



Environmental
Social
Governance

2023

ELCA Group
Sustainability
Report

Statement

ELCA Group has achieved a major growth spurt in the last three years through above-average organic growth and, above all, targeted acquisitions. As a future-oriented company, we are aware that our growth and success are associated with great responsibility. We are aware of the impact of our activities on the environment, the well-being of our employees and the markets we serve. We therefore strive to maintain a balance between our business objectives and the sustainability of the entire ecosystem.

To ensure that our growth is sustainable in the truest sense of the word, we have launched "FIT 2026", an umbrella program for a dozen strategic initiatives. A central pillar of this program is our ESG@ELCA (Environment - Social - Governance) initiative, which reflects our commitment to sustainable business practices in all aspects of our operations. Under the ESG@ELCA initiative, we combine various activities around the keyword "sustainability". These include our commitment to maintaining ISO 9001, 14001, 27001, 27701, 27017 and 27018 certifications, promoting employee development, promoting gender equality, and embodying the principles of good corporate governance such as accountability, responsibility, transparency, and fairness. This initiative is not limited to our Swiss subsidiaries but encompasses all our global activities on three continents.

This present "Sustainability Report 2023" is the first public publication to be accompanied by GHG reporting for the ELCA Group for Scopes 1, 2 & 3. In previous years, we limited our reporting to the narrower area of our stakeholders.

We hope you enjoy reading this report and look forward to your feedback, ideas, and impressions.

Cédric Moret
CEO ELCA Group

Ferruccio Lagutaine
COO ELCA Group

Laurent Wassenberg
Corporate Development
& General Secretary ELCA Group

Reto Schmid
Lead Corp Dev
& Head of ESG@ELCA



Table of Content

1. Statement	02
2. Our Strategy & Ambition	04
3. Our Approach	06
4. Environment	08
5. Labour & Human Right	13
6. Ethics	21
7. Sustainable Procurement	25
8. Measures	29
9. References	30
10. About this report	32
11. Imprint	33

2. Our Strategy & Ambition

Sustainable behaviour can only succeed if the corporate culture is imbued with this attitude. For many years ELCA Group has put a special spotlight on the purpose of its activities, whether through the adoption of standards, methods and certifications, whether by individual activities like the initiatives for car-sharing and many other ideas.

2.1. ELCA Group ESG Charter 2024

ELCA is an IT company that is committed to high standards of Environmental Sustainability, Social Responsibility, Corporate Governance and Ethics, as well as Employee Engagement and Well-being. We recognize that these core ESG topics are interconnected and require ongoing attention to ensure that we are creating a positive impact in our communities and beyond.

Our ESG charter outlines our commitment to these topics, including reducing our energy usage through increased efficiency and the use of renewable energy sources, striving to reduce waste and increase recycling efforts, and working to reduce our greenhouse gas emissions. We also commit to using technology to create a positive impact in society by engaging with our stakeholders to understand their needs and priorities and developing initiatives that address social challenges such as access to education, healthcare, and basic services. In our commitment to creating a diverse and inclusive workplace, we will strive to attract and retain a diverse workforce, develop policies and practices that promote equality

and inclusion, and use technology in a responsible and ethical way.

Our Corporate Governance and Ethics commitment includes maintaining high standards of transparency and reporting, upholding ethical behavior, complying with all relevant laws and regulations, and maintaining robust data security practices. We also have a diverse and independent Board that provides effective oversight and guidance, including in the areas of data security and privacy and risk management. Finally, our commitment to Employee Engagement and Well-being includes providing a safe and healthy work environment, supporting the physical, mental, and emotional well-being of our employees, recruiting and retaining talented employees who share our commitment to ESG practices, providing opportunities for career development and advancement, and encouraging work-life balance and flexibility. At ELCA, we believe that our success is tied to our ability to create a positive impact in our communities and beyond. We will continue to review and improve our ESG practices to ensure that we are making a meaningful difference.

2.3. Our Values

Our corporate values are the foundation for all our actions since 1968. From a specific ESG point of view, these same values are the basis for us to continue strive continuous improvement in the Environment, Social and Governance aspects of our operations.



COLLABORATIVE



INDEPENDENT



TRUSTWORTHY



COMMITTED



WELL-FOUNDED



Phạm Thị Mỹ Hạnh
Senior Quality Assurance Specialist
SECUTIX team - ELCA Vietnam

Our values are anchored in our commitment to quality, avoiding the one-size-fits-all solutions prevalent in today's world. Moreover, our values encourage to continual learning and a profound understanding of our customers' and the end-user's needs. This brings personal satisfaction and pride to me.

2.2. The ELCA ESG-Journey

ELCA has been committed, since its inception in 1968, to a sustainable behaviour of its customer projects and its own corporate development for both its employees and stakeholders. This approach has been progressively structured, and we have formalized our commitments over the years, step by step.



