



The Leading Expatriate  
Management Solutions



## **ENVIRONMENTAL, SOCIAL & GOVERNANCE**

**2022 REPORT**

## TABLE OF CONTENTS

03

Introduction

04

Our focus and the underlying ESG Factors

- ESG factors materials to the business and our stakeholders

05

Environmental

- Preserve resources
- Advanced dematerialization
- Waste management
- Transport and mobility impact

05

Social

- Human Capital
- Discrimination
- Learning Organisation
- Nationalities
- Age
- Training and development
- Remuneration & career progression
- Health and safety
- Inclusive workplace
- Listening to and keeping our people informed

06

Governance

- Legal and Corporate Governance
- Audit and Internal Control
- Managing data privacy & protection
- IT security and resilience
- Conclusion
- Our values



It is not common for a private Small and Medium-sized Enterprise (SME) to publish an Environmental, Social and Governance (ESG) report. However, for ITX to be successful and truly deliver on its goal to provide leading expatriate management solutions, it is imperative to make a positive impact on our environment, our communities and all our stakeholders. We want to do this not only because it is the right thing to do, but also because we believe that this commitment will lead to better outcomes for ITX, its people, its partners, and its investors.

We are delighted to introduce ITX's first ESG report issued on a voluntary basis.

At ITX we believe that company performance can not only be measured in terms of profits, but also by the company's contribution to environmental sustainability and the welfare of the surrounding community.

Through the way we run our business, we seek to create opportunities for our customers, our clients, our colleagues, and our investors. We believe that we can be a real force for good, and this includes a responsibility to be open and transparent about our actions.

We remain committed to helping to make our world more sustainable, more inclusive, and more connected.

In this report you will find ITX's guidelines on the environmental, social and governance aspects of our business. This relates to the policies and processes that govern the way our business is run, as well as the positive impact we seek to make on our communities.

We have identified three focus areas which we believe encompass the underlying ESG factors most relevant to ITX. By focusing on these, we increase the positive impact we have within society through our core business activities as a service provider, through our operations, and through our investment in our communities, while working simultaneously to minimise potential negative impacts.

Our ambition is to create an inclusive business which, within a properly governed framework, encourages and supports sustainability and social responsibility while delivering positive outcomes to its stakeholders.

Thank you for taking the time to read this first ITX ESG report.

Best regards,

Alan Tawil Kummerman  
**Chairman**

Christophe Malavallon  
**Chief Executive Officer**

## Our focus areas and the underlying ESG factors

We have identified 3 focus areas, which encompass 15 ESG factors most relevant to ITX



### INVESTING ON PEOPLE AND CULTURE

- Human Capital (diversity & equity)
- Remuneration and career progression
- Training and development
- Listening to and keeping our people informed
- Inclusive workspace
- Health and Safety

