"The best way to predict the future is to create it."

Abraham Lincoln



CSR REPORT 2025



SUMMARY

Diway

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Jiway

Jiway SA is a Luxembourg-based company specializing in IT services and software development. With over 20 years of consolidated expertise, our team supports both private and public organizations in their digital transformationthrough agile, scalable, and customized solutions. As true drivers of efficiency, our business tools reflect our clients' values of innovation, excellence, and proximity.

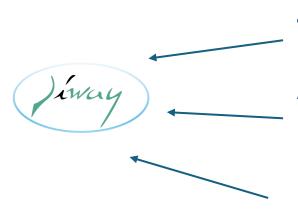
Located in the heart of Luxembourg, our human-scale company stands out for its responsiveness, flexibility, and ability to design tailor-made solutions. Thanks to a family-oriented and inclusive corporate culture, Jiway promotes open dialogue, employee well-being, and the positive societal impact of its actions.

Every day, our experts work alongside clients to understand their challenges, optimize their processes, and deliver effective, sustainable digital solutions. From initial analysis to implementation, Jiway remains a trusted partnerfocused on performance, quality, and innovation.



OUR GOVERNANCE

As part of its 2025–2027 CSR strategy, Jiway reaffirms its commitment to sustainable development through direct leadership by CEO Maroun Tabet and dedicated coordination by Anne Charlier, the company's CSR delegate. Together, they drive targeted and measurable initiatives to embed social, environmental, and ethical considerations at the core of Jiway's digital projects, with the ambition to combine performance and .



Maroun Tabet - Executive Management

As CEO of Jiway, Maroun oversees the company's strategic and operational direction. He supervises all activities, drives business development, and ensures the successful execution of both client and internal projects.

Anne Charlier-des Touches - CSR Delagate

Anne coordinates Jiway's 2025–2027 CSR strategy. She ensures the implementation of sustainable and socially responsible actions across the company's digital projects.

Sébastien Petit – Health & Well-being

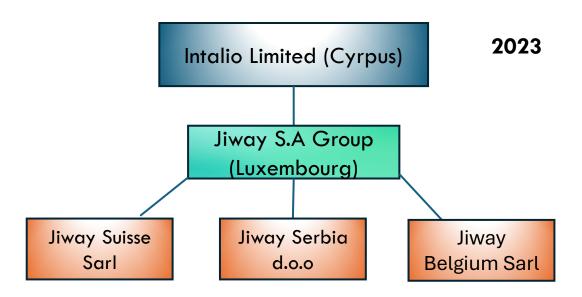
Sébastien places health and quality of life at the heart of Jiway's CSR approach. He contributes to fostering a balanced and humane work environment.

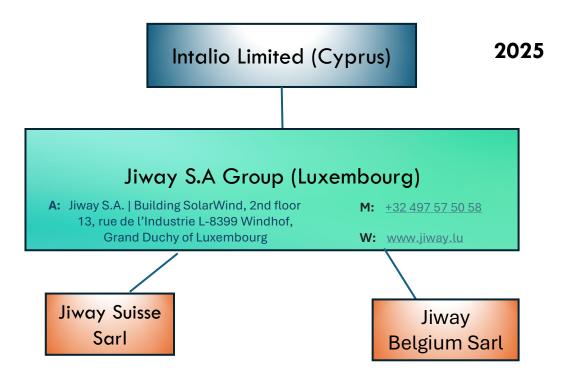




GROUP STUCTURE

As part of its corporate social responsibility approach, Jiway S.A. relies on an extended legal structure that fosters cooperation among its entities in Luxembourg, Switzerland, Serbia, and Belgium. This European network, complemented by a strategic link with Intalio Limited (Cyprus), reflects a clear commitment to promoting transparency, regional integration, and governance aligned with international challenges.







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OUR TEAM

In the first half of 2021, Jiway had 20 employees, distributed as follows: :

Category	Number	% of the total
Team in Luxembourg	13	65%
Team in Serbia	7	35%

Jiway brings together a dynamic European team made up of complementary and committed profiles, combining expertise, diversity, and a collaborative spirit in support of responsible digital innovation.



As of the first half of 2025, Jiway has 16 employees, distributed as follows:

Category	Number	% of the total
Team in Luxembourg	13	81%
Freelances	3	19%

Following its acquisition by Intalio in 2023, Jiway undertook a strategic refocus aimed at consolidating its teams. In this context, the Serbian subsidiary saw its role reduced, which may have given the impression of a separation — although it is, in fact, an internal realignment.

