evernex
IT life services

FY
2025



Corporate Social Responsibility Report

Voluntary reporting

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Message from the CEO



For years, we have been saying that extending the life of IT equipment is the right thing to do, for our clients, for the planet and for the industry. In 2025, that conviction became a strategy.

This report marks a first for Evernex. We are not yet required to publish a CSRD-compliant sustainability statement. We chose not to wait. The organisations we serve are already being held accountable for their Scope 3 emissions. Being a credible sustainability partner means being ahead of the curve, not catching up to it.

2025 was a year of structure. After six months of rigorous double materiality work, evaluating 115 risks and opportunities across 41 sustainability topics, we validated our Sustainability Strategy 2030 in September.

Three pillars: scaling our circular IT model to amplify global impact, unlocking the potential of our people to lead this transition, and walking the talk in how we run our own operations. These are not aspirations. They are commitments, with targets, timelines and accountability built in.

What I can tell you with confidence: in 2025, Evernex's activities helped avoid 145,951 tonnes of CO_2e at client sites. We prevented the extraction of 457,000 tonnes of ores.

For every tonne of CO_2e generated by our own operations, 7.8 tonnes were avoided at client sites.

By 2030, there will be two kinds of organisations in the data centre industry: those that struggle with the carbon transition, and those that master it. Evernex exists to make mastery accessible, for our clients and for ourselves.

This report is our first step. There will be better ones.

Stanislas Pilot
President & CEO, Evernex



Evernex at a glance



01

evernex

Founded in 1983

Majority owned by the 3i Group since 2019



€226M

Turnover in 2025

1,111
Employees worldwide

5,600+
Customers

- Responsible Recycling
- Waste Electrical and Electronic Equipment
- United Nations Global Compact
- Corporate Sustainability Reporting Directive
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 45001 Occupational Health and Safety Management
- ISO 27001 Information Security Management

Activities

- Data centre maintenance
- Refurbished spare parts
- IT buy-back
- Recycling/ITAD
- Professional services



Hardware experts

In servers, storage, backup & networks

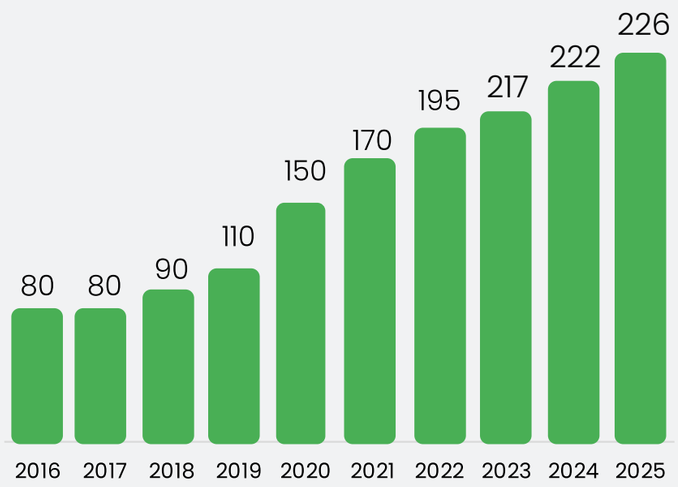
3,4M+
spare parts in stock

500,000+
systems maintained

Multi-vendor

Lenovo · Cisco · Brocade · Dell EMC · NetApp · Fujitsu · IBM · Hitachi · Veritas · Supermicro · HPE · Juniper Networks · Overland Tandberg · Quantum · NVIDIA

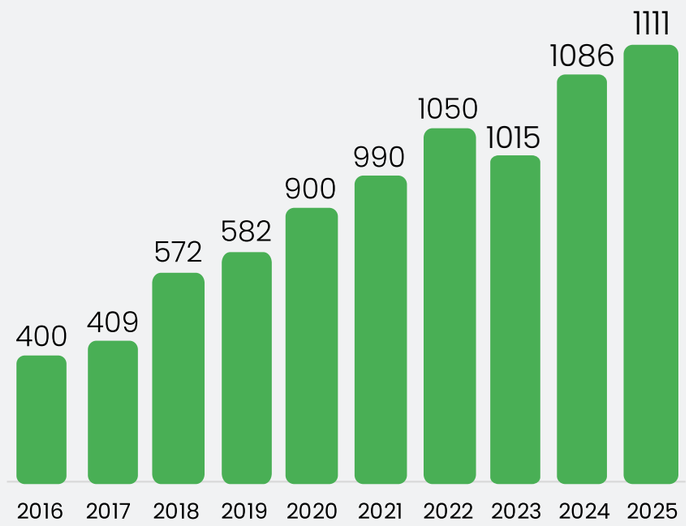
Our growth story



Turnover

Figures in €M

Employees worldwide



Acquisitions

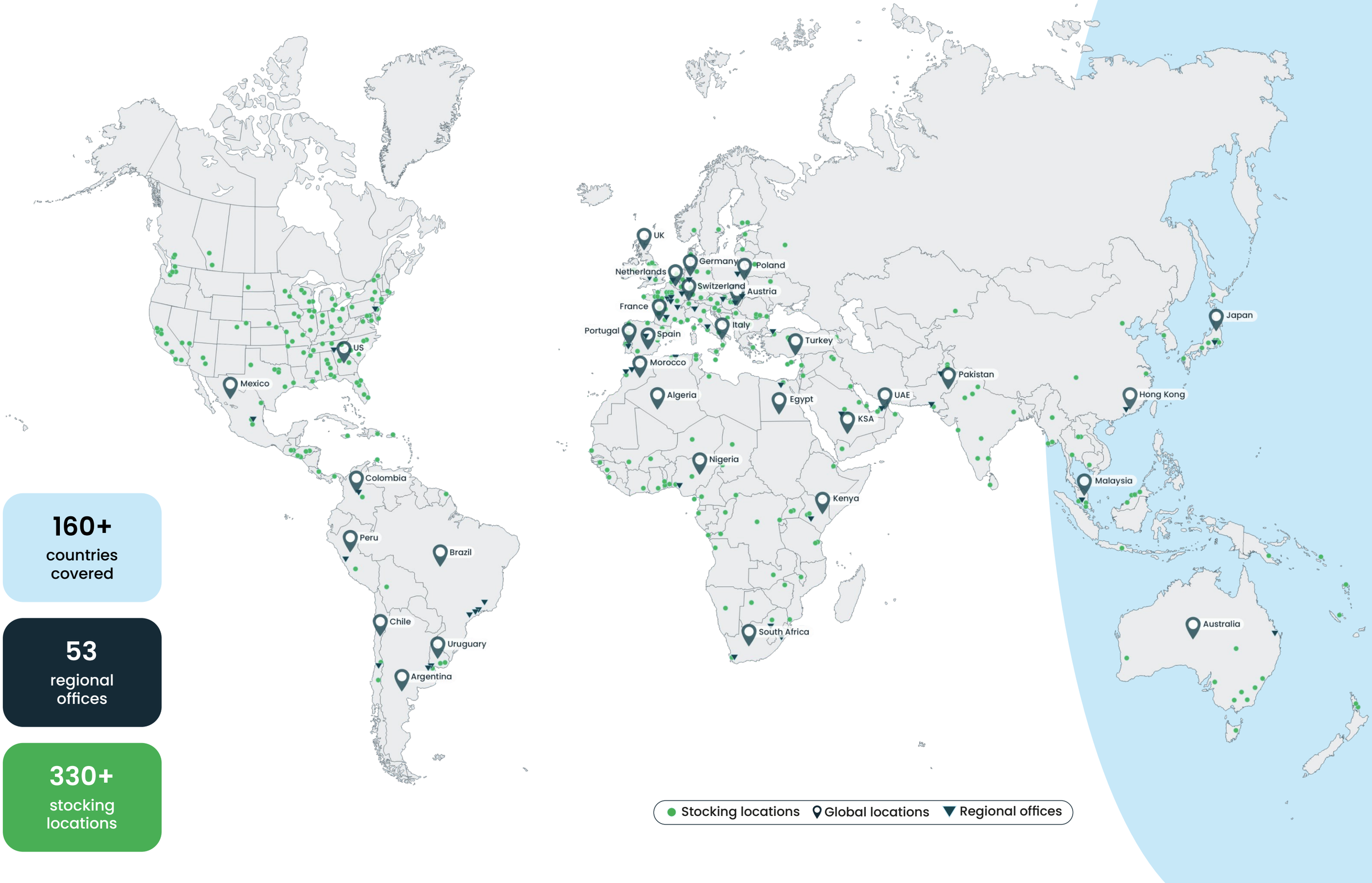
2013	Phoenix Services France	
2014	Aditia France	DCS Italy
2016	Nexeya France	
2017	CAT Sistemas Spain	TTS France
2018	A Systems Brazil	
2019	Roer Argentina	
2020	Storex South Africa	Technogroup Germany
2021	Emcon-IT United States	
2022	XSI United States	Integra Netherlands
2023	Maminfo Brazil	
2024	Ultra Support UK	
2025	Sunrise Technologies Morocco	

A true global presence

160+
countries covered

53
regional offices

330+
stocking locations



Milestones

Three milestones that matter

A sustainability strategy to 2030

Evernex formalised its sustainability strategy to 2030, structured around three pillars: Leading by Example, Amplify Global Impact, and Unlock Human Potential integrating climate, circular economy, people and governance commitments into a single roadmap, fully aligned with CSRD requirements. This strategy was developed through a double materiality assessment conducted with Hatch in spring 2025, evaluating 115 IROs across 41 sustainability topics.



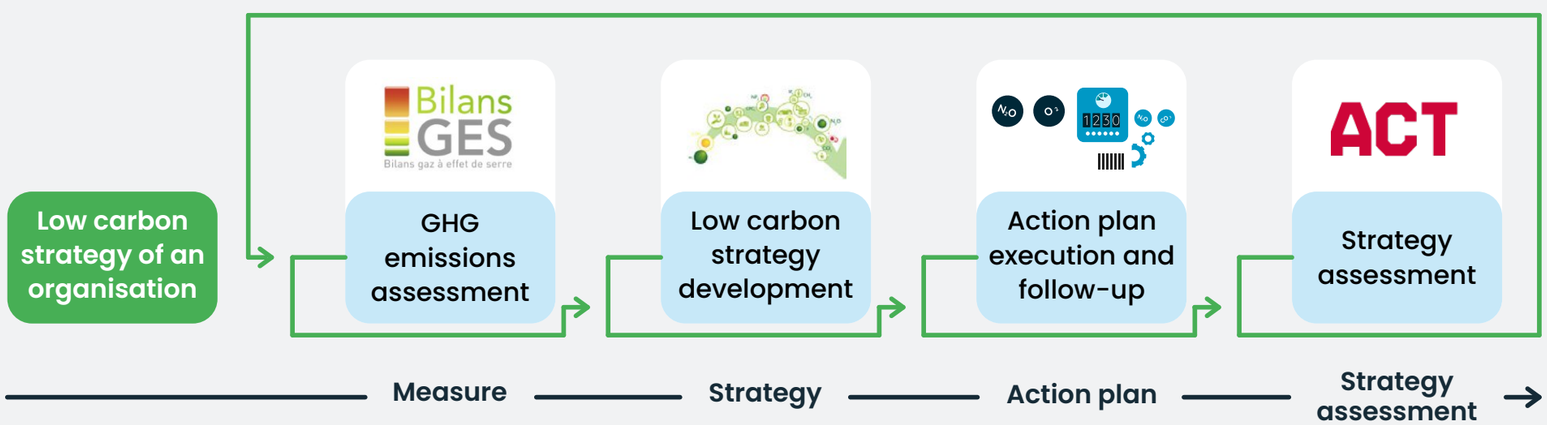
Expanding our circular IT model

Evernex opened a new sorting and repair centre in Alpharetta, Georgia, bringing its circular IT model to North America. Modelled on the Mitry facility in France, this centre strengthens local refurbishment capabilities, reduces cross-continental air freight dependency, and extends Evernex's positive environmental impact to its North American client base, a market where demand for circular IT services is accelerating under SEC and CSRD Scope 3 reporting pressure.



Formalising our climate commitment

In 2025, Evernex validated its ACT Step-by-Step commitment, establishing a science-based carbon reduction trajectory aligned with the Paris Agreement 1.5°C pathway. Targets are set from a 2023 base year with a 2035 horizon: -63% absolute reduction on Scopes 1 and 2, and -66% intensity reduction per asset maintained or sold on Scope 3. This commitment is monitored annually through our carbon footprint calculation and reviewed by the ExCom on a quarterly basis.



Our mission

> **Championing circular IT by keeping our clients' infrastructure running longer for a more sustainable and efficient world**



Governance
Group Executive Committee



























1. **Stanislas Pilot**
President & CEO
2. **Manivong Khammao**
Chief Operating Officer
3. **Romain Ferrière**
Chief Financial Officer
4. **François Prospert**
Chief Revenue Officer
5. **Alban Hardy**
Chief Digital and Information Officer
6. **Nicolas Combemorel**
Chief People Officer
7. **Cynthia Herrmann**
General Counsel
8. **Tony Senecal**
EVP, SPaaS™ / Chief Culture Officer
9. **Cédric Fourgous**
Executive VP Operations
10. **Elise Crunel**
Director QSE-CSR
11. **Benjamin Canioni**
Value Added Services Group Director
12. **Arnd Krämer**
Managing Director Central, Northern and Eastern Europe
13. **Fabrice Pouzaud**
Managing Director – Evernex Capital Solutions

Business model

Our answer to IT's resource problem

The digital world runs on metal. Copper, cobalt, lithium, rare earth elements, extracted, refined, assembled into hardware that the industry replaces every three to five years, not because it fails, but because a manufacturer's support contract expires. The result is a system structurally dependent on continuous extraction, continuous manufacturing, continuous waste.

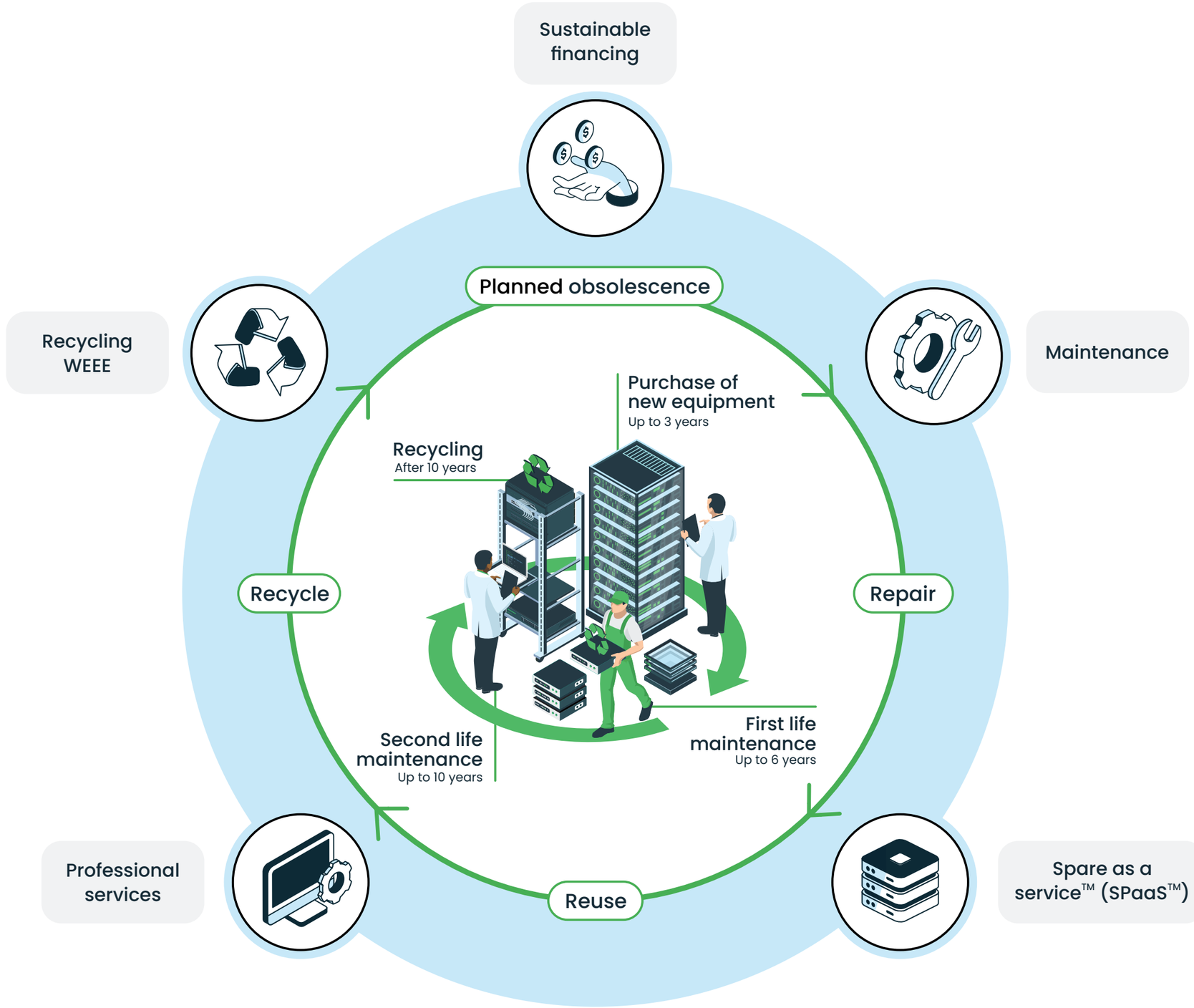
Evernex was built to break that dependency.

We do it through 5 services that cover every stage of an IT asset's life, not as isolated offerings, but as a connected system with a single purpose: keeping equipment in use for as long as it delivers value, and ensuring that when it finally leaves service, nothing is wasted.

When financing is needed, Capital Solutions structures it around the asset's full lifecycle, not a manufacturer's refresh cycle. When OEM support ends, Data Centre Maintenance steps in, keeping infrastructure operational for years beyond what the vendor intended. When a component fails, Spare as a Service™ (SPaaS) delivers a certified refurbished replacement, no new manufacturing required. When the infrastructure needs to move or evolve, Professional Services manages it with redeployment as the default, replacement as the last resort. And when an asset genuinely reaches end of life, IT Asset Disposition (ITAD) ensures zero landfill, zero incineration, and full material recovery.

One system. One mission. Less extraction, less waste, less carbon at every step.

We take a holistic approach to your IT hardware



Empowering our ecosystem

The datacenter industry is facing a carbon reckoning

As demand for data, AI and cloud infrastructure accelerates, the environmental cost of digital infrastructure is becoming impossible to ignore. Data centres are among the fastest-growing sources of corporate carbon emissions and the challenge is intensifying.

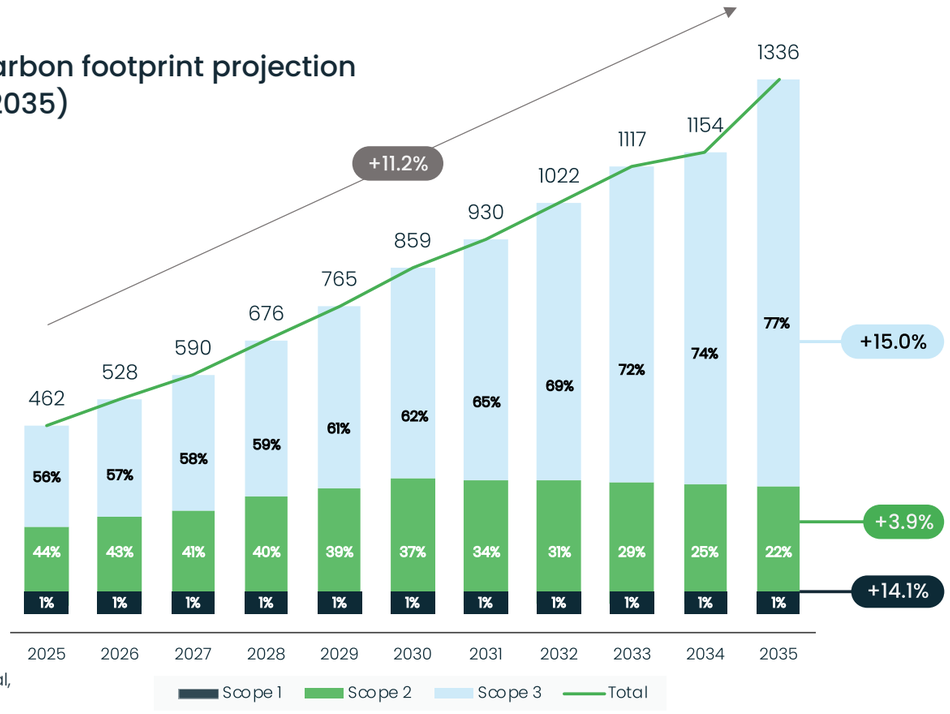
IT equipment already accounts for approximately 45% of a data centre's total carbon footprint. And as Scope 3 reporting becomes mandatory under CSRD, the picture gets starker: Scope 3 emissions from data centres are projected to grow at ~15% CAGR, reaching up to 75% of their total carbon emissions by 2030. The hidden majority of a data centre's footprint is not in its energy bills it is embedded in the hardware sitting in its racks.

