



Environmental policy

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Integrity

Be always honest and don't make promises unless you know you can keep them.

Respect

Without exception, treat every individual with dignity and respect—customers, employees, partners, vendors, competitors and strangers.

Service excellence

No matter how strong our software solutions, none of this matters without passionate customer service assuring your success. We are committed to serving our customers and service in general.

Value

Time and resources are precious. We seek to create value in everything we do by providing the highest quality and most affordable solutions for our customers.

Happiness

We believe it's easier to help our customers achieve safer, more sustainable success when we have fun along the way and promote the well-being of all. Achieving challenging goals with a servant's heart can bring its own satisfaction and happiness. Making our work and our workplace enjoyable makes work sustainable.

**Values That Drive Us to
Deliver Exceptional
Products and Services**



Purpose and scope

An environmental policy is a formal commitment by a company to reduce its environmental impact by making its operations more sustainable. Its aim is therefore to provide the necessary guidelines for reducing the energy consumption and greenhouse gas emissions generated by **Lisam Group**.

We are committed to reducing our environmental impact and continuously improving our environmental performance, as an integral part of our strategy and working practices, with regular reviews.

These principles apply to all **Lisam Group** associates, including directors, employees, external associates, public officials and casual workers (such as associates, students and trainees), regardless of their role, place of residence or place of work.



The scope of this environmental policy includes the Lisam Connect and Lisam EH&S Software companies

→ **Lisam Connect :**

- Hemmis
- Dinec International
- Dinec Assembly by HTS
- MegaByte Applications
- MegaByte Consulting
- Spiece

→ **Lisam EH&S :**

- Lisam Systems et ses filiales étrangères
- Lisam.Cloud
- EcoMundo

→ **WikiChemia**





Is the environment an important issue?

In 1972, the first United Nations Conference on the Environment was held in Stockholm. It brought environmental issues to the forefront of international concern and adopted principles for the sound management of the environment. The European Communities then emphasised the need for a Community environmental policy and called for the establishment of an action programme aimed at preserving and improving the environment, as well as combating pollution and nuisances.

The EU's environmental policy is based on four principles that apply to both Member States and businesses:

- ✔ **Precaution:** If there is any doubt regarding the environmental or health impact of an action, we err on the side of caution and suspend it until scientific confirmation has been obtained.
- ✔ **Prevention:** We anticipate environmental impacts and implement preventive measures to avoid any damage.
- ✔ **Source control:** All pollution is addressed at source through appropriate remedial measures.
- ✔ **Polluter pays principle:** We bear the costs associated with preventing, reducing and remedying the environmental damage it causes.

Sustainable development has become a key priority in the European Union's internal and external policies, as evidenced by the implementation of the 17 Sustainable Development Goals (SDGs). As a signatory to the United Nations Global Compact (UNGC), **Lisam Group** has decided to align its environmental initiatives and actions with the SDGs.





Climate change and greenhouse gas emissions

Lisam Group is committed to taking a comprehensive approach to reducing greenhouse gas (GHG) emissions:

- ✔ By complying with regulations, policies and procedures relating to the reduction of greenhouse gas emissions;
- ✔ By ensuring that the Board of Directors monitors key environmental risks, in particular by assessing the effectiveness of our risk management and internal control systems through a double materiality analysis (CSRD Directive (EU) 2022/2464);
- ✔ By reducing our carbon footprint and our overall energy consumption through the use of renewable energy, thereby supporting our sustainability efforts;
- ✔ By developing tools to measure, manage and monitor data on energy consumption and CO₂ emissions at Group level;
- ✔ By setting annual targets to ensure continuous progress through a growing number of initiatives and partnerships aimed at reducing CO₂ emissions;
- ✔ By implementing guidelines aimed at reducing energy consumption among our employees, both when working from home and in the office;
- ✔ By reducing the company's CO₂ emissions through the use of our electric and hybrid cars in Belgium, and by minimising commutes by offering flexible working arrangements such as remote working;
- ✔ By reducing travel-related emissions through the use of video conferencing tools such as Microsoft Teams.



Reducing emissions at the office and at home

Whether you're in the office or working from home, small actions can help reduce your carbon footprint:



Printing: Only print what is essential, remove blank pages and avoid duplicating digital documents. In fact, 25% of printed documents are thrown away within just five minutes and 16% are never read, with an average consumption of 70 to 85 kg of paper per employee per year.