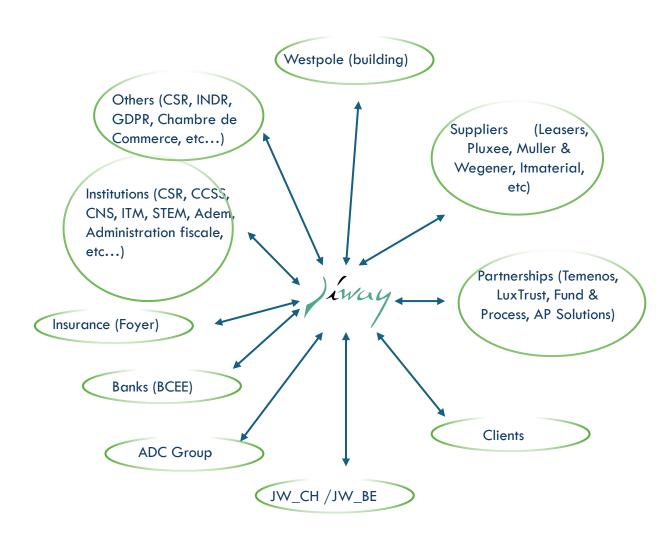




Jiway

OUR STAKEHOLDERS

At Jiway, we place particular emphasis on mapping our stakeholders, both internal and external. The relational chartdeveloped as part of our CSR strategy highlights the key actors we collaborate with on a daily basis: clients, technology partners, service providers, public institutions, legal entities, and affiliated groups. This representation enables us to assess the level of mutual influence and better prioritize our commitments based on their impact on our operations and our corporate social responsibility.



Jiway S.A., a member of the Intalio Group, operates within a structured stakeholder network comprising numerous clients, technology partners, suppliers, subsidiaries, financial actors, and public institutions. This relational diversity reflects a complex operational environment, where each interaction helps shape Jiway's commitments to corporate social responsibility and sustainable performance.



Jiway

INTEGRITY



Jiway acts with transparency and honesty, rejecting all forms of corruption or unethical practives.

RESPONSABILITY



Every Jiway employee is fully committed to complying with laws, internal policies, and reporting any inappropriate conduct.

RESPECT no



Jiway places respect for indivuals, diversity, and partners at the heart of its relationships and services – notably through digital accessibility.

EXCELLENCE



We strive for excellence in all our services, ensuring reliability, innovation, and high quality.

LOYALTY 👨



Jiway is committed to maintaining fair and loyal relationships with its clients, competittors, and partners, in full compliance with competition rules.





OUR CSR CERTIFICATIONS AND LABELS

Several national, European, and international CSR certifications and labels attest to our sound practices in environmental and social management.



Jiway proudly holds the Responsibility Europe label, which recognizes companies that embed corporate social responsibility into their practices. This certification reflects our global commitment to ethics, human rights, environmental stewardship, and stakeholder dialogue — all in pursuit of sustainable and inclusive performance.



Stratégie RSE • Gouvernance • Social • Environnement

Jiway is proud to hold the ESR label, which recognizes companies committed to a comprehensive societal approach. This certification reflects our concrete engagement in promoting ethics, human development, environmental protection, and respect for local communities — all pillars we integrate daily into our practices.



Jiway complies with the **rigorous standards** of the **SDK label**, a mark of strong commitment to **social sustainability**. This choice reflects our determination to adopt **responsible practices** in **waste management**, promoting **sorting** and **resource recovery** to reduce our **environmental impact**.



Jiway is committed to fostering a safe, healthy, and stress-free work environment through the Vision Zero initiative. This approach reflects our determination to take concrete action for everyone's well-being by making prevention a shared culture.



Jiway has signed the National Human Rights Pact, affirming its commitment to fundamental rights. This marks the beginning of a structured effort to align the company's actions with these principles, with the goal of publishing a comprehensive and transparent report.









RESPONSIBLE GOVERNANCE

A. Improve employee well-being

As part of its CSR approach, Jiway has implemented several initiatives aimed at strengthening internal cohesion and fostering a friendly and caring work environment. Between 2021 and 2024, the company reintroduced a team breakfast, bringing employees together for an informal moment that encourages cross-functional exchanges and transversality. In addition, an annual team lunch including spouses was organized, providing a convivial opportunity for connection. It also serves as a time to celebrate the year's successes. Finally, the Saint Nicholas celebration was revived, helping to embed traditions into the corporate culture and reinforce the sense of belonging.

These simple yet regular actions contribute directly to workplace well-being, the prevention of psychosocial risks, and Jiway's attractiveness as a committed employer.

	2021	2022	2023	2024	
Number of internal team-building events organized per year	13	14	15	16	•

	Goals	Indicators	Deadline	Progression
2025-2027	Organize a one- hour information session each month	Number of information hours organized during the year	2027	00
Goals 202	Celebrate successes	Number of recognition events held per year	2026	/







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B. Promote a CSR culture within the organization

Following its CSR certification, Jiway deployed a series of structured actions between 2021 and 2024 to embed corporate social responsibility at the heart of its relationships with stakeholders. Aware that the credibility of a CSR commitment depends as much on its implementation as on its ability to be shared, the company chose to communicate in a proactive, transparent, and targeted manner.

