



Positive Impact 2024 Report

EXTRA-FINANCIAL
PERFORMANCE DECLARATION

DIGITALVIRGO

DIGITAL
VIRGO



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& OUR
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A portrait of Guillaume Briche, CEO of Digital Virgo Group, standing in front of a blurred cityscape. He is wearing a dark blue sweater over a white collared shirt.

Guillaume Briche

CEO* of Digital
Virgo Group

(*) Chief Executive Officer

A COLLECTIVE COMMITMENT FOR A SUSTAINABLE IMPACT

At Digital Virgo Group, we are convinced that performance and responsibility go hand in hand. The Positive Impact program evolves each year with this mindset, driven by the dedication of our teams around the world. This report highlights their drive, creativity, and determination to place social and environmental responsibility at the heart of our business.

The Positive Impact program reflects our dedication to combining growth and responsibility. By fully integrating environmental, social, and ethical dimensions into our development, we are creating a positive and

sustainable dynamic for our partners and ecosystem.

For 2024, we have chosen to place education at the core of our actions. Facilitating access to training, promoting inclusion, and supporting young talent are key drivers in our contribution to a more equitable and sustainable future. In parallel, we continue our efforts toward the ecological transition by optimizing our energy use, promoting more responsible mobility, and supporting impactful solidarity projects.

Thank you to everyone who contributes each day to growing the Positive Impact program.

“

Combining performance
& responsibility for
lasting impact.

Digital Virgo Group




+760
Employees

37 years old
average age


2/3
international

91,5%
long term contract


47%
of women



150+
Operators
Connections




300+
Connected
Merchants



~2
Billions of Connected
SIM Cards



400+
Millions of €
in Sales



30+
Offices
in the world



50+
Operated
Countries



40+
Millions of €
EBITDA

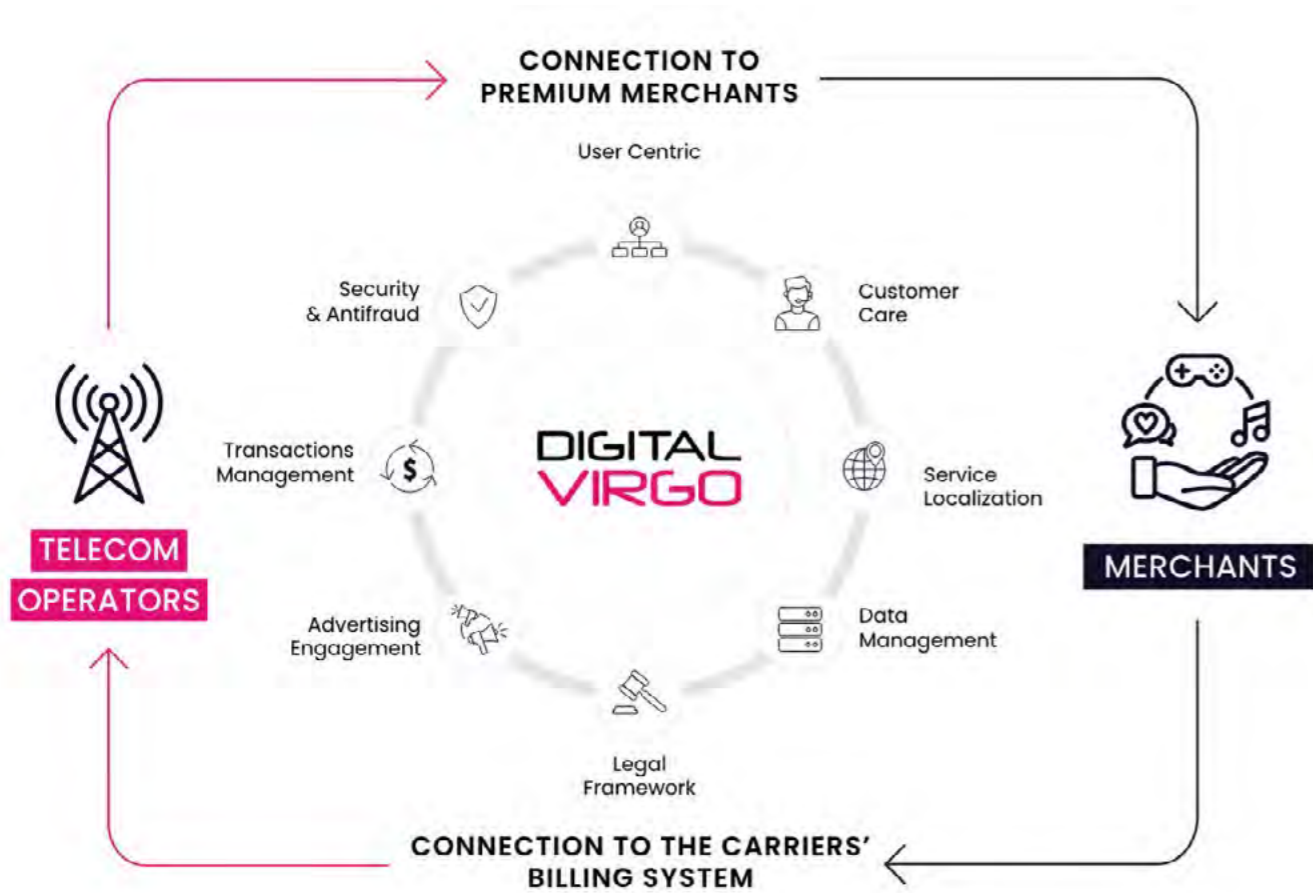
Digital Virgo Group is a key partner for telecom operators worldwide, specializing in mobile payment and monetization strategies. Its solutions include a transaction management platform and a range of monetization services across sectors such as entertainment, media interactivity, digital ticketing, and donations, enabling users to make payments directly through their carrier billing.

“DIGITAL VIRGO HAS BUILT A GLOBAL NETWORK AND NOW OPERATES ACROSS ALL CONTINENTS IN OVER 50 COUNTRIES”.

Thanks to organic growth and strategic acquisitions, Digital Virgo has built a global network and now operates across all continents in over 50 countries. With an annual revenue exceeding €400 million, Digital Virgo relies on 760 experts to provide local support to Telecom Operators and Merchants.

Addressing the Challenges of Telecom Operators in the World

- **Over 300 Premium Merchants** are connected to our DCB (Direct Carrier Billing) platform. Simple integration enables hundreds of products and services to be marketed **via operator billing**.
- A range of services to **strengthen customer loyalty and commitment**. The ability for telecom operators to offer their subscribers **quality services adapted to local conditions**.
- **A single DCB platform** to manage merchant integration, subscriptions, secure payments, customer service and overall transaction tracking.
- Monetization and digitalization solutions that **natively integrate operator payment**. An offer adapted to each industry, a source of growth for Telecom operators.



We address global monetization strategies by connecting merchants and telecom operators.



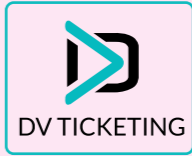
DV PASS, SMS & DCB transaction management platform



DV LIVE, an interactive marketing platform for animating media audiences



DV CONTENT, global monetization & distribution strategies for Premium content

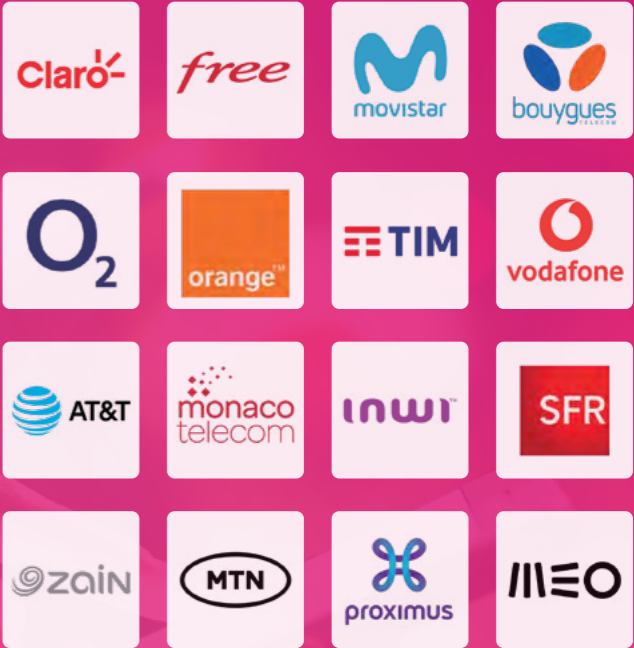


DV TICKETING, digital ticketing for urban mobility and events

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

Since 2008 ...
We support
Telecom operators

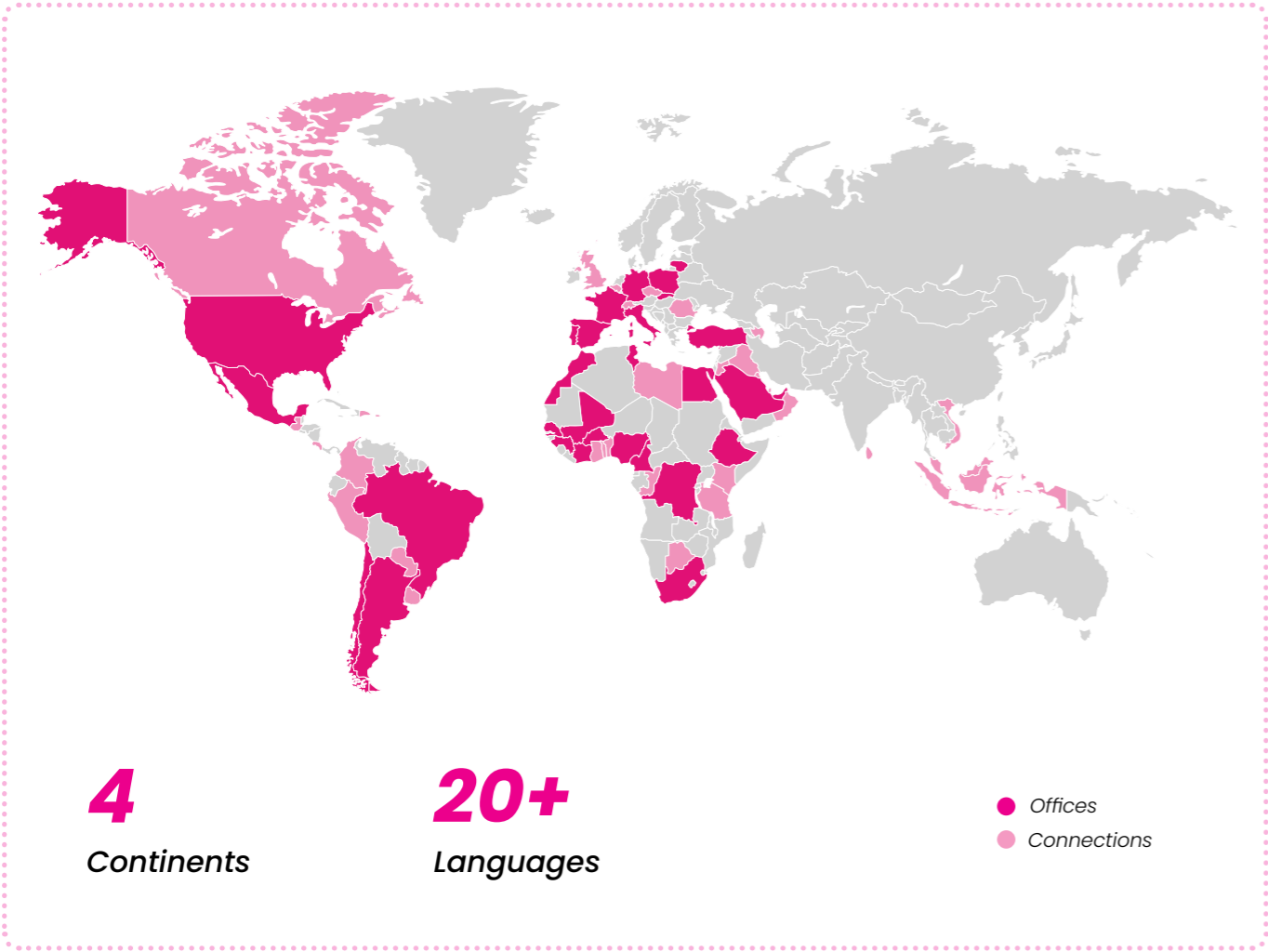
For over 15 years, we have been helping our customers, telecom operators and merchants, to deploy, integrate and optimize alternative payment solutions. Our reach is international, and our expertise is supported by our teams. Our DNA is 100% digital.



