

ECONOCOM BELUX COMMUNICATION MEETING

06/06/2023

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Please turn off your video and
microphone



Agenda of today's meeting:

- Newcomers
- Figures
- Success stories
- New strategic plan
- HR News
- Tooling & Processes
- Marketing & Communications
- CSR

01

NEWCOMERS



Didier MOREAUX

Chief Financial Officer



Geets
David

Project Engineer
AV L1



Schoeters
Joris

Technieker
AV L1



Van Dijck
Nick

Warehouse
supervisor



Van Stichel
Floren

Technieker
AV L2



Boeye
Nicky

Project Manager AV

EPS BIS

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Kharbach
Ali

System
Engineer L1



Ferier
Joseph

Incident
manager L1



Dansercoer
Lisa

Digital Marketing
Assistant



Fombong
Wilfred

Service Desk
Operator L2

EMS

econocom



Laseure
Danny

Payroll
teamleader



Janssens
Stijn

1st Line
Support engineer



Da Silva William
Felipe

Service Desk
Operator



Mortensen
Karen

Service Desk
Manager

EMS

Digitalent

PSF (LUX)

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Bombaert Muriel

Deputy Group
Treasurer



Goister Alex

Competence
Manager



Van den Brande
Ruben

Talent Sourcer



Koraichi Achraf

Accountant NL



Vanermen
Jonas

Back-Office Lease

FINANCE

IT Recruitment &
Competence Management

Group

Lease

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02

FIGURES

03

SUCCESS STORIES

EMS/EPS



LEASE



LUXEMBOURG



- 1.380 M€ - 7.5% margin,
- 5 years with +1M€/year on the same technology

Scope:
13PBs of storage for satellite image storage / Dell PowerScale

Competition:
Quantum

IQ EQ

- 660 k€ - 24% margin

Scope:
Refresh backup / Dell Data Domain

Competition:
Dell



- 1,83M€ – marge de 74k€

Scope:
RFP pour 4.000 iPads + accessoires / Apple iPads + Apple TV

Competition:
Lineheart



- Goodyear Wittlich : Dell DD6400 66K€ marge 11K€
- Goodyear Fuerstenwalde : HPe MSL3040 39K€ marge 9K€
- Goodyear TirePlant : HPe MSL3040 47K€ marge 11K€
- Goodyear Dudelange : HPe MSL3040 31K€ marge 6K€

04

NEW STRATEGIC PLAN

Strategic plan

#1 Ambition

June 2023

5 . 5 . 5

Years

Billion €

% profitability

With a first step at 3 years and 4 billions

Econocom makes audio-visual its fourth independent business line

Two new business lines

Audiovisual

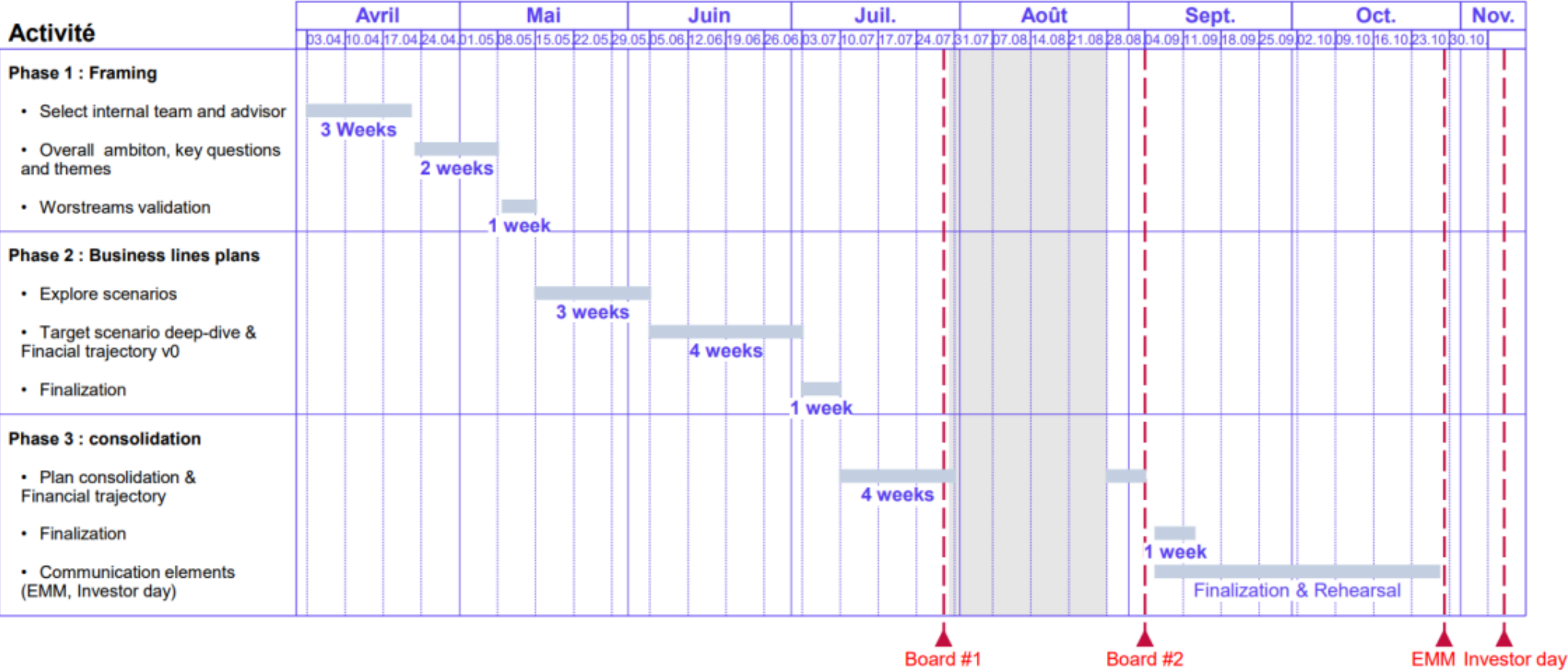


Refurbishment



Timeline

Strategic plan – planning (tentative)



05

HR News

TRANSFER DKV – AXA

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Transfer from DKV to AXA Assistance

- AXA Assistance takes over current coverage
 - **same coverage as with DKV**
 - As from 1/7/2023
-
- General communication has been sent on May 17th.
 - Information sessions have taken place on May 25th both Dutch & French (these have been recorded, feel free to watch again)
 - We are finalizing Q&A
-
- All brochures and slides related to the information session can be found on Onelink !

COMPANY CARS – UPDATE

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Decision has been made to go full electric* as of 2023 !