The first step of this plan involved personally informing clients of the ESR label achievement. In parallel, a press release was issued on the subject. This message was not just a formal announcement, but an invitation to join a continuous improvement dynamic, grounded in ethics, social responsibility, and sustainability. In addition, Jiway shared an official video from the National Institute for Sustainable Development and Social Responsibility (INDR), highlighting the foundations of its approach and its institutional recognition.

Furthermore, in line with its internal commitments and sourcing practices, Jiway considered implementing a CSR Charter for its suppliers. This document outlines the company's expectations regarding human rights, decent working conditions, environmentally responsible practices, and anti-corruption measures, serving as a basis for ethical dialogue and selection throughout the supply chain. Its distribution will be accompanied by awareness-raising effortsto ensure informed and voluntary adherence to these principles.

These actions reflect Jiway's determination to make CSR not merely an internal framework, but a lever for positive influence across its professional ecosystem.

	2021	2022	2023	2024
Stakeholders informed of the ESR label	0%	25%	35%	35%
Visibility of the INDR video (Views/Shares)	10	30	70	96

	Goals	Indicators	Deadline	Progression
2025-2027	Align supplier practices with Jiway's commitments	Rate of suppliers who received the ESR charter	2026	0
Goals 2025-	Have Jiway's new charter signed by its clients	Number of clients who signed the charter	2027	0







ETHICS AND TRANSPARENCY

A. Implement a clear ethics charter

As part of its commitment to fostering an ethical and responsible work environment, Jiway has made the signature of its ethics charter mandatory for all employees. This document formalizes the core principles expected on a daily basis, such as integrity, confidentiality, respect for others, and anti-corruption. Signing the charter-now required upon onboarding-serves as a shared foundation of values and affirms Jiway's intent to cultivate a strong collective ethic.

In line with its responsible governance policy, Jiway also requires all new board members to sign the charter. This requirement ensures ethical consistency across all decision-making levels and reinforces the company's credibility in its CSR commitment.

Furthermore, Jiway has officially joined the national "Business and Human Rights" Pact, demonstrating its determination to prevent any violation of human rights, to strengthen vigilance across its partner network, and to actively promote fundamental principles within its sector. This commitment complements existing ethical frameworks and positions Jiway within a compliance-driven approach aligned with international standards.

	2021	2022	2023	2024
Number of ethics awareness sessions organized per year	0	1	5	15
Rate of new board members who signed the charter	100%	100%	100%	100%

	Goals	Indicators	Deadline	Progression
2025-2027	Raise Intalio Group's awareness of the Social and Responsible Economy (SRE)	Rate of employees trained in the Social and Responsible Economy (SRE)	2027	0
Goals 20	Implement a National Business and Human Rights Plan (NBHR Plan)	Completion rate of actions planned in the NBHR Plan	2026	00

^{*} NBHR = National Business and Human Rights Pact





LABELS AND EXTERNAL RECOGNITION

A. Maintain or obtain sustainability labels

As part of our CSR strategy, it is essential to undertake a methodical and comprehensive approach to assess the various social and environmental responsibility labels, both national and international. This in-depth analysis will help identify the certifications most aligned with the nature of Intalio Group's activities and corporate culture, while evaluating their credibility and normative rigor. The labels already obtained by Jiway, as previously mentioned, provide a solid foundation on which we intend to build. By integrating these labels into our roadmap, we reaffirm our commitment to embedding Intalio in a long-term trajectory of excellence and enhanced transparency toward our stakeholders. This initiative will also facilitate benchmarking with our peers and position Intalio as an exemplary and pioneering player in sustainable development, thereby strengthening our legitimacy and attractiveness in markets sensitive to social and environmental issues.

Contract management within the Intalio Group is a key lever for engagement and accountability, supporting a rigorous and ambitious CSR policy. We aim to establish a consolidated and systematized contractual framework, incorporating specific clauses related to social responsibility, business ethics, anti-corruption, and environmental protection. These clauses ensure a clear and strict alignment of partners and suppliers with the Group's values, while fostering a relationship of mutual trust and transparency. This proactive approach will help minimize legal and reputational risks. Through centralized and rigorous contract management, Intalio deploys an exemplary policywhere each formalized commitment becomes a powerful lever for societal and environmental progress.

	2021	2022	2023	2024
Number of CSR labels analyzed and assessed each year	0	1	2	3
Percentage of contracts including mandatory CSR clauses	0%	10%	15%	18%

	Goals	Indicators	Deadline	Progression
Goal 2025-2027	Obtain new certifications and sustainability labels	Number of sustainability labels obtained	2027	0





B. Monitor and report CSR impacts

Traceability and transparency of CSR actions are a foundational pillar of Jiway's corporate responsibility approach. Rigorous impact monitoring not only enables the measurement of the effectiveness of commitments made, but also strengthens stakeholder trust, both internal and external.

This approach relies on the implementation of clear, quantifiable, and scalable indicators, covering social, environmental, and ethical dimensions. It is supported by tailored reporting tools, ensuring regular and intelligible disclosure of results. These data feed into strategic decision-making and facilitate the necessary adjustments to ensure continuous improvement.

