

odigo

CSR 2024



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I Introduction

- ▶ A word from the CEO
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A word from the CEO

The 2024 financial year was dedicated to consolidating our approach to social responsibility. In a context of increasingly standardised expectations – customers, prospective customers, financial partners and authorities – Odigo has embraced a resolutely factual outlook based on structuring governance, providing reliable data, and focusing our efforts where our material impacts occur. This approach is aligned with our three values: Professionalism (quality and reliability), Pragmatism (simple execution and useful solutions) and Imagination (ability to create and deploy new responses to serve our customers and stakeholders).

Our policy is based on three pillars:

Striving to be a committed partner: exemplary governance based on ethics, transparency and respect for people, supported by an anti-corruption system (Sapin II/UK Bribery Act) and dedicated training. In a framework of continuous improvement, our practices are evaluated (EcoVadis) to achieve an objective understanding of our progress and guide our actions. Finally, we ensure engagement among our suppliers and partners through our Responsible Purchasing Charter and enhanced supplier audits.

Prioritising meaningful and sustainable interactions, Reduced consumption & Inclusion: launch of the 2024 Carbon Footprint (Bilan Carbone, France and Spain, scopes 1–2–3, GHG Protocol), strengthened control of cloud-related emissions and actions to reduce consumption linked to our infrastructures (preparation for a transfer to a more efficient data centre); deployment of inclusivity actions (SEEPH, DuoDay) and prevention initiatives (mandatory webinar on gender-based and sexual violence).

Promoting solidarity initiatives: structured mobilisation of our teams and our ecosystems to reinforce our commitments on the ground and strengthen our collective impact.

This roadmap is founded on concrete evidence, continuous improvement and lasting trust with all our stakeholders.

This report covers only the 2024 calendar year. It highlights a clear direction: to prioritise

effective reductions – asset rationalisation, energy efficiency, enhanced requirement for strategic suppliers – and to document the results rigorously. We have transparently presented the projects to which we committed at the end of the year, the effects of which will be observable in 2025, and tied them into our framework of continuous improvement.

I would like to thank all the teams and our partners for their commitment. Social responsibility is not up for debate: it is a commitment to uphold sustainable performance and earn the trust of our stakeholders.



Jean-Michel Breul
Co-CEO
Odigo

Scope and **governance**

Geographical scope

The policy applies to all the countries where we have a presence: France, Spain, Benelux (BNL) and the United Kingdom.

Although the UK/BNL have small staff teams, the same requirements apply. The 2024 report is primarily focused on FR/ES; we aim to extend reporting to all countries from 2025.

Internal standards

The policy is based on our internal compliance and accountability standards: the Third-Party Code of Conduct, Responsible Purchasing Charter, Ethics and Anti-Corruption Policy, Environmental Policy, and Whistleblowing Procedure (opening/protection/reporting).

Governance and KPIs

A quarterly CSR Committee meeting (COMEX sponsor) steers our approach: we have established indicators for each pillar, annual targets and a consolidated dashboard to monitor implementation and arbitrate action plans.



How our values shape our CSR policy

Our three values are not just a slogan: they guide our CSR policy and form an operational base for each of our three pillars.

Professionalism

Governance, ethics and data quality

First and foremost, being professional means being reliable: clear governance, up-to-date policies, verifiable indicators. In 2024, we therefore updated our integrity standards (anti-corruption, gifts & invitations, conflicts of interest), deployed anti-corruption training with quizzes, prepared the Sapin II risk mapping, and opened an external whistleblowing channel (EthiCorp). In terms of measurements, we have undertaken a 2024 Carbon Footprint evaluation in accordance with the GHG Protocol and enhanced data quality (more physical and primary data). The 2024 EcoVadis assessment provides an objective approach to the requirements and identifies areas for progress.

Pragmatism

Source reduction and responsible purchasing

Pragmatism means prioritising concrete efficiency: removing assets that no longer create value, modernising what needs to be modernised, and simplifying uses. In 2024: decommissioning of software assets and servers, replacement of network equipment with lower consumption models, and preparation for a data centre migration to a more efficient infrastructure. Our Responsible Purchasing Charter embodies this pragmatism throughout the value chain: clear criteria, just needs, transparent tenders and prioritisation of high-impact suppliers to obtain measurable reductions before any compensation.

Imagination

Useful innovation

Being imaginative means turning constraints into solutions: integrating accessibility by design, establishing responsible rules for the use of AI, and inventing engagement approaches that make sense for our teams and partners. In 2024, we undertook awareness-raising initiatives on the

accessibility of development teams, established responsible AI principles (human supervision, privacy-by-design, equity tests where available), and organised solidarity days with a high level of usefulness for associations. In 2025, these frameworks will be formalised (AI code of practice, accessibility trajectory) to secure our innovative outlook over time.

In a nutshell, our values translate into operational choices: rigour (Professionalism) ensures our governance and figures are up to par; effective simplicity (Pragmatism) directs our plans towards real reductions and better managed purchases; ingenuity (Imagination) ensures that our innovations remain useful, responsible and measurable. It is this consistency that gives credibility to our CSR policy.

Being a committed partner

Cementing Odigo's exemplary status by structuring HR and ethical practices, driving continuous improvement through data, and demanding clear standards from suppliers and third parties.

- ▶ Continuous improvement and governance
- ▶ Integrity & anti-corruption (Sapin II Law)
- ▶ Purchasing and data
- ▶ Ethical whistleblowing channel
- ▶ Psychological safety and prevention
- ▶ Regulatory framework, CSRD/ESRS & double materiality



Continuous improvement and governance

Our CSR approach is driven by a quarterly CSR Committee meeting, with monitored indicators, annual targets and a consolidated dashboard. In 2024, our focus was on making data more reliable, aligning standards, formalising action plans and clarifying responsibilities.

Purchasing and data

The Responsible Purchasing Charter has been consolidated and disseminated. The evaluation processes identify CSR criteria and data protection requirements. We request that critical suppliers provide compliance documents for review. Commercial relations are based on fair treatment, the prevention of conflicts of interest, and respect for payment deadlines. Interactions with infrastructure partners include the regular collection of information on compliance and continuous improvement.