Ecovadis
Bronze Medal



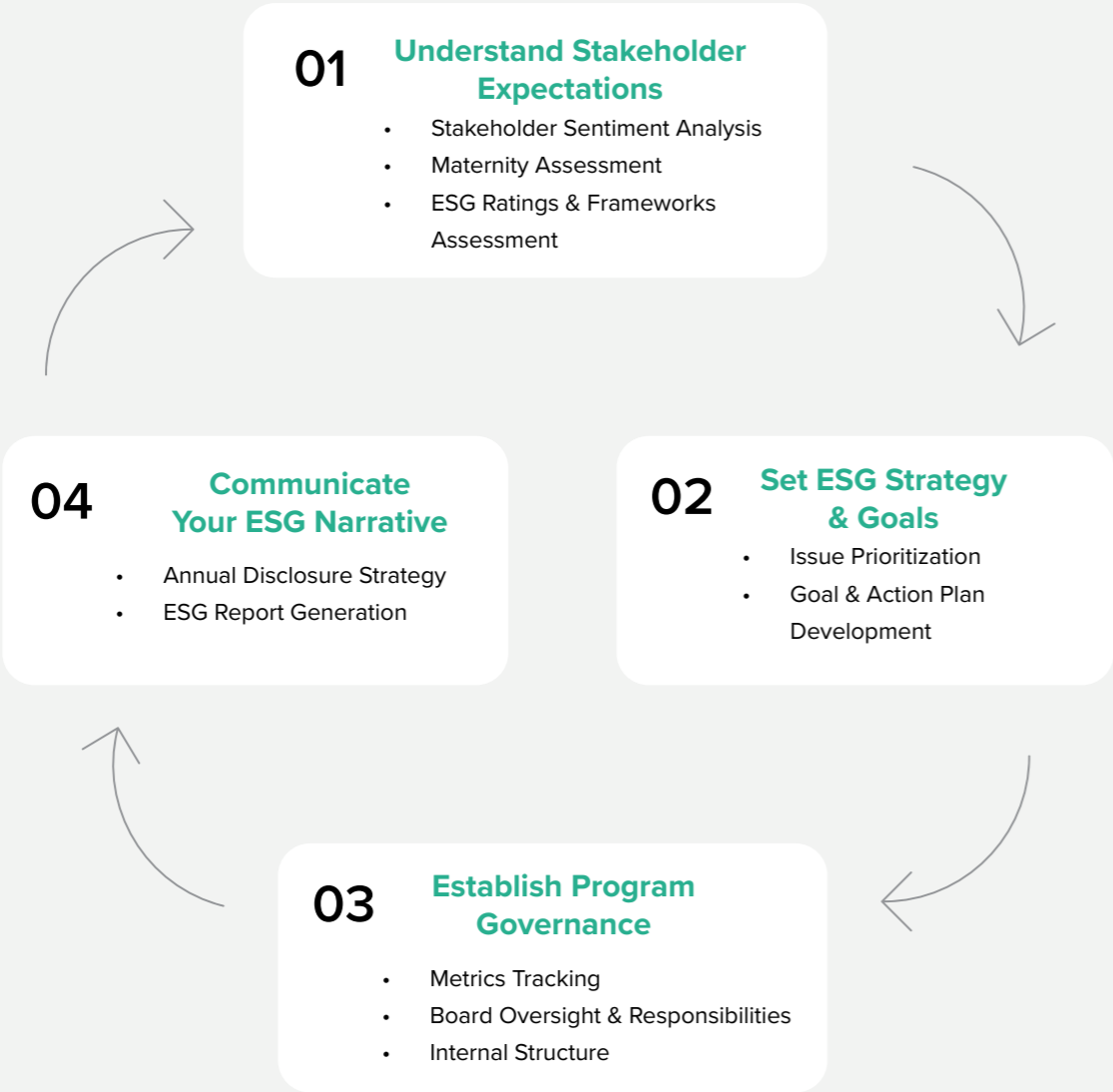
3.0 Our Approach

ESG is an initiative that was started with a focus on the long road. In terms of methodology, ELCA is based on the Gartner framework, which is generally applicable but was developed specifically for companies in the IT industry. The implementation, monitoring and continuous improvement is carried out by an organisation that is led directly by members of top management.

3.1. Framework and Approach of ESG@ELCA

ELCA Group is using the ESG Framework proposed by Gartner, an acknowledged worldwide leading IT-Research company. This pragmatic 4-step framework is a stable method which allows a quick start, but also the active steering of continuous improvement over the years.

The, aptly called Stakeholder Expectations reflects the long-term value system. The goals can change in the medium term, while the programmes serve more short-term tactics to achieve these goals.



3.2. ESG@ELCA Organisation, Roles and Communication

ESG@ELCA is commissioned, overseen and strongly supported by the ELCA Group Executive Committee, the highest executive level of the Group. Dedicated Executive Board (EB) members act as Sponsors and control bodies. The operational lead is in the hands of the Head of ESG@ELCA who guides and organizes all activities. The whole ESG@ELCA ecosystem includes representatives of all subsidiaries and all relevant business units, with a special focus on HR, Procurement, IT-Operation and Corporate communication. The aim of ESG@ELCA is to deliver results in a pragmatic and straight-forward manner to motivate, inform and ensure that all stakeholders work toward the joint goal to act more sustainable.

ESG@ELCA Organisation Chart



ELCA Headquarter, Pully

4.0 Environment

We are committed to a responsible approach to the environment and want to continuously improve.



As an internationally active company with operations on three continents, we are particularly committed to protecting the environment. On the one hand, we are focused to continuously reducing our own footprint, and on the other hand, as a specialist in digitalisation, we can help our customers to make significant optimisations.

4.1. Waste Management

ELCA is proactive about responsible waste management and resource conservation. We have set up the necessary infrastructure to enable our employees to recycle office supplies, and we have partnered with SWICO for the recycling of electronic waste. Old but functional hardware can be purchased by employees or sold to a third party to promote reuse and reduce electronic waste, effectively giving these devices a 'second life'. In ELCA's subsidiaries abroad, local initiatives have been started to improve the waste management continuously.

4.2. Eco-Design

At ELCA, we believe that sustainability should be integral to every aspect of our operations, including the software solutions we deliver. To this end, we are committed to promoting Eco-Design

- a practice that emphasizes the importance of designing software solutions in a way that minimizes their environmental impact.

To ensure that this commitment translates into tangible action, we are actively raising awareness among our engineers and business analysts that promotes good Eco-Design practices. This includes training sessions, workshops, and seminars focusing on methods to reduce the environmental footprint of the software solutions they work on. We encourage the consideration of sustainability at every stage of the software development lifecycle, from initial conception and design to eventual deployment and beyond.

Beside these internal activities, ELCA is actively participating in professional communities which are committed to the Eco-Design thinking.

In 2023, an ELCAian in Switzerland



560 kWh (-30%) consumed

5.8 tons/mio CHF (-15%) added value



5.5 kg (-9%) domestic trash



205 km (-3%) travelled by car



833 km (-18%) travelled by train



1 184 km travelled by plane



0.35 laptops (+50) refurbished



0.15 laptops procured



1.25 kg E-Waste recycled



Isabel Susino Lauroba
Finance Specialist
ELCA Cloud Services - Granada

Given my personal responsibility to environmental preservation, I am deeply aware that IT companies are among the highest pollutants industries due to electricity consumption and electronic waste. While ELCA is committed to sustainability at the corporate level, I believe it is also our individual responsibility to take steps to minimise our impact while at work.

4.3. Bringing our Expertise to the Service of the Environment

4.3.1. Blue City Project

Energy shortages have become a real risk to society since the international political developments in 2022. A project has been launched by the city of Lausanne, a consortium with academic participants, such as the EPFL, public, semi-public, private participants such as ELCA and start-ups, which should respond to these challenges. Its name is "Blue City Project", financed by Inno Suisse, the federal agency that promotes innovation in Switzerland. Within four years, a completely new model for managing cities should be in place.