The objective is to build a robust CSR management system, aligned with international standards (GRI, ISO 26000, etc.), and to promote a shared evaluation culture across the organization. This framework also contributes to meeting the increasing regulatory requirements related to the disclosure of non-financial information.

	Goals	Indicators	Deadline	Progression
	Identify economic impacts	Net economic value generated	2027	0
027	Appoint a new Data Protection Officer (DPO)	GDPR compliance rate post-DPO appointment	2027	0
als 2025-2027	Define the powers and responsibilities of the executive management	Up-to-date document outlining executive powers and responsibilities	2027	/
Goals	Create a decision-making authority chart	Formalized decision- making authority chart	2027	/
	Ensure transparency in the decision-making process	% of decisions communicated to internal stakeholders	2027	0





SPOTLIGHT ON SUCCESS CELEBRATIONS



At Jiway, we place great importance on camaraderie and team spirit. That's why we regularly organize internal events to mark special moments in the life of the company and its employees. Birthdays are celebrated to share warm moments and strenathen bonds hetween colleagues, while New Year festivites are held to start the year in a positive inclusive atmosphere. These and gatherings offer valuable opportunities to create shared memories and reinforce cohesion within Jiway.

At Jiway, we believe that every success — whether individual or collective — deserves to be celebrated. These moments of recognition honour the efforts of each team member, strengthen cohesion and shared pride, and help foster a positive, forward-looking mindset. By shining a light on our achievements, we cultivate a motivating spirit that drives us to go further together, with purpose and confidence.







SOCIAL AND HR COMMITMENT

A. Support economic growth

Jiway's commitment to joining the MLQE (Maison du Luxembourg de la Qualité et de l'Excellence) reflects its ambition to engage in a structured continuous improvement process. By relying on recognized quality frameworks, Jiway strengthens its process control, fosters a culture of operational excellence, and sustainably enhances its economic performance. This orientation toward quality reinforces its credibility with stakeholders and supports responsible growth.

In addition, Jiway has adopted the 7 Golden Rules of the Vision Zero program, aimed at preventing workplace accidents and ensuring a safe and healthy working environment. This preventive policy helps reduce work stoppages, incident-related costs, and associated human and economic impacts. It also promotes a culture of vigilance and accountability, while enhancing the company's attractiveness to talent.

Furthermore, the implementation of a bike policy embodies Jiway's commitment to sustainable mobility. By encouraging employees to use bicycles for commuting, Jiway contributes to reducing CO_2 emissions, improving employee well-being, and enhancing their physical health. This initiative also strengthens the company's brand image and aligns with a strategy of sustainable economic development.

	2021	2022	2023	2024
Organizational performance improvement rate	0%	5%	7%	10%
Bike policy adoption rate	0%	20%	20%	30%

	Goals	Indicators	Deadline	Progression
027	Become a Member of MLQE	Quality recommendation implementation rate	2027	0
2025-2027	Analyze consumer needs	Post-analysis customer satisfaction rate	2027	0
Goals	Adapt marketing to new target audiences	Conversion rate of new target audiences	2025 - 2026	\
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B. Promote professional integration

In line with its strong societal commitment, Jiway places the creation of sustainable jobs at the heart of its CSR policy. By promoting the integration of permanent contracts and consolidating long-term career paths, the company actively contributes to employment stability and social cohesion.

This strategic choice goes beyond recruitment: it supports the structuring of a resilient local economic fabric, the retention of skills, and the transmission of a corporate culture rooted in responsibility and long-term vision. Jiway thus reaffirms its ambition to combine economic growth with social solidarity at the core of its development model.

The regular onboarding of interns at Jiway is fully aligned with its commitment to supporting the professional integration of younger generations. By providing a stimulating, structured, and empowering learning environment, the company plays an active role in training tomorrow's talent and fostering intergenerational knowledge transfer. This initiative is part of an inclusive policy aimed at reducing barriers to employment, strengthening equal opportunities, and encouraging youth engagement in the workforce. It reflects Jiway's determination to be a socially responsible actor, invested in building solid professional trajectories.

	2021	2022	2023	2024
Permanent contract conversion rate	90%	100%	100%	100%

	Goals	Indicators	Deadline	Progression
2025-2027	Ensure full transparency of vacant positions	% of vacant positions published within 48 hours	2025	/
Goals 2	Recruit interns	Number of interns per year	2027	/





C. Promote continuous learning

As part of its CSR commitment, Jiway aims to conduct an in-depth analysis of employee training needs. This initiative seeks to identify the key skills to be strengthened in order to support the evolving nature of professions and sustain the company's long-term performance. By investing in professional development, Jiway fosters personal growth while meeting the demands of its sector.

Following this analysis, Jiway will implement a tailored training plan. These programs are designed to raise awareness among teams about environmental, social, and ethical best practices, thereby reinforcing a responsible corporate culture. Recognizing the importance of civic engagement, Jiway actively encourages employees to participate in solidarity and volunteer initiatives.