150+
Operators Connections

300+
Connected Merchants

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



OFFICES

France · Côte d'Ivoire · Slovakia · Lithuania
Poland · Spain · Germany · Chile · Portugal
Turkey · Tunisia · Morocco · Ethiopia · UAE
South Africa · Guinea · Mali · Senegal
Egypt · Cameroon · Nigeria · Burkina Faso
Mauritius · Mexico · Argentina · DRC · Brazil · USA

CONNECTIONS

Benin · Botswana · Republic of the Congo · Iraq
Ghana · Kenya · Belgium · Mozambique
Tanzania · Indonesia · Malaysia · Sri Lanka
Vietnam · Libya · Czech Republic · Romania
Colombia · Dominican Republic · Peru · Oman
Switzerland · Paraguay · Uruguay · Guatemala
Azerbaijan · Qatar · Bahrain · Jordan · Kuwait ·
Togo · Canada

GLOBAL REACH, LOCAL EXPERTISE

Present on every continent, Digital Virgo develops solutions tailored to the specificities of each market. Our network of local offices allows us to stay close to our partners, anticipate industry developments, and provide on-the-ground expertise that is essential to project success.

Combining global vision with local presence is at the heart of our approach. This proximity enables us to co-create high-performing strategies that align with user expectations and the challenges of digital ecosystems.

GOVERNANCE

Management of the Group

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

The management team, headed by the Group’s Founders, embodies an entrepreneurial corporate culture. It is founded on a strong knowledge of the payment ecosystem, monetization as well as in-depth expertise of local specificities. This dual strategic and operational expertise gives Digital Virgo the agility it needs to support telecom operators in meeting their challenges, in all 50 countries where the Group has operations.

Financial rigor, a pillar of the Group’s corporate culture, is highlighted by a profitable business model since the Group’s creation, reflecting responsible management. This strategy ensures financial stability and supports a commitment to sustainable, ethical growth in line with the principles of Positive Impact.

15

members

25%

of women

5

nationalities

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



Eric Peyre
President Founder



Manuel Cruz
Founder



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 Hyvernât
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

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Faced with the growing challenges of our business and our environment, we prioritize the management a responsible ecosystem. Reinforcing our dedication to a safe and sustainable environment, we place particular emphasis on compliance. Through targeted actions and rigorous governance, we ensure compliance with regulations and reinforce the trust of our stakeholders. Our aim is to maintain a balance between safety and sustainability, essential for the long-term future of our business in a constantly changing world.

Our Matrix of Double Materiality

The Digital Virgo Group has integrated Corporate Social Responsibility (CSR) into its strategy since 2018. Aware of social, societal, and environmental challenges, we consider the Positive Impact program to be an essential commitment to our employees, our partners, and society at large.

This approach is based on close collaboration between all departments within the Group. Human Resources, Communications, Technical, Finance, Marketing, Products, Legal, and General Resources: each entity contributes to shaping responsible initiatives and ensuring that our growth is sustainable.

The Digital Virgo Group has developed its double materiality grid through a structured approach aimed at identifying and prioritizing the most significant Positive Impact issues for its business. This analysis is based on an assessment of the risks and opportunities associated with these issues, taking into account industry trends, applicable regulations, and international sustainability standards. The objective is to measure both the impact of these issues on the Group's economic and strategic performance (financial materiality) and the influence of its activities on society and the environment (impact materiality).

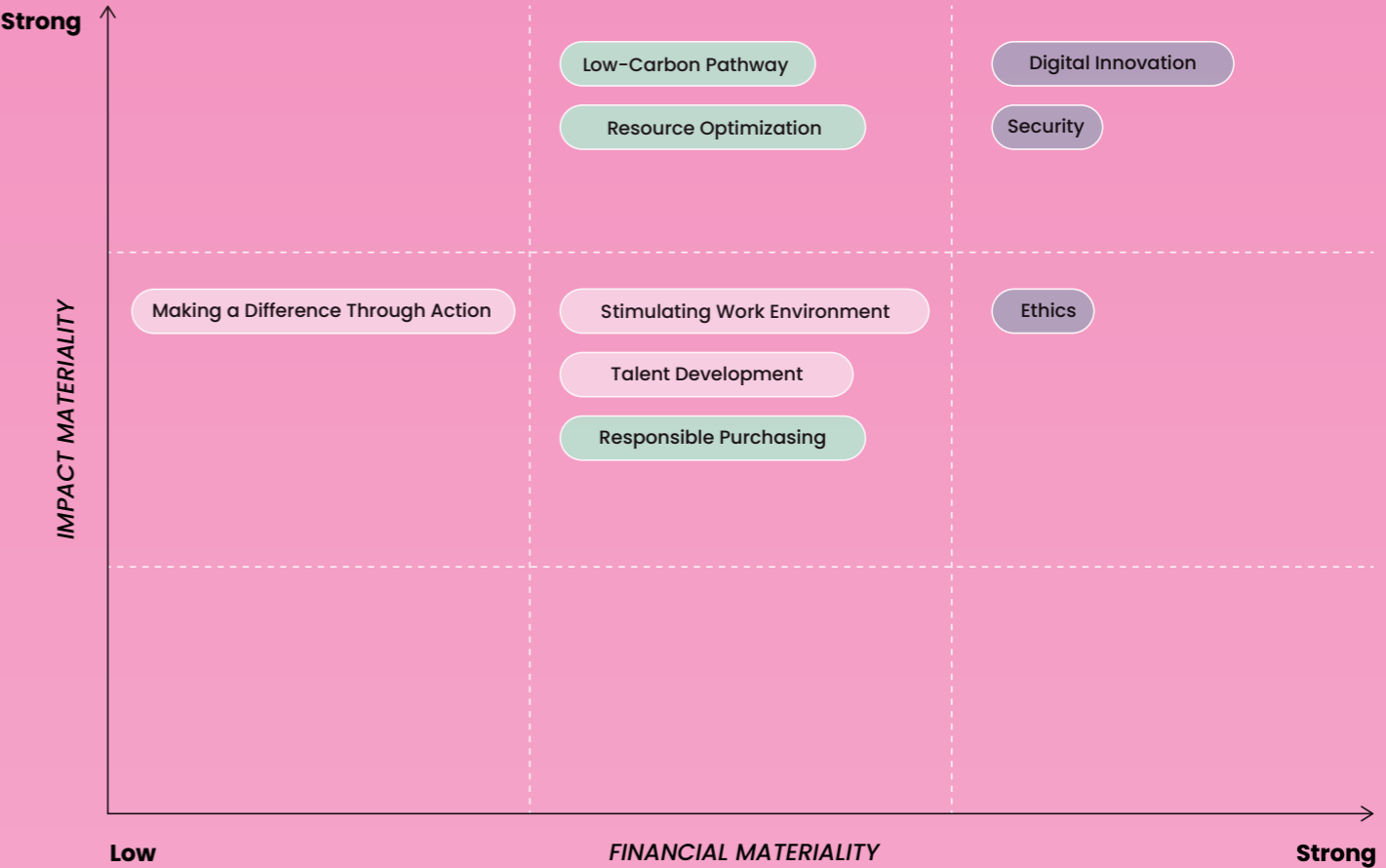
To establish this grid, Digital Virgo first conducted a documentary review of international reference frameworks such as the CSRD (Corporate Sustainability Reporting Directive). Next, a comparative analysis of best practices in the sector was carried out to identify the key themes to be included.

“
Each entity contributes to shaping responsible initiatives and embedding our growth within a sustainable dynamic.

This initial phase resulted in a list of relevant issues, which were then classified according to their criticality and potential influence. Once this classification was complete, a map was created to visualize the interactions between the identified issues and their impact on the Group's activities. This double materiality grid is therefore an essential tool for guiding Digital Virgo's responsible development strategy, aligning its commitments and actions with the priority challenges facing the digital sector.

Since 2023, we have carried out a double materiality analysis, which has **highlighted our sustainability challenges**. This process was led by the Positive Impact Committee, with input from the Group's various departments.

DOUBLE MATERIALITY GRID



SOCIAL			SOCIETAL			ENVIRONNEMENTAL		
Stimulating work environment Continuous innovation, balanced working hours, on-site and teleworking, internal communication, diversity			Digital innovation Sustainable digital development, taking into account local climate and economic issues			Low-carbon trajectory Measure and reduce the environmental impact of our services, in close collaboration with AWS (Amazon Web Services) and Microsoft		
Talent development Valuing the talents of our employees			Security Secure exchanges, processes and applications for sustainable growth			Optimizing resources Managing our consumption of resources (energy, paper, travel, etc.).		
Making a difference through actions Positive impact actions carried out by our employees around the world			Ethics Ethical and responsible principles in our governance and activities			Responsible purchasing Purchasing in compliance with the Group's Code of Conduct		

Governance & Action Management:

Positive Impact Committee

CROSS-FUNCTIONAL COLLABORATION FOR A GLOBAL IMPACT

The Positive Impact program is built on a collective dynamic, driven by a dedicated committee that oversees the implementation and monitoring of the Group’s social and environmental responsibility initiatives.

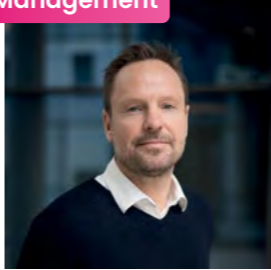
This committee brings together diverse expertise from various departments within Digital Virgo (finance, human resources, communication, legal, and technical), ensuring a cross-functional and effective approach. Each member actively contributes to advancing our goals and actions to maximize their impact.

The committee’s involvement is essential to ensure the coherence and effectiveness of our actions, in line with the Group’s values and the expectations of our partners. Through the committee’s coordination, we structure sustainable initiatives that support the positive transformation of our ecosystem.



THE COMMITTEE

Management



Guillaume Briche
Chief Executive Officer (CEO)

Management



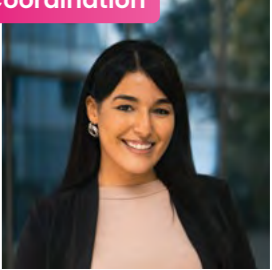
Emmanuel Tongio
Chief Financial Officer

Coordination



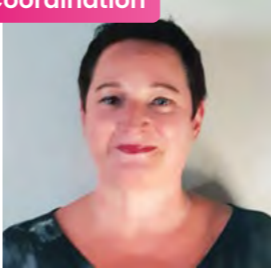
Marion Hyvernât
Chief Legal Officer

Coordination



Anissa Offar
Legal Counsel

Coordination



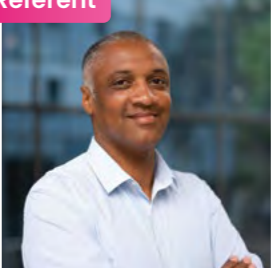
Laurence Dubois
Compliance Officer

Referent



Sandrine Hyvernât
Office Manager

Referent



Alexandre Diagne
Office IT Manager

Referent



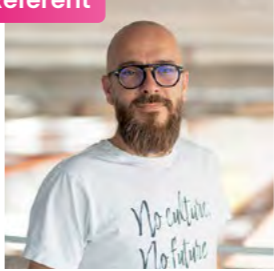
Cécile Barbe
Chief HR Officer

Referent



Claire Guiraud
HR Development Manager

Referent



Julien Ménard
Chief Technical Officer

Referent



Emilie Roussel
Chief Corporate Marketing & Communications Officer

11
members

8
departments

**A shared
ambition
for sustainable
impact**



“

**A Program
Driven by Initiative
and Leadership.**

Presentation of the ‘Our Teams Have Impact’ Program

LOCAL COMMITMENT, GLOBAL IMPACT

The ‘Our Teams Have Impact’ program reflects Digital Virgo’s involvement to supporting local initiatives driven by its teams around the world. Each project, imagined and proposed by our employees, helps strengthen our societal engagement by responding to the specific realities and needs of each region.