The "Blue City Project" is based on the fascinating technology of the digital twin, that is, the double of the physical object, which lives in a computer. The digital twin is only data, algorithms, and AI, but this virtual avatar will allow the simulation of new business models. "Blue City Project" will work on energy savings and will be able to model energy networks, then show them on a virtual envelope to perform different simulations and make possible

optimizations. This will give a precise view of a city's consumption, district by district, and will enable the identification of opportunities to improve its carbon footprint.

In all projects with complex implications, the issue of data security is obviously a major aspect. In its 2020 report on the security of connected devices, the Federal Council pointed out how easy it is for cyber hackers to take control of thousands or even millions of connected devices. The impacts range from momentary unavailability of the IT infrastructure to the disabling of critical infrastructure through sabotage. These attacks can have devastatingly heavy financial and human consequences. ELCA has brought its cybersecurity expertise to the project. In concrete terms, its teams define a security concept for the digital twin. After studying the needs of the various smart city players, ELCA teams develop a framework to control access to the digital twins and ensure the integrity and confidentiality of the data exposed. This approach results in a more resilient system where security is conceptionally built in rather than being added as an afterthought.



Symbolization of blue city project

4.4 ELCA Group GHG Report

The dedicated "ELCA Group GHG Report 2023" documents the Green House Gas emissions of the entire Group, including all locations. The measurements and calculations cover all three scopes:

Scope 1 emissions are greenhouse gases a company puts into the atmosphere with its own property. For instance, when a company burns oil or gas to heat its buildings.

Scope 2 emissions come from electricity the company buys from the electric grid. These are "indirect" emissions that happen at distant power plants.

Scope 3 emissions include all other indirect sources of greenhouse gases from the company's operations. These includes for example the commuting of the employees and other related emissions.



The "ELCA Group GHG Report 2023" is available by request to our media contact: stephane.clerc@elca.ch

5.0 Labor & Human Rights

As an internationally operating group, we are fully committed to fully respect the Labor & Human Rights.



We understand that our social impact extends beyond our operational footprint. As a technology company, we are in a unique position to shape societal transformations, while also paying close attention to the well-being of our employees.

For our employees, we strive to foster an inclusive and supportive work environment that values everyone’s contribution. We believe in creating a workplace that promotes personal growth, encourages work-life balance, and ensures their well-being. Whether it’s through flexible work arrangements or programs aimed at employee development, our focus is always on nurturing a culture of respect and mutual support.

Moreover, we take great pride in the solutions we develop, many of which are designed with the aim to address social issues. We leverage our expertise in technology to create solutions that have a meaningful impact on society. Whether it’s by supporting NGO’s and international organisations like the Red Cross, or Médecins sans Frontière with innovative solutions, or enhancing accessibility, improving healthcare, or contributing to education. Our products and services are guided by our desire to make a positive contribution to the world.

5.1. Social Policies 5.1.1. Promotion of Women in the ICT

The Information Technology (IT) sector continues to be a driving force of innovation and economic growth. Yet, it is also an area where gender equality can be implemented without restrictions. We believe in the power of diversity and the unique perspectives and talents that women bring to the IT field. We recognize the need to actively support and promote women’s employment in the IT sector to foster an inclusive, dynamic, and equitable industry.

ELCA is committed to supporting initiatives that promote the employment of women in the IT sector. We strive to create an environment where women can thrive, contribute, and lead within our organization and the broader IT community. We believe that this commitment not only enriches our company culture but also strengthens the IT industry.

5.1.2. Development of our People

In a rapidly evolving industry like IT, the continuous growth and development of our team members is not just an investment in individual careers, but a vital component of our organizational success. We recognize that our people are our greatest asset, and their ability to innovate, adapt, and excel is fundamental to our competitive edge.

ELCA is firmly committed to the continuous training and development of our people. We believe that nurturing the skills, knowledge, and abilities of our team members is essential to achieving our strategic goals and sustaining our reputation for excellence.

5. Labor & Human Rights

5.1.3. Positive Impact on our Community

We believe that our responsibility extends beyond our business operations to the communities where we live and work. Our main presence in Switzerland, Mauritius, Vietnam, Spain, and Italy offers unique opportunities to engage with diverse cultures and contribute positively to local development. ELCA is committed to having a positive impact on the communities where we operate. We aim to create value and foster sustainable growth through collaboration, investment, and active participation in community initiatives. Our approach is guided by a respect for local cultures, a desire to contribute to social progress, and a commitment to ethical and responsible conduct.

5.2 Employees

ELCA Group is proud to be powered by a diverse and dedicated team of over 2,100 individuals across multiple continents. Our workforce is distributed across Switzerland, Vietnam, Mauritius, US and several European countries, reflecting our global reach and commitment to inclusivity.

In Switzerland, our largest base, we have around 1'000 talented professionals contributing to our mission. Our Vietnam team, exceeding 350 experts, is integral to our operations, demonstrating incredible ingenuity and dedication.

The team in Mauritius, comprising around 200 individuals, enriches our work with their unique perspectives and skills. In Spain our team of over 200 professionals contributes significantly to our growth and success. The youngest two shoring centres, in Italy, round up the current setup of ELCA's workforce.

In our ongoing commitment to gender equality and diversity in the workplace, ELCA maintains an earnest focus on



Kenny Appegadoo
Senior Engineer - Easygov project
ELCA Mauritius

“At ELCA, I have always felt valued and respected as an employee. The company’s commitment to fair labor practices is something I truly appreciate. Knowing that our company prioritizes safe working conditions and opportunities for professional development is incredibly motivating. However, I believe there’s always room for improvement. I’d love to see us explore ways to further enhance communication between employees and management regarding labor practices. Additionally, exploring flexible work arrangements could benefit both the company and its workforce by promoting work-life balance and attracting top talent.”

increasing female representation across our global workforce. As of now, women comprise 22% of our personnel. We acknowledge that this number is not where we aspire to be although it is in the range of what the ICT market experiences.

We put actions and facts before declarations of intent. Regardless of their geographical location, 100% of our employees are covered by health insurance. We believe that our people are at the heart of our success, and their well-being is of utmost importance to us.

This principle guides our actions and policies, ensuring that we create a work environment that supports our employees' physical and mental health, fosters personal and professional growth, and promotes a positive work-life balance.

5.2.1. Health and Safety Policy

We are committed to fostering a work environment that prioritizes the health and safety of our employees, clients, and visitors. Our objectives are as follows:

* Physical Well-being: To protect our team members from any physical harm and ensure ergonomic workstations to prevent repetitive strain injuries and other office-related health issues. Additionally, we are organising collective sport events, Yoga classes, or corporate fitness centres in our offices.

