

Positive Impact Report 2023

DECLARATION
OF EXTRA-FINANCIAL
PERFORMANCE

DIGITALVIRGO





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Our 'Positive Impact' Commitment

The 'Positive Impact' program at Digital Virgo underlines our commitment to integrating social and environmental responsibility into our corporate mission. This approach is the result of close collaboration between our departments and services of the Group throughout the world. Their efforts, creativity and enthusiasm are at the heart of the actions presented in this report, reflecting the human commitment that drives our Group.

As CEO (*), I am excited to see our commitment materialize through significant actions that reflect our determination to act responsibly. Whether it's through energy-saving initiatives, the promotion of environmentally-friendly transport, or our active participation in solidarity projects, our goal is to make a significant contribution to a more responsible society.

Our 'Positive Impact' approach embodies Digital Virgo's ambition to combine performance and responsibility. It reflects our commitment to environmental responsibility, social involvement, responsible innovation, and ethical governance, while creating long-term value for our partners.

(*) Chief Executive Officer

Guillaume Briche
CEO of Digital Virgo Group

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This year's Positive Impact report is an invitation to explore how Digital Virgo is putting its commitments into action. We look forward to continuing on this path, convinced that collaboration and sharing our values are essential to overcoming the challenges ahead. Together, let's work towards a future where operational excellence and social engagement converge towards a business model that is both prosperous and responsible.



The Digital Virgo Group



+800

Employees

37 years

Median age

2/3

foreign based

91.5 %

on permanent contracts

49%

of women



+30

Offices
in the World



140

Operator
Connections



~2

Billion of
SIM Cards Connected



+40

Countries of
operation



+300

Connected
Merchants



+400

Million euros
in sales



+40

Million euros
EBITDA

The Digital Virgo Group, a specialist in payment and monetisation, is a key partner of Telecom Operators worldwide. Our solutions include a payment management platform and a range of premium services in the fields of entertainment, education, television, VOD, music, eSports and video games.

Our offering encompasses pre-marketed products, white-label services, bundles, themed hubs, marketplaces, loyalty and gamification operations, as well as solutions designed to develop the use of operator payment: digital tickets, donations and on-air interactivity programs.

'MORE THAN 800 PROFESSIONALS IN OVER 30 OFFICES AROUND THE WORLD'.

The Group's added value lies in its ability to address payment and monetisation in its entirety, taking into account strategic aspects such as the customer journey, local adaptation, digital marketing, data optimisation, as well as the regulatory framework and compliance.

Our operations are deployed in more than 40 countries, with annual sales of over €400 million. Our team of over 800 experts is spread across more than 30 offices worldwide. It reflects our commitment to operational efficiency and local support for the 140 operators and more than 300 merchants who place their trust in us.

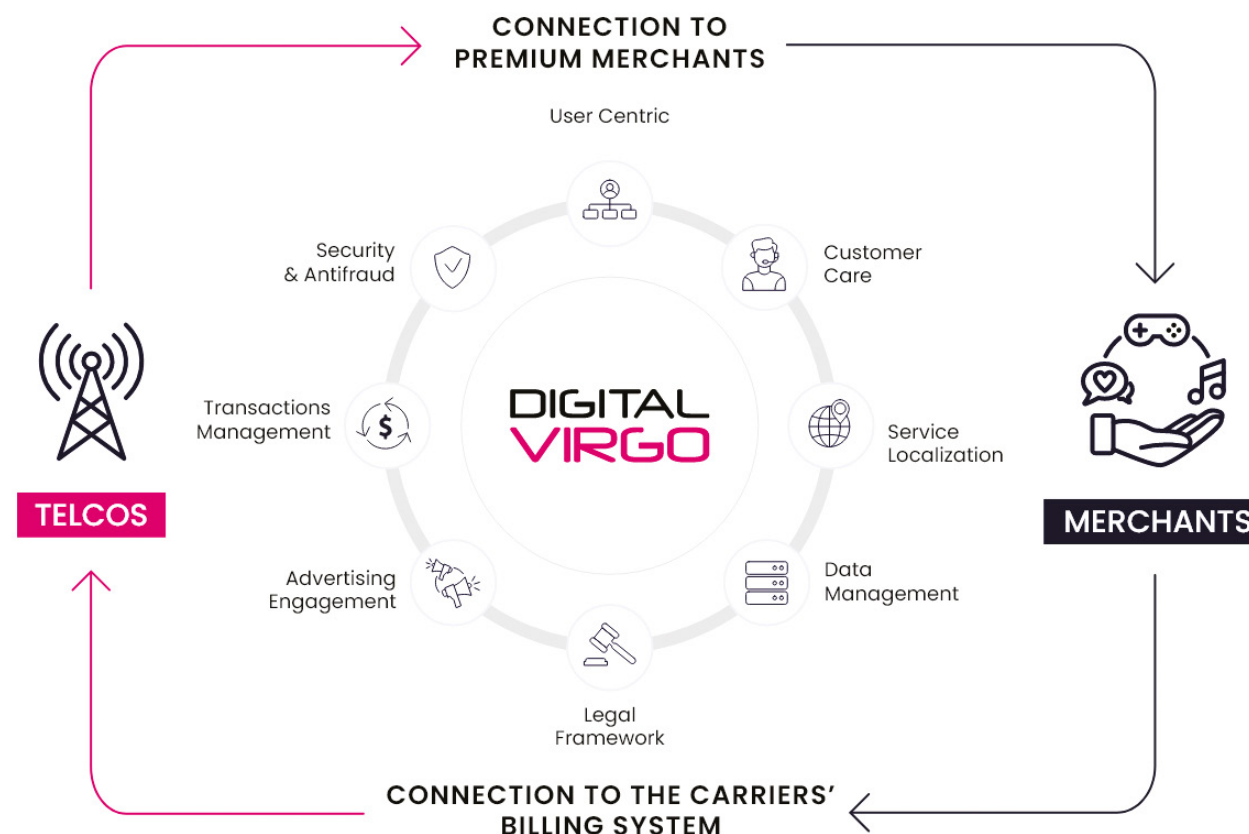
ADDRESSING THE CHALLENGES FACED BY TELECOM OPERATORS WORLDWIDE

➔ **More than 300 Premium Merchants** are connected to our DCB (Direct Carrier Billing) platform. A simple integration that enables hundreds of products and services to be marketed **via payment by carrier bill**.

➔ **A single DCB platform** to manage merchant integration, subscriptions, secure payments, customer service and overall transaction tracking.

➔ A range of services **to strengthen customer loyalty and commitment**. The ability for Telecoms Operators to offer their subscribers **quality services tailored to local conditions**.

➔ Monetization and digitalization solutions that natively integrate **operator payment**. An offer tailored to each industry, a source of growth for Telecom Operators.



We address global monetization strategies by connecting Merchants and Telecom Operators.



DV PASS, SMS & DCB transaction management platform



DV LIVE, an interactive marketing platform to drive media audiences



DV CONTENT, global strategies for the monetization and distribution of Premium Content



DV TICKETING, digital ticketing for urban mobility and events

Since 2008... We support Telecom Operators

For more than 15 years, we have been helping our customers, Telecoms Operators and Merchants, to deploy, integrate and optimise alternative payment solutions. Our reach is international, our expertise is supported by our local teams, and our DNA is 100% digital.

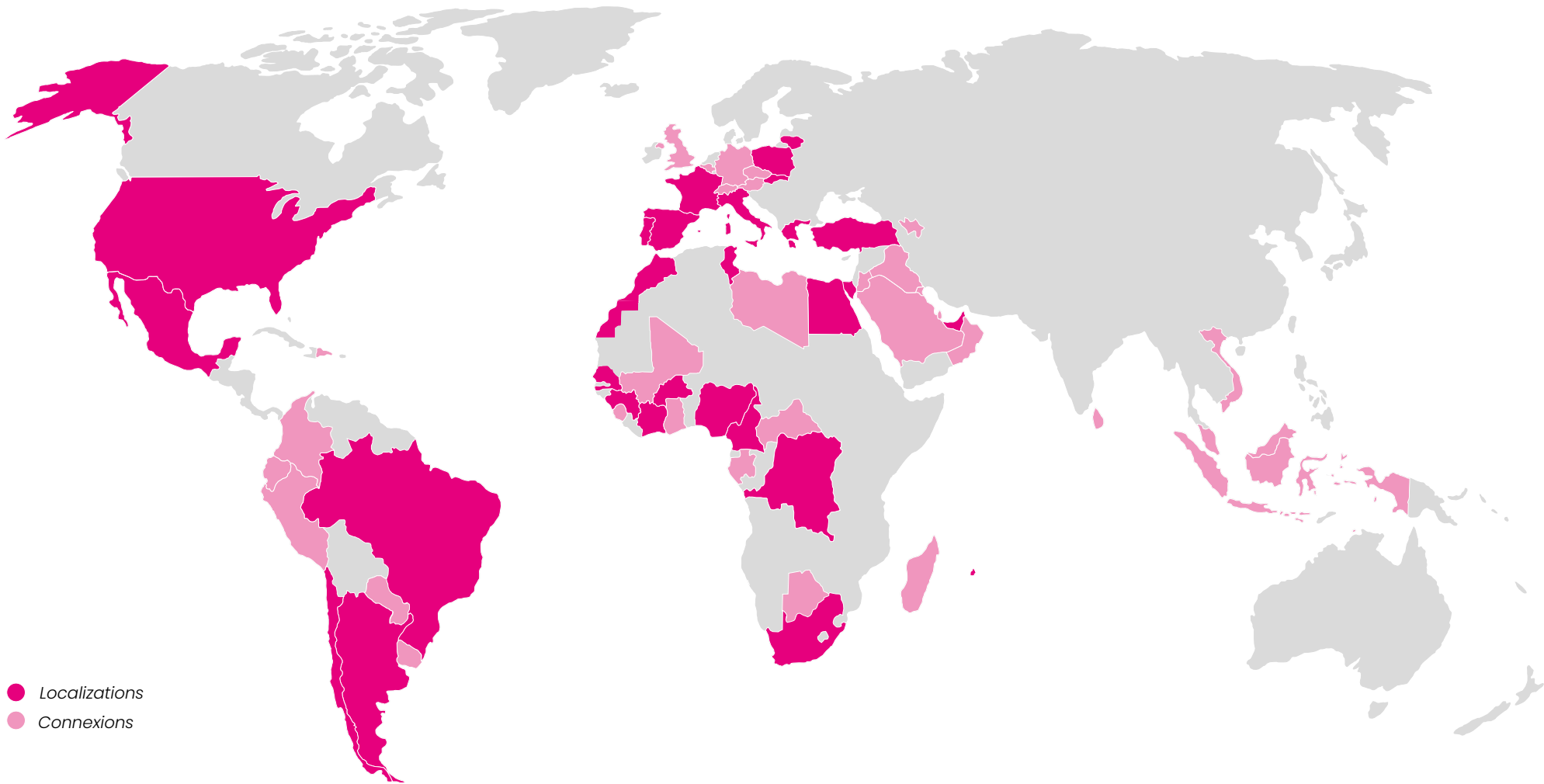


140
Operator Connections

+300
Connected Merchants

ALTERNATIVE PAYMENTS | MONETIZATION | GAMIFICATION | DISTRIBUTION
LOYALTY | ACQUISITION | LOCALIZATION | PROMOTION | DIGITALIZATION

A global reach,
supported by local offices,
close to our partners



● Localizations
● Connexions

OFFICES

IVORY COAST · FRANCE · MALI · GREECE
SLOVAKIA · LITHUANIA · POLAND · SPAIN
PORTUGAL · EGYPT · TURKEY · TUNISIA
MOROCCO · UNITED ARAB EMIRATES
SOUTH AFRICA · GUINEA · SENEGAL
CAMEROON · NIGERIA · BURKINA FASO
MAURITIUS · MEXICO · ARGENTINA
CHILE · DRC · BRAZIL · UNITED STATES

CONNEXIONS

GERMANY · BELGIUM · VIETNAM
UNITED KINGDOM · CZECH REPUBLIC
IRAQ · AZERBAIJAN · BAHRAIN
QATAR · SAUDI ARABIA · JORDAN
KUWAIT · LIBYA · OMAN · PARAGUAY
CENTRAL AFRICAN REPUBLIC
GHANA · COLOMBIA · MADAGASCAR
SIERRA LEONE · INDONESIA · ECUADOR
BOTSWANA · URUGUAY · PERU
GABON · ETHIOPIA · SRI LANKA

GLOBAL

GOUVERNANCE

Group Management

MULTI-DISCIPLINARY GOVERNANCE, COMBINING STRATEGIC VISION AND OPERATIONAL EFFICIENCY.

