



THIS IS HOW WE LIVE

2024 Corporate Social Responsibility Report



CONTENTS

| THIS IS HOW WE LIVE

- 3 INTRODUCTION TO CROSSCALL
- 6 A YEAR OF INNOVATION TO ENHANCE DURABILITY,
FOREWORDS FROM OUR FOUNDER AND CEO
- 8 BEING ASSESSED AND USING REFERENCE FRAMEWORKS
- 10 CROSSCALL'S CSR POLICY

| 5 CSR PILLARS IN ACTION

- 13 THIS IS HOW WE MAKE DURABLE PRODUCTS AND SERVICES
- 27 THIS IS HOW WE THINK LOCAL
- 37 THIS IS HOW WE CHANGE OUR ECOSYSTEM
- 48 THIS IS HOW WE CARE FOR OUR TEAMS
- 62 THIS IS HOW WE ACT ETHICALLY AND RESPONSIBLY

| SUMMARY OF OUR ACTIONS 78



INTRODUCTION TO CROSSCALL


Crosscall was founded in 2009 with the idea of designing and producing mobile devices that would stand out due to their greater durability, at a time when this issue was not on the minds of other manufacturers in the sector.


For almost 15 years now, the company has continued along this path, investing in the development of dedicated know-how and technology, and now offers smartphones and tablets with a 5-year warranty. It also produces accessories and communication solutions that meet a need shared by professionals and the general public alike: communicating on the move with a device designed to stand the test of time no matter the environment it is used in.


Based in Aix-en-Provence, Crosscall is the only telephony company with 100% French capital. It controls its entire value chain: product design, production quality control, sales, choice of partners, as well as the development of specific services for its customers.


The company currently employs 181 people and has a commercial presence in 15 countries, selling nearly 926,000 products (phones, tablets and accessories) in fiscal year 2024, with sales of 114 million euros. Crosscall targets the BtoC, BtoB and BtoG (public and government agencies) markets. It is notably the supplier of the French Ministry of the Interior, having equipped more than 230,000 police officers in 2021.

Unless otherwise specified, The information in the "NEW" boxes pertains to the 2024 fiscal year, which ran from April 1, 2023 to 31 March, 2024

 Crosscall headquarters

 Crosscall offices

 Place of production

 Countries where Crosscall is present commercially



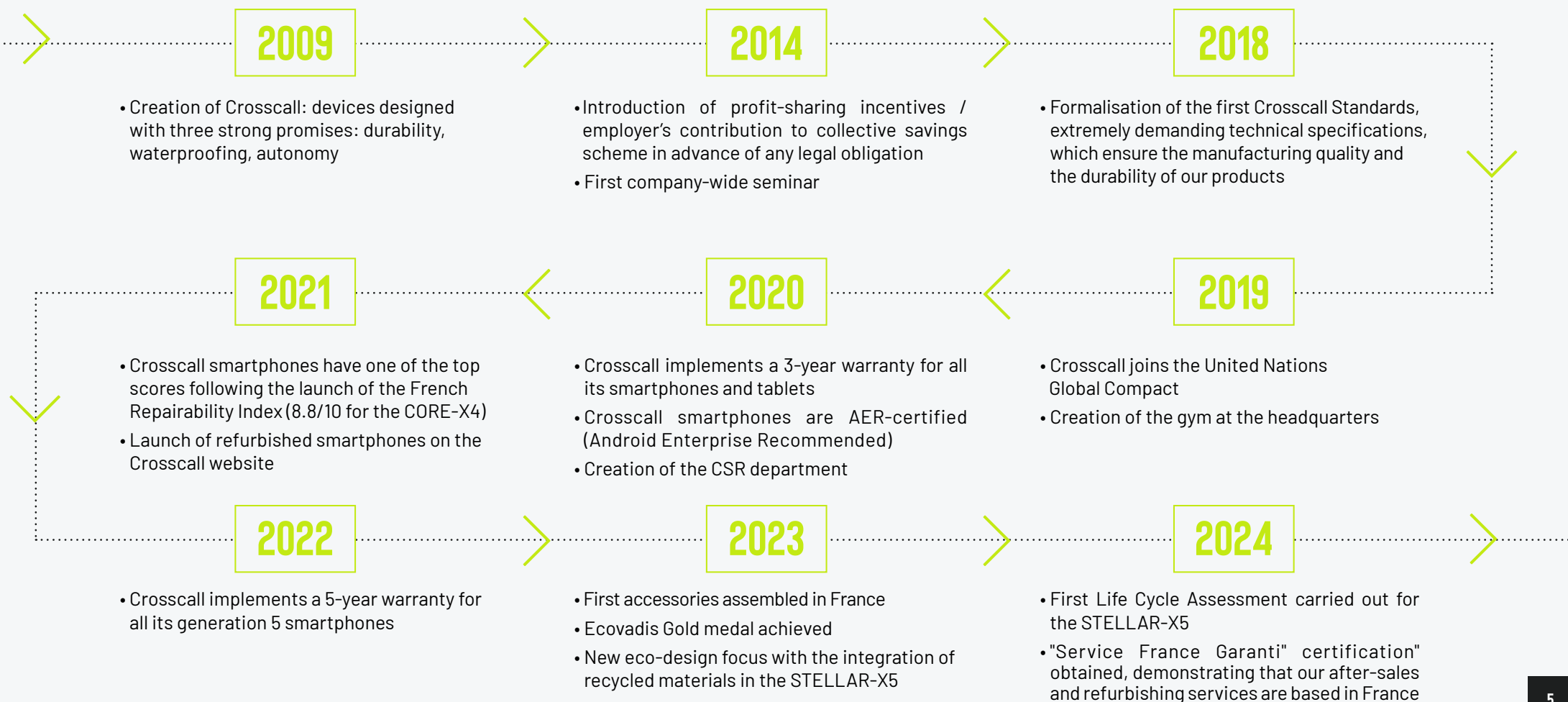
OUR

INTERNATIONAL PRESENCE



CSR AT CROSSCALL OVER THE YEARS¹

1. Calendar years



A YEAR OF INNOVATION TO ENHANCE DURABILITY



Foreword from **CYRIL VIDAL**
PRESIDENT AND
FOUNDER OF CROSSCALL

We remain committed to promoting the Ten Principles of the United Nations Global Compact, which we joined in 2019. We also champion the UN's Sustainable Development Goals through a Corporate Social Responsibility (CSR) policy that engages all departments of our company on a daily basis.

While our products' longevity has always been a fundamental part of our DNA, this year we reinforced our ecodesign approach by incorporating recycled materials into our latest smartphone, the STELLAR-X5. We also conducted a life cycle analysis, on this model, to measure and better anticipate the environmental impacts of our products. These major steps forward will enhance our ecodesign roadmap for the coming years.

Our solution offering incorporates an approach called "Crosscall-in-One", which transforms our smartphones into genuine functionality-aggregators. They can now replace portable radios, barcode readers and even computers. With these innovative solutions, we can address our clients' digitalisation and mobility needs while also helping

to reduce environmental impact. Indeed, by consolidating multiple uses into a single device, we limit the need for new equipment..

This product development strategy also serves as a strong commercial lever. Thanks to synergy between the extended lifespan of our devices, guaranteed for 5 years, and their multi-functionality, our clients optimize both the environmental impact and budget allocated to their purchases. This differentiating approach will, I hope, influence corporate procurement policies.

I would like to thank all Crosscall employees for their daily commitment in support of this unique vision of telecommunications.

CYRIL VIDAL
President and Founder
of Crosscall

A handwritten signature in black ink, appearing to read 'Cyril Vidal'.

Foreword from **NICOLAS ZIBELL**

CROSSCALL CEO

The challenges of Corporate Social Responsibility (CSR) provide a framework that must increasingly guide the company's strategic orientations, enabling us to fulfil our commercial ambitions while respecting the planet's limits and contributing to a fairer society. Everyday, we see that this vision is shared by our various customers. CSR criteria are becoming increasingly important in calls for tenders to equip companies or public institutions. The operators with whom we work on a daily basis are also making increasingly stringent demands of their partners.

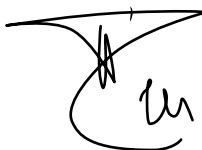
It's a virtuous circle in which each player must not only set an example, but also be demanding of its suppliers and encourage changes in customer habits in order to maintain the overall rise in CSR performance in our sector.

Since it was founded, Crosscall has constantly innovated, to offer ever more resistant devices. We're looking to extend their lifespan with a 5-year warranty, and to make them easier to repair and refurbish. We also offer some of our customers the opportunity to buy back their equipment at the end of their contract to give it a second life.

These efforts to extend the lifespan of Crosscall products, combined with their ability to aggregate uses, make them an alternative offering on the market. It enables customers to reduce both their environmental impact and the total budget they spend on their mobile equipment. By responding as closely as possible to the needs of our users and the challenges facing society, we are developing strong commercial leverage that will contribute to new successes and promote the long-term development of Crosscall.

I would like to thank all those who work for or with Crosscall, whether they are employees, operators, distributors, suppliers or customers, and who are helping to build a vision of mobile telephony that rises to the challenges of today and tomorrow.

NICOLAS ZIBELL
Crosscall CEO



BEING ASSESSED AND USING REFERENCE FRAMEWORKS

ISO 26000, an International Reference Framework

The ISO 26000 standard clarifies the notion of corporate responsibility and helps companies to translate their commitments into concrete actions.

Crosscall has used the guidelines set out by this international standard to formalise its CSR strategy.



[FIND OUT MORE](#)

EcoVadis, External Assessment

EcoVadis is an independent third-party that evaluates the CSR performance of more than **125,000 companies of all sizes in 175 countries**, based on 4 criteria: environment, social, ethics and responsible procurement.

Crosscall made further progress in fiscal year 2024, demonstrating that we consider all the CSR issues relevant for the company and our level of maturity in addressing them.

With 22 points gained over the last 3 years, Crosscall is now rated as one of the **top 5% of companies in terms of CSR** and has been rewarded with an EcoVadis Gold Medal.

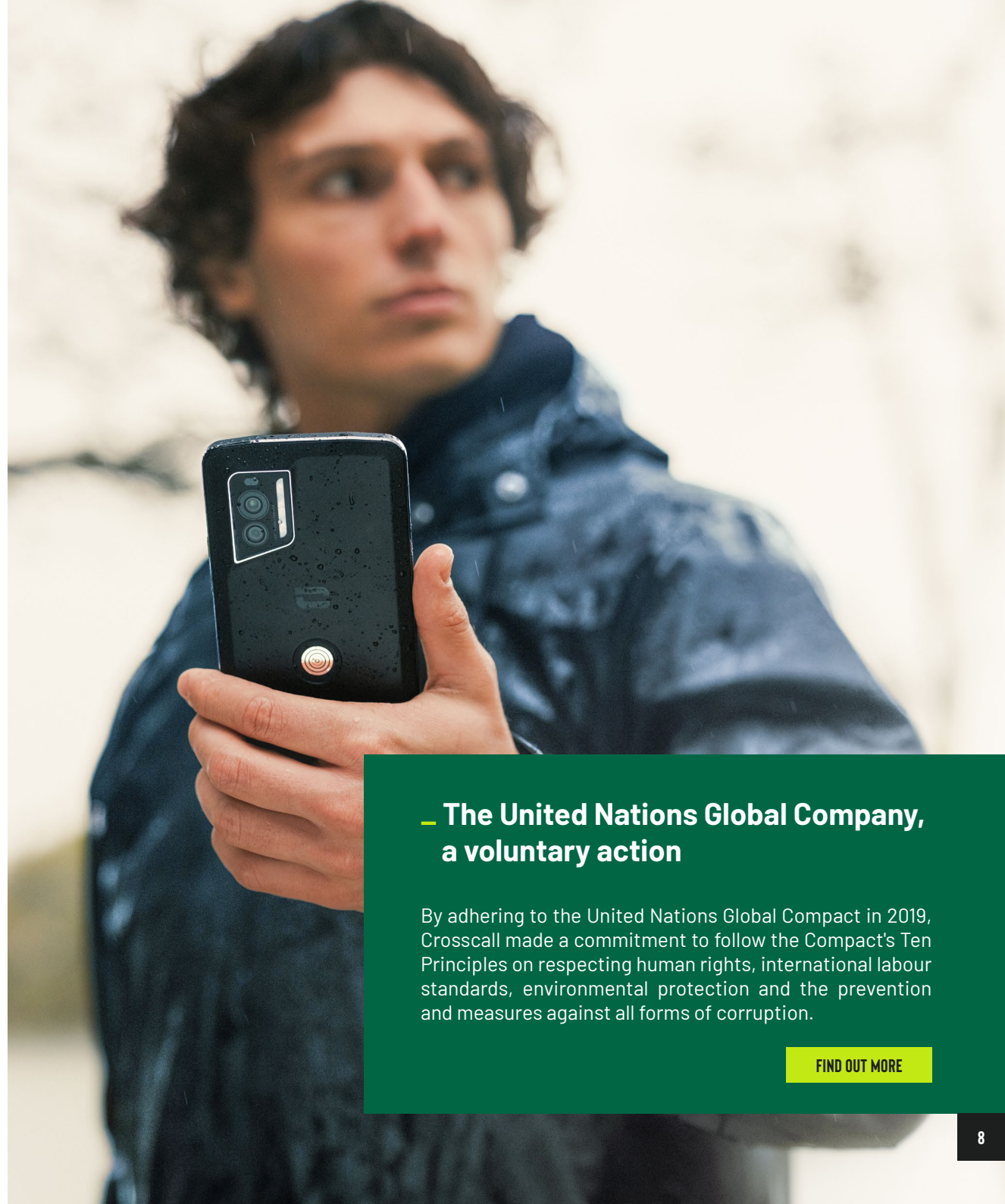


[FIND OUT MORE](#)

The United Nations Global Company, a voluntary action

By adhering to the United Nations Global Compact in 2019, Crosscall made a commitment to follow the Compact's Ten Principles on respecting human rights, international labour standards, environmental protection and the prevention and measures against all forms of corruption.

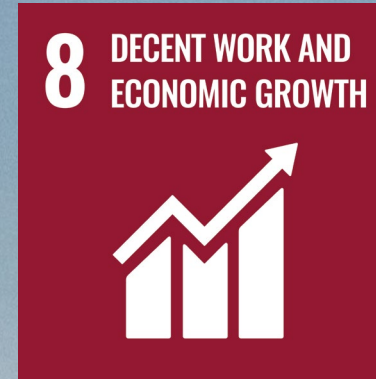
[FIND OUT MORE](#)



The Sustainable Development Goals, Aligning with Global Challenges

Adopted by the UN in 2015, the Sustainable Development Goals (SDG) refer to the key social challenges that need to be tackled by all actors within society (governments, companies, communities) by 2030 for socially equitable, environmentally safe, economically prosperous and inclusive development.

There are 17 SDGs in total, each broken down into targets, objectives and initiatives to implement. Given the nature of our company's activities and our CSR strategy, our actions focus on five of these SDGs.



Discover the 17 sustainable development goals

SDG 5

Achieve gender equality and empower all women and girls.

SDG 8

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

SDG 9

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

SDG 12

Ensure sustainable consumption and production patterns.

SDG 13

Take urgent action to combat climate change and its impacts.

CROSSCALL'S CSR POLICY

A Materiality Study and a Strategy

To structure our Corporate Social Responsibility (CSR) approach, in 2021, we formalised our CSR strategy around **five pillars**.

To ensure that it fully takes into account the expectations of our stakeholders, we conducted **a materiality assessment** (more details on page 9 of the [2022 CSR Report](#)). This approach was based on ISO 26000, the international CSR standard. Accompanied in this exercise by a CSR consultancy, we first identified the CSR challenges that were most pertinent for our business.

We then submitted them to our internal and external stakeholders (employees, customers, suppliers, investors, the media, business associations, NGOs, etc.) to find out their **level of expectations and their perception of Crosscall's performance** on the issues identified.



« In fiscal year 2025, we will carry out a double materiality assessment. This will involve identifying Crosscall's CSR impacts on society, as well as the opportunities and risks that certain CSR issues may represent for our company. This study will enable us to ensure coherence between our corporate strategy and the CSR expectations of our stakeholders, while also preparing us for compliance with the CSRD non-financial reporting directive. »

Magalie Laederich,
CSR Manager





— Governance and CSR

Crosscall Group, is managed by a company **Chairman and a CEO**. This directorate is controlled and supervised by a Supervisory Board, which includes shareholder representatives and an independent member.

The Chairman receives, for the fulfilment of his role, fixed and variable remuneration which may be amended annually by the **Remuneration Committee** – on which he doesn't sit. The CEO is an employee and is not subject to the Remuneration Committee.

The Executive Team, composed of the Chairman, CEO, a General Manager of our Hong Kong subsidiary, three Executive Directors, a General Secretary, two Sales Directors (France and International), and a Human Resources Director, develop **the company's strategic focuses**. The Management Team, made up of the directors of the company's various departments, oversees the **operational implementation** of the company's strategy.

The CSR department is composed of three full-time employees, whose mission is to implement the company's CSR policy in collaboration with all the teams. This department is managed by the Executive Director in charge of Purchasing, Legal Affairs, Quality and CSR, who is herself a member of the Executive Team. This allows for these topics to be **raised on a regular basis with the company's various bodies** (once a quarter with the Executive Team and on an ad hoc basis with the Management Committee).

OUR 5 CSR PILLARS



THIS IS HOW WE...



MAKE DURABLE PRODUCTS AND SERVICES

Designing more responsible products and services by taking into account their impacts throughout their whole life cycle - and continuously seeking to extend their useful life.



THINK LOCAL

Maximising our positive impact on local communities wherever we are established and take part in the development of the French and European economies.



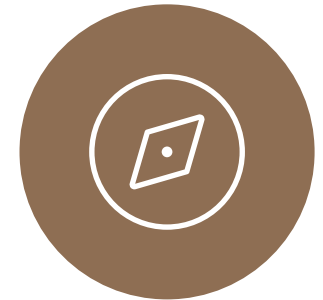
CHANGE OUR ECOSYSTEM

Creating the conditions necessary for change in our industry by working together with the stakeholders in our ecosystem.