* Mental Well-being: To promote a healthy work-life balance, prevent burnout, and provide support systems for mental health and well-being.

* Emergency Preparedness: To develop and maintain emergency procedures to manage potential crises efficiently and minimize their impact (See COVID-19 Emergency plan).



ENHANCING WORK-LIFE HARMONY

Work-Life Balance:

Flexible Working Hours: Implementing flexible working hours to help employees maintain a healthy work-life balance.

Remote Working Options:

Offering remote working options to reduce commute times and facilitate better work-life integration.

Right to Disconnect:

No Expectation of After-Hours Work: Encouraging employees to disconnect from work outside of standard working hours.

5.2.2. Employee Development and Career Path

We place a strong emphasis on the continuous professional development of our employees. We firmly believe that nurturing talent and facilitating continuous learning are key components of our success and growth. Each of our employees receives professional training, professional and personal coaching and pinpointed support as needed, reflecting our commitment to their skill enhancement and career progression.

We have instituted an annual evaluation process known as the "progress talk." This one-on-one discussion between each employee and their manager which focuses on identifying areas of growth and setting objectives for the coming year.

This process ensures that every member of our team has a clear path for career development and understands the steps needed to reach their professional goals.

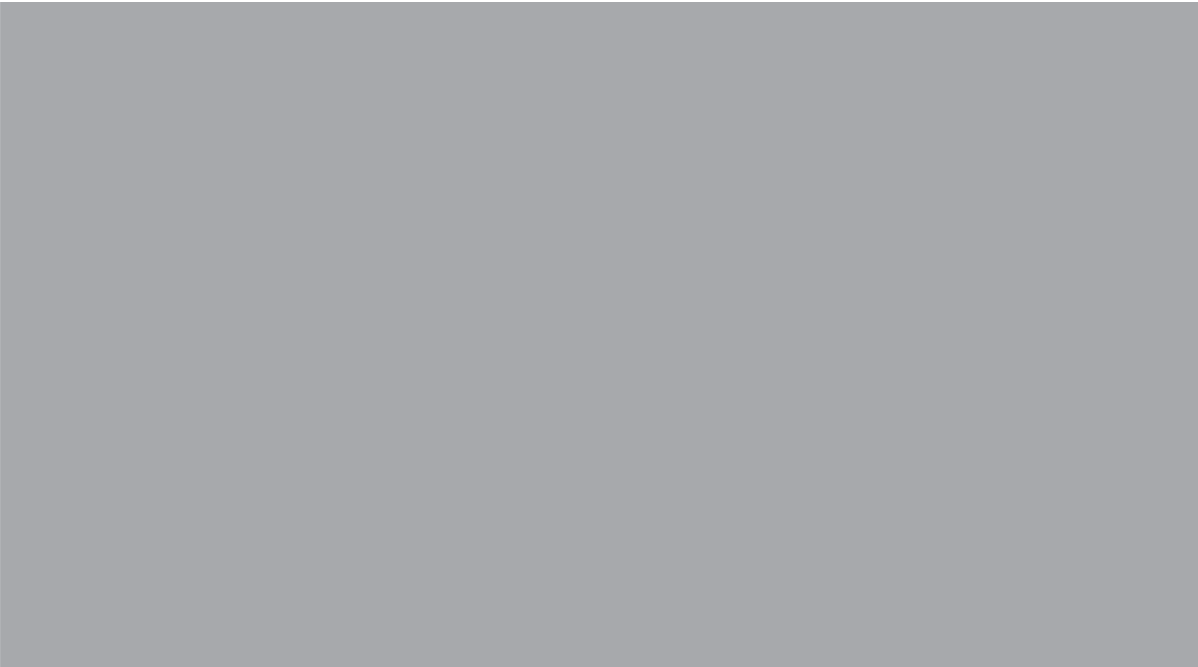
In a significant development in 2022, we have started offering our employees the opportunity to work from different offices around the world. This program aims to broaden their professional horizons, expose them to diverse work cultures and practices, and contribute to their career growth within the ELCA Group.

5.2.3. Interactive Communication

We deeply value open and transparent communication between managers and employees. We believe that such dialogue is crucial for fostering a collaborative and inclusive work culture. To facilitate this exchange, we hold regular Townhall meetings at all our locations, Brownbag-meetings, or In-Depth sessions.

During these sessions, our leadership team presents current affairs and provides updates on organizational developments. Additionally, these meetings feature a Q&A session, offering our employees a platform to engage directly with the leadership, voice their queries, and receive clarification.

In 2023, we re-launched the "IdeaBox" initiative, a testament to our commitment to innovation and continuous improvement. The IdeaBox platform allows employees across all our sites to submit their ideas on enhancing working conditions and boosting



Lorem Ipsum

Our collaboration with the Red Cross has been a significant factor in earning this recognition. Together, we have developed an innovative solution that aids refugees in their quest to reunite with lost family members. This project leverages the power of technology to address a pressing humanitarian crisis, bringing hope and relief to those affected by displacement.

This accolade is a testament to our dedication to leveraging technology for social good. It highlights our commitment to creating meaningful and impactful solutions that make a real difference in people's lives. As we celebrate this recognition, we are reminded of the importance of our mission to use our expertise and innovative technology in service of society. More importantly, the award underlines the strength of our partnerships, in this case with the Red Cross, as we work collaboratively towards a shared goal. It demonstrates what can be achieved when technology, empathy, and a shared mission to make a positive social impact come together.

We consider this recognition not as the end goal, but as further inspiration to continue creating solutions that drive positive change. We remain committed to using our skills and resources to contribute to society, making a tangible difference where it matters most. With this ethos at the core of our operations, we look forward to deepening our existing partnerships, forming new ones, and continuing to create innovative solutions that truly make a difference.

5.3. HapticMap

5.3.1 An application to improve the autonomy of low vision and blind people.

This project was developed by ELCA Digital Agency teams as part of an EPFL Master Project Internship Program in collaboration with ELCA Innovation Lab

Incubator Program. In-the-field feedback from users is excellent, and the Swiss Federation for Blind and Low vision is considering making this application available on a larger scale. Additionally, such a tool is expected to be used by locomotion experts, complementing current methods.

5.3.2 The white cane is here to stay

With this project, we are nowhere near replacing the traditional white cane with current technologies; hundreds of projects have tried to do so and failed. The reasons for this are a combination of reliability, simplicity, and cognitive overload. A white cane will always work, no battery, no electronics, no bugs. On the other hand, any device that implies technology has a non-zero risk of failing to detect obstacles which, even if such risk is low, is sufficient to break the confidence that users have in the device.

