



**IMS** L U X E M B O U R G  
Inspiring More Sustainability

# ACTIVITY REPORT 2021

.....  
Luxembourg's leading network for Corporate Responsibility  
.....





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First of all, I wish you a happy and healthy year 2022.

This was unfortunately the keyword of the whole of 2021 still hard hit by the pandemic. The world is visibly change at a speed rarely reached in organisations.

Indeed, home working, which was still at many places in experimental mode, has become a norm. Many of our employees are faced with this "drilled" exercise, which reveals the necessity of human contact, which puts "meaning" in the heart of the company and shows the need to articulate the "why" credibly in order to retain.

We all experience the difficulty of keeping and attracting our talents. Of course, working conditions, flexibility and wages are important elements in this area. However, many employees go beyond and ask us to explain our "moral" guidelines, whether in terms of the environment, respect for human rights and even governance. All subjects covered by the principles of the United Nations or the famous ESG principles.

In this respect, the year was also marked by Glasgow's COP26. Who remembers COP22 or 24? However, we talked a lot about this COP26, and rightly. If decisions on coal, electric car or deforestation have been made, I was hit by the move of the world of finance, which clearly ruled for a NET ZERO company and which gives itself the means with assets in trillion dollars that will be oriented towards this objective.

The world is visibly changing and we are the players. Companies, organisations, associations, private or public have had to accelerate the movement and decision-making concerning the environment, human

capital, the rules we impose (or offer) to our clients, the transparency of our action and our communication, our reporting, etc.

On many of these topics, with IMS associates, we have been on the deck with you, to inform you, inspire you, put you in touch with each other but also with recognised experts.

Because we are now engaged in a new competition. It is a race against time to rework our business plan, our products, our production and supply chains, to adapt to so many new laws, to make quality reports, adapt our communication both internally and externally.

It's a race against time to keep, retain and attract skilled associates, train them, convince them of our new models and innovate with them.

It is a race against time, to maintain our natural habitat, the land, in a satisfactory state for 8 billion of us to continue to live together without compromising future generations.

Our team has done a great deal to help you meet these challenges in 2021 and to prepare you for the future.

Thank you for your trust and wish you to read our progress report.

**Christian Scharff**  
President, IMS



Dear Members,

2021 was a busy year and new business from the IMS team, which I would like to thank in the first place.

Indeed, this year, we were still able to demonstrate resilience and positive energy despite the context and the difficulties encountered. It is important to underline that we have worked on our internal procedures, particularly via the impact assessment of the B Corp label; even if IMS as an asbl cannot be labelled.

We have worked to review our vision, mission and values and their implications in our daily work. The aim is for us to be able to embody this IMS project, which is to make Luxembourg the reference of a prosperous and sustainable company.

In 2021, our Board of Directors (CA) expanded, bringing new expertise. Board members approved a five-year strategy (2021-2025) and will be involved in working groups to develop new activities identified as strategic. The internal links between the CA and the team will thus be strengthened.

This year, IMS has still been able to be a precursor and offer you topics, projects and approaches that are the challenges of tomorrow. Examples include, for example, the complete dossier proposed in Sustainability Mag #11 on biodiversity, which we have supplemented by strong debates at the Luxembourg Sustainability Forum 2021.

I would also refer to the Diversity & Corporate Barometer - 2021 where we measured the progress on diversity by questioning companies on the impact of COVID on their HR management.

In addition, in 2021 we continued to mobilise you through our Task Force Science-Based Targets and Climate Action Luxembourg and thus offer solutions for your companies to reduce greenhouse gas emissions.

It is not possible to quote all the 2021 activities here, so rich and varied, so I warmly invite you to read the report which will give you a more complete view.

Again a big thank you, all of whom are involved in the activities proposed by IMS.

Finally, let me conclude by inviting you to take the time to (re)view and share again the video produced by Natasha Tsakos for IMS during LSF2021. The objective is to disrupt complacency, raise awareness of social and climate change and propose concrete actions to act together. This video is nothing other than reflecting our day-to-day activities.