CARE FOR OUR TEAMS

Attracting, developing, rewarding and engaging a diverse workforce while caring for their well-being.



ACT ETHICALLY AND RESPONSIBLY

Assuming our business responsibility by limiting our environmental impacts, and by ensuring safety and compliance with ethical regulations.



THIS IS HOW WE MAKE DURABLE PRODUCTS

OUR ACTIONS WITHIN THIS PILLAR CONTRIBUTE TO THE
FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



Our products represent the main source of our company's environmental impacts. Thus, **reducing their impacts** throughout their lifecycle, from their design to end-of-life, is the most powerful lever to **enhance our CSR performance** and global corporate impact. This is **the essence of ecodesign**¹, which Crosscall has been implementing through multiple dimensions.

Durability: our DNA

Since Crosscall's inception in 2009, **we have built our DNA around engineering products designed to last**. This amortises the impact related to their manufacturing over a longer period. To extend the usage of our products, we design rugged devices, **long-lasting both in hardware and software**, that are easy to repair and refurbish at the end of their life cycle. As proof of commitment to our strong belief in our products' longevity, we offer **the first 5-year warranty** in the mobile phone industry.

Responding to User Needs

As part of our **user-centric approach**, we involve our Crosscall device holders heavily in the design process in order to create products

that meet their current and future needs. This guarantees that our products remain unfaltering companions to all users over the years.

Taking Ecodesign a Step Further

Ecodesign is a **continuous improvement process**. We are committed to integrating more ecodesign dimensions. For example, **we incorporated recycled materials in our latest smartphone**, the STELLAR-X5, and measured the impact of these design choices in a **Life Cycle Assessment**. This significant leap forward will guide our future ecodesign efforts in the coming years.

1. ISO 14006 defines ecodesign as a «systematic approach that takes the environmental aspects of the design and development process into account with the objective of reducing negative environmental impact throughout a product's life cycle.»





PRODUCT DEVELOPMENT CLOSELY ALIGNED WITH USER NEEDS

— Listening to our Users

We have a dedicated team for market studies, monitoring, and user-need identification. They are tasked with **determining the current and future uses** our products must meet, ensuring that users can - and wish - to keep them for as long as possible.

- The team identifies user needs through **surveys, focus groups, and by meeting user groups** to make observe how they use the products in real-life conditions..
- We recruit testers (100 active to date) to **validate the use of our products** throughout their life cycle: from prototypes in development, to upgrades on sold products.
- The prototype is then fine-tuned until it becomes the **"Golden Sample"**, the reference model for final production
- **Continuous improvements** are made to deployed devices to enhance the user experience throughout the product life cycle.

5,100 members in the Community of
Innovators at 31 March 2024

— A Move Toward More Tailored Solutions

Thanks to our in-house design force via Crosscall Engineering (see chapter ["This Is How We Think Local"](#) - p. 27), we have even greater freedom to **create 'tailor-made' solutions**, such as the CORE-X4 NEO and CORE-T4 NEO. These devices, designed from references in our catalogue, were modified and enhanced to meet the specific requirements of the French Ministry of the Interior. This ensured that they correspond to end-users' reality in the field, **enabling them to keep and use our equipment for longer**.



LIMITING EQUIPMENT BY COMBINING USAGES

Crosscall also develops **innovative solutions and functionalities that expand the array of uses of a single smartphone**, giving users more possibilities with a single device. These solutions not only meet user expectations but in addition help us with our goal of reducing our impact: it is not always necessary to manufacture new products to access new functionalities.

For example, X-TALK, a group communication solution accessible on all our devices, permits simultaneous communication for multiple users like a professional radio. Similarly, the X-SCAN accessory transforms the smartphone into a mobile scanning solution, eliminating the need for an additional barcode reader. **This limits the impact from materials, manufacturing and logistic!**

NEW

— X-SPACE : a Smartphone Solution Replacing the Computer

In May 2023, we launched X-SPACE, an interface embedded in our devices that replaces the computer. Users can access the content and applications of their smartphone on a screen with a simple cable connection. All IT equipment - keyboard, mouse, screen, etc. - is compatible with the solution.

This solution could eliminate the need for CPUs (central processing units) reducing the number of new equipments required for a full fleet renewal.

For more information:



PRODUCTS DESIGNED TO LAST

Evermore Robust

The Crosscall Standards

The manufacturing phase (including raw material extraction) creates the majority of a smartphone's environmental impact¹, thereby confirming the relevance of **extending their lifespan**. To ensure the durability of our products, we subject them to up to 300 tests, some performed directly in our R&D centre, the X-LAB. Formalised in a list of specifications called "**Crosscall Standards**", these tests are designed to mimic real-world conditions and **check the device's durability under intensive use**.

Some of these **tests are «combined»**: for example, we test a phone's water resistance immediately after it has undergone 40 drops from at least 1.5 metres onto marble!

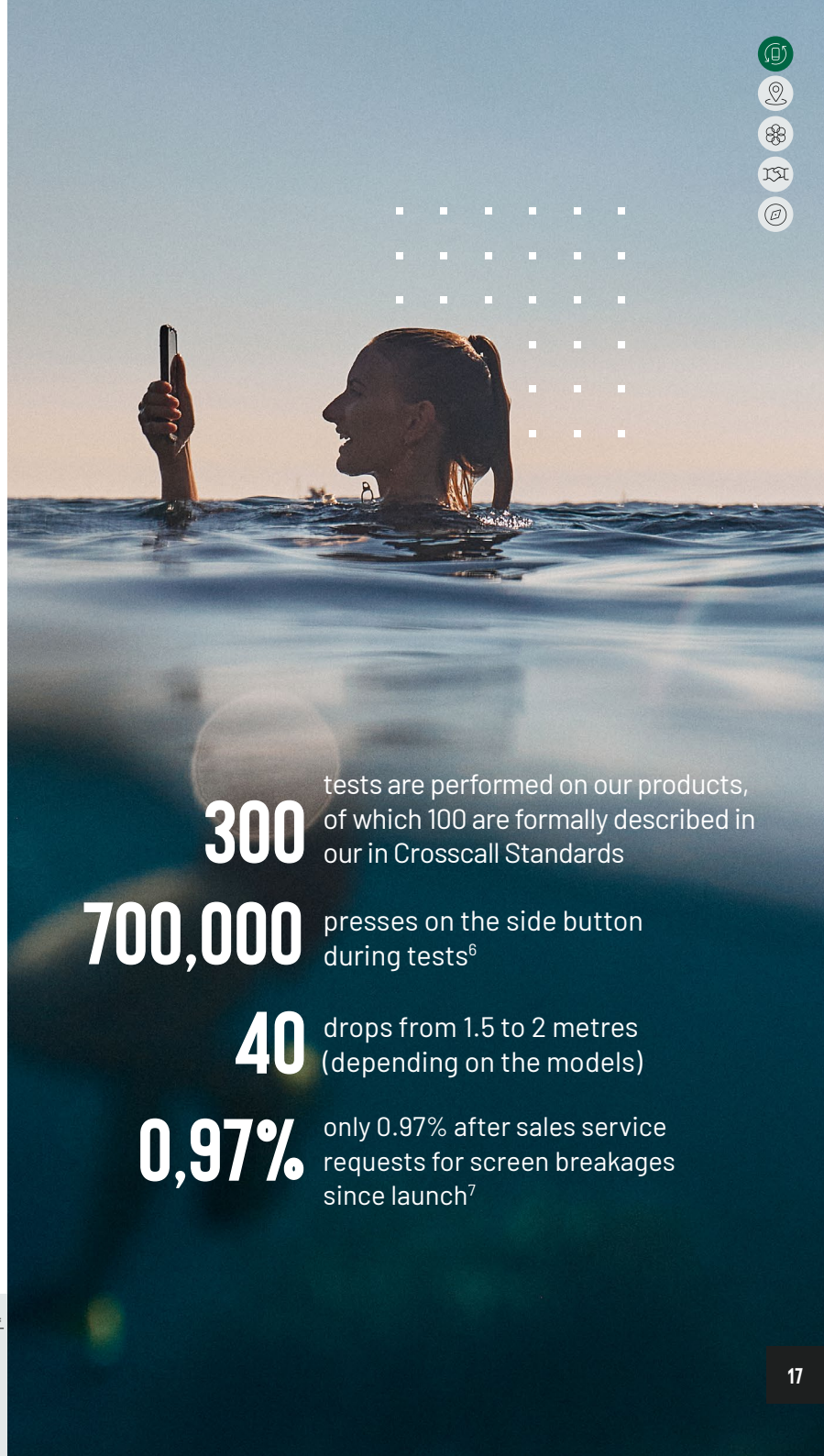
All our phones and tablets meet the **IP68 standard**, requiring resistance to immersion deeper than one metre for 30 minutes. Crosscall's immersion tests are done at 2 metres for 30 minutes in fresh, salty and chlorinated water to simulate pool jumps or sea swims.

Durable materials

Our products feature hardened external cases with reinforced corners made of TPU (Thermoplastic Polyurethane) to **absorb shocks from drops**. Furthermore, to limit screen breakage, which accounts for over 80% of smartphone repairs² and is a significant cause of phone replacements³, within the industry, we also chose Corning® Gorilla® Glass protection for all generation 5 models⁴, achieving **IK05 level protection**⁵ versus IK02 for a thinner, standard glass.

MIL-STD-810H Certification

Designed for the most extreme uses, **our phones are MIL-STD-810H certified**, a standard created by the US military to qualify the durability and ruggedness of electronic equipment. While it's possible to display this standard by passing just one of the 20 tests, some of our devices pass up to 15!



300

tests are performed on our products, of which 100 are formally described in our in Crosscall Standards

700,000

presses on the side button during tests⁶

40

drops from 1.5 to 2 metres (depending on the models)

0,97%

only 0.97% after sales service requests for screen breakages since launch⁷

1. Study by ADEME: Evaluation of the Environmental Impact of Digital Technology in France and Prospective Analysis : <https://librairie.ademe.fr/cadic/6700/impact-environnemental-numerique-rapport2-synthese-.pdf>.

2. ADEME, «Long Life to Our Smartphone», September 2022: <https://librairie.ademe.fr/ged/7327/guide-longue-vie-smartphone-202309.pdf>

3. Digital Barometer - 2021 Edition, Crédoc <https://www.credoc.fr/download/pdf/Sou/Sou2021-4787.pdf>.

4. CORE-M5, ACTION-X5, CORE-X5, CORE-T5, CORE-Z5 and STELLAR-X5

5. The French standard NF EN 62262 measures the level of protection provided by the casings of electrical equipment against external mechanical impacts - and rates it with an index ranging from 0 to 10.

6. Depending on the device. This reaches 700 000 presses on the CORE-X5 and CORE-Z5 models.

7. Average rate observed as of 01/2024, since the launch of products CORE-M5, ACTION-X5, CORE-X5, CORE-T5, CORE-Z5 and STELLAR-X5.

— A 5-Year Warranty: Proof of Reliability

To encourage consumers to keep their smartphone in use for longer, Crosscall has offered a 3-year warranty since 2020, compared to the 2-year regulatory market standard.

In early 2022, we extended the warranty to 5 years on all generation 5 models¹, including the battery² - **a first in the mobile phone industry**, demonstrating our confidence in the reliability of our products. Importantly, our users can benefit from this without any financial obligation or revealing personal data.

— Long-Term Software Support

The durability of a smartphone also depends on its software support. Our engineers favour «long-life» processors with **long-term software support** from their manufacturers. This choice is one of the keys to guaranteeing the software's operability year after year, and to **ensuring 5 years of security updates**, from the date of first sale, on generation 51 models released from 2022 onwards.

We also ensure **at least one OS upgrade** for each of these smartphones (3 OS upgrades for the STELLAR-X5 and 2 for the CORE-Z5). These efforts have led to our devices being certified AER (Android Enterprise Recommended), the highest Android certification, that rewards, amongst other items, the security level offered by the products.



including the battery²

5 YEARS

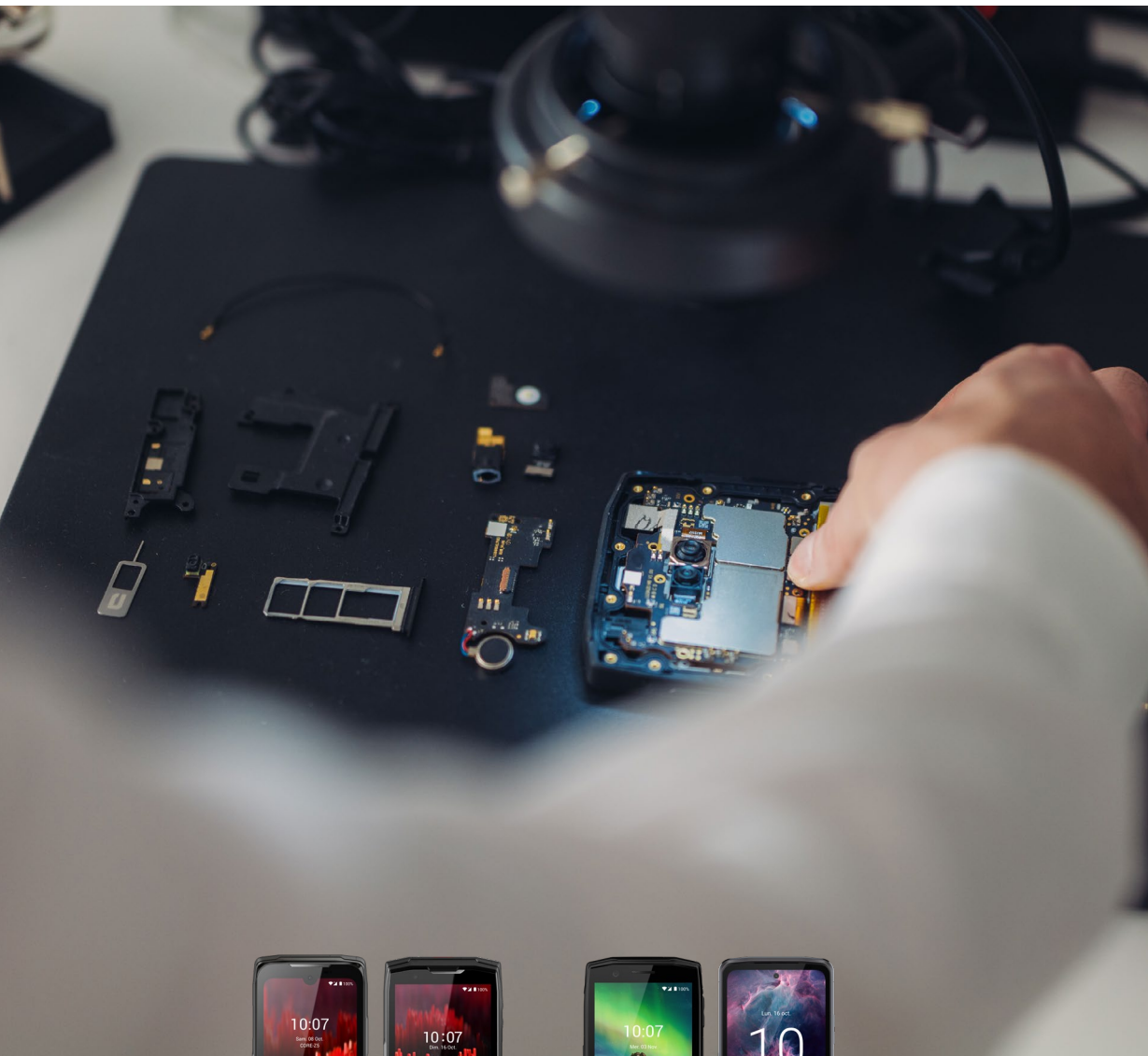
of security updates

100%

of smartphones AER certified

1. STELLAR-X5, CORE-Z5, CORE-T5, CORE-X5. For safety information on all our models, visit : https://www.crosscall.com/en_FR/crosscall-secure.html

2. During the warranty period, CROSSCALL covers the replacement of defective batteries if both of the following conditions are met: battery capacity is less than or equal to 70% AND the number of full charge cycles is less than or equal to 850.



— Repairability: A Key to Durability

To increase our devices' ability to be repaired or refurbished, they are designed to be effortlessly disassembled for easy access to main components.

For example, the camera on the CORE-Z5 and STELLAR-X5 models is positioned to reduce the number of manipulations needed for access, and can be easily removed after opening the rear casing.

To make repair truly possible, spare parts must be available. That's why Crosscall commits to **providing spare parts for 10 years**, 5 years more than the legal requirement¹.

With this additional commitment, our smartphones achieve **some of the highest repairability scores² on the market**.

Disassembly guides are available online for generation 5 and part of generation 4 smartphones³.

Expert-Approved Repairs

The sturdiness of our devices often lies in mechanical details specific to our brand. Our repairers are trained in our products' specifics and equipped with appropriate tools to ensure the products' durability is preserved. That's why only repairs by authorised centres maintain the product's original warranty.



CORE-Z5



CORE-X5



ACTION-X5



STELLAR-X5



1. Art L11-4 French Consumer Code

2. The French repairability index is a mandatory display that manufacturers must add on certain electrical and electronic equipments - including smartphones - to inform consumers about the extent to which and ease with which a product can be repaired. The calculation criteria were defined by the Ministry of Ecological Transition

3. CORE-X5, CORE-M5, STELLAR-X5, ACTION-X5, CORE-Z5, CORE-M4, , CORE-M4 GO, CORE-X4

PACKAGING ALIGNED WITH OUR VALUES

We have progressively reduced the use of plastic in our packaging until eliminating it completely. We also chose to use vegetable inks in our packaging and reduced paper notice sizes by supplementing them with online manuals.

Last but not least, we continuously seek to limit empty spaces for more resource-efficient and compact packaging with a reduced carbon footprint for transport.