The management team, headed by the Group’s founders, embodies a corporate culture based on entrepreneurship. It is founded on a strong understanding of the payment ecosystem, monetization, the Telecoms Operators, as well as in-depth knowledge of specific local conditions. This dual strategic and operational expertise gives Digital Virgo the agility it needs to help Telecoms Operators meet their challenges, in the 40 countries where the Group operates.

Financial rigour, a pillar of our corporate culture, is highlighted by a profitable business model that has been in place since the Group was founded, reflecting responsible management.

This strategy ensures financial stability and supports a commitment to sustainable and ethical growth, in line with the principles of Positive Impact.

15 members
25% of women
5 nationalities



Eric Peyre
President Founder



Manuel Cruz
Founder

Digital Virgo’s governance structure is designed to encourage efficient and responsive management. It is based around a **Management Committee (CODIR)**, bringing together the directors of the cross-functional departments, and an **Executive Committee (COMEX)**, which includes the CODIR as well as the regional directors. This organizational structure enables us to integrate more than 15 experienced people, ensuring a balance and complementarity between vision, action and operational efficiency.



Guillaume Briche
Chief Executive Officer (CEO)



Emmanuel Tongio
Chief Financial Officer



Cécile Barbe
Chief HR Officer



Igor Kujacic
Chief of Staff



Eric Tiberghien
Chief Operating Officer



Emilie Roussel
Chief Corporate Marketing & Communications Officer



Vincent Taradel
Chief Marketing Officer



Julien Ménard
Chief Technical Officer



Marion Hyvernats
Chief Legal Officer



Wojciech Lukawski
Regional Director Central Europe



Pascal Dufour
Regional Director MENAT



Mounia Terhzaz
Regional Director Africa



Léandre Kanga
Deputy Director Sub-Saharan Africa



Ramon Alvarez
Regional Director IBERIA & LATAM



Fran Sanchez
Regional Director North America, IBERIA & LATAM

Our Positive Impact Approach

Digital Virgo's Positive Impact approach underlines our commitment to creating a sustainable working environment and making a positive impact on society. Focused on the effective management of our ecosystem, this initiative places people at the heart of every project, promoting an inclusive and dynamic workspace. At the same time, we are committed to reducing our environmental footprint through environmentally responsible work practices.

Our approach is to develop strategies to optimize the use of resources and encourage diversity, while supporting the personal and professional development of our teams. By aligning our actions with sustainable development objectives, Digital Virgo aims to generate a beneficial impact, both internally and externally, contributing to conscious and responsible growth.

Governance of the Positive Impact approach

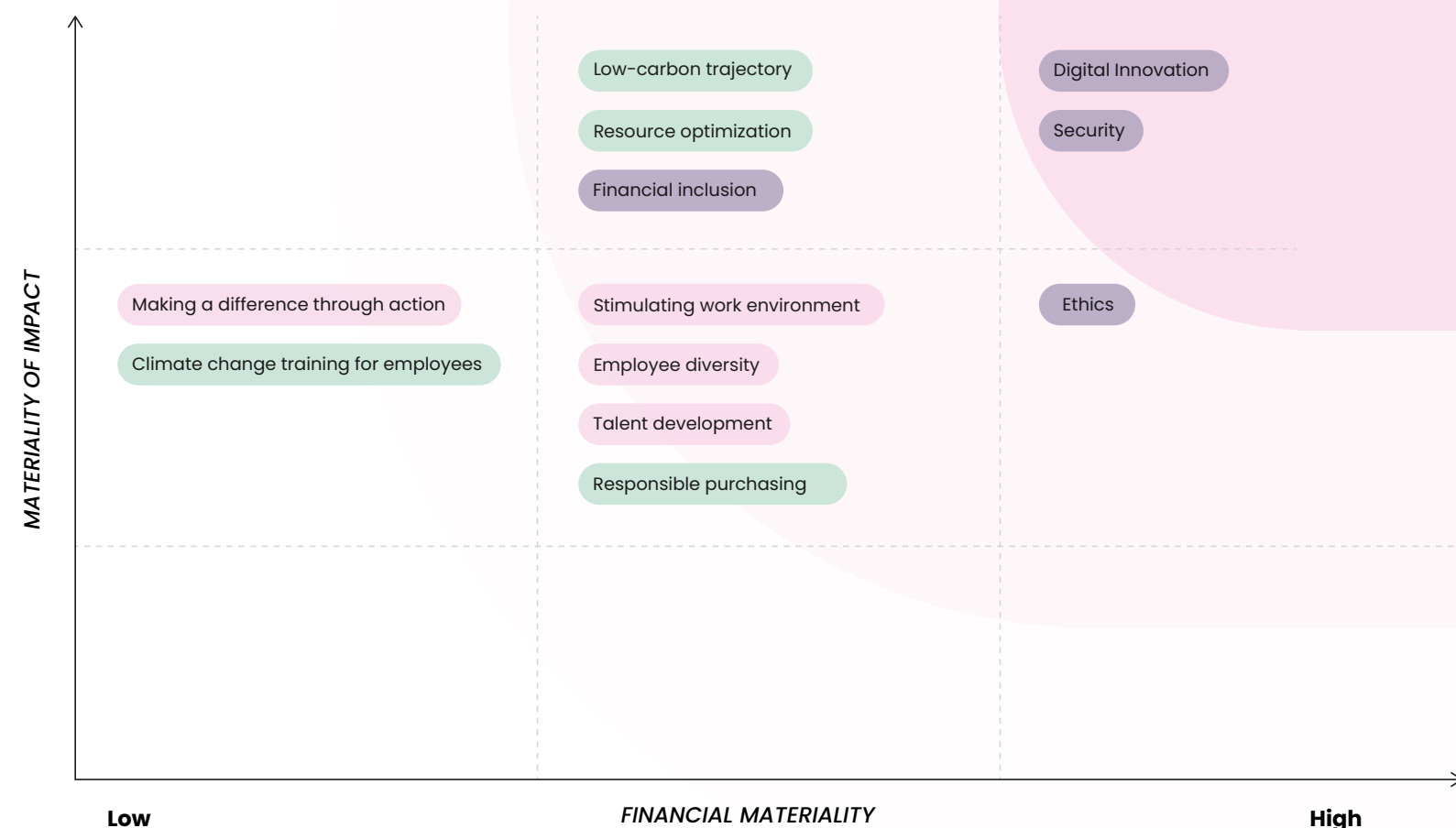
The Digital Virgo Group has been pursuing an active Corporate Social Responsibility (CSR) policy since 2018. Aware of the importance of social, societal and environmental issues, the Group considers the 'Positive Impact' approach to be a moral obligation towards its employees and stakeholders.

The 'Positive Impact' approach is the result of cross-functional collaboration between departments within Digital Virgo, in particular between Human Resources, Communications, Technical, Finance, Marketing and Products, Legal and General Resources.

A Positive Impact Committee was set up in 2022 to deploy and monitor this policy at Group level. Led by the Group's Chief Executive Officer and Chief Financial Officer, the Committee is made up of 2 coordinators and 8 business referents (HR, Communications, General Resources, IT, Compliance, Finance).

→ The Committee meets every 2 months.

DOUBLE MATERIALITY MATRIX



SOCIAL

Stimulating working environment

Continuous innovation, balanced working hours, on-site and teleworking, internal communication

Diversity of employees

Diversity of gender, age, origin, country, in variety of job positions

Talent development

Developing the talents of our employees

Making a difference through action

Positive impact actions carried out by our employees around the world

SOCIETAL

Digital innovation

Sustainable digital development, taking account of local climate and economic challenges

Security

Secure exchanges, processes and applications for sustainable growth

Ethics

Ethical and responsible principles in our governance and activities

Financial inclusion

Enabling people in under-banked countries to access content and services

ENVIRONMENTAL

Low-carbon trajectory

Measuring and reducing the environmental impact of our services, in close collaboration with AWS (Amazon Web Services) and Microsoft

Optimizing resources

Managing our consumption of resources (energy, paper, travel, etc.)

Climate Change training for employees

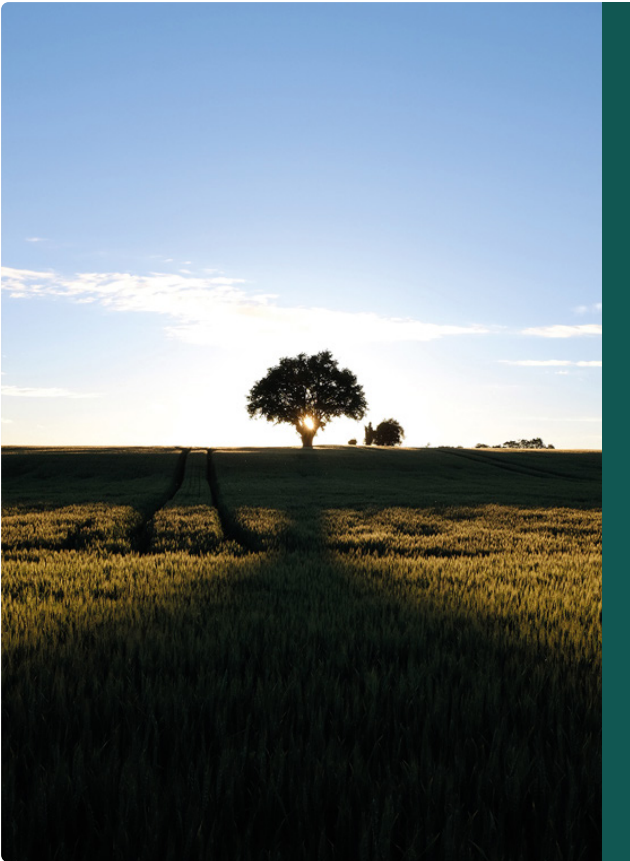
Objective to train our employees on the challenges of climate change

Responsible purchasing

Purchasing in compliance with the Group's Code of Conduct

→ In 2023, we conducted a double materiality analysis, which highlighted our sustainability challenges. This reflection was led by the Positive Impact Committee, along with the different departments of the Group

Our Positive Impact Approach



Pillar 01 | A Safe and Sustainable Ecosystem

CHALLENGES AND COMMITMENTS:
ETHICAL PRIORITIES AND INNOVATIONS FOR
A RESPONSIBLE AND SUSTAINABLE FUTURE

Digital Virgo addresses technological challenges and regulatory requirements, with ethics and innovation at the heart of its priorities.

Our commitment to creating a healthy and sustainable ecosystem can be seen in the protection of personal data, the fight against fraud, the promotion of transparency, and enhanced cyber security, reflecting our vision of an ethical and sustainable future.

Pillar 02 | Having a Positive Impact on Society

SOCIAL COMMITMENTS
FOR A POSITIVE IMPACT

Digital Virgo is actively committed to gender equality and community support through a range of initiatives on a global scale. Our efforts to promote inclusion and support social causes include campaigns for a range of awareness-raising activities, from support for victims of violence to education projects. These actions reflect our ongoing commitment



to making a positive contribution to the societies in which we operate, underlining our dedication to global social responsibility.



Pillar 03 | Our Teams have an Impact

GLOBAL INITIATIVES FOR INCLUSIVE DEVELOPMENT
WITHIN THE PROFESSIONAL ENVIRONMENT.

In 2023, Digital Virgo has raised its commitment to education, exchanges and community initiatives. Activities such as information webinars, afterworks and participation in the 'Happy Index At Work' survey aimed to improve both the working environment and the well-being of our employees.

At the same time, our 'Positive Impact' efforts in 11 countries illustrated the cohesion and initiative of our teams, underlining our aspiration to promote global and inclusive development.

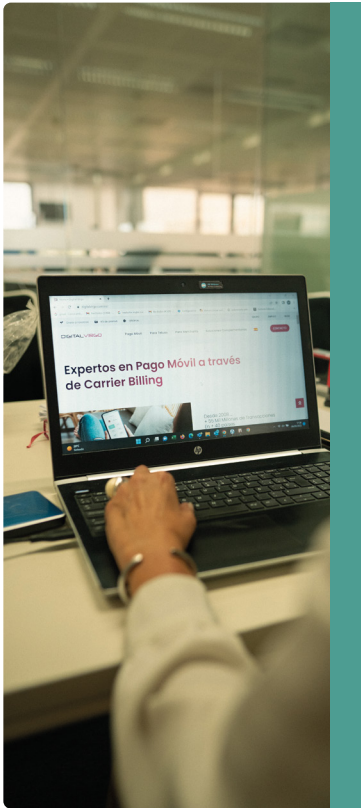
Pillar 04 | Eco-responsibility

COMMITMENT TO ECO-RESPONSIBILITY, COMPLIANCE
WITH ENVIRONMENTAL STANDARDS, SUPPORT FOR 'GREEN'
INITIATIVES.

