

SUSTAINABILITY REPORT 2024



About this document

This document constitutes the third sustainability report of dbi services and covers the calendar year 2024. Our company aims to update and improve the content of this report annually, thus offering transparent information to our stakeholders. This report is based on the Global Reporting Initiative (GRI). An index of the indicators used can be found at the end of the report.

If you have any questions about sustainable development at dbi services, please contact Grégory Steulet at the following e-mail address. info@dbi-services.com.

(GRI 2-1, GRI 2-3)

About dbi services

dbi services is based in Delémont and specializes in IT consulting and services. We are experts in innovative and efficient data infrastructures and platforms. Our 81 employees (76.8 FTE as at 31.12.2024), whose skills and knowledge are constantly evolving thanks to ongoing training, offer our customers customized solutions. The company is registered as a public limited company and operates mainly in Switzerland, where around 90% of our business activity takes place. Our customers place their trust in us, and we strive to respect it. This is also why our company is certified ISO/IEC 27001 (international standard for information systems security) and our service SLA (Service Level Agreement) is certified ISO/IEC 20000-1 (standard for certification of IT services in organizations). (GRI 2-6, GRI 2-7)

Introduction

At dbi services, we are aware of our responsibility to society and the environment. That's why we are committed to implementing sustainable and ethical practices in all our activities and to contributing to the well-being of our community.

In 2024, dbi services continued its Corporate Social Responsibility (CSR) efforts. Through our societal and environmental commitments, we aim to inspire all stakeholders linked to our business and ensure compliance with the highest standards of environmental and social responsibility. As indicated in the 2023 report, our 2024 objectives have focused on social issues. For example, we have set up a network of trusted individuals who now monitor employee issues and provide management with an anonymized monthly report (GRI 403-2).

This report covers the four CSR themes below, as well as the related challenges. These four pillars have been defined based on the four EcoVadis analysis axes.

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



2. **Ethics and governance:** Corruption, anti-competitive 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 these issues or criteria are drawn from international CSR standards, such as the principles of the United Nations Global Compact, the conventions of the International Labour Organization (ILO), the Global Reporting Initiative (GRI), ISO 26000 and the Paris Agreements.

Highlights

In 2024, as in previous years, we invested a great deal of time in CSR. We naturally continue to maintain and nurture our EcoVadis platform, and in fact renewed our Silver Medal in November 2024. We are also maintaining our profile and performance on the Integrity Next platform.

1. Environment

Among the highlights of 2024, we are proud to announce that we were able to fund the planting of 2,795 trees across the regions of Nepal, Kenya, Thailand and Madagascar. This brings the number of trees planted as at 31.12.2024 to 10,573, representing 2,801 tons of CO₂ captured during the lifetime of these trees

2. Ethics and governance

We have a matrix of risks that could have an impact on the company, which is reviewed and audited annually in the context of ISO 20000 certification.

We can mention that we continue to commit ourselves to the UN Global Compact's Ten Principles concerning respect for human rights, international labor standards, environmental protection and the fight against corruption. (GRI 2-23).

3. Social and Human Rights

We have renewed the "Fair-On-Pay" label awarded by COMP-ON AG. Equal pay for men and women is a fundamental right that dbi services supports and encourages. However, unlike last year, we did not participate in Great Place To Work.

4. Responsible purchasing

In 2024, we asked our suppliers to sign our environmental charter, and we monitor all those who have done so. The charter defines our expectations in terms of compliance with environmental, social and corporate governance (ESG) standards. The code of conduct also defines the principles that each supplier must respect when supplying goods or services to our company.

Our results

All our commitments and sustainable practices in all facets of our business are bearing fruit.

The results of our latest Corporate Social Responsibility (CSR) assessment show that we are continuing to make progress

In 2024, we more than renewed our EcoVadis bronze medal rating. We improved our score to 69/100, improving on our 2023 score by 4 points. This score earned us the Silver Medal and testifies to our significant progress in many areas.

1. Environment

In particular, we have succeeded in reducing our environmental footprint, and we continue to be committed to this theme. At 31.12.2024, 35% of our suppliers had signed up to our environmental charter. We also continue to measure the energy impact of our collaborative tools. Furthermore, no fines or non-monetary sanctions for non-compliance with environmental laws and regulations have been lodged against dbi services (GRI 307-1).

2. Ethics and governance

Our internal control system (ICS) has also undergone an internal review, and an external audit took place in 2024. We have a complaints mechanism covering 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 customer data, and had no complaints about data protection.

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

3. Social and Human Rights

Two years after obtaining our Fair-on-Pay label, we were subjected to a certificate renewal analysis by the human resources consultancy Comp-On. This survey was carried out taking into account all the company's salaries. The method is based on a process and software (logib) certified by the Swiss authorities. Certification is issued by SGS. The aim was to ensure equal pay for men and women. This analysis proved that dbi services fully respects the 5% tolerance threshold.

