

CSR REPORT 2024

Driving Innovation, Delivering Excellence

Emphasizes the company's focus on innovation and its commitment to achieving high standards in its products

Capital Banking Solutions
EXPERIENCE INNOVATION

Editorial



Samer Hanna
Chairman - CEO



Michel Tueni
General Manager

In a constantly evolving world where social and environmental challenges continue to grow, Capital Banking Solutions (CBS) remains steadfast in its commitment to responsibility. We believe that true success is not only measured by our achievements but also by our ability to create lasting value for everyone.

People have always been at the heart of our strategy. With nearly 310 team members across six countries, we are committed to fostering diversity and inclusion. Our human resources policy reflects this ambition through skills development, gender equality initiatives, remote work opportunities, and expanded apprenticeship programs. We believe every team member should have the chance to grow, thrive, and reach their full professional potential.

Our social responsibility is deeply embedded in our business. As a provider of banking solutions, **we play a pivotal role in advancing financial inclusion** in regions where access to banking services is still limited. In Sub-Saharan Africa, for example, where fewer than one in two people have a bank account, our solutions like CapitalBanker MFI empower microfinance institutions and contribute to the growth of local economies.

On the environmental front, we made significant progress in 2024 by **completing our first carbon footprint assessment**. This bold and transparent initiative enables us to measure not only our direct emissions but also those generated by our software solutions. To drive meaningful change, we have established a dedicated task force focused on defining and driving a comprehensive action plan to reduce our carbon footprint.

We recognize that the road ahead is long and filled with challenges, but our determination remains unwavering. Each action, each initiative brings us closer to our vision: to be a company that is not only efficient but also responsible and compassionate.

Let's shape a more inclusive and sustainable future together.

Samer & Michel

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Key Figures

310
team members

€42
million in revenue

7
countries

PEOPLE

- 21 nationalities
- 30% women

ENVIRONMENT

- 3673,5 tCO_2
- 29 tCO_2 from generated waste



Our CSR Committee

In 2024, Capital Banking Solutions embarked on a strategic initiative to strengthen its commitment to corporate social responsibility (CSR). Recognizing the environmental, social, and governance challenges shaping its industry, the company chose to deepen its engagement and take a more structured approach to advance across all CSR pillars. The establishment of a CSR committee marks a pivotal step in this journey: it will serve as a guiding force, ensuring the alignment and continuous progress of our actions across every key area of CSR.

The committee will be responsible for overseeing and tracking progress on a range of topics, such as carbon emission reduction, improving social practices, and enhancing governance transparency. By establishing a framework for action and collaboration, it will ensure the integration of CSR into the core practices of the company while fostering continuous dialogue with both internal and external stakeholders. In this way, the committee embodies Capital Banking Solutions' commitment to proactively responding to societal expectations and contributing, in its own way, to sustainable and responsible development.

Michel Tueni - COO

As Group COO, Michel ensures that Capital Banking Solutions' CSR policy and carbon footprint assessment align with the company's priorities.

Jean-Marc Nicollet – Group IT Director & General Services Director

Jean-Marc leads the CSR initiatives in procurement, ensuring that suppliers meet ESG criteria and promoting the reduction of carbon emissions.

Hoda El Gerges - Head of HR

Hoda oversees the CSR initiatives in Human Resources, promoting ethical and inclusive work practices.

Our Activities

Our mission

Providing solutions and services dedicated to the financial sector.

Our resources

310
team members

8
offices

Our activities

- Core Banking
- Digital Banking
- Payment Methods
- Treasury & Capital Markets
- Private Banking & Wealth Management
- Compliance
- Client Onboarding
- Microfinance

150
clients

40
countries

Our Material Topics

As a solution provider operating internationally, including in emerging markets, we identify the following topics as material:

1. Societal impact of our products
2. Human resources & human capital
3. Responsible business practices
4. Environmental impact



Societal impact of our products

- Providing high-quality products and services to a variety of financial institutions
- Supporting financial inclusion in countries where banking access is still limited

150
partnerships with financial institutions

4
partnerships with microfinance institutions

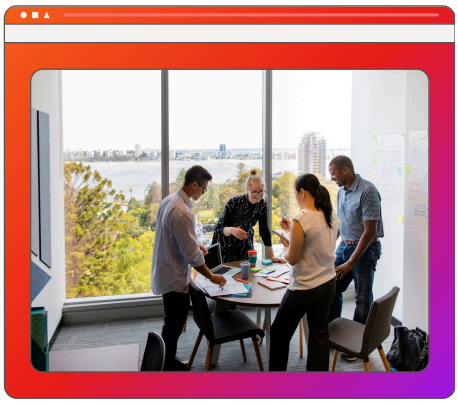
Operating in
more than 40 countries
across the globe