**Except for field engineers*

- New budgets & new Car List is created
- Introduction of Mobility Budget (excl. Customer facing positions & Consultants (billable))
- People eligible for a new company car will be contacted by our Fleet administrator
- Our Company Car Policy is currently reworked in line with new requirements linked to electric driving

CBA DECONNECTION

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CBA Deconnection

Together with our social partners we have concluded a CBA linked to Deconnection

The purpose of this collective agreement is to define the framework of employee's right to disconnect and to regulate the use of digital tools in order to ensure the balance between private & professional life

Key messages:

- Every employee is entitled to be completely disconnected outside normal working hours
- Agree on clear guidelines on team level to ensure what to do in case of unexpected circumstances in case of absences and certain information/intervention is required
- How to deal with emails in times of absence

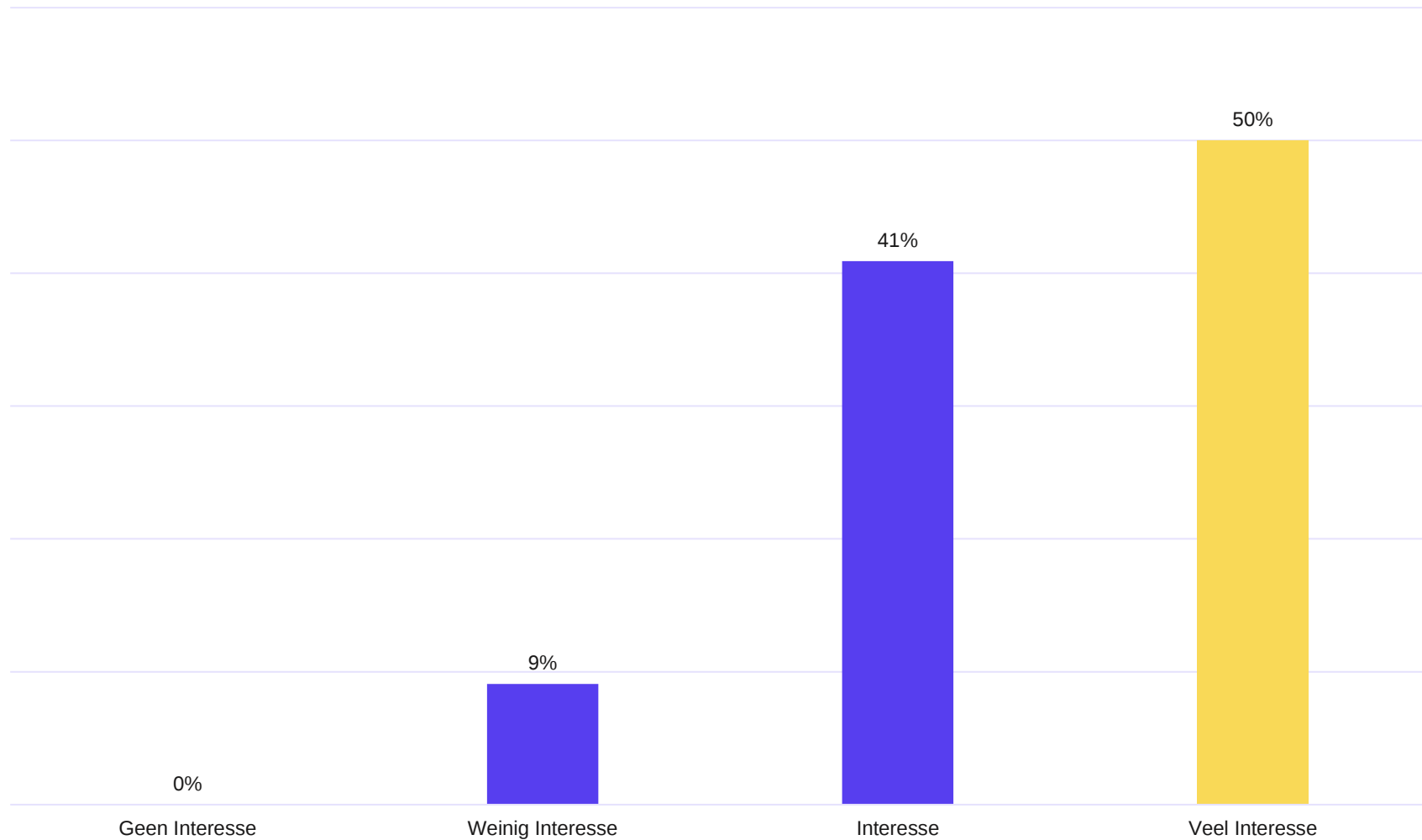
This collective agreement is based on common sense but is now put in a more formal format

TRAINING SURVEY SUPPORT FUNCTIONS

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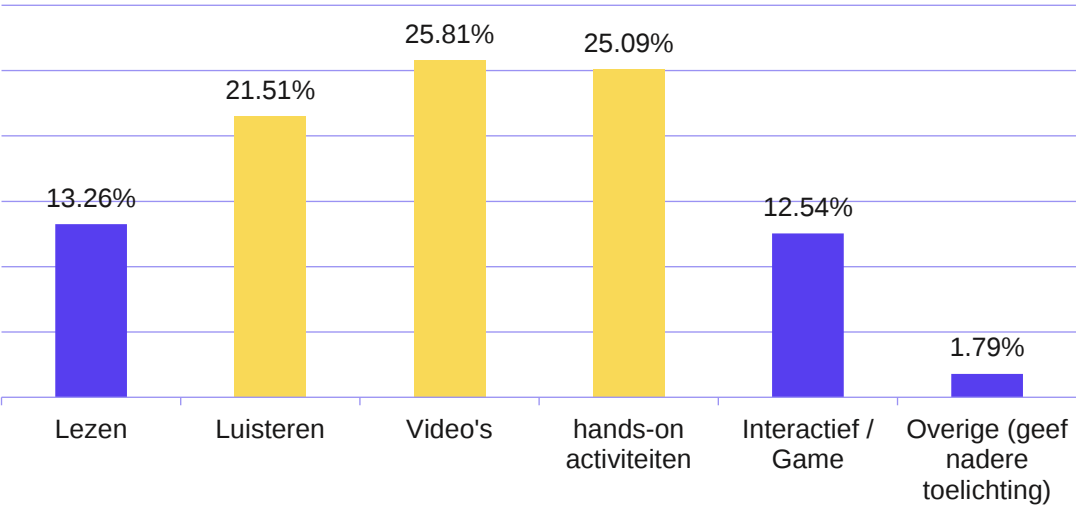
Interested in Training?

To what extend are you interested in following training?



Methodology of learning

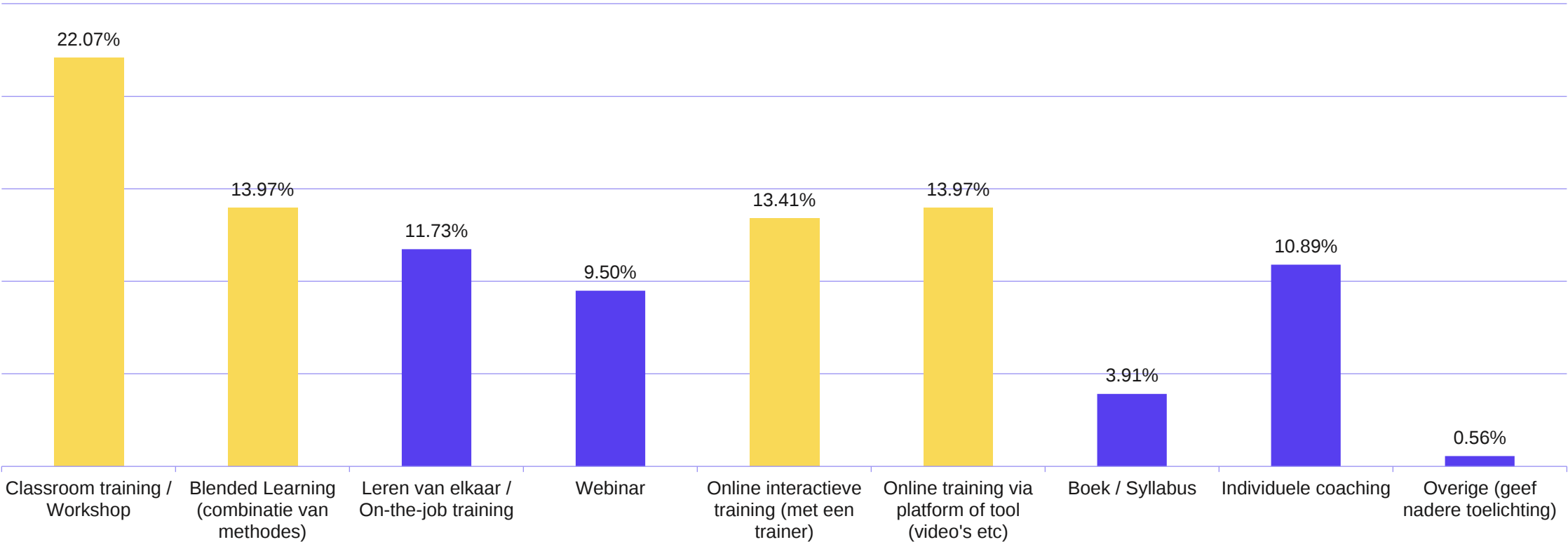
How would you like to learn new information?