We have maintained our commitment to our community by investing in projects that are both local, such as the "Table couverte" foundation, and more global, such as "Tree Nation", whose aim is to participate in the reforestation of numerous forests around the world (GRI 405-2).

4. Responsible purchasing

In 2024 we continued our efforts to purchase local products where available. In addition, we gave priority to reusing goods and repairing them rather than replacing them whenever possible.

We have also chosen to make donations to social and environmental charities, rather than offering goodies at customer events. These include, but are not limited to, Patouche, Pro Natura and Pfarrer Sieber.

Strategy 2025

We know that our customers, our employees and our community expect us to be a leader in CSR. We are therefore determined to continue improving our performance. We must meet this challenge not only for their sake, but also for the sake of future generations. In addition to these challenges, we will also have to meet the financial challenges posed by the current economic situation. We will also have to renew our ISO 20'000 and 27'001 certificates.

We will also continue to work on our supply chain for goods and services, for example by partnering with our suppliers to encourage ethical and sustainable practices. Particular attention will be paid to suppliers to ensure they have the appropriate certifications, for example ISO/IEC 14001 for waste treatment.

We will continue to carry out security audits on suppliers who do not have security certification. We will prioritize our partners with the most sensitive information. We will also continue our efforts to ensure that our internal control system complies in all respects with article 728a, paragraph 1, number 3 of the Swiss Code of Obligations and Swiss auditing standard 890.

Thank you

We would like to thank all our team members for their contribution to this outstanding performance. We are proud of what we have achieved together and are confident that our ongoing commitment to CSR will enable us to continue to have a positive impact on the planet and our community. We would also like to thank our customers, whose trust has honored us for over 15 years.

Together, we will continue to help improve ethical, environmental and social conditions.

David Hueber
CEO, dbi services



Grégory Steulet
CFO, dbi services



Delémont, Switzerland, May 16, 2025

References for GRI indicators

ID GRI	GRI description	Reference to report chapter or additional information
2-1	Company details	"About this document"
2-3	Period, frequency and point of contact for reporting	"About this document"
2-4	Modification of information	No information from the previous report requires revision.
2-5	External assurance	The dbi services 2024 sustainability report is not subject to external verification.
2-6	Activities, value chain and other business relations	Provision of IT services 90% Swiss customers Our main suppliers are software publishers. At the end of 2024, we had 17 partners. In 2024, there were 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	Chambre du Commerce et d'Industrie du Canton du Jura (CCIJ), Handelskammer beider Basel (HKBB)

205-2	Communication and training related to anticorruption policies and procedures	Anti-corruption training for management was provided in 2024 through the EcoVadis platform.
205-3	Known cases of corruption and measures taken	No cases of corruption were 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 2024, we hired 6 male and 1 female employee. We had 25 departures, including 23 men and 2 women.
401-2	Benefits granted to full-time staff, and not to temporary or parttime staff	The company's employees must be treated in the same way, whatever their type of contract, in order to foster an environment conducive to their career-long development.
401-3	Parental leave	In 2024, we had no parental leave.
403-1	System for managing workplace health and safety	CFST directive 6508 (MSST directive) sets out the requirements to be met by this system. Certain procedures have been adapted, and particular attention has been paid to ergonomics and workstation positioning.
403-2	Identifying hazards, evaluating risks and incident inquiries	In 2024 we had no work-related accidents. Our contact persons have reported 8 low-impact problems, 5 medium-impact problems and 2 problems.

404-1	Average number of training hours per year per employee	Average number of training hours per year per employee - Women: 164.5 hours. Average number of training hours per year per employee - Men 222.8 hours Average number of training hours per employee in total: 221 hours
404-2	Employee up-skilling and transition assistance programs	dbi services offers all the training, workshops and conference attendance necessary to ensure that our consultants receive the professional development support they need to ensure they have the expertise they need - whether to succeed in their current job or to prepare for the next stage of their career. Our consultants undergo continuous training to stay at the cutting edge of expertise in the technologies we supply to our customers.
404-3	Percentage of employees benefiting from performance reviews and career changes	Every year, we organize at least one end-of-year interview for each employee. This means that 100% of our employees benefit from at least one performance and career development interview a year.
405-1	Diversity of governance bodies and employees	As at 31.12.2024, our Board of Directors comprises 4 members, 0 women and four men respectively. Our company has 81 employees, 13 of whom are women
405-2	Ratio of basic salary and pay between women and men	"Our results - Social and human rights
418-1	Complaints issued relating to breaches of data privacy of customers and loss of customer data	"Our results - Ethics and governance

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