

CSR REPORT

2025

Communication on progress

KLB

NOUS SOUTENONS
LE PACTE MONDIAL



ALL COMMITTED!

Together | Compliant | Fair | Sustainable



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A word from the Managing Director

Dear colleagues, partners and clients,

2025 was marked by a dynamic of continuity and consolidation of our commitment to CSR. We are convinced that economic performance only makes sense if it is sustainable. Our ambition is clear: to transform our values into concrete and measurable actions.



A strengthened environmental and social commitment

We have accelerated the reduction of our carbon footprint (mobility, premises, consulting) while cultivating an inclusive and stimulating work environment. Skills development, the promotion of diversity and ensuring well-being at work have also been central to our social initiatives.

From raising awareness to collective action

Our CSR commitment cannot be realized without the support and active participation of all. In 2025, we accelerated awareness among our employees. In 2026, every decision – big or small – will systematically incorporate a CSR (climate, ethics, responsible purchasing) lens.

Responsible Purchasing: decarbonizing our value chain

Proud of the renewal of our RFAR label, we are making the decarbonization of our purchasing a major strategic focus for 2026. We will now prioritize low-carbon solutions and support our suppliers in their own ecological transition.

Ethics at the heart of our business

Integrity and transparency are not options, but the foundation of our identity. Whether it concerns the reliability of our analyses or the fight against corruption, ethics guides each of our missions and forms the basis of our clients' trust.

Outlook 2026

If 2025 was a stage of consolidation, 2026 will be one of acceleration. Together, let's continue to refine our indicators and amplify our positive impact.

I am counting on the daily commitment of each and every one of you to make our CSR ambition a collective reality!

A handwritten signature in blue ink that reads "M. Dominguez". The signature is fluid and cursive.

MANAGING DIRECTOR



WHO ARE WE?



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Who are we?

Our business

Founded in 1995 by two entrepreneurs, KLB was one of the very first players specializing in operational performance in the field of purchasing.

Building on our steady growth and driven by the determination of our staff, we have since diversified to offer solutions ranging from **performance consultancy to operational support in back-office functions** (Procurement, Finance, Operations, IT, HR, etc.).

We distinguish ourselves through our long-standing **multi-sector expertise** and our **global vision**. Our **reputation** in our legacy sector, and our **lasting relationships** with clients of all sizes, private and public, enable us to support them in all their growth and transformation projects in France and beyond. With our **realistic, operational and pragmatic approach**, we approach each assignment as an opportunity to bring concrete added value to our clients. We advise them and we operate their **end-to-end projects**, enabling them at each key stage to achieve their goals with our **expertise, our responsiveness** and **our agility**.



ALESSIA
CONSEIL RH



KLB in figures








41M
REVENUE

600
EMPLOYEES

6
COUNTRIES

33
AVERAGE AGE

To learn more
about KLB, check
[out our
website.](#)

- 
-  France
 -  Canada
 -  Brazil
 -  Spain
 -  Mexico
 -  Mauritius



Our labels, ratings and commitments

Our CSR commitment in the face of new rating requirements

KLB has been rated by **Ecovadis** since 2014.

In 2025, we received the silver medal with a rating rising from 74/100 to 75/100.

The evolution of rating methodologies and the raising of excellence thresholds require us to constantly question ourselves. More rigorous and aligned with contemporary issues, this assessment refines our vision of the challenges to be met.

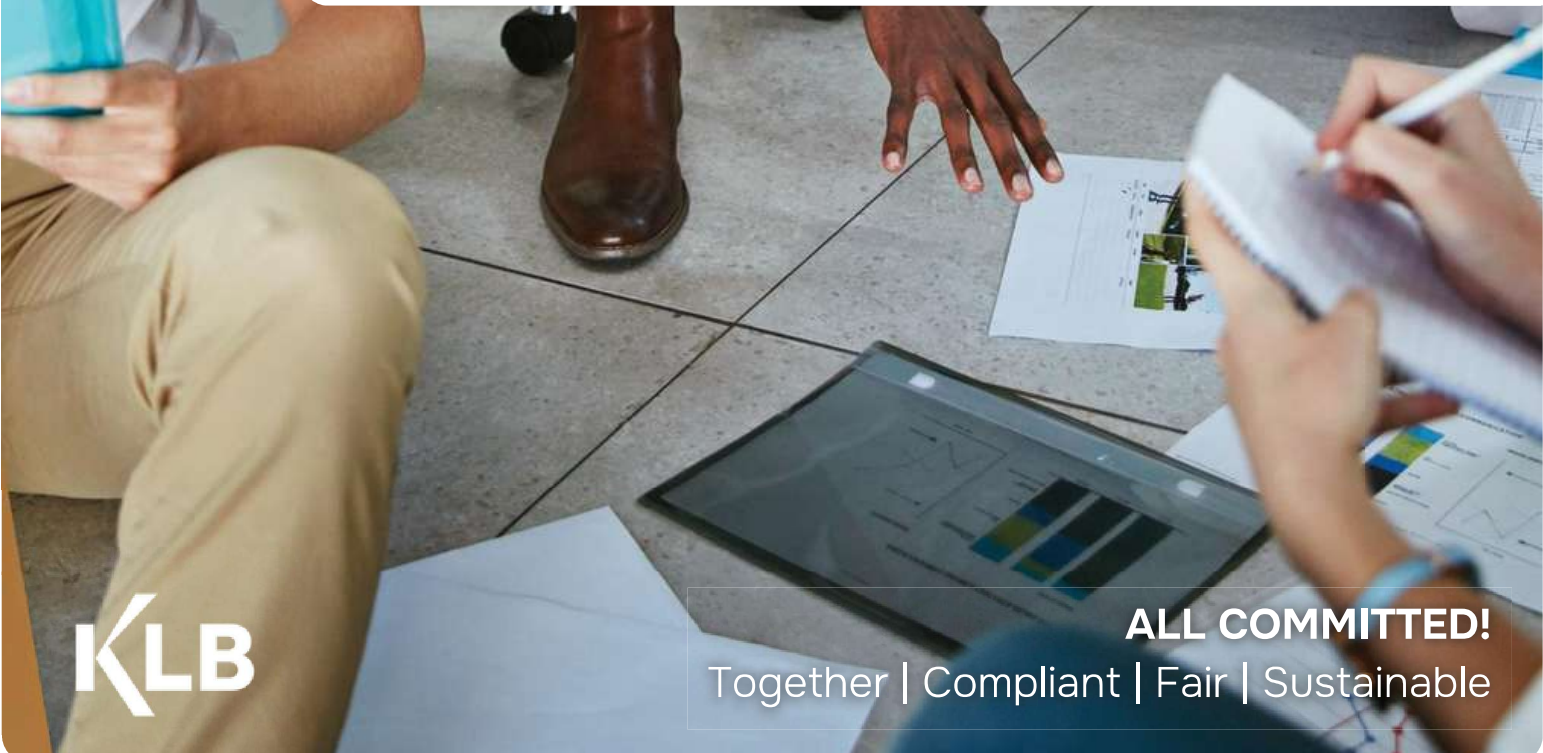
Far from being a mere culmination, our silver medal acts as a catalyst. It confirms our position among the leaders in our sector while structuring our roadmap. This result commits us to being bold in transforming these requirements into levers for sustainable performance.