The packaging for all our refurbished products and our X-SCAN accessory is entirely made **from recycled kraft paper, in France!**



NEW

— New Standard for the STELLAR-X5

The packaging of our latest smartphone, the STELLAR-X5, does not include any plastic and is made from 100% recycled and recyclable materials. This is now the standard we require for all our packaging.

0%
plastic

100%
vegetable inks

100%
recycled and recyclable
cardboard

GIVING OUR DEVICES A SECOND LIFE

Buying a refurbished phone instead of a new one saves an average of 82 kg of raw materials¹. Aware of our role in promoting this economic model, Crosscall offered its first range of **100% locally refurbished devices in 2021!**

At Crosscall, we ensure high-quality refurbishment through rigorous control and monitoring following our «CROSSCALL Approved» approach. This involves using original manufacturer spare parts and checking no fewer than **35 quality control points** before putting devices back on the market. As a result, we can guarantee our refurbished

phones and tablets for 1 year, including impermeability, which is rare in this market.

To avoid wastage, we have deliberately chosen to deliver our products without chargers or headphones, as many users already have these accessories at the time of purchase.

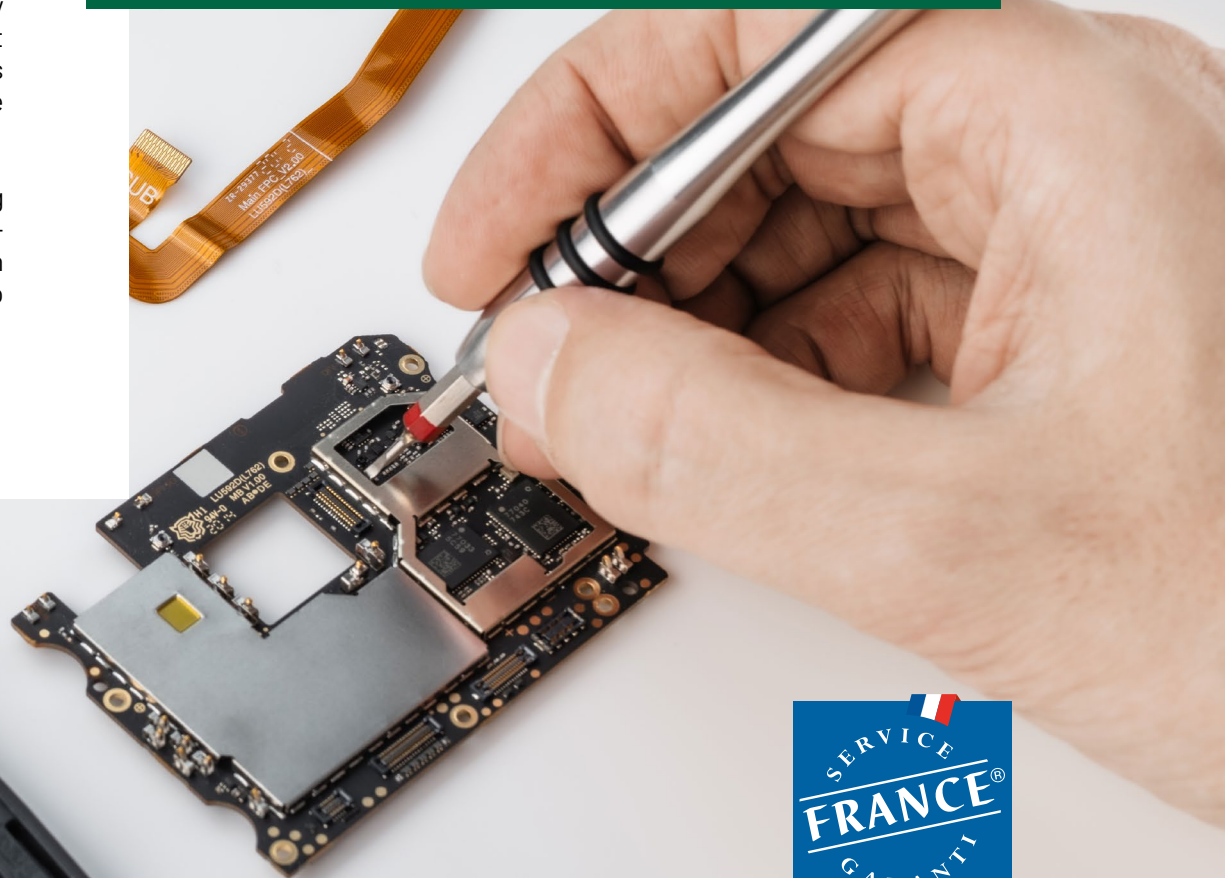
Finally, just like our refurbishing activities, the packaging for our second-hand devices is also manufactured in France, from cardboard production to assembly and printing.

1. According to an ADEME study:
<https://bibliothèque.ademe.fr/consumer-autrement/4398-pourquoi-preferer-un-smartphone-reconditionne-.html>
2. Calculated for fiscal year 2024 and based on the ADEME source above

100% refurbishment
made in France

15% of smartphone purchases on our website
in fiscal year 2024 were refurbished products

128 tonnes of raw materials were saved thanks to our
refurbished smartphone sales ²



BV Cert. 19951124
service reconditionnement

ECODESIGN: A CONTINUOUS IMPROVEMENT APPROACH

Ecodesign is an ever-evolving improvement process. This year, beyond durability and reparability, we added new ecodesign dimensions by launching the **first Crosscall smartphone incorporating recycled materials**, plus we studied its environmental impact through a **Life Cycle Assessment** (for more details, [see page 25](#))

To accelerate our efforts, we strengthened our ecodesign approach by formalising it with dedicated tools and governance. This year, this resulted in:

- **The appointment of an «ecodesign leader»** to oversee the approach and inclusion of these criteria in upcoming projects.
- **The creation of an ecodesign roadmap** enriched by the Life Cycle Assessment results, with 19 actions already initiated in Fiscal Year 2024, such as using recycled rare earths in speakers and seeking less impactful battery technologies.



« We drafted our ecodesign roadmap based on feedback from our previous products and the information gained from the STELLAR-X5 Life Cycle Assessment. My role is to drive the various projects, relying on our R&D and software engineers. This roadmap has already sparked discussions on materials, batteries and specific components that could reduce the environmental impact of our future products. »

Sullivan Beaujean,
Methods & EcoDesign Engineer





STELLAR-X5 : NEW GROUNDS IN ECODESIGN

Use of Recycled Materials

The STELLAR-X5 is the first Crosscall model containing recycled and bio-based materials. It is the result of long and complex challenge to find the perfect balance between durability, design and ecodesign. A task that required all our teams' ingenuity.

1. The chassis is made of 100% recycled aluminium.
2. The back cover is made of 50% recycled polycarbonate.
3. 40% of the rare earths in the magnets (neodymium and praseodymium) are recycled, bringing the recycled material share in the magnets up to 12%.
4. 22% of the market-leading reinforced Gorilla Glass Victus 2 is recycled, offering scratch and breakage resistance at IK05 level.

26% the STELLAR-X5 is composed of 26% recycled materials while maintaining Crosscall's DNA of durability and resistance

Other Ecodesign Choices

Beyond material selection, other aspects of the STELLAR-X5's design have increased its longevity:

Mechanical design adaptation

The side bars have been redesigned to better withstand various stresses and to offer the Crosscall durability in a slimmer smartphone.

Extended Software Support

Smartphones' durability is also linked to the possibility of updating the OS. The STELLAR-X5 offers 5 years of security patches like some of its predecessors¹, and is the first Crosscall device to guarantee compatibility with **3 future OS upgrades**.

Extended Battery Life


Extending battery lifespan involves, among other things, finding a delicate balance between the number of charge cycles the battery can endure and managing the device's power consumption.

The number of charge cycles supported by the STELLAR-X5 battery has increased to 1,000 (compared to 600 or 800 for previous models). And to space out charging cycles as much as possible, our engineers have not only worked on battery capacity, but also on the phone's power consumption. For example, they set energy consumption thresholds that must not be exceeded for each function: calls, Wi-Fi, etc. We also help our partners and customers to make their business applications more efficient.

Because proper use also affects the battery's lifespan, the smartphone includes **an option to stop recharging at 80%**, the recommended threshold to preserve this essential component.

Reduced Accessory Impact

The phone is delivered intentionally without a charger or headphones, avoiding unnecessary consumption. As for the X-BLOCKER, used to secure the phone, it is made of **50% recycled polycarbonate** and is 25% lighter, saving raw materials



3

Android
OS upgrades

1,000

supported
charge cycles

25%

less weight for the
accessory X-BLOCKER

¹. CORE-Z5, CORE-T5, CORE-X5.

For safety information on all our models, visit : https://www.crosscall.com/en_FR/crosscall-secureite.html

LIFE CYCLE ASSESSMENT: UNDERSTANDING OUR IMPACTS

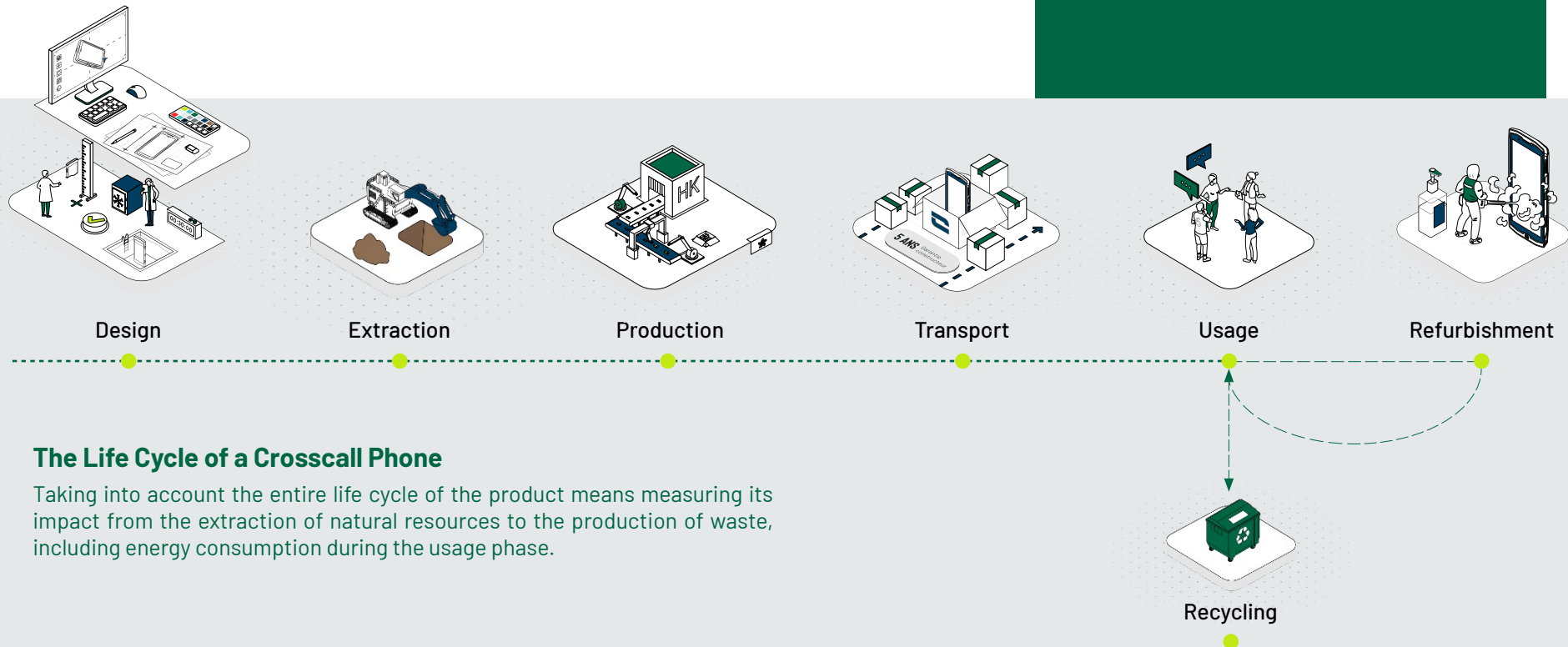
To ensure that we make the **best choices in terms of ecodesign**, Crosscall decided to study the existing range and to determine the **real environmental impacts of its latest product**. To do this, we conducted its Life Cycle Assessment according to ISO 14040/14044 standards. This study underwent critical review by an independent third-party to ensure compliance with the methodological requirements of the standard.

As part of conducting a life cycle assessment, the functional unit defines the level of service provided by the product, which will serve as the basis for the study. For our STELLAR-X5 study, the chosen functional unit was «*Delivering services through a smartphone based on a usage scenario spanning three years in France*».

What is a Life Cycle Assessment (LCA)?

An LCA measures the environmental impact of products or services throughout their entire life cycle, guided by ISO 14040/14044 standards.

It is a multi-criteria study addressing various types of environmental impacts: climate change, abiotic resources depletion, water, air or soil pollution.



The Life Cycle of a Crosscall Phone

Taking into account the entire life cycle of the product means measuring its impact from the extraction of natural resources to the production of waste, including energy consumption during the usage phase.

Key Takeaways from the STELLAR-X5 LCA

The LCA results show that the STELLAR-X5's environmental impact mainly comes from the **manufacturing and assembly phase** (including raw material extraction). For example, 86% of the climate change impact (in CO₂eq) comes from this phase.

This confirms the relevance of efforts to reduce the production impact and supports our long-standing mission to **design longer-lasting rugged phones and step-up our ecodesign**

efforts for future products (smartphones but also accessories).

The ecodesign efforts of the STELLAR-X5¹ were simulated to estimate the environmental benefits associated with these initial choices. Without the ecodesign choices made for the STELLAR-X516, the phone's estimated impact would be about 15% higher on climate change and 19% higher on resource depletion (mainly due to chargers and headphones included).

STELLAR-X5's main environmental impacts



Climate change

37,6 kgCO₂eq/ phone
Carbon dioxide equivalents



Mineral and metal resources depletion

2,2 gSbeg²/ phone
Antimony equivalents



Water consumption

15,4 m³ world eq./ phone
Cubic metres of water

PROJECTS FOR FISCAL YEAR 2025

Systematize the integration of ecodesign criteria into the specifications of products under development

Examine the possibility of developing new activities that have less impact on the environment, such as additional services associated with our products

1. Quantified Ecodesign Choices: No accessories included such as chargers or earphones, 100% recycled aluminium chassis instead of new magnesium chassis, 50% recycled plastic parts, magnets with 40% recycled neodymium/praseodymium.
2. gSbeg stands for "grams of antimony equivalents" (the symbol for this chemical element is Sb). This indicator represents the sum of the masses of "rare" materials, weighted according to the rarity of the resources and the rate at which they are exploited, with antimony used as the reference.



THIS IS HOW WE THINK LOCAL

OUR ACTIONS WITHIN THIS PILLAR CONTRIBUTE TO THE
FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



Although we are an international company, Crosscall is a **French brand** with headquarters in its birthplace, Aix-en-Provence in the South of France. This local presence is a source of pride for us and **we strive to promote our French identity beyond borders**, in Europe and around the world, in the countries where we set up our business operations.

As the brand grows rapidly, our goal is to continue **developing our R&D expertise in France**. This will ensure better control over design and allow us to deploy innovative solutions more easily, aligned with our will to reinforce ecodesign

We aim to strengthen our activities in the territories where we operate, particularly through local partnerships. For example, we **collaborate with French players**, for example for the repair and refurbishment of our products. In a broader manner, we aim to build an ecosystem of trusted European suppliers and partners, combining optimal quality and a reduced environmental footprint.

Last but not least, we aim to **maximise our local impact** by engaging in charitable activities, sponsorships and patronage that reflect our values wherever we operate.



156

out of 181 permanent
positions based in France
as of 31 March 2024

100%

of our capital is
held in France

| CENTRING OUR R&D ACTIVITIES IN FRANCE AND EUROPE

– Crosscall Engineering

Crosscall continues its efforts by **strengthening its R&D activities in Europe, particularly in France**, where client uses are studied, initial models and prototypes are conceived and even series productions are carried out. This local development constitutes a **sovereign positioning of our offer and a strengthened control of our value chain**.

To this end, we created **Crosscall Engineering** in 2023. This management, cohesion and business intelligence hub based in Aix-en-Provence aims to refocus

our industrial model by **internalising the design and through increased mastery of our product development processes** and solutions. Thanks to this hub, we can better leverage partnerships with key French and international players, meticulously selected based on projects.

Bringing our skills together in Aix-en-Provence required dedicated space and resources. Our R&D centre and test laboratory, Crosscall Engineering, covers 1400m² and houses 9 engineers, as well as the X-LAB area.



— The X-LAB: Integrating a New Internal Industrialisation Force

We sought to internalise as many tests as possible to **validate product quality in France** and to be equipped to manage complex projects with our industrial service providers.

In 2020, we launched the **X-LAB, our in-house innovation laboratory**, later integrated into Crosscall Engineering. The laboratory is equipped with machines designed to reproduce real-life situations: waterproofing to 2 meters, screen breakage, bending, resistance to extreme temperatures, research aimed at increasing handset autonomy, tests on new materials...

As the first major milestone in controlling our design value chain, this laboratory received support from the Plan France Relance in 2021.

In 2023, Mission French Tech selected Crosscall as part of the annual French Tech 120 promotion for the third time in 4 years. The Aix-based brand has been selected from 120 French start-ups and scale-ups with **the potential to become world-class technology leaders**. This year's selection is even more demanding, based on enhanced economic performance criteria, as well as a number of social and environmental commitments.



30

machines
in the X-LAB

150

different tests are carried
out in the X-LAB

– First Accessories Assembled in France

Crosscall Engineering has started to build a **hub of excellence**, composed of leading European industrial and technological actors. Thanks to this collaboration, 2 products assembled in France were launched in 2023:

- First of all, **the X-BLOCKER, the fixation device** that fixes Crosscall's ecosystem of accessories to the brand's smartphone and tablets. To date 20,000 units have been produced in France.



- In February 2023 production of our **first device to be designed and assembled in France** was launched. This accessory, **the X-SCAN**, is central to the logistics range and transforms a Crosscall smartphone into a fully-fledged traceability and goods identification tool. 6,700 units were produced in France at the end of the 2024 financial year.