The Positive Impact Committee supports these initiatives, ensuring their implementation and tangible impact on the ground. This program is built on a “glocal” dynamic—combining a global vision with strong local roots—with one clear goal: empowering teams to take action and make a difference.

The 4 Pillars of Our Approach



Pillar 01

A Safe and Sustainable Ecosystem

ETHICAL PRIORITIES AND INNOVATIONS FOR A RESPONSIBLE FUTURE

In 2024, Digital Virgo continued its ambition to building a safer and more sustainable digital ecosystem. Personal data protection, fraud prevention, and enhanced cybersecurity remained top priorities, ensuring a trusted environment for our partners and users. Responsible innovation and transparency continue to be key pillars in shaping an ethical and sustainable future.

Pillar 02

A Positive Impact on Society

SOCIETAL INITIATIVES FOR SUSTAINABLE COMMITMENT

The year 2024 marked a significant acceleration in our efforts toward education and inclusion. Our teams launched initiatives to promote access to learning, reduce educational inequalities, and support equal opportunities. At the same time, we continued our commitment to inclusion and raising awareness of fundamental rights through concrete projects and meaningful partnerships.

Pillar 03

Actions That Benefit Our Teams

COLLECTIVE MOBILIZATION FOR A MORE INCLUSIVE ENVIRONMENT

This year, Digital Virgo expanded its initiatives to support employee well-being and engagement. Webinars, training sessions, and internal events helped enhance the work environment and strengthen team cohesion. In addition, the Positive Impact program supported local actions in several countries, reflecting the dedication and collective strength driving inclusive and responsible development.

Pillar 04

Eco-Responsibility at the Heart of Our Processes

AN ENVIRONMENTAL APPROACH ALIGNED WITH SUSTAINABILITY REQUIREMENTS

In 2024, we strengthened our focus on eco-responsibility by promoting sustainable practices within our teams and supporting local initiatives with ecological impact. Every action, even locally, reflects our dedication to reducing our environmental footprint and contributing to a more sustainable future.

Pillar 01 | Ecosystem Management

In response to the growing challenges of digital content and payment solutions, we play a key role in building a safe and sustainable professional ecosystem. Our commitment is based on strict compliance practices, proactive regulatory monitoring, and the sharing of best practices across the market.

Through our participation in industry events and engagement with key stakeholders, we actively contribute to shaping a trusted framework for DCB. By supporting our partners and advocating for the imperatives of security and transparency, we help strengthen user protection and ensure the long-term viability of the sector.

Our ambition: to combine innovation and responsibility to provide a reliable, ethical, and sustainable environment for the entire ecosystem.

Mapping of Stakeholders

THE GROUP OPERATES AT THE HEART OF A COMPLEX ECOSYSTEM, BRINGING TOGETHER A WIDE RANGE 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 that includes telecom operators, merchants, industry associations, financial and technical partners, government bodies, and end users (operators' customers). This stakeholder mapping highlights the importance of a comprehensive approach to addressing challenges, complying with constantly evolving regulations, and

navigating a demanding environment. Our central role within this ecosystem enables us to promote development that is both sustainable and secure, reflecting our focus on meeting the broader demands of our business environment while combining growth with social responsibility.

1 Industry Associations, Ethical and Regulatory Working Groups

We collaborate with industry associations and working groups to ensure compliance with standards and to promote best practices across the sector.

4 Connected Merchants

We support merchants in optimizing their digital payment solutions by providing secure, high-performance tools to help boost their business.

7 Types of Data Collected & Analyzed

By analyzing billions of data lines, we continuously enhance our services, optimize transactions, and anticipate market trends.

2 Technical Providers

Our technical partners provide innovative and high-performance solutions to ensure the reliability, security, and efficiency of digital transactions.

5 Financial Partners

Our partnerships with financial institutions enable us to offer payment solutions that are tailored, reliable, and compliant with regulatory requirements.

8 Regulators

We work closely with regulators to ensure our services remain compliant and to support the development of a secure digital ecosystem.

3 End Users

We are fully committed to providing end users with a smooth, secure, and tailored experience, while ensuring the protection of their data.

6 Telecom Operators

Our connections with over 150 telecom operators worldwide enable us to provide accessible and efficient mobile payment solutions.

9 Transactional Hits

With over 16 billion transactions annually, we provide a robust and high-performing infrastructure capable of meeting the needs of both users and partners.

35,000+ Marketing Campaigns

150+ Connections with Telecom Operators

2 Billions of SIM Cards



16+ Billions of Transactional Hits per Year

300+ Connected Merchants

Leadership in the Management of a Secure DCB Ecosystem

A COMMITMENT TO SUSTAINABLE AND RESPONSIBLE DCB

Direct Carrier Billing (DCB) plays a key role in making digital goods and services accessible on a global scale. With the growing number of mobile users and the increasing adoption of carrier billing, securing this ecosystem is a top priority.

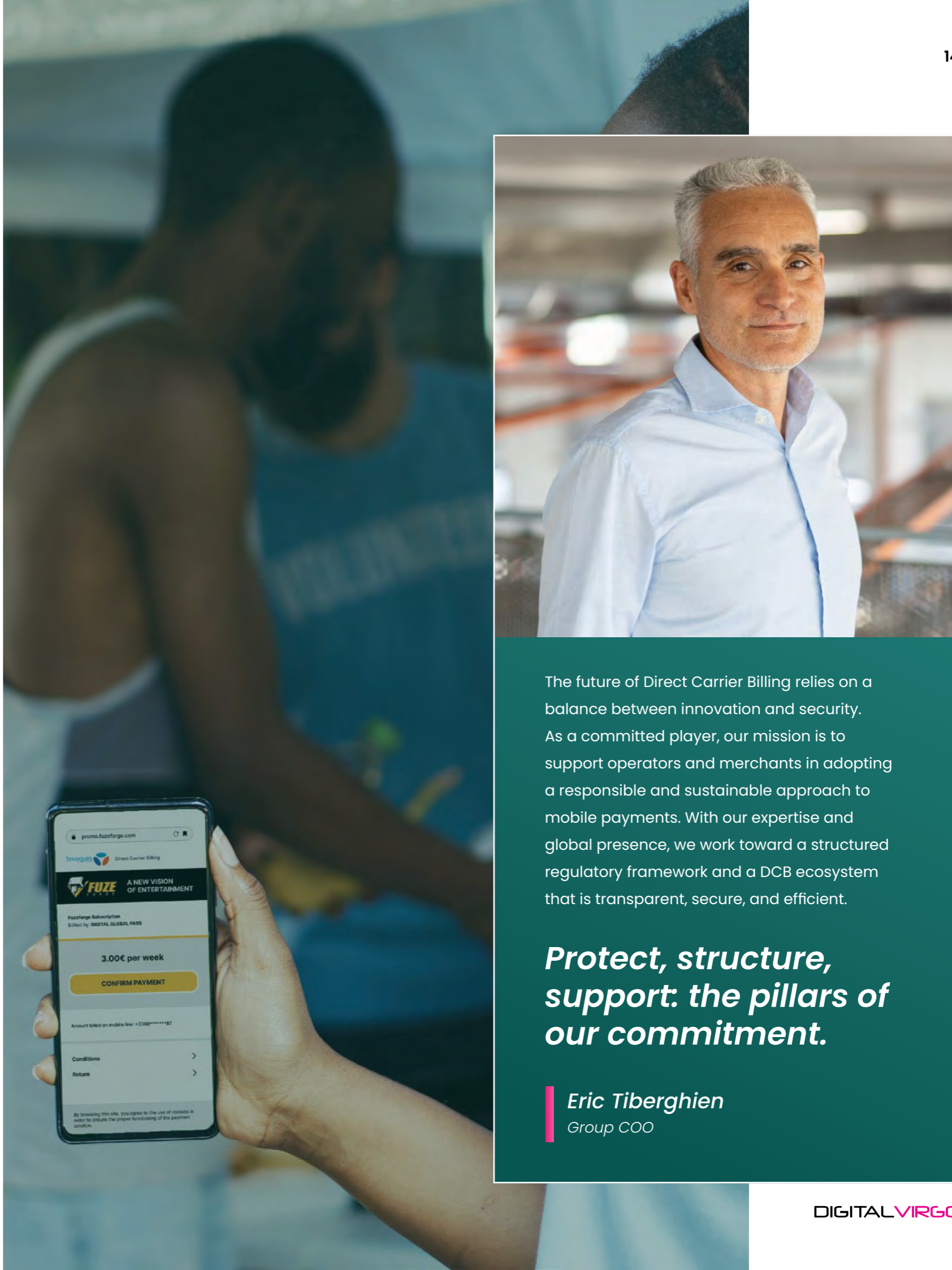
At Digital Virgo, we support our partners—operators, merchants, and regulators—by providing our expertise in risk management, compliance, and fraud prevention. Our solutions ensure a transparent and secure approach, promoting the trust framework essential for the long-term sustainability of DCB.

We actively contribute to shaping this environment through strategic partnerships, the establishment of ethical standards, and participation in industry-wide dialogue.

Our dedication goes far beyond technological solutions: we share our expertise by speaking at major industry events and collaborating with key stakeholders to help define the best practices of tomorrow.

Transparency, security, and innovation are at the core of our approach. Through continuous monitoring and the ongoing optimization of our solutions, we provide operators and merchants with a reliable and sustainable monetization framework.

Our role is to support all stakeholders in implementing best practices that are aligned with market developments. By strengthening user protection and ensuring rigorous governance, we contribute to building a resilient and sustainable ecosystem.



The future of Direct Carrier Billing relies on a balance between innovation and security. As a committed player, our mission is to support operators and merchants in adopting a responsible and sustainable approach to mobile payments. With our expertise and global presence, we work toward a structured regulatory framework and a DCB ecosystem that is transparent, secure, and efficient.

Protect, structure, support: the pillars of our commitment.

Eric Tiberghien
Group COO

Speaking Engagements and Events within the Ecosystem

The Group plays an active role in guiding stakeholders in Direct Carrier Billing (DCB) toward a more secure, ethical, and sustainable ecosystem. This commitment is reflected in speaking engagements at key events, strategic publications, and awareness initiatives directed at both telecom operators and our internal teams.

We are deeply involved in the Mobile Ecosystem Forum (MEF), a key organization driving the evolution of mobile payments. This commitment has taken shape through several structuring actions over the past year:



Speaking engagements in Amsterdam and South Africa during MEF events, where we engaged with industry stakeholders on compliance challenges and best practices to adopt.



Internal awareness initiatives, including training our teams on compliance issues and industry best practices, to better support our partners.



Interview with Juniper Research, where we shared our vision for building a safer DCB ecosystem and outlined strategies to maximize monetization while ensuring user protection.



Engagement with operators in Burkina Faso to help structure a more secure approach to DCB and strengthen user protection.