Learn more about the [Ecovadis rating](#).





OUR PROGRESS IN 2025



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Looking back at the year 2025

2025 was marked by numerous challenges and achievements:

- We celebrated the **30 years** of KLB in France.
- We have accelerated our regionalization with **new premises in Lyon** and the opening of offices in **Toulouse** in France, but also in **Queretaro and Tampico** in Mexico.
- We have developed **new offers in Canada** (training and immigration) and **at Alessia** (design thinking facilitation).
- We have accelerated the development of the **Service Center offer** operated from our offices in Mauritius.
- We have launched 2 new brands: **K-Lab** which encompasses our IT activities in Brazil, and **K-Expertise** for our administrative activities in Mexico.
- We published our first **CSR report** (for the year 2024).





THE GLOBAL COMPACT



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The Global Compact



Renewal of our support

Since 2009, our company has affirmed its commitment to sustainable, ethical and responsible development by adhering to the **United Nations Global Compact**.

In 2025, **we reaffirm our support with conviction** for this global initiative, which guides us in the integration of **10 principles relating to human rights, labor standards, the environment and the fight against corruption**.

This commitment marks the continuation of our CSR approach, based on transparency, continuous improvement and contribution to **Sustainable Development Goals (SDGs)**.

Each year, we translate these principles into concrete actions for a fairer, more inclusive and more sustainable world with our employees, partners and customers.

1. Support and respect the protection of internationally proclaimed human rights

2. Ensure that business practices are not complicit in human rights abuses

Human Rights

7. Businesses should support a precautionary approach to environmental challenges

8. Undertake initiatives to promote greater environmental responsibility

9. Encourage the development and diffusion of environmentally friendly technologies

Environment

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

4. The elimination of all forms of forced and compulsory labour

5. The effective abolition of child labour

6. The elimination of discrimination in respect of employment and occupation

Labour Standards

10. Businesses should work against all forms of corruption, including extortion and bribery

Anti-Corruption

THE 10 PRINCIPLES

Publication of our 2025 Progress Report

In accordance with the principles of the Global Compact, we have published our **Communication on Progress 2025**.

This report illustrates **our progress, concrete actions and commitments renewed** in the areas of human rights, working conditions, the environment and the fight against corruption, always in line with the **Sustainable Development Goals (SDGs)** that we are helping to advance.

[Read our 2025 Progress Report.](#)

Our efforts contribute to the advancement of the following SDGs:

RESPONSIBLE PURCHASING PILLAR



ETHICAL PILLAR



SOCIAL PILLAR



ENVIRONMENTAL PILLAR





OUR VALUES AND OUR ACTIONS



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Our actions aligned with our values

Aligning the various actions put in place in 2025 with our values has allowed us to determine the meaning to give to CSR internally.

Rather than a matter of dogma, we have decided to adapt our policies into projects that make sense for the employee, for the environment and for KLB. Infusing the topic into our teams with internal project and process relays is an excellent way to encourage concrete actions.

Trust

is at the heart of the relationship with our employees, our partners and our clients

- Placed in each person who invests their time and effort alongside us.
- In the roles entrusted and the opportunity to participate in dedicated projects; everyone is an agent of change.
- In the seriousness of our CSR approach.
- In our ability to improve in the face of different challenges.

Proximity

is a key element of success

- We maintain a close relationship with our teams thanks to **regular CSR engagement**. Our employees are informed of our progress through various channels (intranet, web meetings, specific communications) and have the opportunity to participate concretely in dedicated projects and share our challenges.
- **Gerep Partnership**: our service provider, a mission-driven company, invited us to join the monitoring committee for their mission. This is an excellent opportunity to exchange ideas on good CSR practices and to develop our own.
- **Decarbo'Solution® partnership**: we are collaborating with a market expert partner on carbon issues, to strengthen our decarbonization strategy and to collaborate at the commercial level, particularly on scope 3, which is strongly linked to procurement.



Commitment

a central element

At KLB, commitment is structured as a coherent approach: it starts from within and is formalized towards our teams. We have therefore developed **targeted awareness** programs so that each employee takes ownership of CSR issues (CSR and climate change, Responsible Purchasing and Ethics are now mandatory modules from onboarding).

Building on this internal mobilization, we are continuing our in-depth work on **carbon issues** to minimize our environmental impact. Since the first carbon footprint assessment carried out in France in 2023 and our public commitments to reduce our carbon footprint aligned with the Paris Agreement, KLB's actions have translated concretely into the definition of action plans aimed at the **effective decarbonization** of our activities. Thus, internal awareness is transformed into operational and structuring actions, consistent with our size and structure, for a more sustainable future.

In 2025, CSR developments within our scope are pushing us to take a new turn with the preparation of a global carbon footprint assessment and a commitment to the SBTi (Science-Based Target Initiative) from 2026.

This concept also translates into updating our internal policies and processes to continue our progress.



