

Ergonomic equipment is available to help employees adapt their workstation to their needs:

- Office equipment: vertical mouse, mouse pad with wrist rest, screen adjuster
- Equipment for everyone: footrest, seat cushion

Telenco also carries out ergonomic studies of workstations upon

request by employees, in order to find specific solutions to suit their role and needs. In 2022, a role analysis was carried out in the production department, resulting in an adjustment to one employee's workspace to adapt it for her comfort.

2023 target: to further develop the ergonomic plan by carrying out another comprehensive study!



CHALLENGES COMBINING SPORT AND SOLIDARITY

Since 2012, employees have undertaken numerous challenges: marathons, half-marathons, long-distance hikes, trail runs (all distances), obstacle races, walks, etc. These varied activities are accessible to everyone who wants to set themselves a challenge, individually or as part of a team.

Because sharing is part of the company's DNA, these sporting challenges are coupled with solidarity actions to support Telenco's favourite charities or causes

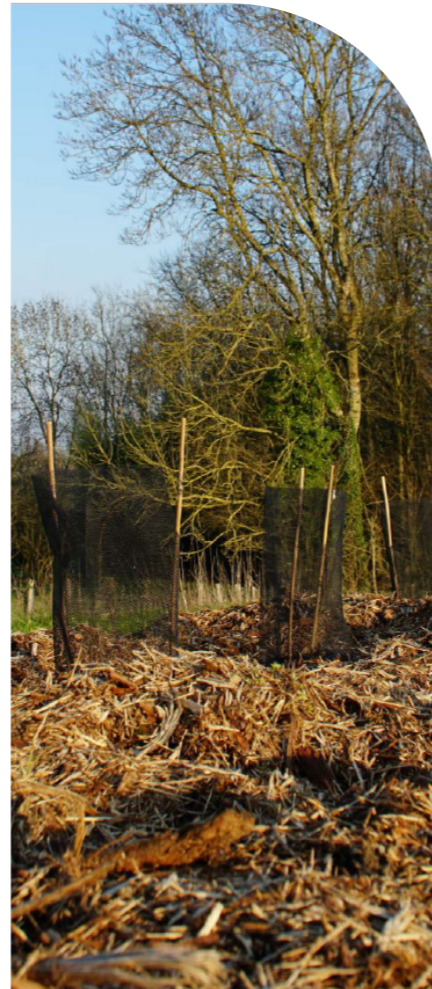
In 2022, Telenco invited its employees to take part in the Trail des Sapins, a night-time trail run in Ardèche. Thirteen employees took part in the race, running a total of 174 km. This year, the aim of the sporting challenge was to team up with a company dedicated to reforestation. In partnership with MyTree, Telenco was able to plant

200 trees in Auvergne-Rhône-Alpes to support cereal crops.

Tree planting serves several purposes:

- protecting crops and providing shade
- promoting biodiversity while creating an ecological corridor
- enhancing wetlands by planting willow trees for basket-making.

Telenco's majority shareholder, ERGON Capital, also proposed a charity challenge for the second year running. Organised on behalf of a charity, Les Emplaqués, the challenge not only raised awareness in 12 countries, but also funded sports equipment for children with cancer in 9 hospitals across Europe. The activity involved taking as many steps as possible in a given time, by walking, running or cycling. Telenco came second out of 26 participating companies, taking more than 4 million steps.



« Every year, Telenco offers its employees the chance to take part in sporting and social challenges. These activities raise awareness of the benefits of sport, highlight the values of sharing and solidarity that Telenco holds dear, and create real cohesion between teams. »

Doriane Gandit
Communications Director



Guaranteeing safety in the workplace

At Telenco, safety is a core concern. Each new employee is given a safety induction on arrival, where all safety rules and regulations are explained :

- Wearing Personal Protective Equipment (PPE)
- Fire safety
- Access to buildings
- Traffic rules
- Access to training

In order to monitor changes in the level of risk within the company, a number of indicators can be calculated, such as the frequency rate (FR) and the severity rate (SR). Each year, an annual report on working conditions is drawn up on the national level, providing companies with information on the main trends in terms of accidents at work and occupational illnesses from the general social insurance scheme, the agricultural scheme and the public sector. It also allows companies to situate themselves according to their scheme and sector of activity.