The root cause is well understood. Between 60% and 80% of an IT asset's total lifecycle emissions are generated during raw material extraction and manufacturing, before the equipment is ever switched on. A single standard rack server generates approximately 1,300 kg CO_2e in manufacturing alone. Yet the average enterprise replaces its IT infrastructure every 3 to 5 years, driven by manufacturer end-of-support schedules rather than actual equipment failure, triggering a new cycle of extraction, production and disposal.

The result: growing e-waste, rising embodied carbon, and a Scope 3 footprint that most organisations have no strategy to address.

DC worldwide carbon footprint projection ($MtCO_2e$, 2025-2035)

Scope 2 emissions start to slightly decline due to **significant improvement** in renewable **energy mix**



Sources: European Commission, IEA, S&P global, EY-Parthenon analysis

By 2030, there will be two kinds of data centres

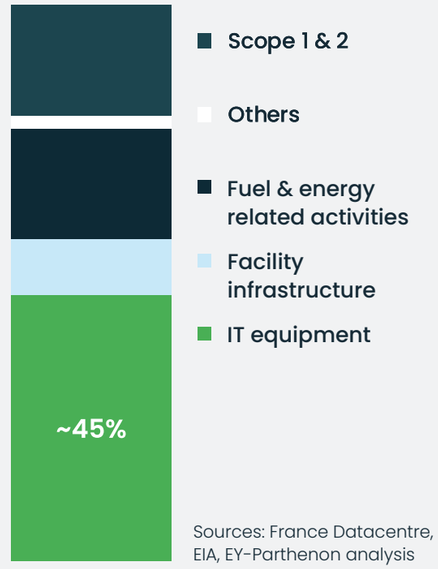
Those that suffer the carbon transition, facing rising costs, regulatory exposure and reputational risk as Scope 3 obligations tighten.

And those that master their carbon trajectory, with lower infrastructure costs, greater supply chain resilience, and a leadership position on sustainable digital infrastructure.

Evernex exists to make the second path accessible to every organisation, at any scale, in any geography.

DC's carbon emissions split by key category (%)

Consolidated view of GHG emissions



Sources: France Datacentre, EIA, EY-Parthenon analysis

Evernex changes the equation with an estimated 7.8* carbon impact ratio

Evernex's circular IT model directly attacks the largest and fastest-growing component of the data centre carbon footprint. By extending the life of IT hardware through maintenance, refurbishment and responsible end-of-life management, Evernex enables its clients to reduce the embodied carbon embedded in their infrastructure, without sacrificing performance or resilience.

The impact is measurable and certified. For every tonne of CO_2e emitted by Evernex's operations to refurbish and maintain IT equipment, **7.8 tonnes of CO_2e** are avoided at client sites, a Carbon Impact Ratio that makes the case for circular IT better than any argument could. In 2025, Evernex's activities helped avoid **145,951 tonnes of CO_2e**, the equivalent of **15,000 round-the-world trips** by car.

*Methodology note: avoided emissions calculations are based on manufacturer data. As hardware manufacturers improve their product carbon footprint disclosures, Evernex is committed to updating its methodology to reflect the most accurate data available.



How we create value for our stakeholders

For the planet

By maintaining and refurbishing equipment, Evernex helps avoid the extraction of resources, reduce e-waste and lower the carbon emissions associated with new equipment production.

In 2025:

- **145,951 tCO_2e avoided at client sites**
- **7.8 Carbon Impact Ratio**
- **457,000+ tonnes of ores not extracted**
- **45% reduction in air-freight emissions vs 2024**

For our clients

Through lifecycle extension services, we provide an alternative to premature replacement and help customers remain resilient during supply-chain disruption, component shortages and geopolitical uncertainty.

In 2025:

- **5,600+ active clients worldwide**
- **4-hour SLA available in 160+countries**
- **40–70% savings vs. OEM contracts**
- **Supporting 14,000+ hardware models**

For our people

We invest in training, professional development and knowledge sharing to ensure our people have the skills required to support increasingly complex IT environments.

In 2025:

- **1,111 employees, 55+ nationalities**
- **190+ Tech Academy certifications**
- **9,616 hours of training delivered**
- **80% of our staff are covered by bottom-up individual career development exercises.**

For our investors

As regulatory pressure on corporate carbon footprints intensifies and supply chain resilience becomes a boardroom priority, the demand for IT lifecycle extension services is structurally growing, independent of macroeconomic cycles.

In 2025:

- **€226M revenue in 2025**
- **+2% year-on-year growth**
- **Maminfo acquired in Brazil**
- **3× growth over five years**

For our partners & OEMs

By combining our global reach with local expertise, we build a trusted ecosystem that supports customers while creating opportunities for technical partners and responsible suppliers.

In 2025:

- **3,000+ certified partner technicians**
- **15,000 assets under OEM warranty**
- **Tech Academy open to partners**
- **100% of new contractors sign our Supplier Code of Conduct**

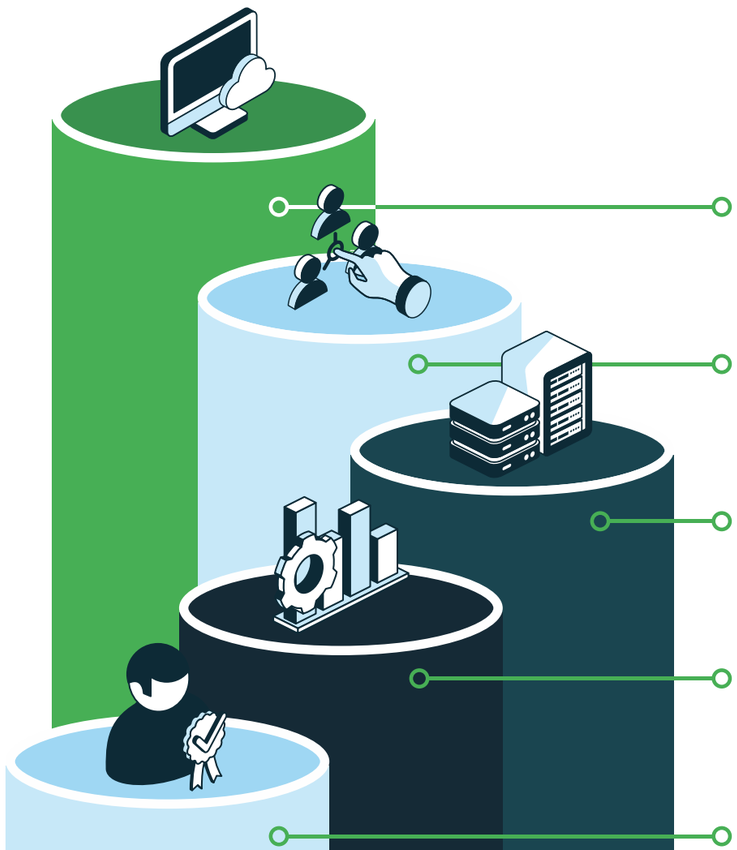
Strategy & Performance



Our strategy 2030

Our 5 Pillars for growth

Reaching €550m by 2030



5 Address the public cloud market

4 Continue consolidating the market

3 Expand our offering around data centre services

2 Increase our market share in the US and in Asia

1 Leverage our leadership positions in Europe, Latin America and MEA

02

Our commitment to a sustainable future:

Three core pillars

Scale our circular IT model

Amplify global impact by expanding our refurbishment, maintenance, and recycling services.

Our impact: In 2025, our activities helped avoid **145,951 tonnes of CO_2e**, equivalent to the yearly emissions of Monaco.

Unlock human potential

Empower our teams and partners to lead the circular IT transition.

Invest in training and innovation to drive sustainable practices across the industry.

Our impact: Rolling out **sustainability training** across all teams, worldwide.

Walk the talk: leading by example

Decarbonisation: We measure our carbon footprint yearly and work towards reducing it following the ACT Step by Step methodology (Ademe & Carbon Disclosure Project)

Governance: Transparent reporting and robust ESG management to align with global standards (CRSD, Global Compact)

Our impact: in 2025, our activities generated positive impacts equivalent to **6.6 million trees absorbing CO_2 annually**.

Sustainability roadmap

Stake (ESRS)	SDG	Key Performance Indicator (KPI)	Unit	2023	2024	2025	Objective (by 2030)
Pilar 1 - Scale up our circular IT model							
Avoided emissions (E1)	13 CLIMATE ACTION	Carbon Impact Ratio	Ratio	-	7.2	7.8	>5
Avoided emissions (E1)	13 CLIMATE ACTION	CO_2e avoided at client sites	tCO_2e	-	123,990	145,951	200,000
Resource use (E5)	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Refurbished parts rate (SPaaS & DCM)	%	50%	70%	75%	80%
Pilar 2 – Unlock human potential to lead the circular IT transition							
Working conditions (S1)	8 DECENT WORK AND ECONOMIC GROWTH	Annual appraisal completion rate	%	53%	65%	76%	100%
Equal treatment (S1)	5 GENDER EQUALITY	Female representation management positions	%	-	-	8%	20%
Skills development (S1)	4 QUALITY EDUCATION	Average training hours per employee trained	hours	24.2	12.3	15	N/A
Pilar 3 – Walk the talk, leading by example							
GHG emissions (E1)	13 CLIMATE ACTION	GHG intensity of revenue	$tCO_2e/€M$	79	74	77	75
Business conduct (G1)	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Client retention rate	%	-	98%	98%	>95%
Supply chain (S2)	8 DECENT WORK AND ECONOMIC GROWTH	SCoC coverage	%	60%	65%	70%	100%

Financial performance

Message from the CFO



2025 was a solid year for Evernex. Revenue reached €226 million, up from **€222 million in 2024**. Growth was modest in absolute terms, but it came in a technology sector where many players faced real headwinds. More organisations are choosing to extend the life of their IT infrastructure rather than replace it on a manufacturer's schedule, that shift is structural and it plays directly to what Evernex does.

2025 was also a year of integration. Technogroup, acquired at the end of 2024, was fully integrated into the Group over the course of 2025, embedding its teams, systems and operations into the Evernex framework. At the end of the year, we acquired Sunrise Technologies in Morocco, expanding our footprint in North Africa. Growing through acquisitions is a discipline as much as a strategy. The teams delivered on both fronts.

Looking ahead, the fundamentals are strong. Supply chain resilience, regulatory pressure on Scope 3 emissions, rising hardware costs, each of these independently creates demand for lifecycle extension services. Together they make the case for circular IT clearer than it has ever been. Our job is to grow into that opportunity at a pace we can sustain.

Sustainability is the product at Evernex, not a line item in the cost structure. That alignment between commercial performance and environmental impact is, I believe what makes Evernex genuinely investable for the long term.

Romain Ferriere
CFO, Evernex



Financial indicators

Indicator	2023	2024	2025
Total revenue	€217M	€222M	€226M
Revenue growth (YoY)	+11%	+2%	+2%



Shareholders

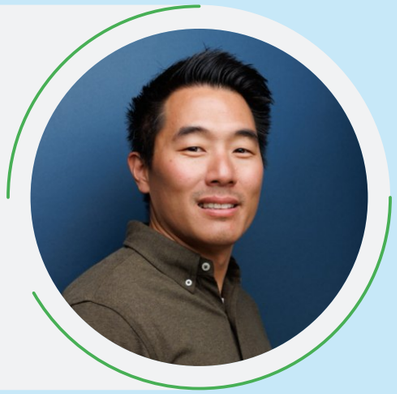
Behind every acquisition and every new market entry is a shareholder base that believes in the long game and backs it with capital. In 2025, that backing translated into the acquisition of Sunrise Technologies in Morocco, continuing the expansion of a group that has tripled in size over five years.

For Evernex's shareholders, the return is financial. But the model they are backing is one where extending the life of IT equipment is both the product and the purpose and that makes this a compelling place to put capital for the long term.



Our operational model

Message from the COO



Running operations across 53 sites, 160+ countries and a network of 3,000+ partner technicians is not a logistics challenge. It is a precision challenge. Every day, a client's data centre somewhere in the world goes down. The clock starts. Our job is to make sure the right part reaches the right engineer before the SLA expires, whether that site is in Frankfurt, Kuala Lumpur or Buenos Aires.

What makes this genuinely hard is also what makes it genuinely different. We are not shipping standard products from a catalogue. We are maintaining infrastructure that manufacturers stopped supporting years ago, using refurbished components that we have tested, certified and guaranteed ourselves. The supply chain that makes this possible, 330+ stocking locations, 98% refurbished parts, real-time demand forecasting, is not a cost centre. It is the core of the service.

In 2025, we made two structural investments in that core. The opening of our Alpharetta repair and sorting centre in Georgia extends our refurbishment capability to North America for the first time, reducing our dependence on cross-continental freight and bringing our circular model physically closer to our North American client base. And the progressive shift of peak stock replenishments from air to sea freight targets the highest-intensity logistics flows in our network, a structural decarbonisation action, not a one-off initiative.

These are not isolated projects. They are the operational translation of our Sustainability Strategy 2030. Every Renew Centre we open, every route we shift from air to sea, every refurbished component that replaces a new one, these are measurable steps on a trajectory we have committed to publicly.

The operational ambition for the next five years is clear: expand refurbishment capacity with one Renew Centre per hub, build the traceability systems that will make our circular claims auditable end-to-end, and ensure that 92% of components used in DCM maintenance come from refurbished stock by 2030.

We are building an operations model that is not only resilient and efficient, but one that our clients can point to as proof that circular IT works at scale.

Manivong Khammao
COO, Evernex

Solutions Overview

Primary services

Additional services

Data Centre Maintenance	IT Hardware Services	Professional Services	evernex Capital Solutions
Network Maintenance	Spare as a Service™ – SPaaS™	ITAD (IT Asset Disposition)	IT Leasing/ Rental
Storage Maintenance	Hardware Buy-Back	IMAC (Install, Add, Move, Change)	Credit/ Loan
Server Maintenance		Data Centre Relocation	Hire to purchase
Tape Library Maintenance		Staff Augmentation	**evernex cloud solutions**
VMware Third-Party Support		Smart Hands	BaaS (Backup as a Service)
		Secure Data Disposal	IaaS (Infrastructure as a Service)
		Stock Management	DRaaS (Disaster Recovery as a Service)
		Network services	



Message from the Managing Director ECS



The biggest barrier to circular IT is rarely technical. It is financial. Organisations know that extending the life of their infrastructure makes sense, operationally, environmentally, economically. What stops them is the capital cycle: budgets built around OEM refresh schedules, procurement processes that default to new, and financial structures that make replacement feel cheaper than maintenance even when it is not.

Evernex Capital Solutions exists to remove that barrier. We have been doing it since the 1980s, long before circular economy became a boardroom priority. What has changed is the scale of the opportunity and the urgency of the need.

Fabrice Pouzaud, Managing Director Evernex Capital Solutions, Evernex

Capital Solutions

evernex Capital Solutions

Evernex Capital Solutions (ECS) is the financial and asset management arm of the Evernex Group, providing tailored financing solutions, lifecycle consulting and asset management services for IT and audiovisual infrastructure.

ECS operates at the intersection of finance and circular economy. Every solution it structures is designed not just to make technology accessible, but to ensure that the assets financed are managed responsibly across their full lifecycle, from acquisition through operation, refresh and end-of-life recovery. The practice covers four core areas.

Financing solutions for circular IT assets

ECS provides flexible, customised leasing and financing solutions for IT equipment, audiovisual infrastructure and refurbished assets, including SPaaS™-backed financing for multi-vendor refurbished components drawn from Evernex's 300,000+ reference catalogue. Solutions include standard leasing, evolving leases, leaseback arrangements and deferred payment structures, all designed to preserve client cash flow while enabling technology investment.

Asset lifecycle consulting

ECS's consulting practice helps organisations understand, forecast and optimise the total cost of their IT infrastructure, combining financial modelling with technical assessment to identify where assets can be extended, refurbished or redeployed rather than replaced. Every audit includes an environmental impact dimension, quantifying the carbon and resource implications of different lifecycle scenarios.





Asset management

End-to-end visibility of IT assets throughout their lifecycle, analytical tracking, budget allocation, renewal alerts, guaranteed buyback values and WEEE-compliant recovery at end of life.

The sustainability case

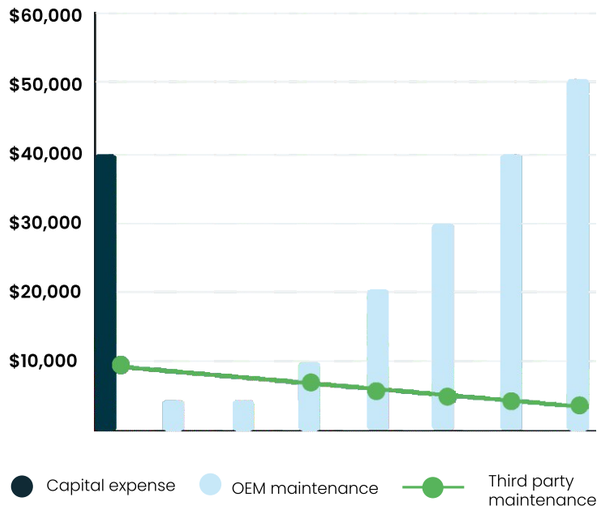
Capital Solutions addresses a structural problem in the circular economy: sustainable choices are often penalised by financial structures that were designed for a linear world. A leasing contract that builds in guaranteed buyback value, integrates maintenance and spare parts, and accounts for the residual value of refurbished components changes the financial logic of the decision. It makes extending asset life not just the right choice but the economically rational one. For clients building CSRD sustainability statements, ECS contracts provide the financial architecture that makes circular IT commitments operationally and commercially viable at scale.



Data Centre Maintenance (DCM)

Lifecycle extension

The primary purpose of DCM is to keep equipment operational well beyond the OEM end-of-support date that would otherwise trigger a replacement cycle. This is not simply maintenance. It is active lifecycle management: upgrading components, optimising configurations, qualifying the real need before recommending any change. Evernex strengthens and optimises without replacing, giving end clients a single partner, a single point of accountability, and a long-term relationship built around the actual performance of their infrastructure, not a manufacturer's refresh schedule.



Operational scale

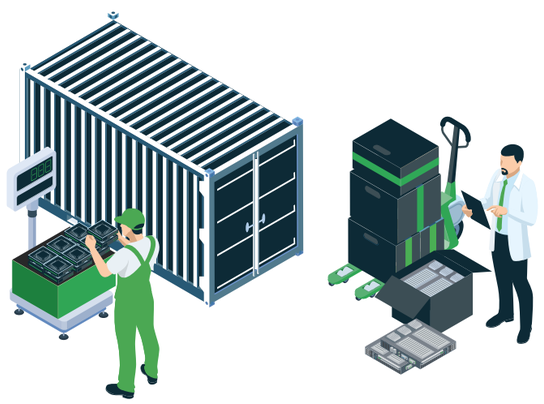
Organisations building data centres at hyperscale speed need a maintenance partner that matches their pace. Evernex provides the operational depth, 600+ technical engineers, 100+ supply specialists, 330+ stocking locations, that allows hyperscalers to focus on growth while Evernex manages the infrastructure complexity behind it. Solutions are built to measure: bespoke SLA frameworks, dedicated stocking arrangements, multi-vendor expertise.