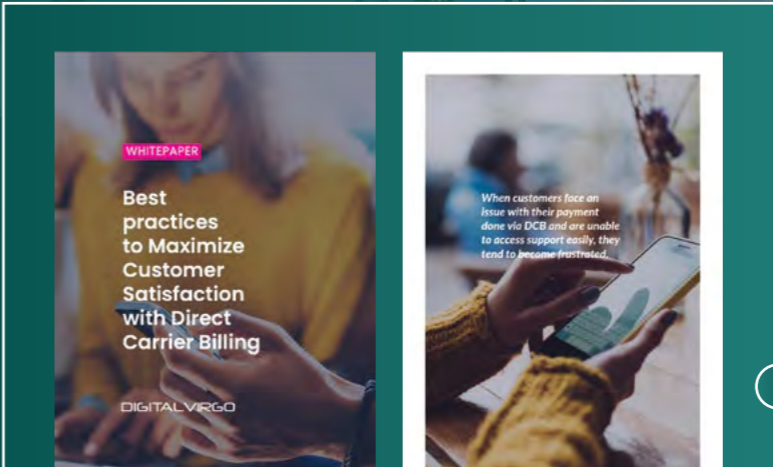


Mobile Ecosystem Forum: A Strong Commitment to the Future of DCB

A KEY PLAYER IN THE INDUSTRY'S STRATEGIC DISCUSSIONS

Actively participating in numerous roundtables and conferences organized by the MEF, we contribute to shaping the future of Direct Carrier Billing and its integration within a robust regulatory framework. Our ongoing dialogue with operators, merchants, and regulators helps align practices and strengthen trust in this payment model.

Our mission is clear: to guide the industry toward increasingly responsible practices and ensure long-term monetization for all stakeholders involved.



Publication of the MEF White Paper—a strategic document to which we contributed—aimed at guiding the industry toward more transparent and effective DCB management.



The growth of mobile payment in Africa calls for a secure framework tailored to the realities of the market. In collaboration with ARCEP Burkina Faso and our partner Evina, we launched a training program aimed at strengthening the detection of non-compliance and structuring a safer DCB ecosystem.

This initiative demonstrates our support for regulators and operators in adopting high security standards, while supporting long-term sector growth.

Léandre Kanga
Deputy Director Sub-Saharan Africa

Regulators: Mobile Payment & Regulatory Challenges

As part of its commitment to secure mobile payments, Digital Virgo supported ARCEP Burkina Faso in training its teams. The goal: to strengthen the detection of non-compliance and help structure effective regulation of Direct Carrier Billing (DCB).

In partnership with Evina, a fraud prevention expert, this initiative enables regulators and operators to adopt best practices that protect users and secure transactions.

A collaboration for effective regulation and safer mobile payments.



Evina – Fraud Protection and Non-Conformity Tracking

ARCEP Burkina Faso – Training and Guidance



Technical Challenges of DV PASS

At Digital Virgo, technical infrastructure lies at the core of the performance and security of our solutions. Thanks to our expert teams, scalable platforms, and collaboration with AWS, we ensure optimized, secure, and high-performing service management for our clients and the broader ecosystem. Our technical priorities focus on three main pillars:



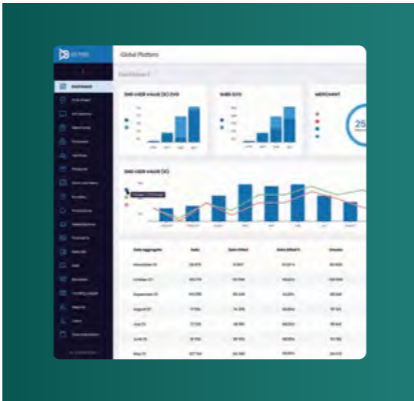
Security and Compliance

- > ISO/IEC 27001 certification for rigorous data security management
- > Advanced technological tools to protect our operations and those of our clients
- > Standardized global security rules across all regions



Performance, Innovation & Scalability

- > Infrastructure elasticity through AWS, allowing real-time capacity adjustments based on activity peaks
- > Managed solutions for autonomous and optimized data management
- > High technical expertise and advanced technologies to ensure a smooth and efficient experience



Monitoring & Service Desk

- > Continuous platform monitoring to ensure availability and responsiveness
- > ECS Standard to optimize the management and evolution of our technical environments

We also embrace an eco-responsible approach by leveraging AWS's commitment to 100% renewable energy since 2023, thereby reducing the carbon footprint of our infrastructure.



Complexity and innovation are at the core of our technical approach. Our platforms must be high-performing, secure, and scalable, while ensuring optimal resource management. Thanks to our strategic collaboration with AWS, we have the ability to scale our infrastructure while ensuring maximum data protection. This technological agility allows us to anticipate needs and sustainably support the growth of our clients and partners.

An advanced technical infrastructure serving a secure and high-performing ecosystem.

Julien Ménard
Chief Technical Officer

Ethical Practices in Our Relationship with Partner

As part of our commitment to corporate social responsibility (CSR), our Group established two dedicated compliance committees in 2020 to ensure effective and responsible governance. These committees play a key role in implementing and upholding high compliance standards across the organization.

→ **The Compliance Executive Committee** is composed of the following members: CEO, Chief Operating Officer, Head of Group Financial Controlling, Legal Director / Chief Compliance Officer, and Payment Process Director. Its main responsibilities include defining the scope of the compliance program, approving key policies and procedures, implementing incentives to encourage program adherence, reviewing compliance reports, and applying disciplinary measures in case of violations of the Compliance Charter. This committee plays a key role in providing clear direction and strategic decision-making on compliance matters.

→ **The Compliance Committee** is composed of Regional Compliance Officers and the Chief Legal Officer / Chief Compliance Officer. Supervised by the Compliance Executive Committee, it is responsible for establishing and managing the compliance program, conducting regular audits to identify non-compliance risks, engaging with management

and employees to detect and manage regulatory risks, and resolving compliance issues.

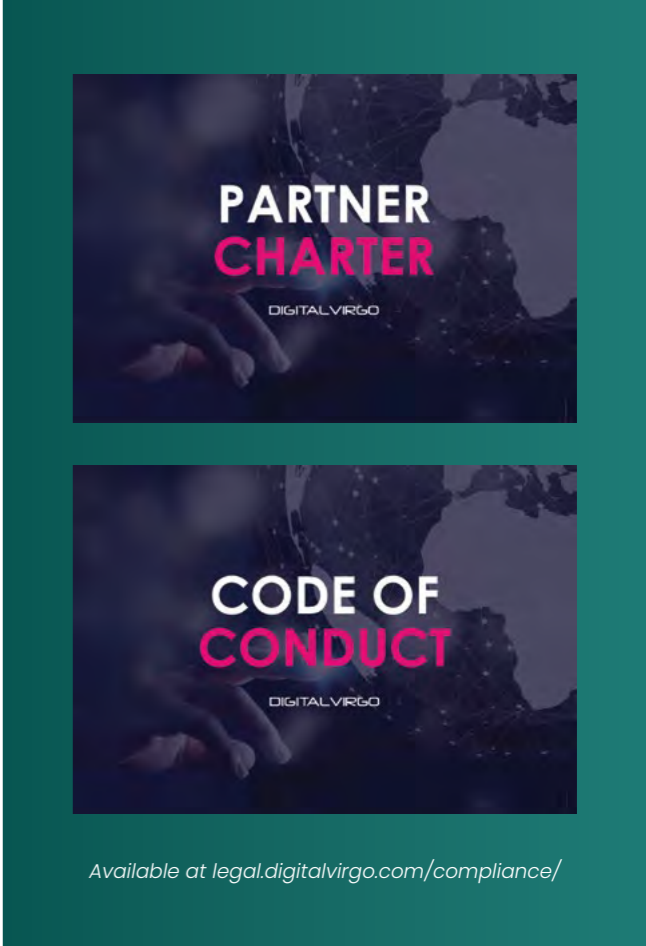
→ **The Compliance Committee** plays a crucial role in implementing the Group’s compliance strategy, ensuring not only adherence to current regulations but also promoting a culture of integrity and accountability.



Digital Virgo is committed to complying with the Sapin II law regarding the fight against corruption and money laundering. A risk assessment was conducted across its legal entities through a detailed questionnaire.

The Group has implemented a Code of Conduct covering corruption, fraud, and money laundering, adapted to local legislation and shared with all employees. A Partner Charter also outlines anti-corruption requirements for co-contractors. Digital Virgo holds its partners to high ethical and compliance standards. These documents are available on the Group’s website.

An anti-corruption clause is included in all new contracts, and an internal whistleblowing system has been put in place.



Compliance is not just a matter of regulation—it is a fundamental pillar of the trust we build with our partners and clients.

At Digital Virgo, we have structured our approach to ensure a clear and consistently upheld framework, supporting every team member in this effort. Awareness and training are essential to turn these commitments into everyday habits and to promote sustainable, ethical growth across our ecosystem.

Marion Hyvernât
Chief Legal Officer & Head
of « Positive Impact »

Pillar 02 | Societal Commitment

The societal section of this "Positive Impact" report highlights our dedication to education—an essential pillar for promoting inclusion and equal opportunity. By facilitating access to knowledge, we contribute to professional empowerment and a more inclusive society.

Beyond education, we take action to improve access to healthcare, support gender equality, strengthen the inclusion of people with disabilities, and promote diversity. Through our Digital Virgo For Non Profits program, we also support organizations committed to social causes.

Actions Driven by Committed Teams


250+
Employees Involved
in the "Positive Impact"
Program


12
Countries Involved
in the "Positive Impact"
Program


80,000+
People Following
the "Positive Impact"
Program Updates


30+
"Positive Impact"
Actions in 2024

16
Awareness
& Inclusion
Initiatives

13
Solidarity Actions: Donations,
Mutual Support, and
Community Engagement

4
Eco-Responsibility and
Resource Conservation
Actions

2
Actions for a Safe and
Sustainable Ecosystem

“
The program has been
proposed, implemented,
and supported by the
company at many
levels—but above all,
it is our teams around
the world who bring it
to life. Through their
commitment, their ideas,
and of course, their
actions.”

Education: A Commitment to Youth

At Digital Virgo, we believe that education is a key driver in providing a better future for children and young people from underprivileged backgrounds. We are committed to this cause through concrete actions—financial, material, and human support—in partnership with local and international organizations.

Our educational commitments:

- > **Access to education** for disadvantaged youth
- > **Support for orphanages and educational institutions**
- > **Team involvement** through solidarity initiatives
- > **Material and financial** aid to support academic success



Tim Family Day Brazil: **a day dedicated to families and the education** of young children.

Support for SOS Children's Villages Tunisia: distribution of school supplies **for orphaned children as part of the Back to School program.**



Visit and gift distribution at an orphanage in Egypt, bringing comfort and support to the children.

Children's Day Brazil: **financial support and team participation** to bring moments of joy to underprivileged children.



Payroll rounding in support of the **association L'École à l'Hôpital**, which helps hospitalized children continue their education.



Material and human support for **Noble Gift in Poland**, providing essential assistance to a family in need.



Financial support for the association **Contemporary Life in Turkey**, helping improve access to education for young girls.



“

Access to education is a key driver in building a fairer future. By supporting educational initiatives around the world, we help children and young people envision a more hopeful tomorrow. Seeing the impact of these actions on the ground—especially in Brazil—motivates us to keep moving forward with dedication and conviction.

Marco Barbaceli
Country Manager Brazil

Health: A Dedication to Well-Being

Health is a major priority at Digital Virgo, with a strong commitment to raising awareness, supporting associations, and driving solidarity efforts. Through both local and international initiatives, we support essential causes and promote workplace well-being.

Antibiotic Resistance Mural in Lyon: an educational initiative to raise awareness about the use of antibiotics.