Others
All possibles ways are ok
Mix of online & life training
Via CEVORA in group
With a teacher
Workshops or trainings 2h x 1 per week

Methodology of learning

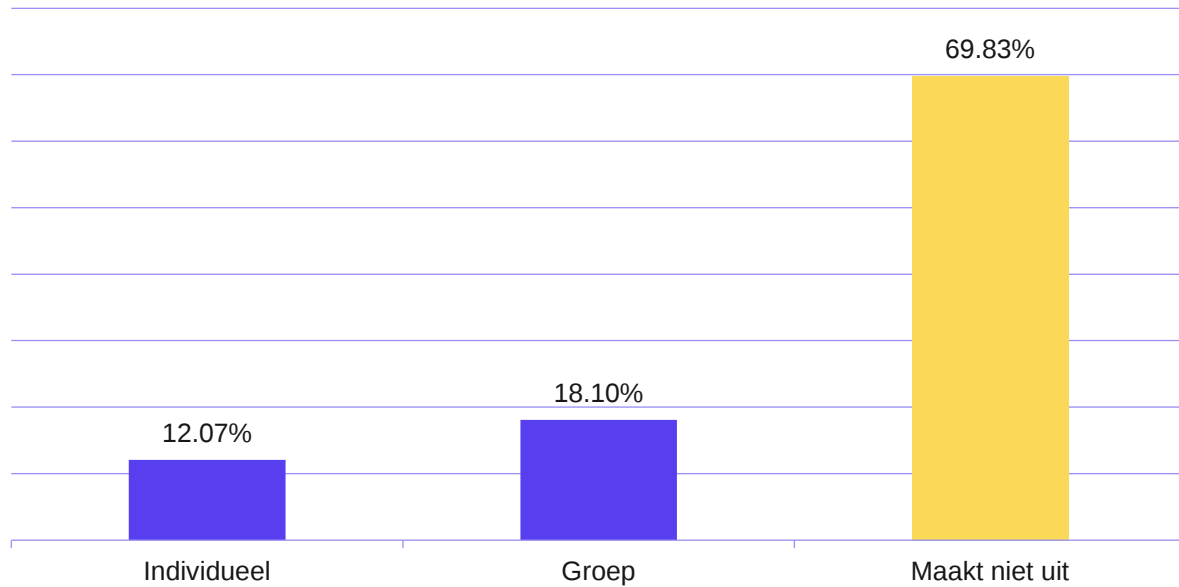
Which methodology is of most interest to you?



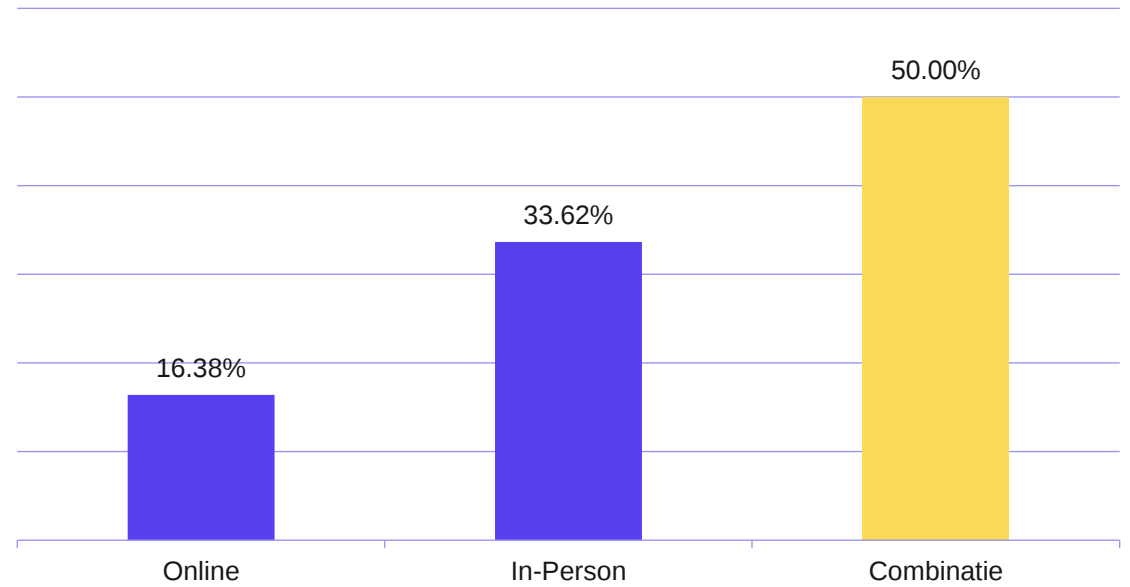
Other
All possible ways are ok
Mentoring

Methodology of training

Preference of learning opportunities either individual or in group?

