



Odial Solutions

INTEGRATED REPORT

NARRATIVE & CSR

2022



COMMUNICATION ON
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

A MESSAGE FROM THE CEO



At ODIAL SOLUTIONS, we're short on raw materials but big on projects

● **Social, societal and environmental issues at the core of our strategy leading up to 2035**

After an “unusually unusual” 2020, we headed confidently into 2021, ready to turn the page on the health crisis. We got organised and, thanks to our incredible ability to adapt, we were able to continue growing in 2020 while gearing up for 2021. The new year was set to be a historic one for the Group, both for VERGNET HYDRO and its subsidiaries in terms of the number of projects to be rolled out and their scope, and for UDUMA and its subsidiaries in terms of management activity. Morale returned to its usual high level through the entire workforce.

We planned ahead for this scaling up of the Group and took on more staff so as to be able to meet our contractual obligations. At the same time, we embarked on a major collaborative drive to define a strategy for the future, integrating CSR as a way of creating value. This extraordinarily unifying project culminated in the BOUM document (standing for *Business Orienté Utile pour notre Monde* – i.e.: the usefulness on a worldwide scale of the Group’s work); a strategy looking ahead to 2035 that specifically defines our purpose and lays the foundations for our future actions in five strategic areas:

1. strengthening our African presence,
2. implementing innovative financing mechanisms,
3. identifying new business lines and new forms of partnership,
4. developing the operations/management business,
5. and maintaining high security in our operations.

● **2021, the start of a period of raw material shortages**

However, 2020 did not see an end to the pandemic, let alone an end to its consequences. An SME like ours remains dependent on its suppliers, who, in



turn, are dependent on raw materials. 2021 was much more challenging for us than 2020. Firstly, because we were prevented from assembling and shipping equipment due to the shortage of raw materials. When materials became available, prices were prohibitive. Our Group’s business is entirely in exports and relies mainly on maritime transport to ship equipment. Here again, the limited availability of containers and their exorbitant cost had a major impact on our activity.

In the end, however, we continued to build this year, demonstrating our strong resilience in the face of market adversity due, in part, to opportunistic speculation. The word “solidarity” was banded around during the crisis. Sounds strange now...

We have learned the lessons of 2021 and have come through another unusual year stronger, having structured the Group ready to roll out our major projects for the future. Our work for rural communities in Africa is more important than ever, and we will continue to do everything in our power to carry it out. ◊

The 6 priority CSR topics of the new Group strategy:

- Sustainable facilities and quality/costs
- New local models and services
- Sharing the value created
- Professional and personal development
- Quality of life in the workplace
- Protection/security

Declaration of continued support for the UNITED NATIONS GLOBAL COMPACT

ODIAL SOLUTIONS Group joined the UNITED NATIONS GLOBAL COMPACT on 28 January 2010.

The GLOBAL COMPACT brings together businesses, non-profits and UNITED NATIONS agencies through a commitment to ten universally recognised principles.

“These principles form a voluntary framework of commitment for organisations who want to take their social responsibility initiatives further.”

Each year, we renew our commitment to the GLOBAL COMPACT by publishing a new Communication on Progress.

This 2022 Integrated Report serves as both an Annual Report and a Communication on Progress.

Not only does it detail our main business activities during 2021, it also highlights the social, environmental and societal impacts they have had. It then goes on to describe our specific CSR (Corporate Social Responsibility) initiatives.

I hope you will find it interesting and informative.

Thierry BARBOTTE,
CEO, ODIAL SOLUTIONS

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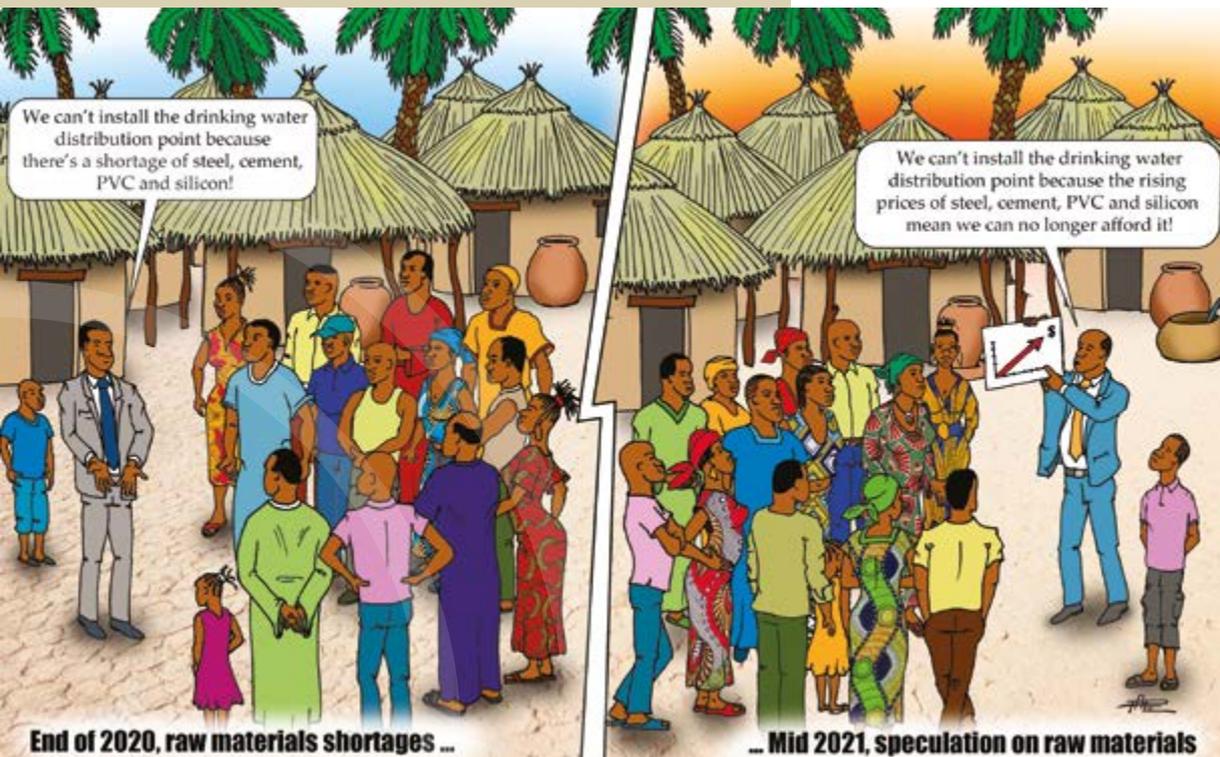
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THE DEPUTY MANAGING DIRECTOR'S EDITORIAL



We are working on the biggest projects in our history - it's what we're geared up for - but the global economic situation has put a whole new slant on things.

● ***First the health crisis, then the shock of inflation and decision-making crises***

The life of an industrialist can be a rocky road. When I joined this world after earning my spurs in the prime contracting sector, I was fully aware that one of the duties of an industrialist was being able to set out afresh, and that the theory of the product cycle was highly important in this regard. Yet I could never have imagined the extent to which an incalculable number of external factors could force us to permanently reconsider our situation.

In 2020, we were learning how to deal with a major pandemic.

In 2021, we learnt all about the unforeseeable, irresistible and uncontrollable consequences of a major pandemic. The economy starts to take off, the price of raw materials starts to soar, containers become harder and harder to secure: the economy is in overdrive!

Early 2021: our order book was full for at least 2 years. We organised ourselves, ready to produce better and more. Never had we been able to look ahead with more confidence. And then, wouldn't you know it, what should have been an exceptional year for the Group turned out to be just an average year, far inferior to our expectations.