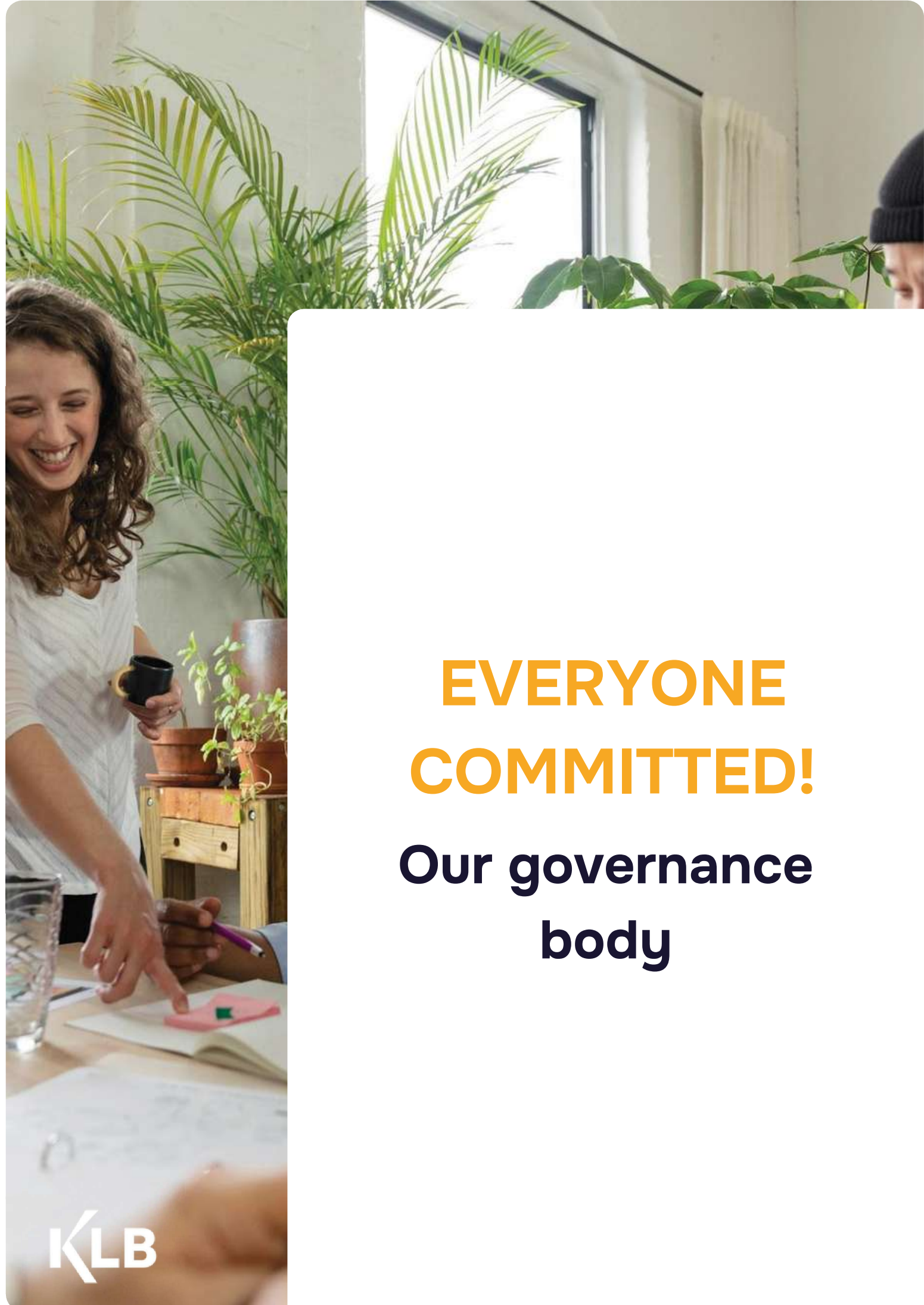
To learn more about KLB, [check out our website](#).



OUR FUNDAMENTALS



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**EVERYONE
COMMITTED!**

**Our governance
body**

CSR Governance: an operational structure at the service of action

In 2024, the CSR Steering Committee established itself as **a true governance tool**, allowing us to monitor our indicators and ensure consistent and transparent management of our challenges.

In 2025, it will take another step towards becoming the **central and operational body** of our CSR policy. This evolution reflects our commitment to translating our ambitions into concrete and adaptive actions, guiding the entire KLB company.

Enhanced and proactive management

The Committee, which still meets quarterly, is now at the heart of decision-making. It no longer simply analyzes the results; it plays a proactive role in **the strategic direction of our actions**, ensuring their full consistency with our fundamental commitments.

Agility and adaptability

The increased operationalization of the Committee allows it to act as a **barometer of our social and environmental challenges**. It is able to quickly identify adjustment needs, modify ongoing actions to maximize their impact, and provide concrete responses to emerging challenges.

Carbon is at the heart of our priorities

It is within the CSR Committee that our emissions reduction trajectories are discussed, resources are allocated for low-carbon projects, and key indicators relating to our **carbon impact** are monitored. This ensures that the reduction of our **climate footprint** remains a constant operational imperative.

Strategic deployment

In accordance with the stated objective, the Committee actively structures and guides the **gradual deployment of our CSR strategy across our various subsidiaries**, ensuring the alignment of the entire Group with our common objectives.

Reminder of our CSR commitments and our 4 main guidelines

The CSR Committee ensures that its operational action directly serves the fulfillment of our commitments.



1

A company that looks after its employees.

ALL TOGETHER!

2

Respect our suppliers, engage them and develop the local economic fabric.

EVERYONE FAIR!

3

Working together with integrity and independence.

ALL COMPLIANT!

4

Reducing the impact of our activities on the climate.

ALL SUSTAINABLE!

2025 Achievements Review

The internationalization of our CSR approach marked a significant step in 2025, with concrete progress in each of our subsidiaries.

France

- 27% of the workforce has been made aware of CSR and climate change.



Canada

- Implementation of social, environmental and responsible procurement policies.



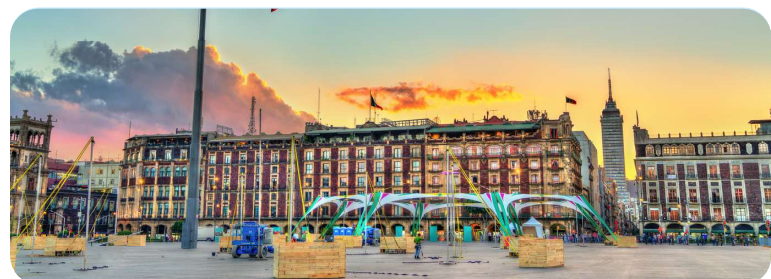
Spain

- Implementation of the code of conduct and the whistleblowing procedure.



Mexico

- Preparation for the implementation of the Ethical Pillar as well.