This commitment contributes not only to collective well-being, but also strengthens the bond between the company and local communities, embedding social responsibility into everyday practices.

Jiway fully acknowledges that continuous learning plays a vital role in skills development and career success. By promoting lifelong learning, Jiway empowers each individual to adapt to market changes, stay at the forefront of knowledge, and stimulate innovation within teams. For Jiway, investing in continuous training is not merely a performance lever—it is a true philosophy of progress and sustainable excellence.

	Goals	Indicators	Deadline	Progression
7	Assess training needs	% of departments trained	2027	0
2025-2027	Offer training programs	Number of training sessions per year	2027	0
Goals	Encourage employees to engage in civil society	% of employees engaged in volunteer work	2025	/





D. Strengthen CSR commitment through governance, prevention, solidarity and inclusion

A CSR delegate has been appointed to lead initiatives across the environmental, social, and governance pillars. This strategic role ensures the coherence and monitoring of the company's CSR commitments. To guarantee an effective onboarding, the delegate received specialized training on current sustainability challenges, applicable legislation, and industry best practices. Their name was communicated both internally and externally, reinforcing transparency, clarity of responsibilities, and dialogue with employees.

As part of our prevention policy, a Vision Zero action plan has been deployed. It sets ambitious targets: zero accidents, zero occupational illness, and a safer, healthier work environment. This plan is built on a proactive approach combining risk prevention, awareness-raising, and active involvement of all company stakeholders.

In parallel, the company continues to support high-impact social projects, in collaboration with associative and institutional partners. These concrete actions reflect our commitment to positively contributing to territorial development and the well-being of local communities. Lastly, we aim to adopt a diversity charter, affirming our commitments to equal opportunity, inclusion, and respect for differences within the organization.

	Goals	Indicators	Deadline	Progression
	Appoint a new ESG delegate / Train the new ESG delegate	% of the ESG training program completed	2026	0
027	Publish the name of the new ESG delegate	Time between appointment and name publication	2027	0
Goals 2025-2027	Vision Zero Action Plan	Number of recorded accidents per year	2025	~
Goals	Contribute to social projects	Number of social projects supported during the year	2025	/
	Diversity Charter	% of employees made aware of / trained in diversity	2027	0





RESPONSIBLE SUPPLIER RELATIONSHIPS

Integrate Social and Ethical Criteria / Recognize Sustainable Partners

At Jiway, the integration of social and ethical criteria into procurement processes is a cornerstone of our responsible purchasing policy. We ensure that every purchase includes clear requirements regarding human rights, fairness, non-discrimination, and decent working conditions in line with international standards. This approach enables us to verify that our suppliers and service providers adopt rigorous ethical practices, fostering a transparent and responsible business environment.

By embedding these criteria from the partner selection stage, Jiway reaffirms its commitment to a supply chain that respects human and social values, while strengthening trust with its stakeholders.

In parallel, Jiway is committed to actively recognizing partners who demonstrate strong engagement in sustainable development. This recognition is reflected in procurement procedures and in the development of privileged collaborative relationships with the most exemplary suppliers. By encouraging these partners to continue their environmental, social, and ethical efforts, we help create a virtuous cycle of continuous improvement.

Through the support and promotion of sustainable actors within our ecosystem, Jiway amplifies its positive impactand contributes to the emergence of a more responsible and inclusive economy.





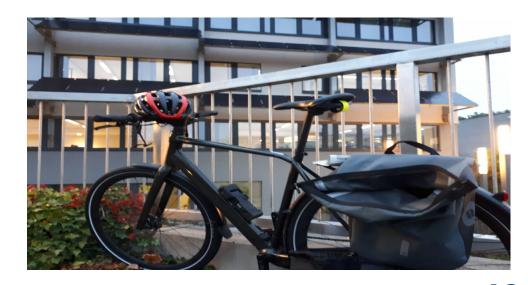


SPOTLIGHT ON SPRING RUN 2025

In April 2025, Jiway took part in the Spring Run in Windhof, a charitable event supporting Télévie, which funds research against cancer and leukemia. The team rallied with enthusiasm, combining sport, camaraderie, and solidarity, strengthening cohesion and team spirit. The photos capture employees' involvement and reflect Jiway's core values of solidarity, commitment, and well-being.



Our **Bike Policy** encourages employees to choose **cycling** for both professional and personal travel, promoting **sustainable mobility** and **well-being**. This program helps strengthen **team cohesion** while highlighting **ecological commitment** and **individual responsibility**. Employee feedback reflects their **enthusiasm** and **engagement**, embodying Jiway's core values of **health**, **solidarity**, and **sustainability**.







