

## Statement by Fabrice Aresu, CEO, on Sustainability



**In an increasingly unstable world — marked by the surge in cyberattacks, the rise of digital risks, and the renewed focus on technological sovereignty as a key strategic priority for Europe — the demands for security, trust, and transparency have never been greater.**

In this context, LuxTrust fully embraces its role as a trusted guide. As digital practices become increasingly complex, we have a duty to foster clarity and understanding, empowering everyone to know what they consent to and how their data is used. Our purpose reflects this ambition: to give individuals, businesses, and institutions the power to secure and control their digital data. As our environment undergoes profound technological, climate, and social transformations, this purpose continues to guide our strategy and shape our commitments.

It is from this perspective that we have developed a broader vision of sustainability, built around four interrelated priorities: combating climate change, ensuring digital sovereignty, promoting fair working conditions, and advancing digital accessibility. Innovation lies at the heart of our sustainability strategy. For us, innovation only makes sense when it helps build a digital future that is more sovereign, more responsible, and more sustainable.

On the environmental front, we have reduced our direct emissions by 46% in just two years, thanks to targeted actions on mobility and energy. This achievement — realized despite a 33% increase in staff in Luxembourg — demonstrates the impact of responsible operational management. We must continue our efforts to further reduce our footprint, as this represents both a moral duty and a strategic imperative in the face of the environmental emergency. A new phase is now underway, focusing on the eco-design of our core services and the first structured assessment of the environmental impacts of COSI and Fair & Smart. Though still exploratory, this initiative has already enabled us to rethink our technological choices, optimize our resource use, and extend the lifespan of user-side equipment.

In terms of digital sovereignty, we are actively contributing to the development of a trusted European infrastructure, notably through consortiums such as POTENTIAL, which focuses on the EU Digital Identity Wallet. We are also establishing targeted strategic partnerships aimed at strengthening control, transparency, and trust across infrastructures and software components. The joint initiatives we have launched with partners who share and promote European sovereignty values are tangible examples of this commitment — providing additional guarantees of security and trust for all users.

Our employees are the driving force behind our responsibility, ensuring the quality of our services and nurturing the trust that connects us with our clients. Our policies are designed to create an inclusive and supportive environment where everyone can thrive. In 2024, we made well-being at work a core priority. All managers and employees received training on workplace well-being, and we are continuing our efforts through the PACT program, which identifies concrete areas for improvement by combining on-the-ground insights with collective intelligence. We firmly believe that by valuing individuality, listening actively, and embracing diversity, we are building a resilient and united organization.

At LuxTrust, we believe that controlling one's digital identity is a fundamental right, not a privilege. We are committed to ensuring that everyone — regardless of abilities, resources, or digital literacy — can have equal access to this right.

This vision translates into a twofold commitment, financial accessibility, through differentiated offers tailored to clients of various sizes, and functional accessibility, by improving interface inclusivity, compatibility with assistive technologies, and the clarity of user journeys. Through our Inclusion Delivery program and strong community partnerships, we have met and supported hundreds of citizens in strengthening their digital skills. To ensure fairer access to our services, we have also developed practical alternatives to smartphones, such as the "Scan" device.

For the past twenty years, LuxTrust has been fully committed to playing its role as a trusted and responsible pioneer in building a secure digital ecosystem. This role must continue to guide our actions in shaping a digital world that is more ethical, sovereign, and sustainable.

Fulfilling this commitment would not be possible without the dedication of our teams and the loyalty of our partners, to whom we extend our sincere gratitude.

**“Becoming a responsible company is essential to maintaining the trust of our employees, clients, and partners. Without trust, we simply cannot operate — it is the very essence of who we are. “**