2026 Roadmap

Building on this momentum, 2026 will be an opportunity to further accelerate this **internationalization** by integrating all our subsidiaries into our CSR strategy.

We plan to extend our framework to **Canada** by adding the code of conduct, the alert procedure, as well as compliance with the GDPR.

Our commitment will also be demonstrated in **Mexico**, where the alert procedure, the code of conduct, GDPR compliance, the social policy and the Responsible Purchasing Policy will be deployed.

Finally, **Brazil** and **Mauritius** will see the simultaneous implementation of all four of our major policies, highlighting our ambition for a comprehensive and consistent CSR commitment across all our areas of operation.





ALL TOGETHER!

Valuing our human capital



Our vision: People, the driving force behind our sustainable performance

At KLB, we are convinced that the success of our mission rests on a simple premise: to place our employees at the center of our system. Our commitment is to offer an enriching professional experience, based on trust, respect for fundamental rights and the continuous development of each individual.

This ambition translates into a structured social policy that guarantees equal opportunities and promotes sustainable employability. Whether through training, internal mobility or international career paths, we empower our talent to build their own trajectory within the Group.

2025 marked a decisive step in the realization of this vision. By translating our guiding principles into measurable results, we have strengthened the impact of our actions on the ground, making inclusion and well-being inseparable pillars of our growth dynamic.



Strengthened commitments

- Developing skills for better employability and facilitating transitions between professions;
- Supporting internal mobility, both functional and geographical;
- Ensuring the health and safety of all, as well as the balance between private and professional life. Banning all forms of discrimination and establishing a caring and pleasant working environment and conditions;
- Promoting diversity, inclusion and professional equality;
- Continuing a constructive social dialogue to develop our professions.

2025 Achievements Review

Inclusion and professional equality

Gender Equality

Gender equality is a subject we have been addressing for many years, and our fairness allows us to improve our results.

France

- 60% of our teams are women.
- 47% of women in management positions.

Mauritius

- 60% of the workforce is female.
- 100% of women in management positions.

Canada

- 53% of the workforce is female.
- 83% of women in management positions.

Brazil

- 25% of the workforce is female.
- 21% of women in management positions.

Spain

- 58.62% of the workforce is female.
- 100% of women in management positions.



Mexico

- 38.9% of the workforce will be women by the end of 2025.

Given the nature of current projects and positions, the majority of contract staff are male. However, KLB in Mexico remains committed to gender equality, as evidenced by the increase in the percentage of female staff within the organization compared to the 35% recorded in 2024.

KLB in Mexico actively encourages the inclusion of women in key positions as well as in leadership roles, and promotes diverse, equitable and inclusive work teams.

Furthermore, we plan to implement a gender equity, diversity and inclusion policy.

Diversity, inclusion and career

- In France, maintaining our **Gender Equality index of 95/100** for the year 2025.
- Renewal of the signature of the **Diversity Charter**, reaffirming our commitment against all forms of discrimination.

Disability policy

- We have increased the accessibility of our professional opportunities through active participation in the **Hello Handicap** trade fair (April and October).
- At the same time, we have intensified our **communication actions, particularly during the SEEPH** (European Week for the Employment of People with Disabilities) in November 2025, in order to continue raising awareness and deconstructing prejudices within our teams.
- Beyond recruitment, we provide individualized and specific support for the employees concerned in order to guarantee their continued employment and their lasting fulfillment within the Group.



6 employees supported as part of job retention.



Employee experience and dialog

Engagement and active listening: people at the heart of our performance

KLB's strength lies in the synergy of its talents. In 2025, we strengthened this social bond on a global scale, transforming our corporate culture into a true lever for integration and belonging.

We made 2025 a historic year for the cohesion of our teams.

From our headquarters in France to our subsidiaries around the world, social connection resonated to the rhythm of significant moments: KLB's 30th anniversary celebration, our Winter Party in France, our local events... Friendliness has been a foundational bond for our teams.

Each onboarding breakfast and each after-work event was designed to break down silos and foster authentic interpersonal relationships.

These events are not just celebrations, they are the cement of our corporate culture, ensuring successful integration and a sense of belonging shared by all.





Some examples in France, Canada and Mexico:

- **Internal group event:** 30th anniversary celebration.
- **Communication:** semi-annual webmeeting (communications on the evolution of the company).
- **Local internal events:** Winter Party, Afterworks, Quarterly 5@7, Winter Celebration & Secret Santa, Integration Breakfasts, Sporting Event (Beneva Montreal Marathon).
- **KLUB:** quarterly magazine, which offers great deals on sports, leisure, well-being... and benefits and promo codes negotiated for KLB employees by consultants in intermission (Canada).
- **QVCT** (Quality of Life and Working Conditions): First survey in Canada (October 2025), Launch of the annual Great Place to Work (GPTW) satisfaction survey to gather the voice of our talents in France.
- **Four internal activities of team cohesion** and social integration within offices in Mexico.



Flexibility and remote work

- **France, Canada and Mauritius:** deployment of monitoring tools to ensure better information and an optimal work/life balance.
- **Mexico:**
 - Implemented in accordance with the NOM-037-STPS-2023 standard (work from home), for our 3 offices and business centers.
 - Employees are granted 5 additional days of rest, beyond the requirements of Mexican federal labor law.
 - Implementation of "short Fridays" (approximately 40% of Fridays worked).

Career tracking and skills development

Strict adherence to development deadlines, with several key milestones in the professional lives of our employees in France:

- The **annual review**, which reviews performance, assesses skills and defines development and training objectives. In 2025, 95% of our French employees had an annual performance review.
- The **ECAF** which assesses workload and work/life balance.
- The **Professional Interview** focused on development projects and long-term employability.
- The **six-year review** which summarizes the career path, training and developments of the last six years for a formal overview.



Training and awareness-raising

France

- An average of 4.2 hours of training per employee, 25 training courses delivered for a total of 794 hours, benefiting 146 employees, or 76.4% of our workforce.
- In parallel, awareness-raising initiatives for employees were implemented:
 - CSR and climate change: 26% of the workforce.
 - Ethics: 30% of the workforce.
 - Responsible procurement (revised): 83% of the workforce.
 - Environment: 20% of the workforce.

