

# SUSTAINABILITY REPORT 2023



## Forward

This document is dbi services' second sustainability report and it concerns the 2023 calendar year. Our company wants to update and improve the content of this report annually and therefore, to provide transparent information to our stakeholders. This report was drafted using the Global Reporting Initiative (GRI) as a reference. You will find an index of the indicators used at the end of the report.

If you have any questions about sustainable development, contact Grégory Steulet via email on [info@dbi-services.com](mailto:info@dbi-services.com)

(GRI 2-1, GRI 2-3)

## About dbi services

dbi services is based in Delémont and is specialized in consulting and IT services. We are experts in infrastructure and platforms for effective and innovative data. We offer tailor-made, adapted solutions to our customers thanks to our 99 employees (93,1 FTE on 31.12.2023) whose knowledge and skills are constantly evolving thanks to continuous training. The company is registered as a *société anonyme* (Swiss Public Limited Company) and operates mainly in Switzerland where we conduct approximately 90% of our commercial activity. Our customers trust us, and we endeavor to respect the trust they place in us. This is also why our company is ISO/IEC,27001 certified (international standard for Information Security Systems) and our SLA (Service Level Agreement) service is ISO/IEC, 20000-1 certified (certification standard for IT services of organizations). (GRI 2-6, GRI 2-7)

## Introduction

At dbi services, we are aware of our responsibility towards society and the environment. We are committed to implementing sustainable and ethical practices across all of our activities and to contributing to the well-being of our community.

In 2023, dbi services continued with its efforts in corporate social responsibility (CSR). Through our societal and environmental commitments, we want to inspire all stakeholders linked to our activities and ensure compliance with the strictest standards for environmental and societal responsibility.

This report covers the four CSR themes listed below, as well as the issues related to them. These four pillars have been defined based on the four axes of the EcoVadis assessment.

1. **Environment:** Energy use, water, biodiversity, air pollution, raw materials, use of products and services, products' end-of-life, consumer health and safety, promotions and environmental services.



2. **Ethics and governance:** Corruption, anti-competition practices, responsible information management.



3. **Social and Human Rights:** Employee health and safety, working conditions, social dialog, career development and training, diversity equity and inclusion, human rights.



4. **Responsible purchasing:** Environmental practices of our suppliers, the social practices of our suppliers.



All of these issues or criteria are taken from international CSR standards, such as the principles of the United Nations Global Compact, the International Labor Organization (ILO) conventions, the Global Reporting Initiative (GRI), the ISO 26000 standard and the Paris Agreements.

### Highlights

In 2023, as in 2022, we invested a lot of time in CSR. Of course, we continue to maintain our Ecovadis platform and were awarded the silver medal in 2023.

#### 1. Environment

Among the highlights of 2023, we are proud to announce that we have financed the planting of 4,442 trees in areas of Nepal, Kenya, Thailand and Madagascar. These 4,442 trees bring the total number of trees planted to 7,778 by 31.12.2023, which equates to 2,560 tons of CO2 sequestered over the lifetime of these trees.

#### 2. Ethics and governance

We use a matrix of risks that could impact our company, which is reviewed and audited annually within the framework of the ISO 20000 certification.

It is worth mentioning that through the UN Global Compact we have committed to upholding the Ten principles of the UN Global

Compact relating to the respect for human rights and international labor law, environmental protection and fighting against corruption. (GRI 2-23),

#### 3. Social and Human Rights

dbi services has demonstrated that it is a top employer in Switzerland in 2023, as we have achieved fifth place in the "Great Place to Work" ranking in the "50 to 249 employees" category. We were also recognized as one of the 50 best companies to work for in Europe by the same institute and received the "Legend" label for our fifth participation. We also won the "Leading Employer Award" label, which demonstrates that dbi services is part of the top 1% of the best employers in Switzerland. Finally, we have renewed the "Fair-On-Pay" label awarded by COMP-ON AG. Equal pay for men and women is a fundamental right that is supported and encouraged by dbi services.

#### 4. Responsible purchasing

In 2023, we asked our suppliers to sign our environmental charter, and we monitor all suppliers who have signed. This charter defines our expectations relating to upholding environmental, social, and corporate governance standards (ESG: Environmental Social Governance). This code of conduct also aims to define the principles that each supplier must uphold when they supply goods or services to our company.

## **Our results**

All of our commitments as well as our sustainable practices, across all facets of our business, are already proving fruitful.

The results of our most recent corporate social responsibility (CSR) evaluation showed that we have achieved several important milestones.

In 2023, we did more than renew our EcoVadis Bronze Medal rating. We improved our score to 65/100. This score earned us the Silver Medal and demonstrates our significant progress in many areas.

### **1. Environment**

In particular, we have been successful in reducing our environmental footprint, and we continue our commitment in this area. At 31.12.2023, 30% of our suppliers had signed our Environmental Charter. We also continue to measure the energy impact of our collaboration tools. In addition, no fines or non-monetary sanctions have been levied against dbi services for non-compliance with environmental laws and regulations (GRI, 307-1).

### **2. Ethics and governance**

Our Internal Control System (ICS) has also undergone an internal review, with an external audit planned for 2024. We have a complaint mechanism in place for harassment, suspected money laundering or financial irregularities.

Finally, during the period under review, dbi services did not receive any complaints about breaches of privacy or loss of client data, nor did it receive any complaints about data protection.

No legal proceedings were brought against dbi services for anti-competitive behavior or antitrust practices (GRI 206-1, GRI 418-1).

