

# CSR REPORT

2024

Communication on progress



**KLB**

NOUS SOUTENONS  
LE PACTE MONDIAL



**ALL COMMITTED!**

Together | Compliant | Fair | Sustainable



# Summary

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All committed!



# A word from the Managing Director

KLB is an international consultancy with nearly 30 years of experience in operational performance.

With our blend of expertise—knowledge, responsiveness, agility—we support our clients in defining and implementing their projects from start to finish, focusing on operational enhancement and consulting.

In addition, KLB is strongly committed to a comprehensive CSR approach, and we have undertaken a transformation that we want to be sustainable. More aware than ever of our impact and the need to adapt our practices in a changing world, we have been supporting the values and expectations of the United Nations Global Compact on a daily basis since 2009.

Our actions are guided by the firm conviction that sustainable and inclusive economic growth requires strong commitments and our employees are the first ambassadors of these values. We particularly develop each person's sense of responsibility and the entrepreneurial spirit that has guided us since our creation.

Our development continues to be shaped by three core values that guide us every day:

**Trust, Proximity and Commitment.** These values align with our broader commitment to a more sustainable and inclusive society. They enable us to build lasting relationships with our clients, partners, suppliers, our ecosystem, and all our stakeholders.

Aware of the need to constantly adapt to the opportunities and risks inherent in our activities, we have implemented a comprehensive management process, including policies and procedures aimed at ensuring the continuous improvement of our practices, enhance safety for everyone, while making the

integrity of our clients, suppliers, and employees a top priority.

Also conscious of the carbon footprint generated by our activities, we have initiated efforts to reduce carbon emissions related to our ecosystem and we have a quantified climate trajectory aligned with the Paris Agreement.

MANAGING DIRECTOR

# WHO ARE WE ?



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# Who are we?

## Our business


Founded in 1995 by two entrepreneurs, KLB was one of the first companies to specialize in operational performance in procurement.

With steady growth and driven by the determination of our teams, we have since diversified to offer solutions ranging from **performance consulting to operational assistance in support functions** (Procurement, Operations, IT, Finance, HR, etc.).

We stand out for our long-standing **multi-sector expertise** and **global vision**, our **reputation** in our historical sector, and our **lasting relationships** with clients of all sizes, both private and public, whom we support in all their growth and transformation projects in France and internationally.

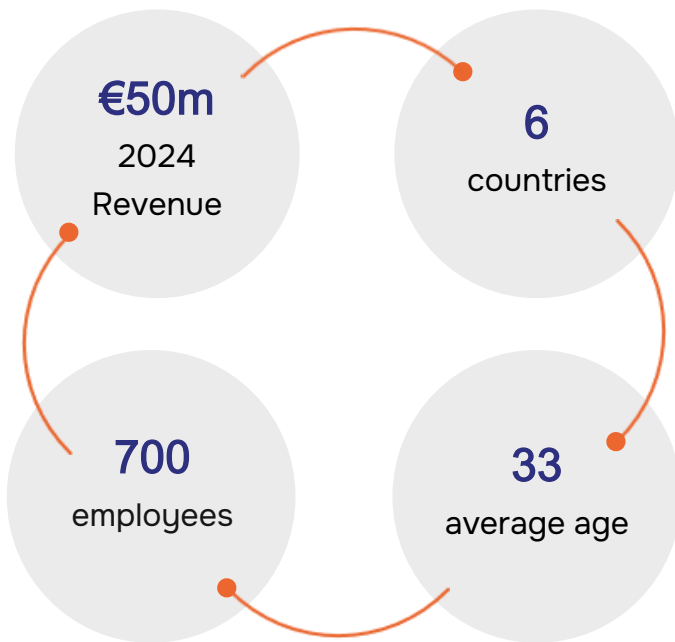
With our **realistic, operational, and pragmatic approach**, we approach each mission as an opportunity to deliver tangible added value to our clients.