First Aid Workshop in Morocco: training participants in essential life-saving techniques.

Nutrition Awareness Workshop in Casablanca: promoting healthy and balanced eating habits.

World Down Syndrome Day.



Breast cancer awareness days: events held in Casablanca and Cairo (Pink Day), and a donation to GEICAM in Spain to support cancer research.



Material and financial support for the association Enn Rev Enn Sourir, providing access to healthcare for children.



Support for associations in France: ELA and Tout le Monde Contre le Cancer.



Our Key Areas of Action:

- > **Breast Cancer Awareness:** awareness campaigns and financial support
- > **Prevention & Access to Care:** blood donation drives, nutrition awareness, first aid training
- > **Charity Engagement:** participation in fundraising runs and charity events
- > **Support for Associations:** financial and material contributions to improve access to care
- > **Workplace Well-Being:** initiatives promoting health and wellness at work



Actions in Poland: Caritas Polska and Fundacja Radia ZET, providing emergency and long-term medical equipment.



Solidarity Runs:
> **Course des Lumières in Lyon** to support diabetes research
> **Charity Race in Chile** to fund cardiovascular care for underserved populations



“

Promoting health means taking action for both our employees and the communities around us. Through awareness initiatives and support for associations, we contribute to meaningful and sustainable impact. Together, we advance prevention and access to care.

Naouar Touach
HR Manager Africa

Disability, Inclusion & Diversity

The inclusion of people with disabilities is a priority at Digital Virgo. We take concrete actions to raise awareness, provide support, and promote initiatives that promote a more inclusive environment.

Our commitments to disability inclusion:

- > Awareness campaigns and advocacy to support the inclusion of people with disabilities in the workplace

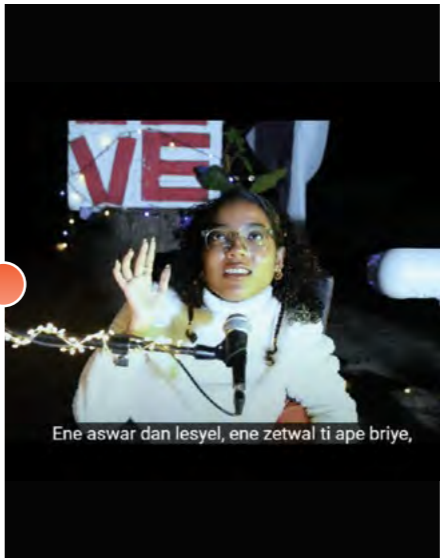
- > Support days and dedicated events to strengthen visibility and engagement around these topics
- > Awareness workshops and training sessions to guide our employees and partners toward better inclusive practices

“

Creating an inclusive environment starts with understanding everyone’s needs and taking meaningful action. At Digital Virgo, we are committed to raising awareness, offering support, and giving a voice to those directly affected—working together to build a more open and inclusive company.

Sandrine Verriez
General Director Mauritius

Production and recording of a song and music video with Julia Drack in Mauritius, a 20-year-old artist living with muscular dystrophy, to raise awareness about the challenges of living with this condition.



Financial support for the ‘School for the Blind’ in Mauritius, to improve access to education for visually impaired children.



Neurodiversity Workshop in Italy, aimed at raising awareness of different cognitive profiles and fostering a better understanding of neurological diversity.



Disability Pride Month in Italy, celebrating diversity and promoting the inclusion of people with disabilities.



LET'S TALK DISABILITY
Laurence Dubois
Compliance Officer
Guillaume Briche
Chief Executive Officer
DIGITALVIRGO

Payroll rounding in support of Handi'Chien in France, an initiative that helps fund the training and support of assistance dogs.

“Let’s Talk About Disability” video: a conversation between Guillaume Briche and Laurence Dubois.

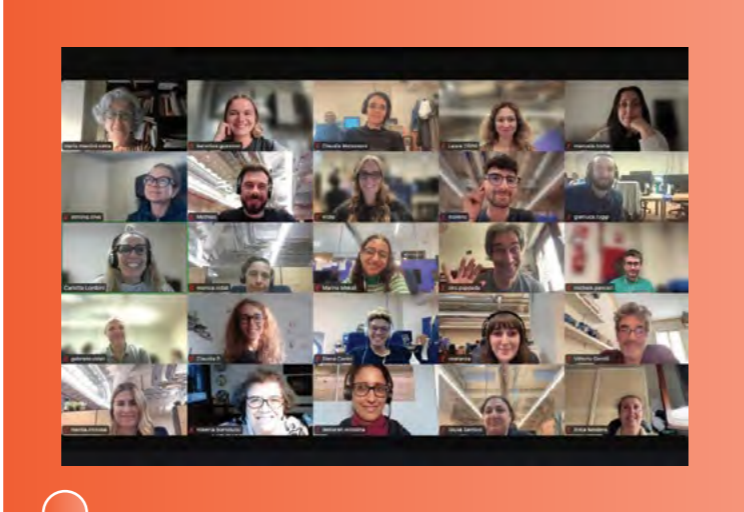
Promoting Inclusion & Gender Equity

Gender equality is a key priority of our Positive Impact strategy. It takes shape through a wide range of concrete initiatives around the world. Here are some standout actions:



International Women's Rights Day, featuring employee testimonials on LinkedIn that reached an **audience of over 80,000 people**.

Participation in a panel at the MEF Leadership Forum Africa where Mounia Terhaz, Regional Director Africa, **spoke on the role of women in the payment industry**



Workshop on "**Gender Equality: A Shared Culture**" in Italy, emphasizing the importance of parity as a shared value to prevent and overcome discrimination.



“

Gender equality should not be just a concept, but a reality driven by concrete actions. Within the Group, we are committed through both local and international initiatives—supporting associations, promoting female talent, and creating opportunities for everyone. Every step matters in building a fairer and more inclusive environment.

Antonella Piras
Country Manager Italy



In Turkey, financial support was provided to **The Association for Supporting Contemporary Life, promoting access to education for young girls.**



Donation to Differenza Donna, **an Italian organization committed to preventing gender-based violence.**

Financial support for the Federation of Associations of Separated and Divorced Women, **aimed at promoting the autonomy of women in vulnerable situations.**



Digital Virgo For Non Profits

At Digital Virgo, we believe technology can be a powerful force for the common good. That’s why we launched Digital Virgo for Non Profits, an initiative dedicated to supporting non-profit organizations in their fundraising efforts.

Through our mobile payment solutions, we make it easier to collect donations via SMS and online recurring contributions—offering associations a simple and accessible way to mobilize essential resources. By removing transaction fees and carefully selecting beneficiary organizations, we maximize the impact of each donation, allowing them to focus fully on their mission.

This initiative is part of our broader Positive Impact vision, which places social and environmental responsibility at the heart of our corporate strategy. In collaboration with our partners and teams around the world, we are helping to build a more supportive and purpose-driven ecosystem.

This section highlights Digital Virgo’s partnerships with non-profit organizations, showcasing a range of causes including education, health, support for vulnerable populations, and environmental protection.



> *Make donation collection easier through mobile payments.*

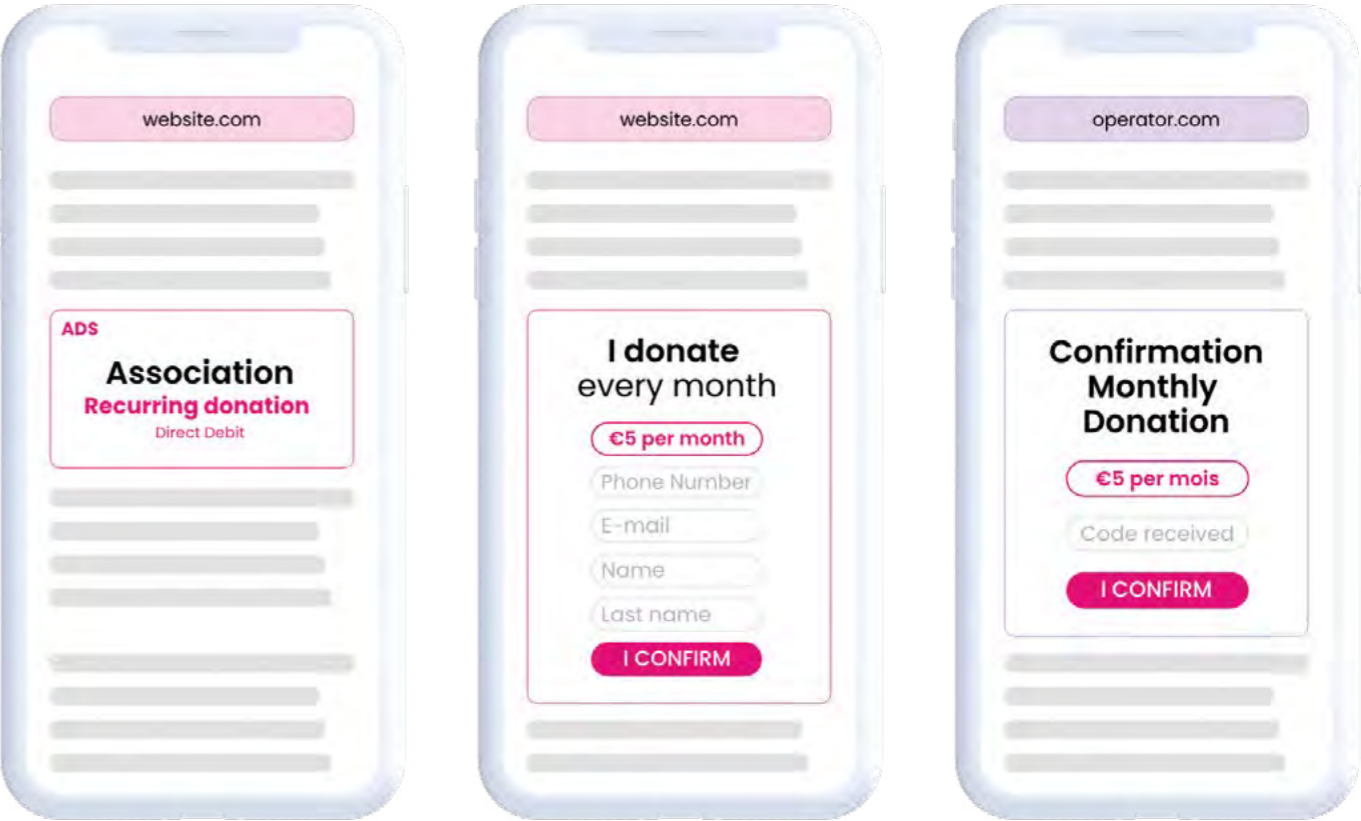
> *Support associations actively engaged on the ground.*

> *Maximize impact by simplifying the donor journey.*



The mockups illustrate the simplified donor journey through solutions tailored to non-profit organizations:

- > **Recurring donations** via one-click direct debit.
- > Donation validated and confirmed through a secure and intuitive process.
- > **SMS payment** enabling quick contributions without complex input.



Pillar 03 | Professional Environment

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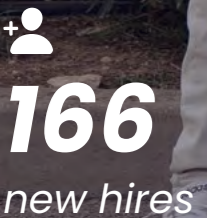
In 2024, Digital Virgo continued to strengthen its focus on professional development and positive social impact through a series of initiatives focused on training, knowledge sharing, and community engagement.

Throughout the year, our teams took part in insightful webinars, sharing events, and awareness campaigns—promoting an increasingly inclusive and dynamic work environment.

At the same time, the Positive Impact program expanded to more than 12 countries, reflecting the dedication and solidarity of our teams in addressing societal challenges. Through these actions, we reaffirm our active role in building a more responsible and united future.