	Accidents at work	Frequency rate	Severity rate
Telenco networks	3	13,97	0,49
Telenco distribution	6	35,18	3,58
ECT	1	12,48	0,0125

FOCUS ON TRAINING

To keep accidents to a minimum, Telenco implements a range of preventive measures (raising awareness, signposting, provision of PPE, etc.), including training for its employees, who play an essential role in everyone's day-to-day safety.

Every year, new people are trained in fire safety, OHS, electrical safety, and machinery driving authorisation and certification. In 2022, Telenco organised training or refresher sessions to ensure the safety of employees at each site, either on a voluntary basis or in response to an identified need.



559h

hours of safety training provided in 2022

i.e. 37% of training provided

OHS training

20 employees

in 2022

Fire training

29 employees

in 2022

Frequency rate : The frequency rate is the ratio between the total number of accidents (in the workplace) resulting in death or total disability lasting at least one day (excluding the day of the accident) and the number of hours worked, multiplied by 1,000,000 (in order to obtain usable figures).

Severity rate: The severity rate is the ratio between the number of calendar days actually lost as a result of accidents at work (in the workplace) and the number of hours worked, multiplied by 1,000.

ENVIRONMENTAL COMMITMENTS



Since its creation, Telenco has been committed to respecting the environment. In 2011, the company's management decided to create its own environmental charter: Tel'Eco. This charter is a genuine, day-to-day commitment aimed at ensuring that everyone adopts an attitude at work that is in line with the company's values. Waste is sorted and recycled, paper is used sparingly, etc. Telenco is implementing various measures to reduce the energy consumption of its IT infrastructures and has introduced a policy encouraging the purchase of «green» or renewable energy.

Waste prevention: 20% reduction target by 2030

Telenco generates two main categories of waste: production waste and office waste.

PRODUCTION WASTE

This includes production-related waste, such as raw material offcuts, production consumables and product packaging. The waste treatment method has been defined by the specialist waste treatment service provider.

CARDBOARD

Packaging waste from incoming components and raw materials. This waste is recycled.

WOOD

Damaged pallets, cable drums, crates and other wooden items that cannot be reused as they are. This wood is crushed and recycled in two ways: 25% for heating and 75% for making panels.

OFFICE WASTE

PAPER/CARDBOARD

Used and/or received as part of everyday office activities. Like many companies, Telenco has been going digital for many years now, and is gradually reducing the amount of paper it uses.

AMPOULES/TUBES NÉONS

Triés et envoyés dans des centres spécialisés pour leur recyclage. Les matières qui les composent (verre, métaux, plastique...) sont triées pour être réutilisées dans la fabrication de nouveaux produits.

COFFEE CAPSULES

Aluminium coffee capsules are collected separately to be recycled via the appropriate channel.

METALS

Metals are collected in different skips depending on their composition: grades of stainless steel, scrap copper, iron, aluminium, etc. They are then ground and/or melted separately to convert them back into raw materials.

CIW

All non-recyclable waste from production. This waste is incinerated or landfilled.

E-WASTE

Printer cartridges, fans, printers, etc. Collected in sorting areas provided at the various sites. These elements are then sent to the waste collection centre where they are dismantled to separate the different materials. Finally, they are returned to their dedicated channels to be upgraded.

GLASS

Glass bottles and jars, mainly from the canteen. They are disposed of in a dedicated bin for recycling.

HOUSEHOLD WASTE

Types of waste deemed non-recyclable and that do not belong to any of the above categories