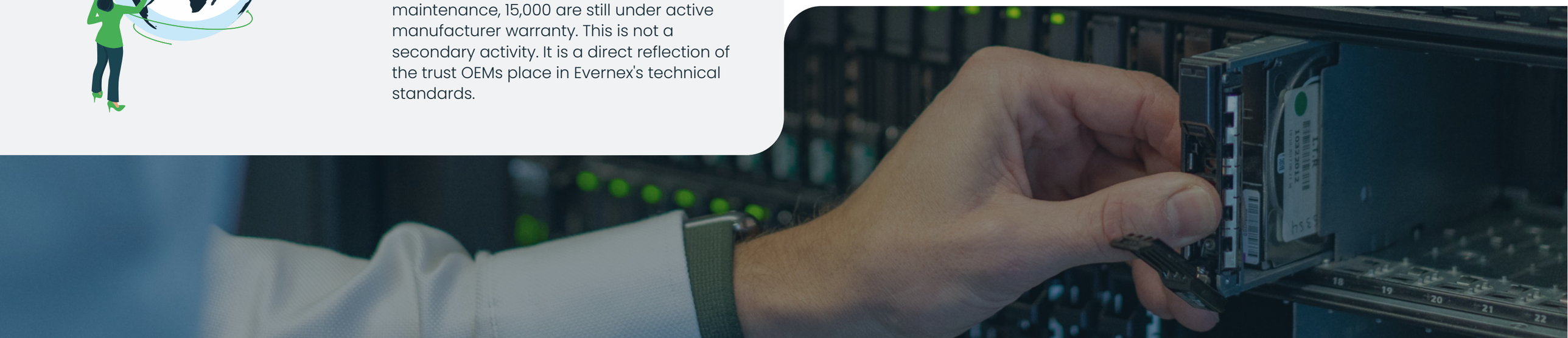
Global reach

When manufacturers sell new equipment in geographies where their own service networks do not reach, they call Evernex. We deliver their service commitments with our global infrastructure, seamlessly, at the same standards their clients expect. Of the 500,000+ assets currently under maintenance, 15,000 are still under active manufacturer warranty. This is not a secondary activity. It is a direct reflection of the trust OEMs place in Evernex's technical standards.



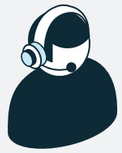
Supply chain sovereignty

An asset maintained by Evernex is an asset whose spare parts are managed independently of manufacturer supply chains. In an environment of growing component scarcity and geopolitical supply chain risk, this independence matters. Clients who rely on OEM supply chains for maintenance parts are exposed to the same disruptions that affect new equipment procurement. Clients who rely on Evernex are not.



SLA flexibility

Evernex provides coverage where OEMs do not, including geographies outside standard manufacturer service zones. Coverage options span 24x7, 13x5 and 9x5, with response times of 4 hours, next business day or within 5 days. Contractual commitments, delivered globally.

Pick and build your SLA	
Guaranteed time* to restore equipment's hardware integrity	 **Coverage and Response time customisable**
Guaranteed intervention time*	
Guaranteed time* to carry out a diagnosis and provide an action plan to the customer	
Guaranteed time*to make a part available to the customer at the contractually identified site	

* time calculation is stopped when Evernex is waiting for customer information

SLA Coverage
◉ 24 x 7 ◉ 13 x 5 ◉ 9 x 5

SLA Response Time
◉ 4h ◉ Next business day ◉ Next 5 days

Full infrastructure scope

DCM is not limited to flagship OEM brands. Evernex maintains all types of data centre infrastructure, including equipment from smaller vendors and legacy systems that no other provider will support. Whatever the infrastructure, whatever the age, whatever the geography.

Lenovo · cisco · BROCADE · SUPERMICRO · HPE
DELL EMC · NetApp · FUJITSU · OVERLAND TANDBERG · Quantum
IBM · HITACHI · VERITAS · JUNIPER NETWORKS · NVIDIA

Message from the VP of Operations



"The data centre industry has been built on a fiction: that IT equipment becomes unreliable the moment a manufacturer stops supporting it. It does not. It becomes inconvenient, for the manufacturer. For the client, a server that was performing flawlessly on day one of its OEM end-of-support date will, in the vast majority of cases, continue to perform flawlessly on day two. And day three. And for years beyond.

DCM exists because someone has to say that out loud and back it up with a service level, a certified spare part and an engineer who picks up the phone.

We maintain infrastructure that OEMs have walked away from. We keep it running safely, reliably and cost-effectively for years, sometimes decades, beyond what the manufacturer's roadmap intended. In doing so, we give our clients something that no OEM refresh cycle can offer: the freedom to decide when to replace their infrastructure, on their own terms, for their own reasons.

That freedom has a carbon dimension that is becoming impossible to ignore. Every year of extended life for a data centre asset is a year in which the embodied carbon of its manufacture is spread further. Every replacement deferred is a manufacturing cycle that does not happen. At the scale Evernex operates 500,000+ systems maintained across 160+ countries, those individual decisions aggregate into something significant."

Cédric Fourgous, Executive Vice President Operations, Evernex



Tech Academy – Building what the market cannot supply

There is a skills crisis at the heart of the circular IT economy that nobody talks about. The engineers who know how to maintain a legacy NetApp array, repair a decommissioned HPE blade server or troubleshoot a Brocade switch that went end-of-support five years ago are not being trained anywhere. Manufacturers have no incentive to train them, they want clients to buy new.

Evernex's answer is the Tech Academy.

What is the Tech Academy?

Launched in May 2024, the Tech Academy is Evernex's internal centre of technical excellence, a structured training and certification programme designed to build, validate and transmit the expertise required to maintain IT infrastructure that the rest of the industry has walked away from.

The Innovation Lab is not a classroom. It is a working environment housing 1,000+ physical configurations, real equipment, real conditions, real complexity, where engineers can train in-person or remotely on the exact systems they will encounter at client sites. The breadth is significant: 300,000+ pieces of equipment across 200 brands and 17,000 possible configurations, supporting approximately 60,000 interventions per year worldwide.

In its first year, the Tech Academy trained and certified 200+ employees across 49 sessions, developed 26 new training modules and extended coverage to 14 new product categories. In 2025, 180 engineers were trained specifically for DCM, covering new platforms, certification renewals and the specialised knowledge required to maintain post-EOSL systems that manufacturers no longer document publicly.

Why it matters beyond Evernex

The Tech Academy is not only an internal initiative. It is open to Evernex's network of 3,000+ partner technicians, building circular IT competency across the ecosystem, not just within the Group. In 2026, the ambition is to progressively develop an industry-recognised certification programme that positions Evernex as the authority on sustainable IT maintenance.

This has a direct sustainability dimension. Engineers trained to fix rather than replace are the operational expression of the circular economy. Remote training modules reduce travel emissions and contributes to better responsiveness. And every intervention performed by a certified Evernex technician rather than outsourced is a quality and traceability step forward, reducing subcontracting dependency and strengthening the in-house expertise that the circular model depends on.

Technical Academy

evernex innovation lab

Indicator	2024	2025
Employees trained and certified	52	201
Training sessions delivered	14	33
Modules available	82	89
Product categories covered	58	62
DCM engineers trained	47	121
Configurations at Innovation Lab	950+	1,000+



Spare as a Service - SPaaS™

Spare as a Service is Evernex's global supply model for IT hardware components, delivering the right part, to the right place, within the right timeframe, regardless of geography or equipment age.

The model rests on three capabilities working in combination.

A global stocking network built for speed

Evernex operates 330+ spare parts stocking locations across 160+ countries, positioning inventory as close as possible to client sites. This proximity is what makes it possible to meet the SLA windows, often four hours or less, that critical IT infrastructure demands. The catalogue covers 300,000+ references, spanning servers, storage, backup and network equipment from all major vendors, including equipment that manufacturers no longer supply or support.





Refurbished components as the default, not the exception

98% of parts supplied through SPaaS™ are refurbished, sourced from decommissioned equipment, individually disassembled and tested to OEM-equivalent standards, backed by a one-year warranty. The exceptions are consumables such as batteries and cables, supplied new for technical reasons. Our target is to maintain refurbished parts above 90% across our maintenance contracts.

SPaaS Catalog

Carbon certificates and product carbon footprint as a standard deliverable

Since 2023, every SPaaS™ contract includes avoided emissions certificates, a certified, auditable record of the CO_2e avoided through the use of refurbished components rather than new ones. The methodology is validated by the CNRS. Going further, the carbon footprint of each individual component is now accessible directly through the SPaaS™ catalogue, enabling clients to make informed procurement decisions based on the embodied carbon of every part before they order it. Together, these tools transform a procurement decision into a documented decarbonisation action, directly usable in clients' CSRD sustainability statements and Scope 3 disclosures.



Message from the VP of SPaaS™



A spare part is not a commodity. When a client's storage array fails at 2am, the component that arrives within the SLA window is the difference between a contained incident and a full outage. What SPaaS delivers is not a part, it is certainty.

What makes our model structurally different is what that part is made of. Approximately 98% of the components we supply are refurbished, sourced, disassembled, tested and recertified by our own teams before they reach a client site. Each one carries a one-year warranty and performs to the same specification as a new part. Each one also avoids the manufacturing cycle that would otherwise be triggered: the raw material extraction, the energy-intensive production, the carbon embedded in a box that never needed to exist. This is not a sustainability overlay on a logistics business. It is the business model itself.

Tony Senecal,
Executive Vice President SPaaS™,
Evernex

Message from the Value Added Services Director



Evernex's Professional Services team is present at every stage of an asset's life: we install it, we move it, we maintain it and make it evolve, and we retire it when its journey ends. We do this in 160+ countries, with our own technicians and a network of 3,000+ certified partners.

Combined with TPM maintenance, that continuity lets our clients keep equipment in service well beyond the expected lifespan.

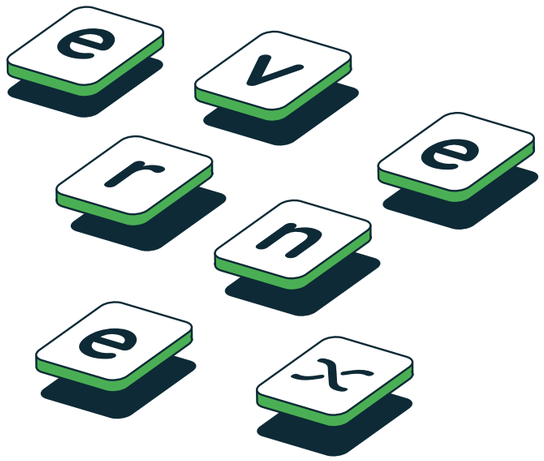
Extending an asset's life is an economic and an environmental decision at once: our customers spend less, they waste less, and equipment that stays in service is equipment that never had to be manufactured. That is what circular IT means in practice.

Benjamin Canioni, Value Added Services Director, Evernex

Professional Services (PS)

Professional Services (PS) is Evernex's on-site technical delivery arm. Where DCM keeps infrastructure running and SPaaS™ delivers the parts, PS handles everything around it: deployments, moves, migrations, on-demand interventions and decommissioning.

Eight service lines cover the full IT hardware lifecycle, delivered across 160+ countries by our own technicians and a network of 3,000+ certified partners. The thread running through all of them is the same: keeping equipment in use longer, and ensuring that what leaves service leaves responsibly.



Plan
Asset selection - configuration & imaging

Deploy
IMAC - Deployments & Roll-outs

Operate
T&M - Staff Augmentation - OEM reinsurance resale

Scale
Network services - Data Centre Relocation

Retire & recycle
ITAD - Data erasure - Refurbishment - Resale - E-recycling

Hardware covered

- End User Computing : deskside, client device, mobility
- Network : connectivity, Wi-Fi
- Data Centre : server, storage, networking

How we deliver

- Own technicians & 3,000+ partners across 160+ countries
- On-site and remote
- L1/L2 field engineering with structured escalation
- SLA-driven reporting



1

IMAC - Install / Move / Add / Change

Project and/or ticket-based (on-demand) field services, L1/L2: installation, relocation, addition and modification of IT equipment - from a single device swap to multi-site programmes over several months, with full documentation. Also an opportunity to redeploy rather than replace.

2

ITAD - IT Asset Disposal

Secure decommissioning, recycling, resale and ESG-compliant disposal of retired assets: certified data erasure, serial-level chain of custody, refurbishment and buy-back. Assets with residual value re-enter the circular supply chain.

3

T&M - Time & Material

One-time installation and maintenance interventions including material sales: rack & stack, cabling, part replacement, troubleshooting and on-site or remote assistance, mobilised on demand.

4

Network Services

Wireless services: network design, deployment, site surveys and assessments, capacity planning, performance optimisation and maintenance - single site or multi-country roll-out.

5

Data Centre Relocation

Planned and executed data centre migration, ensuring secure transfer of critical IT assets with minimal downtime and full business continuity: planning, logistics, de-install and re-install, recommissioning. The methodology identifies assets to refurbish or redeploy rather than replace.

6

Deployments & Roll-outs

Installation and setup of hardware on customer site or across multiple sites, phased country by country. Can include pre-installation of systems and software - staging, configuration and imaging - before deployment, plus sequencing, stakeholder management and risk mitigation.

7

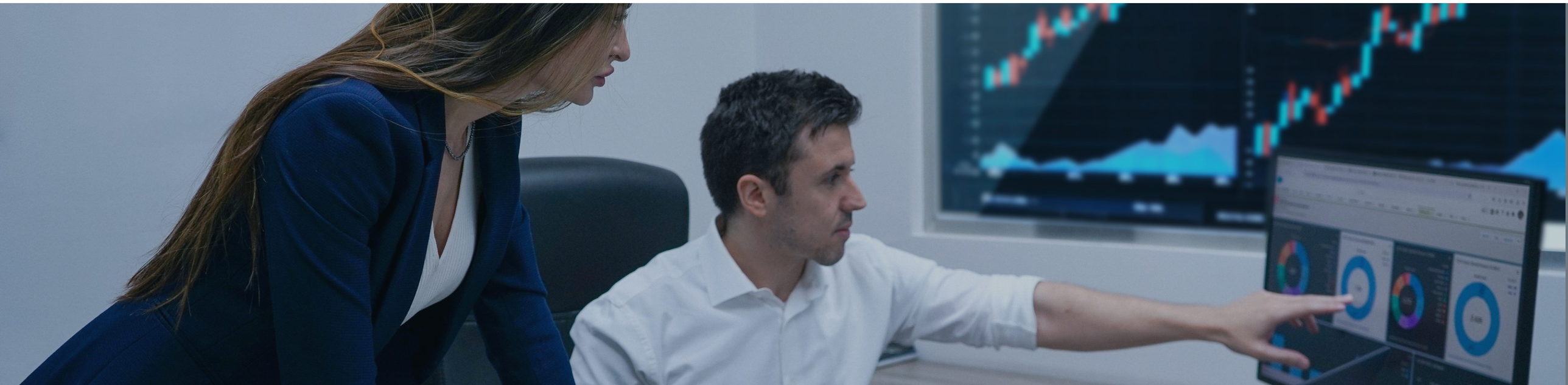
Staff Augmentation

Dedicated long-term technical resources: recurring tasks, staff and skills augmentation, additional coverage, paid time off and backfill support - without the overhead of permanent headcount. Also a talent pipeline: a share of engineers placed are later brought in-house.

8

OEM Reinsurance Resale

Reselling reinsurance capacity: OEM-backed warranty or risk coverage on the installed base, allowing clients to extend protection on equipment kept in service beyond its original term.



Message from the Chief Revenue Officer



Evernex's sustained growth owes a great deal to its commitment to a more circular IT industry.

By extending the life of, refurbishing and maintaining our customers' mission-critical equipment, we not only help them secure business continuity, but also provide immediate and tangible ways to avoid carbon emissions. In 2025, our expertise in active lifecycle management helped avoid 145,000+ tonnes of CO_2e, equivalent to the annual emissions of a city with a population of 40,000.

I do not believe this trend is slowing down. The need for sustainable solutions is becoming increasingly prominent in our conversations with customers. As many of our largest clients seek to control their indirect greenhouse gas emissions, particularly Scope 3 emissions, they increasingly see Evernex as a trusted partner that provides top-notch service backed by certified, auditable CSR data.

This is where our ISO certifications and ESG data infrastructure become an integral part of our value proposition. Customers preparing CSRD reports or responding to investor ESG questionnaires need accurate, reliable data. We provide externally validated avoided-emissions certificates, Carbon Impact Ratio calculations and component-level carbon footprints for SPaaS. So, we are not simply extending the life of our customers' hardware. We are also helping them build the evidence base for their own sustainability commitments.

None of this expertise, nor our growth, would be possible without our engaged and highly skilled teams. At Evernex, we want to be able not only to address our customers' SLA and parts-availability challenges, but also to support them in managing their carbon trajectories and meeting their CSRD reporting obligations. Our teams are trained to have both conversations with equal fluency.

Ultimately, our ambition to double our size by 2030 is inextricably linked to our commitment to making the data centre industry more sustainable.

François Prospert
CRO, Evernex

Our certifications

At Evernex, certifications are not collected to fill a compliance checklist. They are the independent verification layer behind every claim we make in this report.

ISO 9001 ensures that a maintenance intervention in Tokyo meets the same quality standard as one in Buenos Aires. At the scale Evernex operates, 160 countries, 3,000+ technicians, consistency is not a given. It has to be engineered.

ISO 14001 holds us accountable for the environmental footprint of our own facilities. Energy consumption, waste management, operational practices, audited, not self-declared.

ISO 45001 covers the sites where people physically handle IT equipment. Safety is not negotiable, and this certification ensures it is not optional either.

ISO 27001 gives clients independent assurance that their data, including the data on hardware they decommission through us, is handled with the controls that cybersecurity requires.

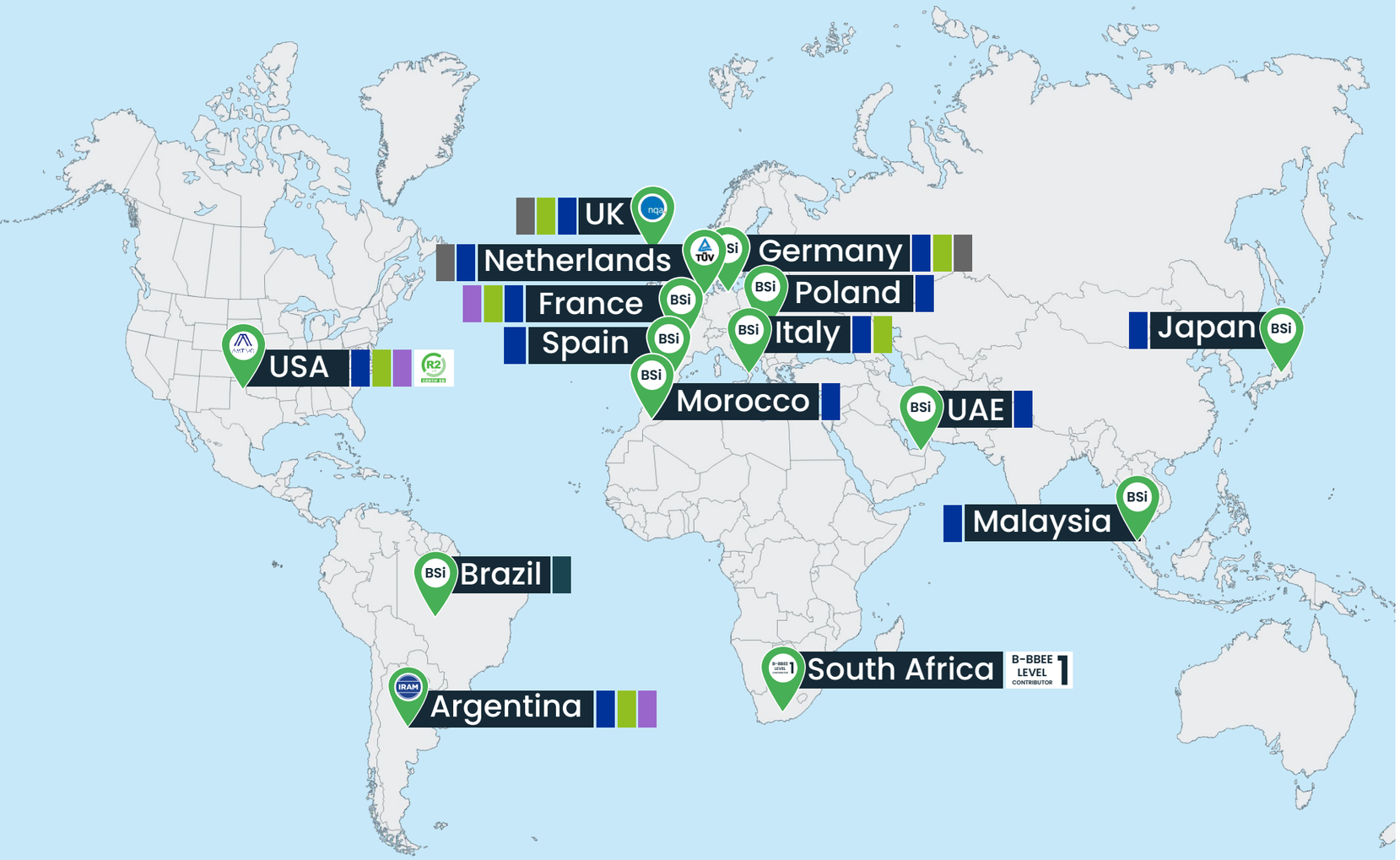
Beyond the core ISO framework, two certifications speak directly to our circular economy commitments. **R2v3** and **ASCDI ITAD** at Alpharetta are the gold standard for responsible IT asset disposition, the auditable proof, for clients who need it in their own CSRD reporting, that decommissioned hardware was handled responsibly from collection to final material recovery. And **B-BBEE Level 1** in South Africa reflects something we believe strongly: that circular IT is not only an environmental story, but an economic one.