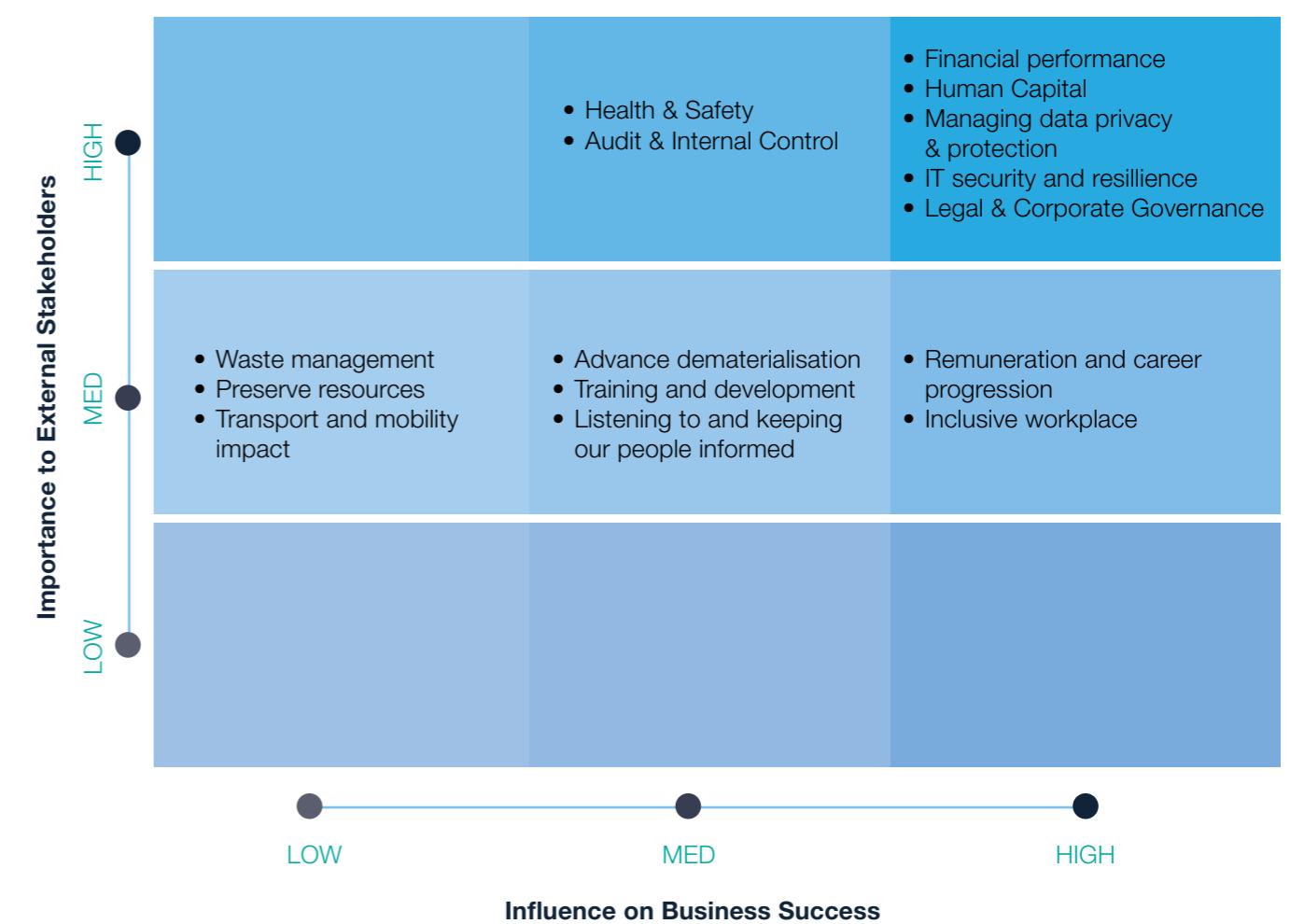
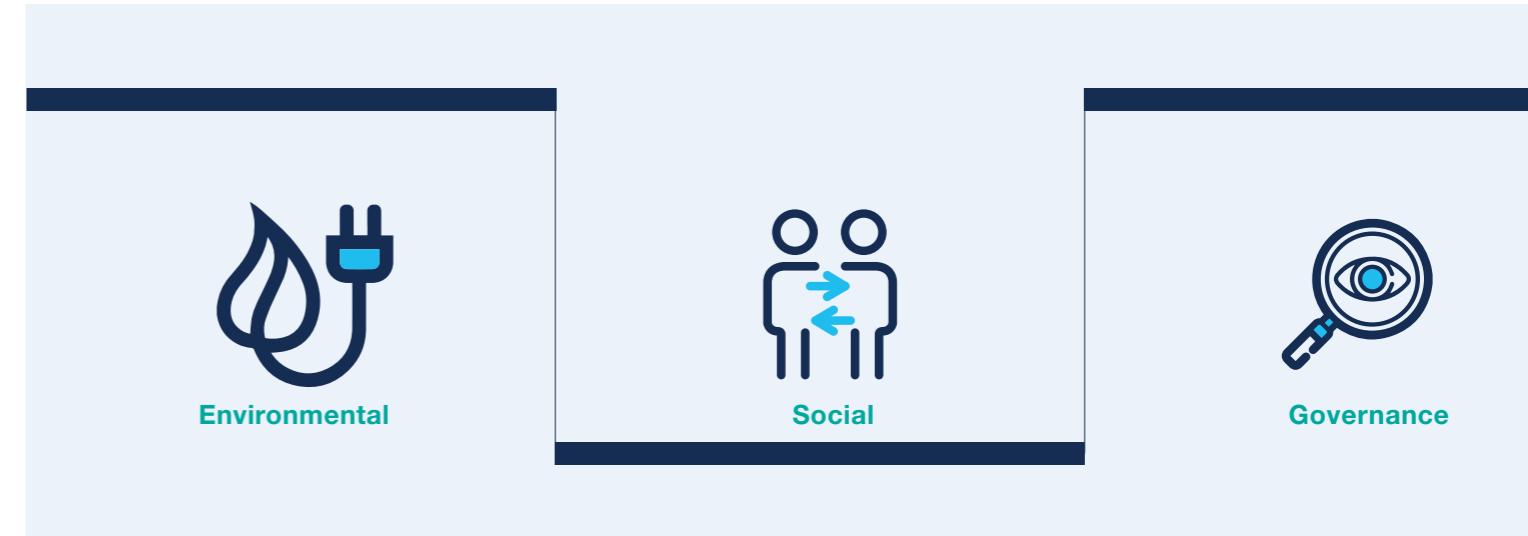
### MANAGING ENVIRONMENTAL & SOCIAL IMPACT

- Advanced dematerialisation
- Waste management
- Preserving resources
- Transport & mobility impact