We advise them and manage their **projects from end to end** and at every key stage, enabling them to achieve their goals through our **expertise, responsiveness, and agility**.



💡 To learn more about KLB, [visit our website](#).

## KLB in a few figures



💡 To learn more about our locations, [visit our website](#).



# Our labels, ratings, and commitments



## Our values

### Trust

A company that gives me confidence and trusts me.

### Proximity

A daily ally.

### Commitment

A committed partner and employer.

💡 Discover our values in detail and how they align with our CSR commitments on [our website](#).

# THE GLOBAL COMPACT

**ALL COMMITTED!**

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# The Global Compact



## Overview

The United Nations Global Compact was launched in 2000 as a call to organisations worldwide to voluntarily align their operations and strategies with 10 universally accepted principles in the areas of **human rights, international labour standards, environment, and anti-corruption.**

Members (companies, civil society organisations, and United Nations entities) commit to report annually on their progress in these four areas, as well as taking action to support the broader goals of the United Nations, particularly the **Sustainable Development Goals (SDGs).**

The Global Compact is also a platform for learning and exchange, and the world's largest voluntary initiative aimed at promoting Corporate Social Responsibility (CSR), with a network of over 12,000 participants in 170 countries, sharing the same framework of universal values.



## Our commitment

As a committed company, we have been a member of the **United Nations Global Compact** since 2009.

We are dedicated to upholding the 10 principles of the Global Compact in our daily operations and integrating the SDGs into the improvement of our practices. We actively follow France's roadmap for the 2030 Agenda, contributing to a more entrepreneurial, inclusive, and environmentally sustainable country.

Our efforts contribute to the advancement of the following SDGs:

### RESPONSIBLE PROCUREMENT PILLAR



### ETHICAL PILLAR



### SOCIAL PILLAR



### ENVIRONMENTAL PILLAR





## Our approach

Our involvement aligns with the OECD Guidelines and the seven core questions of ISO 26000:





## To structure our approach and address global challenges:

We have implemented a range of measures:

- risk assessments,
- internal audits,
- clear policies and procedures,
- tailored training for our employees,
- qualitative and quantitative improvement objectives,
- reporting to measure the performance of our actions and improve our practices towards greater sustainability.



We have structured our approach with a **dedicated CSR team** and a **steering committee**. This committee, composed of the company's key contributors, sets objectives for each pillar, monitors indicators, reviews priorities quarterly, and reports to the Executive Committee to validate resulting actions.

**Our governance is the cornerstone of our CSR approach**, embedding accountability for the impacts of our activities and decisions into our strategy and operations. **It sets objectives and orchestrates the implementation of CSR actions** in collaboration with our various internal and external stakeholders, ensuring fair and participatory operations that consider the opinions and interests of all parties in line with the company's goals, while managing risks.





# OUR FUNDAMENTALS

**ALL COMMITTED!**

Together | Compliant | Fair | Sustainable





**ALL COMMITTED!**

**Our governance  
body**



# Our commitments

KLB has been rated by EcoVadis since 2014.

We remain a gold medalist in 2024 with a score of 74/100.

💡 Learn more about the [Ecovadis rating](#).

Our CSR (Corporate Social Responsibility) steering committee is a true governance tool that enables us to manage our improvements and identify new needs for each pillar based on selected KPIs.

This organisation also ensures **consistent and transparent management of our challenges**. It meets every quarter to analyse results against set objectives. It also allows us to adjust ongoing actions to meet evolving needs.



We have identified and prioritised our stakeholders to assess the issues related to KLB, then established our priorities using a **CSR risk and opportunity mapping** conducted for our company.

Lastly, in 2024, we **structured our CSR approach** by defining the risks and opportunities for each pillar, the policies and processes to apply to each of our objectives, and the necessary **action plans** across all pillars.

In 2025, we **will gradually deploy our CSR strategy** across our various subsidiaries.



## Our 4 key guidelines:

### All together!

A company that cares for its employees.