ENVIRONMENT AND RESPONSIBLE IT PRACTICES

A. Digitize internal processes

As part of its CSR strategy, Jiway has initiated a process of digitizing and dematerializing its internal operations to reduce its environmental footprint and enhance operational efficiency. The gradual elimination of paper-based materials, the automation of certain administrative tasks, and the optimization of information flows contribute to a more sustainable and responsible resource management. These actions also help strengthen traceability, data security, and team responsiveness, while reducing waste associated with traditional practices.

In parallel, Jiway supports its clients in their own digital transition by offering tailored digital solutions aligned with their business needs. This transformation promotes resource-efficient, collaborative, and resilient working methods. By assisting its clients in the dematerialization of their activities, Jiway acts as a committed partner in the reduction of global environmental impact and the enhancement of sustainable performance across its ecosystem.

	2021	2022	2023	2024
Paper consumption reduction rate	0%	10%	20%	35%
Number of clients supported in a digitalization process	100%	100%	100%	100%

Jiway is committed to making its digital infrastructure more responsible by analyzing the origin of its computers to ensure ethical procurement, and by assessing the environmental impact of the cloud services it uses-particularly in terms of carbon footprint and the sustainability practices of its providers..

	Goals	Indicators	Deadline	
2025-2027	Assess the origin of company computers	% of computers with verified origin	2027	0
Goals 2025	Assess cloud services	% of cloud providers assessed against CSR criteria	2027	00





B. Conduct a sustainability check and assess SDK solutions

Jiway has implemented a Sustainability Check, a regular self-assessment tool covering environmental, social, and ethical practices. This mechanism identifies gaps, evaluates performance, and defines improvement paths to ensure consistency across CSR actions and guide decision-making toward responsible solutions.

As part of its **sustainable mobility policy**, Jiway prioritizes the integration of **electric vehicles** into its fleet, thereby reducing greenhouse gas emissions and pollution. The company also aims to obtain **environmental certifications** to validate its energy performance and reinforce the transparency of its approach.

Finally, Jiway publishes an **SDK** (**SuperDrecksKëscht**) report to monitor its key CSR indicators, particularly in **waste management**. This report consolidates data, analysis, and progress, with a focus on waste reduction, sorting, and recovery. It serves both as an internal management tool and a transparency instrument for stakeholders.

	2021	2022	2023	2024
Percentage of electric vehicles in the company fleet (%)	0%	10%	15%	20%
Waste recovery rate (%)	50%	75%	80%	85%

	Goals	Indicators	Deadline	Progression
	Reduce unnecessary consumption	% reduction in overall energy consumption	2027	00
2025-2027	Monitor computer energy consumption	Average energy consumption per workstation (kWh/year)	2027	00
Goals 202	Researching Green Events	Number of eco- responsible events organized	2027	0
	Contact the local mobility department	Number of collaborations with the municipal mobility department	2027	0





SPOTLIGHT ON FACILITIES AND E-VEHICLES

The building hosting Jiway in Windhof exemplifies a distinctly sustainable and innovative approach. Designed to be energy self-sufficient, it intelligently combines solar and wind power generation, significantly reducing its carbon footprint while ensuring outstanding energy autonomy. Its modern architecture features glass façades, solar shading systems, and a green wall, creating a bright, comfortable, and environmentally respectful working environment. This space fully embodies Jiway's core values: high standards, responsibility, and a strong commitment to a more sustainable future.



Jiway actively promotes more responsible mobility by encouraging the use of electric vehicles within its fleet. This initiative reflects a clear commitment to reducing emissions from business travel while supporting tangible solutions for the energy transition.







OUR CSR STRATEGY 2025-2027

Jiway

Jiway's CSR strategy for 2025–2027 aims to strengthen its role as a responsible digital player, particularly in Luxembourg and across Europe. It reflects a clear commitment to supporting the digital transition through an ethical, inclusive, and sustainable approach, aligned with several Sustainable Development Goals (SDGs), both through our technological solutions and our internal operations.

Our responsibility is reflected in the rigorous selection of partners and suppliers who are engaged in social and environmental initiatives. As a family-owned company with a human scale, we place human relationships, mutual respect, and dialogue at the heart of our culture. The well-being of our employees, their loyalty, and their collective involvement are the pillars of our sustainable growth.

We advocate for agile, transparent, and responsive governance, capable of addressing emerging challenges. Every business solution we design is intended to create value not only for our clients but also for the communities in which we operate. Our mission goes beyond digitalization: it aims to contribute to a more resilient, innovative, and equitable society.

Our CSR strategy is built on several complementary pillars that guide our daily decisions. It embodies Jiway's vision: to promote responsible digitalization while affirming our commitment to ethics, environmental stewardship, and human performance.







Driving Sustainable Growth Through Innovation and Customer Excellence

Foster long-term growth, design forward-thinking solutions, and delvier oustanding clien satsfaction.



Ethcial Governance, Transparency and Fairness

Adopt ethical governance, strengthen transparency, and uphold principles of fairness



Sustainable Partnerships, Cooperation and Stakeholder Engagement

Build lasting synergies, collaborate with committed stakeholders, and share best practices.