Human Resources & Human Capital

Providing training programs for our employees to support skill development

Facilitating youth access to employment

Embracing diversity as a strength for our Group



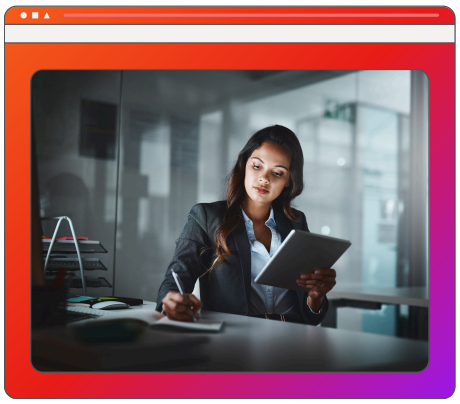
66%
employee training rate

250
training sessions conducted in 2024

17%
of employees are under 30 years old

22%
of management positions are held by women

Our Material Topics



Responsible Business Practices

- Conducting our activities with a high standard of business ethics
- Developing a responsible purchase approach
- Ensuring the protection of our employees', clients', and beneficiaries' data

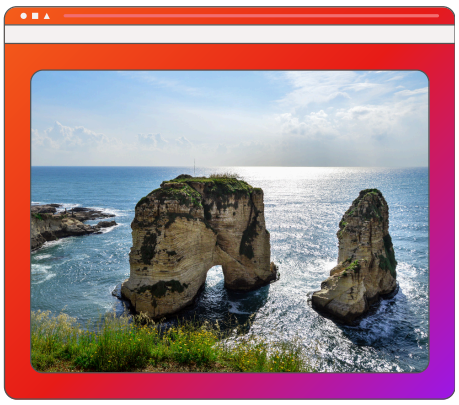
2
certifications awarded

5
partnerships Established with organizations for waste recycling and recovery

Environmental Impact

Training our employees on reducing GHG emissions

Optimizing energy consumption in offices and data centers while promoting the use of renewable energy



8
CBS Group sites raised awareness on responsible practices as part of the 2023 Carbon Footprint Report

↘ 50%
reduction in electricity consumption achieved for our European IT over the past 5 year

1 Societal Impact of Our Products and Services

Tackling Inequality

Addressing inequality is key to our ability to innovate and grow in emerging markets. By fostering economic inclusion and supporting social initiatives, we amplify our long-term impact while creating lasting value for our stakeholders.

Through our activities...

We contribute to financial inclusion in regions where access to banking services remains a challenge...

In Sub-Saharan Africa, for example, where fewer than one in two people have a bank account, our solutions such as CapitalBanker MFI help support microfinance institutions and promote local economic development.

...and support the founders of tomorrow's economy

By equipping banks that assist individuals, micro-enterprises, and SMEs. Some of our clients, particularly cooperatives, are exclusively focused on financing social and environmental projects.

...and our community partnerships



We collaborate with organizations specializing in the recycling and refurbishing of IT equipment in Beirut and Bonnières-sur-Seine, which redistribute the equipment to schools and/or support the integration of people with disabilities into the workforce.

We are partners with Au Cœur des Mots, an organization that advocates for education as a key tool to empower children to engage in the fight for equal rights and against discrimination.