– Working Towards "On-Demand" Solutions

This **new internal industrialisation asset** also makes the development process particularly agile and creative, enabling us to develop products with and for end users. This approach ensures that **our solutions meet our clients' needs**, increasing the likelihood of being retained and used for longer. For more information, see the chapter "[This is how we make more durable products](#)" p.15.



X-SCAN
X-SCAN
X-SCAN
X-SCAN

– A New R&D Roadmap

Crosscall Engineering has defined priority areas for technological development, which will draw on new skills that have been brought in-house:

Audio

An essential function, audio innovations focus on Crosscall smartphones' ability to provide users with an **excellent intelligibility performance**, particularly in critical conditions encountered by emergency services.

For example, the latest model in the range, the STELLAR-X5, benefitted from this research. It has an integrated AI-based noise reduction module. Thanks to this technology, the users **enjoy clear communication under all circumstances, reducing noise by 60 dB**. This ensures that law enforcement officers can hear each other clearly during operations, facilitating their collaboration.

Radio Frequency

This term refers to the essential function of the phone, **enabling data exchanges** such as SMS, calls or internet connections via electromagnetic waves. This line of development is therefore crucial for our products' performance, and indirectly their durability, particularly in the context of constantly evolving technology.

Thanks to the expertise acquired in this field, we can **meet specific needs of some of our users**, such as the public security forces. Crosscall smartphones are compatible with specific frequencies that offer priority and pre-emption over the standard network.

Thus, the CORE-Z5 was **among the first smartphones** to be compatible with Band 68 upon its release, **a frequency band dedicated to public safety** in most European countries.

« Design for Durability »

This line of development encompasses **all skills directly impacting product ruggedness and lifespan**, such as mechanical design and material selection. It also includes energy management, defining battery performance and endurance characteristics.

This aspect, which is the historical DNA of Crosscall, is **regularly enriched with new ecodesign ideas**. These are monitored by the teams through a dedicated roadmap (see chapter "[This Is How We Make Durable Products and Services](#)" – p.22 for more details).

An example of the work accomplished in this area, thanks to Crosscall Engineering's in-house skills, is the **completion of the first Life Cycle Assessment (LCA)**. Backed by a specialist consultancy, this meticulous work required the mobilization of an in-house resource for 6 months.



6000

lines of data collected to
conduct the LCA

6

months of work by our
ecodesign leader to
conduct the LCA



DEVELOP OUR LOCAL PARTNERSHIPS

Getting involved locally also means **forging long-term relationships**, like our partnership with Cordon Electronics, a French company based in Dinan that specialises in the **repair, refurbishment and recycling of electronic products**.

Begun in 2015, when we entrusted our partner with the running of **our after-sales service**, the collaboration has been nurtured by shared values and environmental awareness. Over the years, a relationship of trust has developed, as our two companies have **mutually learned from each other**.

Our partner has acquired **real expertise in the brand's products**. For example, they helped us to train the teams of one of our first government customers in repairing our appliances, so that the customer could be self-sufficient in this area. So it was only natural to choose this same partner to launch our **refurbishing business in France** in 2021.

In 2022, the story continued as we entrusted **the assembly of X-SCAN**, an accessory that turns a smartphone into a professional barcode scanner, to one of Cordon Group's subsidiaries in France.



— Our Services Certified by Service France Garanti

Thanks to its solid local partnerships, Crosscall obtained certification from the independent body Service France Garanti for its 2 services: **After Sales Service and Refurbishing Service**. This certification guarantees the following 2 cumulative criteria:

- 90% of the workforce involved in **providing the essential features of the service** is subject to a French employment contract

- 90% of the workforce **in direct contact with the customer** is subject to an employment contract governed by French law. This criterion applies to each component of the service

2 "Service France Garanti"-certified services

9 years of collaboration with our French partner Cordon Electronics



To find out more, visit:
servicefrancegaranti.fr



« Crosscall has always made it a point of staying close to its users. This is achieved, among other things, through high-quality customer service, with the responsiveness and efficiency that come with a strong local presence. Today, we've reached a new milestone, with the Service France Garanti-certification for our after-sales and refurbishment services. An achievement that rewards years of good practice, a commitment to promoting employment in France, and the building of a relationship of trust with its customers. »

Donatien Fauchon,
Customer Service Development Manager

GETTING INVOLVED IN LOCAL DEVELOPMENT

Guided by our company values, we support various initiatives that offer positive local impact.

– MicroDON in support of the Pure Ocean Foundation

In March 2023, Crosscall deployed the MicroDON system on its website. When making a purchase, users have the option of donating by choosing to round-up their basket total to the next euro.

Crosscall chose to donate 100% of the funds raised to the **Marseille-based foundation Pure Ocean**.

Nature, and particularly the water, have always been elements highly valued at Crosscall, which has its headquarters based on the Mediterranean coast. It therefore seemed only natural to select Pure Ocean, which supports innovative **projects that contribute to the fight against global warming and preserve marine biodiversity**.



– Involvement in Local Employment

Thanks to our 'Crosscall Food' programme, our healthy office catering solution, **we are supporting employment in a small, Aix-based catering company** that has committed to a responsible approach. They offer dishes based on local and seasonal produce. At Crosscall's request, the company delivers them in returnable glass containers and recycles the organic waste

Cyril Vidal, Founder and Chairman of Crosscall, is also President of "Pays d'Aix Développement" and is actively involved in its activities, which aim to **support the establishment of businesses in the region**.

– Support for the Arts

To combine beauty and usefulness while promoting French craftsmanship, Crosscall regularly calls on artists from the region.

Léa Poncharal, a visual artist, sculptor, and portrait painter from Aix-en-Provence with pop art influences. We asked her to bring her creativity into our offices with her colourful works, as well as to create a limited series of sculptures featuring our latest smartphone, the STELLAR-X5, as a gift for our customers.

Jérémie Dramard, alias Proli, an artist from Hyères, whose figurative style is strongly inspired by street art. Crosscall regularly calls on the artist to create frescoes in our offices, greetings cards and personalised illustrations, which we frame and offer to our customers.

Crosscall also supports the **Regional Contemporary Art Fund through donations** to the fund, which has loaned us several works. These are displayed in our offices for our employees to enjoy.

PROJECTS FOR FISCAL YEAR 2025

Develop 3 new products by Crosscall Engineering teams in France and study the possibility of assembling them locally:

- an IOT product focusing on critical communications
- a dock and a 10-position charging station for cameras that can be connected to the IP network, making it easier to download video



THIS IS HOW WE CHANGE OUR ECOSYSTEM

OUR ACTIONS WITHIN THIS PILLAR CONTRIBUTE TO THE
FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



Increasing sustainability in the telecommunications industry implies extending the lifespan of equipment and monitoring the social impact of activities. This goal requires collective commitment: it's crucial to engage on environmental, social and ethical levels and to bring our entire ecosystem into **more responsible production and consumption practices**.

We operate from the heart of our company, beginning with our own actions and the communications we send out. Additionally, we also focus significant efforts on our stakeholders, such as:

- **Suppliers:** by structuring our relationships with charters and policies, regularly auditing their commitment and fostering a partnership spirit built on shared values.
- **Customers:** by promoting more sustainable solutions and encouraging a shift towards more responsible consumption.



PROMOTING RESPONSIBLE PRACTICES IN OUR SUPPLY CHAIN

A Framework Defining Our Commitments

Crosscall formalises its commitments through a policy and a charter that establish a framework and standard for our entire purchasing process.

The Responsible Purchasing Policy:

Crosscall aims to establish and maintain mutually beneficial trust-based relationships with its partners. Our Responsible Purchasing Policy **outlines our CSR commitments** within our purchasing practices and is based on two key principles:

- Acting as a responsible client
- Engaging our suppliers in our CSR approach.

All employees involved in the purchasing process have been trained in responsible purchasing.

The CSR Supplier Code :

The CSR Supplier Code details our CSR expectations to our partners and is **annexed to all our contracts**. It commits them to respect laws and regulations of the countries where they operate, the Ten Principles of the United Nations Global Compact, the Universal Declaration of Human Rights, the Declaration on Fundamental Principles and Rights at Work of the International Labour Organisation (ILO), and Crosscall's ethical values.

Finally, this Charter also commits suppliers to **ensure these principles are upheld by their subcontractors**.

Update of the CSR Supplier Code

This year, a review of the CSR Supplier Code was initiated to strengthen and/or clarify our expectations on various themes related to business ethics, working conditions and environmental commitments.



100% the CSR Supplier Code is annexed to 100% of new contracts signed by our suppliers

– Choosing Responsible Partners

To manage our supply chain, we regularly update our supplier risk mapping. We conduct audits of our key suppliers to **ensure their compliance with our CSR requirements** and support their continuous improvement. Key suppliers for auditing are identified based on a risk analysis focusing on quality and certain CSR criteria.

These audits are based on **international standards** such as ISO 14001 and SA8000 and/or the ILO conventions, covering issues such as health and safety, child labour, discrimination, environment and business ethics. Several CSR audits of our Tier 1 direct¹ suppliers are conducted at different stages:

- **Pre-contract:**

As part of the qualification process for new direct suppliers², a **self-assessment is required**. If the supplier passes the initial selection stages, this self-assessment is supplemented by an **on-site audit**.

- **Throughout the collaboration:**

Our industrial partner undergoes an on-site audit following the **standards of Joint Alliance for CSR**, developed by major European telecom operators.

Some Tier 2 suppliers³ are also subject to on-site audits conducted by independent third parties. Crosscall works with its suppliers, following these audits, to monitor and effectively implement any necessary corrective action plans if non-compliance is identified.

This year, we continued our audit programme of our key suppliers, most of them being Tier 2. This effort **resulted in a total of 19 audits between FY2023 and the end of FY2024** – with the implementation and monitoring of corrective action plans.

The annual update of our key supplier mapping allowed us to **identify 4 new suppliers** to be included in the audit plan for the coming year.

NEW

1. Tier 1 direct supplier: a producer that directly supplies to Crosscall
2. Direct supplier: supplier directly linked to the manufacturing of the final products of the company. These are companies that assemble our devices and accessories
3. Second level supplier: a manufacturer whose products contribute to Crosscall's final products, though without any direct contractual relationship



« On-site audits of our suppliers provide an assessment of the CSR performance of the factories involved in manufacturing our products and allow for the establishment of corrective action plans, as part of a continuous improvement approach. This enhances the management of social, environmental and ethical risks, while also improving the transparency of our value chain. Regular dialogue with our suppliers on CSR topics also enables better collaboration on material traceability and ecodesign. »

Olivier Lieng,
CSR Manager, Crosscall Hong Kong



19
key component suppliers
audited by the end of
fiscal year 2024

91/100
average score achieved by
the 19 key suppliers audited in
fiscal years 2023 and 2024



Collaborating with Our Suppliers to Increase Impact

Viewing our suppliers as partners, allows us to share the vision of a more responsible industry, to improve our impact together and to pool our expertise.

This is how we were able to develop **an offering of refurbished mobiles in France** in partnership with our historical repair centre, Cordon Electronics, for example (for more details go to the Chapter "[This Is How We Think Local](#)" – p.33).

- ■ ■ ■ ■
- ■ ■ ■ ■
- ■ ■ ■ ■
- ■ ■ ■ ■

Assessing a Decade-long Partnership

This year Crosscall celebrates its 10th anniversary of collaboration with our main industrial partner.

It is in part thanks to this **trusting relationship** that we have made progress on CSR themes, such as the analysis of the environmental impact of our products, ecodesign and the traceability of conflict minerals.

Our **engineers work closely with our partner** on innovations that serve to reduce the environmental footprint of our products. In FY2024, for example, this has materialised into a great success: the integration of recycled materials (aluminium, plastic, rare earths) into our latest phone model, the STELLAR-X5, while maintaining our promises in terms of ruggedness and durability (see chapter "[This Is How We Make Durable Products](#)" – p.23).

NEW



10 YEARS partnership with our main industrial partner

– The Traceability of Conflict Minerals: An Example of Collaborative Work

Conflict minerals are part of the challenges that we face in regard to responsible purchasing. As a reminder, mineral conflicts are minerals which are mined and traded in conflict-affected or high-risk areas, such mining and trading being likely to contribute to or be associated with serious negative impacts, including severe violations of human rights and conflicts¹. The minerals principally cited are tin, tantalum, tungsten and gold.

Our industrial partner provides us with **annual reporting** to identify the source of tin, tantalum, tungsten, and gold (known as "3TG") present in our products, relying on the Conflict Minerals Reporting Template (CMRT).

1. Definition taken from : OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas
<https://www.oecd.org/daf/inv/mne/OECD-Due-Diligence-Guidance-Minerals-Edition3.pdf>

Extending Traceability to Cobalt

This year, to strengthen the checks, we also asked our industrial partner to provide us with additional reporting: the Extended Minerals Reporting Template (EMRT). This template allows tracing the source of cobalt present in our products up to the smelters, as mica is not used in our products.

NEW

CMRT and EMRT

The CMRT (Conflict Minerals Reporting Template) for tin, tantalum, tungsten and gold, and the EMRT for cobalt and mica, are reporting templates provided by the [Responsible Minerals Initiative \(RMI\)](#). These standardised tools facilitate the **collection of data on the origin of conflict minerals throughout the supply chain** (country of origin of the mineral, smelters).



ENCOURAGING CHANGES IN CONSUMPTION HABITS

Responsible Communication and Marketing

Drafted through collaborative work undertaken by the Communication, Marketing and CSR teams, **Crosscall's Responsible Marketing and Communications Charter** details how the company incorporates its CSR commitments into its communication and marketing practices, in order to guarantee ethical and transparent commercial practices.

- In terms of substance, this implies the careful choosing of messages and promotional practices which encourage the prolongation of our products' duration of use.
- In terms of form, we aim to be exemplary from an environmental and social point of view in the way we execute our campaigns and events.

This charter applies to all of Crosscall's marketing and communication channels: digital, events, displays, media relations, marketing campaigns, etc.



*Headline of the campaign: The best trends are the ones that last

[WATCH THE VIDEO](#)

— Promoting More Responsible Habits Among Professionals

Crosscall supports its professional clients towards more sustainable consumption modes by promoting a model that optimises both environmental impact and the total budget for our clients.

Encouraging Our Clients to Define the Specifications of Their Tenders Based on Usage Needs

Crosscall proactively offers its clients solutions and features that can reduce the volume of deployed equipment through the aggregation of uses (see chapter "[This Is How We Make Durable Products](#)" – p.16).

Extending the Lifespan of New Equipment

If the longevity of a product is linked to its design, it is also impacted by the evolution of consumption habits. Indeed, in France, smartphones are replaced every 2 to 3 years on average¹.

Crosscall offers a 5-year commercial warranty, unique in the telephony market, for its 5th generation terminals² (see chapter "[This Is How We Make Durable Products](#)" – p.18) which allows the client to confidently plan for a longer usage.

Developing the 'Second Life' Reflex

To prolong the life of its terminals beyond the warranty period, Crosscall offers to buy them back at the end of the contract at competitive rates, determined in advance. This alleviates the cost burden of the initial investment for our clients and allows Crosscall to recover and refurbish its terminals to extend their life cycle.

1. <https://bibrairie.ademe.fr/ged/7327/guide-longue-vie-smartphone-202309.pdf>
2. CORE-M5, ACTION-X5, CORE-X5, CORE-T5, CORE-Z5 and STELLAR-X5



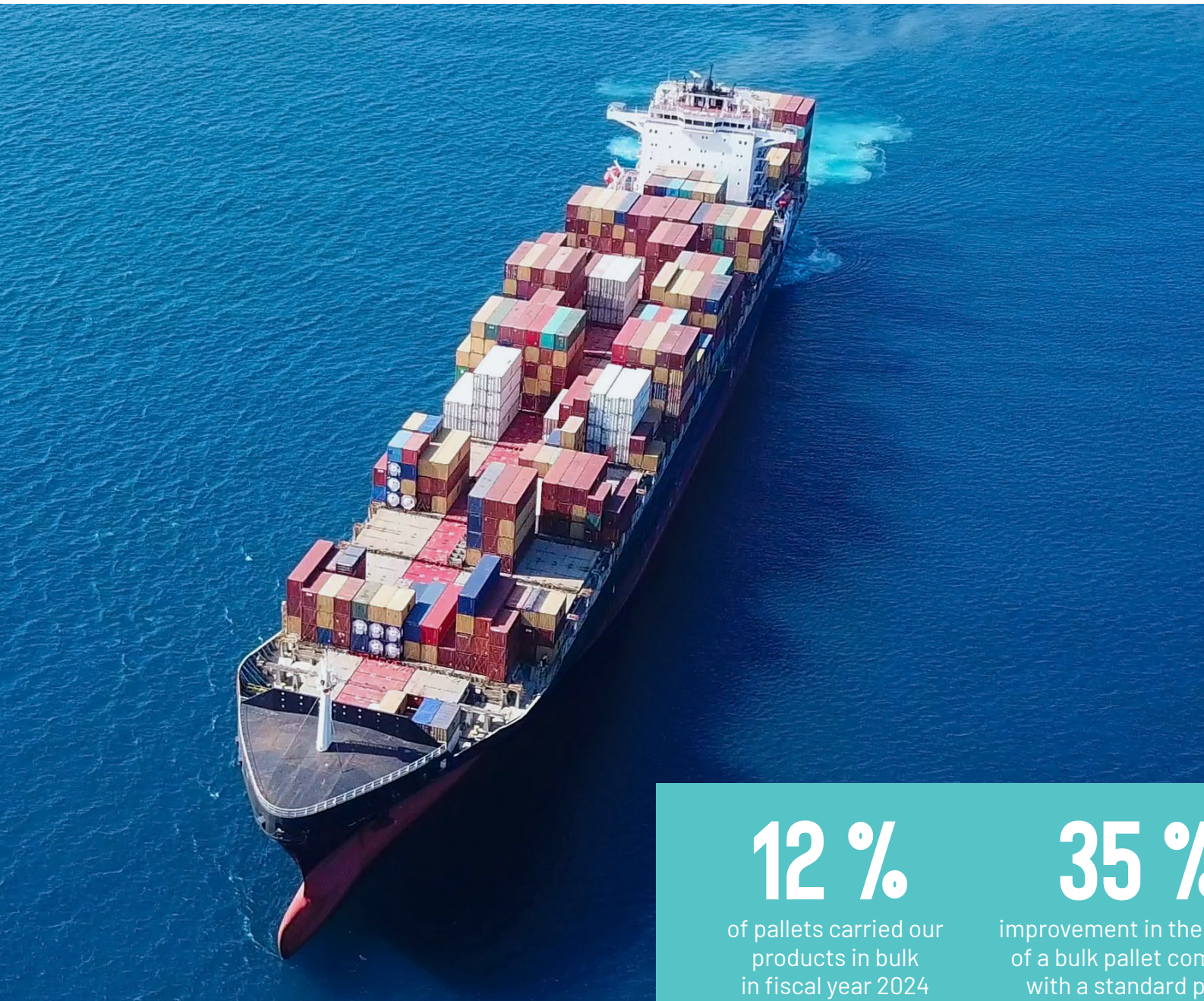
NEW

We stated in our [2023 CSR Report](#) the commitment to systematically integrate buy-back offers into our B2B contracts right from the start. The efforts of the sales teams to honour this commitment resulted in the first contracts with integrated buy-back offers signed at the end of fiscal year 2024.