In 2026, Evernex intends to add Ecosystem certification at Mitry-Compans, completing the picture at our European refurbishment hub.

- R2v3 CERTIFIED — Responsible Recycling
- WEEE — Waste Electrical and Electronic Equipment
- UN Global Compact — United Nations Global Compact
- CSRD — Corporate Sustainability Reporting Directive
- ISO 9001 — Quality Management
- ISO 14001 — Environmental Management
- ISO 45001 — Occupational Health and Safety Management
- ISO 27001 — Information Security Management

Evernex group

Certificates & Recognitions + Associated certification bodies



ISO 9001 Quality Management Systems

ISO 14001 Environmental Management

ISO 45001 Occupational Health and Safety Management

ISO 27001 Information Security Management

R2v3 CERTIFIED Responsible Recycling

Where international standards meet local excellence

ISO 9001 - QUALITY

Mitry Compans, Massy (France) - **BSI**
Milan, Rome (Italy) - **BSI**
Madrid (Spain) - **BSI**
Melksham (UK – Ultra Support) – **NQA**
Hochheim (Germany – Technogroup) - **BSI**
Warsaw (Poland – Technogroup) – **BSI**
Uithoorn (Netherlands – Integra) – **TÜV NORD**
Dubai (UAE) - **BSI**
Casablanca (Morocco) - **BSI**
Tokyo (Japan) - **BSI**
Kuala Lumpur (Malaysia) - **BSI**
Buenos Aires (Argentina - ROER) - **BSI**
Sao Paulo (Brazil) - **BSI**
Alpharetta (USA - XSi) - **AMTIVO**

ISO 14001 - ENVIRONMENT

Mitry Compans, Massy (France) - **BSI**
Milan, Rome (Italy) – **BSI**
Melksham (UK – Ultra Support) - **NQA**
Hochheim (Germany – Technogroup) - **BSI**
Buenos Aires (Argentina – ROER) - **BSI**
Alpharetta (USA - XSi) - **AMTIVO**

ISO 45001 - OCCUPATIONAL HEALTH & SAFETY

Mitry Compans, Massy (France) - **BSI**
Buenos Aires (Argentina – ROER) - **BSI**
Alpharetta (USA - XSi) - **AMTIVO**

ISO 27001 – PERSONAL DATA / CYBER-SECURITY

Melksham (UK – Ultra Support) - **NQA**
Hochheim, Wiesbaden 1 & 2 (Germany – Technogroup) - **BSI**
Uithoorn (Netherlands – Integra - ECS B.V) - **TÜV NORD**

BROAD-BASED BLACK ECONOMIC EMPOWERMENT

Johannesburg (South Africa - Storex) – **B-BBEE Level 1**

R2v3 : IT reuse and recycling certification & ASCDI ITAD Certification:

Alpharetta (USA - XSi) - **AMTIVO**

Message from the Sustainability Director



The year behind us has once again demonstrated the urgency of the climate challenge. Around the world, communities have faced increasingly severe floods, destructive wildfires, unprecedented heatwaves, and record-breaking temperatures : the impacts of climate change are no longer distant warnings—they are realities affecting lives, economies, and ecosystems today.

For years, the scientific community has delivered a consistent message: human activity is accelerating climate change, and the window to limit its most severe consequences is narrowing. Scientists continue to highlight the need for rapid reductions in greenhouse gas emissions, the preservation of natural resources, and the transition toward more circular and sustainable economic models. While the scale of the challenge can seem daunting, science also shows that action taken now can still make a significant difference.

Governments and individuals have essential roles to play, but they cannot succeed alone. Businesses and enterprises are uniquely positioned to accelerate change through innovation, investment, collaboration, and the transformation of value chains. Companies influence how products are designed, manufactured, used, repaired, and recycled. They shape markets, create jobs, and have the power to turn sustainability commitments into tangible results at scale.

At Evernex, we firmly believe that the IT industry must be part of the solution. Extending the life of technology equipment and promoting circular economy principles are at the heart of our purpose. In 2025, we took a major step forward by building our Sustainability Strategy and our 2030 Roadmap. This roadmap was designed not as a standalone CSR initiative, but as a company-wide transformation program involving all departments, functions, and geographies. From operations and procurement to sales, human resources, finance, and governance, sustainability is becoming an integral part of how we make decisions and create value.

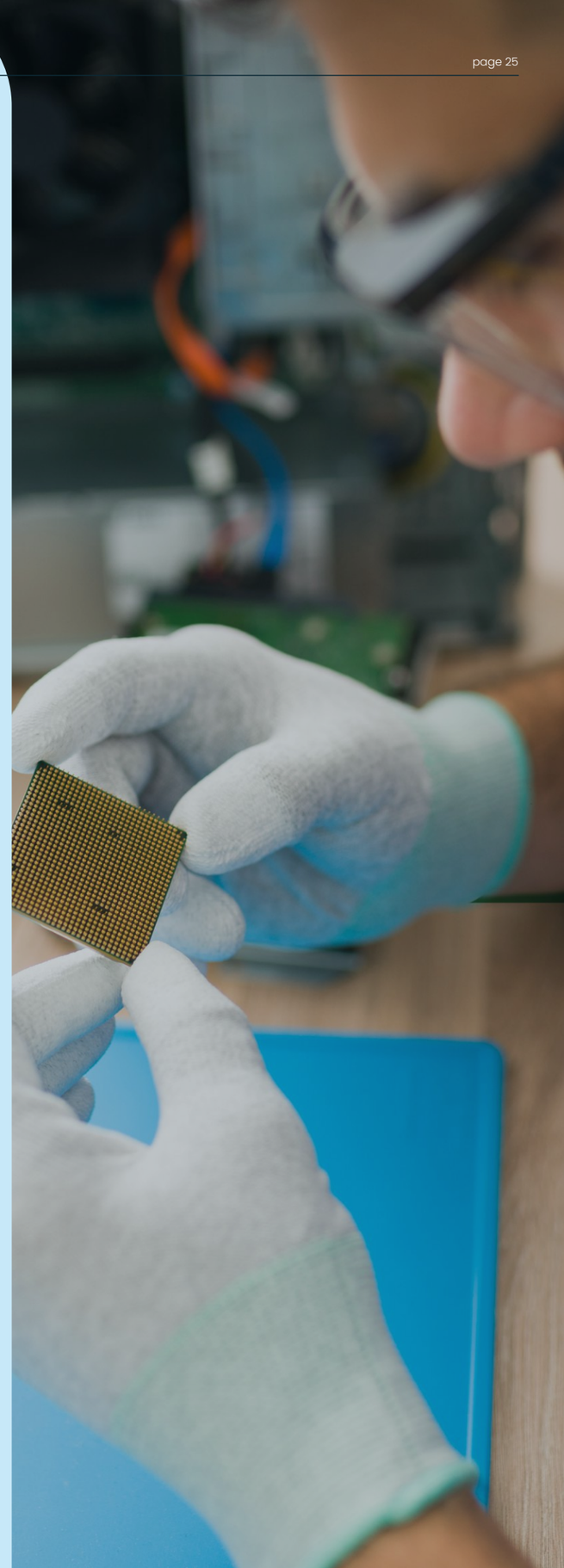
Our ambition goes beyond the boundaries of our own organisation. We are proud to work hand-in-hand with an expanding ecosystem of businesses, industry associations, researchers, advocacy groups, and professional clubs dedicated to advancing Sustainable and Circular IT. Through partnerships, knowledge-sharing initiatives, and the co-organisation of events, Evernex actively promotes collective action and contributes to the broader conversation on how technology can support a more sustainable future.

This first CSRD-aligned report reflects our commitment to transparency, accountability, and continuous improvement. It highlights the progress we have achieved, the challenges we continue to face, and the opportunities ahead. Most importantly, it demonstrates our conviction that sustainability is not only a responsibility, but also a driver of resilience, innovation, and long-term business success.

While the environmental and social challenges before us are significant, we remain optimistic. Every repaired asset, every device given a second life, every partnership established, and every employee engaged in our sustainability journey contributes to meaningful change. The transition toward a low-carbon, circular economy will require determination and collaboration, but it is within our reach.

At Evernex, we believe that a more sustainable future is possible. By acting together—with our employees, customers, suppliers, partners, and wider stakeholder community—we can turn ambition into action and help build a world where economic progress and environmental stewardship go hand in hand.

Elise CRUNEL
Group QSE & CSR Director, Evernex



Sustainability statements



03

Sustainability governance

Sustainability does not govern itself. Behind every commitment in this report, every target, every certificate, every data point, there is a chain of people who are accountable for making it real. Building that chain deliberately, at every level of the organisation, is what makes the difference between a sustainability strategy and a sustainability statement. Here is how Evernex has built it.

From the boardroom down

The Board of Directors reviews Evernex's sustainability strategy once a year as a strategic conversation. Progress against the 2030 roadmap, ESG risks and opportunities, regulatory developments including CSRD: these are standing agenda items at Board level.

Across the network

A group of regional ISO/ESG leads connects group strategy to local reality. Across 53 sites and 160 countries, implementation looks different everywhere: different regulatory environments, different operational contexts, different starting points. The regional leads are the bridge between a global ambition and the day-to-day decisions of Site Directors and country contributors who make it happen on the ground.

At executive level

The COO is accountable for sustainability performance, placing ESG where operational decisions are made. The Group CSR/QSE Director translates that into strategy: target-setting, reporting, stakeholder engagement and the methodological rigour that auditable reporting requires. In early 2025, Evernex added a dedicated Sustainability Manager to the team, bringing the capacity to move from strategy to execution.

Twice a year

ESG performance is reviewed with the ExCom on a bi-annual basis. The purpose is not simply to report: it is to assess whether the strategy remains fit for purpose as the business evolves. Markets shift, regulations tighten, client expectations change. A sustainability strategy that cannot adapt to those movements is not a strategy; it is a snapshot. The bi-annual cadence ensures that adjustments can be made before gaps become entrenched.

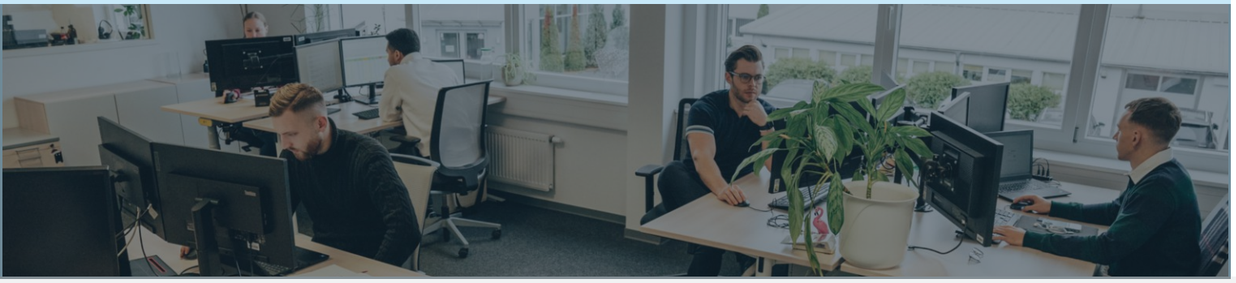


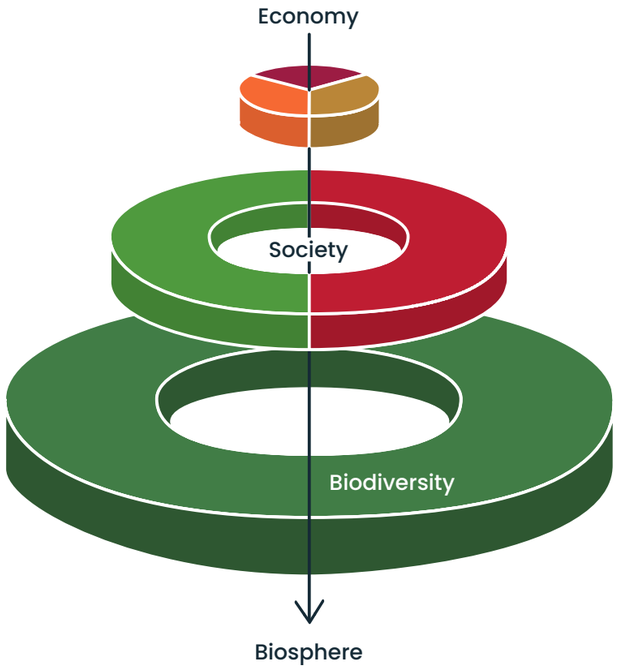
SDG framework

The United Nations Sustainable Development Goals is a globally recognised framework that helps organisations plan sustainability initiatives and meaningfully track progress. We first signed the UN Global Compact in 2015 and have identified the SDGs which guide our work.

Our contribution to the UN Sustainable Development Goals

Evernex has been a signatory of the UN Global Compact since 2015. The SDGs provide the global framework through which we assess the broader societal contribution of our activities, beyond our own operations and into the value chain we influence.







Stockholm Resilience Centre's SDG Wedding Cake

The Stockholm Resilience Centre's SDG Wedding Cake offers a useful lens for understanding how sustainable development actually works. The economy sits within society. Society sits within the biosphere. Without a stable biosphere, neither society nor economy can function. This hierarchy matters and it shapes how we read Evernex's contribution.

The foundation: biosphere (SDGs 13, 14, 15, 6)

Climate action (SDG 13) is where Evernex's contribution is most direct and most measurable: 145,000+ tCO_2e avoided in 2025, a Carbon Impact Ratio of 7.8, and a science-based decarbonisation trajectory aligned with 1.5°C.

For the other biosphere SDGs: life below water (14), life on land (15) and clean water (6), our contribution is real but indirect. Every piece of IT equipment whose life is extended is a piece of equipment that does not need to be manufactured. No new rare earth extraction. No additional mining runoff. No additional transport emissions. We do not claim these as primary outcomes, but they are genuine consequences of the model.

The middle layer: society (SDGs 1, 2, 3, 4, 5, 7, 11, 16)

Good health and well-being (SDG 3) and quality education (SDG 4) are where Evernex invests most directly on the social layer, through occupational health and safety programmes for our own teams and the field technicians who work on our behalf.

Gender equality (SDG 5) is a contribution we are building: our programmes to feminise technical roles and our educational outreach to young women in technology reflect an awareness that circular IT needs to be as diverse as the world it serves.

The core: economy (SDGs 8, 9, 10, 12)

This is where Evernex's business model and the SDG framework align most directly. Decent work and economic growth (SDG 8), industry innovation and infrastructure (SDG 9) and responsible consumption and production (SDG 12) are what we do. Extending the life of IT equipment, training engineers to maintain what others have abandoned, and measuring the avoided carbon of every maintenance contract, this is circular economy in practice.

The cherry: partnerships (SDG 17)

SDG 17, partnerships for the goals, operates at the institutional level, through intergovernmental frameworks and multilateral agreements that go beyond what any single company can drive. As a founding member of Free ICT Europe and a UN Global Compact signatory since 2015, Evernex participates in the ecosystems where these partnerships are built. But we are realistic about our role: we are a contributor to that layer, not a lead actor.

Impacts, Risks, and Opportunities (IROs)

What is a double materiality assessment?

A double materiality assessment is the analytical foundation of CSRD reporting. It answers two distinct questions simultaneously: where does Evernex have a significant impact on people and the environment, positively or negatively? And where do sustainability topics create material financial risks or opportunities for Evernex itself?

A double materiality assessment is the analytical foundation of CSRD reporting. It answers two distinct questions simultaneously: where does Evernex have a significant impact on people and the environment, positively or negatively? And where do sustainability topics create material financial risks or opportunities for Evernex itself?

Our methodology

Evernex's double materiality assessment was conducted in spring 2025 with specialist firm Haatch, covering the full universe of sustainability topics defined under ESRS Appendix A. The process combined three phases.

1

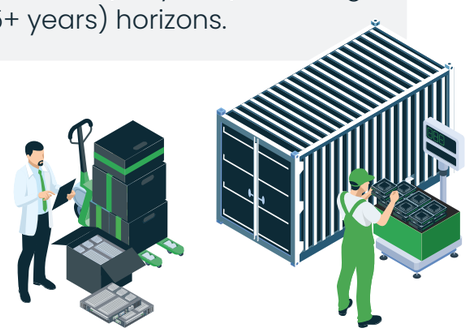
First, a documentary review of Evernex's internal documentation and publicly available sector research, complemented by nine individual interviews with members of the Executive Committee, including the CEO, COO, CFO, CPO, CLO, CRO, CDIO, EVP SPaaS, EVP Operations, to capture the strategic perspective of the Group's leadership.

2

Second, two half-day workshops, bringing together a cross-functional team of 14 people drawn from the CODIR and operational management. The first workshop focused on identifying positive and negative impacts across Evernex's full value chain (upstream, direct operations and downstream). The second identified the risks and opportunities associated with 25 macro-trends across environmental, technological, social, economic and geopolitical dimensions, assessed at short (1 year), medium (1-5 years) and long term (5+ years) horizons.

3

Third, a scoring phase in which each impact was evaluated against four criteria (magnitude, scope, irremediability and likelihood) and each risk and opportunity against two criteria (magnitude and likelihood) on a 1 to 4 scale. Financial materiality scales were co-constructed with Evernex's finance team to ensure business relevance. In line with EFRAG recommendations, severity takes precedence over likelihood for potential negative impacts related to human rights.



In total, 115 IROs were evaluated across 41 sustainability topics, resulting in the identification of 14 material topics.

A business model built on positive impact

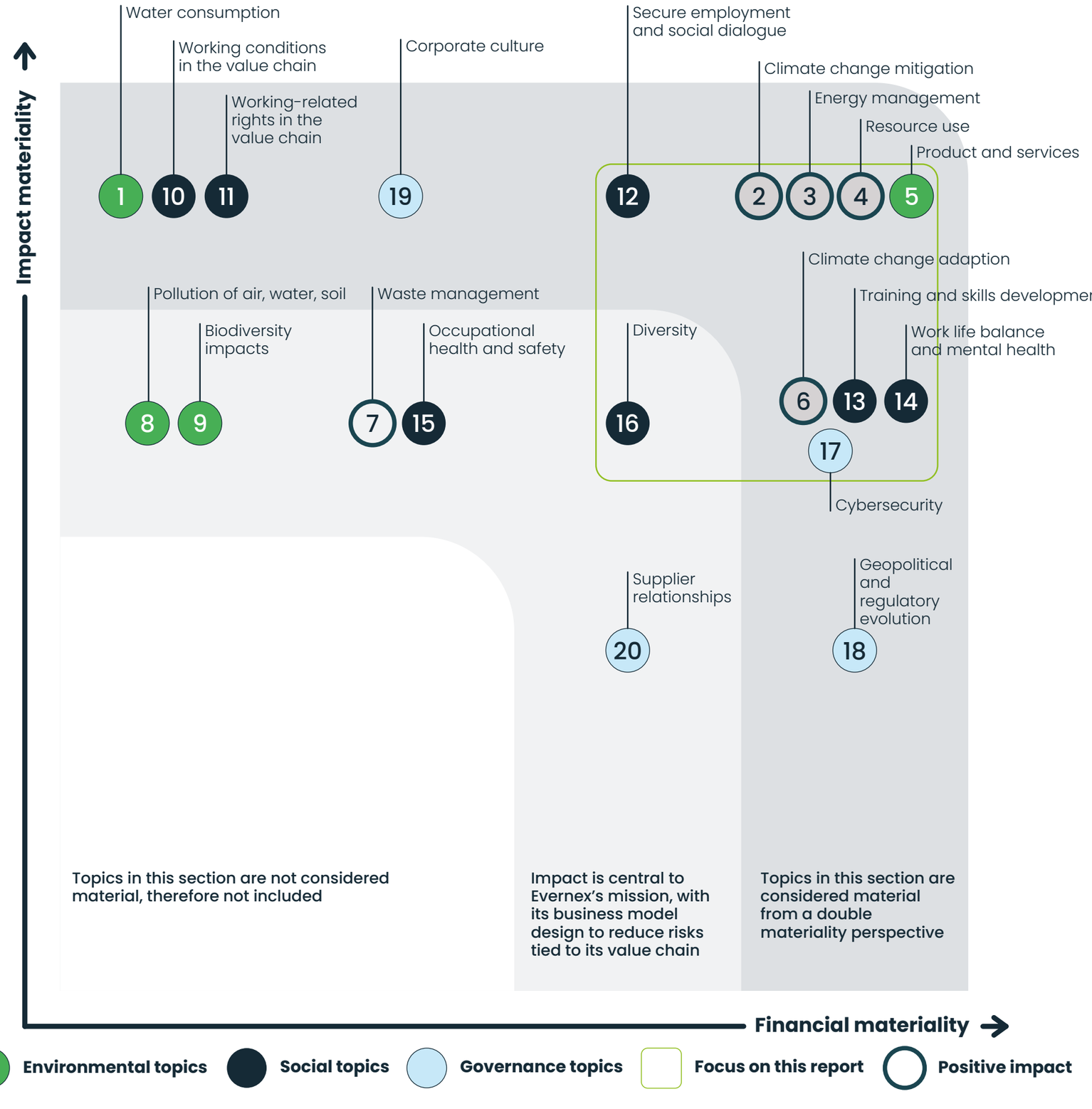
A key finding of Evernex's double materiality assessment is that 6 of the 14 material topics are driven by a positive impact or opportunity, a result that reflects the fundamentally impact-driven nature of Evernex's business model.