### ENSURING RESPONSIBLE GOVERNANCE

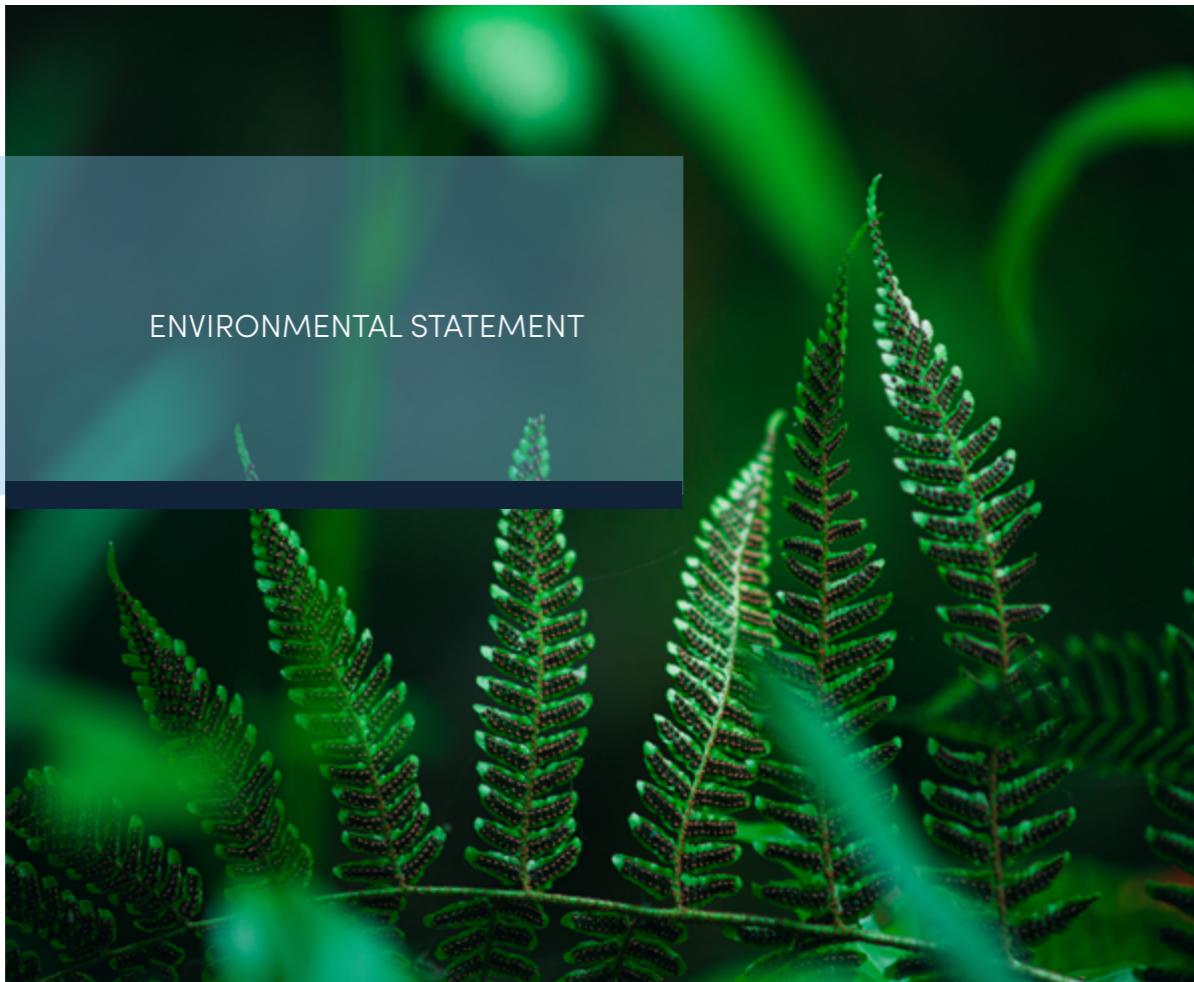
- Financial performance \*
- Managing data privacy and protection
- IT security and resilience
- Legal and Corporate Governance
- Audit & Internal Control

## ESG Factors Material to the Business and our Stakeholders



\* Full details of our financial performance are set out in separate and confidential audited financial statements and internal reports

# ENVIRONMENTAL



ITX wishes to be recognized, both by its clients and by the general public, for the quality of its services, the safety of its operations and their compliance

with standards, its professionalism, and the effectiveness of its environmental management system.



Preserve Resources



Prioritise Environmentally friendly Transport



Paperless Environment



Recycle Waste



## PRESERVE RESOURCES



APPROX  
**16,500**  
PET bottles saved/year

- Reduction of ecological footprint
- Low consumption lighting in all renovated spaces
- Reduction of printers available to staff
- Distribution of recycled glass bottles to each staff members
- Suppression of PET bottled water distributors

## LET'S ACT TOGETHER

- Turning off the lights, heating and electrical appliances when not in use
- Limiting water usage while in the kitchen
- Printing double-sided whenever possible

## ADVANCED DEMATERIALISATION



APPROX  
**850,000**  
Paper sheets saved/year

- Push towards a "Paperless Activity"
- Digitalisation of work process
- Transmission of information via digital means
- Generalisation of secured VPN access for all staff
- Reminder in emails to reduce paper printing

## LET'S ACT TOGETHER

- Favouring email before paper when exchanging information within our network
- Replacing voluminous attachments by links to a server or a SharePoint folder in our emails
- Actively participating in implementing digital processes in all our activities



## TRANSPORT & MOBILITY IMPACT



APPROX  
**225,000**

Kilometer of mobility saved/year

- Implementation of park-sharing for the concerned staff members
- Implementation of part-time remote working throughout the company
- A majority of sales and business meetings in virtual format
- Major company PR and marketing events organised online

### LET'S ACT TOGETHER

- Choosing alternative transportation over traditional vehicles
- Using eco-friendly fuel sources, electric energy
- Go shopping on foot once a week



## WASTE MANAGEMENT



- Paper recycling system
- PET bottle recycling
- Recycled coffee capsules
- Recycled printing consumables
- ISO 14001 certified service providers (paper/supplies)