For contracts coming to an end, we regularly position ourselves on the buy-back of the fleets concerned. We are pleased to have won the buy-back of 17,200 of our phones from one of our clients at the end of this year as well, which will be refurbished by our French partner (see chapter "[This Is How We Make Durable Products](#)" – p.21).

45,000 units covered by buy-back clauses in contracts signed with our customers in fiscal year 2024

19,285 devices bought back from our customers in fiscal year 2024



Delivery options with reduced impact

Whenever possible, we propose:

A bulk packaging option

Products are packaged in bulk when leaving the assembly site: **eliminating individual packaging for each product** more than doubles the number of devices that can be transported per pallet in comparison with classic packaging. In turn, this allows for both savings in the raw materials associated with packaging and reductions in the greenhouse gas emissions associated with transport.

Delivery via maritime transport

While this means longer delivery times than by air, it also considerably reduces greenhouse gas emissions. According to the ADEME, this transport method generates 99% less emissions than air transport¹.

12 %

of pallets carried our
products in bulk
in fiscal year 2024

35 %

improvement in the fill-rate
of a bulk pallet compared
with a standard pallet²

24

tonnes of CO₂eq avoided
thanks to bulk transport in
fiscal year 2024³

1. Based on the following ADEME emission factors:
Air: Cargo aircraft - more than 100 tonnes, >3,500 kms, 2018 - WITH drags : 1.08 kgCO₂e/t.km.
Maritime: Container ship - Dry - Average value: 0.00847 kgCO₂e/t.km
2. Fill-rate calculated with the CORE-Z5 model
3. Calculated using the [EcoTransit.org](https://www.ecotransit.org) tool

TCO: An Approach Serving Both Price and Impact

The practices described above often translate into a **reduction of both environmental impact and the total budget for the client**. To help our sales teams to easily demonstrate this, while raising awareness among our clients of these more responsible purchasing practices, Crosscall created the TCO (Total Cost of Ownership) tool.

The TCO calculates **all the expenses and costs related to the purchase and use of a fleet over time**. Thus, the initial price, the usage duration of the device and its buy-back value are accounted for, but also possible repairs and the cost of employee downtime that a breakdown may induce. This calculation, performed for several terminals (Crosscall and/or competitors), allows for a comparison of the overall contract cost and the environmental impact associated with the purchase of the terminals and the chosen transport option.

The tool thus highlights **the economic advantage of choosing more robust, repairable devices with extended lifespans**—implying less frequent breakdowns and replacements—even if the face value of the devices is sometimes higher.

A Winning Example

The advantages of the TCO approach are confirmed by field experiences. Noticing that our devices were still fully operational at the end of the initially planned 3 years, a French transport company extended their contract by an additional year, thus avoiding the purchase of new equipment and the associated environmental impact.

This experience encouraged our client to renew their contract with us after the additional year, this time for a duration of 5 years from the start. A concrete example of the evolution of purchasing behaviour that Crosscall has ignited.

If Crosscall won this new contract, it is also thanks to its ability to **buy back its smartphones** at the end of the contract at a **price guaranteed in advance**. An economically attractive proposal for the client, and one that ensures that our old devices are given a second life.

NEW



Promoting More Sustainable Behaviour Among Consumers

Aware of its role and wishing to benefit from its close relationship with its users, Crosscall's mission is also to influence the purchasing behaviour of the general public.

Numerous actions are carried out to **promote more sustainable consumption reflexes**: sharing tips to preserve the lifespan of devices, highlighting our refurbished range, marketing campaigns encouraging repair rather than replacement...

For example, we organised a **Repair Week** for two consecutive years. This event aimed to encourage consumers to keep their devices in use for longer instead of replacing them with new products. During this campaign, with no purchase obligation, we covered the costs of all repairs for devices with expired warranties. In fiscal year 2023, this allowed **79 consumers to avoid the purchase of new phones or tablets¹**, thus avoiding the equivalent of 2.5 tonnes of CO₂ emissions².

NEW

Training Sales teams to Promote More Responsible Habits

In constant contact with our clients, our sales teams play a significant role in raising awareness of good practices. Eager to better grasp the various CSR issues inherent in our activity, they benefited from training provided by our CSR team on this theme. This workshop gave them all the tools to help them become more active in **promoting responsible consumption habits**.

We supplemented this training by creating a dedicated internal communication channel on CSR topics to cultivate ongoing dialogue, conducive to skills development on the subject.

Raising Awareness of Best Practices to Preserve the Lifespan of a Smartphone

During the **European Sustainable Development Week** in October 2023, Crosscall launched a campaign [on our blog](#) and social media to raise public awareness of the best practices to keep a smartphone as long as possible.

PROJECTS FOR FISCAL YEAR 2025

Revise the CSR risk mapping of suppliers

Update the Responsible Communication and Marketing Charter

Finalise the review of the CSR Supplier Code



1. People who answered "Yes" to the question "Could this repair be an alternative to buying a new phone for yourself or a friend/relative?" on the Repair Week participation form
2. According to the emission factors of the ADEME: for a 5.5-inch smartphone: 32.8 kg of CO₂/unit



THIS IS HOW WE CARE FOR OUR TEAMS

OUR ACTIONS WITHIN THIS PILLAR CONTRIBUTE TO THE
FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



It's the **people who work at Crosscall who drive our ambition** to be a sustainable telephony manufacturer and contribute to our transformation, particularly in terms of CSR.

We are committed to our 181 employees. They all benefit from a committed human resources policy aimed at **developing a professional environment conducive to employee well-being** and true to Crosscall's culture. The policy is designed to develop skills, promote diversity, facilitate integration, and strengthen team spirit.

It also formalizes our ethical and deontological commitments, while respecting fundamental human rights. (see chapter [“This Is How We Act Ethically and Responsibly”](#), p. 63).



«At Crosscall, the human dimension is more than a promise: it is something we live by every day. We take pride in maintaining this essential value as our company grows, notably through applying the fundamentals of workplace quality of life. Moreover, it's through manager support programmes and the strengthening of participative governance, which fosters exchanges and shared decision-making, that we create overall employee engagement. Our next challenge for 2025: to secure international growth that is beneficial for everyone. It's an exciting, enriching venture and an authentic challenge to open up for the coming years. »

Céline Sorange,
Human Resources Director

DEVELOPING SKILLS

Each year, Crosscall rolls out a training plan to support employees in developing both job-specific and interpersonal skills. This ensures that technical skills needed within the company are kept up-to-date, and also supports employees in their career development.

Offering Tailored Training

The aim is to **enhance employees' skills** in line with corporate strategy while addressing specific needs, whether they are technical topics or broader ones.

This year, as part of our international expansion, the **English language proficiency** of all French team members was assessed, and **refresher or advanced English courses were offered**. These took the form of personalised, one-to-one training sessions, of between 15 to 20 hours. 12 employees started their training at the end of fiscal year 2024, through one-to-one sessions with an English trainer, during their working hours.

Employees in Hong Kong benefitted from training in complex project management as well as more targeted training relevant to specific jobs, such as regulations on hazardous goods or Chinese labour law.

NEW

Sharing Skills Internally

Our training offer is further enriched by **internal courses** taught by our own staff, which help to build a shared base of skills and acknowledges those who lead the training. For instance, in 2023, our Management Control department led Excel training sessions.

This year, 68 French employees participated in a Project Management training provided by the Project Coordination team.

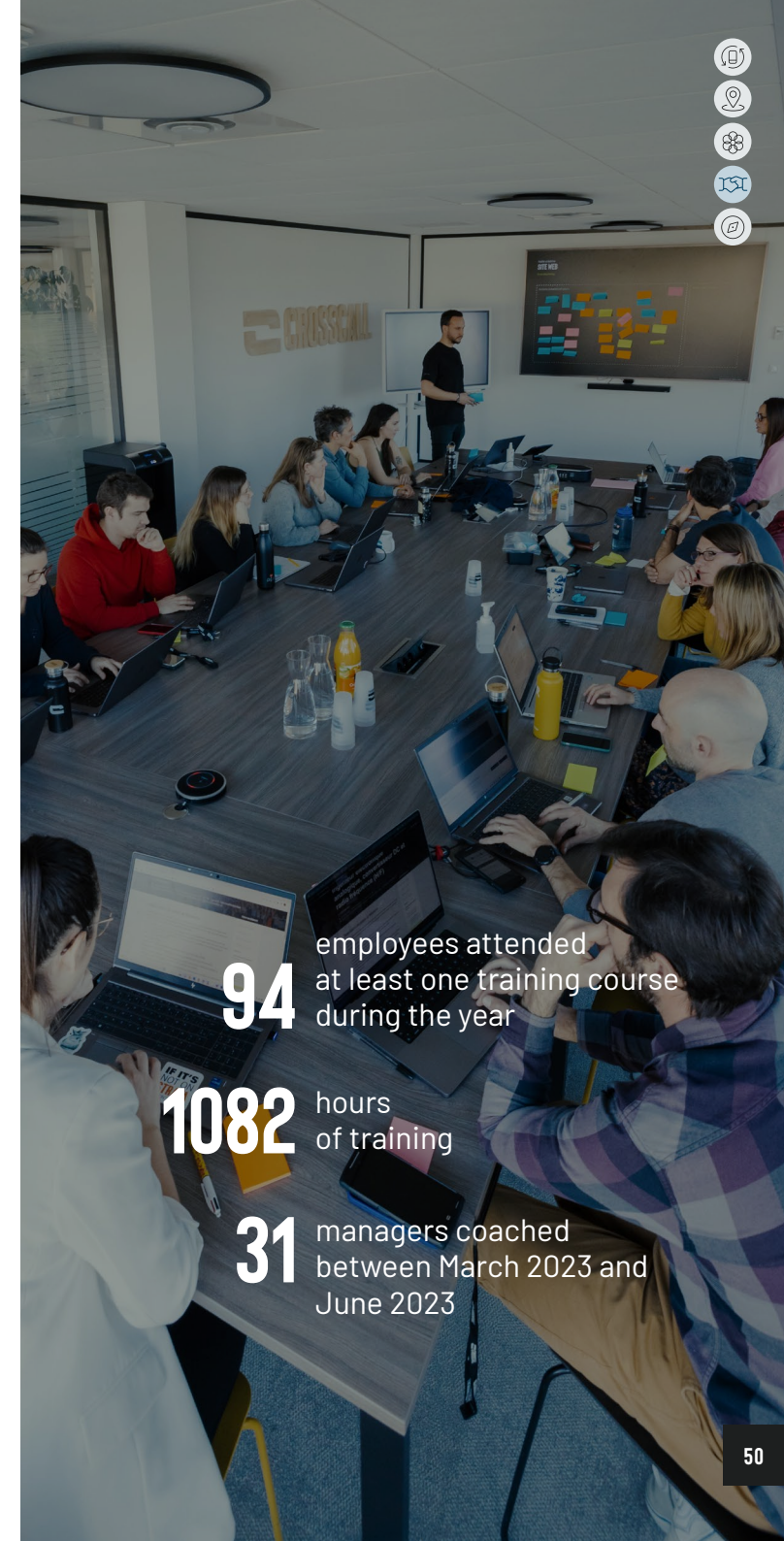
NEW

The Manager Support Programme

To assist managers in their leadership roles, our Human Resources department has developed the **"Manager's Charter."** This internal document was drafted to clarify and provide further details on what is expected of our managers, and to give them everything they need to optimally take on their roles.

Going further, a **support programme for managers** started in fiscal year 2023 that combines group training, individual coaching and workshops is continued this year. These sessions are genuine times of interaction, allowing managers to share experiences and develop awareness of topics such as non-violent communication and conflict management.

NEW



94 employees attended at least one training course during the year
1082 hours of training
31 managers coached between March 2023 and June 2023

Managing Skills: Adopting a Comprehensive View

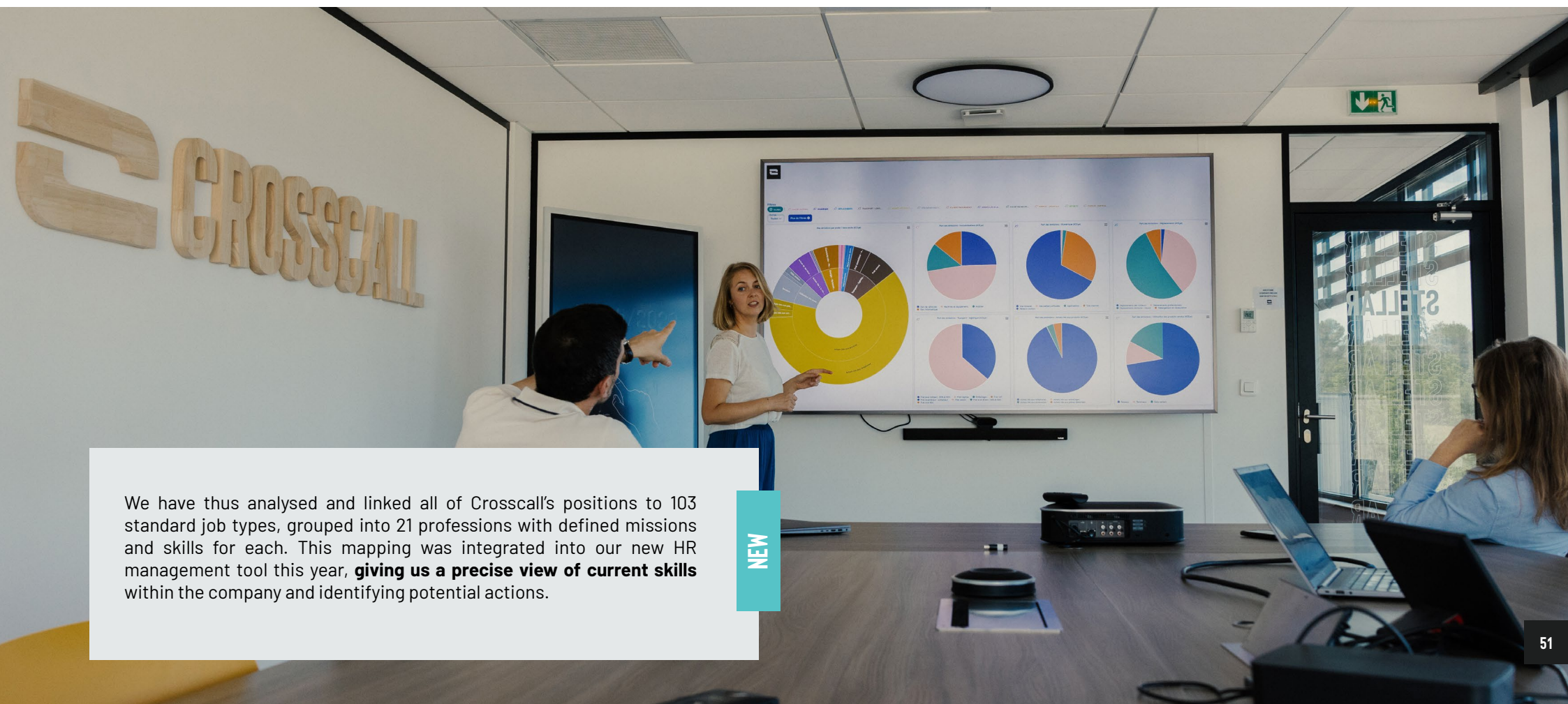
To sustain employment and enhance talent diversity, Crosscall **implemented a skills and career management programme involving** in 2022. Its goal is to ensure the alignment of roles and skills within the company in relation to its development strategy. For this purpose, anticipating shifts in work organisation and developing employee skills is necessary.

This project aims to:

- Identify the skills needed for the company and align them with the current skills of employees.
- Identify individuals with key skills within the organisation.
- Link training and skills to strengthen some and develop others.
- Encourage internal mobility by creating bonds between professions sharing common skills.

Major steps in implementing this approach:

- Creating a role mapping by broad role types
- Identifying the core purpose and main duties of each job
- Defining the knowledge, technical and human skills required for each job.



We have thus analysed and linked all of Crosscall's positions to 103 standard job types, grouped into 21 professions with defined missions and skills for each. This mapping was integrated into our new HR management tool this year, **giving us a precise view of current skills** within the company and identifying potential actions.

NEW

PROVIDING CAREER ADVANCEMENT OPPORTUNITIES

Promotion and Internal Mobility

Crosscall is proud to offer a real springboard for employee mobility and internal promotion. To this end, we thoroughly review every internal application and provide well-substantiated feedback to applicants.

This approach has resulted in prolonged service within the company and easier access to leadership positions, as evidenced by our managers' profiles. 67% of our managers had been appointed through internal mobility at end of fiscal year 2024.