Could we have anticipated such a turnaround in situation? Maybe our natural optimism blinded us to how our decisions for our future projects were out of step or even deficient with regard to our customers, who were affected or even brought to a standstill in 2020 by the pandemic. On this point, we may well consider ourselves somewhat to blame.

Yet our natural optimism is also our driving force. We remain keen observers of the challenges facing Africa's future. More than this, our presence is really needed on this continent, where so much is still to be done. We do not, however, possess a crystal ball: we do not claim to know what rural Africa will be like tomorrow, with its millions of young adults. Be that as it may, we have a genuine duty to imagine what this future might look like, and project ahead in order to address future market needs.

● ***A 15-year vision and transformations that are already making themselves felt***

This is how we went about things in 2021, by dint of extremely fruitful collaborative efforts, reinventing our corporate project for the 15 years to come. Based on the macro trends that are likely to affect our lives in the near future, our new Group strategy - largely based on corporate

social responsibility - was unveiled in December 2021.

This new strategy, dubbed BOUM (see above), was already being translated into actions that were launched in 2021.

In terms of CSR:

- Certification, in June, by the SOLAR IMPULSE foundation of the UDUMA solution, a new innovative and sustainable drinking water service for rural Africa.
- We obtained for VERGNET HYDRO our ISO14001 certification and had our ISO9001 certification renewed in November, central to which was a new QE-CSR policy supported by the Executive Management.

In terms of Research & Development:

- The industrialisation of the automatic solar standpipe (BFA) and its management system, a new facility for accessing water that is particularly suited to crisis conditions, operating as it does using photovoltaic energy and enabling users to procure water with no pumping effort and without the need for a pump operator.

In terms of our internal organisation:

- The creation of a Supply Chain department vital for ensuring a more efficient information flow between departments in order to absorb our growth forecasts.
- The ongoing transformation of our subsidiaries in Burkina Faso, VERGNET BURKINA, and in Côte d'Ivoire, SAHER, into truly autonomous units endowed with increasingly high-quality sales and technical teams.

In terms of marketing:

- The development of the UDUMA concept to improve support for and accelerate development of rural areas by catering to the needs of their inhabitants. Even though the manual pump is still a very widespread solution, facilities using solar pumping (autonomous water distribution points) installed on pre-existing boreholes are increasingly being used in projects run by UDUMA and its subsidiary in Mali.

● ***Launching historic projects, despite a difficult context***

2021 can certainly be counted as a year of transition. That said, the year was not without some fine examples of success, the most emblematic of which were (i) the signing, with Côte d'Ivoire, of the biggest ever contract (in value terms) in the Group's history: 1,000 water distribution points to be upgraded in the south-east of the Côte d'Ivoire, involving the installation of a mixed pumping solution

combining solar and manual pumping, is no mean feat! This project, assigned to VERGNET HYDRO, also constitutes a unifying programme for the Group. SAHER is doing the on-site work while UDUMA is providing the tools for long-term management of the facilities. (ii) In Niger, despite a difficult security situation, the government authorities entrusted VERGNET HYDRO with a major construction project for three multi-village water supply networks in the Tillaberi region. This constitutes a considerable challenge, but a measured one that will significantly help the rural populations scattered along the course of the river Niger, and who suffer paradoxically from the absence of good quality water for their domestic needs.

● **Happy retirement, Jean-Christophe!**

I cannot close my editorial without a few words for Jean-Christophe KI, Managing Director of VERGNET BURKINA,

who has just taken his retirement. A long-time friend and colleague - after our student days, we started out on our careers together at the BRGM office in Ouagadougou on a research project, the subject of which was the assessment of groundwater replenishment in fractured environments (Barogo, Sanon, Kantchari will be names that bring back memories for Jean-Christophe!) - Jean-Christophe was one of the people who got me to fall in love with Africa, its people, its pleasures, its woes, its colours, its odours, its bounty, its encounters, its landscapes. As someone who has done so much for his compatriots, Jean-Christophe well deserves his retirement. I am sure that Jean-Christophe, deeply faithful to his San roots, will set himself some new challenges to make the most of this new stage in his life! ◊

Christophe LEGER,
Deputy Managing Director



OUR BUSINESS

Our mission statement

Africa, the source of our commitments to the planet!

Drawing on 50 years of history and experience in supplying water and energy, we will continue to work with the populations in rural or isolated regions to tackle the challenges they face. Our aim is to guarantee everyone a future in which well-being goes hand-in-hand with protecting resources. Think, adapt, innovate.



A brief history

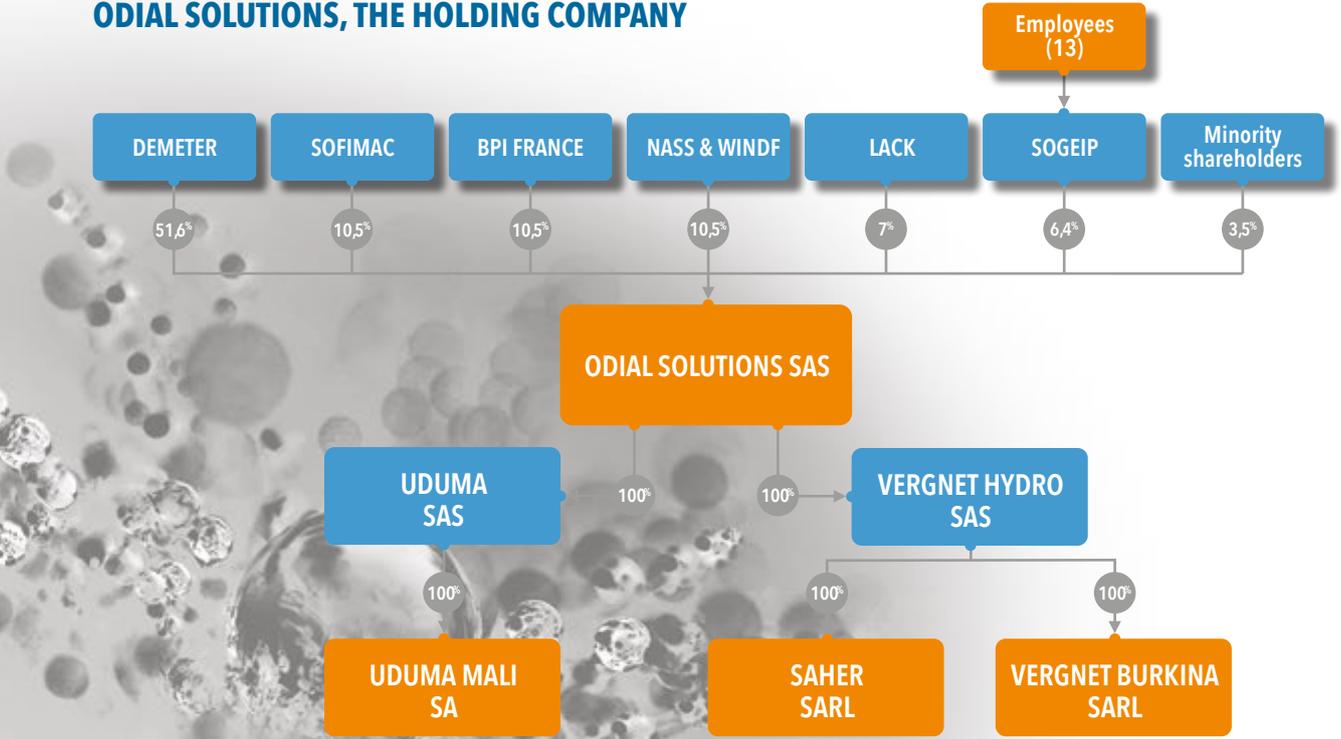
- 1974** Marc Vergnet invents the HPV pump in Burkina Faso
- 1976-1988** 30,000 pumps are distributed, primarily in Côte d'Ivoire, Mali and Burkina Faso
- 1988** VERGNET SA is founded with head offices in Ingré (Loiret, France), covering all pump activity