Digital Virgo is committed to an eco-responsible approach, conscious of its role in preserving the environment.

Our environmental policy, which focuses on promoting environmentally-friendly behavior within the company, aims to anchor this orientation in the long term.

We encourage eco-responsible initiatives and comply with the environmental standards, reflecting our desire to minimize our ecological impact and respond to the environmental concerns of our stakeholders.



Pillar 01 | A Safe and Sustainable Ecosystem

Faced with the growing challenges that our business and our environment are encountering, we are prioritizing the management of a safe and responsible ecosystem. To reinforce our commitment to a safer and more sustainable environment, we place particular emphasis on compliance. Through targeted action and rigorous governance, we are ensuring compliance with regulations and strengthening the trust of our stakeholders. Our aim is to maintain a balance between safety and sustainability, which is essential for the long-term future of our business in a constantly changing world.

Evolving in the dynamic Digital Virgo ecosystem requires a global and coherent strategy. Given the diversity of the challenges, particularly in terms of compliance and adaptation, sustainable growth is our priority in this rich and multifaceted environment.

“

> HOW DOES DIGITAL VIRGO APPROACH THE MANAGEMENT OF AN ECOSYSTEM AS RICH AND COMPLEX AS THE ONE IN WHICH IT OPERATES?

Our ecosystem includes multiple stakeholders such as Telecoms Operators, Merchants and regulators. Global management is essential. We must be both agile and meticulous, to ensure that every innovation or operational change remains in line with the rules in force and the expectations of our partners.

> WHAT IS THE ROLE OF COMPLIANCE IN THIS CONTEXT AND HOW DOES IT IMPACT ON THE SUSTAINABILITY OF THE COMPANY?

Compliance is fundamental to ensuring the sustainability and safety of our business. This requires constant monitoring and responsiveness to regulatory developments.

> IN THE FACE OF RAPID CHANGE IN THE INDUSTRY, HOW IS DIGITAL VIRGO ENSURING SAFE AND SUSTAINABLE DEVELOPMENT?

Technological developments require constant adaptation. At Digital Virgo, we respond with a strategy that integrates security and compliance at every stage. By training our teams and regularly reviewing our processes, we ensure that we can navigate this changing landscape securely, ensuring the long-term future of our company and the wider ecosystem in which we operate.

‘Integrate safety and compliance at every stage’

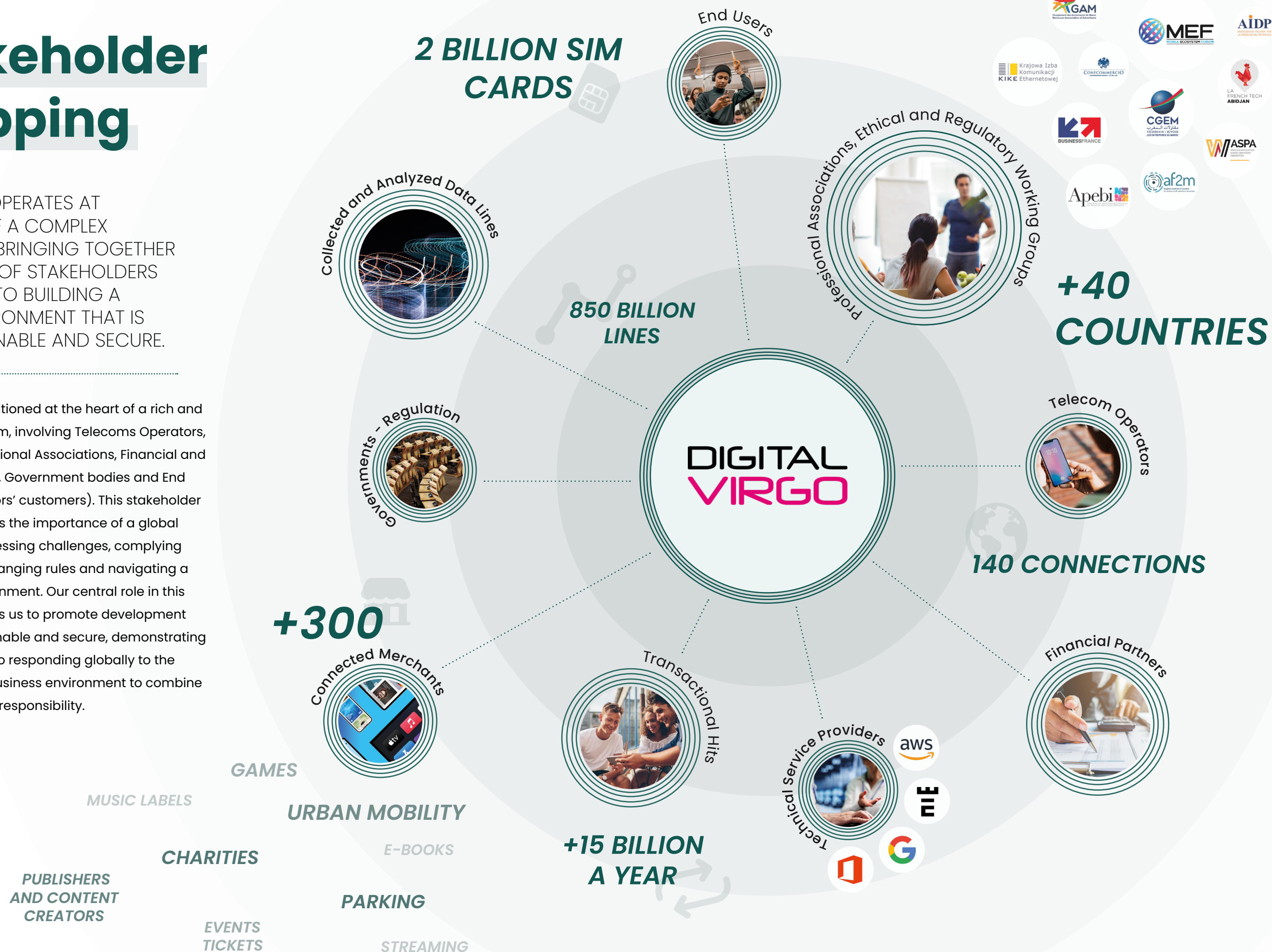
Marion Hyvernât
Chief Legal Officer
& Head of ‘Positive Impact’



Stakeholder mapping

THE GROUP OPERATES AT THE HEART OF A COMPLEX ECOSYSTEM, BRINGING TOGETHER A MULTITUDE OF STAKEHOLDERS COMMITTED TO BUILDING A DIGITAL ENVIRONMENT THAT IS BOTH SUSTAINABLE AND SECURE.

Digital Virgo is positioned at the heart of a rich and complex ecosystem, involving Telecoms Operators, Merchants, Professional Associations, Financial and Technical Partners, Government bodies and End Users (the Operators' customers). This stakeholder mapping highlights the importance of a global approach to addressing challenges, complying with constantly changing rules and navigating a demanding environment. Our central role in this ecosystem enables us to promote development that is both sustainable and secure, demonstrating our commitment to responding globally to the demands of our business environment to combine growth and social responsibility.



'Positive Impact' Challenges

CHALLENGES LINKED TO TECHNOLOGICAL DEVELOPMENTS AND THE INTRODUCTION OF NEW PRODUCTS AND SERVICES

Technological innovation has been significant in recent years in the mobile payment services and targeted online advertising sectors. As a result, the pace of innovation remains sustained. The Group must constantly anticipate and react to these changes, adapting its expertise to identify and integrate technological innovations, new products and new expectations on the part of Telecoms Operators and End-Users. In this context, the Group must constantly improve its know-how as well as the quality, performance and relevance of its services and content.



REGULATIONS APPLICABLE TO THE PROCESSING OF PERSONAL DATA

In the course of its business, the Group processes personal data. Since the GDPR (General Data Protection Regulation) came into force, the Group has introduced data governance, with the appointment of various DPOs (Data Protection Officers) by region in Europe, who are responsible for identifying processing operations, updating registers of data controllers and processors, analyzing the legal basis for processing operations and the personal data contained in the processing operations, and implementing technical and organizational procedures relating to security.



COMBATING MONEY LAUNDERING AND THE FINANCING OF TERRORISM (AML/CFT)

Digital Virgo operates payment services in Europe. In this context, the Group has obtained an Electronic Money Institution Licence in Lithuania and the status of agent of this institution in France, in accordance with Directive 2015/2366/EC of 25 November 2015 on payment services (the 'PSD2'). The Group has also obtained a payment licence in Spain.

This regulated status requires compliance with strict anti-money laundering and combating the financing of terrorism (AML/CFT) procedures by the employees in charge of these services, compliance analyses and frequent reporting to the relevant banking authorities (Bank of Lithuania, ACPR/Bank of France and Bank of Spain).



CHALLENGES 'POSITIVE IMPACT'

TRANSPARENCY, ANTI-CORRUPTION AND ETHICS

With a presence in over 40 countries, the Group aims to maintain a culture of transparency, trust, integrity and responsibility, both internally with its employees and externally with its customers and business partners. In compliance with the French law on transparency, the fight against corruption and the modernization of economic life (Law no. 2016-1691 of 9 December 2016, known as the 'Sapin II Law'), the Group carried out an analysis that involved all of its subsidiaries and enabled it to map the risks of corruption within the Group.

On the basis of this mapping, the Group has established a Compliance Charter ('Compliance Guidelines'),

comprising a set of anti-corruption measures that are binding on all Group employees, with the aim of preventing and detecting acts of corruption or influence peddling. Among these measures, the Group has drawn up a Code of Conduct, detailing in particular its procedure for gifts, invitations and conflicts of interest, and by strengthening its procedure for identifying third parties (KYC procedure: 'Know Your Customer'), as well as its procedure for collecting whistleblower reports.

FRAUD MANAGEMENT

The accurate collection and analysis of data within our solutions enables us to combat fraud. Fraud is detected using high-performance algorithms that analyze the data and identify behavior that does not comply with the standards of our platforms.

DATA MANAGEMENT & GDPR

Our data management and GDPR compliance is based on respect for the privacy of our users. We apply strict data protection principles, ensuring transparency about the use of information collected and giving our customers control over their personal data. This approach not only guarantees our regulatory compliance, but also strengthens the confidence of our customers by securing their data.



CYBERSECURITY

The Group has put in place advanced protection measures to safeguard its data and the data of its stakeholders, and to maintain the integrity of its systems and services.

This includes the adoption of enhanced IT security practices, ongoing training of employees on security risks, investment in advanced protection technologies and collaboration with trusted partners. The aim is to create a secure digital environment for all users and stakeholders, by putting security at the heart of all our operations.



FOCUS COMPLIANCE

As part of our commitment to Corporate Social Responsibility (CSR), in 2020 our Group set up two committees dedicated to compliance, to ensure effective and responsible governance. These committees play a key role in implementing and maintaining high standards of compliance within the organization.

→ **The Compliance Executive Committee**

is made up of the following members: CEO, Chief Operating Officer, Head of Group Financial Controlling, Legal Director / Chief Compliance Officer, and Payment Process Director. The main tasks of this Committee are to define the scope of the compliance program, to approve key policies and procedures, provide incentives to encourage compliance, review compliance reports, and apply disciplinary measures in the event of non-compliance with the Compliance Charter. Its role is essential to ensure clear direction and strategic decisions on compliance.

→ **The Compliance Committee**

is made up of the Compliance Officers by region and the Legal Director/Chief Compliance Officer. Supervised by the Executive Committee, the Compliance Committee is responsible for setting up and managing the compliance program, conducting regular audits to identify compliance risks, interacting with management and employees to identify and manage regulatory issues, and resolving compliance issues.

→ **The Compliance Committee** plays a crucial role in the implementation of the compliance strategy, ensuring that the Group not only complies with current regulations, but is also actively promotes a culture of integrity and responsibility.

DIGITALVIRGO

KYC CERTIFICATE

The information requested in this KYC certificate is necessary as part of DIGITAL VIRGO Group's Compliance procedure. Please provide all of the information requested below and attach additional documents needed.

DIGITAL VIRGO will use your Company's information only within the framework of DIGITAL VIRGO Group's Compliance procedure and will make every effort to protect this information against any violation of confidentiality.

1. Information on your company

1.1 General information

> Typology of your entity

Choose from the list

> Business Name

> Form (i.e. LTD, ...)