Individual interviews are also good opportunities to express career progression wishes and discuss various possibilities. Therefore, we multiply these opportunities with **regularly scheduled interviews**.

In France, quarterly and annual interviews are organised with managers and also every other year with the Human Resources team, as required by law. In Hong Kong, individual interviews take place biannually.

Financial Recognition

At Crosscall, we engage employees in the company's financial performance through **profit sharing**.

This approach acknowledges the results of collective efforts, with an allocation of shares based on the duration of service, **regardless of one's hierarchical level or salary**.

Regular pay rises also form a key part of our commitment to recognising employees' hard work. In April 2023, Crosscall's leadership and the COMEX decided to implement a salary increase policy based on two criteria:

- **Targeted salary increases** that recognise individual contributions
- **A general salary increase** to mitigate the impact of inflation on the purchasing power of employees who have at least 10 months' service¹

NEW



67% of managers promoted internally by the end of March 2024

100% of eligible employees¹ received the general increase in April 2023

1. Employees with a permanent contract and at least 10 months of service as of 01/04/2023

MAKING HUMAN RESSOURCES PROCESSES ROBUST AND CLEAR

Formalising the Internal Mobility Process

Internal mobility is a crucial aspect of our employees' professional development. This year, Crosscall has **formalised its internal mobility process** to precisely outline how it works. The document describes each step, its sequence and the staff members involved for any spontaneous application or internal job application, ensuring consistency across the company.



Structuring the Offboarding Process

The departure of an employee and managing their parting from the company are as significant as their arrival. Therefore, **we've structured our offboarding process to support employees** throughout this phase.

A member of the Human Resources team conducts a personalised interview to gather feedback and discuss the questionnaire filled out by the departing employee. This is an opportunity to attentively listen to the employee's feelings about leaving and to take their feedback into account to continue improving working conditions for our teams.



ENSURING A STIMULATING WORK ENVIRONMENT FOR OUR TEAM MEMBERS

— A Great Work Environment

Crosscall is particularly committed to providing a high-quality work environment for its employees by offering meticulously thought through offices, a gym and a pleasant area to take a break.

Our colleagues based in France enjoy one home office day per week. To ensure a balance between personal and professional life, and in accordance with regulations, employees on a fixed package have an annual review dedicated to this topic.

Employees of the Hong Kong subsidiary benefit from 7 additional days of leave over the local regulations¹, which totals 14 days of leave from the end of the probation period, plus, the number of leave days increases with each passing year.

NEW

In fiscal year 2024, this policy was revised and now establishes a new leave with a maximum entitlement of 25 days, achievable by the sixth year of service (compared to 24 days for 5 years previously). Another innovation of this policy: **employees receive a day off on their birthday.**

Furthermore, to respond to the requests of our Hong Kong colleagues, a trial phase of flexible working hours was initiated at the end of this fiscal year. Aiming to allow greater flexibility in balancing personal and professional life, this initiative is intended to be made permanent during the fiscal year 2025 if all parties are satisfied with the test.



— Subsidised Daycare Solutions for Young Parents

We believe that companies should also consider the big steps in their employees' personal lives, so Crosscall offers employees cribs in company-funded daycare centers in France. Young parents can thus reserve a place in a private daycare close to their home for the same price as a public daycare. As of March 31st, 2024, 20 of our employees' babies benefitted from access to partner daycare centers.

1. Local regulations provide 7 days of annual leave at the end of a full year of service.

— Sport and Nutrition Programmes Across Sites

Convinced of the benefits of sport on physical and mental health, **Crosscall facilitates access to sports** for its employees. Developing healthy habits is also about nutrition. The company has therefore set up partnerships with caterers at each of its sites, subsidising meals to promote **balanced nutrition**.

In Courbevoie :

We have selected a healthy, **balanced meal delivery solution** for our employees, to which Crosscall contributes 4 euros per meal per person. A “sports” offer is currently being organized for fiscal year 2025.

In Hong Kong :

A custom nutrition offer has been developed: the teams are partially reimbursed for any meals enjoyed in a selection of healthy restaurants. The site **also has its own gym**, where yoga classes have been held since 2023, at employees' request.

In Aix-en-Provence :

The headquarters boasts a **large gym** where a professional sports trainer offers various sessions. For lunch, we have implemented **a platform to order healthy and delicious meals**, partially subsidised by Crosscall. A local restaurant from Aix-en-Provence, France, prepares the meals with the insight of a dietician, using seasonal products. Lunches are

delivered daily in reusable glass containers. Head office and field staff can also have **baskets of fruit and vegetables delivered directly to their workplace or to a relay point**, thanks to a partnership with a French company offering weekly deliveries of seasonal, locally harvested, sustainable produce.



Sport & Food Figures for the Aix-en-Provence Headquarters in Fiscal Year 2024

285 supervised sports courses over the year

90% of employees took part in at least one session

5H45 of sport / week on average offered to employees

45% of Aix-en-Provence employees on average chose the Crosscall Food option each week

CREATING STRONG TIES BETWEEN TEAMS

Numerous Events to Mingle

- Two seminars are held each year to review the company's projects and **strengthen team cohesion** through workshops and team games. These are significant moments for our employees who have the opportunity to meet their peers, both near and far, such as those based in Hong Kong. These events are also an opportunity to **reaffirm our commitments**: they are organised with CSR in mind (for more details see chapter "[This Is How We Act Ethically and Responsibly](#)", p. 73).
- To foster camaraderie among colleagues, **an annual budget is allocated for team meals**. Activities are also organised several times a year at different sites, such as sharing a 'Galette des Rois' around Three Kings' Day, a French tradition celebrated both in the French and Hong Kong offices.
- Sport plays an important role in Crosscall's culture and also contributes to team cohesion, particularly through **sports challenges** that employees decide to engage in together.

For instance, 75% of the Hong Kong employees participated in the Standard Chartered Hong Kong Marathon 2024.

Additionally, colleagues from Aix-en-Provence, France, have participated in several races over the year, such as the Galinette trail, the Gardanne trail and the Bandol night race, during which 24 of our employees ran together.



168

summer seminar
participants, including
10 internationals

75%

of the HK employees participated
in the Standard Chartered
Hong Kong Marathon 2024

NEW

— Ensuring a Smooth Onboarding for New Colleagues

New recruits follow a **specific induction programme** to become quickly familiar with the tools and processes at Crosscall.

Newcomers in France are also assigned a mentor to guide their first steps in the company. In addition, they are invited to an **integration day at the headquarters**, which takes place every quarter. Each session includes a morning of exchanges with all Directors and a team-building afternoon to develop connections.

Colleagues hired **outside France undergo a tailored integration programme**. Upon arrival, they spend several days at headquarters and also benefit from presentations of all our tools and interactions with various departments.

Every new employee is given a presentation of Crosscall's CSR strategy for them to rapidly be on board on how they can contribute to these tasks in their daily work.

ENSURING WORKPLACE HEALTH AND SAFETY

Crosscall meticulously assesses the occupational risks faced by its employees in their roles and implements the necessary **training for risk prevention and management**, in line with current regulations:

- 25 team members (20 in Aix-en-Provence, 3 in Courbevoie, and 2 in Hong Kong), from all company departments, have followed the **First Aid at Work training programme**.
- Employees at risk (such as working at heights or requiring electrical certifications) have undertaken **dedicated training**, in accordance with our Risk Assessment Documentation named DUERP.

Crosscall's employee Handbook – applicable to employees in France – encompasses all these measures regarding hygiene and safety. It was updated at the end of 2023 to include topics such as **ethics in supplier relationships**, awareness of the whistleblowing platform, and strengthened measures against all forms of harassment and discrimination.

NEW

Minimising Risks at All Posts

Risk is not limited to emergency situations—sedentary workstations also have associated risk. This is why our Hong Kong team members were asked to analyse their workstations following guidelines provided by the Hong Kong Health Department. This assessment confirmed that the equipment of the 11 evaluated stations enables **a suitable work posture, minimising long-term risks**. To ensure a quiet work environment for all, the product quality control teams have been asked to conduct audio tests in an isolated room.

CONSTRUCTIVE SOCIAL DIALOGUE



Crosscall is committed to protecting the freedom of association and honours collective negotiation rights, in compliance with legal requirements.

In France, the **Economic and Social Committee** is legally required to be consulted throughout the year on all matters related to the company's strategy, economic and social life. This social dialogue has led to the negotiation and signing of agreements on profit sharing and working hours, aiding in maintaining a balance between personal and professional life.

For sensitive issues that require communicating information anonymously and discreetly, a **whistleblowing platform** is available to all employees, as well as to all our stakeholders (for details, see the chapter "[This Is How We Act Ethically and Responsibly](#)" p. 64).

Listening to Our Employees

Both in France and Hong Kong, surveys are routinely conducted to better understand employee expectations and feelings, guiding us towards improvements.

For instance, a survey conducted among French employees in April 2023 on the theme of "workplace satisfaction" revealed the aspects most appreciated by our staff. **Many highlighted the team spirit** (work atmosphere, relationships among colleagues) and the work environment, confirming the relevance of our efforts.

PROMOTING INCLUSION AND DIVERSITY

At Crosscall, we believe that **diversity of profiles enriches our teams**. We foster an inclusive work environment, combat all forms of discrimination, and commit to promoting a diverse and inclusive workforce through:

- **Internal awareness** programmes for managers and employees.
- A focus on **responsible recruitment**, we only take professional skills, experience and personal qualities into account when hiring new talent, while also educating our managers about responsible hiring through dedicated workshops.

Gender Diversity

We also continuously **strive to advance on the issue of gender equality**. The professional equality index, which we publish annually in accordance with French law, allows companies to measure salary gaps between genders and to highlight existing disparities.

NEW

This year, we scored an overall **rating of 88/100¹**, up four points from the previous year!

We shared this progress with our employees on International Women's Day, also taking the opportunity to raise awareness about the issue by highlighting women who have changed history through short videos broadcast in our facilities or sent by email.

During the European Week of Sustainable Development, we invited our headquarter-based employees to participate in an innovative activity: improvisational theatre workshops on the theme of "diversity and gender equality in the workplace." Employees were also invited to respond to a quiz on gender equality at work worldwide.

This event was an opportunity to help fight against unconscious biases. Beyond that, these enriching discussions fed into an **action plan in favour of gender equality**, structured around two axes:

- **Maintaining our fundamentals:** continuing efforts to reduce pay gaps, maintaining a balanced gender distribution within our leadership, and organising awareness actions on these themes.
- **Continuing the development of actions:** ensuring the representation of women in the selected CVs, promoting technical careers among women, and enhancing the visibility of our female collaborators in external corporate communications.

88/100

Gender Equality Index score¹

33%

women in the Management Team

2

women on the Executive Team

35

participants in the diversity workshops

1. Results for the calendar year 2023. According to French law and in order to fight wage inequalities between women and men, companies with more than 50 employees must implement a gender equality index out of 100 and publish the results.

– Disability Inclusion

We are committed to **facilitating the professional integration of individuals with disabilities**. For instance, workshops aimed at enhancing understanding of various disabilities, both visible and invisible, have been repeatedly organised across our sites.

Additionally, we support collaborations with companies that employ individuals with disabilities for various services (waste sorting, stationery supply...).

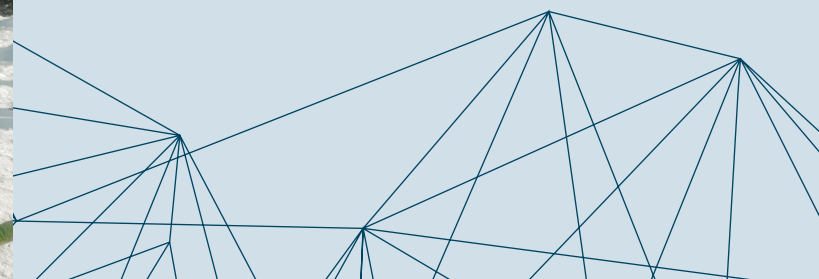


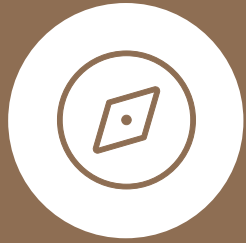
PROJECTS FOR FISCAL YEAR 2025

Help a refugee woman transition towards a promising career in the digital and tech industry, in partnership with a European NGO

Implement tools to become a "learning" company (enabling everyone to train autonomously and continuously)

Create an internal Wellbeing at Work framework and produce a status report using this tool.





THIS IS HOW WE ACT ETHICALLY AND RESPONSIBLY

OUR ACTIONS WITHIN THIS PILLAR
CONTRIBUTE TO THE FOLLOWING
SUSTAINABLE DEVELOPMENT GOALS:



Crosscall is committed **to conducting its business responsibly and ethically**. As we strive to make practices evolve across an entire ecosystem, from suppliers to consumers, it is essential **to lead by example, fulfilling our mission with rigour and transparency**. Championing the United Nations Global Compact is proof of this commitment.

We also recognise our duty to **combat climate change** by involving our employees and our entire ecosystem to reduce greenhouse gas emissions related to our products, services and daily operations.

Finally, we remain vigilant in **ensuring the safety of our products** and the protection of our **employees' and partners' data**.



ACTING ETHICALLY

— Ethics Charter

Crosscall's Ethics Charter sets out its principles relating to :

- **Business ethics**

anti-corruption, gifts and entertainment policy, conflicts of interest, fraud prevention, anti-money laundering and anti-competitive practices, protection of confidential data, safety and quality of products and services, political activity and intellectual property of third parties.

- **Respect for employees**

privacy, health and safety, human rights (including the fight against forced labour and child labour), quality of life at work, career and skills development, diversity and inclusion, harassment and discrimination, responsible management.

- **Corporate responsibility**

respect for the environment, responsible purchasing, responsible marketing and communication, patronage and sponsoring.

Backed up by an **internal mapping of ethical risks**, this charter describes the behaviour expected of employees in the professional context to ensure that decisions taken in the context of our activities remain **compliant with applicable laws** and the company's values. This Ethics Charter must be **signed by all new employees** when they join the company.



– Training and Ethics Committee

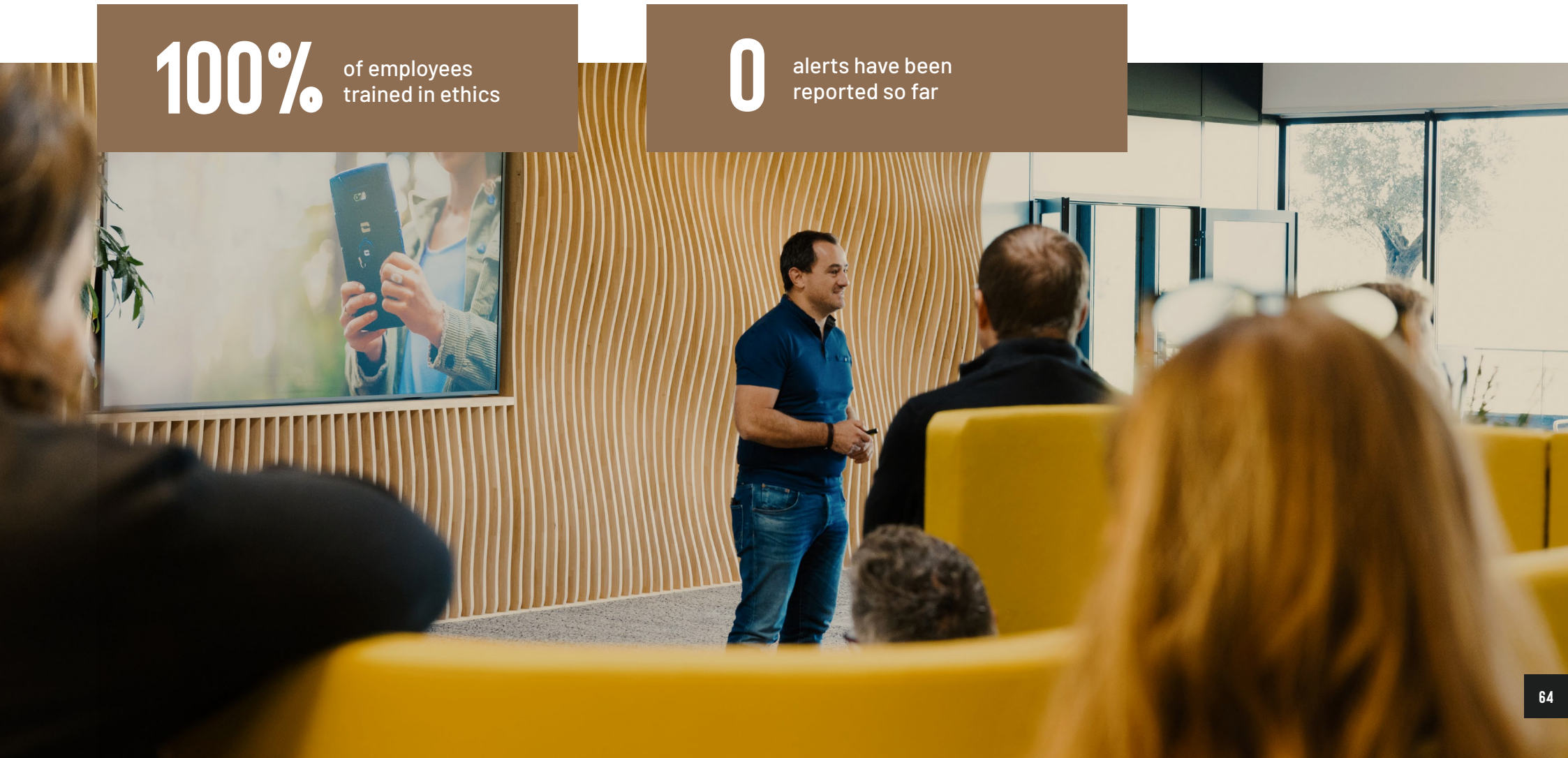
An Ethics Committee oversees the application of the Ethics Charter, and the employees who make up this committee act as neutral referees to whom questions can be addressed or whistleblowing alerts submitted. In 2023, **all Crosscall employees** received training from members of the Ethics Committee to **raise awareness of the principles described in the company's Ethics Charter**.