### All fair!

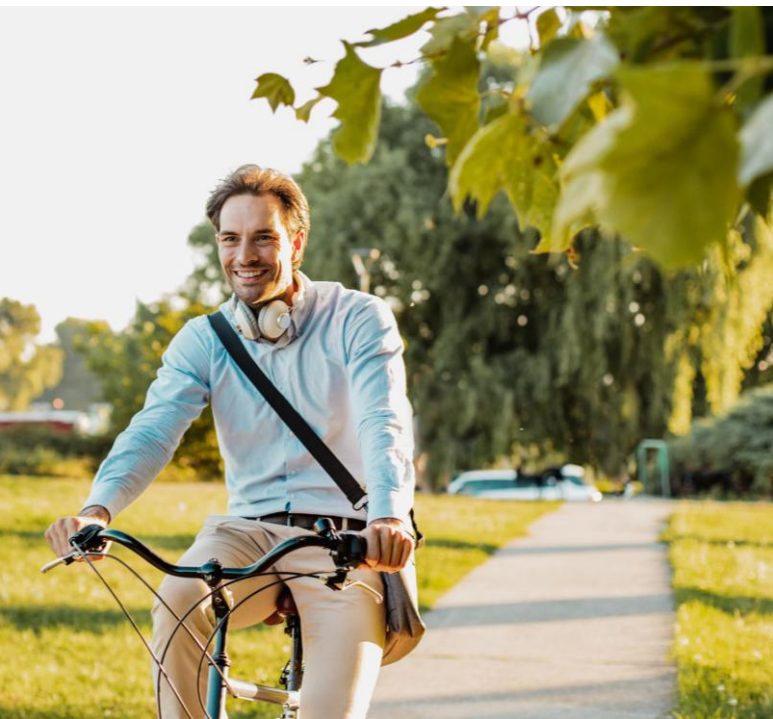
Respect and engage our suppliers, and develop the local economic fabric.

### All compliant!

Work together with integrity and independence.

### All sustainable!

Reduce the impact of our activities on the climate.





# ALL TOGETHER!

Valuing our  
human capital

3 GOOD HEALTH  
AND WELL-BEING



4 QUALITY  
EDUCATION



5 GENDER  
EQUALITY



8 DECENT WORK AND  
ECONOMIC GROWTH



10 REDUCED  
INEQUALITIES



# Our commitments

Our commitment is simple: to offer everyone an enriching professional experience based on trust, development, and mutual respect!

We place our employees at the heart of our approach!

Everyday, we are committed to:

- **Developing skills** and facilitating transitions between roles and training.
- Supporting **internal mobility**, both functional and geographical over the world.
- Ensuring **health, safety, and work-life balance**.
- **Prohibiting all forms of discrimination** and establishing a supportive and pleasant working environment.

- Promoting **diversity, inclusion, and equality at work**.
- Maintaining constructive **social dialogue** to help our profession evolve.

We strive for **high-quality economic and social development**, respecting fundamental human and labour rights.

We make it a priority to give everyone **equal opportunities to grow**.



# Our 2024 results

## Our cross-functional actions

### TRAINING

#### FRANCE

- 169 employees trained.
- Employee awareness program on **digital security, Responsible Procurement, ethics, climate change, and CSR.**
- Online access to **training offered by the CSE ( Employees Economic & Social Council)** for employees and their families.

#### CANADA

- 172 employees trained.
- Training workshop: **“The Art of Mindful Negotiation.”**
- Negotiation of a **Cybersecurity Service Centre (CDS).**

#### SPAIN

- 30 employees trained.
- **GDPR awareness program** for all employees.

#### MEXICO

- 89 employees trained.
- Training on **best environmental practices.**
- Training on **health and safety.**

## GENDER EQUALITY

Good gender balance, with **60% women** in our internal workforce across all countries.

 FRANCE

96/100 gender equality index.

61% women.

 CANADA

87% women.