Growth and Diversity: Key Figures

**Figures as of December 31, 2024*



“
At Digital Virgo, employees are skilled, regularly trained, and deeply committed. Their expertise and daily dedication are at the heart of the company’s performance.

Job Mapping

At Digital Virgo, our strength lies in the diversity and complementarity of our professions. Every day, our teams work to support our partners in a constantly evolving digital ecosystem.

This diagram illustrates the main job categories that shape our organization—combining technical expertise, project management, marketing innovation, and commercial support.

Each area plays a vital role in Digital Virgo’s performance and growth, ensuring our clients and partners benefit from a comprehensive and tailored offering.

Our teams are divided into five main job categories, each bringing specific and complementary expertise. From technical engineering to commercial management, including transversal services and marketing teams, every department contributes to the efficiency of our operations and the success of our solutions.



1 IT Team

The IT team ensures the robustness, security, and innovation of our platforms. It manages infrastructure, data, development, and the service desk—guaranteeing optimal performance.

DEVELOPMENT – PROJECT
MANAGEMENT – INFRASTRUCTURE
DATA – SECURITY – SERVICE DESK
& IT QUALITY OFFICE

2 Support Teams

These teams support all departments through strategic functions such as human resources, finance, legal, and communication. They ensure smooth and efficient management of the Group’s operations.

HUMAN RESOURCES – LEGAL
FINANCE – COMMUNICATION
GENERAL SERVICES

3 Marketing Teams

Marketing plays a key role in acquisition, branding, and the development of products and services. Through innovative strategies, our teams drive offer visibility and audience engagement.

ACQUISITION & ADVERTISING
DESIGN & UX – PRODUCTS &
LICENSING – MARTECH – CONTENT
MANAGEMENT

4 Management Teams

These teams lead commercial operations and customer relations, ensuring partner satisfaction and performance optimization. They play a central role in managing and driving activity across markets.

BUSINESS OPERATIONS – ACCOUNT
MANAGEMENT – COUNTRY
MANAGEMENT – CUSTOMER CARE

5 Sales Teams

Our sales teams work closely with our partners to identify opportunities, develop tailored strategies, and maximize service performance. They ensure strong local and regional presence.

GLOBAL & REGIONAL MANAGEMENT
DEPARTMENT & BUSINESS LINE
MANAGEMENT

Team Support: Training

At Digital Virgo, upskilling our teams is a top priority. Every year, we invest in training programs to support the evolution of roles and strengthen the expertise of our teams across the globe.

Our approach is based on continuous and diverse learning, tailored to the specific needs of each role.

Whether technical, managerial, or personal development training, we encourage dynamic and evolving learning paths.

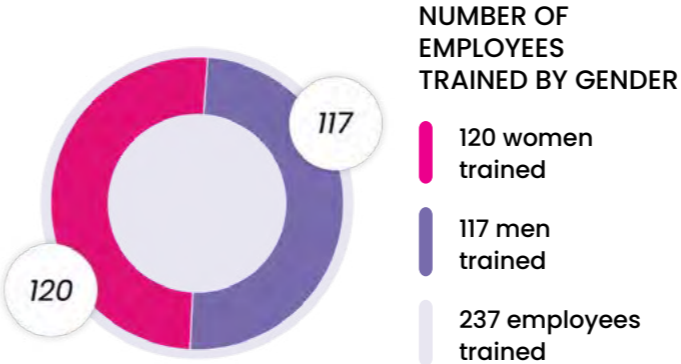
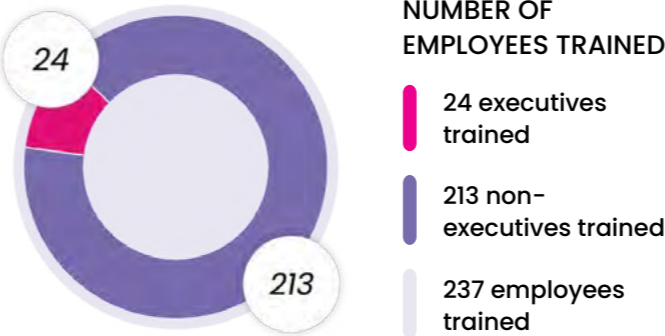
Thanks to this commitment, we’ve seen a significant increase in the number of employees trained—reflecting our dedication to creating a stimulating and rewarding work environment.

“

Skills development is a key driver of Digital Virgo’s growth and a way to empower our teams to advance in their careers. By strengthening our training initiatives, we equip everyone with the tools they need to meet the challenges of a constantly evolving industry.

Claire Guiraud
HR Development Manager France

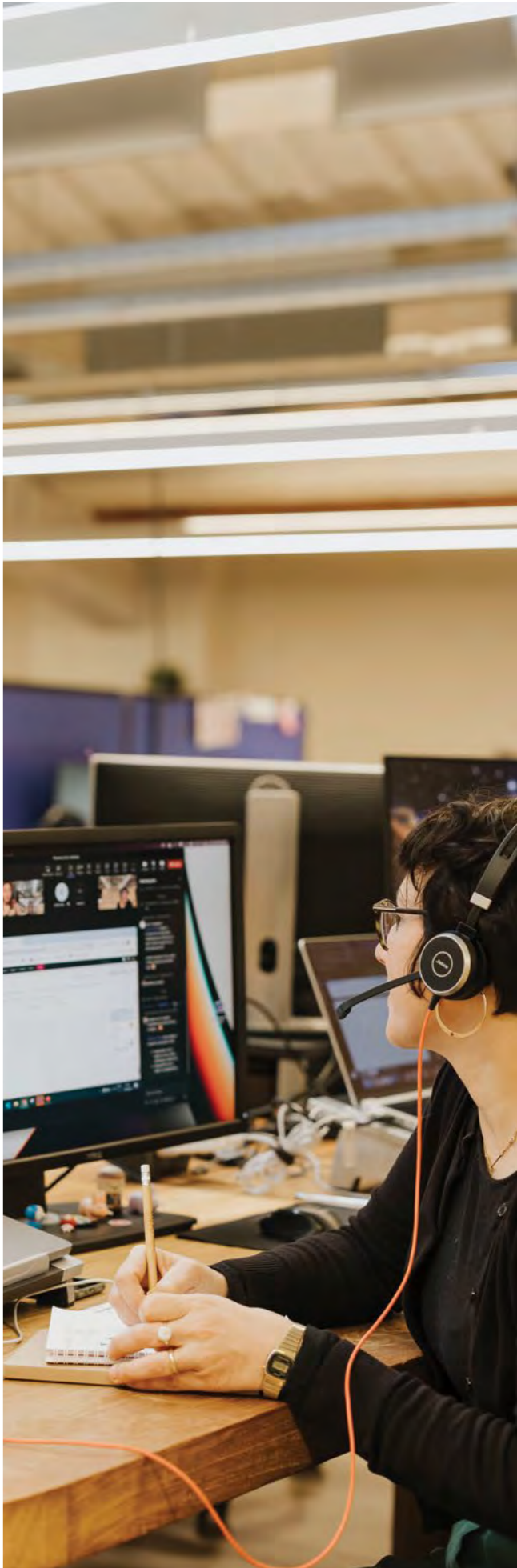
541 TRAINING DAYS
IN 2024



+110%
growth in the number of employees
trained by category between 2021
and 2024

113
employees
in 2021

237
employees
in 2024



Building Team Cohesion Through Afterworks, Local and International Webinars

At Digital Virgo, we believe that team cohesion and shared experiences are key to promoting a dynamic and collaborative work environment. Throughout the year, we organize afterworks, webinars, and workshops to strengthen connections between teams and encourage interaction across our offices worldwide.

These valuable moments allow everyone to share expertise, discover local initiatives, and gain a deeper understanding of the Group’s priorities— all in a setting that promotes both learning and connection.



Our initiatives promote professional development and synergy between teams. Through interactive and engaging formats, we create spaces for exchange where every employee can share their voice and contribute to the collective dynamic.



40+ AFTERWORKS & WEBINARS IN 2024



“

Building connections between our teams is essential to Digital Virgo’s growth. Through webinars, workshops, and afterworks, we foster knowledge sharing, open dialogue, and individual fulfillment in an inclusive and dynamic work environment.

Carlos Mellado
Communication Officer – Spain

IT Security & Data Management: Cybersecurity Platform

In a world where cyber threats are constantly evolving, cybersecurity is more than a priority – it’s a collective responsibility. Within the Group, we take a proactive and committed approach **to ensure data protection, confidentiality of communications, and resilience against attacks.**

Our employees are **the first line of defense**: we raise their awareness, provide training,

and equip them with the necessary tools and protocols to act with complete security.

Thanks to a **unified infrastructure** (VPN, advanced protocols, continuous monitoring) and the expertise of **our Cybersecurity & Data Protection team**, led by Agnès Filaferro and Santiago Miguel, we are building a secure, **compliant, and resilient digital environment.**

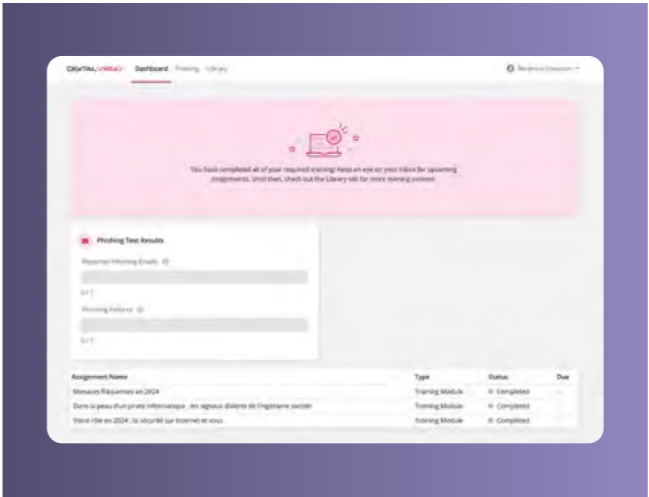


Santiago Miguel
Infrastructure & Cybersecurity Manager

Agnès Filaferro
Cyber Security & Data Protection Manager

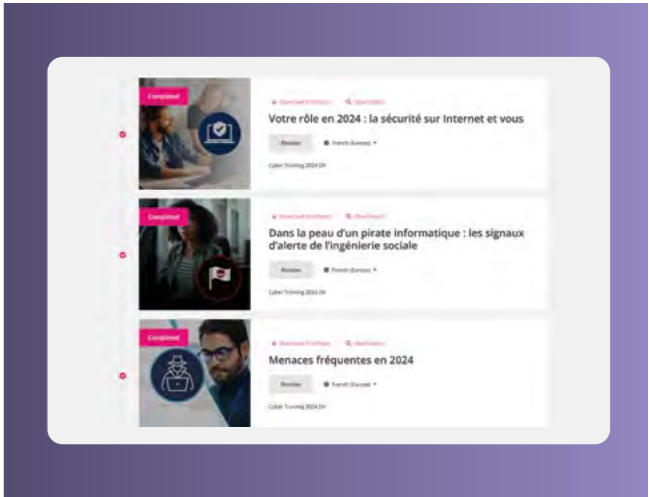
“

La cybersécurité est l'affaire de tous, mais elle repose avant tout sur l'expertise de notre équipe dédiée, qui veille en permanence à la protection de nos données et de celles de nos partenaires. Grâce à leurs actions, ainsi qu'à nos outils et formations, chacun peut adopter les bons réflexes pour renforcer cette vigilance au quotidien.