100% of employees
trained in ethics

– Whistleblowing Platform

Crosscall has set up a whistleblowing platform managed by an independent specialized company. Accessible to everyone, both internally and externally, through our website, in our Ethics Charter and in the Supplier CSR Code, this platform enables people to report a problem relating to ethics, professional conduct, safety or health, **in complete confidentiality**. This platform is one of the tools we have put in place to meet our company's duty of care requirements, while at the same time protecting whistleblowers. Whistleblowers can remain anonymous if they wish, as they do not have to provide any personal information. In addition, Crosscall guarantees **protection for whistleblowers against possible reprisals or discrimination** by management or other employees.

0 alerts have been
reported so far



COMPLIANCE

— A Regulatory Watch Department

Recognising the need to drive our business growth with a **professionalised regulatory approach**, Crosscall created a regulatory watch department in the 2022 fiscal year. With two full-time employees, this team plays a crucial role in the collection of regulatory business intelligence by fulfilling several missions:

- **raising awareness** among relevant teams about subjects likely to be integrated into future legislation.
- allowing Crosscall to **monitor the progress of legislative projects** (including participating in some working groups) and anticipate compliance of products ahead of the enactment of new laws.

- **leading internal training** by simplifying legal texts. The department has created and maintains updated **summaries of laws and regulations, grouped by profession**, written to be easily understood and accessible to all.

- **closely monitoring compliance** by relevant teams. To this end, the regulatory department organises recurring meetings with teams based on relevant themes to inform them of their obligations.

— Regulatory Compliance of our Products

It is of great importance to us that we release high quality phones to the market. Consumer security is regulated by the RED Directive. **All our devices comply with this directive** and also comply with the **sector's European regulations** (including REACH and RoHS).





| GUARANTEEING THE QUALITY OF OUR PRODUCTS

— Monitoring and Improving Quality

Guaranteeing the quality and safety of our products is a prerequisite to extending their useful life. We inspect our products at different stages of their development: **from design to manufacture**.

Samples are tested by our teams of engineers at different stages of the product development process to ensure that the final product is of the highest quality. These successive rounds of **technical validation, and design and production testing** take place over many months, until we reach the "golden sample", the version that will go into mass production. In addition, the prototypes that have passed the final tests are subjected to normative tests in approved external laboratories.

During the production phase, our quality control process consists of three main stages:

- when components arrive **at the factory**
- during the manufacturing of products **on the assembly lines**
- **finished products** are also subject to inspection tests carried out according to a list of precise instructions reflecting our customers' future use

These stages are monitored both by our industrial partners and by a team of **Crosscall quality inspectors assigned** to our industrial partner's assembly plant.

Finally, once the device is in the hands of the user, we continue to ensure its safety. To **protect users of our phones against the risk of security breaches**, security updates are carried out every three months for three years, along with an OS update.



– Listening to our Users

Acting as a responsible company also means listening to our customers and users and offering them effective communication channels for **reporting any problems and/or suggestions** they may have.

- For individuals :

Our customers can easily and quickly contact our **After-Sales Service**, either by email, chat or via our hotline, to report any incidents they may have encountered with our products.

More generally, we take into account their feedback and suggestions for improvement via the **Avis Vérifiés**¹ (verified customer reviews) website or via our **InnovApp** application.

- For professionals :

For each of our professional customers, **a contact person has been identified within our sales teams**. A true partner, his or her role is to support the customer before, during and even after the sale. This proximity makes it easier for us to **identify and take account of our customers' needs**.

To find out more about how we incorporate feedback from our customers to continuously improve our products, see the section [“This is how we make durable products and services”](#) – p. 15.

1. Avis Vérifiés is our chosen solution to collect verified customer reviews.
Average calculated on the basis of the ratings given by customers to new smartphones and tablets on our website as of March 31, 2024.



4,47/5 is the average rating
given to our products
through Avis Vérifiés¹

| MANAGING OUR ENVIRONMENTAL IMPACT

The three commitments made by Crosscall to limit the impact of its activities on the environment are formalised in its Environmental Policy:

- **To measure our impacts** and better identify our main sources of emissions in order to better prioritise actions to reduce them
- **To prolong the life span of our products** in order to limit the impacts associated with the production of new products
- **To encourage our employees and users to adopt more responsible behaviours** through awareness raising initiatives

— Measuring our Emissions

Carbon footprinting is the measurement of **the greenhouse gas (GHG) emissions linked to a company's activity**. Its aim is to identify the main sources of GHG emissions in order to define ways of improving and reducing them.

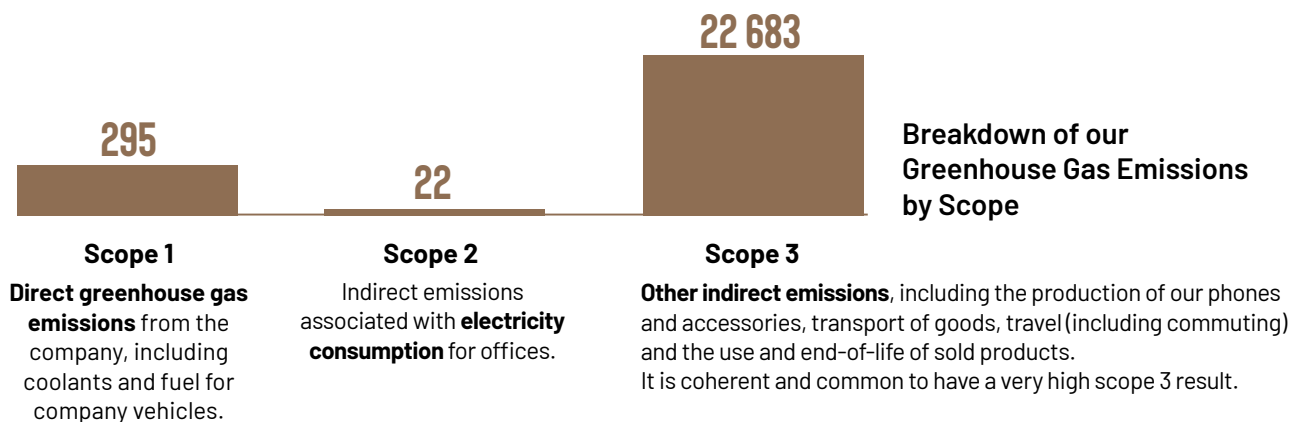
Crosscall voluntarily carries out **an annual carbon footprint** for scopes 1, 2 and 3 of its activity, based on the internationally recognised GHG Protocol methodology. To optimise the quality of our carbon footprint, we prefer to collect physical data rather than use monetary equivalents to calculate it.

We equipped ourselves with a carbon footprint calculation tool in the aim of **improving the reliability and accuracy** of the annual calculation of our greenhouse gas emissions. This will make it easier to **monitor the emission reduction trajectory** we will be working towards in fiscal year 2025.

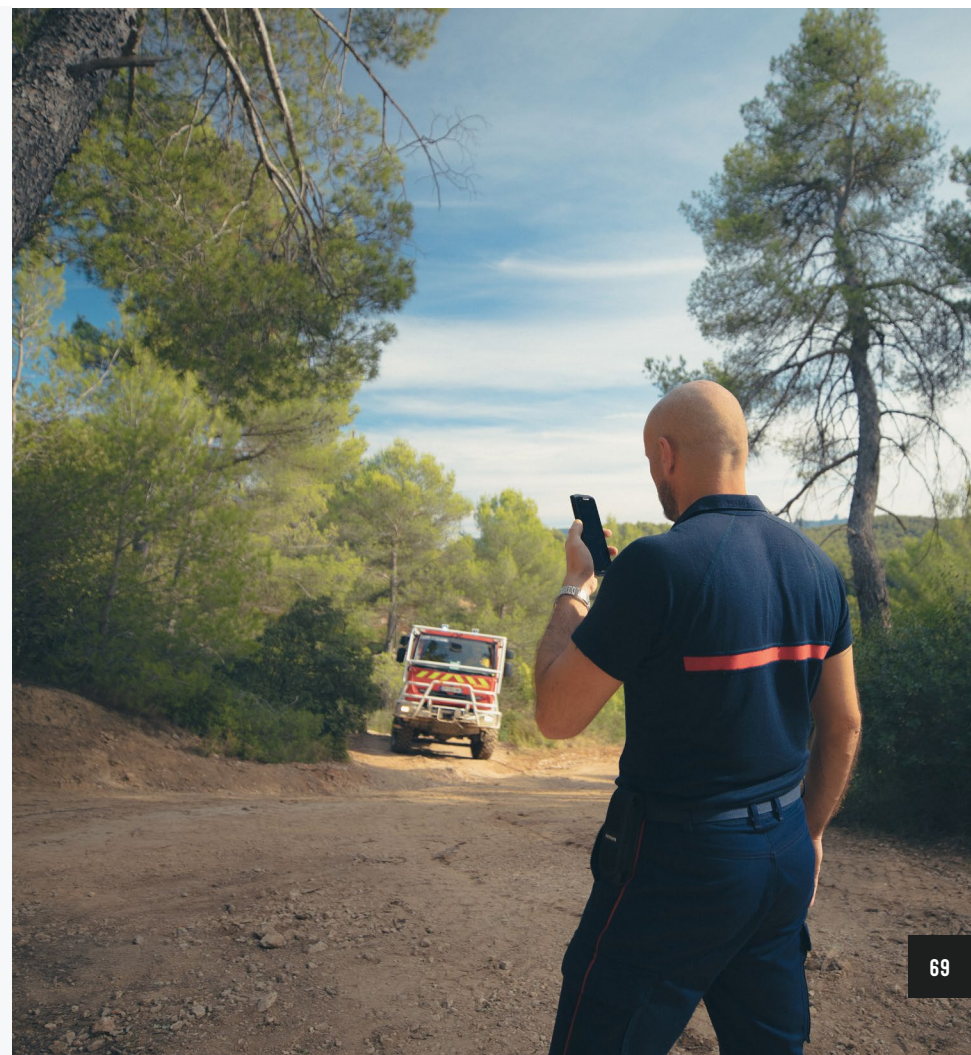
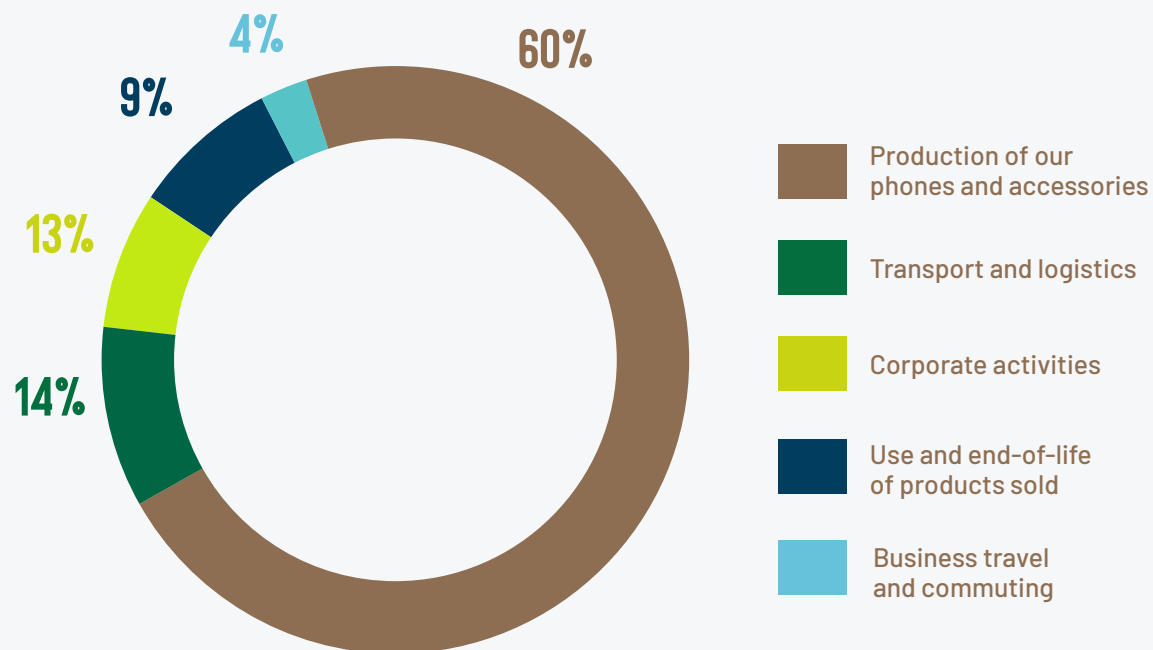


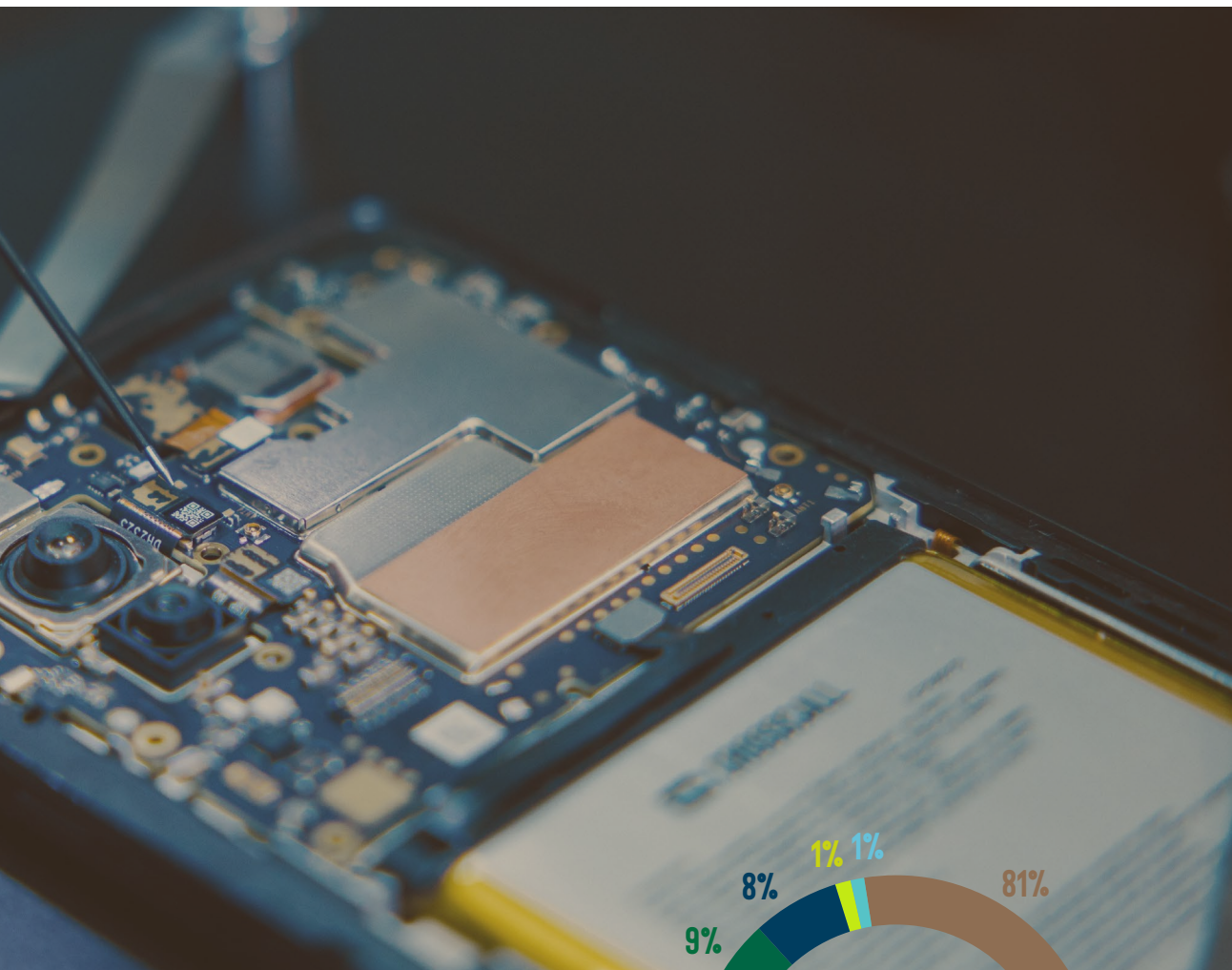
Our Carbon Footprint Results for the 2023 Fiscal Year

Our total emissions for fiscal year 2023 amount to **23 000 tonnes CO₂ eq.** equivalent to the annual emissions of 2,500 French people¹ or **7,829 round-trip Marseille - Hong Kong** flights for one person².



Breakdown of our Total Emissions by Category





Carbon Footprint Results by Category and our Reduction Actions

The emissions linked to the production of our phones and accessories represent 60% of our total emissions.

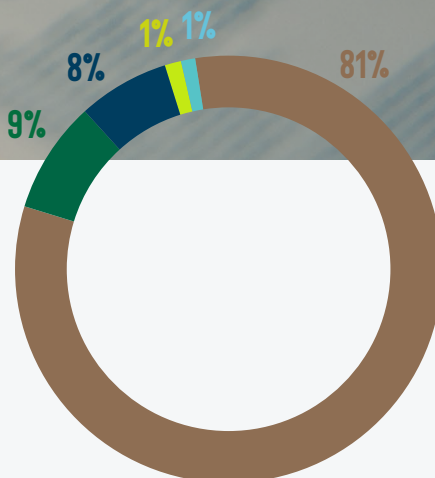
The extraction of raw materials and their processing - excluding the energy used for the final assembly of the phones - is by far the biggest source of emissions in this category.

Our **ecodesign efforts**, such as the use of recycled materials in our latest smartphone, the STELLAR-X5, are one of the ways in which we are working to reduce our emissions in this category (see chapter "[This Is How We Make Durable Products and Services](#)" p. 23).