Scrap paper: Keep a box of scrap paper on your desk to avoid using blank sheets, Post-it notes or notebooks. The result: a saving of 2.29 kg CO₂ equivalent per ream of paper not used.



Save ink: When printing, reduce ink consumption by using dark grey text instead of black, and by printing in greyscale rather than in colour.



Electricity: Switch off appliances and lights when leaving the office. Use power strips to make it easier to switch everything off. Switching off the lights for one hour a day saves 84 kWh a year, equivalent to 14.4 kg of CO₂.



Heating: Keep the temperature in offices at 19°C. Turning the gas heating down by 1°C saves 4 kg CO₂ equivalent per square metre per year.



Reducing emissions at the office and at home

Whether you're in the office or working from home, small actions can help reduce your carbon footprint:



Single-use plastics: Opt for reusable items (water bottles, cups, metal cutlery) and bring your own containers. Disposable plastics account for over 142 kg of avoidable CO₂ equivalent per year.



Food: Choose homemade snacks or seasonal fruit rather than packaged products. A locally grown apple produces 39g of CO₂ equivalent, compared with 631g for a packaged brownie – a reduction of 94%.



Sustainable coffee and tea: Choose fair-trade and organic drinks, and use a filter coffee machine rather than single-serve capsules. A coffee capsule generates up to three times as much waste as a standard filter coffee.



Vegetarian meals: Eating vegetarian once a week saves 1 kg of CO₂ per person. This is because meat production is one of the activities that generates the most greenhouse gas emissions: it requires large areas of farmland, consumes significant amounts of water and produces methane emissions.



Changing your digital habits

Whether you're in the office or working from home, small actions can help reduce your carbon footprint:



Emails and attachments: Please use links (internal server or Lisam Transfer) rather than attached files. Sending large emails on a daily basis generates up to 180 kg of CO₂ equivalent per person per year, which is the equivalent of driving 1,000 km.



Managing your inbox: Regularly delete unnecessary emails, especially the largest ones. The accumulation of emails over the course of a year can amount to 392 kg of CO₂ equivalent, which is the equivalent of driving 1,790 km.



Open tabs and programmes: Close any programmes and tabs you're not using, particularly social media sites, as they continue to use energy by refreshing in the background.



Artificial intelligence: Use generative AI only when it is absolutely necessary. Opt for specialised AI (translation, spell-checking, text generation) which consumes far less energy.



Video conferencing: Prioritise audio and turn off the video after the initial greetings or when you are not speaking. Also remember to delete video conference recordings as soon as they are no longer needed.



Changing your digital habits

Whether you're in the office or working from home, small actions can help reduce your carbon footprint:



Sleep modes: Use sleep, hibernation or hybrid sleep modes rather than leaving your computer on unnecessarily. These modes save energy whilst preserving your work in progress.



Power-saving mode: Enable power-saving mode on your computers and smartphones. On a phone, Ultra Power Saving Mode automatically disables unused features, reduces the screen brightness and extends battery life, thereby reducing the frequency of charging.



Internet searches: Go directly to the websites you want rather than carrying out multiple searches (0.6 g CO₂ equivalent per query). Choose alternative search engines such as Ecosia. Databases store vast amounts of information on all the websites they index, which requires a huge amount of energy to operate (electricity and cooling).



Smartphone: Turn off GPS, Wi-Fi and Bluetooth when you don't need them. Leaving these features switched on unnecessarily can consume up to 9 kWh per year per device, equivalent to 1.6 kg of CO₂.



Consumption and waste management

The waste management objectives are based on a hierarchy, in line with the ESRS E5 guidelines on waste prevention and management relating to resource use and the circular economy. This hierarchy includes reuse, recycling and recovery.