- 2000** A range of tanks is added to meet growing demand for pipedwater supply systems
- 2004** VERGNET HYDRO is created to separate the water business from the energies business within the VERGNET Group
- 2009** VERGNET HYDRO supports its partners to become piped water supply and pump operators under delegated public service contracts
- 2014** VERGNET HYDRO is spun off from VERGNET SA Group and becomes part of the newly created ODIAL SOLUTIONS Group
- 2015** An innovative subsidiary, UDUMA, is created to supply drinking water to rural populations in sub-Saharan Africa
- 2016** An UDUMA concept demonstrator is set up in Burkina Faso (financed by UNICEF)
- 2017** VERGNET HYDRO launches an ergonomic manual "deep well" pump, the MPV60
- 2018** VERGNET HYDRO sets up the first solar desalination unit using direct solar energy (Mozambique)
- 2019** The first photovoltaic power plant Burkina Faso UDUMA's innovative drinking water service is rolled out for 560,000 rural dwellers in Mali
- 2020** The ODIAL SOLUTIONS Group redefines its strategy and adopts a Purpose Strategy
VERGNET HYDRO launches an ergonomic manual "deep well" pump, the MPV100
- 2021** VERGNET HYDRO launches the automatic solar standpipe (BFA)



OUR BUSINESS

ODIAL SOLUTIONS, THE HOLDING COMPANY



OUR PRODUCTS

From isolated locations...
Manual pumps



... to small towns
Drinking water supply systems





OUR BUSINESS



SERVICES



Local sales outlets



Increasing awareness among locals



Electronic payment



Data analysis



Service continuity



Ongoing maintenance and monitoring



Data collection and transfer



CORE BUSINESS AND UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

A core business making a major contribution to achieving two SDGs



Target 6.1: Access to drinking water

By 2030, achieve universal and equitable access to safe and affordable drinking water for all.

Target 6.b: Community water management

Support and strengthen the participation of local communities in improving water and sanitation management.



Target 1.4: Access to resources

By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, new technologies and appropriate financial services, including microfinance.

We contribute directly to four more SDGs



Target 3.3:

Communicable diseases

By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, waterborne diseases and other communicable diseases.



Target 5.a:

Rights and access to resources

Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws.



Target 7.1:

Access to energy

By 2030, ensure universal access to affordable, reliable and modern energy services

Target 7.2:

Renewable energy

By 2030, increase substantially the share of renewable energy in the global energy mix



Target 17.3:

Additional financial resources

Mobilise additional financial resources for developing countries from multiple sources

We contribute indirectly to nine other SDGs





A REMARKABLE PROJECT INITIATED IN 2021: UPGRADING OF 1,000 WATER DISTRIBUTION POINTS IN CÔTE D'IVOIRE

*Hybrid solar/manual pump facilities
for a sustainable drinking water service aimed
at more than 600,000 people*



Rush hour at the Tchintchébé demonstrator (Bonoua sub-prefecture, administrative department of Grand-Bassam).



The Minister for Water of Côte d'Ivoire, Laurent TCHAGBA, inaugurating the Koffikokorekro demonstrator (Adaou sub-prefecture, administrative department of Aboisso), 22 November 2019.

VERGNET HYDRO is leading a project to upgrade 1,000 water distribution points in Côte d'Ivoire with hybrid solar/manual pumps ready for management. These will supply drinking water to more than 600,000 people. Worth a total of €18 million, funded through a concessional loan from the Treasury Department (of the French Ministry of Economy and Finance) to Côte d'Ivoire, the project was ratified in 2021 with the signing of an inter-governmental agreement between the two countries.

For each of these 1,000 water distribution points, VERGNET HYDRO undertakes to:

1. carry out the preparatory work of blowing, cleaning and checking the borehole;
2. supply and install a solar pump, a manual pump, a 4 m³ tank, valves and all related fittings (pipes and cables, etc.);
3. build the superstructures;

4. run awareness and training programmes (via its Ivorian subsidiary, SAHER).

Management of all these water points will be immediately entrusted to professional operators to ensure the project's sustainability. The water points will therefore come with all the fittings necessary for such management in a rural context.

In 2019, VERGNET HYDRO installed two hybrid solar/manual powered demonstration pumps in Côte d'Ivoire. The country's Minister for Water, Laurent TCHAGBA, was able to see how the VERGNET HYDRO solution worked during an official visit to the one in Koffikokorekro (Adaou sub-prefecture, administrative department of Aboisso) on 22 November 2019.



Training a pump operator on the Koffikokorekro site.



A YEAR OF ACHIEVEMENTS

Sustainable Development Goal 6 (SDG 6) of the UNITED NATIONS' 2030 Agenda aims to provide universal and fair access to water, sanitation and hygiene (WASH) services by 2030. However, in sub-Saharan Africa, 55% of those living in rural areas do not currently have access to basic drinking water (Joint Monitoring Programme, UNICEF, WHO, 2019). ODIAL SOLUTIONS' core business supports achieving SDG6. The services its companies provide are responses to **Article 25 of the Universal Declaration of Human Rights** ("Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food") and to the recognition by the UN of access to drinking water as a **human right** in 2010. Through their **technical and social innovations**, the Group's companies are **clearing away the economic and political barriers** that have historically blocked access to long-term services in sub-Saharan Africa.

Some key statistics

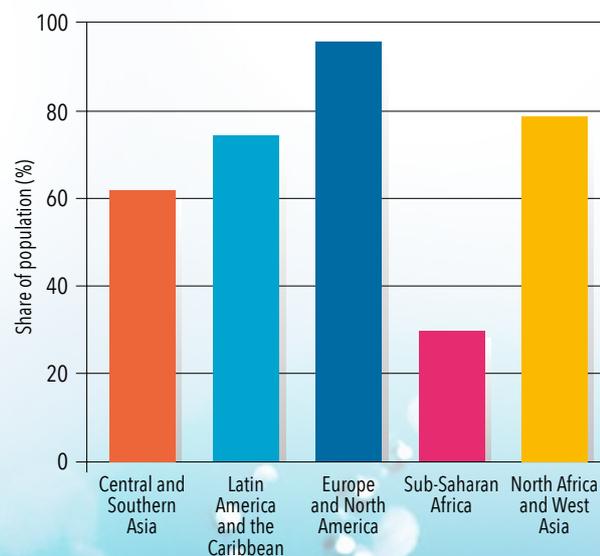
435,600 more people gained access to drinking water thanks to projects by ODIAL SOLUTIONS Group in sub-Saharan Africa in 2021:

- Piped water supply projects first inaugurated in 2021:
 - > **500 people** have benefited from the project in Côte d'Ivoire described on page 12
- Management of water distribution points:
 - > **40,000 new subscribers** to the VERGNET BURKINA drinking water service in 2021.
 - > **8,300 new subscribers** to the UDUMA MALI drinking water service in 2021.
- **967 manual pumps** sold, benefiting **386,800 people**.

5.17 million people benefited from regular maintenance of their manual pumps in 2021.

283,200 people saw large-scale maintenance carried out on their manual pumps in 2021.

Proportion of the population using safely managed drinking water services (2021, www.sdg6data.org, WHO, UNICEF).





CÔTE D'IVOIRE:

Supplying domestic water for the 500-strong workforce at the Singrobo-Ahouaty dam construction site and industrial water for its concrete plant

VERGNET HYDRO supplied and installed equipment for:

1. providing domestic (drinking) water for the 500-strong workforce at the Singrobo-Ahouaty hydroelectric power plant (Bandama river, Côte d'Ivoire), the contracting authority for which is the local company, IVOIRE HYDRO ENERGY (IHE);
2. providing industrial water for its concrete plant.