The second largest source of emissions in this category is the **energy used by our partners to assemble our devices**. In 2023, our main partner moved the assembly of our smartphones to an area of China that benefits from an energy mix that includes a large proportion of hydroelectric power. This enabled us to **avoid 108 tonnes of CO₂eq.** In addition, the partial supply of photovoltaic energy at another of its factories enabled us to **save 12 tonnes of CO₂eq.** on the assembly of our products.

Breakdown of Emissions Generated by the Production of our Products

1. The 'Manufacturing' data in this graph includes the stages from extraction of raw materials to final assembly, excluding energy from assembly plants.



Manufacturing¹ of phones and tablets

Energy assembly plants

Manufacturing¹ of accessories

Refrigerant leaks from factories

Manufacturing¹ of spare parts

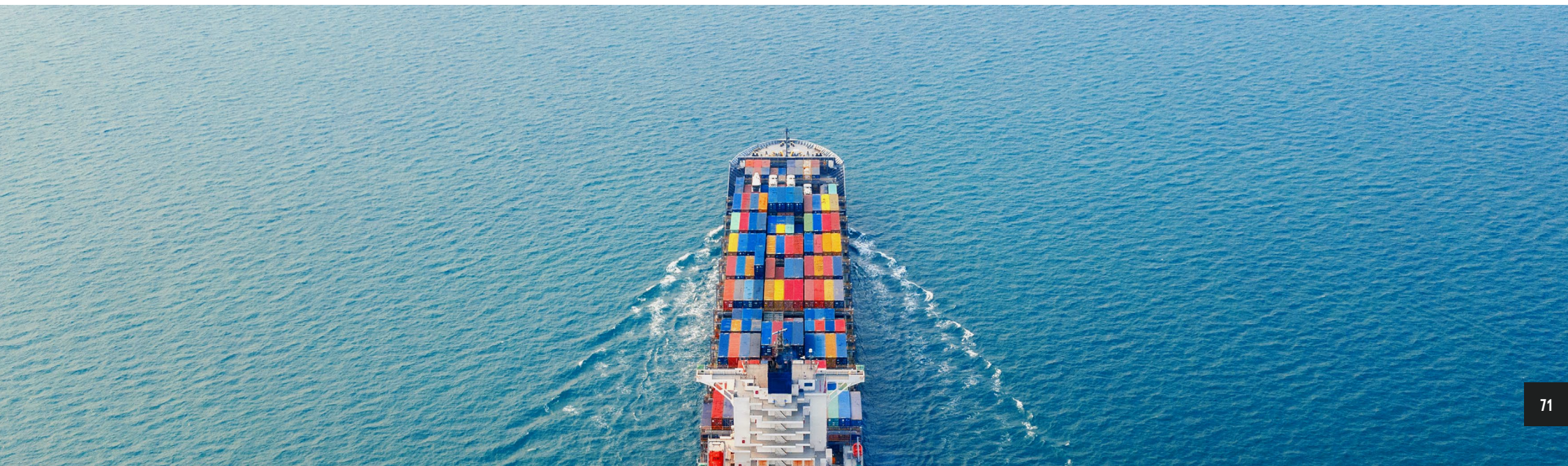
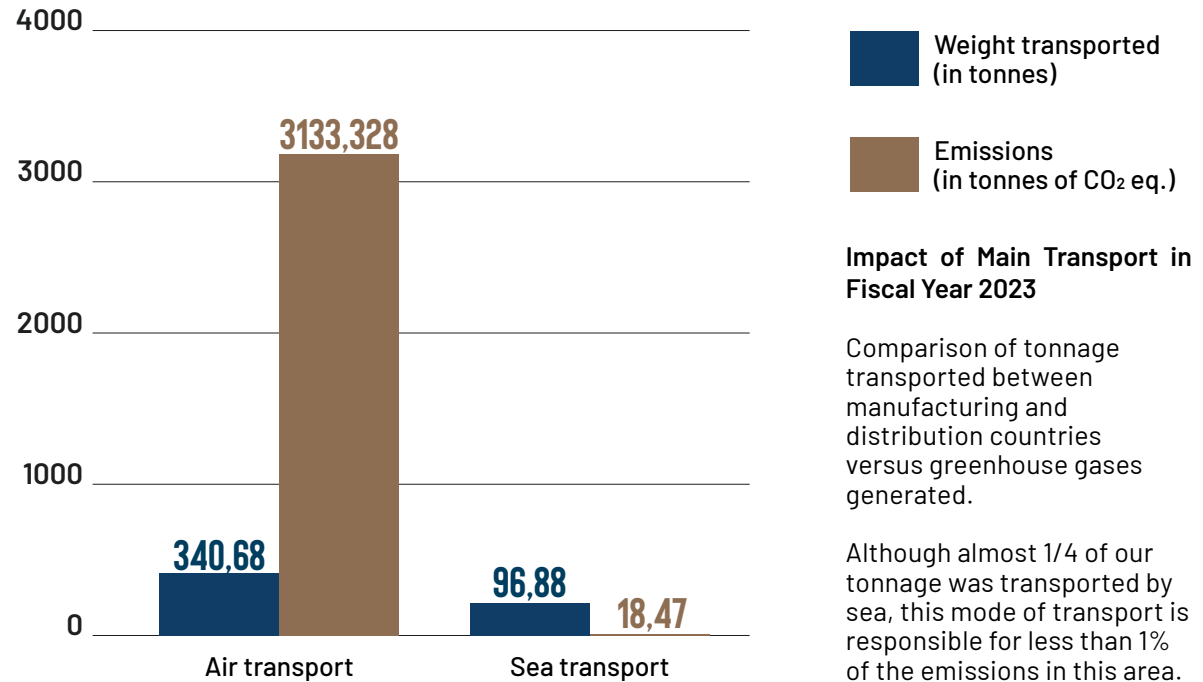
The emissions linked to transport and logistics represent 14% of our total emissions.

99% of the emissions in the 'Transport and Logistics' category are due to transport **between the country of manufacture and the country of distribution**, which is mainly carried out by air.

En In fiscal year 2023, **1,800 tonnes of CO₂ eq. were avoided**¹ by opting for sea freight instead of air freight.

Although this is not always possible, particularly due to time constraints, we do offer this transport option to our customers. To find out more about other commercial options that can help reduce the impact of our activity: see chapter "[This Is How We Change Our Ecosystem](#)" – p.44

1. According to the following ADEME emission factors:
Air: Cargo aircraft – more than 100 tonnes, >3,500 kms, 2018 – with vapour trails: 1.08 kgCO₂e/t.km.
Sea: Freight shipping – Dry – Average value: 0.00847 kgCO₂e/t.km



The emissions linked to our corporate activities represent 13% of our total emissions.

This category accounts for emissions linked to the **purchase of products or services by Crosscall in the course of its business**: purchase of furniture, vehicles or IT equipment, energy used by the offices, waste treatment, services such as insurance, cleaning, consulting or events.

We have the possibility **of influencing some of them**, by changing internal practices or by implementing **dedicated actions**:

• Reducing and Sorting our Waste

Waste sorting is organised at our offices in Aix-en-Provence and Hong Kong. In France, waste is collected by a company that employs people with disabilities, to be recycled through approved European channels.

In addition, to avoid waste, we systematically seek to **donate any equipment or furniture** that we may need to dispose of. In fiscal year 2024, for example, we donated 80 chairs and more than 150 hydro-alcoholic gel dispensers to the Aix-en-Provence Hospital.

80 chairs and more than 150 hydro-alcoholic gel dispensers donated to the Aix-en-Provence Hospital



NEW

• Managing our Energy Consumption

In 2023, we opted for a new **green energy contract** for our head office in Aix-en-Provence. For each kilowatt-hour consumed, investments are made in renewable energy projects, covering the site's overall consumption. This means that **75% of our electricity consumption in France** is covered by green energy contracts.

• Second-hand Equipment

This year, Crosscall began a test by **purchasing several refurbished laptops**. If our teams are satisfied with the equipment, our aim is to roll out this type of workstation on a larger scale, reaching **5% of the fleet** in the coming year. The refurbished equipment we buy is sourced from trusted local suppliers (based in Nîmes), who employ disabled workers on their refurbishing lines.

75%
of the electricity consumption of
our offices in France is covered by a
renewable energy contract



• Organising Events Responsibly

The Crosscall events team seeks to optimise the environmental impact of our presence at trade fairs and the events we organise, such as corporate seminars.

The destinations are chosen for their **proximity to the point of departure**, and the **activities are adapted to our environmental and ethical convictions**. No motorised sports or use of animals, but rather activities that highlight the local cultural, historical or natural heritage of the destination.

• Minimising the Impact of our Sales and Marketing Departments

Our marketing, communications and sales teams seek to minimise the environmental impact of their activities by adopting **a number of best practices**. For example :

- all our teams **travel by train** to trade fairs, shoots and sales meetings.
- the selection of **filming locations** for our videos takes into account their **geographical proximity**.
- the design of point-of-sale stands has been reviewed in favour of solid furniture in a timeless style, so as to **keep the same structure for several years**.



« The majority of our events are trade fairs, which have historically been associated with a lot of wasted materials. With this in mind, we adopted a different approach: modular aluminium frames, reusable canvases, more robust furniture... Ingenious tricks have also been incorporated for easy customisation, such as stickers or interchangeable trays. As a result, around 95% of the booth can now be reused from one event to the next¹. This approach demonstrates our commitment to reducing our environmental footprint, while continuing to offer exceptional experiences at our events. »

Aline Madrigal,
Events Project Manager



1. Rate provided by our events partner



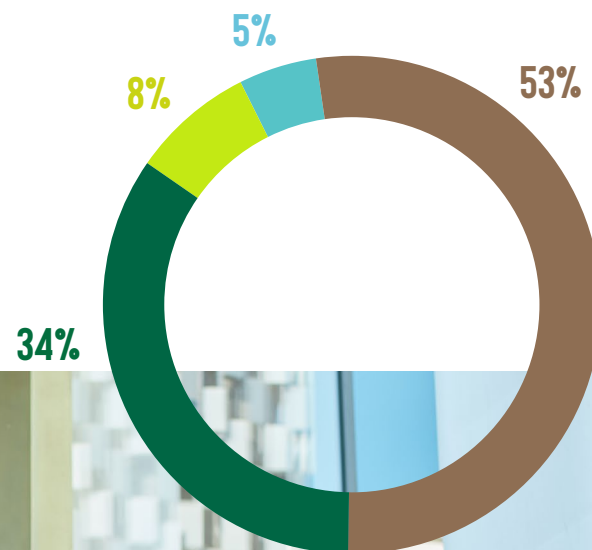
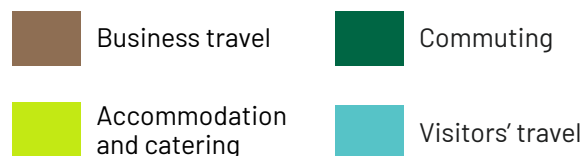
The emissions linked to the use and end-of-life of products sold represent 9% of our total emissions.

In this category, we estimate the emissions generated indirectly by our devices once they are in the hands of our users.

The use phase accounts for the **energy required to charge our devices** and to **consume data online**. The end-of-life phase of our products accounts for the emissions generated by **recycling some of our equipment and disposing of the rest** (based on an estimated breakdown between these two options).

By recovering our old devices in order to refurbish them, **we seek to extend their end-of-life** (for more information, see chapter "[This Is How We Make Durable Products and Services](#)"- p. 21). This action also enables us to ensure that products that cannot be repaired are **recycled in an appropriate manner**, thereby reducing greenhouse gas emissions.

Emissions generated by different types of travel in fiscal year 2023



The emissions linked to business travel and commuting represent 4% of our total emissions

Employee commuting accounted for 1.4% of Crosscall's greenhouse gas emissions in fiscal year 2023.

A survey is sent to employees every year to gain insight on their commuting habits and identify potential solutions to reduce the related impacts

For example, it was found that over 90% of employees in Aix-en-Provence travel by car to and from the head office at least once a week. To **encourage carpooling between colleagues**, a carpooling database was set up. Nearly **25% of all Aix-en-Provence employees have registered** on the file to share their journey in fiscal year 2023..

To reduce the impact of company vehicles, in 2021 we began **switching the company fleet to non-thermal vehicles**. 9 new electric or hybrid vehicles were acquired in the 2023 financial year, generating **8 tonnes less CO₂ eq.** than what would have been emitted using the old combustion vehicles.

In addition, parking spaces reserved for electric cars, with charging points, have been created at the head office site.

8

tonnes of CO₂ eq. avoided by switching to electric or hybrid vehicles in fiscal year 2023¹

70%

of our cars were electric or hybrid by the end of fiscal year 2024

1. Calculated on the basis of vehicle emission factors supplied by the dealer.

STEPPING UP OUR CYBER SECURITY INITIATIVES

– Cybersecurity is Everyone's Business

Crosscall is committed to **protecting the data of its employees, customers and other stakeholders** who place their trust in us. We take a responsible and rigorous approach to this issue, fully integrating it into the IT department, which has a team dedicated to information systems security.

We have identified, mapped and analysed **cyber risks for all our activities**. The resulting commitments and approach to cyber security have been formalised in our Information **Systems Security Policy (ISSP)**. It covers, for example, risk prevention, management of critical situations and in-house training in cyber security.

This fiscal year, the skills of our Information Systems Security Manager were demonstrated when **he obtained ISO 27001 certification**, assuring us that our in-house approach is aligned with the international standard.

NEW



« Our aim is to give all our employees the right cybersecurity reflexes, whether in a professional or personal context. In fact, attacks targeting individuals in order to reach the company that employs them are becoming increasingly widespread, as their personal cyber defences are less advanced than those of the company. We take a very educational approach to these issues to maximise the impact of our awareness campaigns. The content is constantly adapted to the latest trends in terms of cyber-attacks. We're pleased to see the progress we've made in raising employee awareness thanks to our phishing campaigns. »

Priscillia Carvin,
Security and Networks Administrator

– Ongoing Training for our Employees

100% of our employees are **trained in cybersecurity issues** as soon as they join Crosscall, and then on an ongoing basis throughout the year. The aim is to make them aware of cybersecurity issues and the right reflexes to adopt to prevent attacks. **Quarterly training sessions** are organised for this purpose, using a fun approach (quizzes, films, mock attacks, etc.) to reach as many participants as possible.

In this fiscal year 2024, **we have perfected our training plan** by launching phishing-simulation campaigns for our employees.

NEW



– Selecting our service providers

Our **service providers and suppliers are also audited** before the contract is signed, in order to assess their maturity in terms of cybersecurity and to find out what measures are applied to the security of their partners' data. Crosscall **includes cyber and GDPR requirements in their contracts**, and gives preference to ISO 27001-certified IT service providers for particularly sensitive services.

4

compulsory training
courses for all
employees

7

messages, in different
forms, to educate employees
about cyber issues

100%

of employees
trained in cyber
security

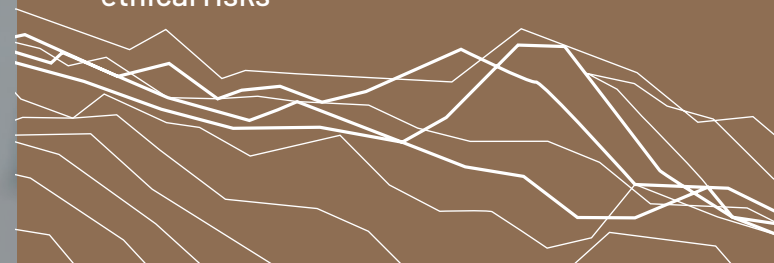


PROJECTS FOR FISCAL YEAR 2025

Define targets for reducing
greenhouse gas emissions
that are aligned with scientific
recommendations

Continue internal awareness-raising
initiatives relating to ethics and
cybersecurity

Review the mapping of
ethical risks



SUMMARY OF OUR ACTIONS

THIS IS HOW WE...

OUR ACTIONS IN FOR FISCAL YEAR 2024

MAKE DURABLE PRODUCTS AND SERVICES

- Formalising our ecodesign approach
- Incorporation of 26% recycled materials in the STELLAR-X5
- Carrying out a Life Cycle Assessment (LCA) on the STELLAR-X5

THINK LOCAL

- Development of the R&D centre in Europe (France): internalisation of new skills
- Obtaining Service France Garanti certification for our after-sales and refurbishment services

CHANGE OUR ECOSYSTEM

- Training on responsible purchasing for all employees who make purchases
- Annual reporting on conflict minerals extended to include cobalt
- Signature of the first customer contracts including a buy-back clause, with a view to refurbishing them at the end of the contract
- Awareness campaign on how to keep a smartphone in use for longer

CARE FOR OUR TEAMS

- Carrying out a 'workplace satisfaction' survey
- Improvement in the professional equality index
- Organisation of improvisation theatre workshops on the theme of "diversity and equality between men and women in the workplace"
- Drafting of an action plan to promote gender equality

ACT ETHICALLY AND RESPONSIBLY

- Completion of carbon footprint for fiscal year 23
- Ecodesign achievements: see pillar "Make durable products and services"
- Green energy contract chosen for head office premises
- Formalisation of a cybersecurity training plan and launch of monthly phishing simulation campaigns

OUR PLANS FOR FISCAL YEAR 2025

- Systematize the integration of ecodesign criteria into the specifications of products under development
- Examine the possibility of developing new activities that have less impact on the environment, such as additional services associated with our products.

- Develop 3 new products by Crosscall Engineering teams in France and study the possibility of assembling them locally

- Revise the CSR risk mapping of suppliers
- Update the Responsible Communication and Marketing Charter
- Finalise the review of the CSR Supplier Code

- Help a refugee woman transition towards a promising career in the digital and tech industry, in partnership with a European NGO
- Implement tools to become a "learning" company (enabling everyone to train autonomously and continuously)
- Create an internal Wellbeing at Work framework and produce a status report using this tool

- Define targets for reducing greenhouse gas emissions that are aligned with scientific recommendations
- Continue internal awareness-raising initiatives relating to ethics and cybersecurity
- Review the mapping of ethical risks



THIS IS
HOW WE LIVE