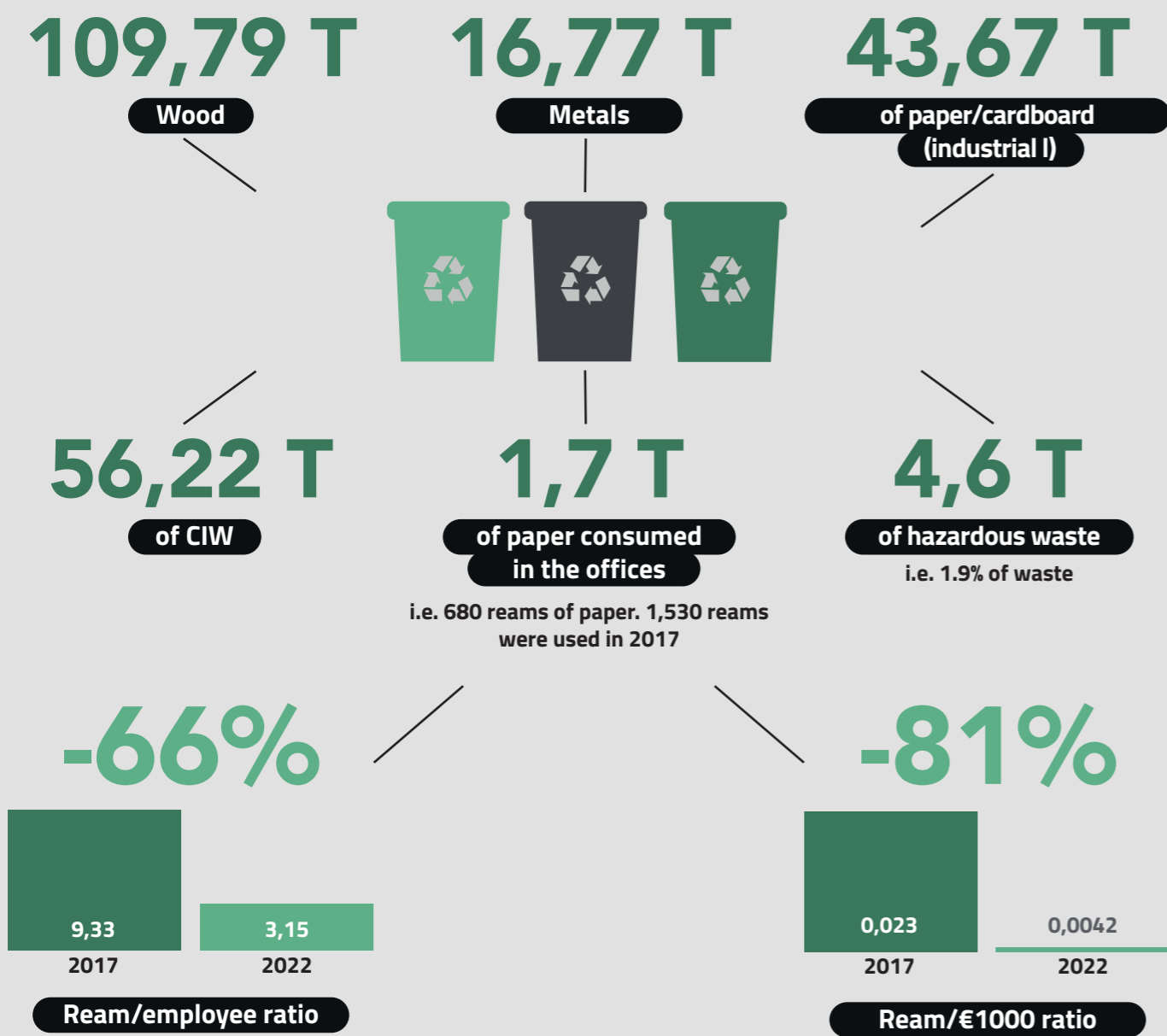
HAZARDOUS WASTE

Telenco generates very little waste in this category. It includes products used in the manufacturing process of certain components. This waste is removed by service providers specialising in hazardous waste for recovery.



For many years, Telenco has been implementing a paperless policy in order to reduce its paper consumption. Between 2017 and 2022, Telenco was able to reduce its paper consumption by 44 %.

CONSUMPTION IN 2022



REDUCING AND ADAPTING PACKAGING

To address its concerns about the environmental impact of its products and customer demands, Telenco has been reducing its packaging for many years. For example, wherever possible, superfluous packaging elements have been removed and plastic has been replaced by cardboard.

Customers are offered various solutions to replace individual plastic bags: cardboard dividers, kraft paper bags or even cornstarch bags.

Additionally, Telenco has optimised its pallet packaging to reduce the transport impact of each product.



Energy: the road to energy sobriety

LOW ENERGY CONSUMPTION: 2030 TARGET

The French government coined the term «energy sobriety» to refer to reducing energy consumption through lifestyle changes and social transformations. This means limiting the goods and services produced and consumed to the lowest possible level.

