

Policy



Environment

November 2025

iKanbi[®]

Revision

Version	Date	Author/ Responsible	Changes Made	Validation
1.0	17/11/2025	Marigona Akifi	Writing	Direction

Environment Policy

PURPOSE AND SCOPE

This Environmental Policy outlines the commitments of **iKanbi Group and its subsidiaries** regarding environmental protection and the reduction of the ecological impact of its activities.

It applies to all sites, employees, operational processes, equipment, and partners involved in the delivery of our remote customer service and support activities.

Environment Policy

VISION AND GUIDING PRINCIPLES

As a major player in remote customer relationship services, **iKanbi Group and its subsidiaries** acknowledge their responsibility in reducing the environmental footprint generated by their activities.

Our operations rely on digital infrastructures, the use of technological equipment, and dynamic work environments. These activities require the responsible and rigorous management of resources such as energy, IT equipment, and workplace facilities.

Our approach is built on the following principles:

- Prevention: identifying and limiting environmental impacts at the source.
- Responsibility: integrating sustainability into our decisions, processes, and investments.
- Compliance: meeting all applicable legal and regulatory requirements.
- Continuous improvement: monitoring our performance and strengthening our actions over time.
- Transparency: communicating clearly about our commitments and results.

iKanbi Group and its subsidiaries may rely on external experts to ensure the reliability of our environmental assessments and the effective management of our approach.

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ENVIRONMENTAL COMMITMENTS

Responsible Energy Management

We are committed to optimizing our energy consumption by:

- improving the efficiency of our digital infrastructures and office spaces;
- adopting solutions that limit consumption (automatic shutdown systems, efficient lighting, computer standby modes);
- monitoring our energy performance indicators.

Reduction of Greenhouse Gas Emissions

Our actions include:

- developing teleworking whenever possible;
- limiting non-essential business travel;
- encouraging low-impact modes of transportation;
- implementing carbon-offset initiatives.

Sustainable Management of Equipment and Resources

We implement responsible management of equipment through:

- purchasing durable, eco-designed or certified materials;
- extending the lifespan of our equipment;
- ensuring compliant processing of electronic waste;
- expanding selective waste sorting.

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ENVIRONMENTAL COMMITMENTS

Optimization of Operational Processes

We are committed to:

- promoting digitalization and reducing printing;
- integrating environmental criteria into our procurement processes;
- optimizing information flows and the use of internal resources.

Environmental Preservation

We support actions aimed at:

- preserving local biodiversity;
- participating, when relevant, in reforestation programs;
- raising awareness among our teams about environmental issues

Environment Policy

EMPLOYEE AWARENESS, TRAINING, AND ENGAGEMENT

iKanbi Group and its subsidiaries consider that environmental performance relies on the involvement of all employees. For this reason, we are committed to integrating environmental issues into our corporate culture.

We strive to:

- **Regularly raise awareness** among our teams about the environmental impacts linked to our activities, the best practices to adopt on a daily basis, and the strategic objectives defined by the company.
- **Train employees**, particularly those in key roles, so that they master the requirements, procedures, and behaviors necessary to reduce our environmental impact.
- **Strengthen individual ownership** of environmental issues by encouraging everyone to act responsibly in their use of energy, IT, and material resources.
- **Promote active participation** of employees in internal initiatives (environmental campaigns, waste-reduction actions, energy-saving projects, etc.) or in awareness activities organized by the company.

By developing these practices, **iKanbi Group and its subsidiaries** aim to create an environment in which every employee becomes a stakeholder in the sustainable transition.

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COMMUNICATION, AVAILABILITY, AND TRANSPARENCY

Environmental communication is a key element in ensuring the consistency, credibility, and transparency of our approach.

In this regard, **iKanbi Group and its subsidiaries** commit to:

- **Making this Environmental Policy available** to all employees and, when relevant, to external stakeholders (clients, suppliers, partners, institutional bodies).
- **Communicating transparently** about our commitments, actions, and progress, notably through our internal channels (SharePoint, internal communication, non-financial reports).
- **Strengthening dialogue with external stakeholders**, particularly during consultations or environmental assessments carried out as part of projects, certifications, audits, or partnerships.

This transparency fosters trust, strengthens engagement, and helps highlight the initiatives undertaken by **iKanbi Group and its subsidiaries**.

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MONITORING, GOVERNANCE, AND CONTINUOUS IMPROVEMENT

The effective implementation of the Environmental Policy requires rigorous oversight, regular monitoring, and a continuous improvement approach.

iKanbi Group and its subsidiaries have established a structured framework based on:

- **A dedicated governance system** responsible for coordinating environmental actions, monitoring commitments, and ensuring the application of the policy. This framework may include a committee, a dedicated team, or an appointed responsible person.
- **The definition of environmental performance indicators (KPIs)** to objectively measure our consumption, emissions, waste, and other key impacts related to our activities.
- **Regular monitoring of results**, including analysis of trends, identification of potential non-compliances, and implementation of corrective action plans.
- **An annual review of the policy**, carried out by Management, to ensure its relevance in relation to the evolution of our activities, internal feedback, stakeholder expectations, and regulatory requirements.
- **The integration of continuous improvement** into our environmental approach, by adjusting our objectives, processes, and methods whenever new opportunities for progress are identified.
- **The involvement of external experts**, when necessary, to ensure the objectivity of analyses, strengthen our approach, and support certain strategic projects.

This governance framework ensures the rigor, consistency, and long-term sustainability of our environmental commitment.

iKanbi Group SA

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