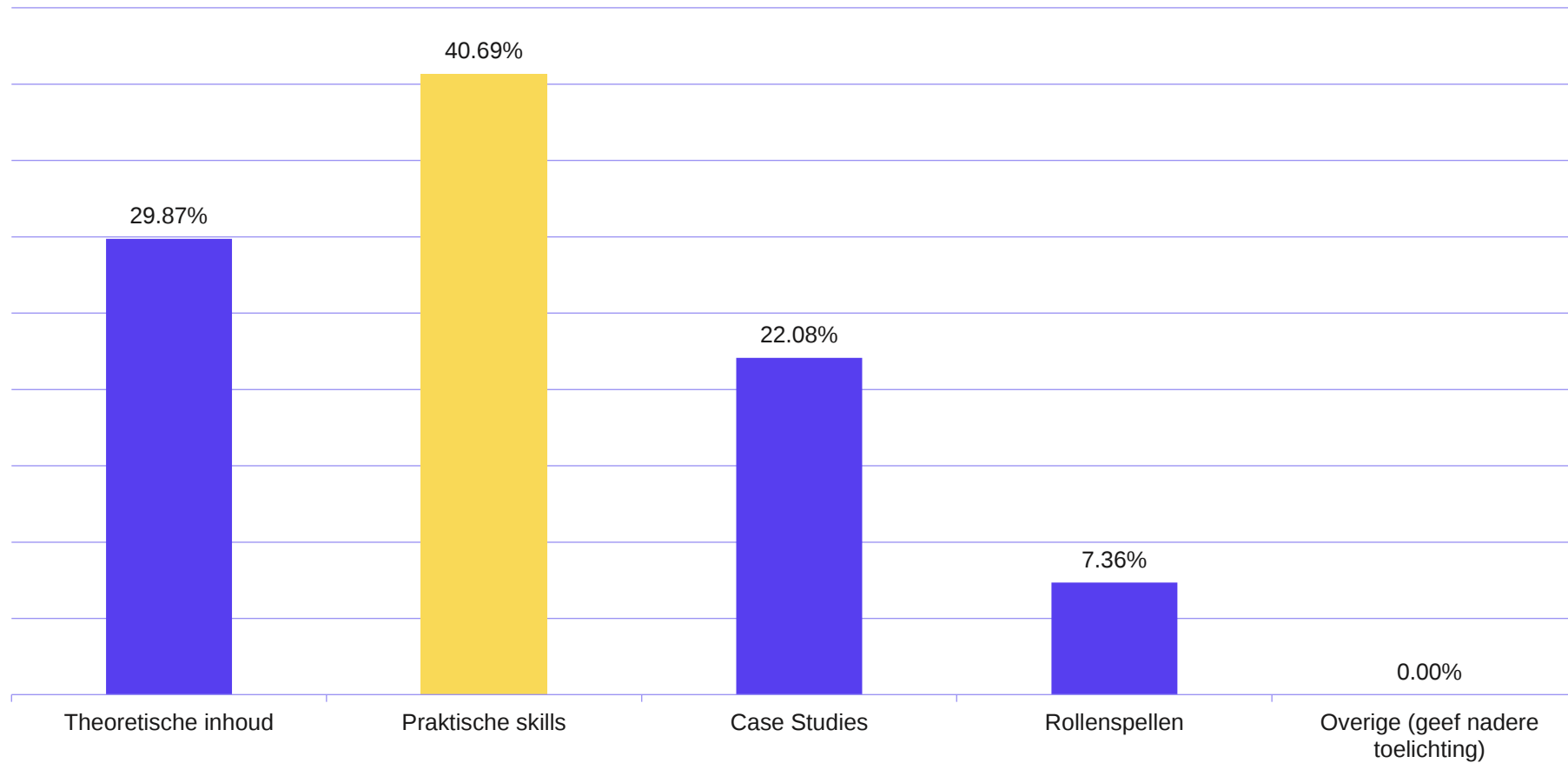


Preference to online training or rather in-person training



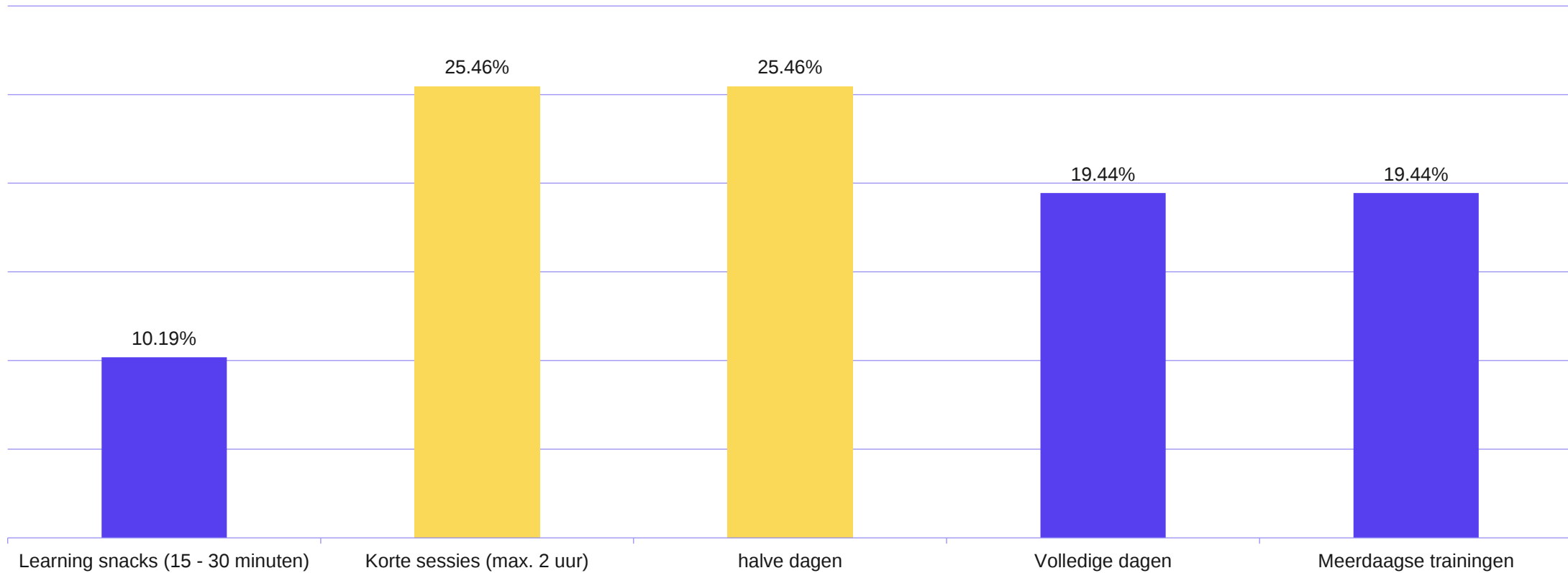
Content of training

Which content seems most relevant to you ?



Duration of training

How much time can you spend on learning new skills or knowledge?



Next steps

- In dept interviews with employees & managers to even better understand the expectations & needs within the organisation
- Create learning mindset
- Establish a mixed offer of opportunities to allow people to learn in different types of way, different timings
- Encourage people to use different moments & ways to learn new skills, competencies

06

Tooling & Processes



Norms and best practices for organizations that ***wish to reduce their environmental footprint*** by adopting an effective environmental management system (EMS).

- ⇒ Started preparing for certification
- ⇒ Align as much as possible with other initiatives
- ⇒ Integrate with (ISO9001) quality management system > **EQMS**
- ⇒ Certification audit > scheduled Q4

❖ *Project & Resource Planning*

- BIS / Managed Services
-  **VISMA** | ionprojects
- Project start : June 2023

❖ *M3 Replacement*

- Hard work... to reconcile interests of ≠ parties
- Status : deep-dive Microsoft F&O (use case
- Conclusions due : end of June

❖ *ECSCChange Migration Belgium*

- Training in progress (33% completed)
- Migration 'tiers' completed
- Migration 'classic' contracts (verification & validation) ongoing
- 'ROF' contracts planned Q3

07

Marketing & Communications

External Events & Communications Calendar Q2 2023

Customer Events & Expos

April - June - 2023

- 18/04/2023 – Apple AAER & Apple AAES – CIBG & WBE Apple Day – event
- 19/04/2023 – Infra: CyberSec with Bluevoyant – expo
- 21/04/2023 - DOKO Beurs
- 02/05/2023 – Apple AAES – CIBG – NL event
- 23/05/2023 – ICT Coördinatoren dag Education
- 02/06/2023 – Plan Cafet event
- 07/06/2023 – High Education Event
- 15/06/2023 – Cyber Security Event LUX
- 26/06/2023 – Stand Agoria – green energy transition through as-a-service
- 27/06/2023 - Infra event IBM – under construction

External Comms & Press

- Press Release – AV as 4th Group Activity
- Economail – customer Newsletter – monthly
- Licensing Newsletter – monthly
- Social media: LinkedIn – Instagram – Facebook
- Speakerslot on financing of circular building via Embuild, Limburg – 01/06/2023 – Hilde & Christian
- Speakerslot on Energy as a service webinar via Agoria – 16/06/2023 – Christian

External Events & Communications Calendar Q2 2023

Lead Generation

April - June - 2023

- Call-out WBE Education
- Call-out TMF
- Call-out Lenovo
- LinkedIn Ads Mac does that
- LinkedIn Ads CFO whitepaper

Group Projects – upcoming

Summer – Q3-Q4- 2023

- New graphical chart
- New Corporate Branding
- New Positioning of the Business Lines
- Launch of the new Strategic Plan

Internal Events Q2 2023

Internal Events

April - June - 2023

- 19/04/2023 – Sales Bootcamp
- 19/04/2023 – Sales meet Sales HP
- 24/04/2023 – EPS kick off
- 05/06/2023 – Apple WWDC
- 06/06/2023 – Communication Meeting ALL
- 15/06/2023 – BBQ ALL LUX
- 20/06/2023 – BBQ ALL
- Onboarding Days – monthly
- Onelink updates
- Competence Center Newsletter quarterly

A yellow BBQ grill with a black lid and a black stand. The lid is open, and the grill is surrounded by various food items like corn, tomatoes, and onions.