Frological Transition and Digital Sobriety

Reduce carbon footprint, promote responsible consumption, and select committed partners









Human Development, Inclusion and Education

Promote well-being, ensure access to education, and foster inclusion



REPORT METHODOLOGY

This report represents Jiway's first official publication of its sustainable developement achievements and performance. It covers Jiway's activities in Luxemboug, both in terms of internal operations and clientfacing missions.

The report includes non-financial information from January 1, 2021 to December 31, 2024. As part of its continuous improvement approach, Jiway is committed to publishing follow-up reports on its non-financial performance after this inaugural edition.

All Jiway publications are available on its website: www.jiway.lu. Jiway remains available to provide further information regarding its corporate social responsibility approach.

For any inquiries, please contact: esr@jiway.lu.



UR MATERIALITY ASSESSMENT METHODOLOGY

This note outlines the methodology used to define the content of the report, in accordance with the GRI 101-2 standard (core option) and the AA1000AP (2018) accountability principles: inclusivity, materiality, responsiveness, and impact. As part of Jiway's CSR reporting process, a materiality assessment was conducted based on consultations with internal stakeholders (employees, management, technical leads) to identify the most relevant ESG issues for the company.

Identification of material topics



Collection of ESG topics, structured around three main pillars: economic, environmental, and social. This list was developed based on the INDR framework for the digital sector, the GRI standards, and the SASB reference framework for the "Software & IT Services" industry.

Impact Assessment



Assessment of the economic. social, and environmental impacts of Jiway's activities, in alignment with the Sustainable Development Goals (SDGs), conducted by the CSR lead and executive management, based on internal data and sectorspecific risks.

Stakeholder Engagement



Consultation of key internal and external stakeholders through interviews and informal discussions, aimed at gathering their expectations regarding the identified ESG issues. Stakeholder Priorization



Identification of six priority topics on which Jiway publishes its managerial approach, progress objectives, and monitoring indicators.





Jiway

APPROACH TO SELECTING PRIORITY ISSUES

Stakeholder identification based on their influence and dependence	Jiway engages its stakeholders by taking their needs and feedback into account, strengthening collaboration and trust.	Stakehlders Westpole Suppliers Partnerships Clients Subsidiaries Banks Insurance State Others
Collection of multiple themes across three dimensions: governance, environmental, and social	MATERIALITY Jiway identifies relevant CSR issues.	Reference of themes "Institut national pour le développement durable et la responsabilité sociale des entreprises" (INDR) Expectations of CSR labels and certifications
Engaging key stakeholders to evaluate the significance of their expectations regarding identified CSR themes Survey	Jiway responds to stakeholder expectations.	Publication of priority themes along with the managerial approach, related performance, and corresponding objectives
Deployment of a strategic action plan for 2025— 2027	Jiway monitors, measures, and reports on how its activities impact the broader ecosystem.	Monitoring and periodic review of the objectives set





IMPACT SPOTLIGHT

Strategic axis	Engagement	Contribution to the SDGS
Responsible Governace	Improve employee well-being Promote a CSR-driven culture within the organization	3 GOOD HEALTH AND STRONG AND STRONG INSTITUTIONS
Ethics and Transparency	Implement a clear ethical charter Communicate transparently about responsible commitments	12 RESPONSIBLE CONSUMPTION AND PRODUCTION SAID SAID SAID SAID SAID SAID SAID SAID
Labels and External Recognition	Maintain or obtain sustainability labels (e.g., ESR, MLQE) Monitor and report on CSR impacts Maintain or obtain sustainability labels (e.g., ESR, MLQE) Like Aud INFORMATION 122 RESPONSIBLE CONSIDER/FIDE AND PRODUCTION 125 OBJECTIVE 122 RESPONSIBLE CONSIDER/FIDE AND PRODUCTION 125 OBJECTIVE 122 RESPONSIBLE CONSIDER/FIDE AND PRODUCTION 125 OBJECTIVE 122 RESPONSIBLE CONSIDERING 123 RESPONSIBLE CONSIDERING 125 OBJECTIVE 123 RESPONSIBLE CONSIDERING 125 OBJECTIVE	
Social and HR Commitment	Support economic growth and professional integration Promote lifelong learning	4 QUALITY B TRAVAIL DÉCENT ET CROISSANCE ECONOMIQUE
Responsible Supplier Relations	Integrate social and ethical criteria into calls for tender Promote sustainable partners	8 TRAVALL DÉCENT 12 RESPONSIBLE ECONOMIQUE AND PRODUCTION AND PRODUCTION
Environment and Responsible Digital Practices	Digitize internal processes Conduct a sustainability check and asses SDK solutions	4 QUALITY EDUCATION AND PROJUCTION AND PROJUCTION AND PROJUCTION CLIMATIQUES 12 RESPONSIBLE DIA MESURES RELATIVES ALLA HITCHISE CLIMATIQUES CLIMATIQUES CONTROL OF THE CO





SWOT MATRIX SPOTLIGHT

The SWOT method is used by Jiway as a tool for strategic analysis to better guide its actions, particularly within its CSR approach. It enables the structured identification of internal strengths and weaknesses, as well as external opportunities and threats that may influence decision-making. By cross-referencing these elements, Jiway can establish a clear diagnosis, reinforce its areas for improvement, and define priority actions aligned with its sustainable development objectives. This tool supports more relevant decision-making and enhances adaptability to changes in its environment.