Looking forward to meeting you in 2022, to celebrate announcements, changes and 15 years of our network, so dynamic!

**Nancy Thomas**  
Director, IMS





## The Board in 2021

Christian Scharff, PwC  
President



Valérie Arnold, PwC  
Treasurer



Julien Demoulin, Sodexo  
Secretary



Sasha Baillie, Lux Innovation  
Member of the Board



Myriam Baltes, BCEE  
Member of the Board



Mirjam Bamberger, AXA  
Member of the Board



Julie Becker, Luxembourg  
Stock Exchange  
Member of the Board



Corinne Bitterlich, KNEIP  
Member of the Board



Pascal Moisy, ArcelorMittal  
Member of the Board



Bruno Renders, IFSB  
Member of the Board



Karine Rollot, Robert  
Schuman Hospitals  
Member of the Board



Frédéric Sabban, Deloitte  
Member of the Board



### The Board met 5 times in 2021:

- 10 February in video conference
- 6 May in video conference
- 24 June in video conference
- 6 October at Sodexo
- On 16 December at PwC

The general meeting was held by videoconference on 11 May 2021. On this occasion, the members present and represented approved the 2020 annual accounts, the 2021 budget and the arrival of three new members on the IMS Board: Ms Sasha Baillie, Julie Becker and Corinne Bitterlich.

## The equipe in 2021

In 2019, the IMS team participated in a self-produced creation workshop in collaboration with Mudam. This creative workshop, entitled "Capturing Diversity" was developed by the museum as part of the Diversity Day 2019 and the exhibition of the American photographer LaToy Ruby Frazier. Since then, each new employee and employee would be self-employed during their first integration day.

Nancy Thomas  
Director



Sophie Öberg  
Deputy Director



Marie Sauvignon  
Sustainability Practice Leader



Nadia Azarfane  
Communications & Members Network  
Manager



Marine Detry  
Communications Officer



Laetitia Georgel  
Project Manager for Territories  
& Sustainable Development



Gabriela Guerrero  
Project Manager  
Diversity Charter



Mathilde Leré  
Project Manager  
Digital well-being



Frédéric Meys  
Project Manager Carbon Neutrality



Anais Michel  
Project Manager Territories  
& Sustainable Development



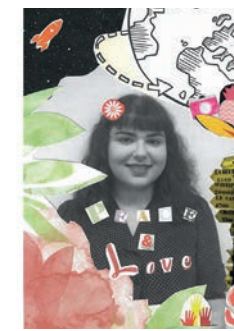
Laura Mullenders  
Project Manager Waste Reduction  
Management & Biodiversity



Lucie Rotario  
Communications Officer



Alicia Sellis  
Assistant Executive



Sarah Struvay  
Project Manager Assistant  
Waste Reduction Management



Priscilla Talbot  
Project Manager  
Part&Act



Thank you to those who, after a few years at IMS, have spoken towards other professional horizons during 2021:

Meriem Badis, Coralie Desbois, Amélie Jeannesson, Luca Macchi, Thomas Oger and Victor Quinet.

IMS also collaborated in 2021 with Armelle Duvieusart on the theme of food waste and B Corp impact analysis and continues its collaboration with Aurélien Mayer, which produces our graphical materials.

We also welcome young people in training or civic services in order to promote their integration into the labour market and offer them a real opportunity to develop their skills. IMS warmly thanked Louisa Bourri-Sauter and Adrien Terras.





## Who are we?

IMS - Inspiring More Sustainability - has been the leading Luxembourg Corporate Responsibility (CSR) network for nearly 15 years.

The independent and apolitical ASBL, recognised as a public utility, explores new solutions and concretely tests sustainable alternatives, through working groups and pilot projects with positive impacts. Through its projects, IMS facilitates innovative initiatives by mobilising all stakeholders (private, public and associative).

IMS projects cover the three pillars of Sustainable Development: People, Planet, Prosperity.