Climate change mitigation, energy, resource use and products and services all appear in the top-right quadrant of the matrix, both highly material from a financial perspective and carrying a strong positive impact signature. This means that the activities at the core of Evernex's value proposition, extending IT hardware lifespan, supplying refurbished spare parts, processing end-of-life equipment, are not merely less harmful than the alternative. They actively generate environmental value for clients, for the sector, and for the planet.

Training and skills development emerges as a positive social impact, reflecting Evernex's role in building circular IT expertise locally across 53 sites worldwide. And the Group's engagement on sustainability policy and lobbying is identified as an opportunity to accelerate the transition to a more circular digital economy at sector level.

For Evernex, sustainability is not a risk to be managed it is the engine of its growth.

Double materiality matrix



IROs	Impact, Risk & Opportunity	Description	Value chain	Time horizon
E1: Climate change mitigation + adaptation				
GHG emissions – own operation	Actual negative impact	Evernex measures its full carbon footprint annually across all three scopes. Scope 1 and 2 represent almost 6% of Evernex's total footprint. Reduction targets are set under our ACT Step-by-Step commitment: -63% absolute on Scopes 1 and 2 by 2035 and -36% in intensity for Scope 3 vs 2023 baseline	Own operation	Medium
GHG emissions – value chain	Actual negative impact	Scope 3 represents >90% of total footprint. Dominated by purchased goods and services (7,403 tCO_2e) and freight (1,090 tCO_2e), the two areas where Evernex's mitigation leverage is greatest.	Upstream Downstream	Medium
Avoided emissions through circularity	Actual positive impact	Every year of hardware life extended beyond OEM end-of-support is a manufacturing cycle that does not happen. Evernex measures this through the Carbon Impact Ratio (CIR), for every tonne of CO_2e generated by our own operations, 7.8 tonnes were avoided at client sites in 2025. In 2025, 145,951 tCO_2e were avoided through our services. Target: 200,000 tCO_2e avoided per year by 2030.	Downstream	Medium, long term
Physical and economic climate risks	Risk Opportunity	Climate change creates three converging pressures on Evernex's operations. Rising raw material prices driven by resource scarcity increase the cost of both new and refurbished components, paradoxically strengthening the case for lifecycle extension. Physical climate risks (extreme weather, flooding) threaten data centre infrastructure and IT equipment availability, increasing demand for maintenance and resilience services. Rising energy prices directly impact logistics costs across a 160+ country network. These risks are partially self-mitigating: the same pressures that increase Evernex's operating costs also accelerate client adoption of circular IT services.	Upstream Own operation Downstream	Medium, long
E2 : Energy				
Energy costs and logistics exposure	Risk Opportunity	Rising energy costs directly increase the cost of logistics operations, shipping and receiving spare parts across 160+ countries is increasingly energy-intensive and price-sensitive. On the other side of the same equation, higher energy and manufacturing costs make refurbished components more commercially attractive relative to new ones, accelerating client adoption of Evernex's circular model.	Own operation Upstream	Short, medium
Transition to low-carbon energy	Opportunity	Evernex's energy footprint is limited by the nature of its operations: electricity for offices, warehouses and three maintenance and repair centres, and fuel for the vehicle fleet used by managers, sales teams and field technicians. There are no energy-intensive manufacturing processes. The transition roadmap targets 40% of Group energy from low-carbon solutions by 2026, with an 80% ambition by 2030 subject to the Group's operational evolution. In parallel, Evernex is committed to transitioning its entire vehicle fleet to 100% electric by 2030, eliminating the primary source of Scope 1 emissions.	Own operation	Short, medium
E5 : Resource use and circular economy				
Hardware lifecycle extension and refurbishment	Actual positive impact	Evernex extends IT asset life by up to 10+ years beyond OEM EOS. 98% of spare parts supplied are refurbished. Combined effect: 422,299 tonnes of ore not extracted and 450 tonnes of IT equipment recycled in 2025. Target: 92% refurbished parts in DCM by 2030.	Upstream Downstream	Short, medium
Dependency on spare parts availability and OEM competition	Risk	Evernex's maintenance model depends on a sufficient supply of quality spare parts and decommissioned equipment. Two converging pressures could constrain this over time: changes in enterprise IT disposal practices reducing secondary market availability, and OEMs increasingly entering the refurbishment market with significant commercial firepower. This risk is currently mitigated by Evernex's established partnerships with major manufacturers and while the Right to Repair movement is gaining regulatory momentum, OEM involvement in the secondary market remains marginal. A trend to monitor rather than an immediate threat.	Upstream	Medium, long

Actual negative impact
Actual positive impact
Risk
Opportunity
Upstream
Downstream
Own operation

IROs	Impact, Risk & Opportunity	Description	Value chain	Time horizon
Expansion of circular IT to new markets	Opportunity	Regulation is increasingly mandating sustainability in both public and private procurement. The European Green Deal, France's AGEC law, and cascading CSRD obligations are pushing organisations to extend IT asset lifecycles and reduce hardware-related emissions, creating structural demand for Evernex's services in existing and new markets. Public sector clients in particular are subject to growing "durability by default" requirements that align directly with Evernex's model. A hub-by-hub expansion of Renew Centre capacity, starting with Alpharetta, positions Evernex to capture this demand as it matures globally.	Downstream	Medium, long
Regulatory tailwinds driving circular IT adoption	Opportunity	Regulation is increasingly mandating sustainability in both public and private procurement. The European Green Deal, France's AGEC law, and cascading CSRD obligations are pushing organisations to extend IT asset lifecycles and reduce hardware-related emissions, creating structural demand for Evernex's services in existing and new markets. Public sector clients in particular are subject to growing "durability by default" requirements that align directly with Evernex's model.	Downstream	Medium, long
S1: Own workforce				
Health, safety and well-being	Actual negative impact	Evernex's teams operate under constant time pressure, maintenance interventions are by definition urgent, client infrastructure is down, and SLA clocks are running. This structural stress is inherent to the business, not incidental to it. Evernex mitigates it through ISO 45001-certified safety practices, a mission-driven culture where the work is meaningful, and investment in career development. The result: an average tenure of 4.3 years in a high-pressure, globally mobile workforce. 2030 target: 80% of employees feel empowered and proud to work for Evernex.	Own operation	Medium
Competition for circular IT expertise	Opportunity	Circular IT maintenance requires mastery of legacy technologies that OEMs have deliberately walked away from, skills that are genuinely scarce and becoming scarcer. Evernex is uniquely positioned through its Tech Academy, the only structured training programme in the industry dedicated to these competencies. Rather than competing for talent in an overheated market, Evernex builds it, training both employees and partner technicians on the technical expertise that keeps ageing infrastructure operational. This proprietary capability is a structural moat that competitors cannot replicate quickly.	Own operation	Short
Diversity, equity and skills development	Actual positive impact	53+ nationalities, gender equality index 80/100 (France), female representation target 30%+ by 2030. Tech Academy and Everlearn provide structured upskilling. Annual appraisal targeting 100% completion by 2030.	Own operation	Short, medium
S2 : Workers in the value chain				
Labour standards across the partner network	Potential risk	3,000+ partner technicians and suppliers across Asia and emerging markets operate outside Evernex's direct control. The Supplier Code of Conduct, Tech Academy access and Integrity Line whistleblowing platform extend Evernex's standards into the network.	Downstream	Short
G1 : Governance				
Ethics, corruption and cybersecurity	Risk	Operating across 160+ countries with varying institutional oversight creates exposure to corruption and bribery risk. IT maintenance and ITAD services involving client data add cybersecurity risk. Mitigants: Code of Conduct, anti-corruption training, ISO 27001, certified data destruction. Zero confirmed incidents over ten years	Own operation	Short, medium, long
Regulatory advocacy	Risk	As circular IT gains regulatory momentum, through the European Green Deal, AGEC and Right to Repair legislation, Evernex is uniquely positioned to become an active voice in shaping the policy environment. As a member of Free ICT Europe and a UNGC signatory since 2015, the Group has the credibility and the network to engage meaningfully with regulators and industry bodies. Moving from observer to advocate is one of the most significant untapped opportunities in our 2030 strategy. But advocacy built on unverifiable claims is a liability, not an asset. Our commitment is to engage publicly only on what we can independently substantiate (CNRS-validated methodologies, third-party certifications, CSRD-aligned reporting). Sustainability data is a moving target: methodologies evolve, standards improve, and our own data quality progresses year on year. We will advocate loudly and honestly.	Own operation	Short, medium, long

Climate action



Climate IROs

The climate cost of IT hardware

The digital sector accounts for approximately 4% of global greenhouse gas emissions, a share that is rising as demand for data, AI and cloud infrastructure accelerates*. Within this footprint, hardware is the dominant factor: between 60% and 80% of an IT asset's total lifecycle emissions are generated during raw material extraction and manufacturing, before the equipment is ever switched on. A single server rack generates around 1,300 kg of CO_2e before it is ever switched on**. Yet the average enterprise replaces its IT infrastructure every 3 to 5 years, often driven by manufacturer end-of-support schedules rather than actual equipment failure.

* World Bank & ITU, 2024; IEA, 2025

** Dell Technologies



Extending the useful life of IT equipment is therefore not a marginal efficiency gain, it is one of the most direct levers available to reduce the carbon intensity of digital infrastructure.

Evernex operates at precisely this intersection. As the world's leading independent provider of third-party IT maintenance, Evernex enables organisations to extend the life of their data centre equipment well beyond OEM end-of-support dates, avoiding the manufacturing emissions associated with premature replacement. This is not a secondary benefit of Evernex's business model, it is its primary value proposition.Evernex's core business model, extending the lifespan of IT infrastructure through Third Party Maintenance, spare parts refurbishment and responsible end-of-life management, positions the Group at the heart of the digital sector's decarbonisation challenge.

By maximising the useful life of existing equipment, Evernex generates significant avoided emissions for its clients while simultaneously working to reduce its own operational footprint.

Material climate risks and opportunities | double materiality results

Evernex's 2025 double materiality assessment, evaluated 115 IROs across 41 sustainability topics. Climate change emerged as the highest-priority topic across both materiality dimensions, with three sub-topics assessed as material:

Climate change mitigation: material on both impact and financial dimensions. Evernex's operations generate GHG emissions across all three scopes, with Scope 3 representing 94% of the total footprint. At the same time, Evernex's services generate avoided emissions at client sites at a ratio of 7.8 relative to its own footprint (Carbon Impact Ratio, 2025). It reflects both the transition risk of a tightening regulatory environment and the opportunity of growing client demand for verified carbon impact.

Climate change adaptation: material on both dimensions. Energy consumption across Evernex's operated sites, though limited in absolute terms, is subject to price volatility and regulatory pressure. More significantly, energy price inflation directly affects Evernex's logistics costs: as a business model built on global spare parts distribution and field intervention, Evernex is structurally dependent on air and road freight whose economics are highly sensitive to fuel and energy prices.

Climate action approach and results

Evernex's climate action is organised around two priorities that reflect a simple reality: some emissions are within our direct control, others require working through our supply chain.

Reducing our own footprint

Evernex's carbon footprint reflects what we actually do: buying and reselling refurbished IT equipment, maintaining data centre infrastructure across 160 countries, and shipping spare parts wherever they are needed.

Our three main emission sources follow directly from that model. The largest is what happens when our clients use the equipment we sell : the electricity consumed by those configurations accounts for 30.5% of our total footprint (5,643 tCO_2e). The second is our supply chain: the spare parts we source, the field technicians we subcontract, and the freight that moves components between our 330+ stocking locations worldwide, together 45.9% (8,493 tCO_2e). The third is our own operations: offices, warehouses, vehicle fleet and business travel, at 21.6% (4,004 tCO_2e).

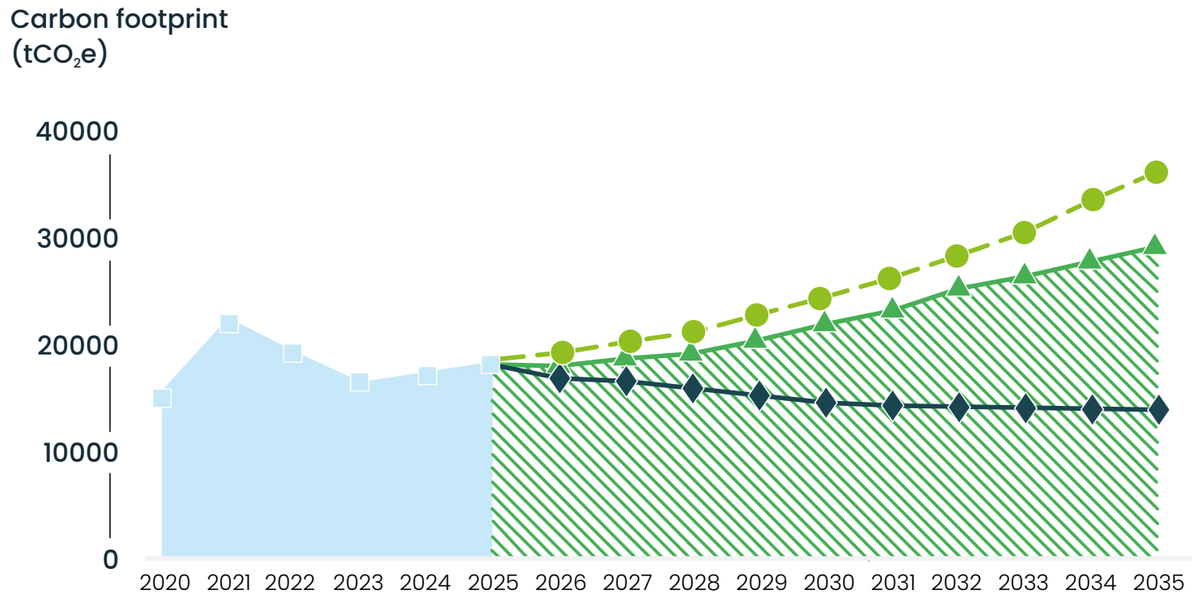
Reducing our footprint means working on all three simultaneously: helping clients transition to lower-carbon grids, tightening our supplier standards and shifting freight from air to sea where SLAs allow, and decarbonising our own sites and fleet.

Commitment Act Step by Step

Evernex's climate action is anchored in its ACT Step-by-Step commitment, a science-based decarbonisation programme launched in 2021. The programme sets GHG reduction targets aligned with the Paris Agreement 1.5°C pathway across all three scopes, from a 2023 base year with a 2035 horizon: -63% absolute reduction on Scope 1 and Scope 2, and -66% intensity reduction per asset maintained or sold on Scope 3.

In 2025, the ACT programme was synchronised with Evernex's CSRD compliance, enabling a fully integrated climate and sustainability strategy. Progress against the ACT trajectory is monitored annually through Evernex's carbon footprint calculation, conducted with a third-party, and reviewed by the ExCom on a quarterly basis.

Our climate trajectory





Climate action approach and results

Scope 1 - Direct GHG emissions

Category	2023	2024	2025
Natural gas combustion	79 tCO_2e	128 tCO_2e	140 tCO_2e
Mobile fossil fuel combution	79 tCO_2e	88 tCO_2e	846 tCO_2e
Refrigerant leaks (R410a, R22)	185 tCO_2e	1.5 tCO_2e	1.4 tCO_2e
Scope 1 Total	**343 tCO_2e**	**267 tCO_2e**	**987 tCO_2e**

Scope 2 - Indirect GHG emissions from electricity

Category	2023	2024	2025
Location-based	711 tCO_2e	755 tCO_2e	769 tCO_2e
Market-based	Not yet available	Not yet available	Not yet available
Scope 2 Total	**771 tCO_2e**	**755 tCO_2e**	**769 tCO_2e**

Scope 3 - Indirect GHG emissions

GHG protocol category	2023	2024	2025
Cat.1 - Purchased goods & services	6,815 tCO_2e	7,869 tCO_2e	7,403 tCO_2e
Cat.3 -Fuel- and energy-related activities	-	-	623 tCO_2e
Cat.4 - Upstream freight	1,398 tCO_2e	1,953 tCO_2e	713 tCO_2e
Cat.5 - Waste generated in operations	140 tCO_2e	112 tCO_2e	759 tCO_2e
Cat.6&7 - Purchased goods & services	2,339 tCO_2e	2,384 tCO_2e	819 tCO_2e
Cat.8 - Purchased goods & services	1,208 tCO_2e	1,417 tCO_2e	423 tCO_2e
Cat.11 - Use of sold products	4,060 tCO_2e	2,788 tCO_2e	5,643 tCO_2e
Cat.13 - Downstream leased assets (IT equipment)	-	-	4.2 tCO_2e
Scope 3 Total	**15,298 tCO_2e**	**15,992 tCO_2e**	**16,766 tCO_2e**



Two stories sit behind these numbers.

The first is growth. Evernex has expanded through acquisitions every year, and each integration brings more data into scope. 2025 marks a milestone: for the first time, all Group entities contributed their data to a single consolidated footprint. The increase from 17,053 tCO_2e in 2024 to 18,523 tCO_2e in 2025 reflects that broader coverage as much as any operational change. A bigger number, but a more honest one.

The second is efficiency. The metric we watch most closely is carbon intensity: how many tonnes of CO_2e we generate per million euros of revenue. In 2023 that figure was 79 tCO_2e/€M. In 2024, 74 tCO_2e/€M. In 2025, 77 tCO_2e/€M, a slight uptick explained by the expanded data perimeter, well within our ACT trajectory. We are growing faster than our emissions.