Join us for a BBQ

TUESDAY JUNE 20TH
AS FROM 5PM
TILL 9:30PM

In order to subscribe to our event, please fill in the form
by clicking [here](#) (deadline: June 13th).

Workcafé - Econocom Zaventem - Horizon Park B80

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08

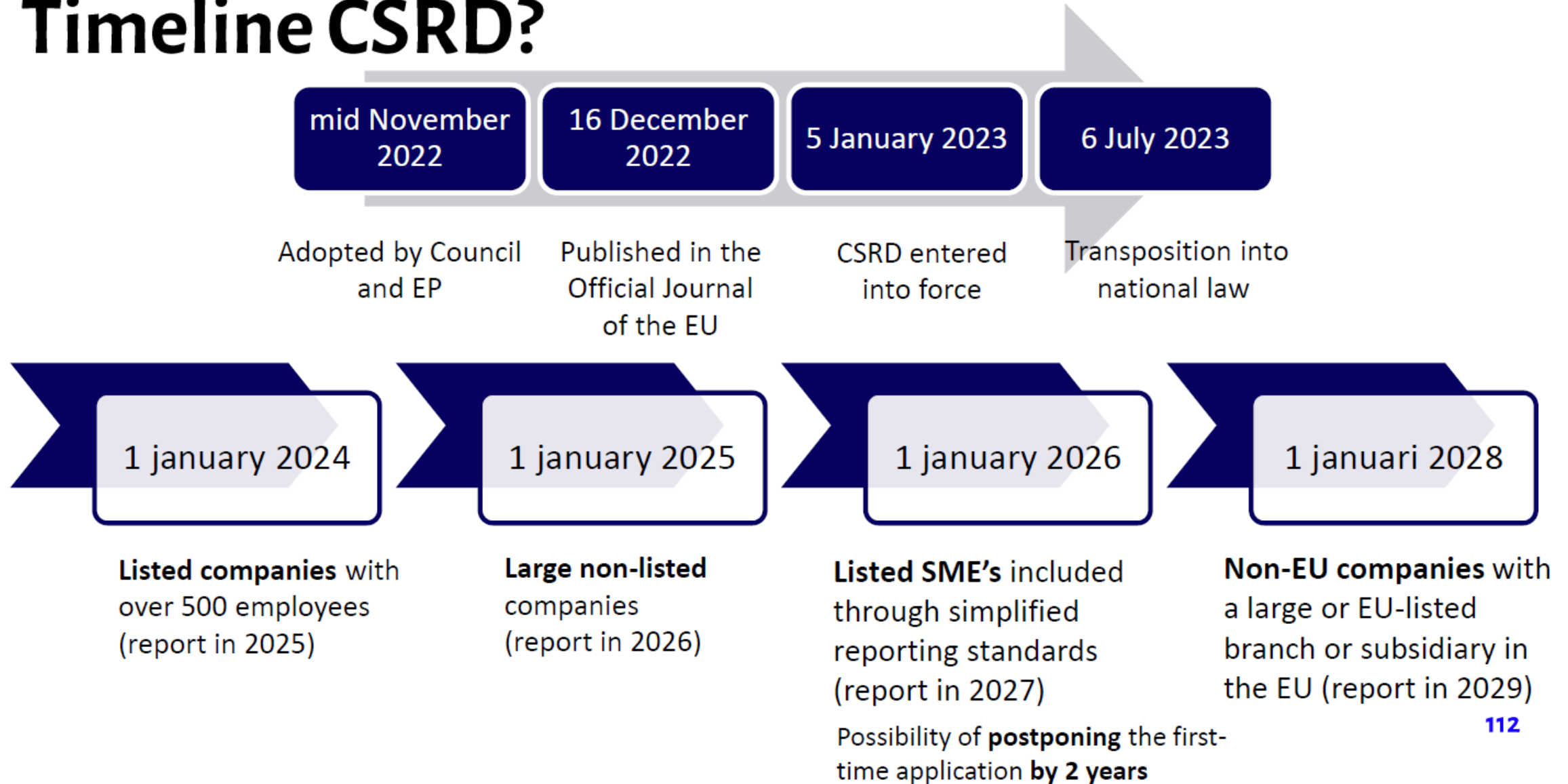
CSR

CSR & CSRD

Group Econocom

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Timeline CSRD?



**Starts from a
sustainability strategy**

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Start from a sustainability strategy