### LET'S ACT TOGETHER

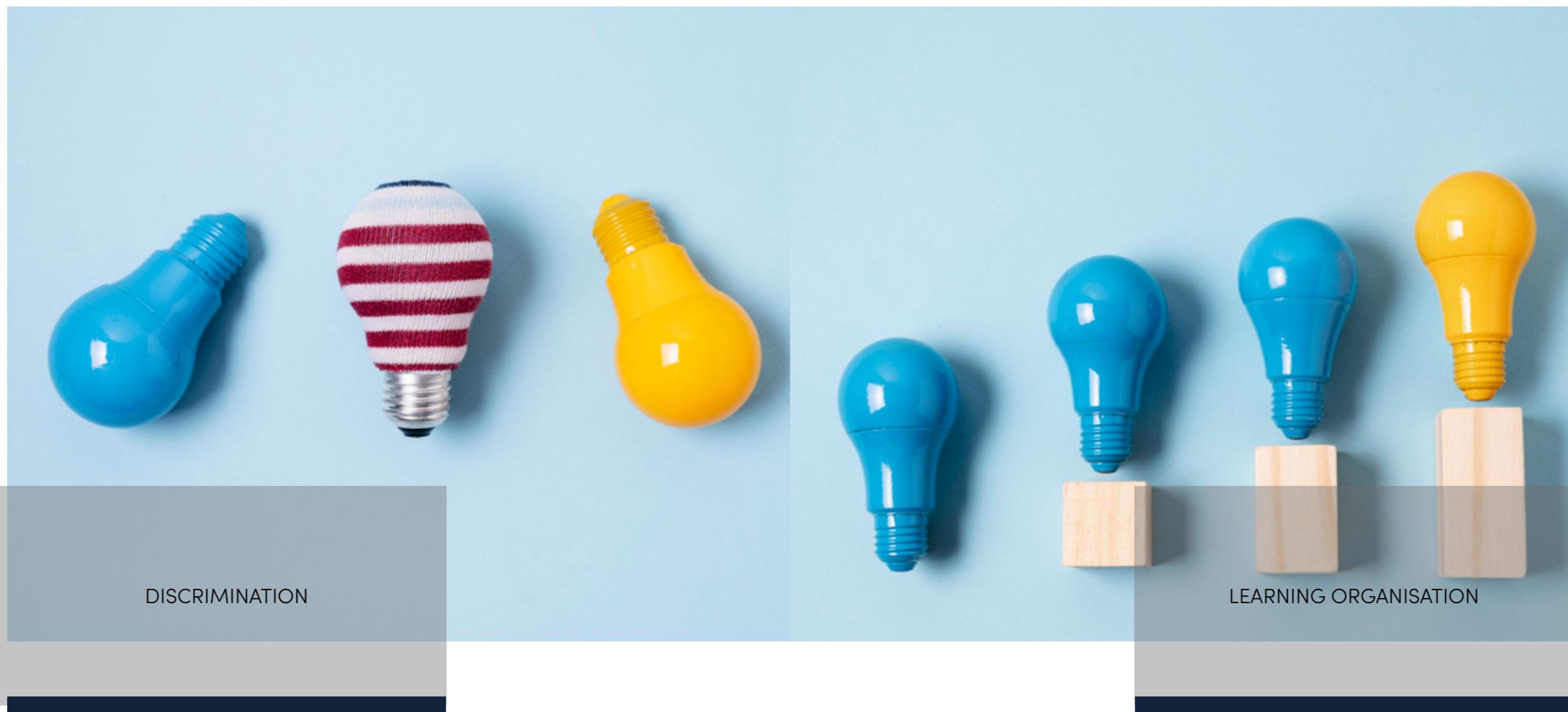
- Recycling our waste correctly (paper, packaging, glass, PET bottles, batteries)
- Proper waste management (biodegradable, non-biodegradable and hazardous waste)
- Re-using draft paper for our notes and children's drawings
- Ordering group meals to reduce packaging waste

We believe that the culture of ITX is built and shaped by the professionals who serve our customers and clients with shared purpose and values. Our people have an essential impact on our success, and our investment in them protects and strengthens our culture.

Including people with different perspectives and life experiences makes our organisation stronger.

We believe this is a competitive advantage which further strengthens our culture and, therefore, continue to focus on hiring people with the skills that will facilitate the acceleration of ITX's development and adaptation to the changing needs of our customers and clients.

Attracting, developing, and retaining a diverse and inclusive workforce, and providing equal opportunities for all our people, are strategic goals for ITX. In order to recognize and acknowledge the importance of gender, age, and ethnic diversity in our organisation, ITX cultivates this principle through its recruitment process, hiring the greatest diversity of employees possible. Our internal policies also require us to give full and fair consideration to all populations based on their aptitudes and abilities, rather than their personal credentials and preferences.