Results: 18 523 tCO_2e | 77 tCO_2e turnover intensity

New scope:
energy/business travel data across all Evernex sites

Freight:
positive impact from shifting shipments to sea freight

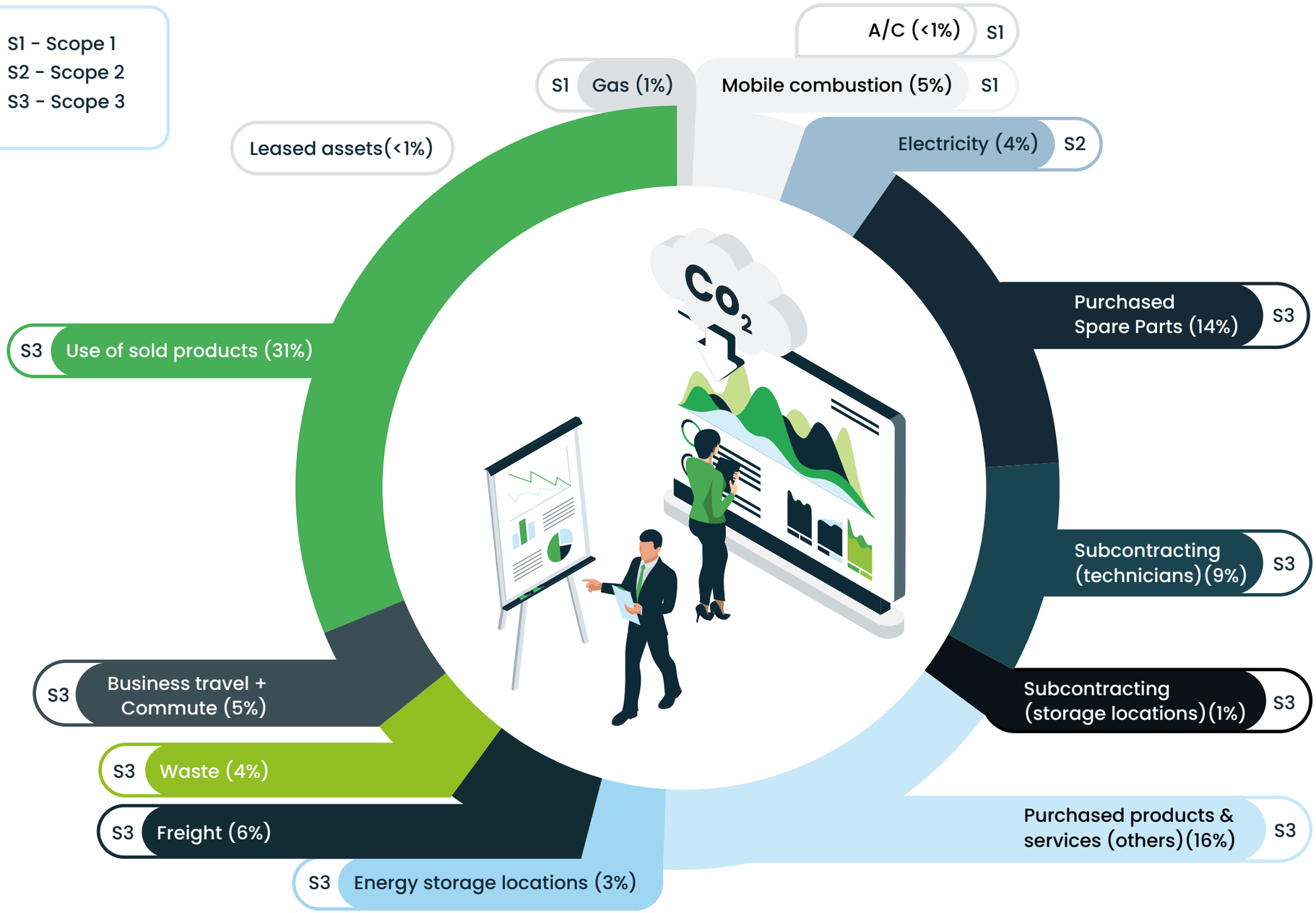
Trajectory:
controlled evolution of the footprint

People intensity:
15 tCO_2e/FTE

Equivalences:
2447 round-trip by car

Next year:
there's still more precision to gain in the purchased goods & services data

S1 - Scope 1
S2 - Scope 2
S3 - Scope 3



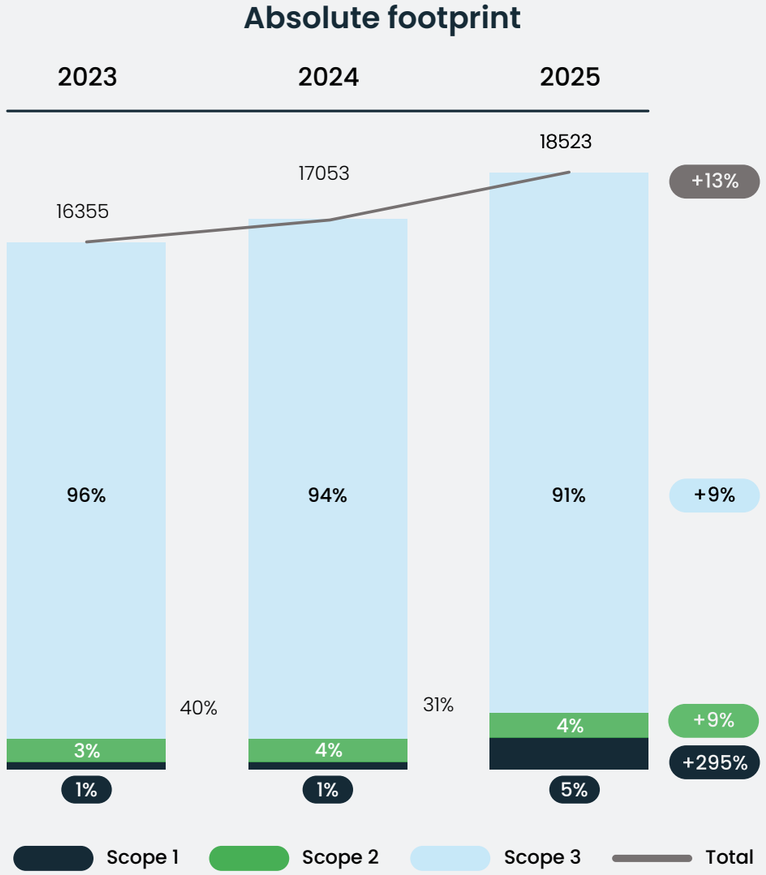
Carbon trajectory: 2023 - 2025

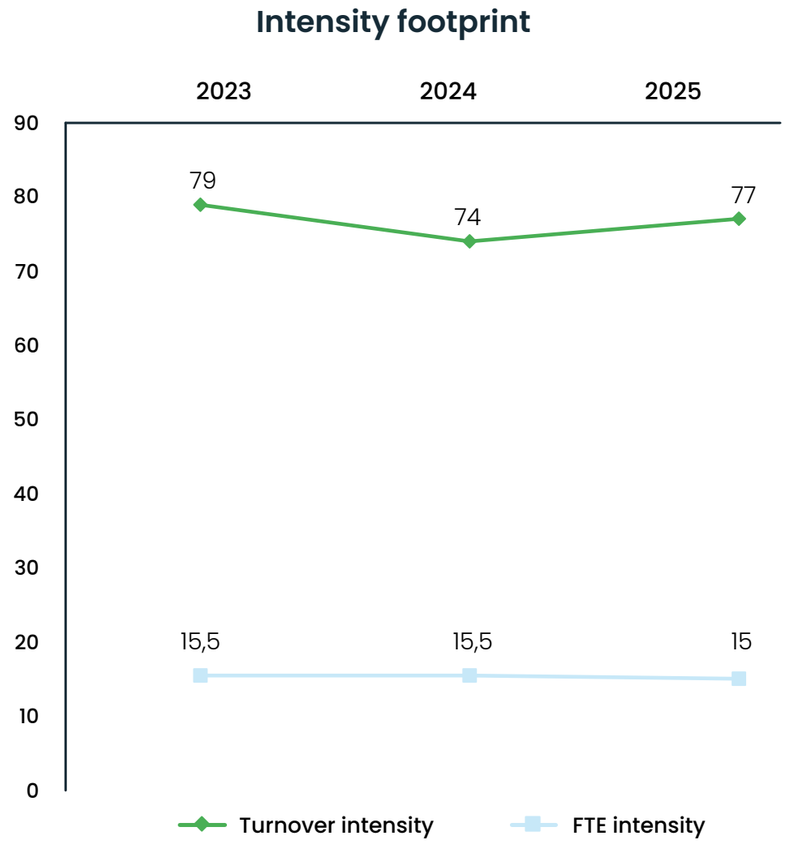
2023 is Evernex's reference year for all climate targets. It is also the starting point of a more rigorous measurement journey.

Evernex grows through acquisitions, every new entity brings new operations, new sites and new data into scope. Since carbon measurement began in 2020, each reporting cycle has extended coverage and refined methodology. 2025 marks a first: for the first time, the carbon footprint covers the entire Group, with all entities contributing data. The absolute increase from 16,355 tCO_2e in 2023 to 18,523 tCO_2e in 2025 reflects that expanded perimeter as much as any operational change.

The intensity metrics tell the more meaningful story. Revenue intensity, our emissions per million euros of turnover, moved from 79 in 2023 to 74 in 2024, then back to 77 in 2025. FTE intensity held stable: 15.4, 15.5, 15.0. In a group that grew revenue by 16% over the period and expanded its data coverage significantly, maintaining stable intensity is not a given. It is the result of deliberate action, on freight, on energy procurement, on supply chain practices.

Scope 3 continues to represent the vast majority of total emissions (91% in 2025), driven primarily by purchased goods and services and freight. Scope 1, our most directly controllable emissions, grew significantly in 2025 (+295%), reflecting the full consolidation of vehicle fleet data across all Group entities for the first time. As Evernex has grown through acquisitions, each new entity has progressively contributed its data to the Group footprint. 2025 is the first year this coverage is complete. The figure is not an operational signal, it is a measurement milestone.





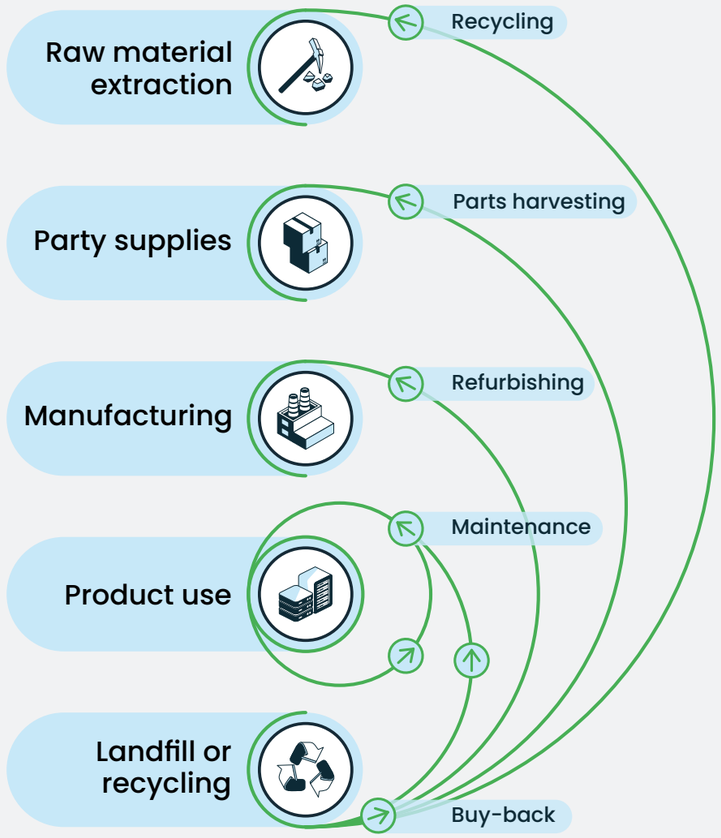
Circularity model

Rethinking the IT lifecycle

The traditional approach to IT hardware follows a linear model: equipment is manufactured, used for 3 to 5 years, and discarded, generating e-waste and triggering a new cycle of resource-intensive production. Up to 80% of an IT device's total carbon footprint is generated during raw material extraction and manufacturing, before it is ever powered on. In a world where data centre capacity is expanding rapidly, this model is no longer sustainable, economically or environmentally.

Evernex takes a fundamentally different approach. As a circular IT provider operating in 160+ countries, Evernex helps organisations extend the life of their hardware through maintenance, refurbishment and responsible end-of-life management, shifting the industry from a linear to a circular model.





The circularity model in practice

Evernex's circular IT model is built around four complementary services:

- Data Centre Maintenance (DCM): extending IT hardware lifecycle well beyond OEM end-of-support dates through expert maintenance and repair, keeping critical infrastructure operational for up to 10+ years.
- Spare Parts as a Service (SPaaS™): supplying high-quality refurbished hardware components, each rigorously tested and backed by a one-year warranty, replacing the need for new part manufacturing.
- Capital Solutions: enabling organisations to buy, recondition and resell IT equipment, preserving asset value and avoiding premature disposal.
- IT Asset Disposition (ITAD), ensuring certified, responsible end-of-life processing with 0% landfill and 0% incineration, recovering materials and securing data destruction.

Together, these services address every stage of the IT lifecycle, from active use to end-of-life, creating a closed loop that minimises both carbon emissions and resource consumption.

Measured impact

Empowering our ecosystem through data transparency. Measuring and communicating the climate impact of circular IT is as important as delivering it. Evernex is committed to providing its clients, partners and stakeholders with verified, auditable carbon impact data, enabling them to integrate Evernex's services directly into their own Scope 3 reporting and decarbonisation strategies.

This commitment takes two concrete forms. First, Evernex's carbon footprint calculator, available directly on its platform, enables any organisation to quantify the emissions avoided by extending the life of their IT equipment rather than replacing it with new hardware. Second, Evernex issues carbon footprint certificates to clients, providing a verified and traceable record of the avoided emissions generated through their maintenance and refurbishment contracts, directly usable as evidence in their CSRD sustainability statements.

Underlying both tools is a methodology developed with third-party, ensuring scientific rigour and auditability. Evernex is committed to evolving this methodology as new data becomes available, in particular as hardware manufacturers progressively disclose more granular product carbon footprint data, enabling a transition from generic emission factors to manufacturer-specific figures. This continuous improvement approach ensures that Evernex's impact claims remain credible, conservative and aligned with the latest available science.



CO_2 calculator

Carbon Impact Ratio

The Carbon Impact Ratio (CIR), introduced by the Net Zero Initiative, measures the relationship between the emissions generated by Evernex's own operations and the emissions avoided at client sites through its services. In 2025, Evernex's CIR reached 7.8, meaning that for every 1 tCO_2e emitted by Evernex's operations, 7.8 tCO_2e are avoided at client sites.



Key figure	2024	2025
Tonnes of CO_2 avoided	123,990 tCO_2e	145,951 tCO_2e
Tonnes of ores not extracted	423,000 tonnes	457,000 tonnes
Assets refurbished every year	12,000+	13,000+
Tonnes of IT equipment recycled every year	443 tonnes	450 tonnes

Empowering our ecosystem through data transparency

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Building a Collaborative Ecosystem for Sustainable and Circular IT

At Evernex, we recognise that the transition to a sustainable and circular digital economy cannot be achieved by a single company acting alone. It requires collaboration across industries, academia, public institutions, and civil society. This conviction has led us to actively engage with a growing ecosystem of organisations and initiatives dedicated to advancing Sustainable and Circular IT.

We are proud members and contributors to communities such as the Green IT Club and Planet Tech'Care, where businesses share best practices, develop common approaches, and accelerate the adoption of more responsible digital technologies. These networks provide valuable platforms for collective learning and action, helping organisations move beyond individual commitments toward broader systemic change.

Innovation and scientific research also play a critical role in understanding and reducing the environmental footprint of technology. Through our participation in the NaKnow research project, IT spare parts are studied in laboratory conditions to better understand their composition, durability, repairability, and environmental impacts. This work contributes to strengthening the scientific foundations of circular economy practices and supports more informed decision-making across the sector.

At the European level, Evernex is actively involved with Free ICT Europe, advocating for open, competitive, and sustainable IT markets that enable equipment life extension and greater circularity.

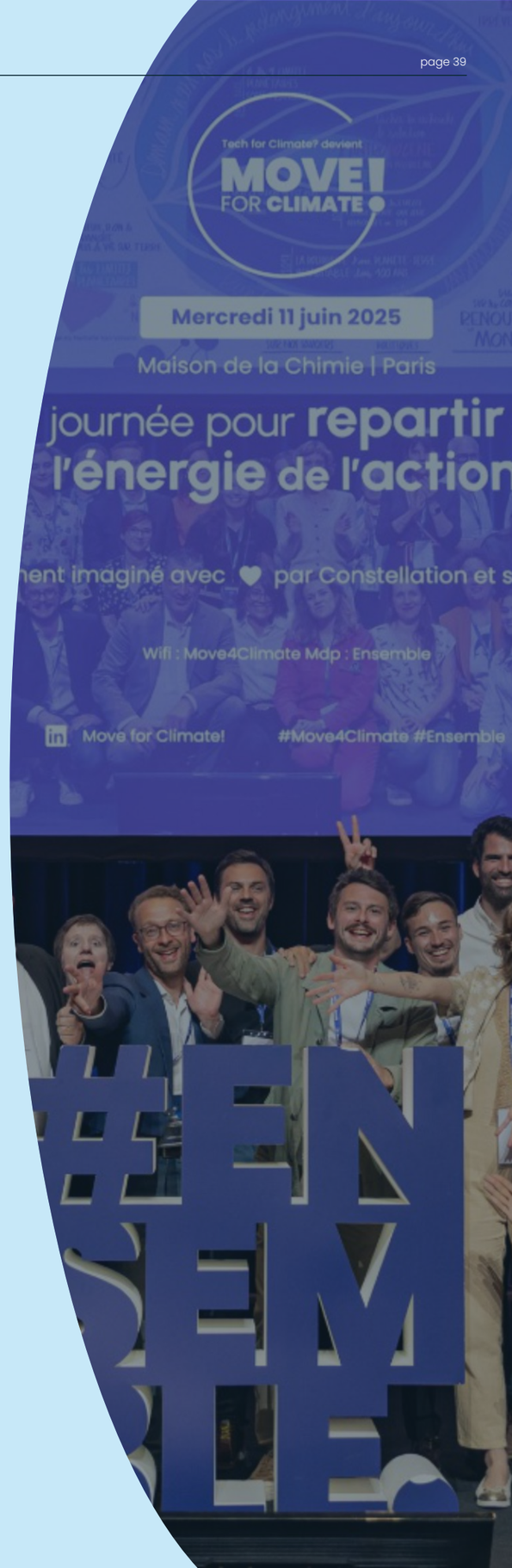
Beyond formal networks and advocacy initiatives, we foster dialogue within the sustainability community through the organisation of Tast'IT Drinks in Paris. These informal gatherings bring together professionals, experts, and organisations committed to Sustainable IT, creating opportunities to exchange ideas, share experiences, and develop new partnerships.



Evernex is also proud to co-organise Move For Climate for the fourth consecutive year alongside Constellation and numerous business partners. This initiative aims to mobilise companies around climate action, encouraging organisations of all sizes to engage their employees, raise awareness, and accelerate their transition toward more sustainable business models. The growing success of the event demonstrates the increasing willingness of companies to move from commitment to action.

Throughout the year, Evernex actively participates in leading industry events that shape the future of sustainable digital technologies. These include the Green Tech Forum in Paris, the Green IO conferences in Paris, with new editions expanding internationally to New York City and Singapore and the WEEE & ITAD Conference in Frankfurt to only name a few. These events provide opportunities to exchange knowledge, showcase innovative practices, strengthen partnerships, and contribute to advancing the circular economy agenda within the global IT sector.

Through these collaborations, partnerships, and collective initiatives, Evernex seeks not only to improve its own sustainability performance but also to contribute to the transformation of the wider technology ecosystem. We firmly believe that by working together, sharing expertise, and promoting innovation, the IT industry can become a powerful driver of environmental progress and circular economy solutions.



Human Resources



HR Strategy

Our 4 Strategic HR Pillars to support business challenges

Care

"Care about all parties involved and strengthen the connections between them"

Attract

"Tease the market, covert candidates into efficient employees"

Empowered

"Boost engagement and competencies, fuel growth"

Retain

"Anchor and advance our people through adapted reward & career support"

People

Message from the CPO



Our circular business model is powered by people. Behind every maintenance contract delivered on time, every refurbished component certified and every client infrastructure kept running beyond its OEM lifecycle, there is a technician, an engineer or a logistics specialist making it happen. At Evernex, our people are not a support function. **They are the service.**

Evernex's growth and international footprint bring both opportunity and responsibility. Building a consistent, inclusive and high-performing organisation across countries, nationalities and regions requires deliberate investment in our people, our culture and our leadership.

In 2025, we formalised this ambition through our global People strategy, structured around four priorities: Care, **Attract, Retain and Empower.** Together, they guide how we attract talent, develop skills, strengthen engagement and leadership, and create the conditions for our people to grow with the company.

Ultimately, our social ambition is inseparable from our business ambition: **to build the skills, capabilities and working environment that enable our people to contribute to the circular IT transition over the long term.**

Nicolas Combemorel,

CPO, Evernex

HR Strategy

A culture built on trust and long-term commitment

At Evernex, people are not a resource to be managed, they are the technical backbone of a service that requires deep expertise, genuine accountability and a long-term relationship with clients. The average employee tenure of 4.3 years in a global, mobile workforce speaks to something real: people stay because the work is meaningful, the environment is respectful, and the mission resonates.

Evernex operates across 160 countries, which means its people practices must be both globally consistent and locally intelligent. The Group's HR framework is built around a set of core commitments that apply everywhere, on fair treatment, safe working conditions, ethical conduct and open dialogue, while leaving room for local management to adapt to the realities of each market.