This construction project, expected to last 34 months, has been managed by EIFFAGE. For VERGNET HYDRO, this project provided the opportunity to demonstrate, once again, that its teams are more than capable of meeting the requirements in terms of lead times, quality and timing expected of a major industrial group.

The contract covered three piped water supply systems connected to the site's generators. The pumping systems have capacities of 25 m³, 80 m³ and 110 m³ per day and will supply the VERGNET HYDRO RSR (on fill water

tanks) with 25 m³ (site facilities), 80 m³ (workers' camp) and 110 m³ (technical facility). The technical facility also has a 110 m³ reserve tank. The installations include chlorination systems, pressure boosters and back-up pumps. The equipment was commissioned and installed by SAHER, VERGNET HYDRO's Ivorian subsidiary.



THE UDUMA SERVICE AWARDED THE SOLAR IMPULSE EFFICIENT SOLUTION LABEL

Aimed at a market worth almost €3 billion and set to see 50% growth by 2050, UDUMA's drinking water service was awarded the SOLAR IMPULSE EFFICIENT SOLUTION label in June 2021.

This label assesses the profitability of products, services and processes that protect the environment. Obtaining this label and assistance from the people at the SOLAR IMPULSE Foundation guarantees better access for UDUMA to the market, greater interest from investors, support in its advocacy work, feedback from sector experts, greater credibility and improved visibility.

The UDUMA service is now one of 159 solutions to have been awarded the SOLAR IMPULSE EFFICIENT SOLUTION label in the "Solutions for clean water and sanitation" category (6th Sustainable Development Goal – SDG6) with applications in Africa.



TOGO: VERGNET HYDRO creates access to drinking water for 120,000 residents of the Savanes and Kara regions

The Togolese Ministry of Water, Rural Equipment and Village Water Systems selected the consortium comprising VERGNET HYDRO and its local partner, ECM, for the supply and installation of 300 manual pumps to provide 120,000 residents in the northern Togo regions of Savanes and Kara with water. The project combined a tense security context with tight execution deadlines (10 months).

VERGNET HYDRO supplied 300 HYDRO INDIA manual pumps, plus tools and spare parts, and then provided training for 50 repair technicians who will be in charge of the long-term maintenance of these water distribution points. ECM handled all the work.

Funded by the AFD (Agence Française de Développement - French development agency), this project (worth FCFA 756 million/€11 million) falls within the framework of the "Project to improve health conditions in school and rural environments" (PASSCO 2) in the Savanes and Kara regions. This consortium had already contributed to the first tranche of this project (PASSCO 1 in 2016), which enabled access to drinking water for 70,000 residents in the Savanes region.





A YEAR OF ACHIEVEMENTS



Photo credit: Hams Seidel Foundation.



AUTOMATIC SOLAR STANDPIPE (BFA): a game-changing solution for sub-Saharan rural water services

VERGNET HYDRO announces the official addition to its catalogue of the automatic solar standpipe, a game-changing solution for sub-Saharan rural water supplies. This autonomous automatic standpipe offers uninterrupted community water point management. Based on a solution used successfully in Africa for fifteen years, the automatic solar standpipe has been designed to meet the evolving requirements of drinking water service operators in semi-urban and rural areas of sub-Saharan Africa.

The automatic solar standpipe is a cashless (electronic) solution. It operates 24 hours a day, 7 days a week and is 100% secure. All the components are designed for quick and easy maintenance. With its solar panel, the standpipe is entirely autonomous. No radio or telecommunications link is required. The metal structure is

tough enough to resist both external damage and corrosion (thanks to an Oxsilan coating and epoxy paint).

The solution as marketed includes a cashless (electronic) payment system. To draw water, the user simply presents their RFID key. The drinking water service operator can load credit onto the key using an electronic payment terminal.

SHARING OUR VALUES



ODIAL SOLUTIONS is a simplified joint stock company ("Société par actions simplifiée") incorporated in France.

Abiding by French law, the Group complies with international labour standards: workers' rights defended by staff representatives, no use of forced labour, no child labour, etc. Above and beyond these international standards, **ODIAL SOLUTIONS guarantees for its staff high levels of well-being and a friendly work environment.**

Some key statistics

44.18% of days worked in 2021 were worked from home (for employees based in Ingré).

1.32% days off on sick leave out of all days worked by all the companies of ODIAL SOLUTIONS Group in 2021 (1.58% in 2020).

24.3% employee churn for all the companies of ODIAL SOLUTIONS Group in 2021 (9% in 2020): 23 new arrivals and 13 departures.

26% of staff at ODIAL SOLUTIONS Group companies were women in 2021 (25% in 2020).

96% of employees based in Ingré (aside from those on work-study training schemes) were able to take at least one training course in 2021 (78% in 2020). On average, each staff member received 42 hours of training during the year (28 hours in 2020).

Average age of Group employees:

38.1 years.

Average length of service: **4.8** years.

● The remote working charter updated

In 2019, ODIAL SOLUTIONS Group companies ratified a remote working charter. Naturally, wherever possible, members of staff worked from home during the 2020 and 2021 lockdown periods. This experience has caused us to reconsider the role of remote working within the company. The charter now makes it possible for anyone on a full-time contract to work from home up to 3 days per week as long as this fits in with their role and as long as team cohesion can be maintained.

● UDUMA MALI: 40% of workers are young women.

In 2021, for every 10 workers at UDUMA MALI, 4 were women aged under 30. This state of near parity is quite remarkable for Mali, since it remains relatively rare for a young, unmarried Malian woman to leave the family home to work in such a traditionally male-dominated sector. This gender distribution within UDUMA MALI is in fact the fruit of an active company policy.

All skills being equal, our Malian subsidiary systematically favours the hiring of a woman over the hiring of a man. The parents of young female workers are also re-



From left to right: Saran BERTHE, Assetou DOUMBIA and Alinta GELING.

assured by the supervision and support proposed by the company: the company management gets in touch with them as a hiring preliminary, and the young women can be housed (free of charge) in accommodation set aside for the company's female employees, in Bougouni. These female employees work in pairs on the ground, and their leisure outings always take place in groups.

Alinta GELING, Operations Officer, initiates and implements all these actions. She is accompanied daily by Assetou DOUMBIA (Operations Assistant), who, in late 2021, took a SOMAGEP training course aimed at developing female leadership in the water sector, and by Bintou CISSÉ (Water Quality Assistant, trainee). The fourth female employee at UDUMA MALI, Saran BERTHE (Field Organiser), was already a resident of Bougouni before being hired. At UDUMA MALI, women and men receive equal pay. Since women receive a benefit in kind (free housing), we can conclude that a woman is globally better remunerated than a man.



SHARING OUR VALUES

● SAHER: 1% loans for employees

SAHER now grants 1% loans to all employees who have been on permanent contracts for more than 3 years. The amount of the loan must not exceed 6 months of net salary and employees must justify their loan request via a dedicated form to be submitted to the SAHER management. The scope of eligible expenditure is not however fixed, and may cover property purchases, family events, consumption needs, and so on. The employee and SAHER management will then agree on the terms of reimbursement, which can extend over no more than 2 years.

● Working in an emergency: training and the charter of good conduct

To address the expansion of the ODIAL SOLUTIONS Group under the best possible conditions, all employees in the French entities of the Group have followed group training entitled: "Travailler dans l'urgence sans s'épuiser" ("Working in an emergency without burning out"). It looked at how to manage time, priorities and stress. The course led to the creation of an internal working group dedicated to this topic, which has produced a charter of good conduct. This document is posted in each of the Group's offices.