The network has 180 members and 60 associate members as at 31 December 2021 and is the national representative of the European CSR Europe organisation.

## → Sharing of common values

IMS is committed to what its team brings together around the values of the organisation, which are shared, leadership and responsibility. Our development is the result of a united, dynamic and enthusiastic team. At IMS, we operate on a trustworthy basis, each employee is considered responsible. They are at the centre of the business and our solutions are the culmination of team thinking. Quality of life at work is our priority and we believe diversity and inclusion is a wealth for our people and business.



## → B Corp

Understanding and improving the impact of our organisation is at the heart of IMS philosophy. In 2021, we took the initiative to assess our practices and activities through the B Corp impact assessment.

B Corp, known to be a certification for companies promoting stakeholder consideration and high social and environmental performance. Beyond certification, the B Corp movement is a community of companies with a positive impact that are committed to assessing and improving their impact. Although IMS could not be eligible for certification due to its asbl status, the self-assessment process enabled us to identify the topics on which we could further progress.

This tool covers 5 key impact areas (governance, associate, community, environment and clients), which allows us to review and review our activities and the direct or indirect impact we have on our stakeholders. Beyond the performance indicators it provides, the process was particularly instructive to stimulate reflection on what we do (or not), how and why. As a small organisation,

we often have informal and culturally anchored practices: their formalisation allows us to better support our growth by providing greater transparency, credibility and systematisation. We were able to begin to close the gaps, redefine certain processes (HR policies, onboarding documents, environmental and teleworking well-being practices, etc.) and define new impact indicators to be measured (diversity of the team and suppliers, changes in members related to our training and workshops, etc.). This work also opened ways to explore the engagement of our stakeholders such as our suppliers and partners.

IMS's current score is 67.7 points: for profit-making organisations, the minimum score to be certified is 80 points. Our performance on the employee pillar is one of our strengths through the consolidation work that has been done in recent months; the environmental pillar remains an area of improvement, due to our nomadic nature and the little decision-making influence we have on the facilities we occupy. We are also working on a more in-depth analysis of the achievements and implementation of learnings related to IMS activities among our members.

## Who are we?

## → Training

Again this year, our team was able to attend numerous individual or collective training courses, with the objective of increasing the skills and know-how specific to IMS and its organisational method, ensuring the transfer of skills and building a learning approach throughout the career. For example, the team was able to work on public communication and speaking, game and gamification to design training and the Fresque du Climat.

The desire was also to work on the well-being and prevention aspect. We have completed burn-out prevention training and the training of first aid in mental health

provided by the Centre for Information and Prevention of the League. Through these trainings we want team members to be able to identify problematic situations, approach people in difficulty and provide them with assistance and information. This training will now be mandatory for all IMS employees.



**311** IN 2021, THE IMS TEAM TOTALLED 311 HOURS OF TRAINING. ON AVERAGE, EACH TEAM MEMBER COMPLETED APPROXIMATELY 21 HOURS OF TRAINING.

## → Carbon offsetting of IMS activities

As part of its activities, IMS strives to minimise its carbon footprint via MyClimate. For the fifth year, IMS offset the carbon footprint of all of its activities through the Mobisol Smart Solar Homes project, which installs high-tech solar energy domestic systems where access to electricity is limited. These systems are based on new technologies and are a clean and affordable alternative to fossil fuels.

### Mobisol Smart Solar Homes in brief

In Africa, more than 600 million people, 60 per cent of the population, do not have access to electricity, obliging them to use costly and inefficient fossil energy sources. This programme was first set up in Tanzania and then in Rwanda and is projecting to extend to Ghana and Kenya. It uses solar energy, mobile technologies and microfinance to offer high-tech domestic systems to developing African countries.

### Rewarded impacts

The benefits of this programme are environmental, social but also economic. Mobisol Smart Solar Homes received the Momentum For Change Prize. It offers a sustainable, simple-use system and enables the development of education and telephony to small households and small businesses.