2024 indicators (monitoring principles)

- ▷ Coverage rate of internal standards and ethics/compliance training
- ▷ Amount of critical suppliers with complete and up-to-date documentation
- ▷ Compliance with regulatory and certification requirements
- ▷ Share of supplier expenses evaluated according to CSR criteria
- ▷ Compliance with payment deadlines
- ▷ Progress of action plans monitored by the CSR Committee
- ▷ Number of reports and processing times

Psychological safety and prevention

Psychological safety and prevention have also been some of our key priorities. A mandatory webinar on "Awareness and Prevention of Gender-Based and Sexual Violence" was organised in collaboration with our occupational psychologist. In addition to exploring the legal framework, this session clarified the whistleblowing and support mechanisms, as well as management's expected role.

Ethical whistleblowing channel

Odigo provides a secure external platform to employees and authorised stakeholders. It guarantees the confidentiality of reports and data protection, with acknowledgement of receipt and follow-up until closure, in accordance with the legal framework in force.

Integrity & anti-corruption (Sapin II Law)

Odigo has also been strengthening its corruption prevention system. Anti-corruption training was rolled out during the year, accompanied by a confirmation quiz, and the reference documentation (Third-Party Code of Conduct, Anti-Corruption Policy, Third-Party Due Diligence Procedures) was updated. Corruption risk mapping is being developed by the Compliance team,

in accordance with the requirements of the Sapin II Law; it will be finalised and presented to the governance bodies at the end of 2025. The internal whistleblowing system and anti-fraud accounting controls have been integrated into the compliance framework, and will be the subject of an annual review.

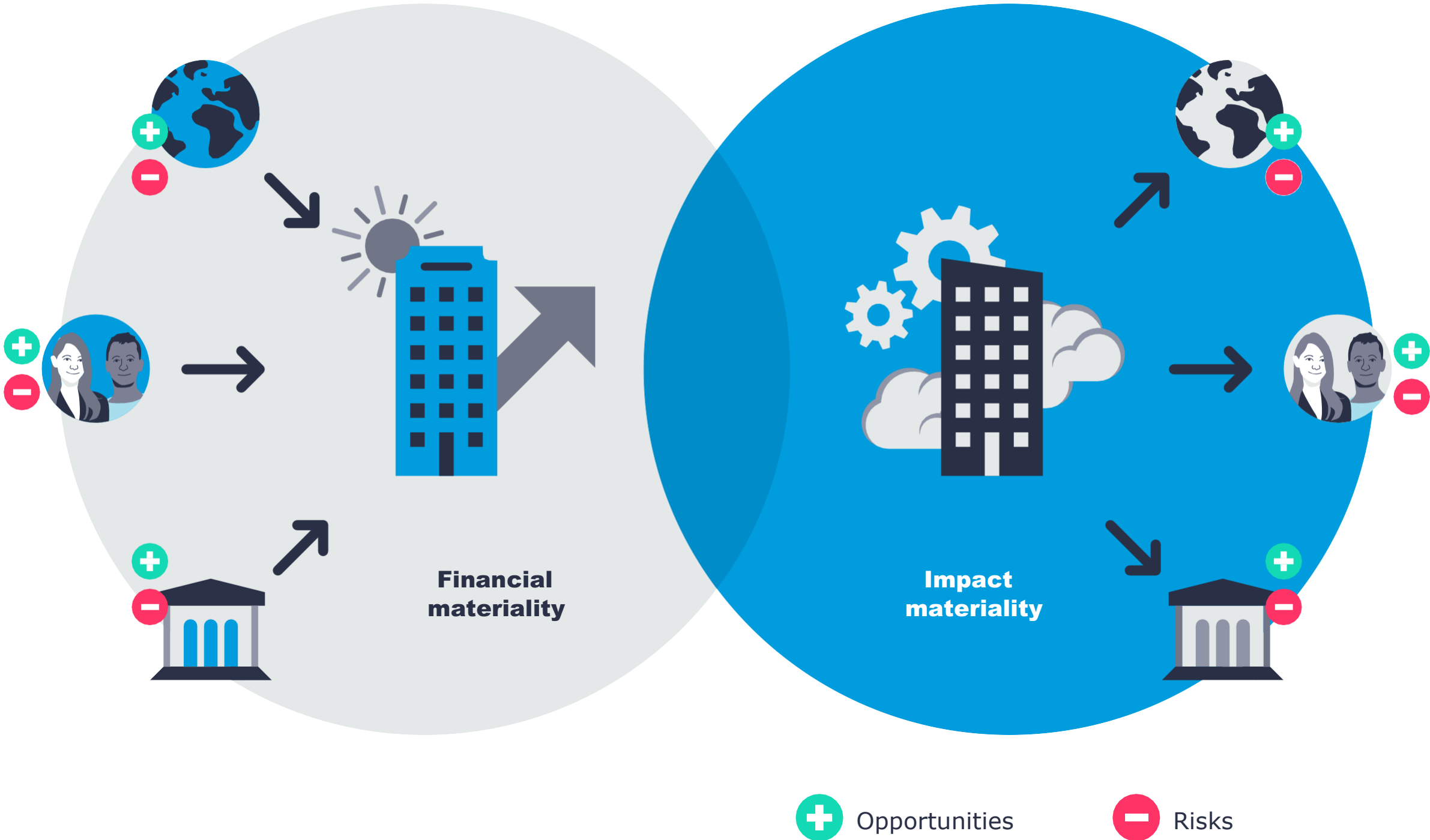


Regulatory framework, CSRD/ESRS & double materiality

Double materiality combines, on the one hand, financial materiality, i.e. the positive and negative impacts of sustainability issues on the financial performance of the company, and, on the other hand, impact materiality, i.e. the positive and negative impacts of the company on its economic, social and natural environment.

In 2024, Odigo began the preparation of its double materiality assessment from the perspective of the CSRD and the ESRS. The work carried out consisted of establishing the method (definition of the scopes, stakeholders, set of indicators) and organising the governance of the data (roles, schedule, controls, archiving), in order to establish a robust and auditable reporting system from the next financial year.