 SPAIN

55% women.

 MEXICO

35% women.

 BRAZIL

21% women.

 MAURITIUS

55% women.

Depending on the activities in each country, significant efforts are made to **ensure this equality**.

## WORK-LIFE BALANCE

FRANCE - CANADA - SPAIN - MEXICO

- On average **30%** remote work.

## FRANCE



High-quality **social dialogue**.



Promoted **internal mobility**, whether functional or geographical.

- 1 **internal mobility** in 2024.



A proactive **sponsorship policy**.

- **Skills-based sponsorship:** Our employees have worked with 12 associations on a variety of missions, including:
  - drafting specifications,
  - renegotiating and implementing IT tools,
  - writing expressions of need for an internal control tool,
  - managing a complete Request for Proposals for a new CRM,
  - sourcing,
  - establishing a set of contractual clauses.
- **Funding:** 3 scholarships funded through our program.
- **School partnerships:** Relationships with our partner schools have grown, with the organisation of conferences, particularly on procurement. As a result, numerous interactions have emerged with the Kedge and Léonard de Vinci programs.



## CANADA

### Actions for **employee well-being**.

- **Social** events (afterwork, integration evenings),
- **Sports** events (skiing, yoga),
- Events to support our employees (**immigration** assistance program),
- Events to **engage our employees** (Sustainable Development Goals race, Women's Day celebration, food drives, and donations),
- **School partnerships**: KLB has strengthened its relationships with the HEC Montréal and Kedge programs.



## MEXICO

### Discussions with 2 civil associations to establish a sponsorship program focusing on **children's health and environmental issues**.





# Our 2025 roadmap

## FRANCE

- Strengthening our reporting and review of the CSR Committee.
- Monitoring our disability plan (RPS prevention training, employee awareness of inclusion).



## CANADA

- Communicating the social policy to employees.





# ALL FAIR!

Respect and engage our suppliers, and  
develop the local economic fabric

8 DECENT WORK AND  
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



16 PEACE AND JUSTICE  
STRONG INSTITUTIONS



17 PARTNERSHIPS  
FOR THE GOALS



# Our commitments

We adhere to the guidelines for integrating corporate social responsibility into our procurement processes, as outlined in ISO 26000. This standard applies to KLB as well as all our partners impacted or involved by our decisions and procurement processes.

Since 2020, KLB has been a signatory to the **Sustainable Procurement and Suppliers Relations Charter**.

In 2022, we became the first procurement consulting firm to receive the **RFAR label** from the CNA (National Procurement Council) and the Business Mediator, with the label renewed in France in 2025.

We fully integrate Responsible Procurement into our strategy and within our ecosystem, which we are gradually deploying across our subsidiaries, making KLB a true **ambassador of Sustainable Procurement**.

In line with Afnor, our purchases are made from selected suppliers to **minimise environmental and societal impacts** and promote **best practices in terms of ethics and human rights**.

We prioritise **sustainable, environmentally friendly, inclusive, ethical, and fair acquisitions**, taking into account the total cost and lifecycle. Everyone is responsible for upholding the policies and procedures in place.

We are convinced that by contributing to global challenges, **we create value while remaining innovative**.



## Our commitments and cross-functional actions



- Develop our **Responsible Procurement approach** and encourage our value chain to adopt it, in France and across all our subsidiaries.
- Ensure the quality of **relationships with our suppliers and subcontractors** and respect their interests.
- Integrate CSR into our **procurement selection processes** and consider the impact of procurement on the economic competitiveness of our ecosystem.
- **Advise our clients** on Responsible Procurement.
- Contribute to **regional development** and prioritise inclusive purchases.



# Our 2024 results

## Country Focus

### FRANCE



#### Responsible Procurement Label (RFAR).

- **Renewal of the label** obtained in January 2025.  
This label reflects our commitment to improving in the field of Responsible Procurement.

💡 Learn more about the [RFAR label](#).