> Date and Place of Incorporation

> Share Capital

> Head Office Address

> Postal address if different from your Head Office address (the address where the contract will be sent)

> Legal Representative

Full name and surname

Birth date

Nationality

> Country of establishment of your entity providing the service

Choose from the list

> Phone number

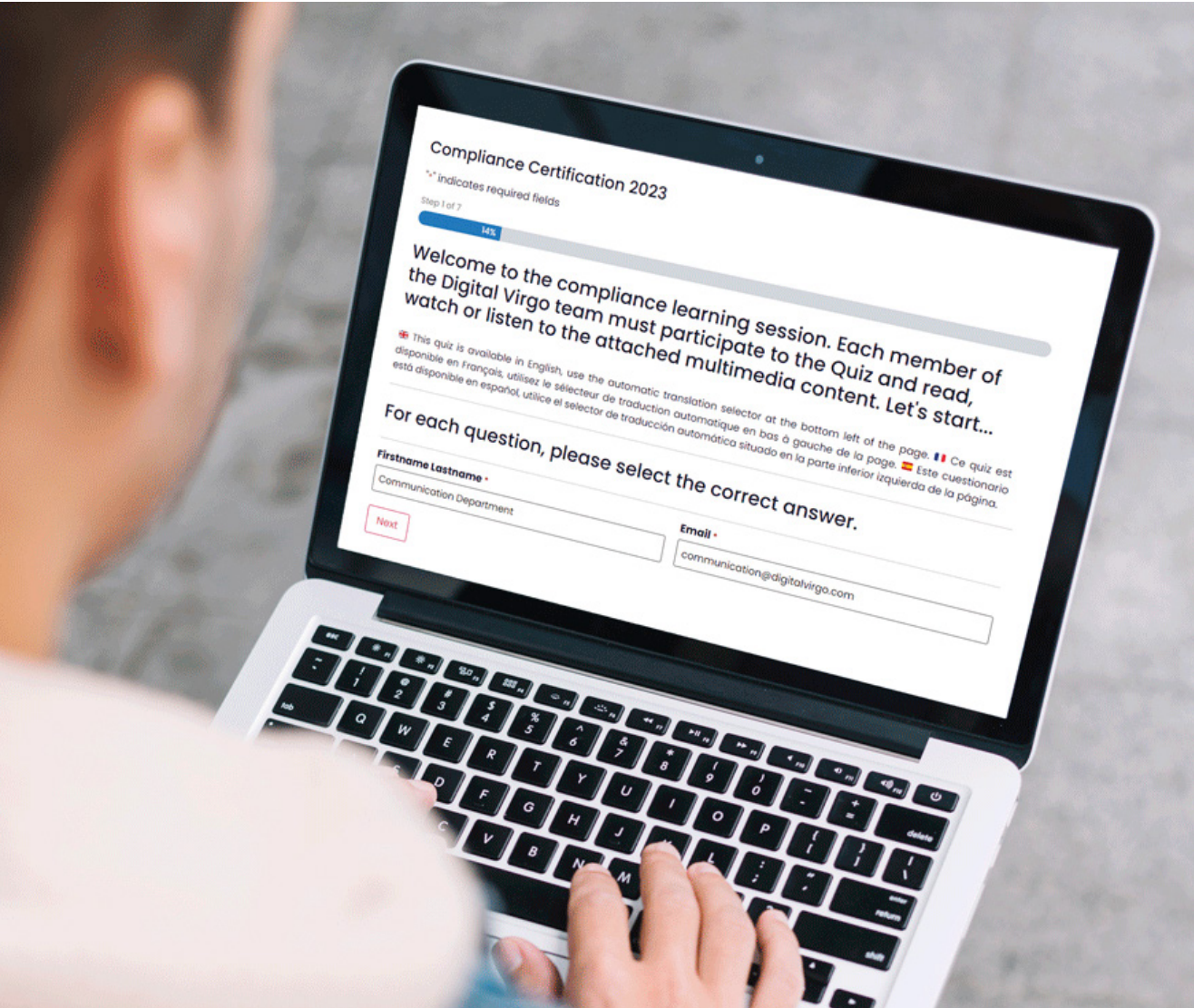
> Email address (if contact)

> Email address (for electronic signature of the contract)

> VAT Number (for European Union Tax Resident)

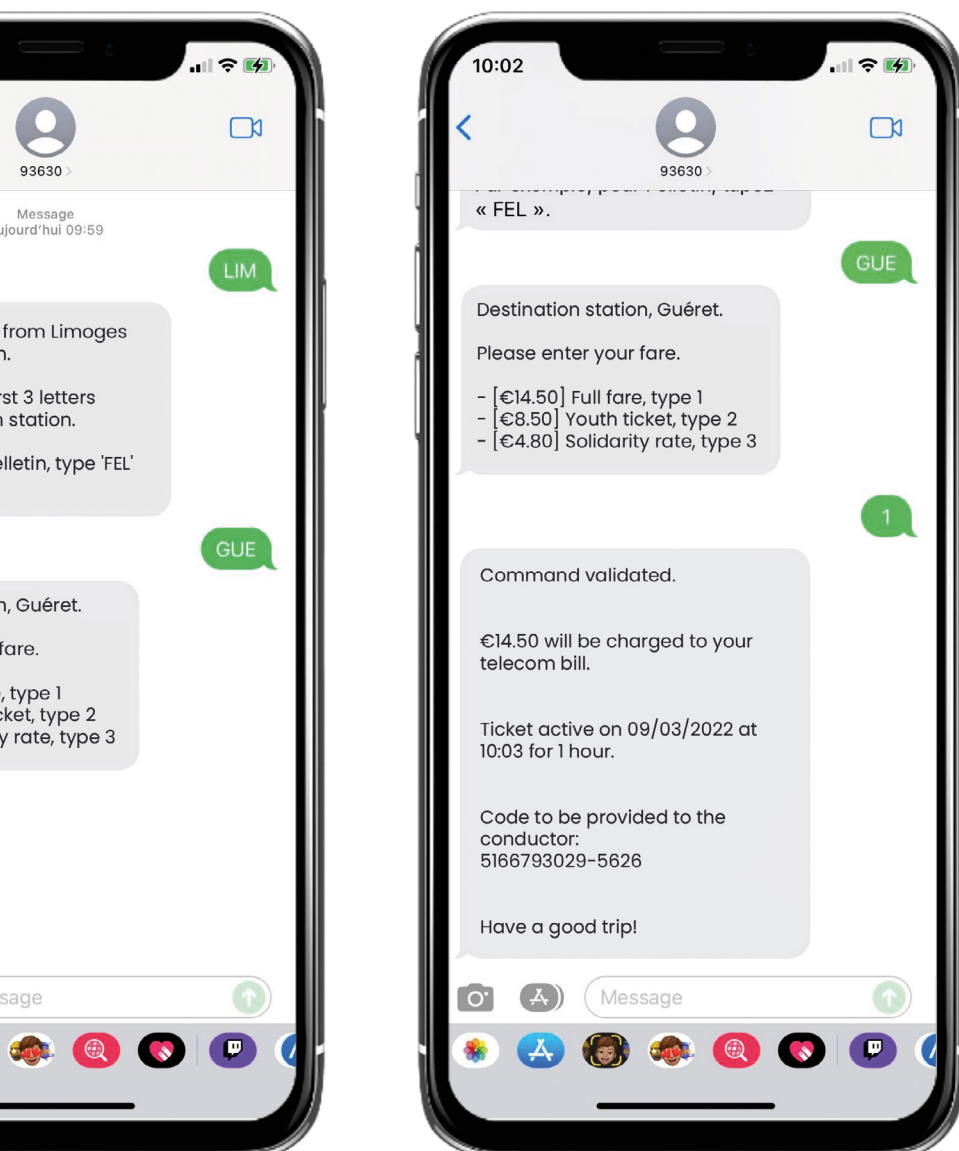
> Tax identification number (for Non European Union Tax Resident)

> Company Registration Number and Place of registration



In addition to setting up these committees, the Group recognises the crucial importance of training and raising awareness of compliance policies among all its employees. This educational dimension is essential to strengthen everyone's ability to contribute actively to a compliant and ethical working environment. Through a series of initiatives such as the biannual update of the mapping of high risk countries and dynamic training sessions, the Group ensures that its compliance standards are understood and integrated by all. These training efforts are complemented by resources available on the Group's intranet and by the communication of the Compliance Charter, enabling all employees to familiarize themselves with the fundamental principles of our ethical approach.

OUR EXPERTISE HAS A POSITIVE IMPACT



E-TICKET

In 2023, we deployed a new partnership with SNCF (French National Railway Company) and the Nouvelle-Aquitaine Region. By deploying our DV TICKETING solution, we were able to offer an innovative and environmentally friendly way of buying train tickets.

Since 9 October 2023, passengers on the TER 25 line have been able to buy their tickets simply by sending an SMS, an initiative that underlines our commitment to accessibility and sustainability.

This project is a perfect example of how DV TICKETING is making everyday life easier for users while making a positive contribution to the environment. By enabling the purchase of paperless tickets and simplifying the process through integration with telecoms operators such as Orange, Bouygues Telecom, Free and SFR, we are reducing the ecological footprint associated with the production and management of traditional tickets.



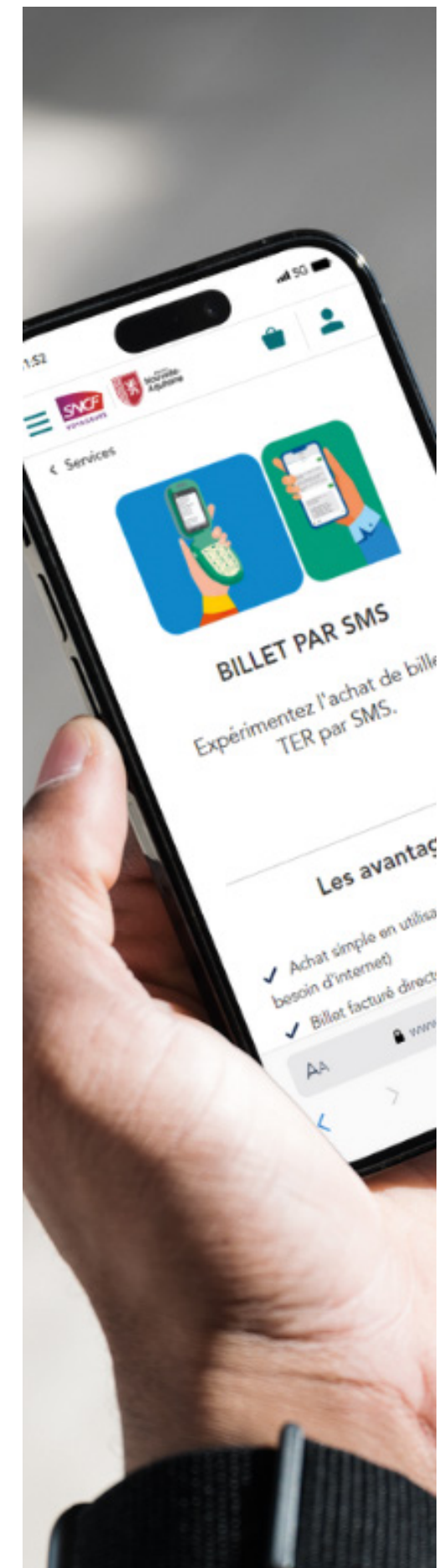
This approach is part of our drive to promote 'greener' and more inclusive mobility, by making travel more accessible to those who do not wish to rely on an app, do not own a car or do not want to use a mobile phone or have limited internet access.

'PROMOTE GREENER, MORE INCLUSIVE MOBILITY'

The experience on the TER 25 line demonstrates the effectiveness of the DV TICKETING solution not only in terms of improving the customer experience, but also for its potential to support the objectives of sustainable development in the transport sector. Working closely with the SNCF and the Nouvelle-Aquitaine Region, we are actively participating in the digitalization of the public transport landscape, providing solutions that meet today's needs while preserving the environment for future generations.



At Digital Virgo, we are proud of this collaboration, which not only strengthens our position as a leader in digital mobility solutions, but also reaffirms our commitment to responsible and sustainable innovation.



Pillar 02 | Having a Positive Impact

The social section of this Positive Impact report highlights our commitment to generating a positive impact through a range of initiatives. At the heart of these actions is our commitment to gender equality, but also to the integration and support of disabled people, as well as inclusion and diversity, through inspiring projects and gatherings.

Our actions extends to financial and digital inclusion, with the aim of democratizing access to digital and financial services, thereby highlighting our active role in creating a more equitable and connected ecosystem.