Canada

77 employees trained:

- Training on the fundamentals and challenges of using AI in business.
- Training workshop "The art of communicating with difficult partners without compromising your objectives".
- Roundtable discussion "From challenges to opportunities for procurement".
- Power BI training.
- English training.

Spain

- 238 hours of training provided on a variety of subjects, ranging from language training to technical and professional training.
- 23 out of 29 employees trained.
- 100% of employees trained in occupational risk prevention.
- 65% of staff trained and certified in GDPR.
- Implementation of an online training platform offering more than 100 different courses to employees.

 **Mexico**

- 52 employees trained for approximately 2,588 hours of training.
- 5 internal training sessions delivered.
- Implementation of a structured integration process for new employees, focused on QHSE and legal compliance.
- Implementation of a safety culture program, based on applicable official Mexican standards (NOM).
- In 2026, the company will continue to develop its safety training initiatives. We are also aiming for certification of our internal quality management system according to the ISO 9001:2015 standard in order to gain the trust and confidence of our current and potential customers through the added value it brings.

 **Brazil**

- 172 hours of training provided to 3.6% of the workforce.

In **2025**, human capital development was strengthened through internal training programs and project-specific training at all levels of the organization. These initiatives support professional development, regulatory compliance, and the prevention of occupational risks.



Prevention, health and safety in France

Risk prevention and occupational health

Preserving the physical and mental health of our employees is an absolute priority. In 2025, we deployed in-depth awareness modules dedicated to **Psychosocial Risks (RPS)** as well as to the fight against moral and sexual harassment. These sessions aim to give everyone the tools to identify, prevent and report any situation at risk, thus ensuring a healthy and caring work environment.



Managerial acculturation

To ensure these practices become firmly established, we have supplemented this system with **enhanced managerial acculturation**: Our Business Managers (BM) have been trained in the specifics of labor law in order to secure daily practices and ensure exemplary, responsible management that complies with our values and regulatory requirements.



Occupational health and safety

To guarantee **lasting well-being**, we have significantly strengthened the synergy between our HR department and **occupational health services**. This close relationship is reflected in regular and structured exchanges, allowing **enhanced medical monitoring** tailored to each individual in order to anticipate risks and deploy **targeted prevention actions**. By placing listening and vigilance at the center of our interactions, we ensure that each employee develops in a healthy, secure environment conducive to their full professional development.



Environmental and social commitment

Support for education

France

- KLB is actively committed to equal opportunities and the professional integration of young talent. In 2025, this commitment materialized through the funding of 2 scholarships in partnership with **KEDGE**, making it possible to remove financial barriers for promising students. Beyond financial support, our employees voluntarily share their expertise through regular presentations at KEDGE and **Pôle Léonard de Vinci**. These coaching and experience-sharing sessions aim to prepare students for their first job, advising them on career management and the realities of the working world, thus strengthening the essential link between the academic world and the business world. In 2025, 10 school forums were organized with our main partners.
- Alessia's staff also volunteer at the **Nantes University Institute of Technology (IUT)**, the **Saint-Nazaire University Institute of Technology (IUT)**, the **University of Biology and Health**, and **Brio Nantes** to help students with their career guidance, as well as with preparing for interviews, CVs and cover letters. They also volunteer their time at the school **Audencia** as jury members.



Mexico

- A program comprising five work placements has been set up for students from **Carmen Autonomous University** and **DGETI Carmen**, with the aim of enhancing their professional skills.



Skills-based volunteering

In 2025, KLB reaffirmed its role as an engaged actor by continuing its proactive patronage policy.

Numerous missions were carried out throughout the year, allowing our employees to put their business expertise (IT, Purchasing, HR, and Legal) at the service of associations and non-profit organizations.

This practice, which is becoming widespread within the Group, makes it possible to maximize our positive societal impact while offering our talents the opportunity to invest in meaningful projects for the benefit of the common good.

France

22 employees between assignments have helped associations on 8 diverse and varied missions, such as:

- Updating financial dashboards,
- Activity and HR data analysis,
- Grant application,
- Looking for a partner management tool,
- Inventory and mapping of all actors and stakeholders across different sectors of activity),
- Dispute analysis,
- Diagnosis and overhaul of a purchasing center.

Alessia consultants in France also volunteered their time:

- Individualized support for women over 45 returning to work for Arcé,
- Career guidance assistance for young students (discovery of professions, discussions about their career plans, preparation for interviews and writing of CVs and cover letters) for Brio and Abilis.



Canada

- Supporting the association La cantine pour tous (which facilitates access to meals for children and the elderly) in the preparation of their annual conference.
- Food collection.



Spain

- Donations of computer and telephone equipment to an NGO that refurbishes these devices for schools and educational projects in low-income countries, thus helping to reduce the digital divide and carbon footprint.



Mauritius

- Donations to the NGO Link to Life (provides support and advice to cancer patients and their families).



Mexico

- Participation, with Colectivo Isla Verde A.C., in mangrove cleaning operations in the protected natural area of Laguna de Términos, in Ciudad del Carmen, Campeche, Mexico.
- Donations of toys to a charity working for children's health on the occasion of Children's Day.
- Active participation in HSE meetings with clients such as Slb in Dos Bocas and Fieldwood Energy.



2026 Roadmap

For 2026, KLB aims to transform these actions into a systemic corporate culture, with four major priorities.

Excellence in the employee experience

Active listening in the service of continuous improvement

At KLB, active listening is at the heart of the management strategy. **Ongoing dialogue with employees** allows us to monitor the evolution of their needs and to co-create local, concrete actions adapted to the field, thereby strengthening team engagement and organizational agility.

Towards enhanced QVCT (Quality of Life and Working Conditions)

Similarly, Quality of Life and Working Conditions translates into concrete actions aimed at protecting the balance between private and professional life.

In 2026, we will take another step forward with a rigorous assessment of the impact of our new **charter on disconnection** in France.

As for Mexico, several **actions around employee well-being** will be implemented, such as:

- Initiatives to support well-being and mental health, including access to well-being conferences, stress management workshops and health prevention campaigns aimed at improving the overall well-being of employees.
- Enhanced support measures for parents and families, such as flexible hours for parents and caregivers during challenging family times.
- Continuous monitoring of workload and risk of burnout through the NOM-035-STPS-2018 program.