HR Strategy | four streams in motion

1

Stream 1 — Business partnering

HR at Evernex is moving from a reactive, administrative function to a strategic partner embedded in business decisions. This means anticipating the people implications of operational choices, not catching up to them after the fact. Regional HR leads are building stronger connections with business leaders, committing to roadmaps and holding themselves accountable for outcomes.

2

Stream 2 — Process foundations

Rapid growth through acquisitions has created an opportunity to further harmonise HR processes and make fuller use of our HRIS. In 2025, the Group began standardising key HR processes—including recruitment, onboarding, and performance management—to build a more consistent Group-wide operating model.

3

Stream 3 — The talent equation

Talent is becoming the primary constraint on Evernex's growth. The response is not simply to recruit more, it is to attract better, retain longer and develop faster internally. This means building a predictable talent pipeline, strengthening succession planning, boosting internal mobility and accelerating competency development. In a company where circular IT expertise is structurally scarce, growing talent from within is both a commercial imperative and a sustainability commitment.

4

Stream 4 — Culture and leadership

Culture does not travel automatically across acquisitions. In 2025, Evernex began the deliberate work of defining a clear managerial model, what good leadership looks like at Evernex, consistently, across all geographies and building the Management and Leadership Academy that will make it real. 74 internal communications events were organised across the Group in 2025, from all-hands meetings to town halls, to make the mission visible and the culture tangible.

Our people at a glance

Evernex's 1,111 employees are the operational backbone of every service the Group delivers. Across 53 sites and 160+ countries, they maintain critical IT infrastructure, ship spare parts, process refurbished components. Behind that number is a workforce that is diverse by necessity and global by design.

Indicators	2024	2025
Total headcounts	1,085	1,111
New hires	164	191
Promotions	84	62
Gender diversity (women)	27%	28%
Women in managing position (%)	-	8%
Annual appraisal completion	66%	76%
Absenteeism rate	2,5%	1.8%

Evernex's workforce is inherently local, our people live and work in the communities they serve. With an average tenure of **4.3 years** and a business model that is structurally growing, Evernex offers stable, meaningful employment in a sector that is becoming increasingly central to the global sustainability agenda.

Region	Headcount 2025	% of the group
SWE	424	38%
NECE	245	22%
MEA	179	16%
LATAM	127	11%
APAC	82	7%
NORAM	54	5%
TOTAL	**1,111**	**100%**

Diversity, equity & inclusion

Evernex's workforce spans 55+ nationalities across 160+ countries. Diversity is structural, it is what operating at global scale looks like in practice. The Group's commitment is to ensure that diversity is matched by equity: equitable access to development, fair representation at all levels and zero tolerance for discrimination in any form.

Indicators	2025
Women - overall	298
Woman - management positions	24%
Number of nationalities	57
Employees under 30	20%
Employees 30-50	60%
Employees over 50	20%
Gender equality index (France)	84

These figures reflect a structural reality that Evernex names honestly: the tech and industrial maintenance sectors are among the least gender-diverse in the economy. Evernex operates at the intersection of both and feels the double impact. Attracting and retaining women in technical, operational and leadership roles requires more than goodwill. It requires structural action.

That action is underway. Social dialogue, in France through the Work Council and union representative, in Germany through the Work Council, is one of the primary levers. In 2025, working time and work organisation, intergenerational dynamics and training programmes were among the priority topics on the agenda.

Each of these has a direct bearing on diversity: flexible work arrangements widen the talent pool, intergenerational programmes create mentoring pathways, and structured training opens technical career paths to profiles that would not traditionally enter the sector.

These are long-term commitments. The targets will not be met in one reporting cycle. But the direction is set and the work has started.



Training & skills development

639 employees trained in 2025, for a total of 9,616 hours, up from 7,297 hours in 2024. The average climbed from 12.4 to 15 hours per trained employee. These numbers reflect a deliberate investment in the people who keep critical infrastructure running across 160+ countries.

The training mix tells its own story. Languages represent the largest category in 2025 with 3,022 hours, a direct reflection of a company that operates across 55+ nationalities. Technical training follows with 2,449 hours, covering the maintenance expertise that sits at the core of what Evernex delivers. Cybersecurity saw the sharpest growth, from 18 hours in 2024 to 1,979 hours in 2025, reflecting the deployment of new security infrastructure and a Group-wide awareness effort.



Two structured academies anchor Evernex's training offer

The Tech Academy, launched in May 2024 at the Innovation Lab in Massy, focuses on the technical expertise required to maintain legacy IT infrastructure, skills that manufacturers have stopped developing. 190+ employees were certified in its first year across 49 sessions and 26 modules, working on 1,000+ physical configurations that replicate real client environments.

The Sales Excellence Academy, launched in 2022, supports the onboarding and development of commercial teams worldwide. 167 trainees enrolled, 53 courses and 18 modules, 26 countries covered in 2025.

Both programmes reflect the same conviction: at Evernex, expertise is a competitive advantage. Building it internally reduces subcontracting dependency and strengthens the quality of what we deliver to clients.

Indicators	2024	2025
Employees trained	589	639
Total training hours	7,297	9,616h
Training investments	1,979h	€85,283
Avg hours per trained employee	12,4h	15h
Tech Academy - employees certified	*	201 (yr 1)
Tech Academy - sessions delivered	*	33
Tech Academy - modules available	*	89

*Tech Academy opened in October 2024

Training per category

Category	Hours	%of total
Languages	3,022h	31%
Technical	2,449h	25%
Cybersecurity	1,979h	21%
Safety	687h	7%
Finance & HR	650h	7%
Sales	214h	2%
Communication / Management	200h	2%
Supply Chain	180h	2%
GDPR	144h	1%
CSR / ISO	91h	1%

Languages represent the largest training category at 31.4%, a direct reflection of a company that operates across 160+ countries. Technical training (25.5%) and cybersecurity (20.6%) follow, the two categories most directly linked to service quality and client trust.

Health, safety & well-being

Occupational health and safety - Group

8 work accidents were recorded across the Group in 2025, resulting in 150 days lost. The Group LTIFR stands at 3,86. ISO 45001 certification covers France, Argentina, and USA, the three sites where physical handling of IT equipment creates the highest occupational risk. Extension to additional sites is planned by 2027.

A closer look at France

France is Evernex's largest entity by headcount (312 employees) and the site with the most complete OHS data series. The French data illustrates both the progress made and the honest complexity of managing safety in a hands-on operational environment.

In 2025, four workplace accidents occurred in France, the same number as in 2024. The frequency rate (FR1) reached 8.73, a marginal increase explained entirely by the growth in worked hours (+16%) rather than any deterioration in safety conditions: the number of accidents remained identical.

The most significant improvement concerns severity. Days lost fell from 244 in 2024 to just 22 in 2025, a reduction of 91%. The severity rate (SR1) dropped from 0.51 to 0.50. 2024 was an outlier year in which a single serious accident accounted for 164 days of absence. 2025 returns to a level consistent with historical norms, confirming that last year's severity figure was circumstantial rather than structural.

Absenteeism tells a more complex story. The rate rose to 6.2% in 2025, up from 2.9% in 2024. The underlying dynamic is the same as the previous year: a small group of employees with very long-term absences, some resulting in medical incapacity, accounts for the bulk of hours lost. The 10 most absent employees represented on average 80% of total absence hours in 2025, with that figure reaching 95% in some months. The overall absenteeism rate therefore reflects individual situations of serious health difficulty, not a widespread disengagement issue.

Three actions remain in place:

- systematic occupational health referrals for long-term absences,
- absenteeism factored into quarterly bonus criteria,
- and employee awareness on the operational impact of short absences (1 to 3 days).

Safety training reached 1,730 hours in 2025, up from 1,056 hours in 2024, with 150+ employees trained. A notable shift: technical training delivered through the Tech Academy now represents the largest category, alongside dedicated safety modules. The Safety Week 2025 reached 77 participants, combining in-person and remote sessions. The ambition for 2026: extend the Safety Week to Europe and beyond.



Mental health and psychosocial risks

The nature of Evernex's work creates structural pressure. Maintenance interventions are by definition urgent, client infrastructure is down, SLA clocks are running, and the expectation is resolution, not explanation. This is not incidental stress. It is inherent to the service model, and Evernex takes responsibility for managing it.

In 2025, psychosocial risks (RPS) became a formal priority for the first time. In Germany, the Work Council placed RPS at the top of its agenda, initiating both a measurement framework and a structured action plan. In France, the SWOT analysis conducted as part of the annual OHS review explicitly identified psychosocial risks as an area requiring dedicated attention, with employee awareness sessions planned for 2026.

The Safety Week 2026 will include a specific RPS module, extending the format that reached 77 participants in France in 2025 to Europe and beyond.

This is the beginning of a journey, not the conclusion of one. Consistent measurement of psychosocial risks across all Group entities does not yet exist. Building it is a 2026 priority, because you cannot manage what you do not measure, and because the well-being of the people who keep critical infrastructure running is not a secondary concern. It is a precondition for sustainable operational performance.





Occupational health and safety - Group

Indicator	2024	2025
FR1 (frequency rate)	7	8
SR1 (severity rate)	0.51	0.50
Days lost	322	150
Absenteeism rate	2.9%	6.2%
Safety training hours	1,056h	1,730h
Employees trained (safety)	154	150

Generosity

TANAT

Supporting Education and Digital Inclusion in Niger

Since 2009, Evernex has been supporting the TANAT School in Abalak, Niger, through its long-standing partnership with the NGO of the same name. This commitment reflects Evernex's belief that access to education and digital technologies is a powerful driver of social development and equal opportunity. In addition to providing annual financial support, Evernex has donated IT equipment on three occasions—in 2010, 2016, and 2023—to strengthen digital learning capabilities and improve access to technology for students.

Founded on strong principles of inclusion and equity, the TANAT School ensures that one-third of its students receive free education, maintains gender parity with girls representing half of its student population, and guarantees that 100% of donations are directed to educational activities, with all operating costs covered by volunteers.

In 2025, Evernex welcomed TANAT founder Billou Mohamed Moctar, together with Guy and Sylvie de Place, who manage the NGO, to its Massy offices in France. Their visit provided an opportunity to share updates on the school's development, discuss local challenges, and highlight the positive impact achieved through years of collaboration.

The combination of Evernex-donated computers and a newly installed Starlink connection has significantly enhanced educational opportunities. Children are now introduced to computer skills from primary school onwards, while students have gained access to the internet, opening new pathways for learning and discovery.

A particularly inspiring example of the school's impact is Assitou Abdoulmomine, a former TANAT student who went on to earn a university degree in computer science and has since returned to teach digital skills at the school. Her journey illustrates the transformative power of education and the long-term benefits of investing in local communities.

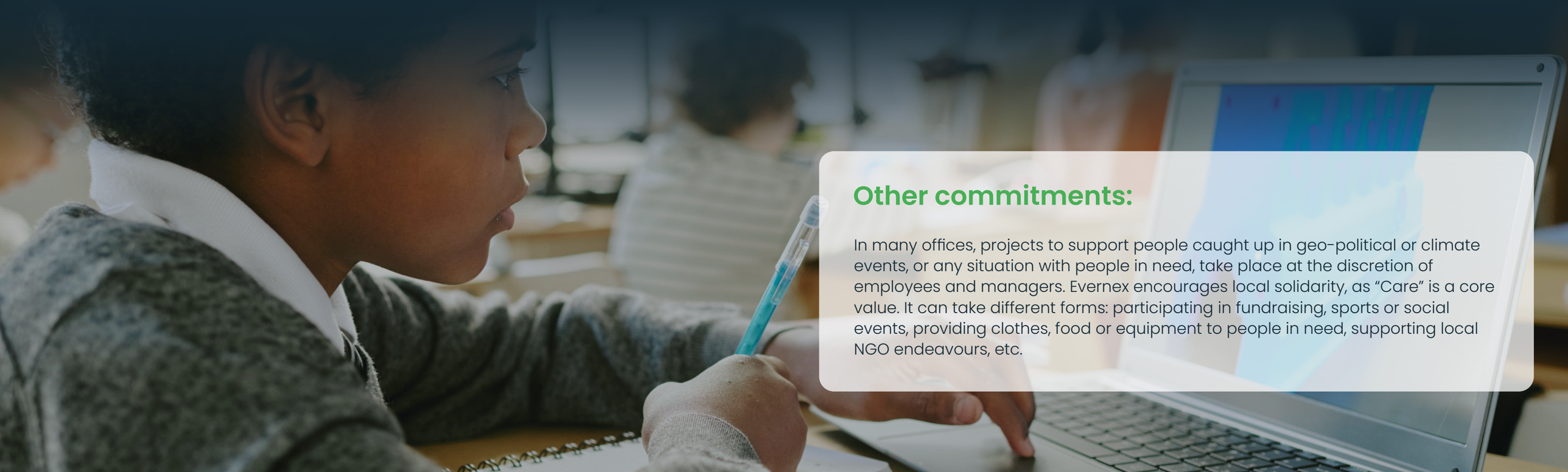
The school's academic performance continues to demonstrate the effectiveness of its educational model, with outstanding results at the national exams:

- **90% pass rate for the BAC** (compared to 30% in the department)
- **95% pass rate for the BEPC** (compared to 35% in the region)

In 2025, these remarkable achievements earned the school a visit from the Minister of National Education, at the request of the President of Niger.

More information at
www.associationtanat.fr
where you can sponsor a child or make individual donations!





Other commitments:

In many offices, projects to support people caught up in geo-political or climate events, or any situation with people in need, take place at the discretion of employees and managers. Evernex encourages local solidarity, as “Care” is a core value. It can take different forms: participating in fundraising, sports or social events, providing clothes, food or equipment to people in need, supporting local NGO endeavours, etc.

Supporting Communities Through Generosity and Engagement

Beyond its core business activities, Evernex encourages a culture of solidarity and community engagement across its global operations. Throughout the year, employees participate in numerous charitable initiatives supporting causes that matter to local communities and to our teams.

EXAMPLES:

These include fundraising campaigns and charity races organised in several countries to support cancer research and patient care, helping to raise both financial resources and awareness around a disease that affects millions of families worldwide.

Evernex also supports initiatives promoting the inclusion of people with disabilities through awareness campaigns, employee engagement programs, and fundraising efforts dedicated to organisations working to improve accessibility, education, and quality of life.



In addition, the company contributes to refugee integration through training and skills-development initiatives designed to facilitate access to employment and long-term social inclusion.

Recognising the positive impact of sport on personal development, health, and social cohesion, Evernex supports programs that provide young people with access to sporting activities and opportunities, helping to foster teamwork, confidence, and equal opportunity. Complementing these global initiatives, many Evernex offices around the world make regular donations to local charities, schools, community organisations, and humanitarian projects, responding to the specific needs of the communities in which they operate.

Through these diverse actions, Evernex seeks to create a positive social impact beyond its business activities, empowering employees to contribute to meaningful causes and reinforcing the company's commitment to supporting more inclusive, resilient, and connected communities.

Supply chain responsibility



Global supply chain

Evernex's global supply chain is a logistics and stock optimisation operation, ensuring that the right component is available in the right stocking location at the moment a maintenance intervention requires it, anywhere in the world.

The challenge is deceptively simple to describe and genuinely complex to execute. Evernex covers 160+ countries, operates 330+ stocking locations, and maintains a catalogue of 300,000+ references. Client SLA windows are often four hours or less. The logistics constraints in some geographies, customs clearance, import restrictions, last-mile infrastructure, are significant. Getting this right, consistently, at global scale, is one of the hardest operational problems in the IT services industry.

The supply chain team's answer is built around three disciplines.

Stock optimisation

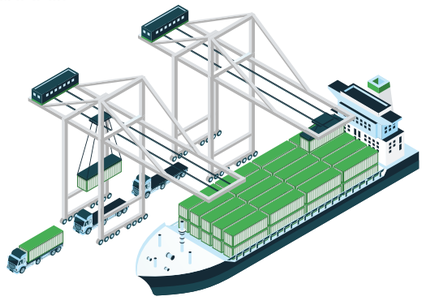
The core challenge is not having enough parts; it is having the right parts in the right places. Evernex's stock optimisation model continuously balances inventory levels across central warehouses and local stocking points, using demand data, intervention history and SLA geography to position components as close as possible to where they will be needed. Every stocking decision is a trade-off between availability, proximity and cost (financial and environmental) of holding inventory in the wrong place.

Inter-location logistics

Parts do not sit still. Between client interventions, refurbishment cycles, stock rebalancing and emergency transfers, Evernex's components move constantly across its global network. Managing those flows, routing, timing, documentation, customs, with the speed and precision that SLA commitments demand is the daily reality of the supply chain team. When a part needs to move from a central warehouse in Europe to a client site in Southeast Asia within 24 hours, the logistics chain that makes that possible has been engineered to run without friction.

The logistics of decarbonisation

Running a global supply chain with four-hour SLA commitments creates a real tension with low-carbon logistics. Speed and air freight have historically gone together. In 2025, Evernex began systematically shifting peak stock replenishments from air to sea freight, targeting the highest-intensity flows in the network without compromising SLA performance. The expansion of stocking capacity closer to client concentrations is the longer-term answer: the shorter the distance a part needs to travel in an emergency, the lower the pressure to fly it. The ambition is a supply chain that is not just fast and reliable but one where the carbon cost of every movement is known, tracked and progressively reduced.



Message from the Supply Chain Director



No maintenance contract is stronger than the supply chain behind it. An engineer can be on-site within the hour. The diagnostic can be flawless. But if the right part is not available, in the right location, at the right moment, the SLA fails. The client's infrastructure stays down. Everything else we do becomes irrelevant.

That is the pressure our supply chain teams operate under, every day, across more than a hundred countries. It is not a background function. It is the operational foundation on which every service Evernex delivers is built.

Arthur Mirault,
Supply Chain Director, Evernex

Supply chain

Evernex's supply chain is where the circular economy becomes physical. It is the network that keeps refurbished components moving, redeployed and reused.

Three priorities define how we run it.

From reactive to predictive

Today, a share of Evernex's parts requests are emergency orders, unplanned, urgent, and almost always requiring the fastest and most carbon-intensive logistics mode available. The ambition is clear: 85% of requests anticipated and fulfilled through pre-positioned stock, with emergency orders progressively reduced to 15% or less. Getting there requires deeper knowledge of the installed base, understanding which parts will be needed, where and when and a regionalisation of inventory that brings stock physically closer to the clients it serves. Six regional hubs, one per major geography, anchor that strategy. The result is fewer emergency shipments, lower freight intensity and better service levels. In supply chain, the sustainable choice and the right commercial choice are the same.





Reverse logistics, a second life for every part

In 2025, 55,000 parts were repatriated through Evernex's reverse logistics programme. Each one was assessed on arrival: can it be repaired and redeployed locally? Returned to a regional hub for refurbishment? Resold for a new life elsewhere in the network? This systematic evaluation, rather than defaulting to disposal, is what keeps components circulating and reduces the demand for new parts. It also reduces freight: a part that finds its next use within the same region does not need to cross an ocean to get there. **63% of repatriated parts** were reused within the network in 2025. **30% were resold** for a new life.

Navigating the customs frontier

Refurbished components do not travel the world as freely as new ones. Customs classifications for reconditioned parts vary significantly by country. What moves without friction in one market may be held at the border in another, creating delays, costs and logistics detours that undermine both service levels and sustainability performance. Evernex is systematically building expertise in customs management for refurbished components across all its markets. The long-term ambition is to turn this knowledge into a client-facing capability, helping organisations navigate the regulatory complexity of circular IT procurement in their own markets.

Digitalisation

Better data underpins everything above. Evernex is developing a digital traceability system that will give every component its own identity: its history, its technical status, and its options redeployment, resale, repair or recycling. When a technician scans a part, they will see not just its specifications but what it can become next. That information, at the point of intervention, is what makes circular decision-making practical at scale rather than aspirational on paper.



Indicator	2024	2025
Regional hubs	6	6
Parts repatriated	50,000	55,000
Repatriated parts reused	44%	63%
Repatriated parts resold	20%	30%
Emergency orders (% of total)	1,7%	2,3%
Freight mix - air	70%	44%
Freight mix - road	30%	48%
Freight mix - sea	0%	8%
Carbon per unit shipped ($kgCO_2e$)	7 $kgCO_2e$	4 $kgCO_2e$

Supply chain emissions

Evernex's supply chain is both its greatest operational asset and its most significant source of Scope 3 emissions. Two categories dominate: purchased goods and services (Category 1) and upstream freight (Category 4), together representing approximately 44% of total 2025 emissions.