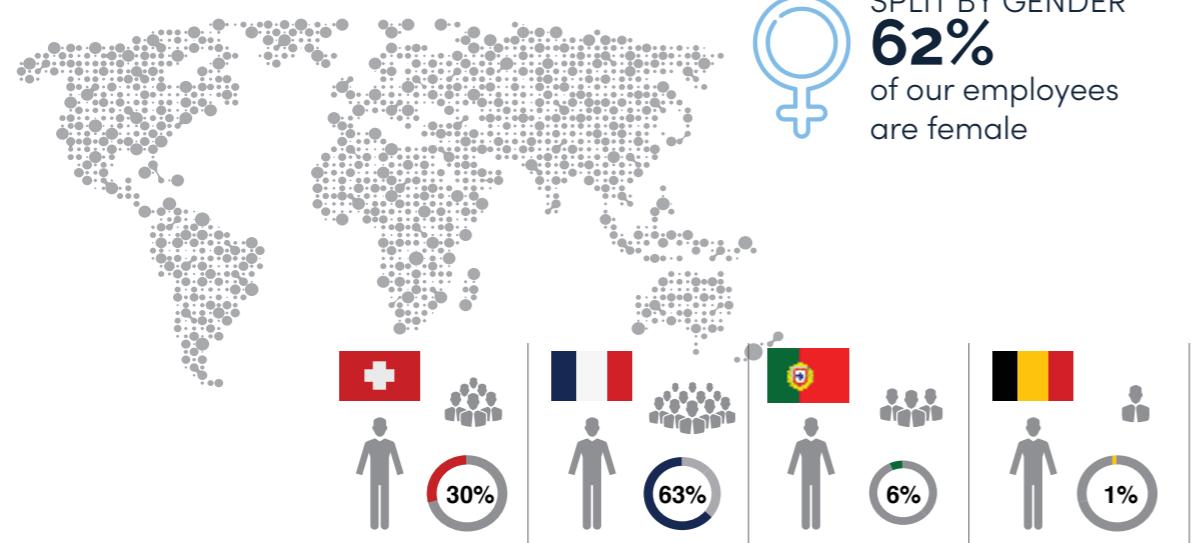
Discrimination of any form is not tolerated within ITX and forms a core section of ITX's Internal Regulations. To avoid any incidents, ITX takes all the necessary measures to protect its staff against discrimination with-

in its workplace, may it be sexual or psychological harassment or gender/race/age/religious discrimination. Any breach of discrimination guidelines leads to severe consequences, up to and including termination of contract.

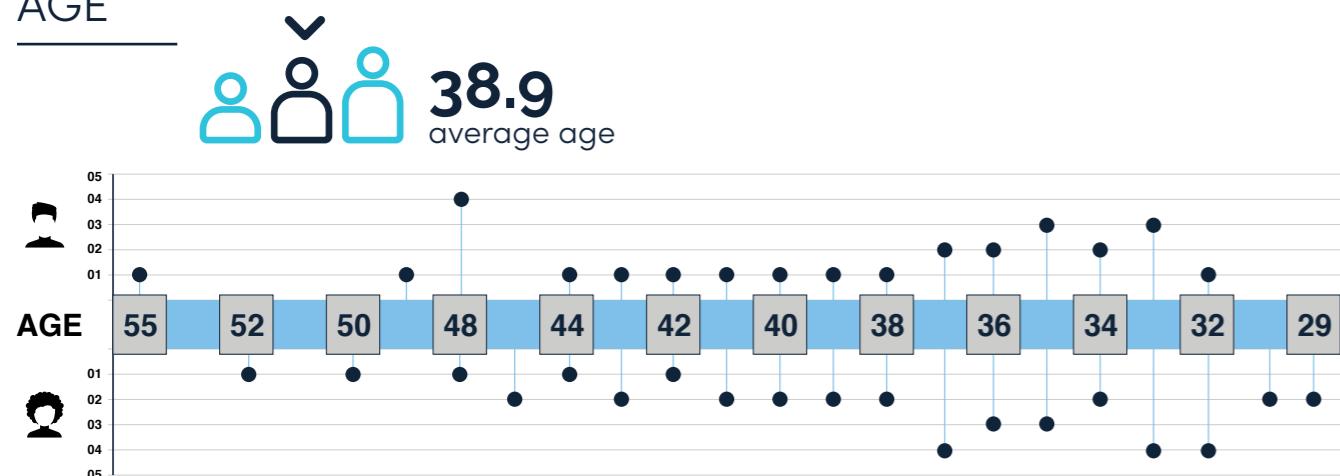
Over the years, ITX has included trainees from various training and professional insertion institutions within its workforce. We believe these "learners" not only bring new energy and perspective to our

company but also create opportunities for our colleagues to pass on their knowledge to future generations, thus creating, developing and sustaining core competencies.

## NATIONALITIES



## AGE



## YEARS OF SERVICE

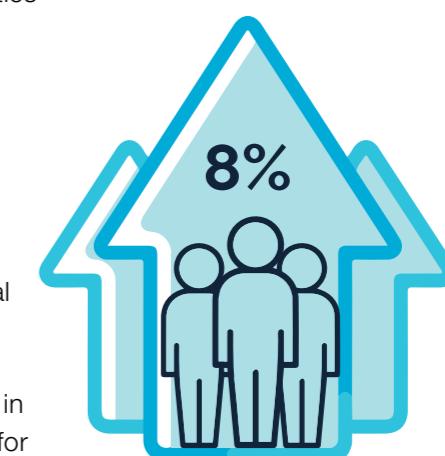


## TRAINING AND DEVELOPMENT

At ITX, we believe it is important to foster an environment which supports our people and allows them to grow and develop continuously. We are committed to investing in our people at all stages of their career and help them develop their competencies in both their current role and any future career. Our strategy is to provide our colleagues with an equal share of formal and informal learning, as well as high quality on-the-job development options. New internal job opportunities are communicated to all internal colleagues, who can apply freely. Management coaching also considers colleagues showing particular potential for advancement.