Lisam Group is committed to implementing a comprehensive waste management process:

- ✔ By promoting responsible waste management practices and placing the utmost importance on adhering to the waste hierarchy;
- ✔ By prioritising reuse and recycling to promote the use of secondary resources where waste generation is unavoidable;
- ✔ By raising awareness of the need to reduce electronic waste, encouraging the reuse of equipment such as computers, docking stations and monitors, and promoting the purchase of refurbished products in order to reduce CO₂ emissions;
- ✔ By replacing our servers only when necessary, in accordance with our ISO 27001 certification, which stipulates that critical components must be replaced every five years and servers every ten years;
- ✔ By reselling our end-of-life servers where possible, in order to extend their useful life and support demand in the market for low-cost technology. Where this is not possible, they will be recycled and disposed of in an environmentally responsible manner;
- ✔ By recycling hardware components through certified partners who ensure that materials are recovered and reused responsibly;
- ✔ By selecting high-performance data centres with strong sustainability targets, in order to achieve optimal power usage effectiveness (PUE) and thereby reduce energy consumption and environmental impact.



Consumption and waste management

The circular economy is a key component of the IT sector. By applying the waste hierarchy, it is possible to take steps to reduce the Group’s carbon footprint:



Refurbished or second-hand equipment: Buying refurbished equipment significantly reduces the carbon footprint associated with manufacturing new equipment. Choosing certified refurbished equipment allows you to save money whilst reducing electronic waste.



Maintenance and repair: Every additional year that IT equipment is used significantly reduces its environmental impact. Extending a computer’s lifespan by two years can therefore reduce its carbon footprint by nearly 50%.



Sell or donate: When equipment no longer meets a company’s needs, it often retains a practical value for other users. Selling it or donating it to charities, schools or reuse organisations helps to extend its lifespan, promotes digital access for all and prevents premature disposal. Always ensure you follow security guidelines when reselling or donating a PC. No confidential information must remain on the device.



United Nations
Global Compact



Objectives of the United Nations Global Compact (UNGC)

As part of our commitment to the United Nations Global Compact, we have set ourselves targets under the 'Forward Faster' programme:

- Contribute to a just transition by taking concrete steps to address the social impacts of climate change mitigation and adaptation measures, in partnership with stakeholders such as workers, communities and suppliers.
- Align the company's investments – as far as possible – with SDG policies and strategies, set targets, and track and report on the amount and proportion of these investments that support the SDGs.
- Develop a corporate financing strategy linked to investments and performance in relation to the SDGs, and report on the amount and proportion of this funding allocated to the SDGs.

Lisam Group environmental services

Our products and services are designed to support our clients in their environmental transition, starting in the short term. First and foremost, they enable a comprehensive and detailed assessment of a company's environmental impact. They draw on an extensive database that helps identify the environmental performance of the materials and equipment purchased or used.

Our solutions also help businesses reduce their energy consumption and carbon footprint, whilst ensuring compliance with European sustainability legislation and regulations. They enable the generation of reports tailored to the requirements of each sector.

In the short term, our tools will also enable us to simulate various scenarios in order to quantify the impact of strategic changes – such as investments or changes in suppliers – on the company's overall environmental performance.



Reporting for stakeholders

Means of communication

The stakeholders of the Lisam Group include:

- Associates
- Suppliers
- Shareholders
- Partners
- Clients
- Board of directors

If you find yourself in a situation where you perceive a conflict between the language of the policy and the laws, customs, or practices of your workplace, or if you have any questions about this Environmental policy or wish to report a possible breach of it, you are encouraged to raise your questions and concerns through established channels. These channels priorities confidentiality to the fullest extent possible:

- ➔ [Anonymous form for reporting an ethical issue](#)
- ➔ Enquête sur nos politiques et notre Code de Conduite (CoC)
- ➔ Code of Conduct (CoC) and policies survey
- ➔ [Incident report](#)
- ➔ ESG@lisam.com



Approval

Revision

The practical application and effectiveness of this environmental policy will be assessed annually following its adoption. In light of this assessment, this policy may be revised as necessary.



A handwritten signature in black ink, appearing to read 'Hemberg', written over a horizontal line.

Michel Hemberg
CEO

A handwritten signature in black ink, appearing to read 'Thierry Levintoff', written over a horizontal line.

Thierry Levintoff
CFO / CSR Committee chairman

A handwritten signature in black ink, appearing to read 'Cinarelli', written over a horizontal line.

Pauline Cinarelli
Certification officer / CSR
Committee Vice Chair

A handwritten signature in blue ink, appearing to read 'Denis', written over a horizontal line.

Océane Denis
Certification officer / CSR
Committee Vice Chair





Tank you!

