

Document Title

Good Faith Econocom Skip to main content FranaisEnglish Belgium France Germany Spain Italia Luxembourg Netherlands Poland United Kingdom United States Econocom HomeCartographyPillar 1The impact of our solutionsA 360 responseCircularity is the solutionEasi, the universal impactProduct Care, proof of sustainabilityGreen Energy, the dual transitionThe vital imperativeReducing CO2 acting quickly and decisivelyThe utility of virtueSaving the planetRefurbishing is the future Certifications and labelsQuality requirementsISO 14001 the universal referenceAll articlesPillar 2The wealth of our commitmentsA marker of our differenceDiversity is a source of prideMeasure of excellenceIn synch with citizensWorking intelligentlyKnow your potentialLifelong learningInclude all willsWellmeasured fairness Removing obstaclesTraining for impact Solidarity obliges usSupportive, useful and effectiveSupporting emancipationCivic sponsorshipAll articlesPillar 3LandmarksStudies weak signals, strong currentsWhat we learn...Secondhand becomes first choiceTimelineAll articles got a project? join us Econocom follow us got a project? Equipment All equipment EndUser Computing Mobility Audiovisual Infrastructure Product Care Services All services User environments Cloud, infrastructure and hybridisation Applications and data Cybersecurity financing All our financing solutions Technological, industrial and energy financing For immediate cash flow Financing partner sales Managing and coordinating assets A platform for reselling assets to employees Collecting, recycling and reusing assets Optimising and financing the energy transition Measuring, reducing and offsetting your carbon footprint Manage your environmental performance Refurbished equipment leased Audiovisual Comprehensive solutions Digitalise your workplace Enhance your business mobility Enhance digital learning Microsoft comprehensive solution Develop responsible and circular digital technology get to know us The Econocom Group Governance CSR Commitments Ethics and compliance Econocom Impact Homepage The impact of our solutions The wealth of our commitments Landmarks Careers Job opportunities Become a sales agent! Employee testimonials Our jobs Working at Econocom Investors Financial results Financial calendar Key figures Regulated information Share General meetings Financial reports Newsroom Latest articles Press releases News Events Case studies Contact Econocom Econocom ImpactCartographyGood Faith Good Faith Summary Building together Good faith imposes responsibilities and practices. It cant be dictated unilaterally. It must be worked on, embodied and measured. Building together Good faith imposes responsibilities and practices. It cant be dictated unilaterally. It must be worked on, embodied and measured.Weve been working with our customers and suppliers for a very long time, and our good faith in a common search for impact is legitimate and credible. This means developing joint responses with social economy companies and our entire ecosystem of customers, suppliers and builders, who are our stakeholders in the search for impact solutions. It extends into action which is illustrated by the proof of what we say and want both for the environment and for society. Good faith means working sincerely and together with our customers on longterm contracts which provide a framework for our shared

impact expectations in terms of social impact and the need to take the environment into account. We believe that the lasting relationships we have been building with the social economy sector for decades are mutually beneficial because they are based on this value of good faith. This is reflected in a culture of caring for people who are far removed from employment or who are disabled. Proof Refurbishing the mission Our good faith requires us to be in line with precise objectives measured by third parties in terms of environmental and societal impact. Econocom Factory is an Econocom subsidiary and French specialist in the refurbishment of mobile hardware and is a perfect illustration of this, with the Smaart brand. It has followed a structured process to become a mission-driven company and to include this in its articles of association. Different market maturities 62 of French people have bought or intend to buy a refurbished phone 6 37 of French people have bought a refurbished phone 5 13 of French people have bought a refurbished computer 31 of French people have bought or intend to buy a refurbished computer Barometer SMAAART IFOP 2022 A mission-based company? This means a company which has a social and environmental purpose as well as a profit-making one with statutory commitments. What are Econocom Factory's social and community objectives? help maintain and strengthen regional cohesion by supporting the local economic fabric through job creation provide support for people in vulnerable situations contribute to sustainable development, energy transition and solidarity raise awareness among all stakeholders of the need to respect the environment and consume responsibly Ones perspective... Jean-Christophe Estoudre Chairman, Econocom Factory Smaart Our direction is right and recognized The choice to become a mission-based social and solidarity company is a long-term commitment where virtuous refurbishment is fundamental. The refurbishment and resale market is structured around labels which are quality certifications. We already meet the requirements of nonfinancial reporting, which will apply from January 2024. Jean-Christophe, what's become clearer in definitions of refurbishing services? Please could you explain what it changes for us and our customers? With Frances AGECL law, designed to fight waste and promote the circular economy, and the country's REEN law, designed to reduce the environmental footprint of digital technology, French legislation has given legal weight, by decree, to use of the terms refurbished, refurbished product, and refurbished in France. A secondhand product or spare part, as defined in Article L. 3211 of the French Commercial Code, can be considered a refurbished product or labelled with the term refurbished when the following conditions are met¹ The product or spare part has undergone tests on all its functionalities to ascertain whether it meets all legal obligations in safety and use that a consumer can legitimately expect² If need be, the product or spare part has undergone one or several operations to restore its functionalities. These operations include deletion of all saved or stored data relating to previous use or a previous user before the product or spare part changes owner. Furthermore, to avoid consumers being misled about the characteristics of a refurbished product, this decree forbids any reference to a new product and limits the label refurbished in France only to refurbishing that is completely carried out on French soil. These rules also apply to spare parts. The French market of refurbished products is therefore geared to giving clients indicators that help consumers choose high-quality products with a proper social and environmental approach. What do the certifying labels