Emilie Roussel

Chief Corporate Marketing
& Communications Officer



“

› **WHY IS THE ‘POSITIVE IMPACT’ PROGRAM AN ESSENTIAL PILLAR OF DIGITAL VIRGO’S STRATEGY?**

The ‘Positive Impact’ program is at the heart of our strategy because it directly embodies the commitment and values of our teams around the world. The desire of everyone to make a difference through our actions, our awareness and our initiatives. It is these actions that define our identity and our values as a group of people and, more broadly, as a company.

Our ‘Positive Impact’ policy has evolved considerably in recent months, strengthening our strategic positioning and meeting our customers’ expectations through our ability to respond to major societal challenges while ensuring the long-term future of our business.

› **WHAT WAS THE SCOPE AND SCALE OF THE POSITIVE IMPACT PROGRAM’S ACTIONS IN 2023?**

In 2023, 255 of our employees were involved in more than 30 initiatives in 11 countries. A wide range of projects, from Latin America to Africa and Europe. These initiatives reflect our teams commitment to make a significant

difference. The strength of our program today lies in the sum of all these contributions and our international scope.

› **WHAT ARE THE MAIN OBJECTIVES FOR 2024?**

This year, we will continue to support our teams’ commitment to their initiatives, while deepening our awareness of the themes of eco-responsibility, inclusion, diversity, talent management and the development of a sustainable ecosystem. We are also continuing to expand the ‘Digital Virgo for Non Profits’ initiative, launched at the beginning of the year, which focuses on making donations by SMS. This program enhances our engagement with our partners and reinforces our Positive Impact initiative.

Actions carried out by the Committee Team

**255**

employees involved in the 'Positive Impact' program

**11**

countries involved in the 'Positive Impact' program

**+70 000**

people follow 'Positive Impact' news

**+30**

'Positive Impact' actions in 2023

20

actions suggested by the teams

9

monetary donations to associations

11

solidarity and mutual aid events

11

events to raise awareness

Our commitment to society at Digital Virgo is put into practice through targeted, measurable actions.

As illustrated by our 'Positive Impact' infographic. In 2023, 255 people in over 11 countries were actively involved in these initiatives, making a tangible impact in a variety of areas. We have taken our messages to all our digital channels of communication. With +30 Positive Impact actions carried out, including 20 suggested actions by Group employees, 9 monetary donations to associations, 11 mutual aid and solidarity events, and 11 awareness-raising events: these figures reflect the involvement and enthusiasm of our teams for a more inclusive and supportive future.

“




The program has been proposed, implemented and supported by the company at many levels, but more than that, it is our teams around the world who are making it a reality. Through their involvement, their ideas and, of course, their actions.



ANTONELLA PIRAS
Director Italy

#WOMEN IN BUSINESS

Our commitment to gender equality is at the heart of our Positive Impact initiatives. It is reflected in a wide range of concrete actions around the world. Here are a few significant examples:

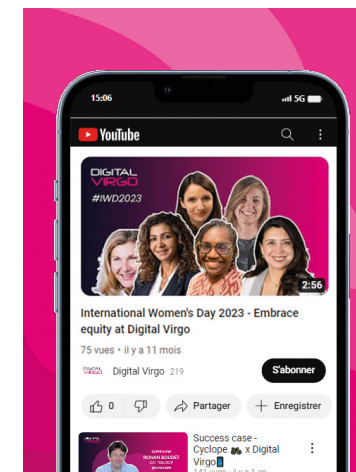
-  In Italy, an auction was organized to support **the fight against gender-based violence**.
-  In Turkey, **financial support** was donated to The Association for Supporting Contemporary Life, promoting **access to education for young girls**.
-  **International Women's Day:** employee testimonials featured on LinkedIn, reaching an audience of over 70,000 peoples.

→ Initiatives against Breast cancer:

In Florence, participating in the **Corri la Vita race**, helping to raise funds to fight breast cancer

In Madrid, **collaboration with the GEICAM foundation** to raise awareness of breast cancer and contribute to research.

In Cairo, wearing pink to show solidarity with the 'Pink October' initiative



These initiatives illustrate Digital Virgo's commitment to promoting an inclusive and supportive working environment. We are proud to actively contribute to building a more just and equal world for everyone.

“

Companies with equity and inclusion programs are stronger and more flexible. In 2023, we supported 'Corri la Vita', a marathon whose proceeds help the fight against breast cancer. We organized a charity auction to benefit an organization fighting against gender discrimination and violence. We are firmly committed to pursuing initiatives aimed at making our company a leading player in this area.

#INCLUSION & DIVERSITY

PEOPLE WITH DISABILITIES

The Positive Impact program places particular emphasis on **integrating and supporting people with disabilities**. Our global approach and specific initiatives reflect our commitment to creating a working environment that is open, diverse and **accessible to all**.

Through these actions, we are positioning ourselves as a committed stakeholder in favor of inclusion and accessibility, proving that the integration and active support of people with disabilities are inherent to our corporate identity.

We are continuing to work towards making our environment not only welcoming to all, but also enriching and favorable to the development of each individual, reflecting our commitment to a more inclusive society.

Partnership with the Envera association.

In Spain, we supported Envera, a not-for-profit organisation that assists over 5,000 disabled people and facilitates the employment of over 1,200 people, underlining our commitment to inclusive employment.



Participation in the European Week for the Employment of People with Disabilities (SEEPH).

We offered our employees in France an immersive experience on the Gamino platform during the SEEPH, from 20 to 26 November 2023. The aim of this initiative is to raise awareness and understanding of the daily challenges faced by people with disabilities.



Un format ludique et rapide



Raising awareness of service dogs.

The presence of service dogs from the Handi'Chiens association in our offices highlighted their essential role in improving the lives of disabled people, demonstrating the importance of accessibility and independence. We also gave employees the opportunity to continue helping this cause on a monthly basis through a "Payroll rounding" scheme.



#INCLUSION & DIVERSITY

CORPORATE DIVERSITY

Digital Virgo is actively committed to **promoting inclusion and diversity** through innovative initiatives and meaningful collaborations. This commitment is reflected not only **in our internal policies but also in the events and campaigns** we support.

SOLIDARITY CAMPAIGN FOR LGBTQ+ INCLUSION

Digital Virgo has launched a solidarity campaign in partnership with GingerAd, a programmatic solidarity solution that effectively combines solidarity and performance in digital purchasing.

We chose to donate a percentage of the media cost used for ad acquisition to the LGBTI+ Center of Lyon, an organization that brings together various associations all working to promote LGBTQ+ inclusion.

This underlines our commitment to supporting causes that promote a more inclusive and diverse world, reinforcing our contribution to building a society where every person is valued and respected.



“

HAMID ALLOUACHE, AN INSPIRATIONAL MEETING FOR OUR TEAMS

Hamid Allouache is an example of resilience, commitment, and inclusion. He plays an active role in promoting the rights of people with disabilities and the recognition of LGBTQ+ communities.

His career as a dancer took him to the world's most prestigious stages, including the Paris Opera, where he excelled for over twenty years. His talent has also led him to take part in the closing ceremony of the Paralympic Games in Japan in 2021. However, in 2016, an illness rendered him paraplegic. Hamid has chosen to face these challenges with openness and determination, by committing himself to the values of inclusion and diversity that are important to him. He has turned his personal story into a source of inspiration for many.

As part of our 'Positive Impact' program, he shared his experiences with us during a visit to our offices in Paris. He shared his challenges and opportunities

related to the acceptance of differences and the promotion of an environment of inclusive work. This enriching exchange paved the way for a unique team-building activity: blindfold dancing, an experience that gave our employees a concrete and emotional understanding of the importance of trust and empathy in our relationships.

Hamid Allouache's visit to our offices is in line with the objectives of the 'Positive Impact' program aimed at enriching our corporate culture through concrete actions to promote inclusion and diversity. His speech not only strengthened our commitment to these values, but also gave our team a new perspective on how to approach these key issues.



**Hamid
Allouache**

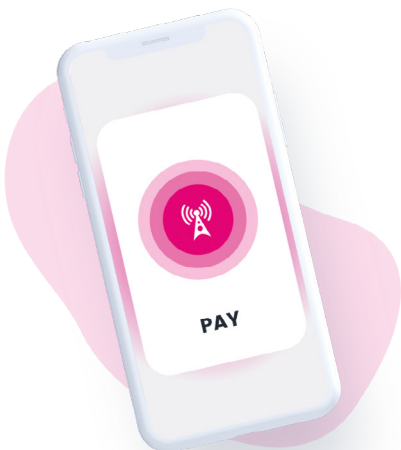
#INCLUSION FINANCIAL & DIGITAL

We play a leading role in promoting financial inclusion, particularly in regions where access to traditional banking services is limited. Our initiative aims to democratize the use of mobile payment technology, facilitating access to digital goods and services for millions of people in underbanked countries.



ALTERNATIVE PAYMENT METHODS

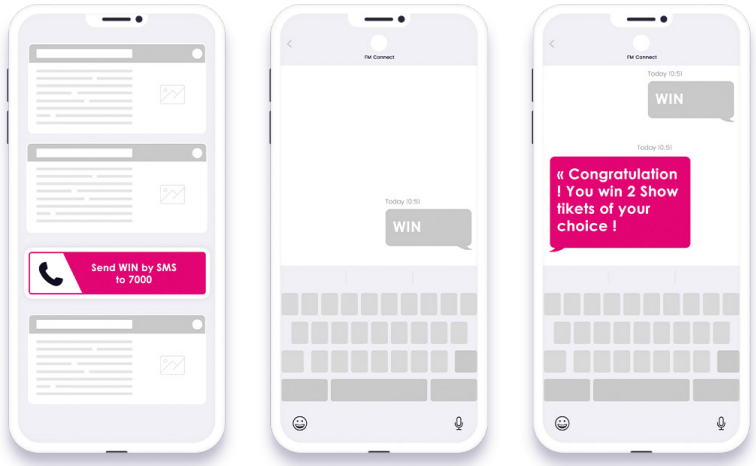
By promoting alternative payment methods such as Mobile Money and payment via the operator's bill, we are directly addressing the challenge of unequal access to banking services. This solution is proving particularly essential in Africa and certain Latin American countries, where it is enabling a growing number of people to access digital services.



ADAPTATION TO LOCAL TECHNOLOGICAL LIMITATIONS

In our commitment to democratizing access to digital services, adapting our products and services to overcome local technological limitations, particularly the challenges of Internet connectivity, is essential. Aware of the diversity of technological infrastructures around the world, we localize our solutions to meet the specific needs of each region.

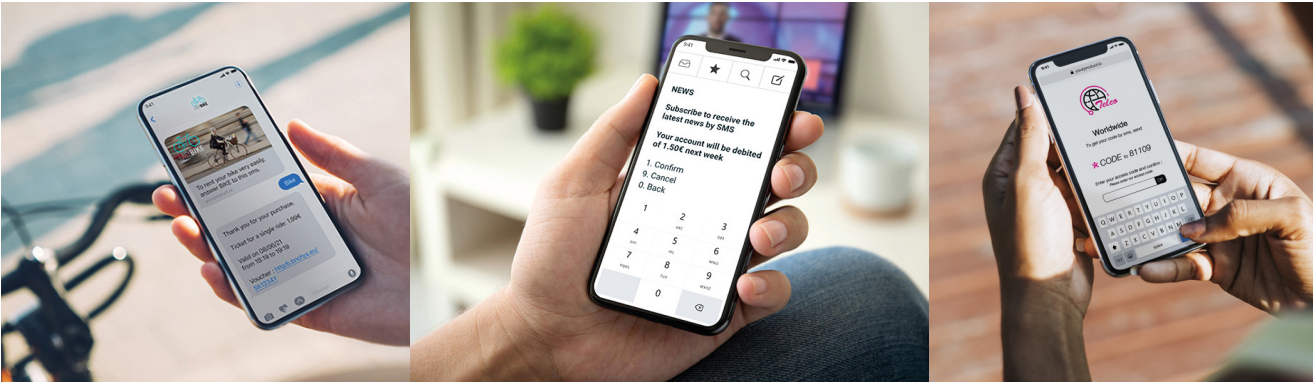
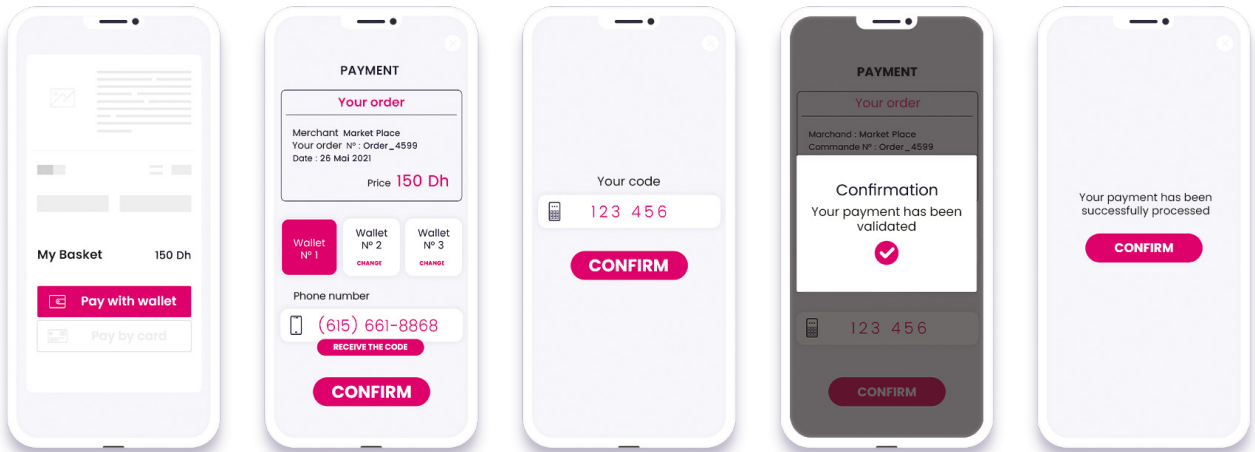
PAYMENT BY SMS