- **RFAR Charter** - Sustainable Procurement and Suppliers relations charter

Learn more about the [RFAR Charter](#).



Charte   
RELATIONS FOURNISSEURS  
RESPONSABLES



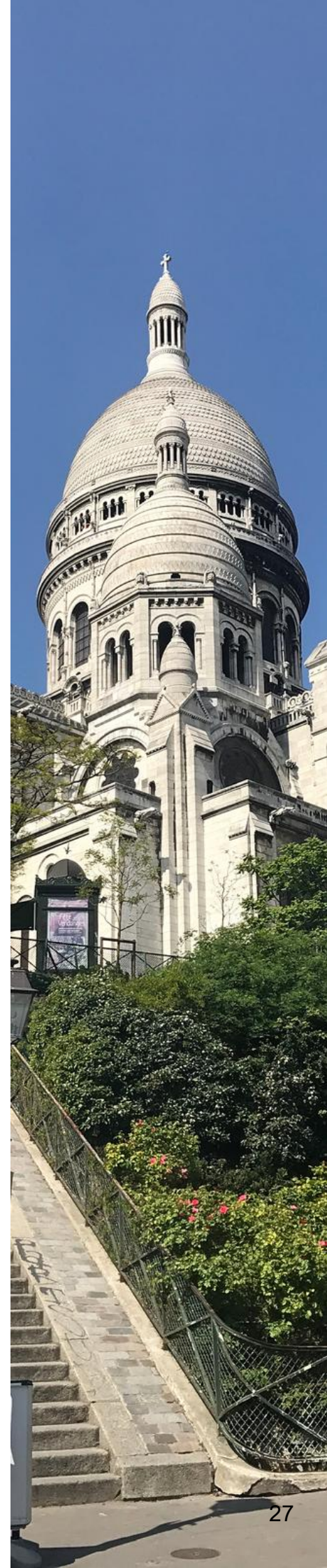
#### Responsible Procurement Training.

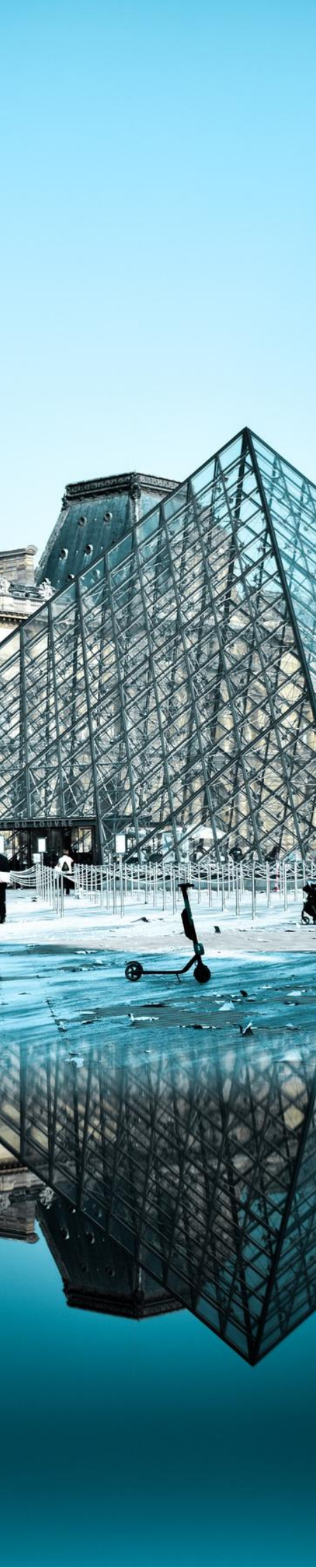
- **100%** of procurement teams and **88%** of employees were trained in Responsible Procurement in 2024!
- The Responsible Procurement training incorporates concepts of **decarbonisation** and **supplier CSR evaluation**.