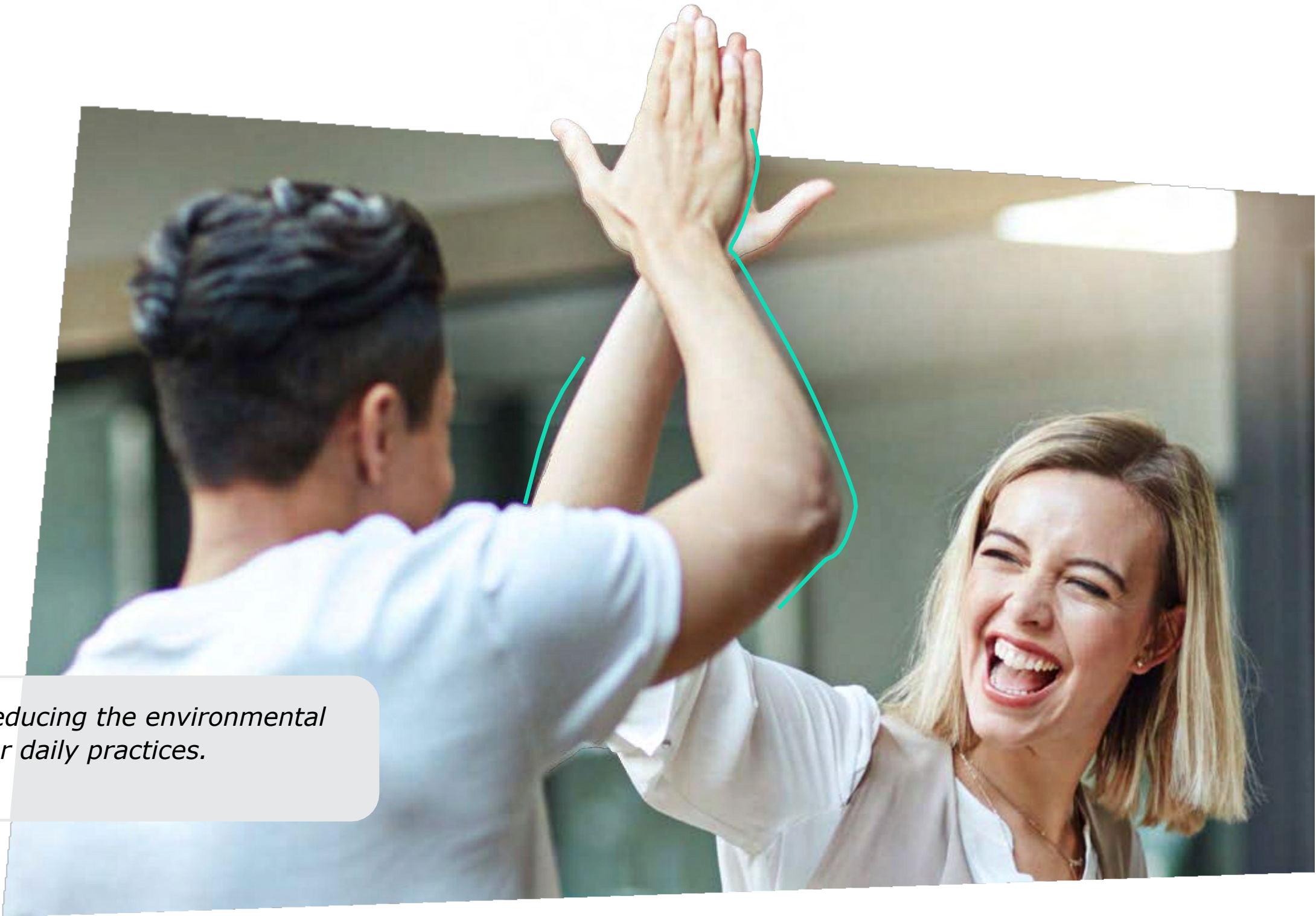
On a concrete basis, the 2024 report presents our progress and lays the groundwork for the CSRD change. Next year, the matrix will establish a basis for prioritisation and management to guide the objectives and the annual indicator review.



Prioritising | meaningful and sustainable interactions

Establishing meaningful and sustainable interactions with our stakeholders by reducing the environmental footprint of our digital activities and integrating inclusion and prevention into our daily practices.