Find out more:  
[www.myclimate.org](http://www.myclimate.org)





## Members

### → They joined IMS in 2021

- |                                     |  |
|-------------------------------------|--|
| → All-In-One technologies           | → Luxempart                                    |
| → Aperam                            | → National Rescue Work                         |
| → Aremis                            | → Grande-Duchesse Charlotte / National lottery |
| → BESIX RED Luxembourg              | → OUNI   |
| → CO2 strategy                      | → Ramborn Cider Co.                            |
| → IA consulting                     | → RSS-Hydro                                    |
| → Innov'ktion                       | → STREFF - Data Protection Services            |
| → Luxembourg Institute of Directors | → University of Luxembourg                     |
| → Luxembourg Office Convention      |  |

As at 31 December 2021, IMS had 180 member companies.

## IMS thanks all its members for their trust and commitment

We would also like to warmly thank BGL BNP Paribas for hosting the IMS team during 2021. As well as ALD Automotive for the partnership that allows the entire team to use 3 electric scooters to move. In addition, we strongly thank the companies that welcomed us during IMS events and those that contribute, on a recurring basis, to support us in our activities. You can find the exhaustive list at the end of the report.

## The associate members

IMS has worked with social and solidarity economy companies for more than 10 years. The objective is to facilitate and encourage collaboration with network member companies in order to create partnerships with positive impact and to promote social innovation.

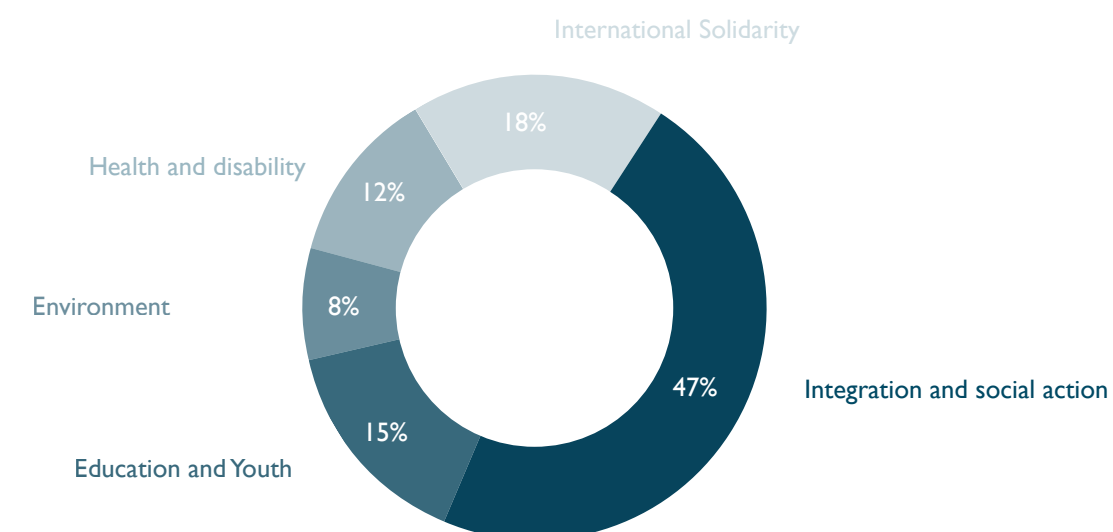
Since 2018, IMS has formalised the commitment of the EHS players - social and solidarity economy - within the network, via the status of "associated member". It is entirely free of charge and is intended for NGOs, associations and SIS - social impact companies - based in Luxembourg. It provides access to the Part&Act project, a platform for the exchange and creation of partnerships. Thus, they benefit from events, publications, and the sharing of dedicated expertise.

This makes it easier for network member companies to exchange with the social and solidarity economy sector through a privileged relationship within the Part&Act project.