Moreover, technologies trying to guide the user with sounds and signals failed. This is because blind people must be highly focused while moving. They must listen to every sound, try to feel the surroundings, and not get lost. Therefore, by adding stimulus and trying to inform the person of obstacles while giving directions, the human brain is quickly overloaded, which is counterproductive.

However low-vision and blind people use smartphones. Using iPhone's screen reader VoiceOver, users can use the majority of their phone's functionalities. It describes what's on the screen and provides a set of gestures to interact with the phone.

With Haptic Map blind people can see maps on their smartphones. Haptic Map is an iOS application to facilitate low-vision or blind people's navigation and mental space representation. Users create itineraries.

5. Labor & Human Rights

Each itinerary consists of a list of static maps covering areas of the itinerary that are important or complicated.

Low-vision or blind users can discover maps by moving their fingers on the screen and receiving a combination of haptic feedback, voice description, and sounds. Haptics feedback is specifically crafted vibrations using the Haptic Engine on the device. Using this, the app sends different textures to the user depending on what's under the finger on the map. This way, low-vision and blind people can now see maps on their smartphones for the first time ever.

On HapticMap, different vibrations textures are presented depending on the item below the user's feedback. For example, feel a grass texture if the map includes a park, slow vibrations for a road, and sharp and intense vibrations for a pedestrian crossing.

5.3.3 Physical maps vs HapticMap

Physical maps for blind people exist and are sometimes used while learning itineraries with a locomotion expert. However, such maps cannot leave the office, which means the patient has no material when they get back home. If the person does not follow the itinerary regularly, there is a risk that s/he might forget the details and get lost.

3D maps are also sometimes found on large buildings but are expensive and are extremely rare. HapticMap can be in the pockets of all users at no cost. Everybody can create maps using simple drawing tools and represent indoor or outdoor places.

This project has been developed with a strong user-centric design approach to understand the specific needs and goals of low-vision and blind people. Learning from field studies, semi-structured interviews with low-vision people, subject matter expert interviews, and a literature review led us to the conclusion that the white cane is here to stay. Technology has a role to play but not where we expected at the beginning of the project.

At ELCA Digital Agency, we know that technology only matters if it truly serves the people who use it. We expect this project will contribute to the accessibility of low-vision and blind people everywhere HapticMap can be applied.



HapticMap: An application to improve the autonomy of low vision and blind people

5.3.4 Digital Economy Award 2023 in the category "Digital innovation of the year"

In 2023, our collaboration with Tigen Pharma earned us the prestigious Digital Economy Award, recognizing our project as the most innovative digital initiative in Switzerland. This reward underscores the transformative potential of digital technologies and collaborative efforts in addressing challenges in the field of cell therapies for cancer treatment.

Our project focused on developing a data-driven platform enabling the operation to scale of Cell and Gene Therapy (CGT) treatments by digitalizing and streamlining the collaboration of clinical teams, compliance, and manufacturing.

Cell and Gene Therapies (CGT) offer unprecedented opportunities for potentially curing diseases where there are currently limited or no treatment options. This will potentially be to the benefit of many patients.

5.3.5 LAGAPEP

Information system for automated school management of post-compulsory education in the Canton of Vaud. Through the digitalization of processes, ELCA implemented a new information system and developed a software program. Our objective was to enhance information quality, streamline administrative and pedagogic management, foster communication and coordination among partners, ensure access to information for students and their legal representatives, and adapt to federal and cantonal regulations.

5.3.6 Revolutionizing MSF's Donor Relationship

In the dynamic landscape of humanitarian work, Médecins Sans Frontières (MSF) faced the challenge of evolving its donor engagement strategies to meet the demands of the digital age.

Thereby, as a longstanding partner with a deep understanding of MSF's operations, ELCA played a pivotal role in the success of their Donor Relationship Engagement Acquisition Management Project (DREAM).

Our proposed solution aimed to revolutionize MSF's digital fundraising efforts by evolving the existing DREAM solution into an integrated, renovated fundraising digital platform. Powered by Microsoft Dynamics 365, this platform offered advanced features in digital marketing, communications, and automation, facilitating MSF's digital transformation journey. Additionally, the solution included a new banking transactions reconciliation solution based on Dynamics Power Platform, ensuring a unified interface and enhanced data quality.

C4DT

ELCA co-founded and funds the Center for Digital Trust. It is an academic-industry alliance of international relevance that facilitates innovation in digital trust services and products. It brings together 19 industry partners, 36 EPFL laboratories, civil society, and policy actors to collaborate, share insight, and to gain early access to trust-building technologies, building on state-of-the-art research at EPFL and beyond.

C4DT focuses on three domains. First, facilitating technology transfer and ensuring competitiveness of Switzerland on those issues, by giving access to EPFL research capacity and talents. Second, raising awareness of decision-makers and developing a community of interest around the topic. And third, developing advocacy/policy activities, both at Swiss and international levels, allowing EPFL to become an international reference centre on the subject.

5.3.7 Support et collaboration

For several years, ELCA is proud to support and contribute to various projects as the Center for Digital trust (C4DT), “Coding club for girls” and École 42.

C4DT is an academic-industry alliance of international relevance that facilitates innovation in digital trust services and products. It brings together 19 industry partners, 38 EPFL laboratories, civil society, and policy actors to collaborate, share insight, and to gain early access to trust-building technologies, building on state-of-the-art research at EPFL and beyond.

The “Coding club for girls” project offers workshops across Switzerland for girls aged between 11 and 15 who are interested in IT. These workshops cover topics such as programming an application and creating computer games. This project aims to inspire and empower the next generation of female tech leaders.

42 Lausanne - part of the 42 Network, is the first network of developer schools to be entirely free of charge, open to everyone without any qualifications, and accessible from the age of 18. Its teaching methods are based on "peer-to-peer learning," a participative approach with no classes and no teachers that allows students to unleash their creativity through project-based learning.



A mentor of ELCA giving a presentation as part of the "Coding Club for Girls" Initiative

6.0 Ethics



Laetitia Wodia
Senior Analyst - ELCA Engineering
Pully

It's important to work in a harmonious environment. The environment is not just the company and the rules put in place to preserve our rights, because these rules must exist, and it's important to be aware of them. But also, the relationship between colleagues.

As a woman in IT, I love participating to the “Coding Club for girls” because I can share my work experience which is very positive. I can motivate young girls who still think that IT is a men's job. I can show them that there is no difference, and we have the same rights.