● The ODIAL SOLUTIONS Group hosted 8 people for training in 2021

Our companies welcomed 5 interns and 3 apprentices in 2021, or 10% of the Group's global headcount:

Name of person	Apprentice or intern	Study	Mission	Company
Bintou CISSE	Intern	Master's in Hydrogeology	Water Quality Assistant	UDUMA MALI
Valentin COLLIN	Intern	BTS in International Trade	Commercial prospection	SAHER
Michel Pierre HAMEL	Intern	Bachelor's in Product Design	Observation	VERGNET HYDRO
Romain LABRO	Apprentice	Professional Degree in Mechanical Design	Technician in the design office	VERGNET HYDRO
Orhiane LEFEUVRE	Apprentice	Bachelor's in Marketing	Marketing and Communication Assistant	ODIAL SOLUTIONS
Sarah MAINGUET	Intern	Prep Class for INP	Workshop Operator	VERGNET HYDRO
Julien THORET	Apprentice	Professional Degree in Mechanical Design	Technician in the design office	VERGNET HYDRO
César VERGNET	Intern	Upper high school student	Observation	ODIAL SOLUTIONS



● Convivial get-togethers, despite everything...

At the end of the national lockdown period in France in 2021, the French teams of the ODIAL SOLUTIONS Group met up for a day of information and exchange on the Group's hot topics: results, current and future major projects, ISO 14001, HR policy, R&D news, etc. In September, the families of employees were able to meet up for a picnic and karting sessions. Around a dozen employees regularly take part in indoor football matches. All in all, despite the context, and in compliance with the health regulations, the Group's employees still manage to organise a good number of in-person and fun get-togethers.



From left to right and from top to bottom:

- Bintou CISSE
- Valentin COLLIN
- Michel-Pierre HAMEL
- Romain LABRO
- Orhiane LEFEUVRE
- Sarah MAINGUET
- Julien THORET
- César VERGNET





SHARING OUR VALUES



Retirement of Jean-Christophe KI

“It’s a source of great satisfaction to have led one of my country’s leading entities in the water and energy sector.”

Jean-Christophe KI retired at the end of December 2021. “KI of Vergnet” is known by everyone in the rural water supply sector in Burkina Faso. He is also one of the main architects of VERGNET BURKINA’s nationwide reputation. An Officer of the Order of Merit for Rural Development in Burkina Faso, Jean-Christophe has been instrumental in the growth of a company that had just seven members of staff in 2015, but which has flourished and now employs 15 people (including five executives) and works with more than 300 partners (with the water management service). *“I’m stepping down with a sense of mission accomplished. It’s a source of great satisfaction to have led one of my country’s leading entities in the water and energy sector.”*

Jean-Christophe is one of seven children born to a farming couple in Toma, a town 180 km northwest of Ouagadougou. He was a brilliant student and, at the age of 14, he left his family and the Upper Volta (the former name of Burkina Faso) to stay with an uncle who worked as a nurse for the Société Africaine de Plantation d’Hévéas in Grand-Bassam (Côte d’Ivoire). He stayed there from the time he started secondary school until he passed his baccalaureate, and nurtured a love of science. *“I owe my passion for science to a French couple who taught mathematics and technology, Mr. and Mrs. CIMPER. They immediately took me under their wing and, ever since, have been there during all the key moments in my life.”* The teenager admired the couple and wanted to become a teacher himself but, at the time, Côte d’Ivoire only recruited Ivorian teachers.

“... enthusiastic about VERGNET BURKINA’s many R&D and innovation projects.”

Once he’d completed his maths and science baccalaureate, Jean-Christophe went on to study geology at the University of Ouagadougou, returning to Abidjan for his degree and Master’s in hydrogeology, followed by a post-graduate degree in mineral processing at the University of Liège in Belgium. After that, he started work in 1988, joining BRGM, the French geological survey, in Ouagadougou. As a young works engineer, he was assigned solely to water exploration projects in fractured underground environments. During his first three years with BRGM, he became friendly with a colleague, French engineer Christophe LÉGER. The two men are still friends and were still working together 33 years later, as Christophe is Deputy Managing Director of VERGNET HYDRO.

In 1997, Jean-Christophe was promoted to the position of Project Manager, tasked with improving the drinking water supply in the city of Ouagadougou, which was then facing worrying water shortages. He was subsequently appointed Director of the ANTEA office in

Burkina Faso, when this BRGM subsidiary became independent in 2009. *“My first contract with BRGM was for two months. In the end, I spent 27 years working in that stimulating environment, combining research and engineering.”* And on the back of those 27 years’ experience, Jean-Christophe became Director of VERGNET BURKINA in 2015. Assisting the growth of VERGNET BURKINA was a significant professional challenge, of course. However, Jean-Christophe claims that he was above all *“... enthusiastic about VERGNET BURKINA’s many R&D and innovation projects”*.

“...I’ll continue to promote the development of rural water supplies in Burkina Faso.”

Among these R&D and innovation projects, the keen scientist lists, *“the installation and monitoring of filters for arsenic decontamination on boreholes, the implementation of our drinking water management services for piped water supply systems, the demonstrators of VERGNET HYDRO’s autonomous, solar-powered water distribution points, our first large-scale projects in the photovoltaic energy production sector and, of course, the UNICEF research action project to test an innovative management service on 150 man-powered pumps.”* In addition, VERGNET BURKINA was awarded two Water and Sanitation Trophies (“Research and Innovation” and “Water Resources Exploitation”) at the 2018 National Water and Sanitation Forum in Burkina Faso.

“I’m still extremely interested in the technical developments in our sector. And I can’t imagine turning the page for good. I’ll therefore continue to promote the development of rural water supplies in Burkina Faso.” Jean-Christophe has been married for 31 years and has four children and a grandson, so also intends to enjoy his retirement with his family, and to reconnect with the fundamentals of the farming community to which he belongs, the San people. As a matter of fact, he owns a 4-hectare groundnut and sesame farm, and to satisfy his unquenchable quest for innovation, the young retiree even plans to develop a new organic sesame business.

After ground-breaking water supply, he’ll now be breaking new ground as a gentleman farmer!





PROTECTING THE ENVIRONMENT

Through its industrial and sales activities, ODIAL SOLUTIONS offers solutions for strengthening the resilience of populations facing climate change, in a place where such changes are particularly devastating: sub-Saharan Africa. Moreover, our company combines a **culture of reuse and waste reduction with a genuine commitment to the environment.**

Some key statistics

ODIAL SOLUTIONS has underpinned the resilience to climate change of **435,600 people** who were most vulnerable to this risk in 2021.

Gas consumption per staff member per day at our Ingré site **went down by 24.02%** between 2020 and 2021.

Electricity consumption per employee and per day worked at our Ingré site increased by **15.16%** between 2020 and 2021.