For users in countries with low levels of banking penetration and technical infrastructure limitations, such as restricted bandwidth or limited access to the Internet, the introduction of alternative means of payment represents a significant step forward. These innovative payment solutions enable them to overcome these obstacles and access a wide range of digital content and services that were previously out of reach. By adapting access to

digital resources to local technological realities, these users can now fully immerse themselves in the digital economy, enriching their online experience. This not only benefits users by offering them unprecedented access to diverse information and services, but also encourages content creators and merchants to explore new markets, thereby promoting inclusive economic growth and the expansion of digital access despite infrastructure challenges.

PAYMENT BY WALLET





Pillar 03 | Our Teams have an Impact

In 2023, Digital Virgo intensified its commitment to professional development and making a positive impact on society, through a multitude of initiatives focusing on training, exchange and community support. From informative webinars to friendly afterworks and participation in the 'Happy Index At Work' survey, our approach has been global, seeking to enrich both the professional and personal environment of our employees.

At the same time the 'Positive Impact' projects carried out in 11 countries demonstrate the solidarity and capacity for action of our teams in the face of societal challenges, affirming our active role in creating a more inclusive future.



Cécile Barbe
Chief HR Officer

“

**> HOW IS DIGITAL VIRGO
BALANCING GROWTH AND
DIVERSITY TO SUPPORT A DYNAMIC
AND BALANCED ORGANIZATIONAL
STRUCTURE?**

Digital Virgo is committed to maintaining a balance between growth and diversity, which is reflected in a recruitment policy that promotes gender equity and job stability, with 91.5% of contracts being permanent.

We also support young people's access to employment by recruiting 30% of our interns and work-study students at the end of their training.

In addition, our ability to actively train more employees each year and our controlled turnover rate demonstrate our adaptability and commitment to skills development within our workforce, ensuring sustained and responsible growth.

**> HOW HAS DIGITAL VIRGO
STRENGTHENED ITS INTERNAL
COMMUNICATIONS AND CONTRIBUTED
TO THE WELL-BEING OF ITS EMPLOYEES?**

In 2023, we have intensified our efforts to create a more connected workplace. Through various initiatives such as webinars, afterworks and our participation in the 'Happy Index At Work' survey, we have aimed to develop

internal communication, team spirit and transparency.

These actions have been put in place to reinforce our corporate culture and offer every employee an environment where they can not only succeed professionally but also feel valued and supported on a personal level.

**> WHAT HAS BEEN THE IMPACT OF
THE INITIATIVES ON THE GROUP'S
COHESION?**

In 2023, our 'Positive Impact' actions have really transformed Digital Virgo's internal environment. The commitment of our teams to these initiatives has not only had a positive societal impact, but has also considerably strengthened cohesion and climate within our Group. Supporting our employees in their social commitments is extremely gratifying and helps to create deep connections, both individually and collectively. This synergy between personal commitment and team spirit creates a more united working environment, where each member feels valued and a driving force for change.

”

Growth and Diversity: Key Figures

**Figures on 31 December 2023*



91.5%
permanent
contracts

2/3
are international
employees

49%
are women

37
median age


30%
of interns and work-
study students hired on
permanent contracts



470
employees in Sales &
Customer Support



190
Production &
Operations staff



178
employees in Management
& Transversal Services



348
Recruitment



21%
of Turnover
(permanent contracts)



+32%
Trained employees

Digital Virgo combines growth and diversity, revealing a dynamic and balanced structure through its key figures. With 91.5% permanent contracts, we demonstrate a strong commitment to employment stability. Gender equity is also affirmed, with women representing 49% of our total workforce. Digital Virgo’s dynamism is also underlined by the active recruitment of 348 people, investing in the future and the skills of our team. Our turnover rate of 21% reflects the strength of our development and our ability to adapt to fluctuating markets while maintaining a solid and competent core.

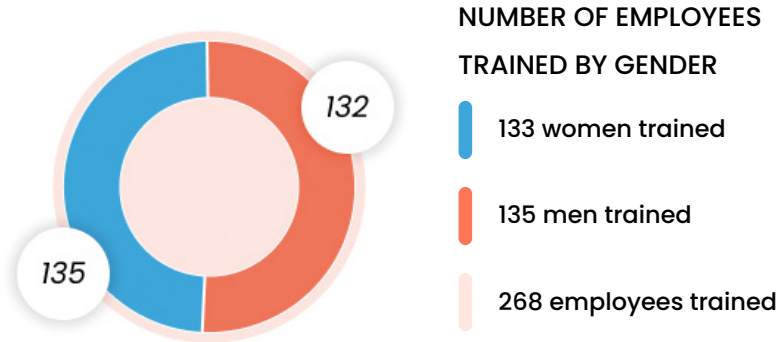
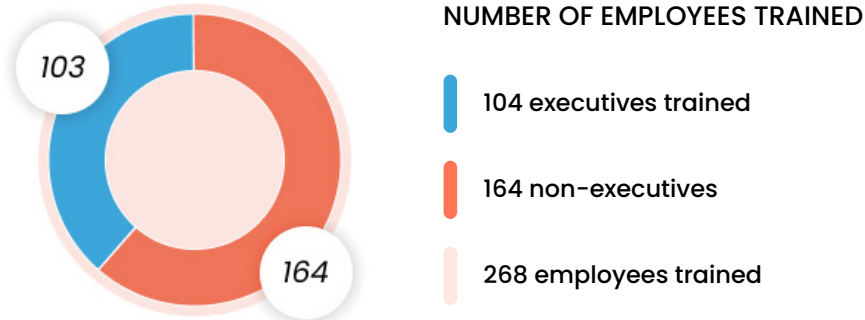
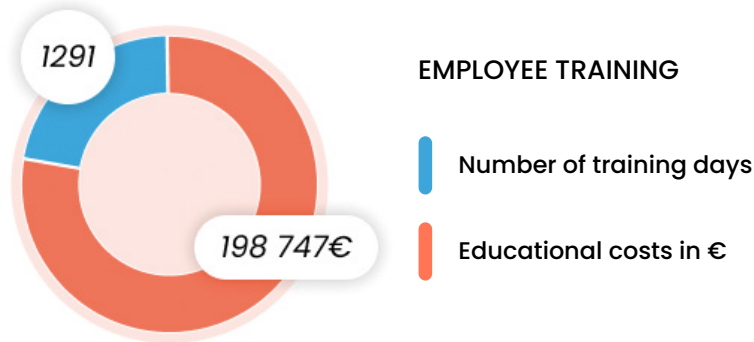
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Trained employees,
investing in the future and
the skills of our team

→ HUMAN RESOURCES

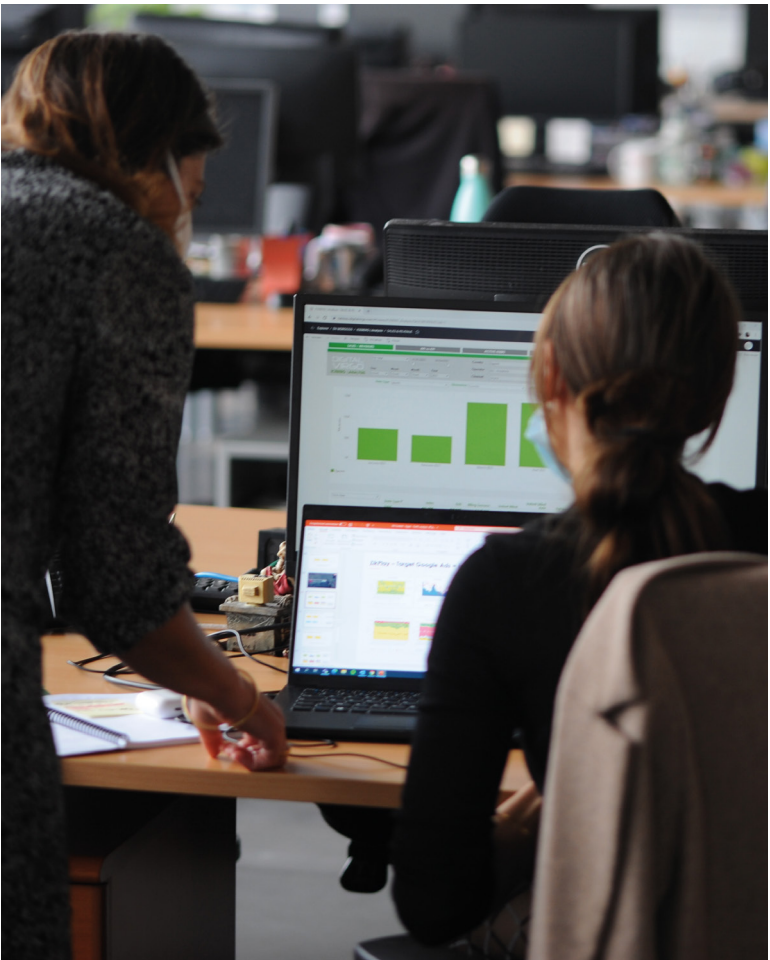
Training

At Digital Virgo, we are convinced that skills development and innovation are the pillars of a successful and responsible company. That is why, for several years now, we have been implementing an ambitious training and professional integration policy, with a particular focus on supporting the employment of young people.

Every year, we welcome interns and young people on apprenticeship contracts into our various departments and subsidiaries, with the aim of integrating them into our professional ecosystem over the long term. This approach has enabled many of them to join our teams on fixed-term or permanent contracts, demonstrating our commitment to employing young talent and our confidence in the potential of our workforce.



In 2023, our training programs benefited 268 employees, reflecting our ongoing investment in their professional development. Beyond the training aspect, Digital Virgo values and supports innovation through individual initiative. We actively encourage our employees to propose their ideas, projects or development tools, thereby creating an environment favorable to the emergence of talent and innovation.



This culture of open innovation has meant that certain projects, which were initially the result of proposals from our teams, have now become essential to our business. The employees behind these innovative initiatives now hold key positions within the organization, perfectly illustrating the way in which Digital Virgo recognizes and rewards commitment and creativity.

Our training policy and our support for innovation are at the heart of our Positive Impact strategy, as they contribute both to the personal and professional development of our employees and to the sustainable growth of our company. By putting people and innovation at the heart of our concerns, we are working towards a future where every talent is valued, and every idea has the potential to transform the way we work.

Training Interviews

Julien Maurizio, Director of Marketing Technology and Anthony Gianastasio, Head of Data France at Digital Virgo, tell us about their career paths. They highlight the importance of training, which has played a decisive role in their ability to innovate and successfully complete large-scale projects.



Julien Maurizio
Director Marketing Technology

+136%

growth in the number of employees trained by category between 2021 and 2023

113
employees
in 2021

268
employees
in 2023



Anthony Gianastasio
Head of Data - France

“

Julien Maurizio

I joined Digital Virgo at the end of 2011 as a Junior Product Manager, in charge of the MegaVOD and Jeu-à-Télécharger (“Downloadable game”) websites. As a passionate geek who was introduced to the complexities of IT development from an early age, I naturally wanted to take things further by bringing my technical skills to my role as Product Manager. This enabled me firstly to develop scripts to work faster, then various dataviz tools and finally a framework to generate sales pages.