2 Human Resources & Human Capital

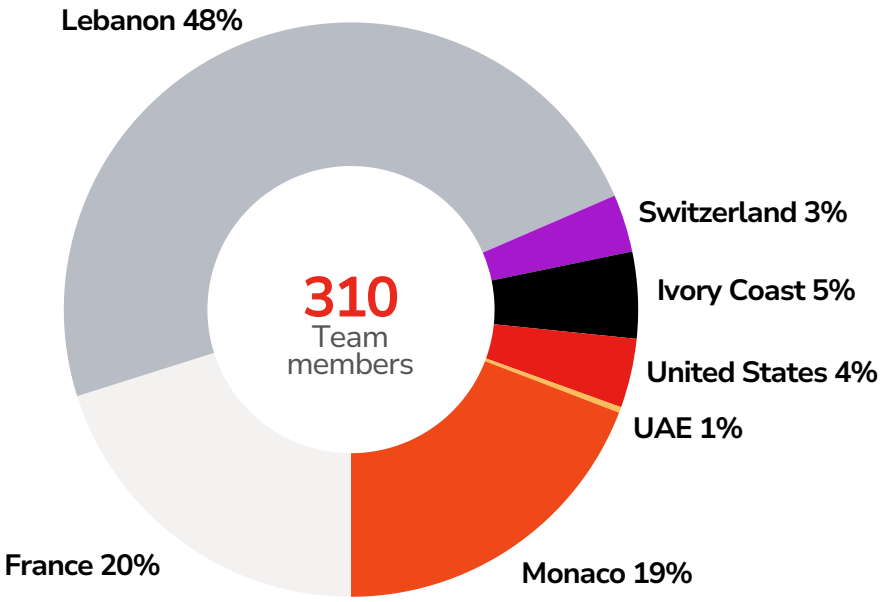
Fostering Talent and Embracing Diversity

Believing that our greatest strength lies in human capital, we place diversity, continuous training, and the evolution of work practices at the core of our strategy. These principles fuel our capacity to innovate, foster a rewarding work environment, and increase our appeal, while ensuring that our performance is built on a foundation of sustainability.

08 offices

15 professions

21 nationalities



Gender

Aligned with our commitment to diversity, CBS prioritizes women's access to management positions. In the male-dominated IT sector, we have a responsibility to promote inclusive leadership and make equality a driver of performance.



1 in 3 team members is a woman

22% **of management positions are held by women**

In 2024, we implemented the Professional Equality Index across all our offices to identify any disparities in pay and representation between men and women, particularly in management positions.

Promoting Lifelong Learning

At Capital Banking Solutions, we believe that learning—whether initial or ongoing—is key to fostering innovation and employee well-being. More than just developing skills, it enhances engagement and empowers our company to stay agile and competitive in an ever-evolving market.

CBS Academy

In 2020, we launched CBS Academy, a dedicated learning platform for our employees, offering over 32 training modules across three key themes.

69
team members participated in internal training in 2024

8 hours
is the average training time per employee per year

Training Access

Today, **8% of our employees come from apprenticeship backgrounds**. We firmly believe in the added value of these learning formats, both for the dynamism of our company and for enhancing the employability of young people.

Innovative Work Methods

As part of our commitment to innovation and employee well-being, Capital Banking Solutions offers flexible work models, including remote work and internal mobility programs. These initiatives are designed to support diversity by providing customized work environments, while embracing and enhancing the cultural and geographical richness of our organization.

Remote Work

- All of our offices have implemented a remote work policy
- In our Paris, Monaco, and Swiss offices, employees have the option to work remotely for **up to 40% of their working hours**

Internal Mobility

At our company, we prioritize internal mobility as a way to nurture and develop talent from within. By encouraging internal movement, we not only meet the evolving needs of our teams but also enhance our resilience in the face of global changes. This approach provides our employees with opportunities for growth and new challenges, fostering a dynamic and fulfilling career journey. In 2024, **14%** of our employees took advantage of internal mobility.

3

Responsible Company

As regulatory and societal expectations continue to grow, CBS makes responsible practices central to its strategy. By mastering data, ensuring transparency, and embracing ethical procurement, we not only mitigate risks but also maximize our positive impact on the world.

Data Management

EAs a provider of banking solutions, Capital Banking Solutions places great importance on the security and protection of its stakeholders' data: clients, beneficiaries, and employees.

Our certifications reflect the quality and rigor of our data governance processes.

Capital Banking Solutions is ISO 27001 certified for its **Paris** and **Monaco** offices.

Responsible Purchasing

Empowering committed suppliers: For several years, Capital Banking Solutions has sourced its office supplies from establishments that support work integration (establishments and services of assistance through work) (ESAT).

In 2024, we formalized our commitments through a responsible procurement charter and introduced a new questionnaire to better understand the sustainable practices of our suppliers.

7,5/10
Average maturity score of the supplier panel on CSR issues.

4
Commercial partnerships with ESATs and associations.

Transparency

For the first time in 2024, Capital Banking Solutions responded to the Ecovadis questionnaire at the group level. This assessment evaluates companies' non-financial performance across three areas: Environment, Social, and Governance (ESG).

- Reflecting on CSR commitments at the group level.
- **Two working groups** were formed, engaging top management, between Paris and Beirut.