In 2021, 11 associations or companies in the social and solidarity economy joined IMS bringing the number of associate members to 60 as at 31 December 2021:

- |  |                             |
|--|-----------------------------|
| → Narin Association                              | → Doctors without Frontiers |
| → Wombats impact                                 | → Mieterschutz LU           |
| → KnowThyBrand                                   | → Nyuko                     |
| → Queer Research Laboratory, on Gender and Women | → Seibühn Ensber            |
| → Centre for Circular Economy Luxembourg         | → RYSE                      |
| → House du Coaching, Mentoring and Consulting    |                             |

## Fields of action of the 60 associate members





## 2021 key figures

**180** Members

**60** Associate Members

**230** signatories of the Lëtzebuerg Diversity Charter

**3** CHALLENGES { People Planet Prosperity

**24** ACTION FIELDS



**12** PUBLICATIONS

**108** ORGANISED events

including People: 33, Planet: 45, Prosperity: 27

**95%**

participants recommending IMS events

**3 750** event participants



(49% more than in 2020)

**8,2/10\***

Evaluation of participants on selected topics

\*All our events are the subject of a quality approach, and a satisfaction questionnaire is sent at the end of each of them.

## Knowing the IMS team better\*

**15** positions as of 31.12.2021



**6** cross-functional functions (Management, Communication, Administration)



**6** permanent contracts  
**9** temporary contracts



**People**

**4**

positions dedicated to the "People" issue



**Planet**

**5**

positions dedicated to the "Planet" issue



Average age of the team

**33** years



**14 women - 1 man**



**80%**



full-time workforce

**2 YEARS** and 6 months



of seniority on average

\* as of 31 December 2021





## PEOPLE



### DIVERSITY & INCLUSION (Diversity Charter Lëtzebuerg)

- ☐ (HANDI) CAP' EMPLOI
- ☐ MIGRATION TO EMPLOYMENT
- ☐ DIVERSITY DAY
- ☐ ALLOCATION AWARDS
- ☐ LGBTI INCLUSION

### BUSINESS & HUMAN RIGHTS

### COMMUNITY COMMITMENT

- ☐ PART&ACT

### WELLBEING AT WORK

- ☐ SAVVY FLOW INFO
- ☐ HAPPINESS AT WORK: MYTH OR REALITY

### YOUTH

- ☐ DIGITAL EXPLORER



## PLANET



### TACKLING CLIMATE CHANGE

- ☐ SOLAR ENERGY
- ☐ ECO-MOBILITY
- ☐ CARBON NEUTRALITY

### NATURAL RESOURCES & BIODIVERSITY

- ☐ BIODIVERSITY
- ☐ CORPORATE GARDENING

### TOWARDS ZERO WASTE

- ☐ ZERO SINGLE-USE PLASTIC
- ☐ ZERO FOOD WASTE



## PROSPERITY



### NEW ECONOMIC APPROACHES

- ☐ LUXEMBOURG CEO SUSTAINABILITY CLUB
- ☐ CIRCULAR ECONOMY
- ☐ THE THIRD INDUSTRIAL REVOLUTION

### RESPONSIBLE CONSUMPTION & PRODUCTION

- ☐ PURCHASES CLUB "OUT OF THE BOX"
- ☐ OVER-INDEBTNESS (FINANCIAL DEBT)

### SOCIAL AND SOLIDARITY ECONOMY

### TRANSPARENCY & REPORTING

- ☐ SUSTAINABILITY MANAGER CLUB







# PEOPLE

All citizens must be able to access the essential needs: food, housing, health and well-being, education and inclusive and equitable work, safety, human rights, culture, etc. To do this, our company must promote social cohesion and the integration of individuals, their commitment to a group and their participation in social life.

In May 2017, the Luxembourg government adopted the implementation report of the 2030 Agenda to and by Luxembourg: "Translating lives while preserving the planet".