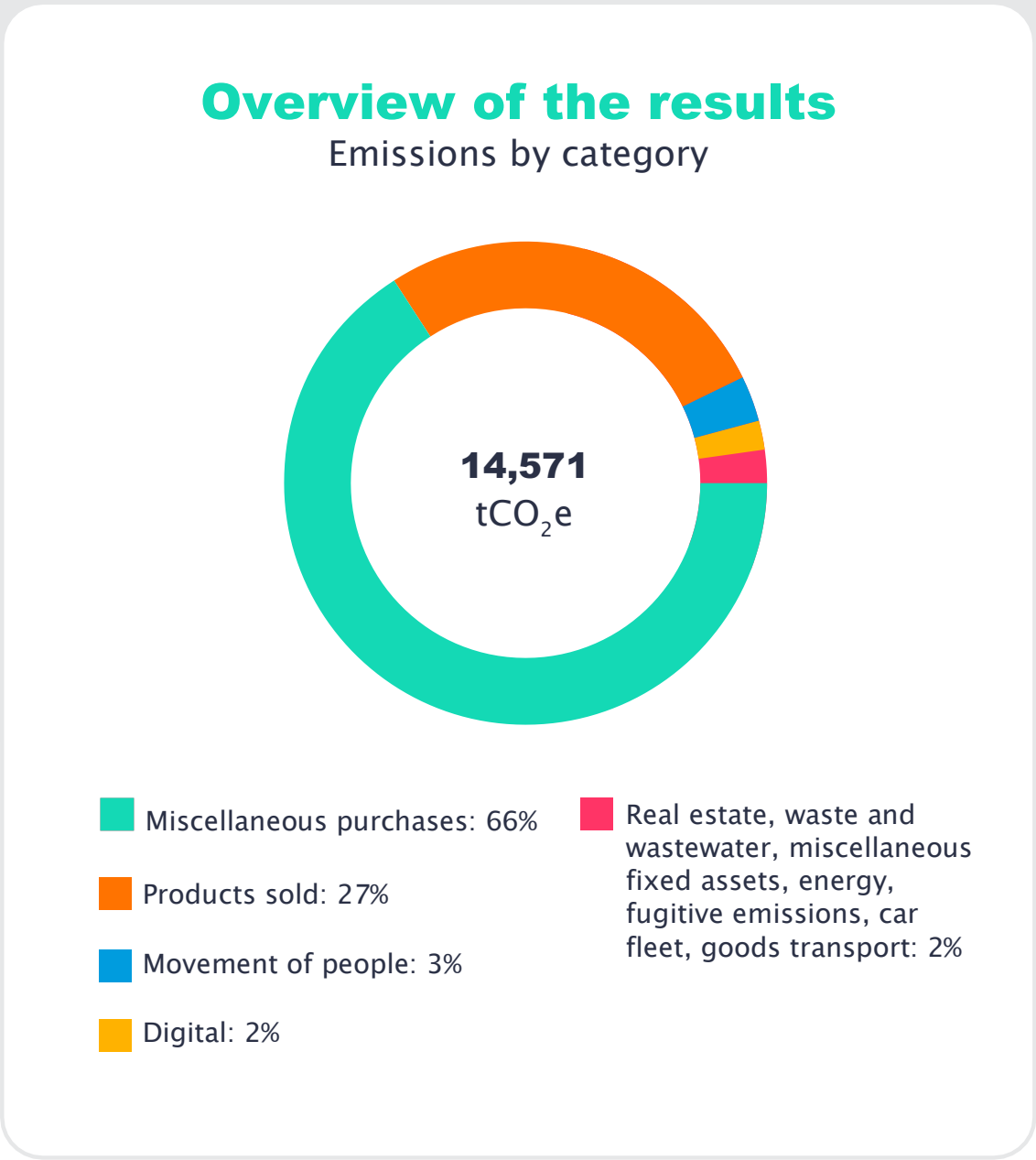
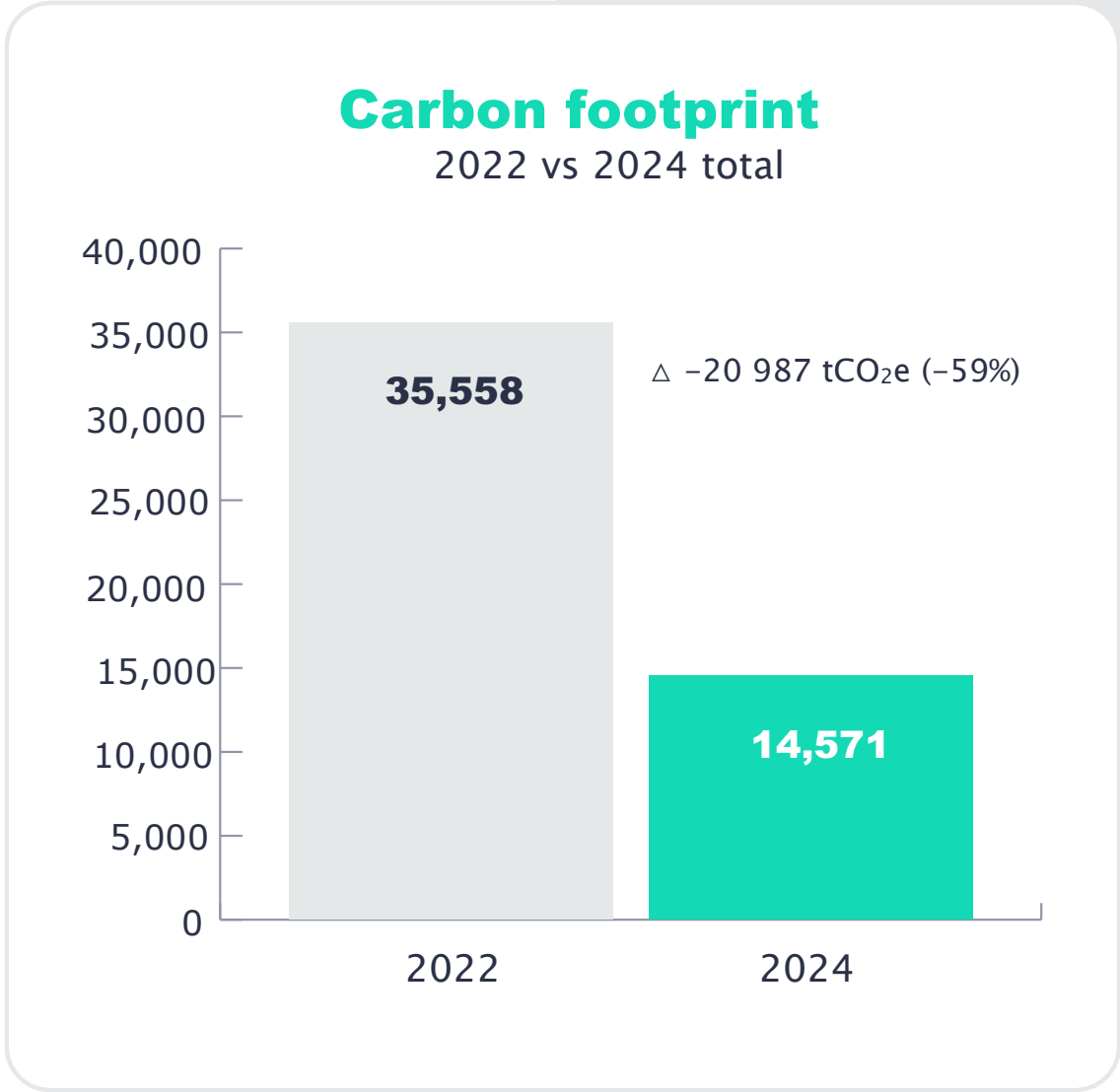
- ▶ 2024 carbon footprint (-59%)
- ▶ Digital footprint
- ▶ Accessible design
- ▶ Efficient data centre
- ▶ Reliable data



2024 carbon footprint (-59%)

In 2024, we set out to calculate our Carbon Footprint for the whole year, in France and Spain, according to the GHG Protocol methodology and covering all three scopes. Our objective was twofold: to ensure the data was reliable, especially with regard to purchasing, accommodation and travel, and to provide a firm baseline to guide our reduction plans. Consolidated emissions for the year amounted to 14,571 tCO₂e, down sharply from the last published carbon footprint (35,558 tCO₂e in 2022), i.e. a decrease of 20,987 tCO₂e (-59%).