**Launch of internal
and external
analysis**

**Preparation gap
analysis**

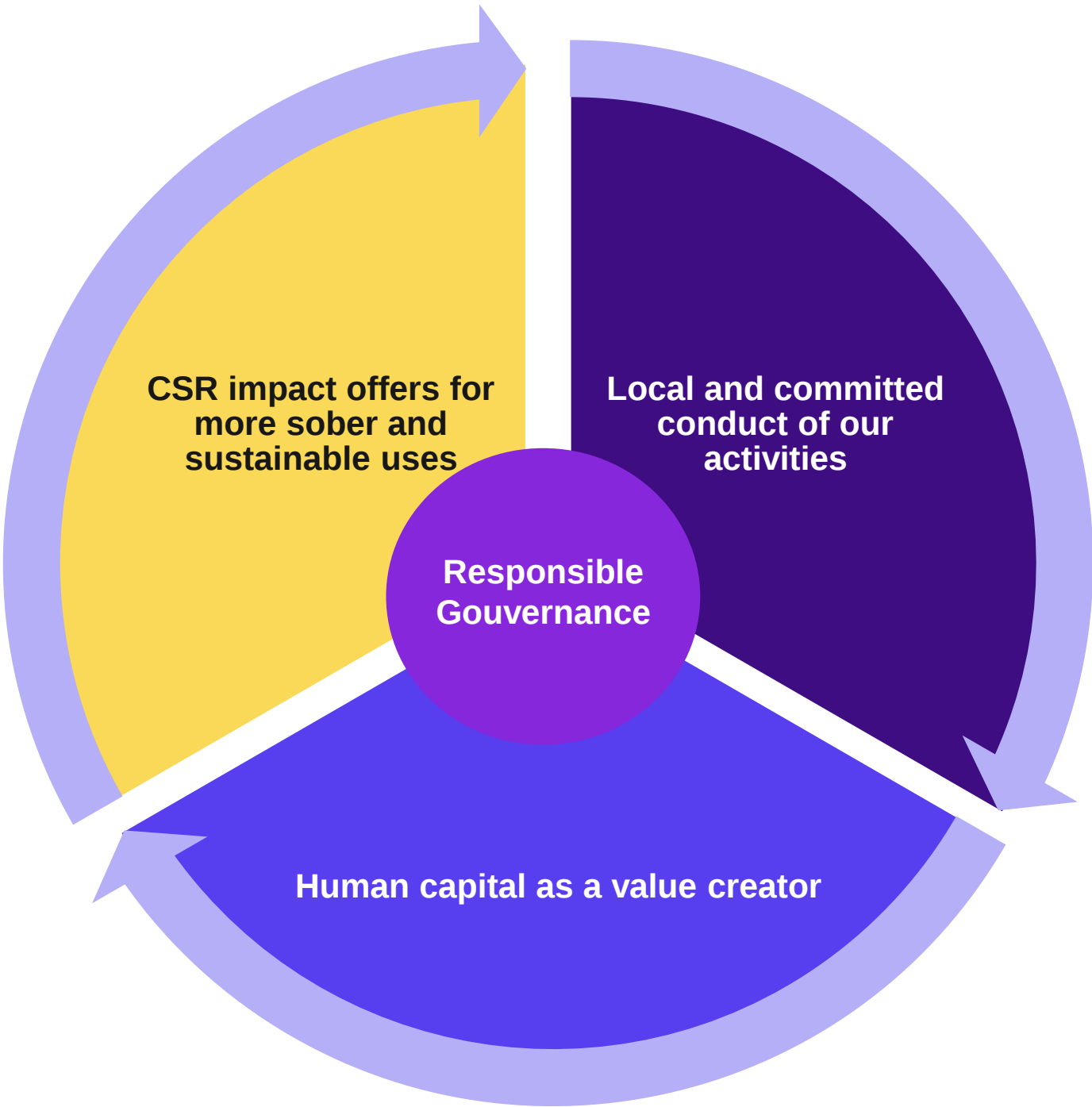
**Building of
roadmap**

**Definition
sustainability
ambitions**

One mission, 4 axis
Our new strategy :

Econocom's mission

Promote a responsible and circular digital approach to generate a positive impact.



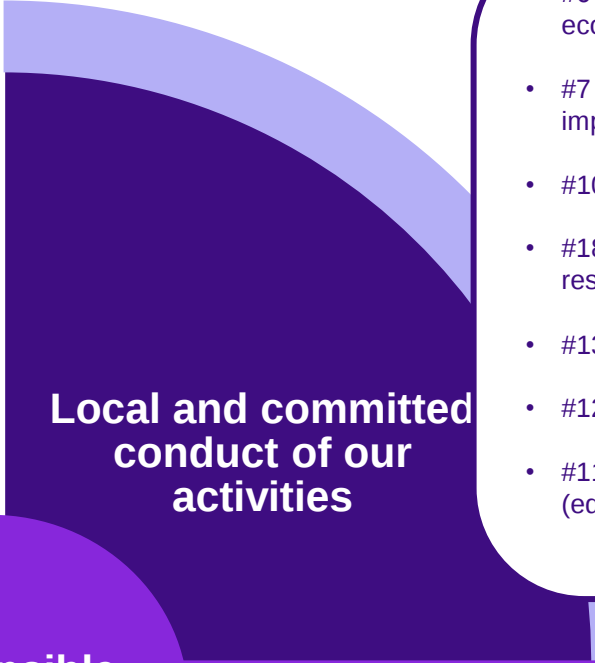
				Theme
4 ÉDUCATION DE QUALITÉ 5 ÉGALITÉ ENTRE LES SEXES 3 BONNE SANTÉ ET BIEN-ÊTRE 10 INÉGALITÉS RÉDUITES	Social			1 Health, well-being and quality of life at work
				2 Social dialogue and employee engagement
				3 Inclusion and diversity (data supply)
				4 Management of new relationships at work
				5 Corporate culture
				6 Leading the way in Green IT and the circular economy
11 VILLES ET COMMUNAUTÉS DURABLES 12 CONSOMMATION ET PRODUCTION RESPONSABLES 13 MESURES RELATIVES À LA LUTTE CONTRE LES CHANGEMENTS CLIMATIQUES 14 VIE AQUATIQUE	Environment			7 Responsible management of the impacts of the activity (buildings, cars, logistics)
				8 Decarbonisation of products and services
				9 Transition to a circular economy
				10 CSR partnerships
				11 Roll out philanthropic actions (education and responsible digital technology)
				12 Support for local employment
17 PARTENARIATS POUR LA RÉALISATION DES OBJECTIFS 9 INDUSTRIE, INNOVATION ET INFRASTRUCTURE 8 TRAVAIL DÉCENT ET CROISSANCE ÉCONOMIQUE	Governance			13 Local anchoring
				14 Responsible governance
				15 Integration of CSR into the company's strategy
				16 Business ethics
				17 Cybersecurity and data protection
				18 Responsible purchasing and supply chain resilience

One mission, 4 axis

- #8 Decarbonization of products and services
- #9 Transition to a circular economy
- #17 Cybersecurity and Data Protection



CSR impact offers for more sober and sustainable uses



Local and committed conduct of our activities

- #6 Exemplarity in Green IT and the circular economy
- #7 Responsible management of the activity's impact
- #10 CSR Partnership
- #18 Sustainable procurement and supply chain resilience
- #13 Local Presence
- #12 Supporting local employment
- #11 Deploying social sponsorship actions (education and responsible digital)



Responsible Gouvernance

- # 15 Incorporate CSR into the company's strategy
- # 14 Responsible Gouvernance
- #5 Company's culture
- #16 Business Ethics

- # 4 Managing the new relationships at work
- #1 Health, well-being and quality of life at work
- #2 Employee engagement and social dialogue
- #3 Inclusion and Diversity



Human capital as a value creator

2. CSRD Gap analysis

KPI
CSRD: 28

KPI prévue par la CSRD non déclarés pour l'instant par Econocom

Non obligatoires:

- DR S1-10 : Adequate Wadges
- DR S1 -14: Health and safety indicators
- DR S1- 15: Work-life balance indicators
- DR S1- 16: Compensate indicators (pay gap and total compensation)
- DR S1- 17: Incidents, complaints, and severe human rights impacts and incidents
- DR E2 - 5 : Substances of concerns and substances of very high concerns
- DR E2 - 6 : Potential financial effects from pollution-related impacts, risks and opportunities
- DR E3 - 5 : Potential financial effects from water and marine resources-related impacts, risks and opportunities
- DR E4-5 : Impacts metrics related to biodiversity and ecosystems
- DR E4-6 : Potential financial effects from biodiversity and ecosystems-related impacts, risks, opportunities
- DR E5-6 : Potential financial effects from resources use and circular economy-related impacts, risks, opportunities
- DR G5-5 : Political influence and lobbying activities
- DR G5-6 : Payments practices

Obligatoires:

- DR S1-7: Characteristics of non-employee workers in the undertaking's own workforce
- DR E1-7 : GHG removals and GHG mitigation projects financed through carbon credits
- DR E1-9 : Potential financial effects from material physical and transition risks and potential climate-related opportunities