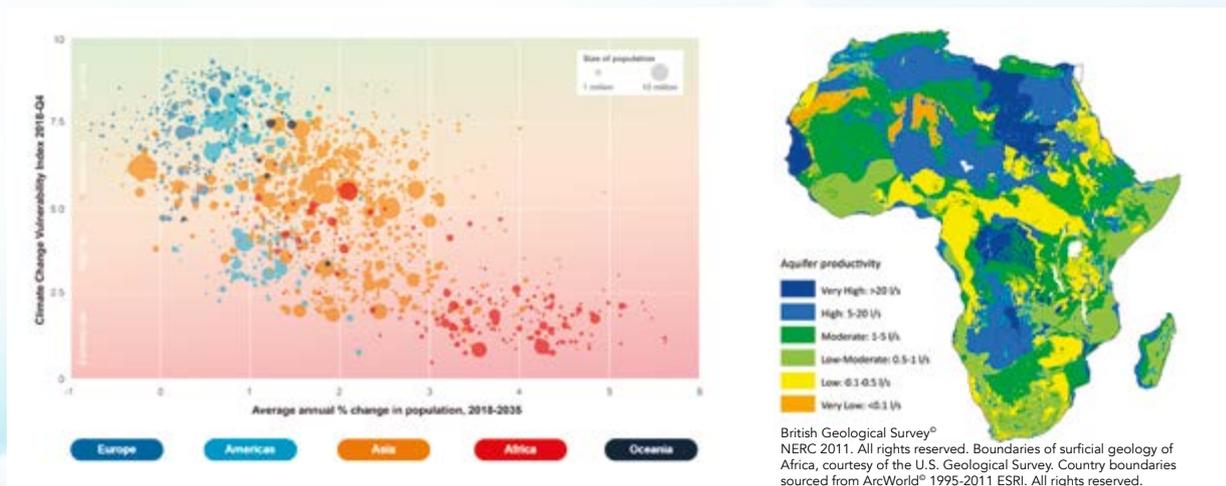
However, overall electricity consumption on this site fell by **1.14%** between 2020 and 2021.

Products and services to strengthen resilience to climate change

● Fighting the repercussions of climate change

For 45 years, ODIAL SOLUTIONS Group has been offering drinking water supply solutions to rural populations in sub-Saharan Africa, in other words, to those most affected by global warming. The company's products and services strengthen these populations' resilience to the impacts of climate change. This is completely in line with Sustainable Development Goal 13 (take urgent action to combat climate change and its impacts).

Another significant factor is that the Group's products and services encourage the use of groundwater rather than surface water. Groundwater is far more prolific and sustainable than surface water, and its use actually features among the actions recommended to reinforce the resilience of populations to climate change (Groundwater resilience to climate change in Africa, British Geological Survey Open Report, 2011).



Climate Change Vulnerability index 2018 (VERISK MAPLECROFT).

African groundwater can easily support the needs of rural communities (0.1-0.3 L/s).



PROTECTING THE ENVIRONMENT



● **Limiting the environmental impacts of facilities**

Invitations to tender for rural hydraulics projects to which ODIAL SOLUTIONS Group companies respond often specify pumps that are oversized or distribution systems that are inefficient with regard to the real needs of populations. Wherever possible, our Group's technical teams propose alternatives that are more energy efficient and have a smaller environmental footprint.

Since 2019, we have developed a comprehensive Environmental, Social, Health and Safety (ESHS) implementation and safeguard plan, which we adapt to the context of the projects we carry out, according to the country and the legislation in place.

Where it is financially viable, our teams will always choose a solution powered by solar energy over a solution powered by fossil fuels.

We also choose materials (stainless steel, galvanised steel, etc.) that guarantee that all the facilities we install are free from metal particle pollution.

● **Limiting the volume of groundwater drawn**

It is impossible to estimate the volumes of water wasted (through non-consumption) by villagers in sub-Saharan Africa using manual pumps or other supply systems to draw their drinking water. What is certain is that charging by the litre for drinking water is an efficient way to fight wastage. Consequently, the management strategies offered by UDUMA limit the volumes drawn from groundwater.

Ecological solutions to economic problems

● **"Optimisation" of the number of air trips**

By combining an assignment in Mali with an assignment in Niger, we reduce costs for the company, save the employee concerned time and energy, and limit the CO₂ emitted into the environment. Consequently, for nine years now we have been encouraging staff to organise as-

signments so that they cover several countries.

This instruction has met with compliance by the Group's employees. The proportion of multi-country missions continued to grow among the "out of Europe" missions until 2019, reaching 54.21%. Unfortunately, the international health crisis meant we were not able to pursue

the trend in 2020 and 2021, due to flight cancellations, week-long quarantine measures, and so on.

Since January 2019, we have tracked and analysed internally the CO₂ emissions generated by all our air travel.

These journeys produced 70.8 tonnes of CO₂ in 2021, 15.5 tonnes

NEW WORKSHOP LAYOUT: 16 TIMES LESS HEATED SPACE

In October 2021, the Production division of VERGNET HYDRO moved into new offices in the company workshop. The goods inspection and reception facilities and workspaces are now integrated with the office ("goods inspection/reception" room, 41 m², 163.76 m³). The facilities and workspaces of the rest of the team are also associated with their offices ("assembly" room, 140 m², 488.30 m³).

Previously, the workstations of the Production division staff were spread over several zones across the workshop (1500 m², 10,500 m³). These workstations, which were not partitioned, were heated by 6 radiators suspended from the workshop ceiling. The heat from every radiator was therefore dissipated across the entire volume of the workshop. Today, only the two Production division rooms are heated. This new layout has therefore enabled the heated volume within the workshop to be reduced 16-fold.



in 2020, and 64.6 tonnes in 2019. This of course makes it difficult to compare the environmental impact of business travel by our staff between 2019 and 2021, considering the health context.

However, since 2021 the Group has undertaken to offset the carbon impact of each of these flights through financial support for projects with a positive impact on the environment in the nations of the South (cf. "Carbon offsetting: a patronage agreement with GERES", page 22).

● Difficulties in interpreting the evolution of water and electricity consumption in 2021

Water consumption per staff member per day at our Ingré site went down by 24.02% between 2020 and 2021. The adoption of environmentally friendly habits by all our staff can help explain such a significant reduction. We should also bear in mind that our sports hall was closed for a large part of the year, and so we took far fewer showers in the workplace, which constitutes a major proportion of our water consumption.

Conversely, this same indicator applied to electricity consumption shows an increase of 15.16%. This increase can be explained by the changes to the mode of heating for the new Production division premises (see section: "New workshop layout", opposite). We now use electricity to heat a space that is 16 times smaller than the one we previously heated using gas. This means that although we no longer consumed any gas in 2021, we do have a new electricity line item.

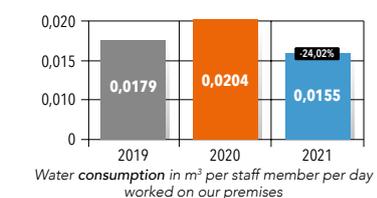
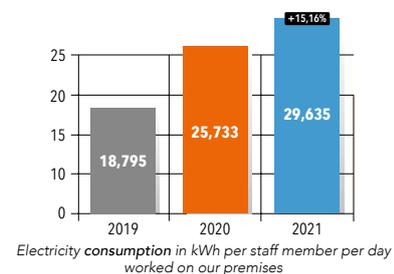
This increase can also be explained by the mass recourse in 2021 - even more than in 2020 - to working from home. Significant items of electricity consumption are in fact totally independent of the number of employees in the company (heating and lighting of shared spaces, refrigerators, dishwashers, etc.).

● Local procurement

ODIAL SOLUTIONS' responsible procurement charter (adopted in 2020) aims to minimise the Group's CO₂ impact, notably by reducing transport distances. The charter makes geographical proximity a primary criterion when choosing service providers and suppliers. In 2021, 30% of our purchases by value were made from service providers and suppliers in the Loiret department. Our Purchasing department also prioritises complete shipments over partial shipments.

Whether 10 or 40 employees are actually present on site, the company consumes, for example, just as much electricity to heat the reception area. However, if we equate this energy consumption to the number of employees working per day on our Ingré premises, heating the reception area works out as consuming four times more energy when there are only 10 members of staff on site as opposed to 40.

Ingré did, nevertheless, manage to reduce its overall electricity and water consumption by 1.14% between 2020 and 2021.