Over the course of the past 5 years, ITX has developed an in-house digital learning platform called ITX Academy. The ITX Academy is the initial gateway into ITX employment and allows our colleagues at all levels of hierarchy to access learning and development that can support them in their daily responsibilities and help them prepare for future opportunities.

This learning, available through our intranet and aimed at developing their technical and job specific skills, is supported by any external training required to develop their methodology, social and leadership skills. Over the next 48 months, ITX will also be developing and implementing an intranet-based management training programme, the goal of which will be to enable and empower our management staff in their daily leadership responsibilities.



of our ITX employees have been promoted during the last 12 months

40%  
of our employees have received external training during the last 12 months

Last, but not least, with English Business Language a core goal to be pursued, ITX offers English communication and written courses, as well as a weekly "Lunch and Learn" session through cooperation with outside partners. These internet-based courses focus on daily business English requirements and aid our colleagues in developing their written and spoken communication skills, thus improving, and fine-tuning their relationships with their stakeholders and partners.



## REMUNERATION AND CAREER PROGRESSION

We have developed a remuneration policy based on a job evaluation points chart with 7 grades.



## HEALTH AND SAFETY

ITX is convinced that a safe workplace increases the feeling of security of its colleagues and allows them to develop their full potential. Health and safety guidelines are in place, including a team of trained in-house First Aiders and an Ergonomic Ambassador. We are also currently developing a "Health and Safety Work Group" aimed at including our colleagues on subjects related to the health and safety of our workplace.



ITX goals focus on the safety of our colleagues, and we aim to achieve zero fatalities and serious injuries across our workforce. To do this, we engage colleagues through Health & Safety campaigns and regular internal surveys to measure the success of these efforts through indicators.

The pandemic put a spotlight on the importance of health and well-being that goes beyond safe behaviour in the workplace. ITX provides training and guidance to any colleagues involved in Health & Safety within the company and continues to apply caution with regards to any pandemic-related issues that might arise.

## INCLUSIVE WORKPLACE



We are committed to ensuring that ITX is an inclusive workplace, where everyone feels supported, valued, and respected. As part of this commitment, we offer flexibility allowing our colleagues to balance their professional and personal lives. Our flexible working policies are considered in line with local practices and statutory requirements and applied to all employees regardless of gender identity or sexual orientation.

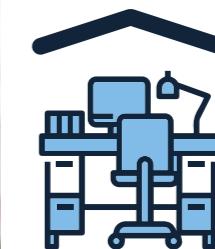
At ITX we believe in offering our colleagues the most appropriate environment for their daily responsibilities. Home office options have been an integral part of ITX's Internal Regulations

since summer 2020 and are open on a voluntary basis, in line with statutory requirements. These options not only allow increased balance between work and family life, but also reduce the stress linked to lengthy commutes, whilst ensuring that employee performance remains at its highest.

Flexible Working hours policies are also part of ITX's core Internal Regulations and in line with statutory requirements, offering greater flexibility in organising the workday.



**27%**  
of our employees have a part time employment agreement



**98%**  
of our employees are taking advantage of Home Office policies granted by ITX



**Flexible Working hours policies are also part of ITX's core Internal Regulations and in line with statutory requirements, offering greater flexibility in organising the workday.**

At ITX we feel it is our duty to keep communication channels open “both ways”, ensuring a steady flow, up and down our structure, on any points of interest for the company. This offers ITX a clear vision of its colleagues’ requirements whilst improving employee engagement and policy transparency. ITX’s internal communication policy is centred around the following focus areas:

### ITX INTRANET

ITX onboarding explained, ITX Academy Access, Quick Links to the Quality Management System and the ITX employee information portal, IT Services tips & advice, ITX people, etc...

### ITX NEWSLETTER

Quarterly company Newsletter containing important company news, articles on Health & Safety, congratulations, ITX business updates

### ITX BI-ANNUAL COMPANY PRESENTATION

In June and December summarising the business developments and performance progress over the past six months and the upcoming business targets, prospects, and strategies

### INTERNAL NEWS EMAIL

In-bound and out-bound information related to breaking company news, changes in staff, legislation, and other miscellaneous information

### WEEKLY HR / MANAGEMENT MEETINGS

Discussions around various aspects relating to employee life cycle, training and development, conflicts, career planning, etc...

### COMPANY EVENTS

Summer and Winter Team building events combined with bi-annual presentations, congratulation lunches organised around business targets or new prospect conclusion, ITX Monthly Coffees (outside of pandemic periods), company and colleague jubilees and various other team and service-oriented events



At ITX we also value the feedback offered by our colleagues, and organise regular company surveys on subjects such as Health & Safety, company policy, designations, events, etc...

Finally, ITX has developed a comprehensive Quality Management System and Document Management System, accessible to all ITX colleagues and

containing all quality documents available for each ITX service. Our colleagues are regularly involved in the creation and update of their respective quality documents, thus ensuring a full learning and development cycle.