- Social / Sociétal
- Environnement
- Gouvernance

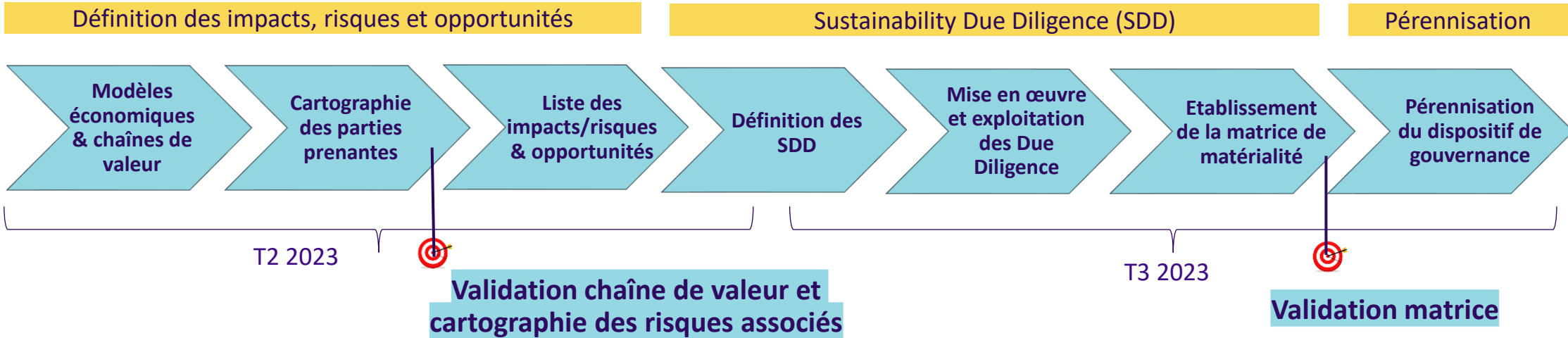
16



Pour compléter le gap analysis et obtenir une vue d'ensemble des KPI (qualitatifs et quantitatifs) à déclarer en 2025 dans le nouveau rapport, il faudra impérativement réaliser l'analyse de matérialité. Pour d'une part compléter le socle commun obligatoire exigée par l'UE (voir annexe), et d'autre part hiérarchiser les KPI d'Econocom

3. Roadmap Double Materiality

Begeleiding op vlak van methodologie



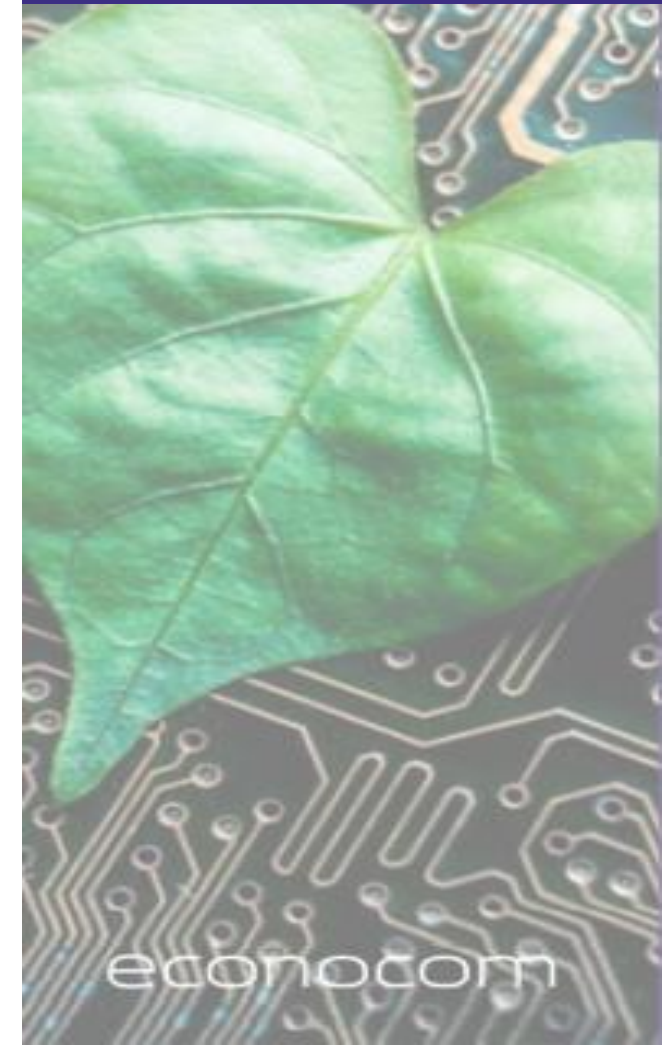
Budget voorstel

xx xxx €

Junior	x	Manager	x
Senior	x	Associés/Experts	x

Econocom, Europe's leading General Digital Company, publishes its second NFRD (Non Financial Reporting directive) in 2023

Non-Financial Performance Statement



Our approach	78	3.3. Green taxonomy	113
Actions and highlights	79	3.4. CSR partnerships	122
1. Responsible governance	83	3.5. Responsible purchasing and resilience of supply chains	122
1.1. Integration of CSR into the company's strategy	83	3.6. Local anchoring	124
1.2. Governance	87	3.7. Roll out philanthropic actions (responsible education and digital)	125
1.3. Corporate culture	87		
1.4. Business ethics	88		
2. Human capital as value creator	91	4. CSR Impact offers for more sober and sustainable uses	128
2.1. Management of new relationships at work	91	4.1. Decarbonisation of products and services	128
2.2. Health, well-being and employee engagement	95	4.2. Transition to a circular economy	133
2.3. Inclusion and diversity	97		
3. Local and committed conduct of our activities	102	Methodological note on the NFPS	140
3.1. Leading the way in Green IT and the circular economy	102	Key performance indicators	141
3.2. Responsible management of the impacts of Econocom's activity	106	KPI accuracy score	144
		Definition of indicators	145
		Indicator objectives	149

SBTi - Workshops to build our trajectories

Afterwards, validation of trajectories and action plans by Comex / country / businesses before SBTi submission

The actions to be carried out:

- ✓ Identify the most important contributors to reduce
- ✓ Define actions: carriers, means and deadlines.
- ✓ Define the consistency of actions / ambitions.

Workshop 1 – Scopes 1 et 2 **DONE**

- **Participants :**
 - Administrative and financial director
 - General services and/or buyer (energy focus)
 - CIO for the Datacenters
 - Fleet manager / general services / buyer

Workshop 2 & 3 – Scope 3

- **Participants :**

EPS

- Purchasing Manager / General Services
- Marketing / Offer Managers
- Administrative and financial director

TMF

- Purchasing Manager / General Services
- Marketing / Offer Managers
- Administrative and financial director

Services

- HR Manager
- Purchasing/General Services Manager
- CIO
- Administrative and financial director

SBTi Engagement : benchmark



		SBTi engagement	
Sector	Actor	Near Term	Net Zero 2050
Service	Atos	1,5°C	✓
	Capgemini	1,5°C	✓ 2040
	devoteam	Committed	✓
	orange Business Services	1,5°C	✓
	inetum	✗	✗
	sopra steria	1,5°C	✓
Distribution	Softcat	1,5°C	✓ 2040
	SCC	Committed	✓
	Computacenter	Committed	✓
	BECHTLE	✗	✗
	INRAM	Committed	✓
	BNP PARIBAS LEASING SOLUTIONS	Committed	✗
Leasing	CHG	✗	✗
	Leasecom	✗	✗
	CSI LEASING	✗	✗ 55

Challenges

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Challenges

Knowledge

- Building the expertise at all organizational levels

Data / KPI

- Define the right KPIs
- Start monitoring
- Build trust in the KPI, figures
- Finetune
- Evaluate comparability

Investments

- Tooling
- Governance
- People – FTE at group level and country level
- External expertise - Agencies, consultancy

Transformation

- Business offerings
- Business partner relations
- Customer relations
- Acquisition strategy

Opportunities

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Een greep uit recente klantenvragen – responsible purchasing

Yesterday we had a meeting with the CFO of xxx. They place great importance on security and data protection.

They are interested in Econocom's services regarding:

- The ESG certificates that we can issue for non-financial reporting
- Our management of end-of-life assets, namely through refurbishment and recycling
- The fact that we buy back existing IT equipment at book value

De klant wenst ons sustainability strategie en initiatieven te kennen.