To combat climate change, the French government wants to move away from its dependence on carbon-based energy (fossil fuels such as coal, gas and fuel oil) as quickly as possible. Most of these resources are imported, have a significant environmental impact, and are non-renewable.

To meet these requirements, Telenco has set up an Energy Sobriety working group. The aim of this group is to take stock of the situation and draw up an action plan to reduce Telenco's energy consumption.

100% GREEN ELECTRICITY AT FRENCH SITES

Since 1st January 2021, i.e. as soon as the previous contract expired, all the French sites have switched to 100% renewable electricity with guaranteed origins.

TARGETS FOR 2023–2024

Reduce energy consumption:

- Energy audit of buildings
- Examine the possibility of installing photovoltaic systems in certain buildings

Electricity consumption

Site	Consumption in 2021	Consumption in 2022
Telenco networks	367 640 kWh	382 991 kWh
Telenco distribution	97 941 kWh	90 679 kWh
St Martin le Vinoux	141 081 kWh	159 945 kWh
ECT	36 069 kWh	35 684 kWh
Carpostal	4 058 kWh	6 674 kWh

Gas consumption

Site	Consommation 2021	Consommation 2022
Telenco networks	427 253 kWh	438 458 kWh
Telenco distribution	250 286 kWh	243 794 kWh
St Martin le Vinoux	856 723 kWh	680 222 kWh
ECT	46 751 kWh	88 506 kWh

Mobility: encouraging alternative modes of transport

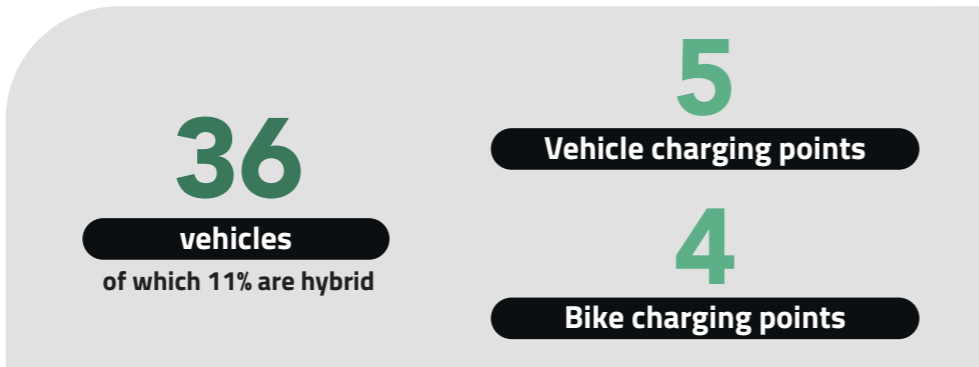
CAR FLEET

Telenco's teams have company vehicles at their disposal, enabling them to travel for their various business needs. Some employees also have company cars

MOBILITY CHALLENGE: RAISING EMPLOYEE AWARENESS OF ENVIRONMENTALLY-FRIENDLY MODES OF TRANSPORT

In 2022, Telenco took part for the 6th year running in the Mobility Challenge, organised by the Auvergne-Rhône-Alpes Region. This event is specific to the Group's Isère companies.

Every year, the region offers businesses the opportunity to organise an in-house day to raise awareness of alternatives to private cars, challenging people to use a different mode of transport to get to and from work: walking, cycling, carpooling or public transport.



1398 km

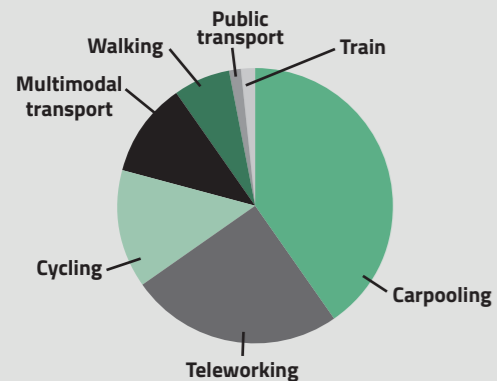
covered by modes of transport other than private cars