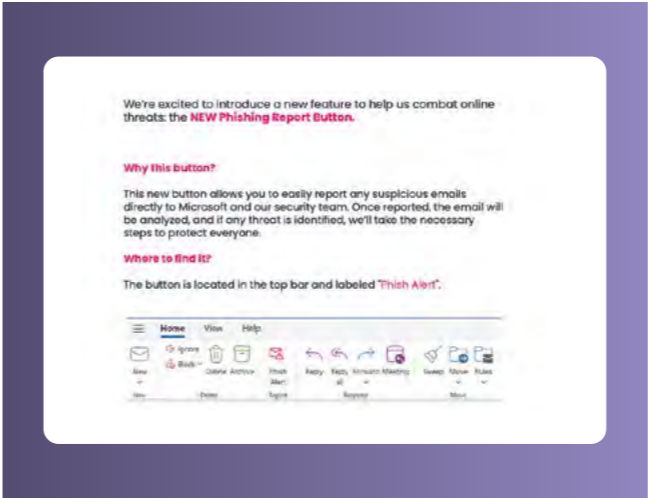
KnowBe4 Platform: Strengthening Vigilance Against Cyber Threats

- > **Mandatory program for all employees**, integrated from onboarding
- > **Annual content updates** to strengthen vigilance
- > Goal: **anticipate and effectively counter threats** such as phishing, ransomware, and data leaks



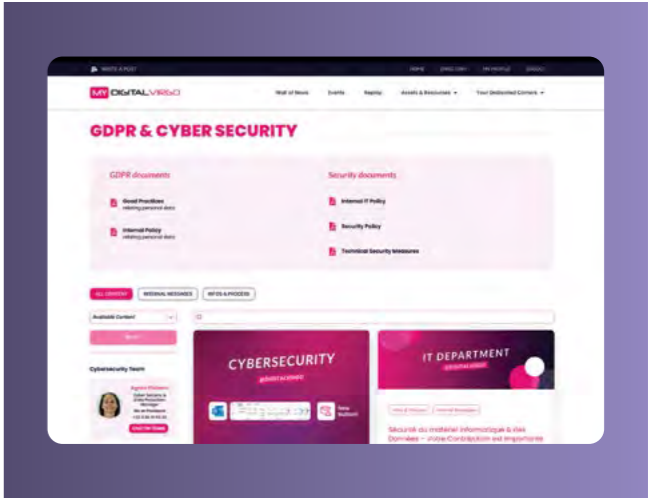
Training to Strengthen Cybersecurity Awareness

- > **657 employees trained** across the Digital Virgo Group.
- > **Regular phishing simulations** to test and improve responsiveness to attack attempts
- > **Resources available to all** for further learning



Proactive Communication for Collective Security

- > **Email campaigns** to raise awareness of best practices and inform about new threats
- > **Regular reminders of key rules** to secure data and prevent cyberattacks
- > **Encouragement to report phishing attempts** to strengthen collective vigilance



A Dedicated Space for Security and Best Practices

- > A **GDPR & Cyber Security page** available on the intranet with all key documents
- > Access to **internal policies, technical measures, and best practice guides**
- > A single entry point to **stay informed and adopt the right security habits**

Compliance and Ethics in Our Practices

Compliance and ethics are at the heart of our commitment. We support our teams in understanding and applying regulations and best practices through dedicated training and accessible resources.

To foster a shared culture of compliance across all regions, we have implemented training programs and interactive quizzes, enabling every employee to test and deepen their knowledge.

Know Your Customer

DOWNLOAD

Gift Policy

DOWNLOAD

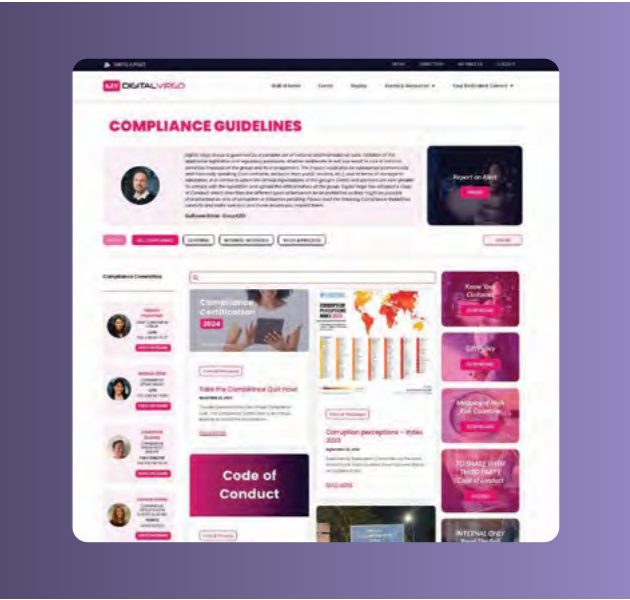
Mapping of High Risk Countries

DOWNLOAD



Compliance Training & Quizzes

- > Mandatory training program on key compliance principles
- > Interactive quizzes to validate understanding of internal rules and regulatory obligations



Resources & Support

- > Compliance hub on the intranet, providing quick access to guides and procedures
- > Support from Compliance Officers, offering tailored guidance to address specific challenges

2024 Compliance Quizz in English

Compliance certification 2024

4/25 Total Attempts: No Limit

4. What do I need to do in case of a friend of mine wants to apply for a job position at Digital Virgo?

Code of Conduct & Conflict of Interests

Conflict of Interests

You should inform your Compliance Officer of any conflict of interest.

- Recruitment**
You should not recommend any person for a job position in Digital Virgo if you have a conflict of interest with them.
- Building a Company**
You should not provide any information or advice to a third party that could be used to the detriment of Digital Virgo.
- Personal Financial Interests**
You should not have any financial interest in a company that is a competitor of Digital Virgo.
- Confidentiality**
You should not disclose any confidential information of Digital Virgo to a third party.
- Gifts and Hospitality**
You should not accept any gift or hospitality from a third party that could be used to the detriment of Digital Virgo.
- Digital Virgo Resources**
You should not use Digital Virgo resources for personal purposes.

I tell the HR department. I do not say anything.



Compliance is everyone’s responsibility. Our training and interactive tools enable each employee to adopt best practices and contribute to an ethical and secure work environment.

Teresa Garay
Legal Counsel & Compliance Officer
(Iberia & LATAM)

Pillar 04 | Eco-Responsibility

At Digital Virgo Group, we recognize our responsibility to promote environmental awareness and integrate a social and environmental responsibility (CSR) approach into our operations.

Our environmental policy is designed to encourage eco-responsible behavior within the company, highlight green initiatives, and take concrete actions to embed this focus over the long term.

We are committed to complying with current environmental laws and standards and to considering the environmental concerns of our shareholders, clients, and employees.

Ecological Impact and Eco-Responsibility

Figures in France



48

trees preserved
from destruction



2,4

tons of paper
recycled



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



100%

of data centers powered
by renewable energy since
2023

AWS Data for the Digital Virgo
Group in 2024:

1.112

Carbon emissions in MTCO₂e
(metric tons)

125.447 MTCO₂e

saved thanks to AWS renewable
energy purchases in 2025

“

Through our commitment to sustainable practices, we reduce our environmental footprint, preserve nature, and inspire change.

Mapping of Key Drivers

Optimization levers for eco-responsible management are at the heart of our sustainable development strategy. Each year, we strengthen our sustainable practices across all levels: infrastructure, IT, mobility, and energy management.

We implement concrete solutions to reduce our environmental impact, improve energy performance, and promote more responsible mobility within the Group.

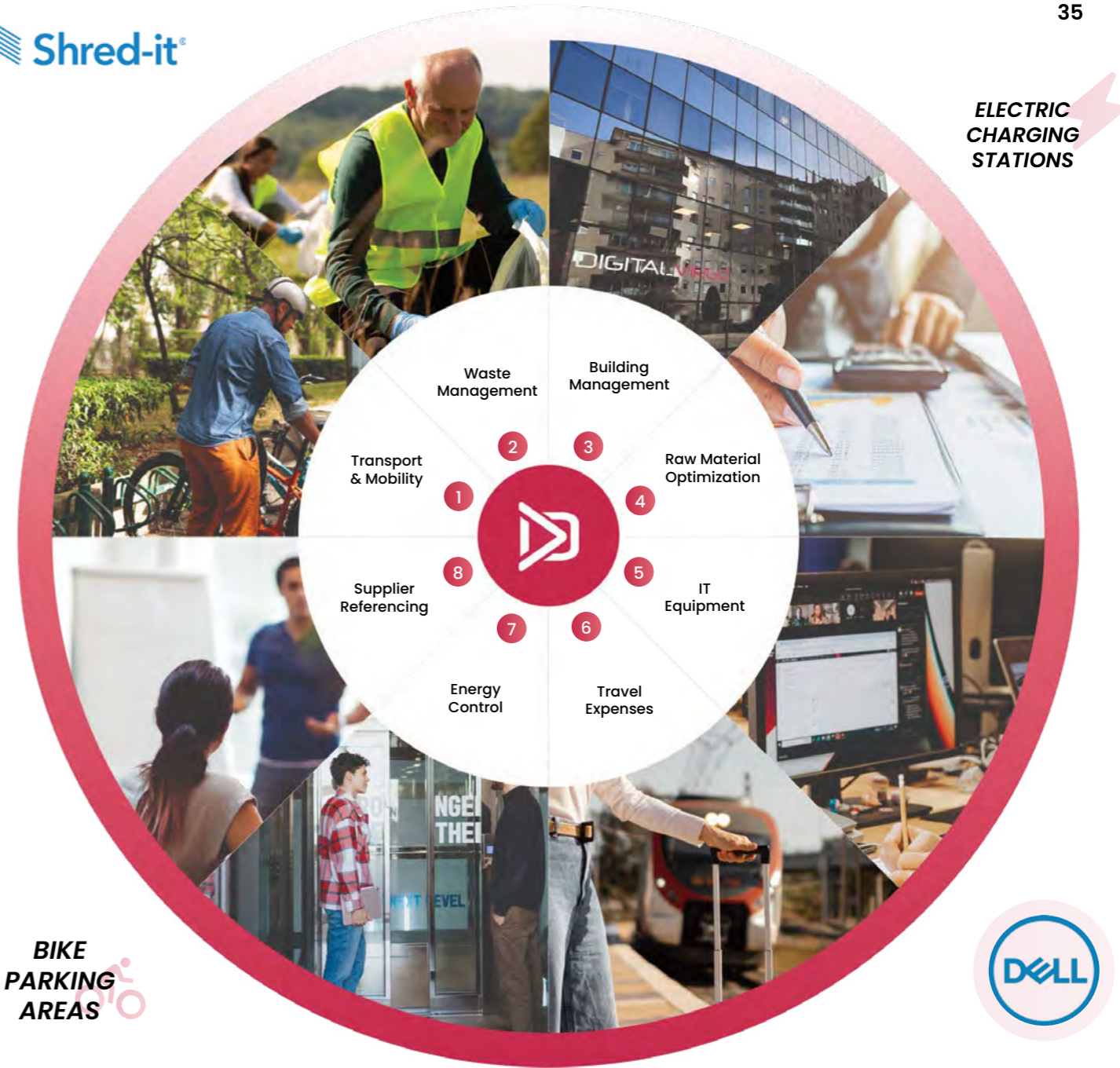
- > **Carpooling & Awareness of Sustainable Mobility**
- > **Collaboration with Egencia for optimized travel**
- > **Partnerships with Dell & Shred-it**
- > **Monitoring indicators for more sustainable management**



“

Optimizing our resources and integrating sustainable practices is a key commitment at Digital Virgo. Through concrete actions, we contribute to a more responsible and efficient management of our work environment.

Sandrine Hyvernât
Office Manager



- 1 Transport & Mobility**
Development of carpooling, installation of bike parking areas and electric charging stations, and awareness campaigns for sustainable mobility.
- 4 Optimization of Raw Materials**
Collaboration with Dell and other partners for better management of equipment and resources used.
- 7 Energy Management**
Selection of partners committed to eco-responsible and sustainable practices.