With regard to the most significant categories, Miscellaneous purchases decreased from 26,044 tCO₂e to 9,680 tCO₂e (-63%), Products sold from 6,586 tCO₂e to 3,891 tCO₂e (-41%), and Movement of people from 808 tCO₂e to 418 tCO₂e (-48%). These results confirm that the bulk of our footprint is concentrated in scope 3, and that a responsible purchasing policy (just needs, low-consumption specifications, commitments from key suppliers) remains the first avenue for impact.



Digital footprint

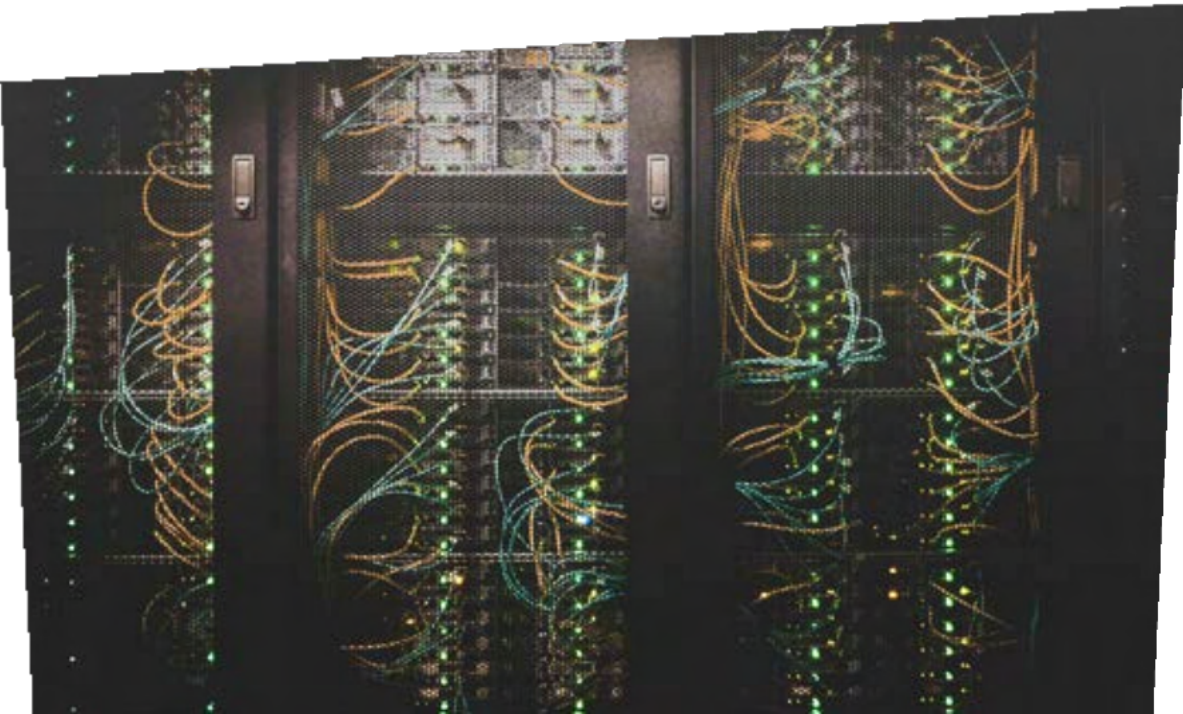
Our environmental footprint is primarily linked to the purchase and use of digital services and infrastructures. Any lasting improvement therefore requires a better knowledge of these elements and reduced consumption at the source.



Reliable data

Methodologically, the 2024 financial year saw an improvement in data quality: increased use of physical data (kWh, units, PUE, usage analytics) and the first primary supplier data on major elements. This increased reliability plays a decisive role in driving sustainable, documented and comparable reductions from one year to the next.

To better track the footprint of our cloud workloads, we activated the Public Cloud emissions tracker (AWS) module and established regular reporting.