What was initially a hobby became an essential part of my job, leading to the creation of a Marketing Technology team at Group level. Digital Virgo is renowned for its ability to adapt and innovate, often thanks to the initiatives of its employees. Working here allows us to dedicate time to projects that are close to our hearts and that improve results and increase efficiency. My experience has taught me the importance of staying focused on objectives and turning constraints into advantages, while seizing opportunities to learn from each experience .

“

Anthony Gianastasio

I started in 2011 as a Product Manager. In 2016, after a Google Analytics training course, I identified a need for development in performance indicators, which are essential for optimizing the work of the Acquisition team. My Manager encouraged me to take over the project, and after 5 years, we’ve developed a global measurement solution used by the whole Group. Building on this experience, we created an in-house tracking solution, 100%

hosted on AWS, based on the external tool Snowplow, which was up and running six months later and provided added value, particularly in view of the legal and GDPR issues linked to Google. For me, Digital Virgo values the talents of its employees.

Inform, Share & Link Creation

Over the course of 2023, Digital Virgo has focused on information, exchange and the creation of links within its team, by deploying a range of initiatives designed to enhance the well-being of its employees. These actions enable us to strengthen our corporate culture around the pillars of communication, team unity and transparency.

→ GLOBAL AND REGIONAL WEBINARS

In order to maintain open and transparent communication between management and employees, a series of global and regional webinars were organized. These sessions, led by Guillaume Briche, our CEO, and the regional directors, provided valuable forums for discussing the company's strategic challenges, answering employees' questions and introducing new tools and platforms. The introduction of regional webinars has enabled us to address themes specific to each region, reinforcing our personalized and local approach.

20

WEBINARS
IN 2023

→ AFTERWORKS

The year 2023 was marked by the development of afterwork events in our different regions around the world. Playful, unifying, and fun activities were organized to strengthen ties, get to know colleagues better and celebrate the end of intensive work periods. The aim for 2024 is to organize two afterworks a year at each site, with even more original ideas!

19

AFTERWORKS
IN 2023





→ CHOOSE MY COMPANY
'HAPPY INDEX AT WORK'

Aware of the importance of listening to and taking into account feedback from our employees, we have renewed our participation in Choose My Company's 'Happy Index At Work' survey. The aim of this anonymous and confidential survey is to gather employees' impressions of various aspects of their working environment, such as professional development, pride in belonging and recognition. The results of this survey are guiding our continuous improvement strategy, which involves organizing regular events, developing teleworking and setting up a car-sharing platform, as well as other actions.



These initiatives reflect our ongoing commitment to creating a stimulating, inclusive and caring working environment, where every employee has the opportunity to develop both professionally and personally.



CERTIFIED COUNTRIES

ARGENTINA | EGYPT | BRAZIL
CHILE | MEXICO | ITALY | POLAND

Our Teams Have Impact

In 2023, more than 250 people in 11 countries took part in ‘Positive Impact’ actions. We are particularly proud of our teams’ initiative and commitment to solidarity and support for those in need. Here is an overview of the actions taken:



Support for the victims of the earthquake in Morocco on 8 September 2023. A collection of goods was set up and distributed by our teams, in addition to the deployment of a number for making donations by SMS. An action resulting from the Group’s expertise and carried out in partnership with Telecoms Operators.



Support for orphanages in Abidjan and Brazil, with donations of money, food, hygiene products and clothing...



End-of-year initiatives in Poland, with **participation in the Noble Gift campaign**, to support a single mother and her three children with personalized donations, and in Mauritius, with the organization of a **Christmas party for underprivileged children**.



Blood donation: Initiatives in Morocco, Italy and Brazil, including a donation day at Casablanca, a campaign in São Paulo against childhood cancer, and participation in the Torino d’Oro Gala dinner in Florence, in aid of AVIS, the largest voluntary blood donation organization in Italy.



Charity work in Egypt: The Cairo team worked with **the Share a Smile** charity to distribute meals to people in need.

These actions underline not only our collective commitment to the community, but also the positive impact that each individual can have on their environment. These inspiring stories perfectly illustrate how individual commitment contributes to our collective mission of making a significant difference to the world around us.

PORTRAIT OF RAÏSSA AMAN EPSE AGBADOU, CUSTOMER SUPPORT MANAGER IN IVORY COAST

> WHAT COMMUNITY ARE YOU INVOLVED IN?

It all started with a personal intention to give presents (clothes, gifts) to underprivileged children at the end of each year. Then, in 2012, I joined a community that fights for education and good living conditions for street children and those in prison. Donations were made wherever possible, and the vision was subsequently shared in my self-help group, with whom, with the support of donations from a number of companies and acquaintances, we organize the annual CHRISTMAS FOR ALL event, which takes place every Saturday before 25 December.

The main aim is to bring smiles to the faces of 100 underprivileged children during this period.

> WHY DID YOU WANT TO GET INVOLVED?

The desire to help, to share what little I have with others. It's something I've always wanted to do.



> WHAT IS YOUR ROLE IN THIS COMMUNITY?

I draw up the letters requesting assistance, make sure they are all signed by the person in charge, and I dispatch them according to the number of people willing to help us share the envelopes. I also make sure to keep track of everything that comes in as finances or donations.

> WHEN DO YOU DO IT? DO YOU GIVE A LOT OF YOUR TIME?

We usually start organizing at the beginning of October, but at the beginning of the year we're already targeting companies and people who might be able to help us. I don't count the time it takes. I do it from the heart.

> WHAT IMPACT DO YOU THINK YOUR COMMITMENT HAS ON YOUR PROFESSIONAL LIFE?

My involvement in voluntary activities has a significant impact on my professional life. It strengthens my empathy and ability to collaborate, essential qualities in my customer support role.

Getting involved in social initiatives, such as helping disadvantaged children and supporting literacy, enables me to develop a better understanding of the diverse realities of our customers and to provide more human and attentive support. This commitment enriches my professional experience and helps me to build deeper and more meaningful relationships, both inside and outside the company.



**Raïssa Aman
Epse Agbadou**

Pillar 04 | Eco-Responsibility

At Digital Virgo, we are aware that it is our responsibility to promote a greater awareness of the environment. Our aim is to reduce our environmental footprint and integrate a Corporate Social Responsibility (CSR) approach into our operations.

Our environmental policy is designed to encourage eco-responsible behavior within our company, promote ecological initiatives and take concrete action to anchor this approach in the long term. We are committed to complying with current environmental legislation and standards, and to taking into account the environmental concerns of our shareholders, customers and employees.



Julien Ménard
CTO

“

**> INTERVIEW WITH JULIEN MÉNARD,
CTO AT DIGITAL VIRGO**

Thanks to our collaboration with AWS, we benefit from a cloud infrastructure that is over 90% powered by renewable energy, optimizing our operational efficiency while minimizing our environmental impact. We are also integrating advanced technologies to replace obsolete servers with less energy-intensive solutions, thereby reducing our energy consumption whilst maintaining optimum performance.

“

**> INTERVIEW WITH ALEXANDRE
DIAGNE, OFFICE IT MANAGER AT
DIGITAL VIRGO**

As Office IT Manager, my job is to ensure that the management of our IT resources at Digital Virgo reflects our commitment to eco-responsibility.



Alexandre Diagne
Office IT Manager



Sandrine Hyvernât
Office Manager

“

**> INTERVIEW WITH SANDRINE
HYVERNAT, OFFICE MANAGER AT
DIGITAL VIRGO**

As Office Manager, I work on a daily basis to optimize building-related resources and also to promote infrastructure to support sustainable mobility. We have implemented initiatives such as the installation of electric charging points and policies encouraging the use of less polluting transport. We are also raising awareness among our teams of the importance of eco-responsible practices. By providing ongoing support to Group members and encouraging habits such as ride-sharing and the use of public transport, we are reducing our environmental impact while cultivating a sustainable and committed working environment.

Ecological impact and eco-responsibility

Figures in France



-32%

kilometers travelled
(professional travel)



84

trees saved from
destruction



5.3

tons of paper
recycled



AWS partner for our IT resources:
its Cloud infrastructure is 5 times more
energy-efficient than the average data
centre in Europe



90%

of data centers powered by
renewable energy in 2022

Digital Virgo Group AWS data in 2023 :

2.775

carbon emissions
in MTCO₂e

→ **2.848 MTCO₂e in 2022**

115.739 MTCO₂e

saved through AWS's purchases
of renewable energy

2.003 MTCO₂e

saved through the use of AWS
computing services.

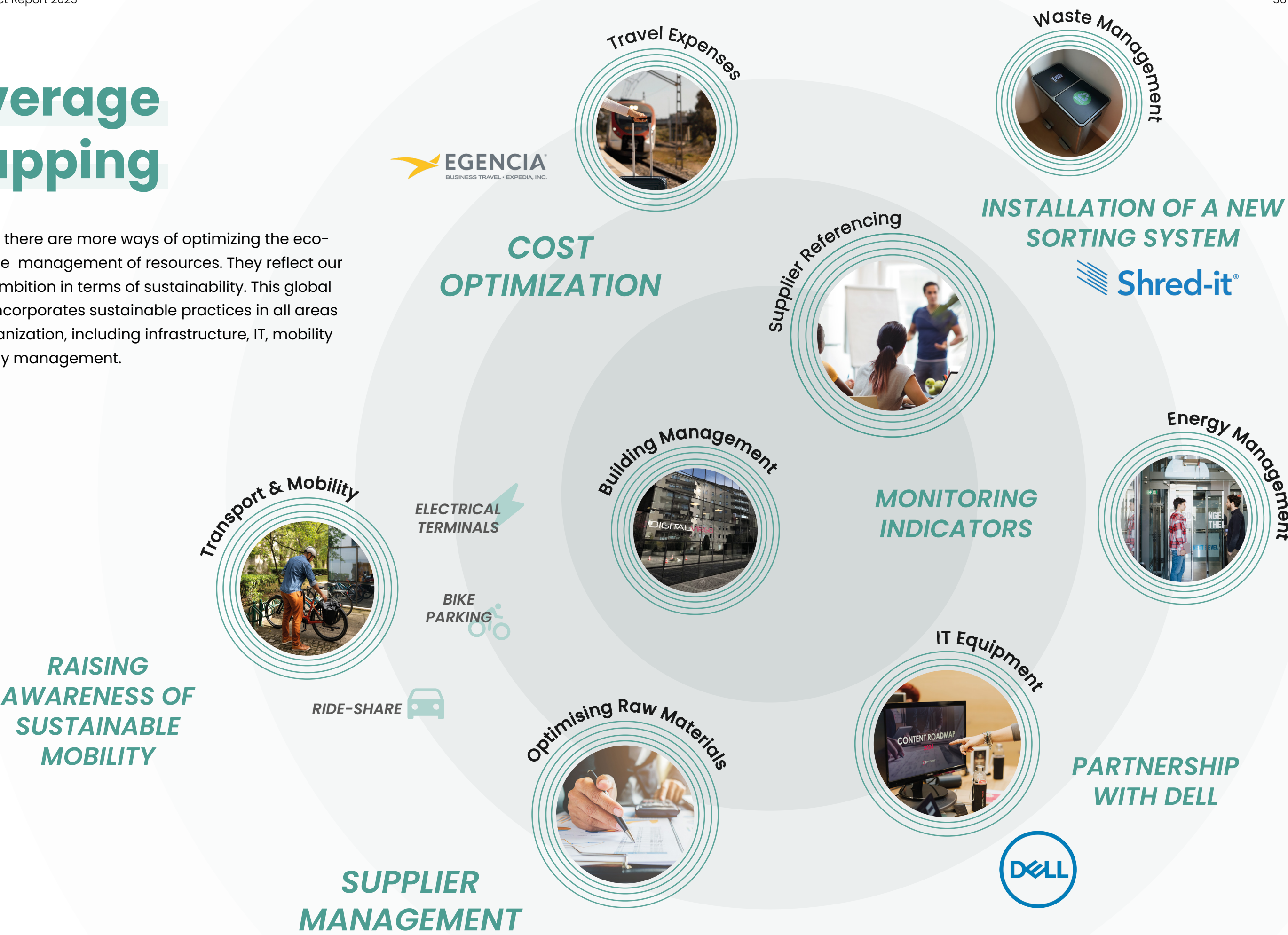
Digital Virgo's ecological footprint has improved significantly, with a 32% drop in kilometers traveled, reducing our contribution to CO₂ emissions. Our action for the environment is also marked by the preservation of 84 trees and the recycling of 5.3 tons of paper (including the destruction of archives). By collaborating with AWS, we are optimizing our IT resources by using a Cloud infrastructure that is 5 times more energy-efficient than the average data center in Europe, and 90% powered by renewable energy in 2022. These efforts reflect our ongoing commitment to sustainable practices and reinforced environmental awareness as part of our global strategy.