### **3. Social and Human Rights**

We are continuing with our “Data Academy” training program: Through this program we have been able to train five young students over a period of nine days, the majority of whom come from prestigious Swiss “Hautes Ecoles.” We were able to offer two of them jobs with us.

In 2022, we also carried out a salary survey with the company Comp-On AG. The aim was to ensure equal pay for men and women. This analysis proved that dbi services fully complies with the tolerance threshold of 5%. This analysis has been validated by SGS.

We also doubled our efforts in our community by investing in both local projects, such as “Fondation Theodora”, and more global projects such as “Tree Nation” which aims to participate in reforestation efforts in several forests around the world (GRI, 405-2).

### **4. Responsible purchasing**

A concerted effort was made in 2023 to buy local products when they were available. Furthermore, we encouraged the reuse and repair of goods rather than replacing them, where possible.

## 2024 Strategy

We know that our customers, our employees and our community expect us to be a leader in the area of CSR. We are therefore determined to continue to improve our performance. We must rise to this challenge, not only for them but also for future generations.

We have already set ambitious goals for the coming year. Among the pillars that underpin our commitments in corporate social responsibility, our priorities in 2024 are geared towards social and environmental elements. These two pillars are particularly important for us as a services company.

We are also working on our supply chain for goods and services, for example, by establishing a partnership with our suppliers to encourage ethical and sustainable practices. We will pay particular attention to our suppliers to ensure that they have the adequate certifications, for example ISO/IEC 14001, relating to waste management.

We plan to conduct multiple security audits of our suppliers who do not have security certification. We will prioritize our partners with the most sensitive information. We will also forge ahead with our efforts to ensure that our internal control system is fully in accordance with Article 728a, paragraph 1, figure 3 of the Swiss Code of Obligations and the Swiss Auditing Standard 890.

## Thank you

We would like to extend our thanks to all members of our team for their contribution to these exceptional performances. We are proud of what we have accomplished together, and we are convinced that our continuous commitment to CSR will enable us to continue to have a positive impact on the planet and in our community. We would also like to thank our customers, who have been honoring us with their trust for more than 14 years.

Together, we will continue to contribute to improving ethical, environmental, and societal conditions.

David Hueber  
CEO, dbi services



Grégory Steulet  
CFO, dbi services



Delémont, Switzerland, April 16, 2024

## References to the indicators used based on the GRI

ID GRI	GRI Description	See report chapter, or more information
2-1	Company details	"Forward"
2-3	Period, frequency and point of contact for reporting	"Forward"
2-4	Modification of information	No information from the previous report requires revision.
2-5	External assurance	The dbi services 2023 Sustainability Report is not subject to any external verification.
2-6	Activities, value chain and other business relations	IT services supply. 90% of customer base is Swiss. Our main suppliers are software companies. At the end of 2023, we had a total of 17 partners. In 2023, we had no significant changes to the organization or its supply chain.
2-7	Employees	"About dbi services"
2-22	Declaration on the sustainable development strategy	"Introduction"
2-23	Political commitments	"Ethics" "Highlights- Social and Human Rights"
2-28	Joining associations	Chamber of Commerce and Industry of the Canton of Jura (CCIJ), Handelskammer beider Basel (HKBB)

205-2	Communication and training related to anti-corruption policies and procedures	Anti-corruption training for management was provided in 2023..
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205-3	Known cases of corruption and measures taken	No corruption case was recorded at dbi services during the year under review.
206-1	Legal proceedings for anti-competition behavior or anti-trust practices	"Our Results - Ethics and governance"
307-1	Non-compliance with environmental law and regulations	"Our Results - Environment"

401-1	Recruitment of new employees and staff rotation	In 2023, we employed 8 male employees and 2 female employees. We had 14 employees leave us, 14 men and 0 women.
401-2	Benefits granted to full-time staff, and not to temporary or part-time staff	Company employees should be treated the same, regardless of their contract type, in order to encourage a suitable environment for their career development.
401-3	Parental leave	In 2023, 1 employee took parental leave. This member of staff has returned to work.
403-1	System for managing workplace health and safety	The CFST directive 6508 (MSST directive) defines the requirements to be met by this system. Certain procedures have been adapted and particular attention has been paid to ergonomics and the positioning of workstations.
403-2	Identifying hazards, evaluating risks and incident inquiries	In 2023 we had no work-related accidents.
404-1	Average number of training hours per year per employee	Average number of training hours per year per employee- Women:166 hours. Average number of training hours per year per employee- Men: 353 hours. Average number of training hours per employee total: 348 hours.

<b>404-2</b>	Employee up-skilling and transition assistance programs	dbi services offers all training, workshops, and conferences necessary to ensure that its consultants receive adequate support in their professional development in order to have the necessary expertise - be it to succeed in their current role or to prepare for the next step in their career. Our consultants receive continuous training to stay up to date on the expertise in the technologies that we supply to our customers.
<b>404-3</b>	Percentage of employees benefiting from performance reviews and career changes	Every year, we organize at least one end-of-year meeting for each employee. This means that 100% of our employees benefit from at least one performance review and career development meeting per year.
<b>405-1</b>	Diversity of governance bodies and employees	At 31.12.2023, our board of directors is made up of 4 members, one woman and three men. Our company has 99 employees, 14 of whom are women.
<b>405-2</b>	Ratio of basic salary and pay between women and men	"Our Results – Social and Human Rights"
<b>418-1</b>	Complaints issued relating to breaches of data privacy of customers and loss of customer data	"Our Results - Ethics and governance"

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