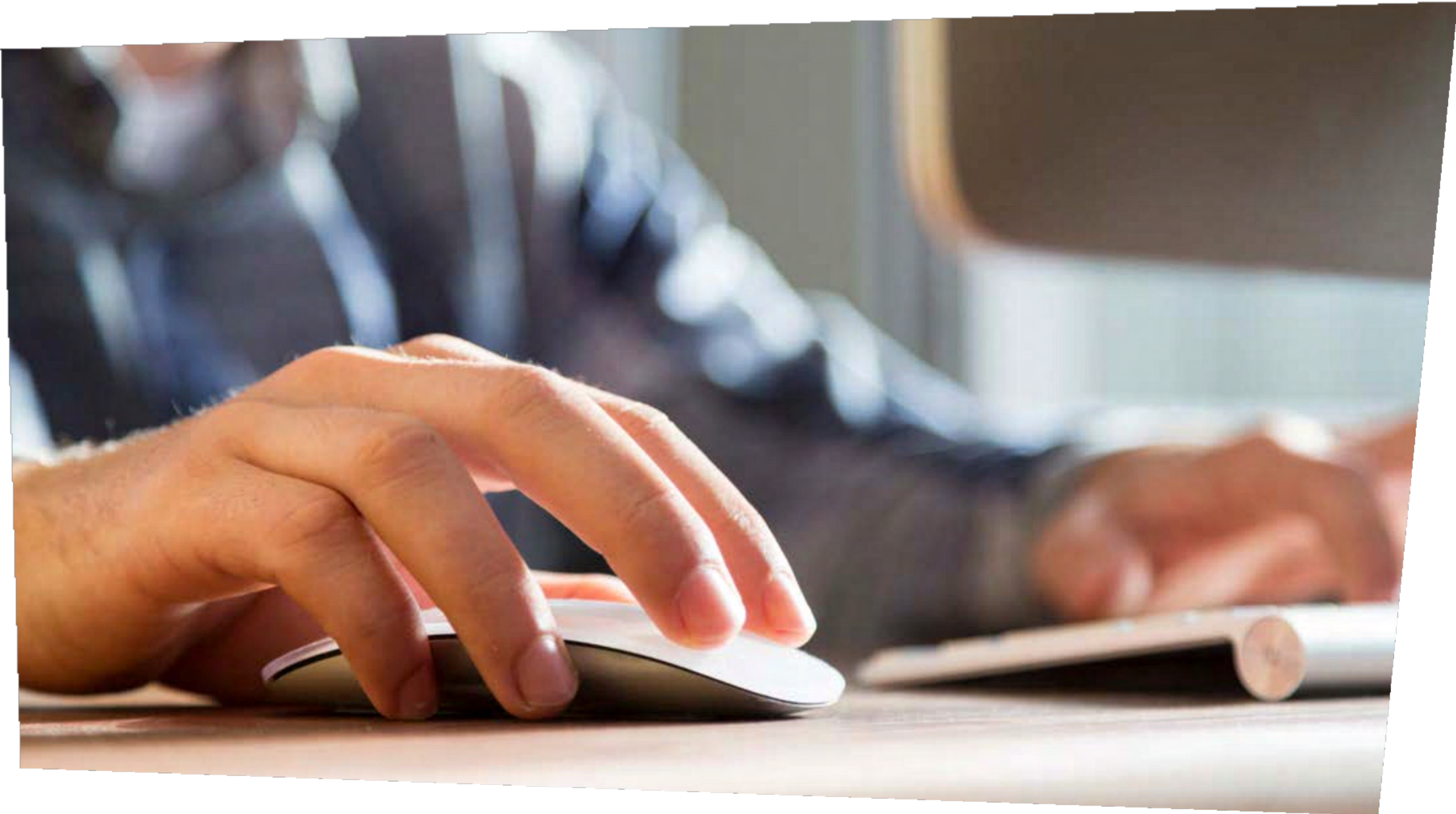


Efficient data centre

Finally, we began preparations for a structuring project at the end of the year: the migration of the Equinix Saint-Denis data centre to a newer infrastructure at ETIX in Lille. This development is intended to ensure measurable gains in energy efficiency (especially in terms of PUE) and a reduction of at least 10% in consumption at constant perimeter.

Accessible design

Finally, the development teams have laid the foundations for increased accessible digital skills. While these actions are still modest in volume, they set a clear course: to integrate accessibility principles as early as possible, from design to testing practices.

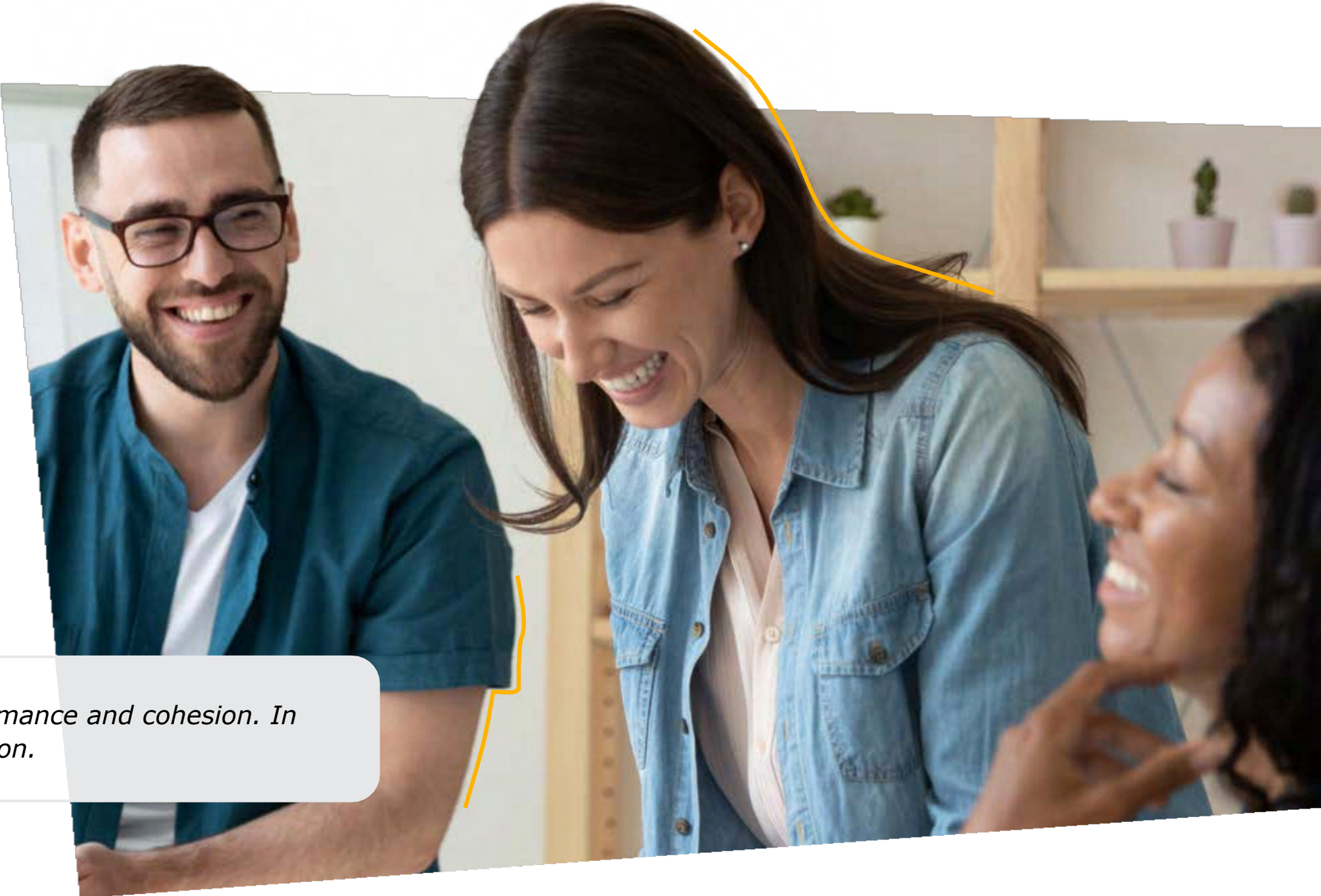


Promoting I solidarity initiatives

The quality of the employee experience and inclusion are direct drivers of performance and cohesion. In 2024, we conducted several initiatives to raise awareness, prevent and take action.