A CSR ambition without borders

In 2026, KLB will take a major step by exporting its social commitments beyond its historical borders. The convergence of the approach in **Canada** marks the start of this dynamic, with the completion of the harmonization of our social indicators with France (training programs, awareness workshops (Fresques) and the prevention of psychosocial risks (RPS). This model of social excellence is intended to become the norm for the entire Group, with a gradual rollout in **Mexico**, in **Spain** and in **Brazil**.

Talent management and sustainable employability

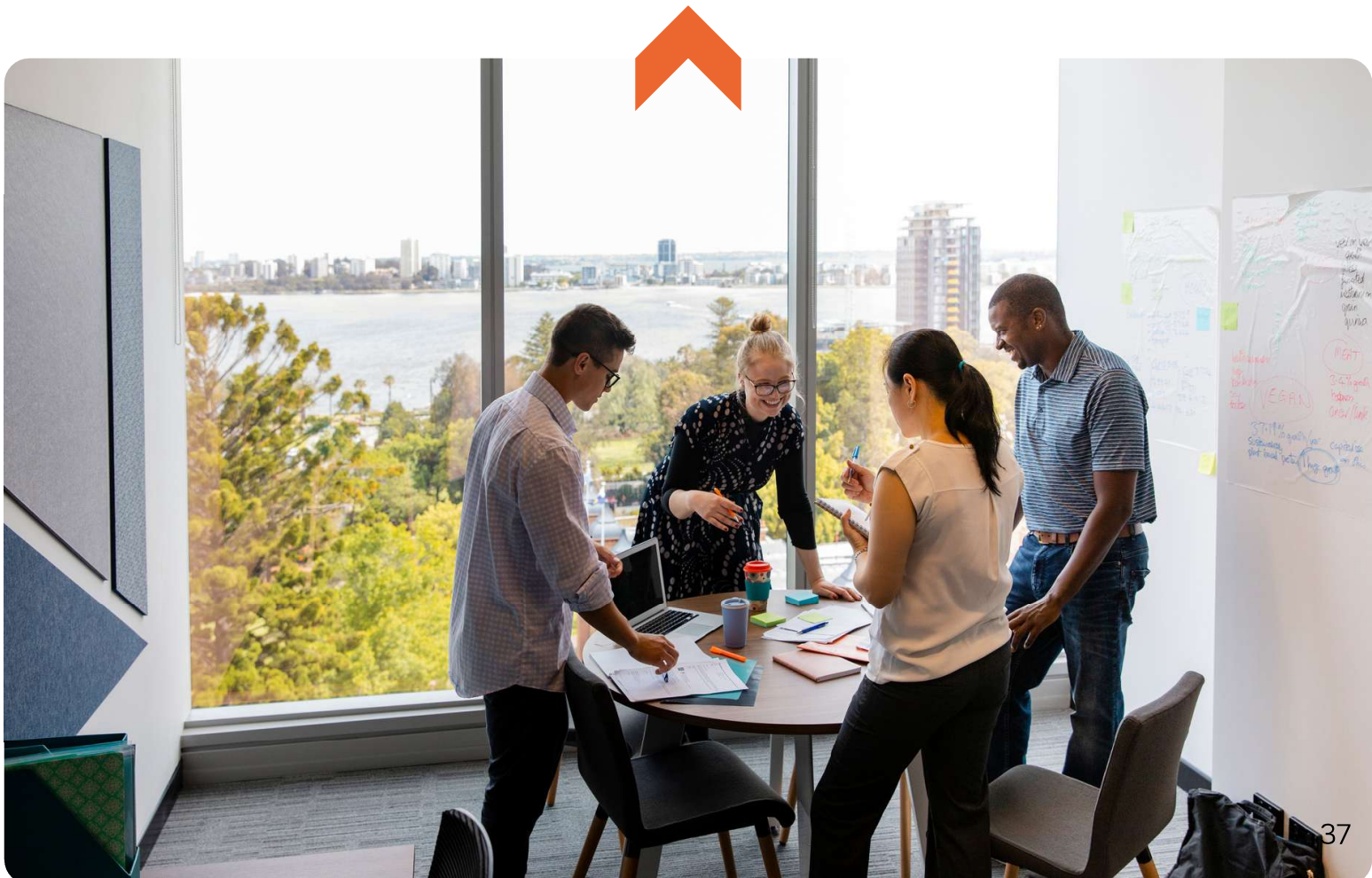
KLB is reinventing itself in 2026 around three major pillars:

- **The KLB Academy:** raises the skill level with a more granular and personalized training offering, strongly integrating soft skills for agile learning paths.
- **Skills-based volunteering:** transforms solidarity initiatives into a structured program, allowing employees to put their **professional expertise** (purchasing, supply chain, etc.) at the service of partner associations.
- **Diversity and inclusion 360°:** expands its inclusion policy beyond disability to include **social diversity** in recruitment, by relying on a new network of Diversity Ambassadors to guarantee genuine equal opportunities.

Environmental and social commitment

KLB is strengthening its environmental commitments in 2026 around four initiatives:

- **Carbon Precision:** refining the monitoring of the carbon footprint of travel (particularly international travel) to ensure full transparency and identify optimization levers.
- **Charter for Responsible Mobility and Travel:** establishing a framework prioritizing rail transport, route optimization and eco-committed hotel partners to align assignments with decarbonization objectives.
- **Low-Carbon Mobility:** accelerating the hybridization of the vehicle fleet and installing charging stations in the new Vincennes premises to facilitate employees' transition to electric vehicles.
- **Low-carbon technology (Responsible digital technology):** deploying a charter for a more responsible use of digital tools (extending the lifespan of equipment, optimizing storage) in order to reduce the environmental footprint of digital technology.





EVERYONE FAIR!

**Respect our suppliers,
engage them and develop
the local economic fabric**



8 DECENT WORK
AND ECONOMIC
GROWTH



9 INDUSTRY,
INNOVATION AND
INFRASTRUCTURE



10 REDUCED
INEQUALITIES



12 RESPONSIBLE
CONSUMPTION
AND
PRODUCTION



17 PARTNERSHIPS
FOR THE GOALS



Responsible Procurement: consolidation, renewal and climate impact

KLB, an ambassador for Sustainable Procurement, is consolidating its Responsible Procurement policy (RFAR certified since 2022) around several fundamental commitments:

- **Broadening the impact:** encouraging the entire value chain to adopt a Responsible Purchasing approach, integrating CSR and inclusion into selection processes, and contributing to the development of territories (solidarity purchasing).
- **Quality of relationships:** ensuring fairness and respect for the interests of suppliers and subcontractors, and promoting mediation for conflict resolution.
- **Sustainable Acquisitions:** ensuring that purchases are sustainable, environmentally friendly, supportive, ethical and fair.
- **Group Development:** developing the Responsible Purchasing approach across the Group.