Purchased goods and services, mapping and engaging our supply chain



Purchased goods and services represent 40% of Evernex's total 2025 GHG footprint at 7,403 tCO_2e, making this the single largest emission category.

Evernex is working to address this through two parallel workstreams. The first is data quality: transitioning from monetary ratios to activity-based data for key procurement categories, starting with spare parts.

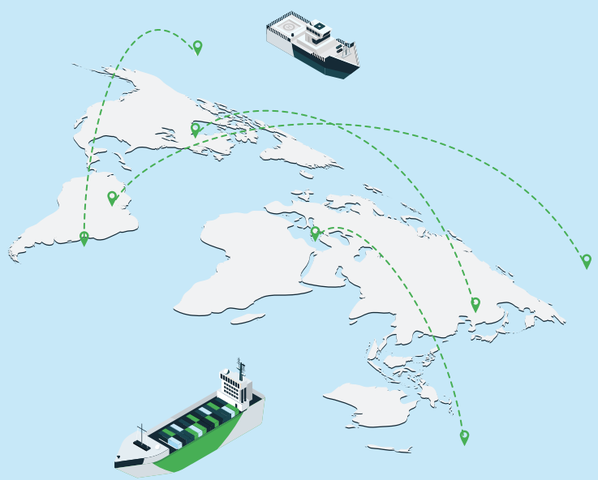
The second is supplier engagement: 70% active suppliers are currently covered by Evernex's Supplier Code of Conduct, which sets explicit expectations on environmental practices, working conditions and human rights. 100% of new contractors have signed the SCoC since 2024, with progressive roll-out to the existing supplier base targeting 100% coverage by 2030.

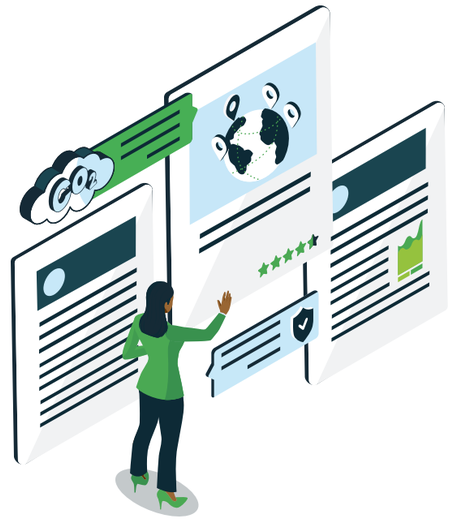
Freight emissions, the cost of global availability

Freight is an inherent feature of Evernex's business model. To maintain IT infrastructure across 160 countries and respond to client incidents within contractual SLA windows, Evernex operates a global network of 330+ spare parts stocking locations, ensuring that the right component is available at the right place at the right time. This proximity model is what enables Evernex to maintain assets that would otherwise be decommissioned and is therefore inseparable from the avoided emissions the Group generates for its clients.

In 2025, freight represented 1,076 tCO_2e, down 45% from 1,953 tCO_2e in 2024. Air freight still accounts for the majority of this figure, driven by the speed requirements of critical IT maintenance contracts where four-hour SLA windows leave limited room for slower logistics modes. But the direction is clear.

The shift to sea freight for peak stock replenishments, applied systematically in 2025, is the primary driver of that reduction. It targets the highest-intensity flows in the network without compromising response times. The opening of the new reconditioning centre in Alpharetta, Georgia early 2026 will go further, building local refurbishment capacity in North America and reducing dependency on cross-continental shipments over the long term.



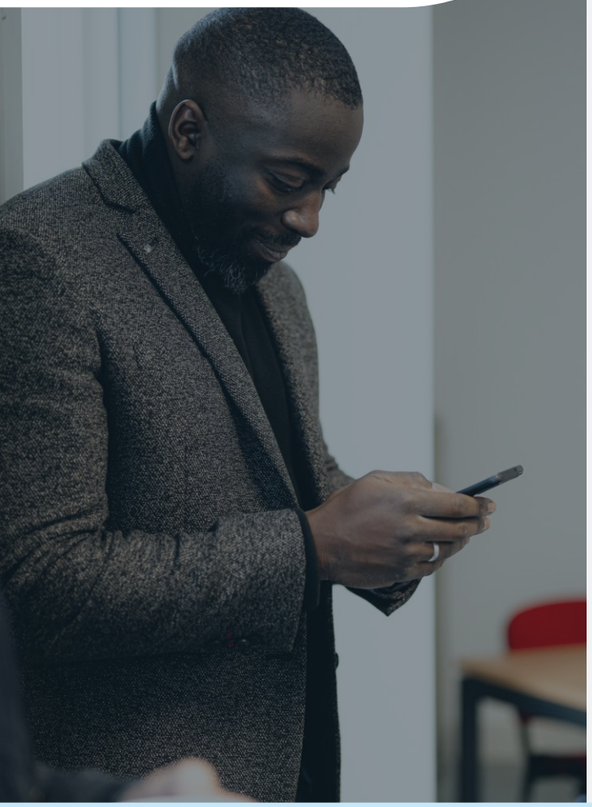


Equipping our teams to make climate-informed decisions

A significant development in 2025 is the deployment of internal carbon measurement tools to Evernex's supply chain teams. These tools enable procurement and logistics managers to evaluate the carbon impact of their sourcing and routing decisions in real time, integrating climate criteria directly into day-to-day supply chain management rather than treating GHG reduction as a separate sustainability workstream.

This operational embedding of carbon data into supply chain decision-making is a critical step in translating Evernex's ACT Step-by-Step trajectory into concrete, measurable actions at team level, and reflects the Group's commitment to making decarbonisation a shared responsibility across the organisation.

Business Conduct



Our approach to compliance

Evernex operates across 160+ countries, in markets with varying regulatory environments, business cultures and levels of institutional oversight. In this context, compliance is not a legal formality, it is an operational necessity. A business that cannot be trusted by its clients, its partners and its own people is a business that cannot scale.

Evernex's compliance framework covers four areas: sanctions, anti-corruption, export controls and data privacy. Across all four, the Group is in the process of harmonising best practices from its European and US regulatory baseline, Sapin II for anti-corruption, GDPR for data privacy, across all Group entities worldwide. This harmonisation work is ongoing and reflects the reality of a company that has grown rapidly through acquisitions: integrating new entities means integrating new compliance contexts, and that takes time to do properly.

Anti-corruption

Evernex has maintained a zero-tolerance policy on corruption and influence peddling since 2018, embedded in its Code of Conduct and aligned with the FCPA, UK Bribery Act, EU Directive 2017/1371 and the French Sapin II law.

The Code applies to all employees, managers and directors worldwide. A separate Supplier Code of Conduct (SCoC) applies to suppliers, intermediaries and subcontractors.

The anti-corruption programme rests on three pillars:

Prevention: a Code of Conduct aligned with FCPA, UK Bribery Act and Sapin II, embedded in all employment contracts and extended to suppliers through the SCoC. Specific training modules target the roles most exposed to corruption risk: sales teams, procurement, senior management and anyone handling third-party relationships.

Detection: the Integrity Line, the whistleblower platform, gives every employee, partner and stakeholder a safe, encrypted and anonymous channel to report concerns. All alerts are managed by two designated case managers, ensuring no single person can unilaterally close a report.

Response: every report receives acknowledgement within seven days, investigation within three months. Corrective actions and disciplinary sanctions follow where violations are confirmed, up to and including termination and legal proceedings.

In 2025, zero confirmed incidents of corruption or bribery were recorded. Zero active legal proceedings.

Code of Conduct for Supplier

Message from the General Counsel



Growing through acquisitions means the compliance agenda is always catching up with the business. Every integration brings new regulatory contexts, new operational habits, new teams to onboard. Our job is to make sure Evernex's standards arrive on day one, not six months later.

In 2025, we took a meaningful step forward on export control.

In a business that ships IT equipment across 160+ countries, understanding which goods, which destinations and which counterparties require specific attention is genuinely complex. We trained our senior logistics teams on the fundamentals because the risk is real and the regulatory environment is tightening.

The Integrity Line remains open to all employees, partners and suppliers across the Group.

There is more to do. The harmonisation of our compliance practices across all Group entities is ongoing work, and we are realistic about the pace.

Cynthia Herrmann
General Counsel, Evernex

Engaging our suppliers

Evernex's circular model depends on a network that extends far beyond its own walls. 3,000+ partner technicians deliver interventions at client sites worldwide. Suppliers across Asia and beyond provide the components that keep critical infrastructure operational. The standards Evernex holds itself to do not stop at its own boundaries and neither does its responsibility.

The Supplier Code of Conduct

Evernex's Supplier Code of Conduct sets binding expectations across nine dimensions: human rights, child labour, working hours, remuneration, discrimination, health and safety, equal opportunities, environmental practices and business ethics. Since 2024, 100% of new contractors have signed the SCoC as a condition of engagement. Rollout to the existing supplier base is underway, with full coverage targeted by 2030.

Building shared standards

A signed code of conduct is a starting point, not an endpoint. Partner technicians have access to the Tech Academy, the same structured training programme available to Evernex employees, building circular IT competency and shared standards across the extended workforce. The Integrity Line whistleblowing platform is open to all partners and suppliers, not just employees. And the sustainable procurement policy currently under development will integrate ESG performance criteria into supplier selection and renewal decisions.

Reducing the carbon footprint of our supply chain

Beyond social standards, Evernex is working to integrate environmental criteria into its supplier relationships. In 2025, supply chain teams were equipped with internal carbon measurement tools enabling them to evaluate the climate impact of sourcing and routing decisions in real time. A sustainable procurement policy is under development.

Looking ahead

By 2027, Evernex will implement a full traceability system for refurbished materials across all client contracts, making the provenance of every component auditable from source to installation. Combined with the digital identity system being developed for individual parts, this will give both Evernex and its clients the data infrastructure to demonstrate circular supply chain claims with precision.

Indicator	2024	2025
SCoC coverage – new contractors	48%	100%
SCoC coverage – existing suppliers base	250+	300+



Whistleblowing – The Integrity Line

Every person connected to Evernex, employee, partner technician, supplier, client, has access to the same reporting channel: the Integrity Line, available at evernex.integrityline.org.

The platform, operated by EQS, allows anyone to report concerns about illegal conduct, harassment, discrimination, data breaches, fraud, environmental damage or any other ethical concern, anonymously if they choose. Reports are encrypted, independent of Evernex's own IT infrastructure, and accessible only to designated case managers.

Every report receives an acknowledgement within seven days and a progress update within three months.
Whistleblowers are protected.

Evernex is committed to protecting the identity of anyone who raises a concern in good faith, and retaliation against a whistleblower is explicitly prohibited and sanctionable.
A summary of all reports is made to the CEO at least annually.

evernex

Integrity Line

Confidentially report any violation or suspected violation of the law or the Evernex Code of Conduct.



evernex.integrityline.com

Scan to report

Scan the QR code to access the Evernex Integrity Line.

Export control and sanctions

Evernex operates in markets subject to complex and evolving international sanctions regimes.

As per Evernex sanction policy, all commercial relationships (clients, suppliers and partners) are screened.

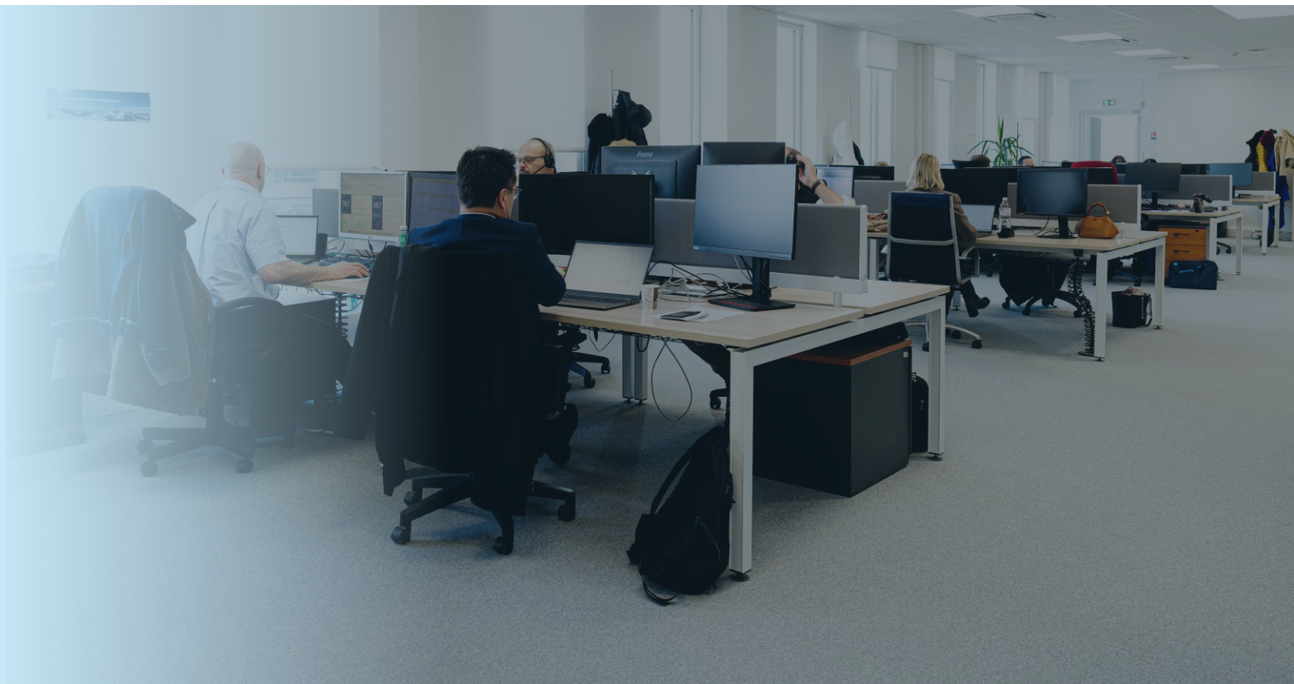
Export control compliance is embedded in commercial contracts and monitored by the supply chain and legal teams.

Given the nature of Evernex's business, refurbished IT equipment moving across 160 countries, sanctions screening and export control are not peripheral compliance topics. They are operational realities that the supply chain and commercial teams navigate daily, with the legal team providing guidance and oversight.

Data Privacy

Evernex handles limited personal data across three main contexts: employee data across 53 sites and client data in the course of maintenance and ITAD contracts, and partner data through the technician network.

GDPR compliance governs European operations; equivalent local standards apply in other jurisdictions. The harmonisation of data privacy practices across all Group entities, bringing non-European subsidiaries to GDPR-equivalent standards, is part of the current compliance roadmap.



Cybersecurity

Cybersecurity at Evernex carries specific obligations that most IT service companies do not face. We maintain infrastructure that manufacturers have stopped supporting. We decommission hardware that carries sensitive client data. We operate across 160+ countries with a globally distributed workforce. Each of these realities requires a rigorous, documented security posture and not just good intentions.

This is why cybersecurity is governed at executive level at Evernex, embedded in our enterprise risk framework and reviewed alongside our financial and operational management. It emerged from our double materiality assessment as a genuine risk that our stakeholders expect us to take seriously. We do.



Protecting the circular model

Certified data erasure is performed on every piece of decommissioned hardware before it re-enters the supply chain for reuse, resale or recycling. This serves two purposes: it protects clients from the legal and reputational consequences of sensitive data surviving on end-of-life equipment, and it keeps components in circulation rather than destroying them unnecessarily. Security and circularity are not in tension here. They reinforce each other.

The same logic applies to post-EOSL environments. Evernex provides risk-based guidance for legacy systems, ensuring that clients who choose to extend their infrastructure beyond OEM end-of-support do so with a clear understanding of the security considerations involved.

A programme built for the threat landscape

Evernex's information security programme is governed by policies aligned with GDPR, the BSI IT baseline protection catalogue and ISO 27001, currently certified in Germany, with the UK entity targeted by 2027. The technical architecture combines MEDR endpoint protection, continuous vulnerability scanning, network segmentation, cryptographic controls for sensitive data in transit, and strict identity and access management.

The human dimension

Technology alone does not protect an organisation and Evernex knows it. Phishing accounts for more than 75% of targeted cyberattacks. Even the most robust technical infrastructure cannot compensate for a single wrong click. In 2025, Evernex invested 1,979 hours in cybersecurity training Group-wide, the largest single training category, combining mandatory awareness modules, phishing simulation campaigns and continuous learning.

In 2025, zero material cybersecurity incident were recorded.



Message from the CDIO



When you maintain IT infrastructure that manufacturers have stopped supporting, and decommission hardware carrying client data, cybersecurity becomes very concrete very quickly. At Evernex, it is governed at executive level, embedded in our enterprise risk framework and reviewed alongside our financial and operational management. The perimeter is vast and the stakes are real.

Our approach covers six dimensions: governance, resilience, security operations, people, data trust and the role cybersecurity plays in enabling our circular economy model. That last one is specific to Evernex. It is what makes this job interesting.

Alban Hardy,
CDIO, Evernex

Highlights 2025

2025 marked a significant step forward in Evernex's cybersecurity posture, moving from a solid foundation to a proactive, continuously monitored security environment.

New this year



Security Operations Centre (SOC)

The most significant investment of 2025. Evernex built and deployed a SOC providing 24/7 monitoring, threat detection and coordinated incident response. This moves Evernex from a reactive to a proactive security model, threats are detected before they become incidents.



Cloud vulnerability management

Deployment of a cloud-native vulnerability solution providing continuous visibility across Evernex's cloud environment. Combined with penetration testing, the solution enables Evernex to identify and remediate risks systematically rather than reactively.



Active Directory hardening

Implementation of hardening and remediations across the Active Directory infrastructure, one of the most targeted components in enterprise environments and a critical control point for identity and access management. Multi-factor authentication deployed for all users with a company mobile device, closing one of the most exploited entry points for credential-based attacks.



Phishing simulation campaign

A new wave of phishing simulations launched Group-wide, testing real behavioural responses, identifying vulnerability patterns and feeding directly into targeted awareness programmes. Because the most sophisticated technical controls in the world cannot compensate for a single click on the wrong link.



The run, what keeps Evernex secure every day

Beyond the 2025 projects, Evernex's security posture rests on a continuous programme of operational controls: endpoint protection across all devices, continuous vulnerability scanning on all internal and external subnets and IPs, network segmentation and firewall controls, cryptographic protection for sensitive data in transit, strict identity and access management with periodic account reviews, and 1,979 hours of cybersecurity training delivered Group-wide in 2025.

ISO 27001

ISO 27001, Our Information Security Certification Roadmap

ISO 27001, Our Information Security Certification Roadmap

ISO 27001 is the international standard for information security management, independently audited, externally verified, and the benchmark that clients, regulators and partners use to assess the credibility of a company's security posture.

For Evernex, ISO 27001 is not a marketing credential. It is the operational framework that governs how information security is structured, monitored and continuously improved across the Group.

Current scope

ISO 27001 certification is currently held for Evernex's German operations, Hochheim and Wiesbaden, covering the entities where data security obligations are most directly linked to client-facing operations. The German certification was renewed in February 2025, with opportunities for improvement identified and addressed as part of the renewal process.

The roadmap

Extension to Melksham (UK) is targeted by 2027, following the integration of the UltraSupport entity and the standardisation of security processes across the site. Beyond Melksham, the Group will assess additional sites for certification as the ISO 27001 framework is progressively harmonised across all entities.

Why it matters for clients

For clients who entrust Evernex with access to their infrastructure and with the decommissioning of hardware that carries their data, ISO 27001 certification provides independent assurance that security is not self-declared. It is verified. The certification covers the full information security management system: risk assessment, access controls, incident management, business continuity, supplier relationships and continuous improvement.



Looking ahead

The foundations are now in place: a validated sustainability strategy, our first complete carbon footprint, and a clearer understanding of where the gaps remain.

The next step is to close them. In 2026, we will sharpen our data, strengthen our commitments, and embed ESG targets into executive objectives for the first time.

And one number captures the impact we are working to grow: **for every tonne of CO_2e Evernex generates, 7.8* tonnes were avoided at client sites.**

That is the purpose behind our business. Over the next twelve months, our focus is clear: **strengthen our own performance while increasing the positive impact we create for our clients.**

*Methodology note: avoided emissions calculations are based on manufacturer data. As hardware manufacturers improve their product carbon footprint disclosures, Evernex is committed to updating its methodology to reflect the most accurate data available.



Thank you

evernex
IT life services

About us

Contact us

Our global locations