STRENGTHS

- Clear commitment to CSR
- Digitized offeringd aligned with sustainability challenges
- Culture of innoviation and agility
- Strong relationships with clients and partners

WEAKNESSES

- CSR still being structured in certain areas
- Dependence on technology providers
- External CSR visibility needs strengthening
- Limited ressources for some highimpact projects

OPPORTUNITIES

- Growing demand for responsible digital solutions
- Potential partnerships with committed stakeholders
- Institutional support for ecological transformation
- Regulatory developments favorable to CSR

THREATS

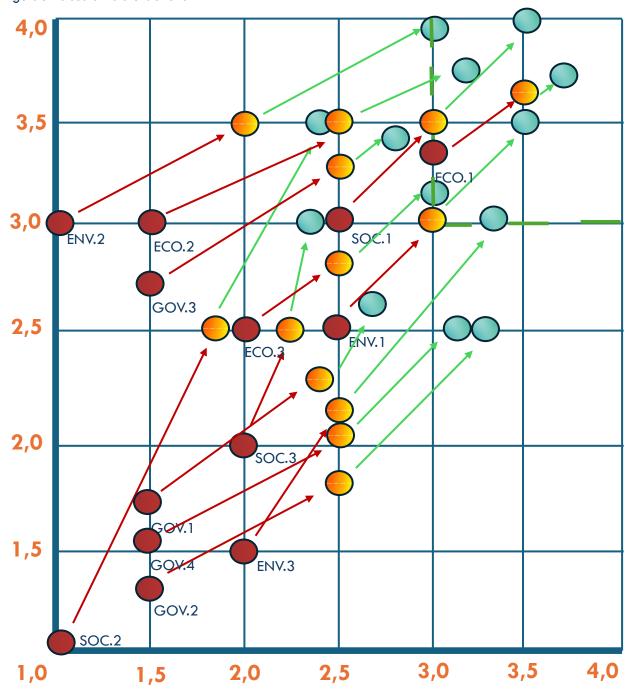
- Competitive pressure in the Fintech market
- Risk of greenwashing among certain partners
- Vulnerability to rapid technological changes
- Risks related to cybersecurity and data management





MATERIALITY MATRIX SPOTLIGHT

The analysis of Jiway's economic, social, and environmental impacts combined with stakeholder consultation has led to the definition of the materiality matrix, identifying key CSR issues to guide its sustainable actions.



X-axis: Importance for Jiway of economic, social, and environmental impacts

Y-axis: Influence on stakeholder decisions and assessments

The materiality threshold (3;3) was defined and approved by the managing direction (\longrightarrow).













PILLAR	ESR TOPIC	FOCUS JIWAY
Environment	Responsible consumption	Reduction of unnecessary consumption (ENV.1)
	Sustainable mobility	Bike policy, electic vehicles, and local dialogue (ENV.2)
	Sustainable events	Green events and optimized internal catering (ENV.3)
Social	Quality of work life	Employee well-being (SOC.1)
	Diversity & Inclusion	Diversity charter, PNDH plan, and equal opportunity (SOC.2)
	Training & Engagement	Needs analysis, training, and civic engagement (SOC.3)
Economy	Sustainable growth	Sustainable job creation and inclusive marketing (ECO.1)
	Innovation & Digitalization	Digitalization, cloud assessment, SDK integration, and continuous improvement (ECO.2)
	Customer relations	Needs analysis, transparency, and client ESR charter (ECO.3)
Governance	Ethics & Responsibility	Ethics charter, ESR officer appointment, and Human Rights Pact (GOV.1)
	Dialogue & Transparency	Awareness sessions, info hours, and Intalio group involvement (GOV.2)
	Sustainable purchasing	Committed supplier selection, ESR charter, and strategic alliances (GOV.3)
	Recognition & Certification	Labels and promotion of commitments (GOV.4)

PROCESS CONTINUATION

Jiway's CSR strategy is built on a process of continuous improvement and active dialogue with stakeholders, supported by a structured engagement plan. This program will be developed and regularly updated to involve new stakeholder categories and enhance the relevance of the actions undertaken.





Jiway

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OUR CSR COMMITMENT Today and tomorrow.

Acting responsibly is sowing the seeds of a sustainable future.

Fundamental pillars



Transparency

We communicate with clarity and openness.

Trust grows from transparency.



Innovation

We act boldly and create sustainable solutions.



Every voice matters.

Diversity is our strength.



At Jiway, CSR is not an obligation: it is a conviction.