Qualicert, RecQ and Service France Garanti bring us? What do these certifying labels tell our customers about us? Qualicert certification for refurbishing The Qualicert certification for refurbishing is a professional benchmark that attests to the quality of a products refurbishing process. The certification was developed by industrial players in the sector. It gives a firm official recognition and tells its customers that it takes refurbishing seriously. The SGS Qualicert certification of services, based on the French accreditation standard RESIR for refurbishing, allows SMAAART to guarantee that its process for procurement, refurbishing and sales is of a good quality. RecQ SMAAART has been given the certifying label RecQ High quality refurbishing The certifying label RecQ is supported by DEKRA Certification. It guarantees specific criteria in the quality of used products refurbished by SMAAART and it provides consumers with clear information on the real state of a product and its components, accessories, guarantees and aftersales service to reassure consumers. Service France Garanti The certification Service France Garanti reassures consumers that SMAAART products and services customer service are from a firm where 90 of the workforce is bound by an employment contract under French law. By choosing SMAAART, our consumers can rest assured that they are taking part in the circular economy through short supply chains and that they are helping create jobs in France. How do you become a committed player in the social and solidarity economy? And why choose to adopt the status entreprise mission Frances state accredited status for firms with a responsible purpose that youve had for over two years? What have you learned with this choice and whats your aim for the coming years? In 2020, Econocom Factory was given Frances state accredited status for firms with a responsible purpose entreprise mission. This was a natural choice our social and environmental commitments have always been part of our DNA. In 2023, we underlined our social commitments by becoming a firm in the social and solidarity economy. Given that just the production phase of smartphones, computers and tablets represents over 80 of their carbon footprint, its vital to reuse such devices. So, SMAAART has committed to four environmental aims to reduce the impact of digital technology, help save resources, reuse waste, and raise public awareness. But beyond its environmental commitment, SMAAART has also set itself social aims to support local and French jobs and provide unskilled workers with inhouse training. Our plant near Montpellier in the south of France brings together around 130 employees and includes a training centre SMAAART Acadmie that trains workers to take on versatile operational jobs. These inclusive training courses are open to people shut out of the jobs market and whose unemployment benefits are ending. For our customers, we meet the nonfinancial reporting standards of the CSRD Corporate Sustainability Reporting Directive, which has been gradually applied since 1 January 2024. Boldness, good faith or responsiveness which of Econocoms three values will help us apply our impact strategy better and make it go further? If so, how? All three of these values are vital for applying our impact strategy and theyre interrelated. Boldness is what characterises any entrepreneur. Its what prompted us to buy back our firm with our severance pay 12 years ago. Its also what drives me to meet tomorrows challenges so we can expand our firm, still in line with our social and environmental convictions, and make refurbishing a virtuous sector. Good faith towards consumers is what drives us to offer our customers ethical products with proper

traceability highquality products with 24month warranties.And responsiveness is crucial in a nascent sector like ours we have to meet customer needs in the market of refurbished products with the same standards that they would expect from the market of brandnew products. Read more Good faith second hand Energy transition Back to map Explore A marker of our difference Solidarity obliges us In the same pillar Responsible A useful assessment Innovative and ambitious Strategic and responsible Boldness Responsiveness The reality of the figures EquipmentServicesfinancingAudiovisualComprehensive solutions The Hub.Paris 11 square Lon Blum 92800, Puteaux France 33 1 41 67 30 00 Registered office Place du Champ de Mars, 5 B14 1050 Brussels quick access the econocom group job opportunities econocom impact newsroom client area blog got a project? follow us One digital company Terms of use Cookies policy Credits Data protection policy 2024 ECONOCOM