### LEGAL AND CORPORATE GOVERNANCE

At ITX, we ensure compliance with the regulations in the jurisdictions in which we operate as an accountable company. Responsible governance, ensuring compliance with applicable laws, is the bedrock of our commitment to deliver value to our clients, employees and the communities around us. We have put in place strict governance structures and rules to meet this objective.

## ITX BOARD OF DIRECTORS

The General Assembly, formed by the shareholders, is the highest organ of the company, responsible for appointing Board of Directors members. The Annual General Meeting is held within 6 months of the closing of the accounts.

The Board of Directors exercises the ultimate direction, responsible for the management of the company and the appointment the Executive Committee. The ITX Board of Directors is composed of 6 Directors, two of whom are independent and two who also hold an executive position. The ITX Board of Directors meets regularly on a monthly basis, while the Executive Committee on a weekly basis.

## AUDIT AND INTERNAL CONTROL

In addition to the external audit (statutory audit and audit from our customers) The ITX Board maintains two separate standing committees. These include:

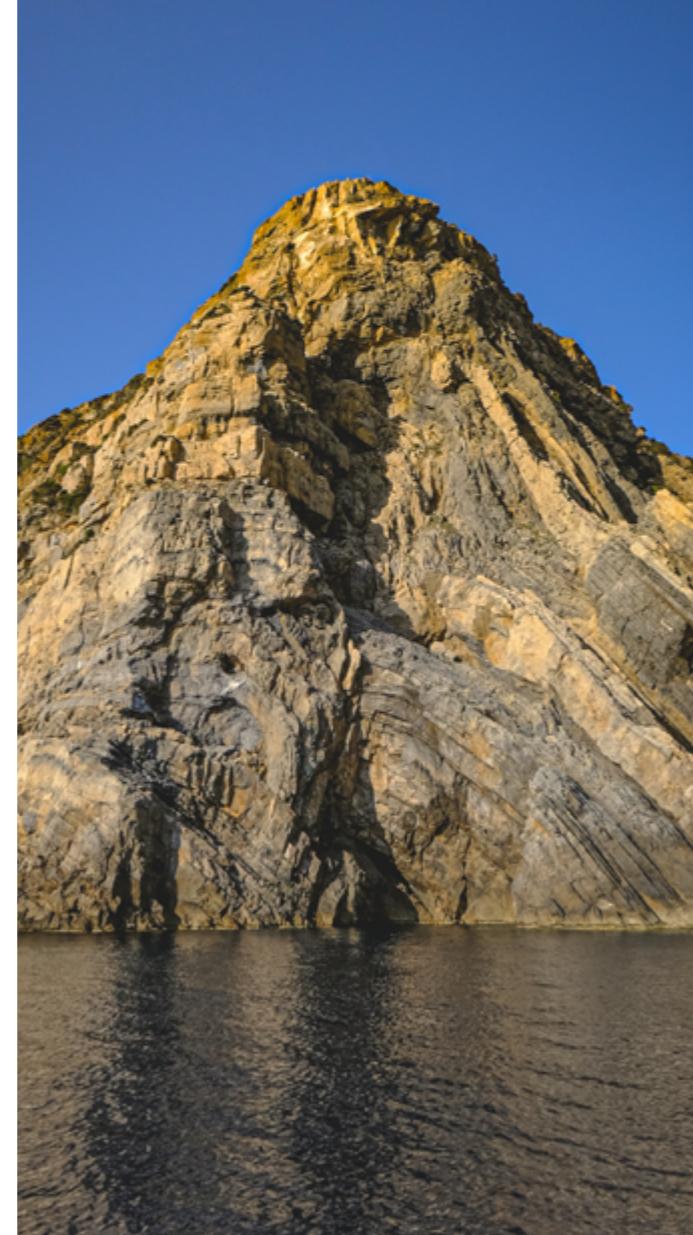
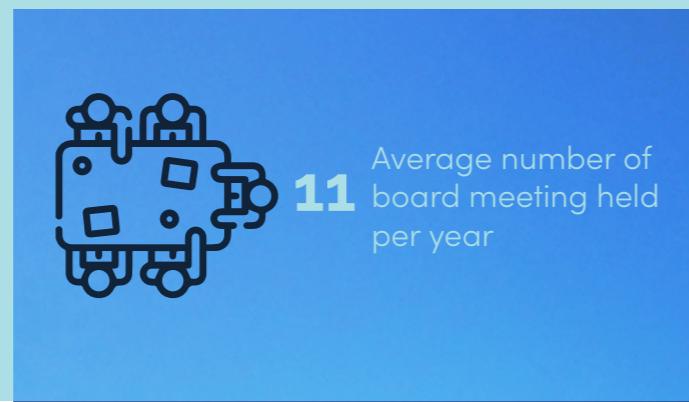


An Audit Committee to ensure the integrity of the Company's financial statements, the Company's compliance with applicable legal and regulatory requirements, and the performance of the internal control function.