#### Supplier CSR Charter.

- It summarises our **mutual commitments** to respect CSR guidelines, and we promote mediation as a solution for conflict resolution.
- **96%** of our active suppliers signed the CSR Charter in 2024.





### Supplier Dashboard and Reporting.

- They guide us in **improving our practices**.
- **75%** of our purchases are covered by a contract.
- The average contractual payment term is **26 days**.



### Integration of CSR into our consultations.

- CSR is considered at a rate of **15 to 30%** depending on the topic.
- A responsible **sourcing strategy** has been implemented.



### Awareness.

- Organisation of **conferences on the theme of Responsible Procurement** in partnership with Kedge Business School to raise awareness among young graduates about the rules and methods to adopt.
- We monitor our main suppliers on their **CSR and carbon improvements**.



### Inclusive Procurement.

- We are committed to supporting **inclusive businesses**.
- On average, **24%** of our purchase requests are entrusted to inclusive companies.

## CANADA



Integration of KLB CSR **structuring and Responsible Procurement strategy.**



## MEXICO



100% **internal purchases.**

## SPAIN



**Prioritisation of local sourcing.**

- Over **80%** of local suppliers for internal needs.
- Payment terms of **60 days.**
- Integration of **inclusion** for responsible sourcing and procurement.





# Our 2025 roadmap

## FRANCE

- Generalisation of **responsible sourcing**.
- Increase in the share of our **suppliers and subcontractors** under contract and committed to Responsible Purchasing.
- **Systematisation of CSR and decarbonisation monitoring** for our contracted service providers, covering 80% of our indirect expenses.

## CANADA

- Transmission of the **Responsible Purchasing** policy to employees.



# ALL COMPLIANT!

Working together with integrity and  
independence

16 PAIX, JUSTICE  
ET INSTITUTIONS  
EFFICACES



# Our commitments

Ethics is a fundamental value for KLB. It is an integral part of our corporate culture and our daily commitments to our stakeholders.

Our success is built on the **trust** established with our clients and suppliers.

Working together, with the strictest **respect** for professional integrity and complete independence, allows us to develop an **ethical** framework for effective and virtuous decisions.

As a result, we commit to:

- Respecting, protecting, and promoting **human beings**.
- **Conducting business fairly**, preventing and fighting corruption and conflicts of interest.
- Integrating ethics into all pillars of our overall commitment to **prevent social and environmental risks** and promote **sustainable development**.



# Our 2024 results


## Our cross-functional actions



**TRACE Due Diligence and Anti-Corruption Certification**  
in France and Mexico.

- KLB is meticulously audited, trained, and certified by TRACE, the leading globally recognised **anti-corruption standardisation** organisation.



 Learn more about [TRACE certification](#).

## Country Focus

### FRANCE



**Code of Conduct and Professional Ethics.**

- **78%** signatory employees.



**Training.**

- **18%** of our employees trained in **ethics**, including 100% of CSR representatives.
- **100%** of our internal procurement representatives trained in **anti-corruption**.



**Ethics Representative and Committee.**

- Appointment of a **representative** and establishment of a **committee** to ensure the whistleblowing procedure is operational and that any issues are addressed and escalated to the CSR committee. The representative oversees the management of reported concerns.



**Whistleblowing Procedures.**

- Updated and systematised distribution of the **Code of Conduct and Ethics** and the **whistleblowing procedure** upon signing contracts with our employees.



## SPAIN



- Mandatory **GDPR training**.



## MEXICO



- **9%** of the workforce certified by TRACE.

These initiatives enable us to **raise awareness of our zero-tolerance policy fighting against corruption, fraud, or conflicts of interest**. The Code of Conduct guides behaviours to adopt and those to prohibit.

**Our employees are the primary ambassadors of these values**. They adopt a clear stance and attitude of refusal against any behaviour that conflicts with KLB's values. They are required to formalise in contracts all CSR-related aspects of their roles.