*The challenge presented to organisations is clear: they must be able to identify and manage their many direct and indirect impacts on human capital and communities.*

- Diversity & Inclusion
- Business & Human Rights
- Community Commitment
- Wellbeing at Work
- Youth



# Diversity & Inclusion



## PEOPLE

*The diversity of profiles is a major strength and asset for companies. The inclusion of all is thus essential in order to achieve equality of people and more responsible and efficient organisations.*



## Lëtzebuerg Diversity Charter



Launched in 2012, the Lëtzebuerg Diversity Charter is a national commitment text that any organisation can sign, whether or not it is a member of IMS. The signatory organisation undertakes to act in favour of the promotion

and management of diversity by implementing a strategy and concrete actions that may go beyond the legal obligations on equal treatment between all persons without discrimination based on nationality, race or ethnic origin, sex, sexual orientation, religion or belief, disability and age. The signatories are supported by this approach by providing a methodology and events for the exchange of best practices and awareness-raising. Find all the news of the Diversity Charter on [www.chartediversite.lu](http://www.chartediversite.lu).

### In figures

- 230 signatories (26 new in 2021)
- 4 meetings of the Charter Committee
- 6 publications
- 4 video Passerelles between companies and AIPs in Luxembourg



In 2021, the charter committee announced changes and a new structuring related to the commitment of signatories. This new approach is built in the spirit of the founding pillars of the Diversity Charter, namely the promotion of diversity and inclusion in Luxembourg as well as the ongoing linking of committed private and public actors. Thus, three new statuses (Starter, Advanced and Ambassador) allow each signatory to identify its progress on diversity and inclusion and to measure its contributions. Each status offers advantages and new ways of collaborating while encouraging innovation in the implementation of its actions. The Ambassador status will be the first status activated via the launch of four groups that will start their activities in January 2022 (Age and intergenerational management - Lead by Sodexo; Gender Diversity in Luxembourg - Lead by ABBL; Analysis of LGBTI issues in Luxembourg companies - Lead by StateStreet; Managing long absences; employee return and/or - Lead by PwC). This new structure aims to highlight the actions taken by each signatory through various media such as digital communications, events or publications of the Charter, depending on their status. To facilitate understanding of this evolution and the benefits for signatories, a new presentation brochure of the Lëtzebuerg Diversity Charter is available.

## Diversity Network

In order to inspire and allow the exchange of good practices between signatories of the Lëtzebuerg Diversity Charter, the Diversity Networks honour the most innovative practices on current issues.



In 2021 the following were discussed:

- "Equality of gender" with BGL BNP Paribas, the Becker & Associés orthodontics Firm and the Ministry of Gender Equality.
- "How can we act in the face of violence at work?" with the Robert Schuman and Pictet Technologies Hospitals.

## 11<sup>th</sup> official signature session



On 30 September 2021, Christian Scharff, Chairman of the Committee on the Charter of Diversity Lëtzebuerg and Mrs Corinne Cahen, Minister of Family and Integration and Mairain of the Diversity Charter welcomed 26 new signatories during a signature session that welcomed more than 50 participants (session only reserved for new signatories 2021). This was accompanied by a presentation of the new Articles of Association of the signatories. The four signatory companies with the status of "Ambassadors" were thus able to launch a call for participation in the Autonomous Working Groups at the hearing.

### New signatories

Allagi, Alpha FMC Luxembourg, Alter Domus, Autocars Emile Frisch, Badenoch + Clark, Beautiful Green, Beng Architectes Associés, Bonn Steichen & Partners, Cargolux Airlines International, CONCEPT FACTORY, European Court of Auditors, Lëtzebuerg Blannevereengung Foundation, HACA Partners, ILA, innov'ICTion, Innpect, Innpect Funds Management, Luxembourg Institute of Quality of Life at Work, IQ EQ, IQ Solutions, Luxembourg Institute of Science and Technology, M&G International Investments, Nhood, Regis TR, Sogeti, Taleo Consulting

## Diversity Day, 7<sup>th</sup> edition

On 20 May 2021 the 7<sup>th</sup> edition of the Diversity Day Lëtzebuerg took place, day of enhancement and celebration of diversity during which any organisation is called upon to implement fun and educational actions internally or externally in order to highlight their diversity. For this edition, more than 50 companies took place during this national day. It was also marked by the official visits of the Minister of Family and Integration of Corinne Cahen, a member of the Lëtzebuerg Diversity Charter, at Lombard International, International School of Luxembourg, HITEC, Schroeder & Associés, CHAMP Cargo Systems and Elisabeth - "Muhl Klouschter".