Maintaining ethical integrity and accountability is a cornerstone of our corporate culture.

6.0 ETHICS

Maintaining ethical integrity and accountability is a cornerstone of our corporate culture. One significant step we take to ensure that every member of our organization understands and abides by our ethical guidelines is through our Code of Conduct, which outlines the principles, standards, and behaviours we expect from all employees.

To ensure a continuous commitment to these ethical guidelines, every ELCA employee is required to thoroughly read and understand the Code of Conduct on an annual basis. Following their review, employees must digitally sign a statement confirming that they have comprehended and accepted the code's content.

This annual process serves as a constant reminder of our collective commitment to ethical conduct and enables us to uphold our shared responsibility in sustaining a respectful and trustworthy working environment. In this way, the Code of Conduct becomes intrinsically linked to our ethical compliance, ensuring that our values and principles are not only universally understood, but also consistently practiced across the entire organization.

6.1. Anti-Competitive Practices

In this interconnected world, ELCA Group recognizes and appreciates the pivotal role of competition in driving innovation, efficiency, and the creation of client-centric solutions. Embracing the principles of competition, we are not only participating in the free play of market forces, but also contributing to the robustness of the legal and economic systems of all the countries where we operate.

Section 5.1 of our internal code of conduct explicitly states our commitment to competition: "We are committed to competition and

the free play of market forces as the fundamental principles of the legal and economic systems found in all countries where we operate." This underlines our pledge to uphold the highest standards of business ethics, corporate governance, and transparency, ensuring a level playing field for all market participants.

We believe that healthy competition is essential for the growth and dynamism of the IT sector, fostering innovation, and delivering superior value to our customers. It's this commitment to competition and free markets that helps us stay agile, responsive, and focused on our goal: to enhance the technological capabilities of our clients while contributing to a sustainable future.

6.2. Corruption & Bribery

We take a strong stance against corruption in all its forms. We understand the importance of transparency, honesty, and integrity in maintaining the trust of our clients, employees, and stakeholders. We recognize that our actions shape not just our reputation but also influence the broader business environment.

Our internal code of conduct provides a clear directive on this matter. We acknowledge that reasonable exchanges of appreciation gifts can be part of business relationships, but we are adamant that such exchanges should not be used to unduly influence decisions or actions.

Our employees exercise their best judgment to ensure that the overall value and frequency of meals, gifts, or entertainment they offer or receive is reasonable and does not create the impression of improperly influencing any business relationship. Where possible, these exchanges should be balanced and mutual over time.

We prohibit any employee from soliciting or accepting any gift or item of monetary value exceeding CHF 200, for themselves or their relatives, from any person or entity that seeks official action from, does business with, or conducts activities regulated by the Company or any Group Entities, or whose interests may be substantially affected by the performance or non-performance of the employee's duties.

We strictly enforce this rule against accepting gifts in the form of money, kickbacks, or similar monetary advantages from third parties, regardless of their value. Our commitment to these principles is unwavering, as we understand that maintaining an ethical and corruption-free environment is crucial for the sustainability and success of our business.

6.3. Conflict of Interest

We recognize that maintaining a culture of integrity and ethical decision-making involves proactively addressing any potential conflicts of interest. We believe that every member of our team has a responsibility to avoid situations that could interfere with their ability to act in the best interests of our organization.

Our internal code of conduct, specifically under Point 7, provides clear guidance on handling conflicts of interest. We understand that such conflicts may arise when an employee, affiliate, or relative has a personal, actual, or potential interest or benefit in a transaction, decision, or activity performed by ELCA that could conflict with the organization's objective interest. This includes but is not limited to issues relating to intellectual property, supplied products or services, or financial transactions.

We require our employees to avoid participation in any activity, transaction, or decision of the Company if they find themselves in an actual or potential conflict of interest that cannot be fully avoided or

fully disclosed and explained. In cases where employees perceive a possible conflict of interest, they are expected to make a full disclosure to management - to the Human Resources or Finance department as appropriate. This ensures that, upon acceptance, we can establish the necessary safeguards and/or agree on a suitable course of action to prevent any compromise of our organization's interests.

Our commitment to this principle is unwavering, as we understand that maintaining a conflict-free environment is crucial for the sustainability and success of our business.

6.4. Money Laundering

ELCA Group is unequivocally committed to maintaining the highest ethical standards in all our operations and activities. Our strong stance against illicit financial activities such as money laundering is outlined explicitly in our internal code of conduct. Therefore, we ask each employee to declare any potential conflict of interest (side activities, shares ...).

Under Point 5.2, we note that while ELCA is not significantly involved in the sector of financial transactions or active financing of third-party activities, and despite not having a substantial presence outside of Switzerland, we still regard the principles of Anti-Money Laundering (AML) as integral to our business ethics. As such, even though we do not consider it necessary to establish formal AML controls given the nature of our business, we still expect our employees to uphold the principles of AML in their professional conduct.

Our employees are firmly instructed not to engage in any activity or behaviour related to organized crime, financing of terrorism, money laundering, or illegal financial transactions. We consider such activities as not only illegal but

6.0 ETHICS

also detrimental to the very principles upon which our business is built. If any employee becomes aware of such behaviour, we encourage immediate reporting of detailed information to the Audit & Risk Committee by contacting the Group General Secretary.

By maintaining a transparent and responsive communication structure, we seek to ensure that any potential instances of illicit behaviour can be quickly identified and appropriately addressed. Our commitment to this principle underscores our dedication to uphold integrity in every facet of our operations, contributing to the long-term sustainability and success of our business.

6.5. Information Security

We understand the crucial role that information security plays in the IT industry and the profound trust our clients place in our hands. We are committed to maintaining the highest standards of information security, confidentiality, and data integrity in all our operations.

To ensure that our practices are aligned with global best standards, we are proud to be ISO 27001 (Security), 27701 (Data Privacy), 27017, 27018 (Cloud) and ISO 9001 (Quality) certified. These certifications reflect our rigorous approach to information security management and quality management systems respectively, underscoring our commitment to secure and reliable operations.

In 2023, we demonstrated our commitment to ensuring that our employees are equipped with the necessary knowledge and skills to protect sensitive information. We conducted two significant awareness campaigns to further bolster our security and data privacy initiatives.

The first initiative was an e-learning

program focused on data privacy regulations. The second campaign was a practical training on phishing attacks, one of the most common cyber threats in today's digital landscape.