Based on this experience, **KLB now promotes and supports its clients** in the structuring and implementation of their own Responsible Purchasing policies, thereby disseminating the principles of transparency, balanced dialogue and sustainable performance of the RFAR Label within its ecosystem.

2025 Achievements Review

Focus France

Reaffirmation of Commitment (RFAR Label)

- **RFAR Label Renewal:** Our daily work and continuous improvement of our practices have been rewarded by the renewal of our RFAR (Responsible Supplier Relations and Purchasing) certification. This label, a guarantee of our commitment to excellence, attests to the quality of the dialogue maintained with our partners, our ethics in purchasing practices and our commitment to establishing our supplier relationships in a sustainable and balanced approach. We are proud to continue on this collective path, where trust, transparency and responsibility remain at the heart of our CSR approach.

Learn more about the [RFAR label](#).

- **Quality of supplier relationships and financial fairness:** As guarantors of financial fairness, we strengthened the monitoring of our contractual commitments in 2025. This vigilance ensures strict adherence to payment deadlines and protects the economic interests of all our suppliers and subcontractors.

Learn more about the [RFAR charter](#).



Charte 
RELATIONS FOURNISSEURS
RESPONSABLES



Integration of climate impact and responsible sourcing

- **Decarbonization at the heart of Procurement:** Now integrated into our selection processes, the concept of decarbonization is becoming a key factor in our Responsible Purchasing strategy and in the rating of our strategic suppliers.
- **Systematization of CSR monitoring:** We are making the CSR assessment of our suppliers systematic, from selection to contractual monitoring, with an initial target of 80% coverage of indirect expenses. This proactive management supports our value chain in its environmental transition.
- **Increase in long-term contracts:** We are increasing the proportion of our suppliers and subcontractors under contract who are committed to Responsible Purchasing or CSR approaches, guaranteeing the ethical and environmental alignment of our ecosystem.



Raising employee awareness

- We have updated our training courses on **Responsible Purchasing** to integrate decarbonization, ethical sourcing and CSR assessment. This new module, available from early 2026, aims to maintain our objective of **100% of teams trained** on these strategic issues.

Figures and key actions 2025

France

- Supplier fairness → 28% of our purchases are entrusted to very small businesses.
- 91% of our active suppliers have signed the CSR charter.
- 84% of our purchases are covered by a contract.
- The average actual payment period, across all suppliers, is 31 days.
- A specific process has been put in place to guarantee a maximum payment period of 30 days.

Spain

- Prioritization for local sourcing.
- 36% of local suppliers used for internal needs.
- Average payment terms of 60 days.
- Responsible Purchasing from Grupo SIFU Centre Spécial d'Emploi, a social initiative that promotes the inclusion of people with disabilities in the labor market.

Brazil

- Local sourcing is preferred for 90% of internal needs.

Canada

- In accordance with our 2024 roadmap, the Responsible Purchasing policy and related processes have been put in place and structured for internal purchasing, thus integrating a new subsidiary into our overall approach.
- 87% of suppliers are local.
- Average payment time is 22 days.

Mauritius

- 100% local suppliers.

Mexico

- 100% of purchases from local suppliers and SMEs.
- In 2025, the company strengthened its Responsible Purchasing approach by favoring local suppliers and SMEs.
- For 2026, the objective is to further improve the supplier selection and evaluation system and to formalize recurring purchase contracts, in order to promote ethical and sustainable relationships within the supply chain, in accordance with the CSR charter.



2026 Roadmap

- **In-depth internationalization:** deployment of the Responsible Purchasing policy in our other subsidiaries, in Spain, Brazil and Mexico.
- **Supplier Carbon Assessment:** Implementation of a tool to measure the carbon footprint of our critical suppliers to refine decarbonization action plans, thanks to the partnership with the company Decarbo'Solution®.
- **Internal purchases:** increasing the volume of purchases made from adapted and protected companies in the sector, and developing local purchases and purchases for very small businesses in all geographical areas.
- **Raising awareness of Responsible Purchasing:** deployment of the new employee training program internationally.
- **Improving our value chain:** monitoring environmental issues.
- **Transmission and sharing of best practices** to internal and external stakeholders.





ALL COMPLIANT!

**Working together with
integrity and
independence**

Integrity is a central pillar of KLB, embodied by a transition from intention to action and protection.

- **Zero tolerance & code of conduct:** active and comprehensive awareness-raising on zero tolerance for corruption, fraud and conflicts of interest. The code of conduct, a single translated reference document, defines the behaviors to adopt and the prohibited actions.
- **Operational commitments:** Employees commit to adopting a clear ethical stance and to systematically formalize/honor all CSR and ethical aspects related to their missions.
- **Ethical foundations:** commitments based on respect/promotion of people, fair business conduct (prevention of corruption/conflicts of interest), and the integration of ethics into the other CSR pillars.
- **Strengthened framework of trust:** the realization of these foundations in 2025 resulted in the launch of a three-pronged approach (code of conduct, alert procedure, and GDPR compliance) to guarantee consistent, secure and transparent management of integrity issues, thus ensuring an "Everyone Compliant!" culture on a global scale.



2025 Achievements Review

We have put our commitment into practice through structuring actions, moving from a strong conceptual framework to rigorous operational application.

France

KLB strengthens its ethical governance and compliance through four key actions:

- **Culture of integrity:** deployment of a mandatory awareness program for all staff, focused on combating corruption, conflicts of interest and fair business conduct, transforming ethical principles into daily reflexes.
- **Integrated governance:** the CSR Committee leads the integration of ethics into all pillars of the overall commitment to preventing social and environmental risks.
- **Ethical commitment:** 86% of employees have signed the KLB code of conduct and professional ethics.
- **International deployment:** accelerating the internationalization of the ethical approach by preparing the adaptation of the code of conduct for Spain and Mexico, and by standardizing the whistleblowing procedure for universal application of the principles of integrity.

Spain

- Implementation of mandatory **GDPR training** for our employees.
- Implementation of the **code of conduct** and ethics and the whistleblowing procedure.