Ecological commitments



● ISO 14001: VERGNET HYDRO takes control of its environmental impact

VERGNET HYDRO has been certified ISO 14001:2015 since November 2021. The company is now therefore capable of assessing the global environmental impact of its activities. It has also identified points for improvement, drafted an action plan for reducing its environmental impact, and come up with indicators for overseeing the smooth running of this action plan. VERGNET HYDRO has also chosen to integrate quality, environment and CSR within one and the same policy, with the publication of a QE-CSR policy and the updating of the VERGNET HYDRO Environment policy.

● Carbon offsetting: a patronage agreement with GERES



ODIAL SOLUTIONS and its subsidiaries undertake to offset annually the carbon impact of their air travel, and in this way contribute to the collective effort to achieve carbon neutrality through financial support for projects with a positive impact on the environment in the nations of the South. To this end, the Group has signed a patronage agreement with the international development and solidarity NGO, GERES (www.geres.eu), which supports it in this approach.

● An application for measuring the pollution level of worksites

VERGNET HYDRO has provided the inspectors of works on the project to upgrade 1,000 water distribution points in Côte d'Ivoire (described on page 10) with electronic data entry forms, accessible in the form of a smartphone app. This will allow them to assess the quality of the work undertaken on each of the worksites by way of environmental criteria (in particular): presence or absence of plastic waste, organic waste, scrap metal waste, etc. The app allows them to substantiate their responses with photos.



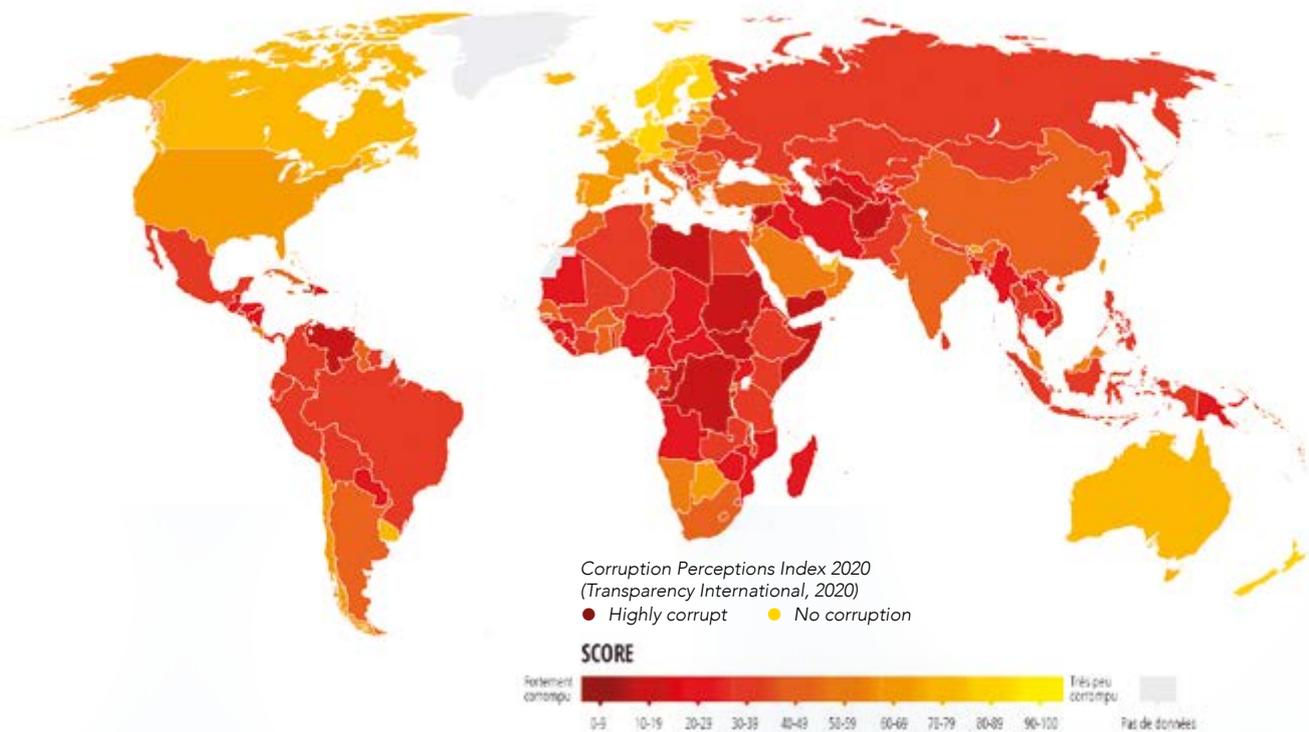
● Recycling packaging

The majority of our group's waste management policy today revolves around reusing supplier packaging. Through this approach, we succeeded - for our French sites - in limiting cardboard waste and industrial waste to 90 m³ (45 m³ per category) in 2021. In 2020, the 2.7 tonnes of paper/cardboard waste produced by our French teams were recycled in the paper industry. And, out of the 7.97 tonnes of wooden pallets returned to the recycler, BURBAN PALETTES, in 2020, 6.08 tonnes (76.29%) were reused as pallets and 1.89 tonnes (23.71%) were recycled as biofuel. In 2021, the Group also chose to entrust the management of its waste to a new service provider, which proposes a recycling channel for plastic waste.

● Responsible packaging

When packaging our own products for dispatch, we do not use polystyrene chips which could be scattered when a package is opened or during transport, polluting African rural environments. Our packaging materials are recyclable and, where possible, reusable (essentially wood, cardboard, etc.). Pallets are compliant with the International Standard for Phytosanitary Measures No. 15.

Electronic data entry form, accessible in the form of a smartphone app, enabling work inspectors on the project to upgrade 1,000 water distribution points in Côte d'Ivoire (described on page 10) to assess the environmental impact of the work sites.



ODIAL SOLUTIONS Group meets the transparency requirements of its international financial backers and, through its UDUMA subsidiary, has put in place an efficient response to fraud and clientelism in the management of water in sub-Saharan Africa.





International tenders require transparency

Most of our Group's business (more than half our revenue) is generated by responding to international tenders put out by financial institutions such as the WORLD BANK, THE

AFRICAN DEVELOPMENT BANK, THE ISLAMIC DEVELOPMENT BANK, etc. These major international institutions have been zealously fighting fraud and corruption since the late 1990s. As well as inserting suspensive conditions into their tenders, they have also created units to investigate these issues, such as the WORLD BANK's Integrity Vice Presidency and the AFRICAN DEVELOPMENT BANK's Integrity and Anti-Corruption Department.

ders issued by one of these international institutions, we and all the other candidate companies sign a charter stating explicitly that we will comply with a set of strict ethics guidelines. In doing this, we rule out both corruption and all forms of fraudulent, collusive, coercive and obstructive practice. These commitments are particularly important to us. We cannot afford to run the risk of, for example, being struck off the list of companies eligible to respond to WORLD BANK tenders.



Extract from an AFRICAN DEVELOPMENT BANK tender response document.

Moreover, when we respond to a call for ten-

How UDUMA brings transparency

The UDUMA model's viability and durability are based on the fact that the villagers pay for every litre of drinking water drawn at any water distribution point managed by UDUMA. Although the sums collected are modest, they are sufficient to pay the pump operators, repair technicians and kiosk staff, and also to purchase the necessary parts, payment terminals, etc. Complete transparency in the transactions between the villagers and the

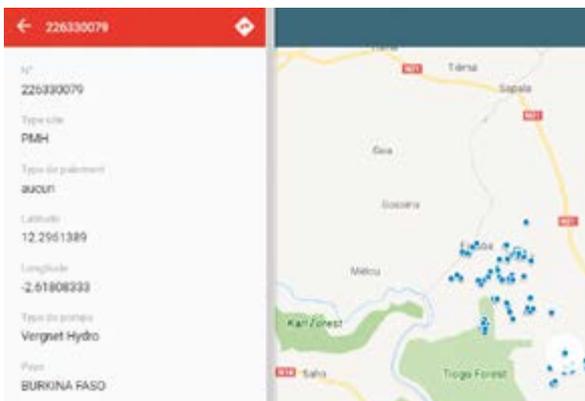
pump operators is therefore a prerequisite of the UDUMA model.