72 participants

54^e/289

medium-sized towns category

34% participation rate

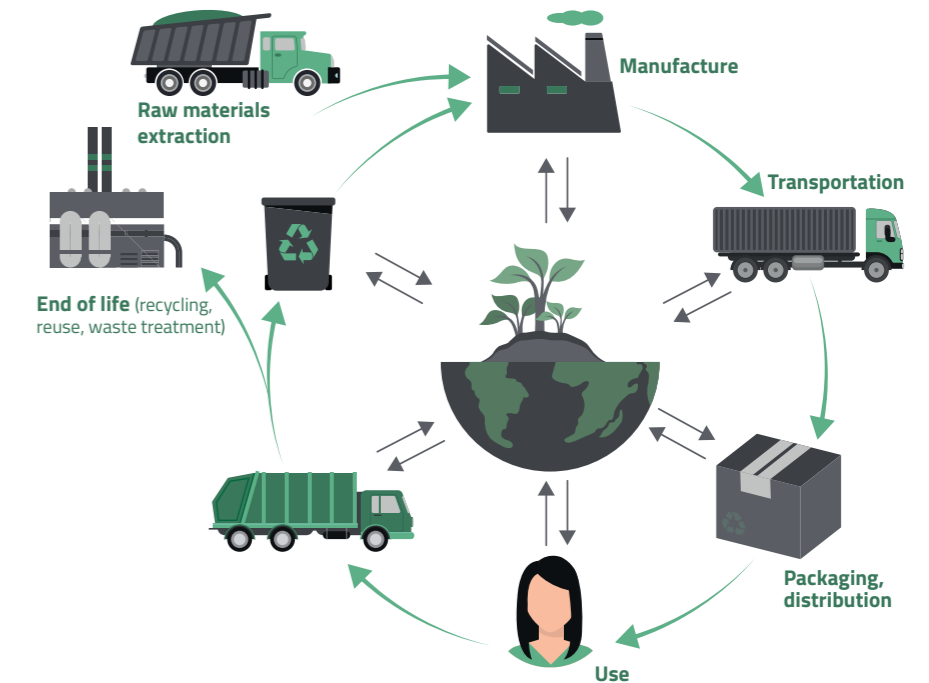


LCA approach: monitoring the environmental impact of products

A Life Cycle Assessment (LCA) is a standardised method (ISO 14040 and ISO 14044) to evaluate the environmental impact of products or services on a global basis and according to multiple criteria. It takes into account all material and energy flows throughout the product's life cycle: extraction of raw materials, manufacturing, distribution, use, and end of life.

With a view to taking its environmental approach even further, Telenco networks began carrying out LCAs in 2021. In September 2022, the company decided to bring the process in-house in order to master the techniques and take action from the product design stage, equipping itself with SimaPro calculation software.

Since then, Telenco networks has carried out more than 100 LCAs, and is moving towards eco-design: as it is ISO 9001 certified, the company already has a quality management system into which the approach has been integrated.



Each product designed by Telenco networks is accompanied by a life cycle analysis. A LCA assesses a product's environmental impact starting from the design phase, identifying the parameters that have the greatest impact. This approach allows us to be more economical and eco-friendly, perhaps by using fewer materials or recycled materials.

A number of projects have been undertaken based on this approach:

Reducing the impact of raw materials	Use of recycled material in certain parts or products: GPC, AC 560,000
Optimisation of pallet packaging	Development of new products: XS, XXS and L kits, new cable drum design to fit twice as much cable on 1 pallet
Reducing plastic packaging	Phasing out individual plastic bags for cords, replacing them with kraft paper bags, cornstarch bags or nested boxes
Reducing production-related transport	Proximity of suppliers. Plastic injection is carried out close to the assembly site



Optimisation of pallet packaging thanks to a new design of the kits

Digital: digitising responsibly

Several years ago, Telenco began digitising and moving its working methods and documents to a paperless system. In line with its CSR approach, the company wants to delve further into the environmental aspects related to IT and, in particular, their impact in terms of digital pollution.

The aim for 2023 is to tackle the biggest source of digital pollution: the storage of irrelevant data (duplicates, out-of-date data, etc.).

- Analysis and implementation of technical and non-technical data archiving (logs, configuration files, etc.).

The chosen actions will focus on two areas:

- Raising user awareness to introduce best practices in terms of email backups and archiving

A survey of the types of data stored and any existing archiving rules will begin in 2023. Priority will be given to the easiest and largest potential savings in terms of data volume (logs, CAD files, etc.).