Welke KPI's Econocom voor Econocom zelf definieert + wat Econocom doet voor klanten om CO2 footprint te helpen reduceren.

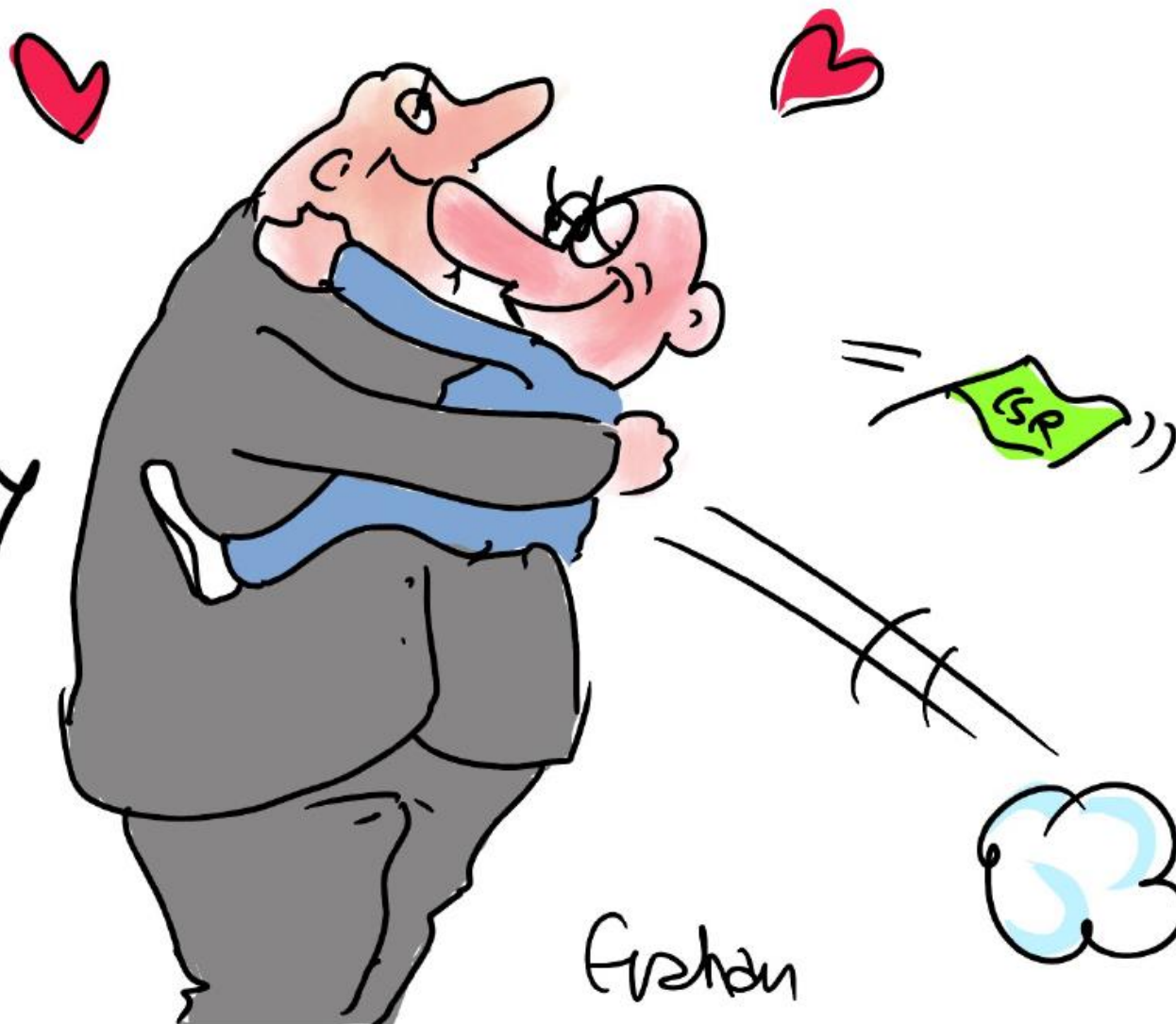
Customer requests:

- **Include CO2 footprint in e-procurement catalogue of all assets included in FIP program (cafetariaplan)**
- **Bezorg ons een certificaat CO2 footprint reduction in geval van teruglevering ICT assets einde gebruiksduur**



Drawing by Antoine Henry de Frahan

SUSTAINABILITY
HAS BECOME
CORE
STRATEGY



Full organization involved

CSR – beyond marketing & HR

Finance & Controlling – double materiality, taxonomy, adoption of balance sheet

Sales & Marketing – answer customers' and suppliers' increasing questions

ICT – Set-up data management & monitoring

Legal – compliance with the EU Green Deal, in the supply chain, customer bids

HR – Keep and attract talent, embed in personal objectives

CSR Training

With the aim of making it mandatory for all employees

Points covered:

- Introduction to CSR issues
- Presentation of the Econocom group's CSR commitments.
- Presentation of the issues related to the circular economy
- Presentation of the actions and commitments of the Econocom group around the circular economy
- Presentation of digital sobriety and digital responsible
- Presentation of the Econocom group's actions and commitments around digital sobriety...



Concerned public

- All the employees of the Econocom France group initially this year
- All employees from Econocom group in a second phase in 2024



Duration

45 min-1h

Launching date :

France May 2023

International 2024



CSR Action Plan 2023

Belux

econocom



Télévie 2023
Thank you

RESPONSIBLE
DIGITAL ENTREPRENEUR



econocom

TOGETHER MORE IS POSSIBLE

CSR branded
memos for all
employees



ENVOIE
BALADER
LE CANCER
DU SEIN !

RESPONSIBLE
DIGITAL ENTREPRENEUR



econocom 

TOGETHER MORE IS POSSIBLE



20 km DE BRUXELLES
DOOR BRUSSEL

Run & Walk Brussels
28.05.2023

RESPONSIBLE
DIGITAL ENTREPRENEUR



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TOGETHER MORE IS POSSIBLE

20 km DE BRUXELLES
DOOR BRUSSEL



Run & Walk Brussels with Econocom

28.05.2023

Congrats !

RESPONSIBLE
DIGITAL ENTREPRENEUR



TOGETHER MORE IS POSSIBLE

econocom



STAUR
BORSTKANKER
WANDELEN!



RESPONSIBLE
DIGITAL ENTREPRENEUR



econocm



TOGETHER MORE IS POSSIBLE

Pink Walk
May 2023

Merci!

Vous avez également apporté votre soutien précieux aux projets pédagogiques de

active aux



CSR Belux Action Plan 2023

VOKA Durability Charter



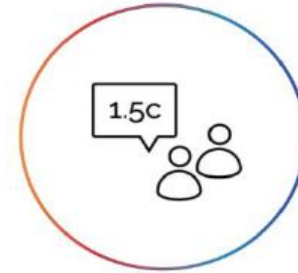
EMPLOYEES, BUILDING

- SDG 3: well-being at work: intensified e-care program
- SDG 4: Quality Education – education plan non-billable ; offering live & online
- SDG 13: Electrification car fleet – 1% target for mobility budget
- SDG 13: measure CO2 footprint ICT
- SDG 13: ISO 14001 certificate



PORTFOLIO

- SDG 8: remarketing: CO2 calculator + customer certification on savings
- SDG 12: Green & Energy: build offering based on at least 5 new partnerships



ECOSYSTEM

- SDG 11: Collaboration with transporters, distributors – optimization of the last mile
- SDG 12: responsible purchasing – centralize sustainability data from suppliers; supplier charter

Thank You!

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