► SEEPH
& DuoDay

► Solidarity days



SEEPH & DuoDay

On the occasion of the European Week for the Employment of People with Disabilities (SEEPH), workshops led by Handi Lyon Rhône allowed us to address "Disability in Society" from a concrete perspective, deconstructing stereotypes and preconceived ideas and working to create a welcoming environment on a daily basis. In a similar vein, Odigo participated in the DuoDay scheme, offering a workplace immersion at the Boulogne–Billancourt site.



Solidarity days

Our employees demonstrated their commitment during the 2024 Engagement Day. Distributed between Paris, Lyon, Montpellier and Rouen, sixty-four volunteers contributed their energy to five partner associations. In total, nearly 288 hours were devoted to useful assignments, from fostering integration pathways to supporting collective workshops, with an attendance rate of about 95% and high satisfaction expressed by both the participants and host associations.

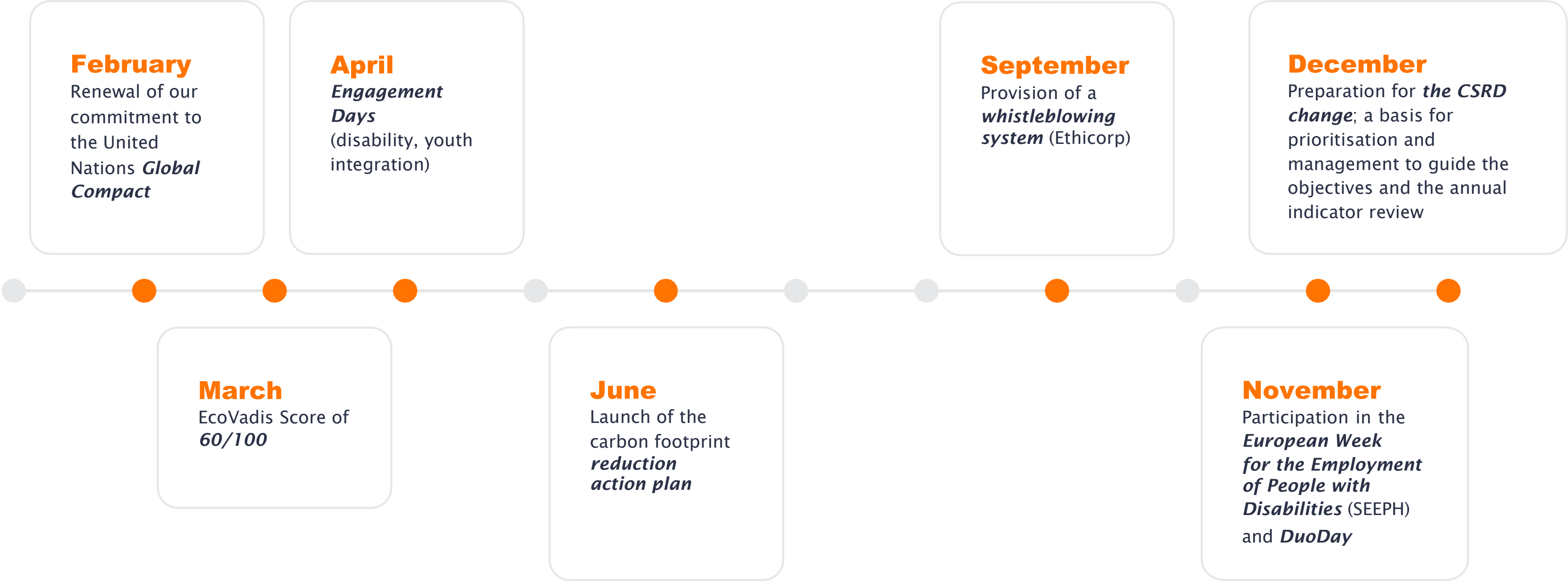
Odigo has decided to allocate a share of its 2024 apprenticeship tax to the École de la Deuxième Chance (Second Chance School), thereby extending our 2024 Engagement Day and underlining our willingness to take concrete action to support the professional and civic integration of young people. This contribution was welcomed by the school, which will put it towards its mission of "developing new educational projects and supporting 624 trainees in their training and integration". It is also perfectly aligned with our values of social responsibility, reflecting the positive impact we are striving to achieve alongside our partners.



I 2024 highlights

- ▶ Timeline
- ▶ Recognition and transparency
- ▶ Our CSR positioning in the CCaaS market





Recognition and transparency

Beyond actions, data quality and the transparency of our approaches remain a central issue. The launch of our 2024 Carbon Footprint, our commitment to the Global Compact and our new EcoVadis assessment represent three key milestones, driving us to measure, document and progress.



United Nations
Global Compact

Odigo is a signatory to the United Nations Global Compact. As such, the company undertakes to respect and promote the ten principles relating to human rights, international labour standards, the environment and the fight against corruption, and to publish an annual Communication on Progress to report on the actions taken and the results obtained.



60/100
74ème
percentile

As a player in the digital landscape, we understand that our practices must be continuously evaluated and challenged. The 2024 EcoVadis assessment helped to establish Odigo's position in its sector. With an overall score of 60/100, Odigo is in the first quartile of the players evaluated, with strong points in Environment, Ethics and Responsible Purchasing. This external evaluation reinforced our chosen directions, and shed light on our areas for progress, particularly with regard to social and human rights aspects, which have been established as priorities for 2025.