This transparency is guaranteed by the automatic correlation between the volumes of water drawn at a UDUMA water point and the volumes of water billed by the pump operator responsible for this same water distribution point. Because of this, it is impossible for pump operators to distribute water other than through a transaction recorded by UDUMA. The transaction is all the more transparent since it is entirely electronic (cashless payment).

Consequently, the UDUMA model intrinsically brings transparency to the water management sector



in sub-Saharan Africa, the area of the world that needs it most (Corruption Perceptions Index 2020, TRANSPARENCY INTERNATIONAL). It also enables public authorities and financial backers to check installations are working and ensure funds have been spent correctly.



App used to monitor consumption in real time at various water distribution points managed by UDUMA.



Frédéric AGUE

With a background in precision mechanical engineering, Frédéric has been machining and assembling special machines in the aeronautical and renewable energies sectors for 30 years. In January 2021, he joined **VERGNET HYDRO** as a **Multi-skilled Workshop Technician**, which gives him a global vision of all the products within the company.



Marie-Ameline BARBIER

A graduate in Political Science and International Relations, Marie-Ameline has been working for 7 years in the development sector in Africa. Specialised in particular in the integration of the questions of gender within projects, she has been coordinating the operational deployment of the UDUMA service with our local teams and all our partners, as **Projects Officer**, since January 2021.



Samuel COLOMBAT

A graduate from INP-ENSIACET (Toulouse Graduate School of Chemical, Materials, and Industrial Engineering), Samuel COLOMBAT is a chemical engineer specialised in environmental engineering. In November 2021, he joined **VERGNET HYDRO** as **Bids and Projects Officer**, a function in which he will most notably bring to bear his skills in the field of water quality.



Théodoro DUMBROVSKY

An electronics engineer, Théodoro has more than 15 years of experience in the development of hardware and software, the design of circuit boards, and project management. He was appointed **Electronics Engineer** at **VERGNET HYDRO** in February 2021 and is tasked with putting into place a new electronic products development line.



Claudia FERREIRA DOS SANTOS

Graduating with an SME Management Assistant BTS qualification after a work-study placement (AFTEC, Orléans), Claudia worked as an Administrative Assistant in several companies, including **ODIAL SOLUTIONS**, from September to December 2020. Particularly motivated by Human Resources, she was appointed **HR Assistant** for the Group in January 2021.



Jérôme GUDIN

Jérôme has a wealth of experience in the supply chain and has worked in industrial logistics for 20 years. He joined **VERGNET HYDRO** in June 2021 in the newly created position of **Supply Chain Director**, where his job is to organise and lead inter-departmental and supplier relations, in order to optimise customer satisfaction.



Florentin KOMENAN

Florentin is a Water Operations and Treatment Engineer and worked as Projects Engineer in various companies in Abidjan, from 2014 to 2020. Since January 2021, he has occupied the position of **Bids and Projects Officer** at **SAHER**.



Wagna MOTA

Wagna MOTA was appointed **Director of SAHER** in November 2021. After graduating with a Master's in Civil Engineering and Infrastructure, Wagna honed his skills in various public works sectors: piped water supply systems, miscellaneous networks, landscaping, roadworks and civil engineering. He has also already contributed to the development of the Ivorian subsidiary of a French corporation.



Julien THORET

Holder of a BTS qualification in Microtechnology Design and Industrialisation (CIM, Tours), Julien is now working towards a vocational degree in Advanced Methods of Design and Industrial Production (MACFI) in Orléans. He had been on **work-study placement** in the **VERGNET HYDRO** design office since October 2021. He is mainly helping with the development of new options for the automatic solar standpipe (BFA).



CSR ACTION PLAN 2018-2023



Innovate to make rural areas in Africa more attractive



- 1 **Undertake** a societal impact study into ODIAL SOLUTIONS' business activities:
 - Quantitative impact: benefiting populations, job and business creation, etc.
 - Qualitative impact: employing local people, enhancing living standards for the local population, limiting rural-urban migration, awareness raising, health impact, etc.
- 2 **Plan** for the needs of the future:
 - Continue developing services around our core activity: water and energy
 - Ensure the goods and services we propose offer maximum value for money
 - Identify local (private) players with whom we could work in synergy for a local impact
- 3 **Raise awareness of CSR** among our partners in Africa



Rally members of staff around our project



- 1 **Develop and implement** concrete actions promoting diversity within the Group.
- 2 **Use** in-house mini training sessions to improve staff's skills in specific areas and to promote communication on these subjects between different departments
- 3 **Improve** the induction of new arrivals into all companies within the group
- 4 **Create** a matrix of the group's current skill set and future skill requirements - strategic workforce planning (GPEC)
- 5 **Consider** organising seminars during which staff can work together on CSR strategy, and/or create topic-based working groups to run throughout the year
- 6 **Facilitate** the organisation of team-building events
- 7 **Continue** to look at how workshop handling can be optimised to maximise efficiency and safety and work on ergonomics for all job roles
- 8 **Pursue** investigations into travel optimisation to improve both efficiency and safety (personal safety and data security)
- 9 **Optimise** staff safety on work sites
- 10 **Encourage** cycling as a mode of transport
- 11 **Consider** introducing a remote working policy
- 12 **Extend** projects to improve staff welfare (gym, sports tournaments, table football, etc.)
- 13 **Conduct** a benchmark study into remuneration practises across similar posts to assess how attractive our pay scales are
- 14 **Include** CSR in job descriptions
- 15 **Look into** a humanitarian project run by staff in connection with our business area
- 16 **Build** links with social economy organisations (community-supported farming, charities, etc.)



Reduce our environmental impact



- 1 **Raise staff awareness** to the consequences of 14001 certification. ✓
- 2 **Conduct a comprehensive analysis** of the environmental impact of what we offer
- 3 **Put in place** an offsetting mechanism for all the Group's carbon emissions ✓
- 4 **Study the possibility** of issuing carbon credits ✓
- 5 **Assess** the energy efficiency of buildings ✓
- 6 **Assess** the quality of lighting in premises ✓
- 7 **Set up** a monitoring system for all staff travel with a view to optimisation ✓
- 8 **Roll out** measures to reduce the environmental impact of projects and local travel ✓
- 9 **Systematically** take into account the environment in the design of our products ✓
- 10 **Identify** possible approaches to reduce production waste volumes ✓
- 11 **Promote** sustainable habits (e.g. recycling) and repeat awareness-raising projects with new staff ✓
- 12 **Set up** consumption monitoring for electricity, water, gas and other consumables (e.g. paper) ✓
- 13 **Set** computers to print double-sided and in monochrome by default ✓
- 14 **Create** a strategy to digitise part of our documentation ✓
- 15 **Promote** sustainable mobility solutions for daily travel ✓
- 16 **Reduce** our soap consumption by the use of distributors ✓



Promote good governance



- 1 **Draft** a good governance charter (combating corruption, discrimination, etc.) ✓
- 2 **Continue** to develop service management tools that optimise services and transparency for customers and users (fault reporting, accountability, etc.)
- 3 **Formalise** a responsible sourcing charter ✓

✓ This pictogram indicates the goals linked to this action have already been achieved. All other measures in the CSR 2018-2023 Action Plan are in progress.



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