“

Through our commitment to sustainable practices, we are reducing our ecological footprint, preserving nature and inspiring change

Leverage mapping

Every year there are more ways of optimizing the eco-responsible management of resources. They reflect our growing ambition in terms of sustainability. This global strategy incorporates sustainable practices in all areas of the organization, including infrastructure, IT, mobility and energy management.



Optimization of Used Resources

As part of our commitment to sustainable development, we are implementing a global strategy to optimize the use of resources. This approach aims to reduce the company's environmental footprint while promoting eco-responsible resource management. Here's how we are approaching this objective through several areas of action.

RAISING AWARENESS AMONG TEAMS

We firmly believe that change starts with awareness. That is why Digital Virgo has drawn up a booklet of good environmental practices and updated its Charter for the Use of the Information System. These documents encourage our employees to adopt eco-responsible behavior on a daily basis, thereby contributing to the collective effort towards a healthier environment.



IMPROVED CONSUMPTION OF RAW MATERIALS

Digital Virgo is committed to reducing its consumption of raw materials by various means:

- The use of white recycled paper and sustainable office supplies.
- Purchasing low-consumption electrical and electronic equipment.
- Replacing aging computer servers with new-generation, more sustainable models.
- Optimizing photocopier consumption and costs by purchasing multifunctional equipment.

SUPPLIER MANAGEMENT

We select our suppliers according to a strict policy, favoring those who share our vision of having a positive impact on the environment. This implies a marked preference for partners offering products and services that meet strict eco-responsible criteria.

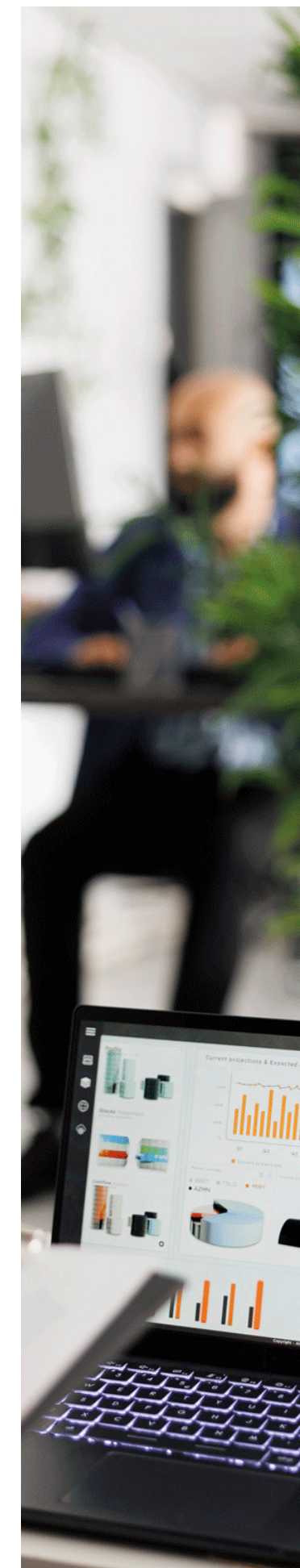
This approach ensures that every link in our supply chain actively contributes to achieving our environmental objectives, reinforcing our overall sustainable development strategy. By working with suppliers committed to sustainable practices, we not only ensure that our operations comply with environmental standards, but also help to promote a greener, more responsible business model.

WASTE MANAGEMENT

We comply with environmental regulations and are implementing concrete recycling initiatives. In France, the installation of a new sorting system has enabled us to recycle 5.3 tons of paper (including destruction of archives) and to preserve 84 trees. In addition, coffee grounds from our Paris site are used as a natural fertilizer in municipal gardens, and we give a second life to discarded equipment by redistributing it to employees or associations.

IT RESOURCE MANAGEMENT

Digital Virgo's adoption of Amazon Web Services (AWS) Cloud infrastructure demonstrates our commitment to greener computing. AWS stands out for its energy efficiency, powered by over 90% renewable energy in Europe in 2022, and its Graviton3-based EC2 instances, which use up to 60% less energy for comparable performance. These initiatives illustrate the Group's proactive approach to reducing its environmental impact, and adopting sustainable practices, thereby aligning with a consistent and responsible Positive Impact approach.



Promote Sustainable Mobility

Employee mobility, which is essential to the life of our company, also represents a significant source of CO2 emissions. Digital Virgo is committed to a sustainable mobility approach, aimed at reducing its ecological footprint while encouraging more environmentally friendly travel practices.



INSTALLATION OF ELECTRIC RECHARGING POINTS

To encourage our employees to adopt less polluting vehicles, we have equipped the car parks at some of our sites with electric charging points. This initiative facilitates the use of electric cars, making a direct contribution to reducing greenhouse gas emissions.



PROMOTING VIDEOCONFERENCING AND TELEWORKING

In order to minimize the need for travel and its associated impact, Digital Virgo has set up videoconferencing systems and telephone conferencing services in all its offices. At the same time, the promotion of teleworking considerably reduces the number of daily journeys made by employees, contributing to a significant reduction in CO2 emissions. We actively encourage our employees to adopt environmentally responsible behaviour when travelling.



MONITORING TRAVEL EXPENSES

The emissions generated by our employees' rail and air travel are rigorously measured and monitored by an external service provider. This transparent approach enables us to effectively target the efforts we need to make to reduce our impact. In France, a policy to reduce business travel has been initiated, resulting in a 32% reduction in the total number of kilometres travelled. Despite the increase in the coefficients used to calculate CO2 emissions for air travel in 2023, our ongoing efforts to manage mobility bear witness to our commitment to reducing our carbon footprint.



GOOD TRAVEL PRACTICES

Car-pooling and sustainable mobility are strongly recommended for business trips, reducing the number of vehicles on the roads and, consequently, polluting emissions. The use of public transport is also encouraged, offering a sustainable alternative to individual car journeys.

“
Digital Virgo is committed to implementing sustainable mobility solutions balancing business imperatives with the need to protect our environment. This strategic direction underlines our responsibility as a corporate citizen and our commitment to promoting a greener future. .



Climate Fresk

In 2023, Digital Virgo launched an ambitious program to raise awareness among its employees of the challenges of climate change. This initiative is based around collaborative workshops organized in partnership with 'La Fresque du Climat' ("Climate Fresk"), an association renowned for its commitment to the environment. These workshops have been rolled out across our three sites in France and Dubai.

- Raise awareness of the climate emergency
- Encourage people to reconsider their everyday practices

Through in-depth reflection on the causes and effects of climate change, these workshops highlighted the impact of our actions on the environment. Our ambition for 2024 is to extend this awareness campaign. We plan to organize Climate Fresks and other Fresks such as the 2 Tons Workshop at all our sites, thereby promoting collective awareness and the sharing of concrete solutions within the company.



Benoît Saint Maxent was trained by Addict Mobile (part of the Digital Virgo Group) to become a **coordinator for Climate Fresks**. Since then, he has led **four workshops for our employees** at each of our French sites.

Benoît Saint Maxent
Lead Front End Developer au sein du Groupe Digital Virgo





“
HAVE AN
IMPACT
TOGETHER.”

Conclusion

The year 2023 marked a turning point in Digital Virgo's Positive Impact strategy, illustrating our determination to accelerate the promotion of a more sustainable and responsible future. Through a series of targeted initiatives, we not only strengthened our commitment to the well-being of our employees and the protection of the environment, but also underlined our active role in the wider community.

Our efforts to optimize the use of resources, from installing electric charging stations to implementing sustainable mobility policies, demonstrate our commitment to reducing our ecological footprint. Similarly, the adoption of Amazon Web Services' Cloud infrastructure underlines our commitment to greener, more efficient technology.

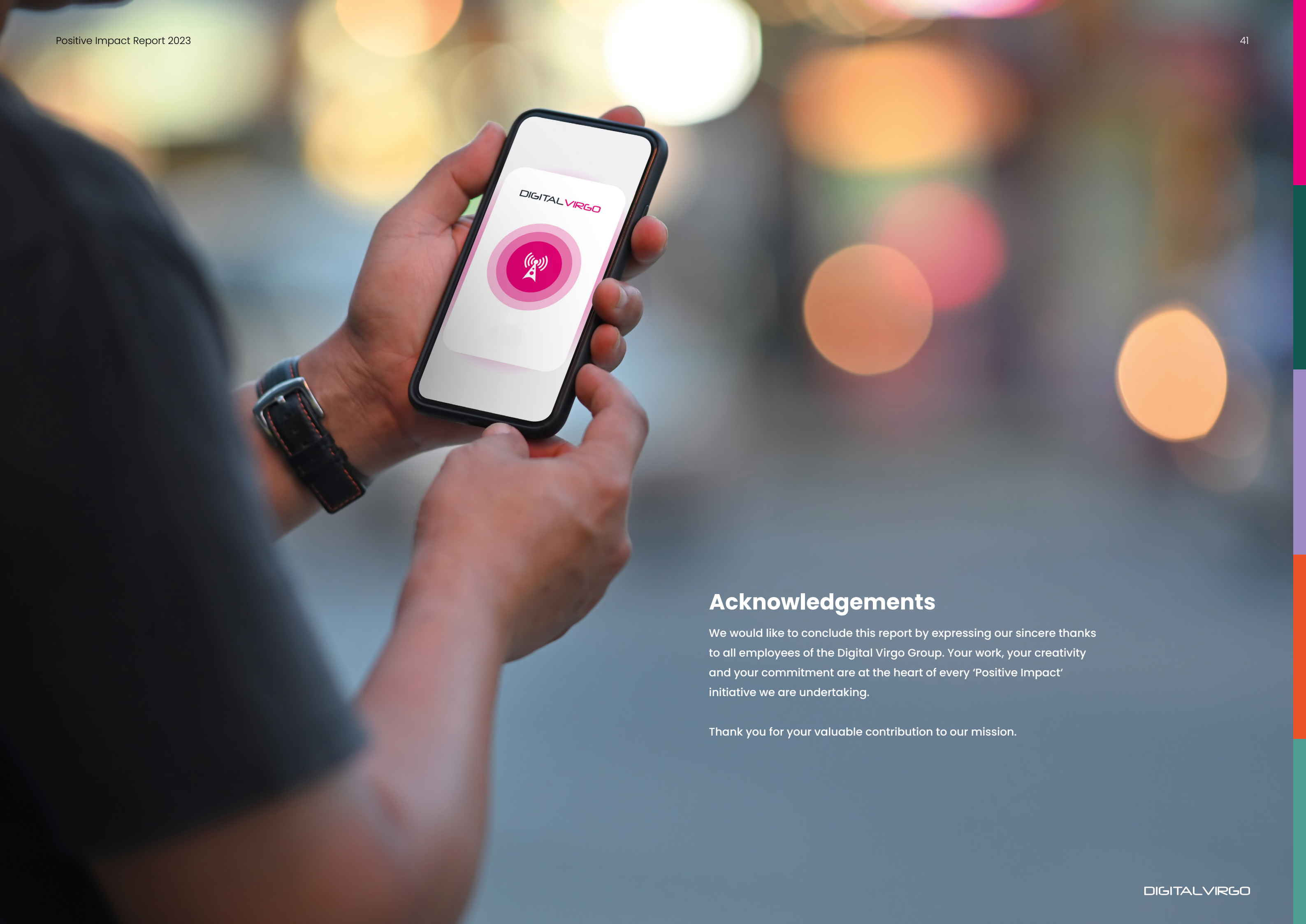
Raising our teams' awareness of environmental issues through initiatives such as Climate Fresks" reflects our conviction that education and awareness-raising are essential to encourage change. Furthermore, our solidarity initiatives, whether supporting communities affected by natural disasters or taking part in charitable projects, show that our involvement goes beyond the professional sphere to address fundamental social and societal aspects.

We have also focused on innovation and professional development, encouraging the emergence of talent and supporting the innovative ideas of our employees. These approaches are crucial if we are to build a company that is sustainable and adaptable, capable of meeting the challenges of today and tomorrow.

Digital Virgo's 'Positive Impact' 2023 report reflects a dynamic, forward-looking company that places people and the environment at the heart of its strategy. We're proud of the progress we've made, and aware that there's still a long way to go.

We remain committed to continuing our efforts through ever more innovations and collaborations that will enable us to make a sustainable positive impact.





Acknowledgements

We would like to conclude this report by expressing our sincere thanks to all employees of the Digital Virgo Group. Your work, your creativity and your commitment are at the heart of every 'Positive Impact' initiative we are undertaking.

Thank you for your valuable contribution to our mission.



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