- 2 Waste Management**
Partnership with Shred-it for secure document destruction.
- 5 IT Equipment**
Sustainable management of IT assets and extension of equipment lifecycle.
- 8 Supplier Referencing**
Monitoring of energy consumption indicators and adoption of best practices to reduce usage.

- 3 Building Management**
Optimization of energy equipment and infrastructure to improve consumption and reduce carbon footprint.
- 6 Travel Expenses**
Encouraging remote meetings and limiting business travel to reduce the carbon footprint.

Encouraging Sustainable Mobility

At Digital Virgo Group, we promote sustainable mobility solutions to reduce our environmental impact and improve employee commuting.

Cycling, carpooling, and adapted infrastructure are part of our ambition to more responsible mobility.



Installation of secure bike racks and self-service pumps in Lyon and Aix-en-Provence.



Promoting carpooling: encouraging the use of collaborative solutions to reduce the carbon footprint of commuting.

"Au Boulot à Vélo" program in Lyon: active participation with a dedicated ambassador.



Electric charging stations: deployment of infrastructure for electric vehicles at our Aix-en-Provence and Paris sites.

“Changing our travel habits means contributing to a more sustainable future. Through our initiatives, we make it easier for our employees to access more eco-friendly solutions.”



Challenge Mobilité!



Lyon Mobility Challenge: team engagement to promote alternative modes of transport within the Group.

Optimizing Resource Usage

Digital Virgo Group is committed to reducing its resource consumption by prioritizing sustainable supplies, low-energy equipment, and optimized use of servers and photocopiers.

We work with suppliers who share our eco-responsible vision and raise awareness among our teams through a best practices handbook and an Information System Usage Charter.

We comply with environmental regulations and implement concrete recycling actions. In France, the waste sorting system has enabled the recycling of 2.4 tons of paper (including archive destruction) and the preservation of 48 trees.

We also give a second life to decommissioned equipment by redistributing it to employees or donating it to associations.



“
Every link in our supply chain actively contributes to our environmental goals, strengthening our sustainable development strategy.”



Raising Employee Awareness of Eco-Responsibility

At Digital Virgo Group, we place eco-responsibility at the heart of our company culture by raising employee awareness of sustainable actions and best practices. Through both local and international initiatives, we strengthen our ambition to making a positive environmental impact.

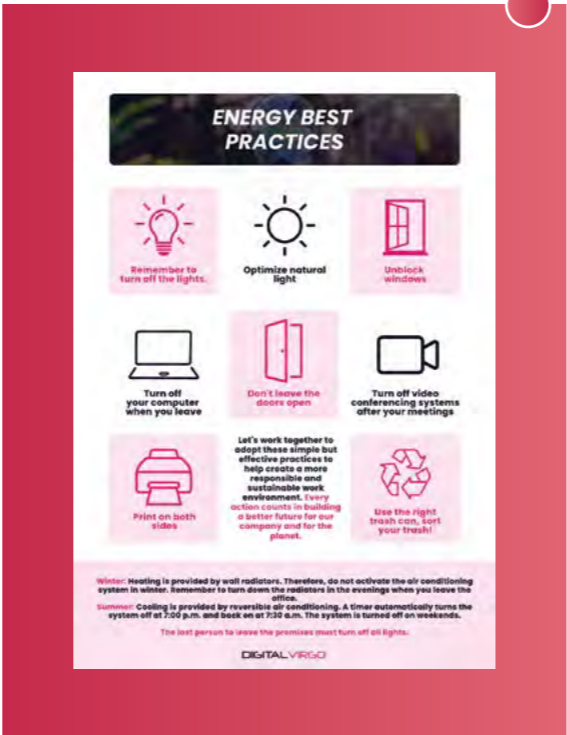
9 local initiatives carried out in 2024 to strengthen our employees' eco-responsible commitment.



Beach Clean-Up & Water Day in Dubai to help preserve marine ecosystems.

Climate Fresk in Spain

Best practices handbook to adopt eco-friendly habits in daily life.



Climate Fresk in Spain and 2 Tonnes Workshop in France, promoting awareness about decarbonization and climate change.



Charitable donation in Valencia to support flood victims.



“

Eco-responsibility begins with awareness and collective action. By engaging our teams through concrete initiatives, we actively contribute to a more sustainable future.

Ingy Akil
Regional HR Manager MENAT

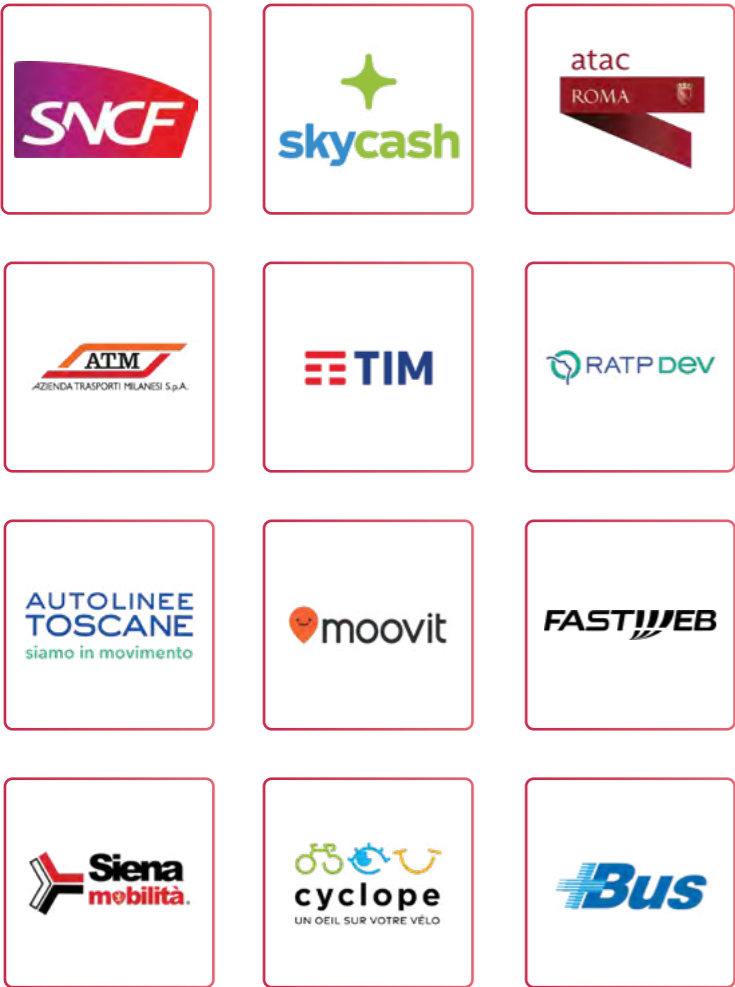
Promoting Urban Mobility and Sustainable Transport: Digital Ticket

Making transport more accessible, reducing the carbon footprint, and promoting soft mobility – with DV TICKETING, we connect citizens to more sustainable mobility.

We facilitate access to sustainable transport through our DV Ticketing solution.

By replacing paper tickets with digital ones, we contribute to smoother, more accessible, and more environmentally friendly mobility.

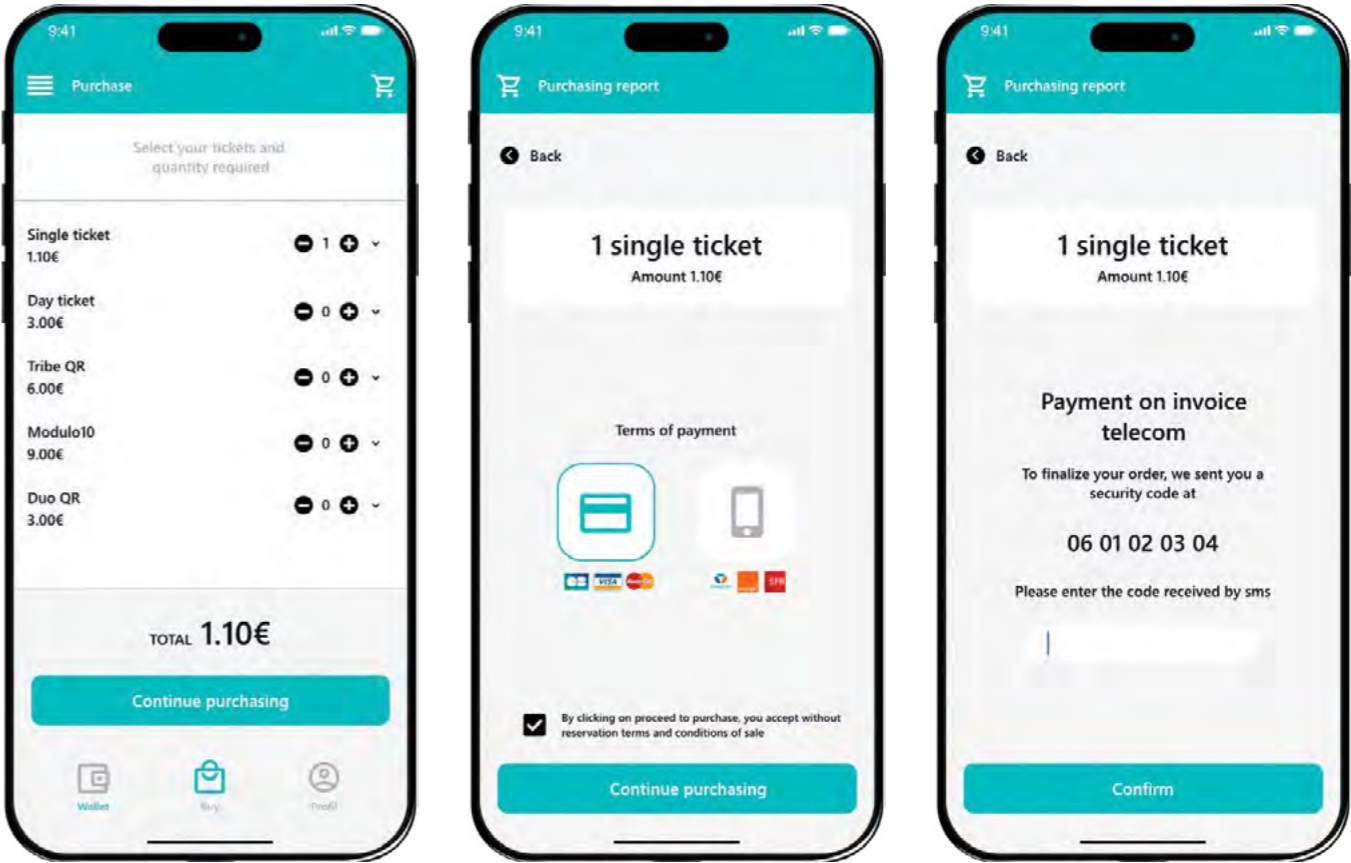
Our solution enables:



The mockups illustrate the simplified donor journey through payment with our Ticketing solution:

- > A reduced environmental footprint by limiting paper ticket printing
- > Simplified access to public transport directly via mobile
- > A secure and fast payment experience tailored to user needs

In partnership with numerous transport operators across Europe, we are committed to supporting more responsible and inclusive mobility.





“
CREATING
A POSITIVE
IMPACT,
TOGETHER.

Conclusion

The year 2024 marks a new milestone in Digital Virgo Group’s Positive Impact strategy, reaffirming our determination to accelerate our efforts toward a more sustainable and responsible future.

Acknowledgements

This report reflects a collective commitment, where each Positive Impact initiative highlights the work, creativity, and determination of the teams at Digital Virgo Group.

To everyone who contributes each day to creating positive impact, rethinking practices, and building a more sustainable future — thank you.

Your energy and dedication are the true driving forces behind change.

“

THE STORY OF THIS IMPACT
CONTINUES TO EVOLVE,
DRIVEN BY INNOVATION
AND A SHARED
DETERMINATION TO ACT





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