**KLB ensures the protection of personal data and trains its employees in best practices.**

**The whistleblowing procedure guarantees confidentiality and anonymity for whistleblowers reporting** any internal or external situations that appear contrary to KLB's values, the Code of Conduct, or applicable regulations.





# Our 2025 roadmap



## CROSS-FUNCTIONAL ACTIONS

- **Internationalisation of the professional ethics approach** (code of conduct and professional ethics, alert procedure, and locally adopted awareness).
- Preparation and deployment of **ethics training** for all employees to help them understand the issues related to their roles.
- Renewal of our **TRACE certifications**.



## FRANCE

- Review of our **GDPR policy**.
- Implementation of an **audit procedure** for our alert system.



## CANADA

- Deepening of the **ethics policy, code of conduct, alert procedure, and monitoring of the pillar**.
- Establishment of the **GDPR policy**.



## SPAIN

- Development of **ethics training**.





# ALL SUSTAINABLE!

Reducing the impact of  
our activities on the climate

7 AFFORDABLE AND  
CLEAN ENERGY



13 CLIMATE  
ACTION



# Our commitments

KLB contributes to development based on environmental protection and eco-responsibility, two priorities at the heart of our concerns.

We are committed daily to promoting greater **environmental responsibility** to preserve the planet's resources.

We are part of a **global approach** to ensure everyone reduces their ecological footprint and contributes to environmental preservation.

To this end, we have established **sustainable internal CSR policies and procedures**.

As a result, we commit to:

- Addressing the company's **environmental issues** from the outset.
- Developing **Sustainable Procurement**.
- Engaging and **promoting the CSR initiatives** of our partners, suppliers, and subcontractors.
- Ensuring **compliance with environmental regulations**, human rights, and the quality of working conditions of our partners, suppliers, and subcontractors.

We strive to collaborate with **suppliers who adhere to the same principles** through our Supplier CSR Charter. We expect everyone to adopt and undertake **eco-responsible, social, and societal (CSR)** initiatives.



# Our 2024 results

## Country Focus

### FRANCE

#### Guide to Eco-Responsible Practices.

- **Updates for our employees** (resource conservation, travel, etc.), whom we encourage to respect and promote these practices.

#### Vehicle fleet.

- **20%** of our fleet is hybrid and responsible.

#### Local development of our activities.

- Following Lyon, two **new regions** (Toulouse and Nantes) have been opened to meet local customer demand and support them in adopting more responsible consumption practices.

#### Awareness.

- **13%** of our employees trained on climate issues.





# Our 2025 roadmap



## CROSS-FUNCTIONAL ACTIONS

- Continue **carbon reduction** efforts, progressively integrate our subsidiaries, and engage all our employees.
- Deploy our **environmental policy** across our various subsidiaries.
- Continue **training our employees** on climate change.



 FRANCE

- **Improve carbon monitoring** for services sold and purchased and strengthen our environmental reporting.

Continue implementing actions to reduce our upstream and downstream greenhouse gas (GHG) emissions. Our goal is to minimise our carbon footprint by adopting best practices, ensuring we meet the key milestones of 2030 and 2050.

In France, our Scope 3 decarbonisation target is set at -12% within 5 years (2028) and -20% within 10 years (2033), in line with the Paris Agreement.

- **Develop a tool to calculate the carbon footprint** per mission sold, enabling our clients to better track their environmental impact.
- **Continue raising employee awareness** about eco-friendly practices (reducing digital waste, responsible mobility...).



 CANADA

- **Implement** the environmental policy and monitor its progress.





# FINAL WORD

**ALL COMMITTED!**

Together | Compliant | Fair | Sustainable



# Final word

We hope the first edition of our CSR report has shed light on our commitments and achievements.

Our ambition is to maintain this momentum for a proactive CSR policy that mobilises our various stakeholders to move towards a more sustainable society!

We are

**ALL COMMITTED!**

to affirming our social and societal responsibility and  
to contributing, through our actions and commitments,  
to sustainably improving our ecosystem.





# KLB

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