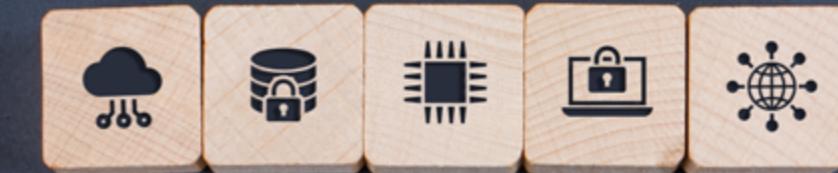


A Risk Committee to ensure the ongoing integrity of the group's risk management framework

The ITX Board members have ultimate oversight of the business, including the implementation of appropriate management controls. The ITX Board also reviews on an annual basis ITX strategic plan and its corporate objectives and has oversight of the implementation of the plan.



## MANAGING DATA PRIVACY AND PROTECTION



Aware of the importance of data protection for the company itself as well as for its customers, ITX has initiated a process of compliance with the regulations in force, both at the Swiss level (Swiss Data Protection Act (LPD) and its ordinances) and at European level (General Data Protection Regulation ("GDPR")).

Following an external audit, based on a methodological grid that included the stringent requirements of the applicable Data Privacy regulations and the essential requirements of the ISO 27002 standard (information security), regarding all of the company's personal data processing operations (as Data Controller and Data Processor), ITX has revised its documentation and processes and obtained a certificate of compliance as Data Controller and Data Processor from an external provider.

ITX accordingly uses relevant documentation; applies a reasoned management of personal data in compliance with the rights of the persons and applicable regulations, while taking particular care to ensure the security of the data processed.

To avoid any conflict of interest and to guarantee the integrity of the Data Protection Officer (DPO), who must be able to carry out his duties independently, ITX has appointed an external DPO with a dedicated email address, who assists ITX in maintaining the company's compliance over time. Customers and the public may raise complaints and raise concerns directly with the ITX DPO.

All ITX businesses and functions are required to comply with applicable data protection and privacy laws and to follow ITX policies.

## IT SECURITY

Resilience and security are set as a high priority and seen as responsibilities of everyone within ITX. We regularly run a series of campaigns using training, videos, and emails, to continue to promote a security mindset

ITX has a set of preventative Key Controls that mitigate cyber-related risks. These focus on understanding internal and external threats and delivering our capability to counteract them. As threats evolve, we adjust our stance. Our teams conduct, through a third party, real-life intrusion tests to help us focus on continuous improvement. Our infrastructure is permanently kept up to date and we use the most advanced detection platforms to prevent attacks.

## IT RESILIENCE

As our organisation becomes more digital, technology plays an increasingly important role in how we deliver value to our customers and clients. The stability and resilience of our systems has a direct impact on the quality of our service. Therefore we make significant investments in our infrastructure to guard against risks, ranging from large scale data corruption to hacking and third-party failure.

To that aim, we use several external fully replicated data centres, all based in Switzerland. Our multi-channel approach to delivering for our customers provides a high level of resilience. We maintain, and regularly test, comprehensive recovery plans to be used in the event of a failure. Frequent testing helps us to refine these response and recovery mechanisms.

Finally, our IT resilience and security processes are regularly audited and challenged, internally & externally, allowing ITX to be compliant with the best practices in that field.



## CONCLUSIONS

In 2022 ITX integrated ESG goals into its business strategy. One outcome of this integration is this inaugural ESG Report, which details our progress on the most material ESG issues over the past several years. All data in this report is for the year ended December 31, 2022, unless otherwise stated.

ITX assumes its responsibility by identifying the ecological and social impact of ITX business model and steering it through sustainable development.

Managing our business in a responsible and sustainable manner will help us avoid regulatory risks and benefit from long-term opportunities. ITX has moved from theory to action with a practical, purpose-led plan that will deliver sustained outcomes.

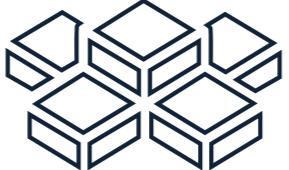
Furthermore, ITX is proud, through its main shareholder Milestone Investment, to contribute donations and support to various NGOs. To learn more about this, please visit: <https://milestone-investisseurs.com/projets-humanitaires>.

Finally, ITX is also proud to contribute indirectly, through the services it offers and the GEC (Global Employment Company), in improving the social conditions on expatriation of its clients' employees on intra-group assignments by setting up common policies and comprehensive international insurance plans, in order to avoid lack of coverage, and to ensure fair treatment among expatriates, regardless of their nationality and the country of assignment. In this respect, ITX supports its clients to attract, develop and retain a diverse and inclusive workforce and to ensure equality of opportunity, while contributing to improved health and safety.

# OUR VALUES

## TEAM SPIRIT

We are committed to working together, as a team, in mutual respect and trust, supporting each other in order to ensure the growth and prosperity of the company.



## CUSTOMER ORIENTED

We place our customers at the heart of our work processes and join forces to build long-term partnerships.



## PROFESSIONALISM

We combine know-how and experience to deliver expert services.



## DIVERSITY

We achieve better results for our clients by encouraging a diverse range of backgrounds, cultures and ideas.





The Leading Expatriate  
Management Solutions



Route des Acacias, 47  
P.O. Box 1510  
1211 Geneva, 26  
Switzerland

+41 22 309 32 00



EU GDPR  
COMPLIANT

LPD-DSG  
COMPLIANT



finma

[www.itx-ge.com](http://www.itx-ge.com)