Aurélie Planchon
Business Development Manager
ELCA Security SA

By focusing on ethical practices based on Integrity, Transparency, Accountability, Mutual Respect, Privacy protection and Compliance, ELCA has, since 1968, created an environment conducive to building trust and successful, lasting relationships with its employees and customers.

I am personally convinced that promoting a culture that embraces these ethical topics is essential to ensuring social responsibility, fostering sustainable innovation and facing today's and tomorrow's challenges.

7.0 Sustainable Procurement

Sustainability should be integral to every aspect of our operations, including the software solutions we deliver.



7.1. Sustainable Procurement Policy

At ELCA, we are committed to being responsible stewards of the environment and society, and we understand the significant impact our suppliers have in this endeavour. As part of our dedication to sustainable business practices, we have implemented a Sustainable Procurement Policy that targets suppliers representing 80% of our purchasing amount.

This policy is designed to ensure that the products and services we procure are produced and delivered in an environmentally friendly, socially responsible, and economically viable manner. We believe that by promoting sustainable practices among our key suppliers, we can significantly reduce our environmental footprint, support social development, and promote economic growth.

To achieve this goal, we require our suppliers to sign a Code of Conduct and complete a Sustainability Questionnaire to evaluate their commitment to sustainability. The Code of Conduct outlines the standards and expectations we have for our suppliers in terms of environmental, social, and economic responsibility.

The Sustainability Questionnaire allows us to assess the current sustainability practices of our suppliers and identify areas for improvement. We will work closely with our suppliers to encourage and support the implementation of sustainable practices in their operations. We will also prioritize suppliers who demonstrate a strong commitment to sustainability, as evidenced by their adherence to internationally recognized standards, certifications, and best practices.

7.2. Supply Chain 2022

In 2022, ELCA did not have a formal Sustainable Procurement Policy in place. However, we have always been committed to promoting environmentally responsible practices, and as such, environmental performance was already an important criterion in our supplier selection process.



Stephane Jaccard
Service Desk Manager
ELCA Group

Sustainability is a key consideration for us when selecting equipment. For instance, our partnership with HP recycling in Europe underscores our commitment, as they exclusively use rail transport to minimize ecological impact.

Moreover, we ensure the responsible disposal of our old equipment by offering it to employees, selling to refurbishment companies, or donating to recycling facilities, thus extending its lifespan and minimizing waste.

We recognized the importance of environmental stewardship and actively sought to partner with suppliers who demonstrated a commitment to reducing their environmental impact. This was reflected in our selection criteria, which included an assessment of the environmental performance of potential suppliers.

While we did not have a comprehensive policy in place, our commitment to environmental responsibility was clear, and we took meaningful steps to incorporate environmental considerations into our procurement decisions.

7.3. New Processes in 2023

Moving forward, we have formalized our commitment to sustainability by implementing a comprehensive Sustainable Procurement Policy, which includes a requirement for suppliers to sign a Code of Conduct and complete a Sustainability Questionnaire.

This policy reinforces our commitment to environmental, social, and economic responsibility and helps us to promote sustainable practices more effectively among our suppliers.

7.4. Supply Chain Risk Analysis

As part of our corporate Risk Management, a specific assessment was defined for the supply chain. This assessment is actually in stage 1 and will be refined over the following years.



Office, Zurich

	Prob	Impact	Comment	Mitigation measures
Environmental Risks				
Energy consumption	3	2	ELCA is relying increasingly on hyperscalers public cloud providers. For Swiss Data Centers, energy is procured from renewable resources. The risk still remains that smaller cloud providers may lack to improve energy efficiency or perform carbon-offsetting.	<div>Move to hyperscalers who can increase efficiency of infrastructure and compensate GHG.</div> <div>Move to Energy-efficient engineering for solution developed by ELCA.</div> <div>For data-centres outside of hyperscaler, emphasis on selecting partners who chose renewable energy sources for energy consumption.</div>
E-Waste	3	4	ELCA is conducts activities in different locations outside of Europe such as Mauritius and Vietnam. Increased care is needed to choose reliable partners to handle ELCA's electronic waste to ensure E-Waste doesn't negatively impact the environment.	In Switzerland, All E-waste is re-cycled through Swico. Hardware that is still functional is sold to employees or third party refurbishers to give electronic products a second life. In shoring centre, audit of re-cycling practices. Selection of trusted partners who will handle Electronic Waste in a responsible fashion.
Social Risks				
Labor Practices	3	4	ELCA is conducts activities in different locations outside of Europe such as Mauritius and Vietnam. Increased care is needed to choose reliable partners to handle ELCA's electronic waste to ensure E-Waste doesn't negatively impact the environment.	ELCA is conducts activities in different locations outside of Europe such as Mauritius and Vietnam. Increased care is needed to choose reliable partners to handle ELCA's electronic waste to ensure E-Waste doesn't negatively impact the environment.
Health and Well-being	3	2	ELCA is conducts activities in different locations outside of Europe such as Mauritius and Vietnam. Increased care is needed to choose reliable partners to handle ELCA's electronic waste to ensure E-Waste doesn't negatively impact the environment.	ELCA is conducts activities in different locations outside of Europe such as Mauritius and Vietnam. Increased care is needed to choose reliable partners to handle ELCA's electronic waste to ensure E-Waste doesn't negatively impact the environment.
GOVERNANCE RISKS				
Data Security and privacy law	3	4	ELCA, depending on the project is working with companies from around the world. Due to legal requirement (nLPD, GDPR), we identify a risk when selecting a supplier, ensuring localisation of data and measure to ensure security.	Due Diligence for supplier to ensure their terms & condition meet legal and customer requirement.
Data Security and privacy law	3	4	ELCA, depending on the project is working with companies from around the world. Due to legal requirement (nLPD, GDPR), we identify a risk when selecting a supplier, ensuring localisation of data and measure to ensure security.	Due Diligence for supplier to ensure their terms & condition meet legal and customer requirement.

8.0 Measures

Until the end of 2025, ELCA is committed to achieve the goals mentioned below as part of the corporate ESG@ELCA initiative. The achievement will be measured on a yearly basis and new major goals defined by the Executive Board. The reporting will be part of all future Yearly Sustainability Reports.