RAISING AWARENESS OF CYBERSECURITY

In the area of cybersecurity, an internal awareness-campaign was organised for Group employees in 2022, focusing in particular on the management of attachments. These communications paid particular attention to the content of attachments, but also to the relevance of sending them when the files can be accessed by all recipients by another means (server links, cloud links, etc.)

As far as file management is concerned, a message on this specific issue encourages users to save their files on the servers, instead of on their personal computers, in order to guarantee archiving and to avoid duplicate storage on both the computer and the server.

HOSTING IN A GREEN DATA CENTRE

Some websites are stored in data centres designed to limit excessive energy consumption. The air conditioning in these server rooms is reduced thanks to a hydraulic cooling system.

In 2022, six websites were not hosted in green data centres.

In 2023, only three websites will be hosted externally, using CMS or SAAS solutions

75%

of websites are hosted in green data centres

Carbon Footprint: accounting for greenhouse gas (GHG) emissions

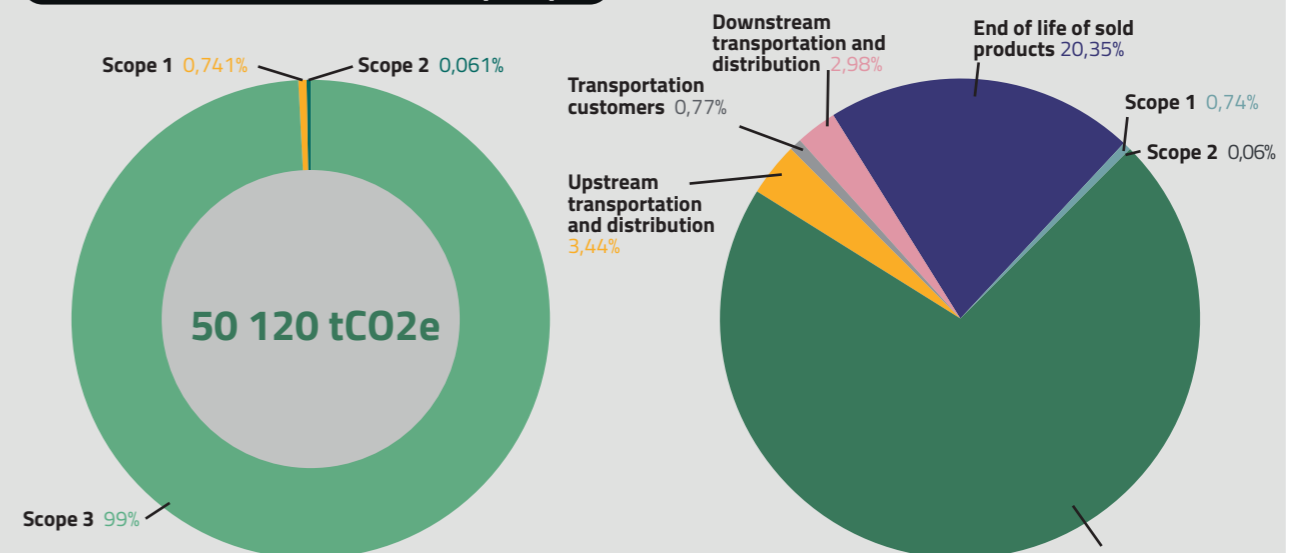
Telenco has carried out a review of the GHG emissions of its French companies. As per the 2015 Paris Agreement, the 2022 data is being used to:

- take action to limit the increase in global temperature to well below 2 degrees Celsius above pre-industrial levels
- continue efforts to further limit the rise in temperature to 1.5 degrees Celsius