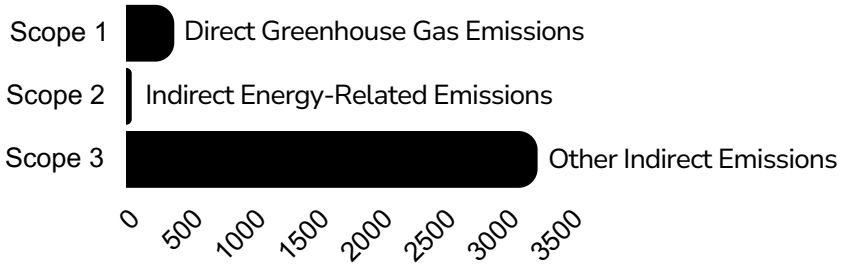
4

Environmental Impact

For many years, Capital Banking Solutions has implemented various actions to optimize energy consumption and reduce the environmental impact of its activities. However, 2024 marks a turning point, with the launch of the first step in a comprehensive carbon strategy at the group level, reaffirming our commitment to building a more environmentally responsible future.

Carbone

3 673,5
tonnes of CO_2 eq



13
tonnes of CO_2 eq per FTE

As a service provider, our emissions are primarily concentrated in **Scope 3 (3,249 t CO_2e)**, mainly driven by the procurement of goods and services (**48%**), business travel (**22%**), and commuting (**13%**).

Therefore, our reduction efforts will need to focus on optimizing our supply chain and collaborating with our partners to minimize our overall environmental footprint. Additionally, we will continue to enhance our transportation practices.

Energy Efficiency and Waste Management

Hosting data in private data centers offers the dual benefit of enhanced security and a reduced carbon footprint. Between 2019 and 2023, this approach led to a 50% reduction in electricity consumption. (OPERAT Platform - ADEME)

Optimizing the environmental footprint of our premises and related consumption: The business center housing our Paris headquarters has received BREEAM certification, the world's leading environmental building certification standard

- A bicycle parking facility with a capacity of 140 spaces.
- Waste sorting at the delivery dock (bins for paper, cartridges, cans, bottle caps, electronics, cardboard, glass, organic waste, and batteries).
- ZE-Plug electric charging stations installed in the parking lot.
- An energy diagnostic report available on the **Sam Web** online platform.

We have implemented soft mobility initiatives to reduce emissions related to employee transportation. 100% of our vehicle fleet is made up of hybrid cars. We fully cover Navigo passes for our employees and encourage them to minimize business travel whenever possible. Additionally, we promote train travel over flights for short to medium-distance trips.

Our Ambitions

Defining a roadmap to manage our greenhouse gas emissions

- **Travel:** Reducing emissions related to business and commuting travel by promoting lower-emission modes of transport such as trains and electric vehicles.
- **Energy:** Optimizing energy consumption in offices and data centers, while promoting the use of renewable energy.
- **Inputs:** Improving the modelling of inputs by engaging suppliers on their carbon footprint and using physical accounting methods.
- **Reducing our Scope 3 greenhouse gas emissions by 20% by 2028,** focusing on targeted actions to optimize the value chain and actively engaging our suppliers in reducing their own carbon footprint.

Systematizing the calculation of the gender equality index on the professional level across all entities

- The index calculation will be performed at the end of each fiscal year.
- Monitoring and Evaluation: Implement monitoring and evaluation mechanisms to strengthen professional gender equality across all entities.

Training our team members

On reducing greenhouse gas emissions

- Awareness and Training Workshops: Organizing interactive workshops to raise employee awareness about environmental issues and the importance of reducing greenhouse gas emissions.
- Specialized Training Sessions: Conducting tailored training sessions for key teams, led by internal or external experts.

On information security for third-party data

- Training and Awareness: Organizing training and awareness sessions for our employees on information security.
- Monitoring and Evaluation: Implementing monitoring and evaluation mechanisms to measure the effectiveness of security measures and training programs.

On combating corruption, fraud, and money laundering

- Training and Awareness: Organizing training and awareness sessions to strengthen our employees' vigilance against the risks of corruption, fraud, and money laundering.
- Monitoring and Evaluation: Implementing monitoring and evaluation mechanisms to assess the effectiveness of the training programs.



Capital Banking Solutions

EXPERIENCE INNOVATION



PARIS – BEIRUT – MONACO – GENEVA – ABIDJAN – NEW YORK - MIAMI