Area	Goal	Date	Lead
Environment	We are committed to unveiling a comprehensive GHG report by 2024 that encompasses scope 1,2 and 3 emissions for the whole Group.	April 2024	
Environment	We are committed to assure the effective and safe re-cycling of electronic waste to >95% in Switzerland and >80% abroad, by end of 2025 by finding and auditing trusted partners.	Q4 2025	ITS
Environment	ELCA will include the ESG topic in the standard risk register for projects, which directs Project Managers and their customer to consider them related to the solution being developed.	June 2024	WOW
Labor & Human rights	ELCA will conduct yearly Health & Safety Risk assessments for all locations by end of 2025.	Q4 2025	HR DEP
Labor & Human rights	ELCA will designate a Health & Safety officer and train a group of employees on each site to perform first aid, including usage of a defibrillator.	Q4 2024	HR DEP
Labor & Human rights	ELCA will constantly improve the communication on the structuring of the recruitment process.		HR DEP
Ethics	Publication of a new sustainability report which includes topics related to ethics.	APRIL 2024	
Sustainable Procurement	Continuous supplier reassessment to ensure our supply chain sustainability is improving.	Q4 2024	Proc

9.0 References

9.1. Our Contribution to the UN Sustainability Development Goals

The 17 Sustainable Development Goals (SDGs) of the United Nations are a set of initiatives to contribute to climate protection, fair and decent working conditions and the fight against hunger and poverty. They were adopted by the UN in 2015 and commit member states to work towards achieving these goals by 2030.

Given its business model and sphere of influence, the ELCA Group will focus on specific goals in the following areas.



Quality Education



Gender Equality



Decent Work & Economic Growth



Reduced Inequalities



Industry, Innovation & Infrastructure



Climate Action



Partnerships for the Goals

THE ELCA GROUP'S GRI CONTENT INDEX
CAN BE VIEWED HERE:

9.2. Development of Key Figures and Targets

To control means to measure! This principle naturally also applies to all activities around sustainability. Therefore, ELCA Group started measuring relevant data many years ago and the collection of approved information is already very useful. The following grid shows the status of the key figures and targets available or to be developed until the end of 2024.

	Key Numbers & Targets	Switzerland	Abroad
Environment	Energy consumption	Established	2023/2024
	Waste	Established	2023/2024
	Business Travel	Established	2023/2024
	Carbon Footprint Scope 1	Established	2023/2024
	Carbon Footprint Scope 2	Established	2023/2024
	Carbon Footprint Scope 3	2023/2024	2023/2024
	Others		
Labor & Human Rights	Gender Pay Gap	Established	Established
	Working Hours and Overtime	Established	Established
	Occupational Health and Safety Incidents	Established	Established
	Access to Education and Training	Established	Established
	Discrimination and Equal Opportunity	Established	Established
	Others		
Ethics	Intergenerational Equity	Established	Established
	Ethical Leadership and Governance	Established	Established
	Others		
Sustainable Procurement	Waste Generation and Recycling Rates	Established	2023/2024
	Lifecycle analysis	2023/2024	2023/2024
	Supplier audits	2023/2024	2023/2024
	Risk management	2023/2024	2023/2024
	Others		

10. About this Report

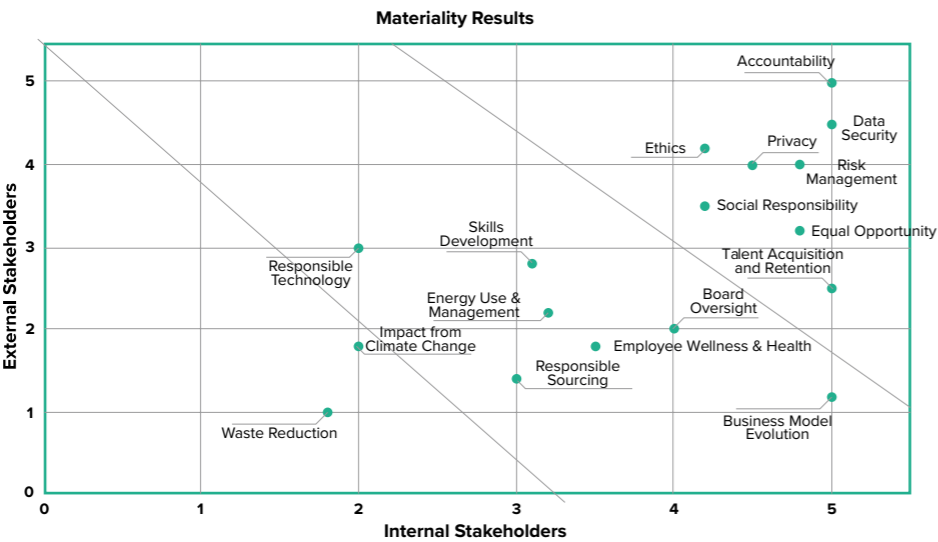
10.1. Scope

The present “Internal Sustainability Report 2022” is the first edition of a document which collects all relevant information in ESG (Sustainability) covering the whole ELCA Group. This first edition is produced for internal use and as a collective document for the attention of EcoVadis. The aim is to establish the internal processes for producing it, to define the relevant content and to gather initial feedback on its purpose.

10.3.1. Preparation of the Environmental Sustainability Performance Report

The absence of a generally accepted and commonly used framework or established practices on which to base the evaluation and measurement of the Environmental Information permits the use of different, but acceptable, measurement techniques which may affect comparability between entities and within the time. Consequently, the Information must be read and understood with reference to the Entity’s procedures.

10.3.2. Limits Inherent in the Preparation of



Based on this edition, the first public "ELCA Group Sustainability Report 2023" will be prepared and published, probably at the end of Q1 2024.

10.2. Materiality Assessment Results

When setting up an ESG system, the so-called materiality assessment is of particular importance, as this determines the focus of the company in the context of all sustainability measures.

ELCA has had such a materiality assessment prepared in accordance with the Gartner methodology and the ELCA Group Executive Board (EB) reviewed and approved it.

These results are the guideline for ELCA's activities in 2023/2024 and will be reviewed and reevaluated on a bi-annual basis in the future.

10.3. Data and Reporting Quality

the Information

The Environmental Information may be subject to uncertainty inherent in the state of scientific or economic knowledge and the quality of the external data used. Some information is sensitive to the methodological choices, assumptions and/or estimates used for their preparation and presented in the Statement.

10.3.3. Conclusion

Based on the procedures we performed and the evidence we collected, we believe that this work enables us to express reasonable assurance on the information selected by the company. In our opinion, the information is fairly presented, in all material respects, in compliance with the Guidelines.



About ELCA

With more 2'200 experts, the ELCA Group is a leading independent Swiss IT service and solution provider, specialized in IT consulting, Cybersecurity, Cloud, Data & AI, Digital experience, Software development, Business applications and systems' integration across all industries.

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