Cross-cutting actions

- **Due diligence and anti-corruption certification** in France and Mexico :
TCertification is a comprehensive process of review, analysis, and due diligence approval. Obtaining this certification means that KLB has been thoroughly vetted, trained and certified by TCertification, the world's leading anti-corruption standards organization.

Our 2026 Roadmap

We will continue to roll out our code of conduct, the whistleblowing procedure, and our GDPR policy. These actions aim to consolidate our foundations while focusing our internationalization efforts on the rest of our subsidiaries.

- **Targeted regulatory monitoring** to ensure that our ethical procedures comply with specific local regulations on compliance.
- **Systematic integration** of CSR/ethics clauses in all new contracts signed with our suppliers, partners and customers.
- Monitoring and deployment of **ethics awareness** for all employees.
- Deployment of the **code of conduct and whistleblowing procedure** in Spain, Mexico, Brazil, Mauritius, and Canada.
- Integration of **training in the code of conduct and the whistleblowing procedure** in the onboarding process for all new employees.





Country-specific actions

France

- Auditing and continuous improvement of the whistleblowing system.
- Structuring GDPR compliance for France.

Canada

- Implementation of the code of conduct and the whistleblowing procedure.
- Structuring and implementation of the GDPR policy.

Spain

- Structuring and implementation of the GDPR policy.

Brazil and Mauritius

- Adaption and implementation of the code of conduct and the whistleblowing procedure.

Mexico

- Structuring of the GDPR policy.
- Implementation of the code of conduct and the whistleblowing procedure.
- Implementation of ethics and compliance training which strengthens the reporting and whistleblowing mechanism.



ALL SUSTAINABLE!

**Reducing the impact of
our activities on the
climate**



KLB reaffirms its commitment to sustainable development based on environmental protection and eco-responsibility.

Our overall CSR approach aims to ensure that **each employee, partner and supplier actively contributes to reducing their environmental impact.**

As such, our internal CSR policies and procedures remain the foundation of our commitments:

- Acting on the company's **environmental issues** from the outset.
- Developing **Sustainable Purchasing**.
- Involving and promoting the **CSR initiatives** of our partners, suppliers and subcontractors, in particular through our CSR Supplier Charter.
- Ensuring compliance with **environmental legislation**.



2025 Achievements Review

Deployment and acceleration in France

Ecological transition and awareness

2025 marked the progressive integration of climate issues with the raising of awareness among teams through the organization of collaborative workshops (la Fresque du Climat and La Fresque du Numérique) and mandatory awareness training on CSR and climate change. These various actions generate concrete measures to reduce the carbon footprint and promote responsible digital use.



CSR mobility

The company has prepared the implementation of a dedicated travel agency for employees, aiming to simplify the user experience and ensure rigorous monitoring of the carbon footprint of each trip in order to manage CSR commitments related to mobility. The share of the hybrid and responsible car fleet has increased, reaching 28% (compared to 20% in 2024).

Carbon reduction

A carbon simulator has been launched to inform and guide customers on the carbon cost of services purchased from KLB.



New premises and sustainable performance

The move to new premises in Vincennes combines comfort, accessibility (public transport) and an energy renovation approach (heat pump, replacement of windows) with a landlord committed to CSR. This project aims for a substantial reduction in energy consumption per employee, impacting scope 2 (100% green energy). These new premises embody KLB's vision: a stimulating, accessible environment aligned with our requirements for sobriety.



Circular economy and waste recycling

This includes strengthening the sorting policy through the renewal of the partnership with Les Joyeux Recycleurs for exemplary management and recovery of office waste.

Recycling: 415.9 kg of recycled waste including 178 kg of computer equipment.



Local development

The opening of the new regions (Lyon, Toulouse and Nantes) has enabled us to rethink the journeys made to serve these geographical areas in a more responsible way.



SBTI commitment

Finally, KLB has initiated the process for establishing emissions reduction targets validated by the Science Based Targets initiative.



Acceleration in Canada

Our environmental policy has been deployed in Canada, which has appointed a local environmental officer to gradually lead joint actions in conjunction with the rest of the Group, and in particular the global carbon footprint.

Training and awareness-raising in Mexico

- Internal training on waste management and Mexican regulations.
- 16 employees dedicated time to participate in the cleanup of mangroves.
- Implementation of an internal campaign for the collection of recyclable solid waste (PET containers, aluminum cans and plastic caps).
- In 2025, the importance of environmental protection was actively promoted through internal recycling initiatives. The collected waste was given to a charity in exchange for funding for medical treatments, while another portion was used to fund recycling initiatives led by clients.



2026 Roadmap

In 2026, KLB is committed to taking a further step in its environmental transition, focusing on decarbonization, resource management and innovation in our procurement.

- **Decarbonization and energy:** launching the Group's full carbon footprint assessment (scopes 1, 2 and 3) in order to define a low-carbon trajectory plan for the Group and commit to SBTI.
- **Responsible vehicle fleet:** encouraging our employees to increase the number of hybrid vehicles in the fleet.
- **Resource management:** monitoring and reducing energy consumption (electricity) per FTE (Full-Time Equivalent) in our premises, in collaboration with our landlord.
- **Waste reduction:** continuing our efforts on waste recycling by optimizing selective sorting and helping our subsidiaries make progress on this subject.
- **Sustainable purchasing and innovation:** accelerating CSR assessment and decarbonization efforts with our key suppliers and integrate these concepts, along with an environmental clause, into supplier contracts and internal processes.
- **Governance and culture:** continuing the deployment of the environmental policy in the rest of our subsidiaries.





THE FINAL WORD



ALL COMMITTED!
Together | Compliant | Fair | Sustainable

Conclusion and Outlook

The 2025 CSR report demonstrates the increasing strength of our commitments, including the deployment of our policies in subsidiaries and the acceleration of our carbon transition.

2026 and the years that follow will be pivotal for KLB, with the ambition to align our emissions reduction targets with climate science via the SBTi initiative and to strengthen sustainable innovation in our Procurement.

Our unwavering commitment is to maintain this positive momentum in 2026, by mobilizing all our stakeholders to co-create sustainable and responsible growth.

We are

EVERYONE COMMITTED!

**affirming our social and societal responsibility
contributing, through our actions and our commitments,
to sustainably improve our ecosystem.**

And that's not all... Many projects await us in 2026!



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