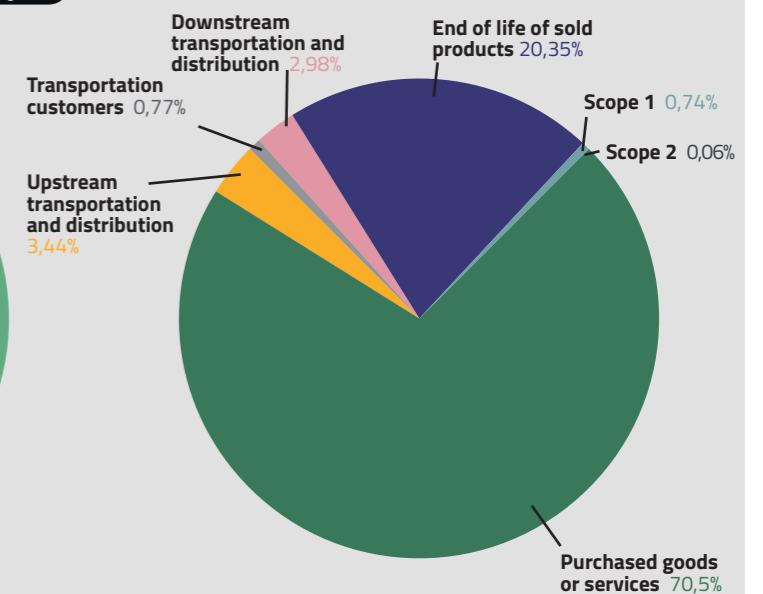
Carrying out a Carbon Footprint assessment is the first step in any action plan aimed at meeting these objectives. Over the course of a year, it records a company's direct and indirect GHG emissions, expressed in equivalent tonnes of CO₂. This assessment therefore allows Telenco to understand the nature, quantities and sources of the company's emissions so that it can implement actions in line with these objectives.



Breakdown of CO₂ emissions by scope



	Emissions (tCO ₂ eq)
Scope 1	371
Scope 2	30
Scope 3	49 718
Total	50 120



A GROUP CSR REPORT FOR 2023



A WORD FROM ANTOINE CORPORATE DEVELOPMENT OFFICER

« CSR has always been a determining factor in the Group's external growth projects. While economic performance and growth prospects are the key elements taken into account in a transaction, the CSR policy and the target company's commitment to Telenco's values and culture play an essential role in the final decision.

Having had the opportunity to be involved in all the stages of an acquisition (from the identification of the company, through the negotiation and audit phases, to its integration into Telenco), I have noticed that discussions around CSR and corporate culture always arise very early on in the transaction process. As soon as a company is identified, research is carried out to ensure that it complies with a certain number of commitments, and that no decisions run counter to Telenco's CSR policy, values or culture.

As CSR policy is a central element in any transaction and provides a better understanding of a company's culture and values. In fact, this information is now typically communicated before an explicit request is even made. It is also discussed with management throughout the transaction process. Finally, during the audits carried out by independent firms, a detailed review of relations with customers, suppliers, employees, competitors and all stakeholders is carried out, to ensure that the target company's practices are consistent and compatible with Telenco's DNA.

A review of accreditations obtained and agreements made with third-party organisations is also systematically carried out. To successfully integrate a new company into the Group, it is essential that the cultures and CSR policies of Telenco and the company are aligned: this is why a review is carried out on these two points before any transaction is finalised. »

2022 review and 2023 targets

The Telenco Group's subsidiaries began their global integration process in 2022, at the same time as the CSR approach was being put together at head office. Now that the procedures, working methods and integration of the international teams have been finalised, the next step is to take stock of the CSR actions of each subsidiary. Indeed, long before they joined the Telenco Group, these companies were carrying out CSR initiatives, and they have continued to do so. A detailed CSR assessment and inventory will be carried out in 2023, which will serve as a starting point for implementing joint actions or specific

improvements for a particular subsidiary.

This assessment is also an early opportunity for Telenco to delve into CSR alongside its subsidiaries. It will enable Telenco to formalise a global and international CSR policy, summarising the Group's commitments, which each subsidiary will then apply.

In 2023, Telenco wants to structure its CSR approach across the Group, taking into account the local characteristics and cultural differences of each subsidiary.



2022–2023 awareness campaign

The subject of CSR was raised with the subsidiaries in September 2022, with the launch of an internal communication campaign. It provides a monthly presentation of the issues at stake in various CSR-related areas, explaining and highlighting the actions undertaken by the Group, whether they are new or have been in place for several years.



« Our plan is to strengthen our approach from 2023 by extending its application to all Group companies and making strong climate commitments: joining the SBTi, setting ambitious GHG reduction targets, and transparently publishing our carbon footprint for our CDP membership. »

Jean-Yves Marillat
Managing Director



 **Telenco**

www.telenco-group.com