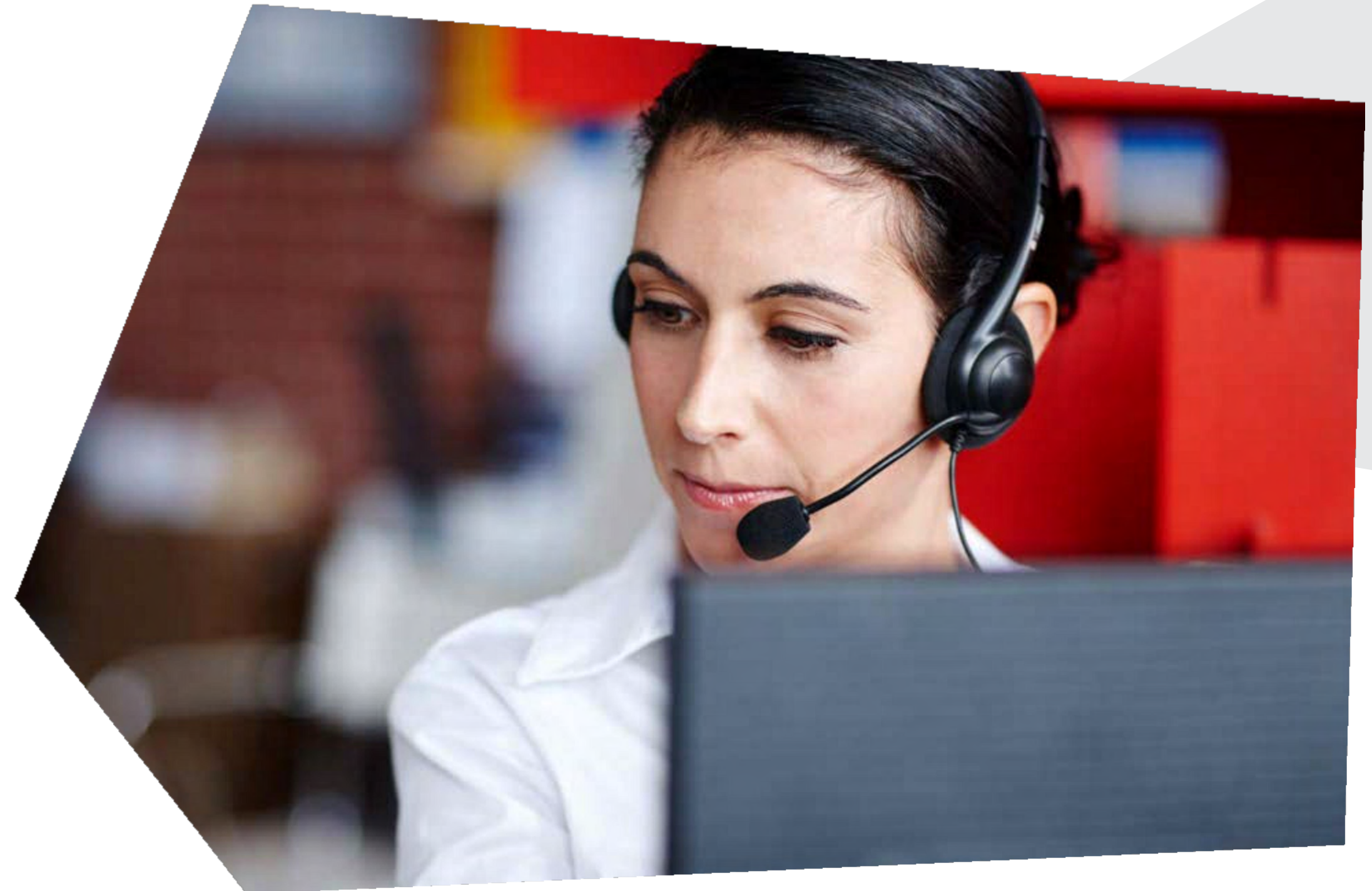


In Spain, Odigo has maintained ISO 14001 certification for its environmental management system. This standard governs the evaluation of our impacts (energy, waste, purchasing, regulatory compliance), which are subject to regular monitoring audits by a third party organisation, with no major deviation in 2024. This certification complements our source-reduction approach and ensures the Spanish site is aligned with the group's environmental standards.

Our CSR positioning in the CCaaS (Contact Centre as a Service) market

Odigo favours a reduction trajectory: asset rationalisation, equipment modernisation, management of final cloud emissions and migration to more efficient infrastructures, with measurable and auditable progress over time. In the CCaaS ecosystem, where some players have embraced "cloud neutrality" based in part on offsetting, we choose real, documented reductions and increased commitment throughout the supply chain (hyperscalers, telecoms, integrators) with regard to energy performance and footprint objectives.

This positioning guides our responses to calls for tenders: factual evidence (carbon footprints, efficiency indicators, data governance), costed action plans, and alignment with CSRD/ESRS expectations in terms of reduction and traceability. It is also aligned with our CCaaS operational requirements (reliability, safety, availability), reconciling service performance with a controlled environmental impact.



| Conclusion



Conclusion and perspectives

The 2024 financial year allowed us to set a clear direction and to start concrete projects focused on our main impacts.

In the coming year, we must build on these foundations to achieve measurable results: publication of our Communication on Progress, documentation of the energy savings of the data centre migration, increased accessibility in product development, and deeper relationships with our key suppliers based on shared footprint reduction goals.

Through consistent execution and high-quality evidence, our social responsibility can become a strong driver of performance and trust.



About Odigo

Odigo is a global provider of Contact Centre as a Service (CCaaS) solutions that improve interactions between brands and their customers. A pioneer in the customer experience market in France that today ranks among European leaders, Odigo has been supporting more than 250 large companies in more than 100 countries for nearly 40 years.

Driven by a deep sense of professionalism, pragmatism and imagination, Odigo is set apart by the unparalleled reliability and robustness of its solution, offering the best quality voice rendering (MOS) on the market. Our experts help private and public organisations choose and deploy the right relational models and AI to ensure maximum performance and customer satisfaction.

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