Organisations continued to offer virtual and face-to-face activities. These remain as diverse, fun and proactive as the previous editions. The actions can be consulted on the Diversity Charter website.



## Action kit and workshop for preparation for Diversity Day

In order to inspire as many organisations as possible to take advantage of this nice national day, the Diversity Charter produced an action kit containing national and European examples in French and English. It was presented during the preparation workshop for Diversity Day where organisations were invited to a collective brainstorm. The testimonies and feedback from Crèche Les Petits Bouchons and Clearstream on the actions organised in 2020 supplemented the workshop.





## ➤ (Handi)' Cap Emploi

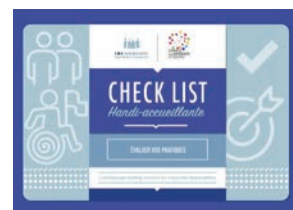
In 2021, IMS continued its activities to promote the inclusion of people with disabilities in companies with three new tools made available to companies. The project (Handi) inclusive is financed by the European Social Fund, the European Union, the Ministry of Family, Integration and the Grand Region and the Ministry of Labour, Employment and Social and Solidarity Economy.



The first, a guide: The purpose of "Borders between companies & AIP in Luxembourg" is to present the possibilities for gateways between the Professional Insertion Workshops (AIP), which employ people with disabilities, and companies in Luxembourg. It presents the types of possible exchanges, the issues and benefits, as well as the necessary conditions. In a practical manner, this document will also make it possible to discover many useful and practical information: the 13 protected workshop managers and their services, the employment aids offered by ADEM, the inclusion assistant (which was also presented by ADEM on 11 November 2021 during the presentation of the guide).

In view of the importance of the gateway theme for the inclusion of PSHs, IMS has also made an animation video which presents the information contained in the guide. Find this on the YouTube channel of the Lëtzebuerg Diversity Charter in 4 languages (French, German, Luxembourgian and English).

Finally, IMS unveiled a tool to assess your practices on the theme of disability: the handicapped welcoming check-list. It was created through a working group composed of committed employers and associations that met to identify a rich and relevant format and content so that this tool is inspiring, simple to use and accessible to all organisations. The checklist is available in 2 languages (FR and EN). This will allow your company to situate itself in the process of inclusion of disability in the company, but also to find inspiration to introduce good practices and continue to move towards better inclusion of people with disabilities (PWD).



## ➤ LGBTI inclusion in the workplace

During the first half of 2021, IMS co-organised a round table on the inclusion of LGBTI people in business. On this occasion, HSBC CEOs, JPMorgan, PwC and Vodafone discussed initiatives and approaches to including LGBT+ people in the workplace. The discussion focused on running an LGBT+ programme, the importance of culture change in the company, and how to be a bold ally in the workplace.



Thanks to the support of the Ministry of Family, Integration and the Grand Region, and specialist bodies of the subject (Rosa Lëtzebuerg, the CIGALE Centre and the Centre for Equal Treatment), a guide for the inclusion of transgenders into companies has emerged. In order to enable companies to learn about the issue or find support, this guide contains several avenues and advice. It makes it possible to understand the basic concepts of trans-identity in general, stereotypes to be rejected and practical advice to be put in place. This guide was unveiled during an exchange around trans-identity at work.

The purpose of this event was to answer the question: how to create a safe and challenging professional environment for transgender people? In order to provide input, the people present were able to participate in a Fishbowl whose objective is, in a participatory way, to give participants the power to choose the direction of the presentation. The experts invited from time to time were Lia Lilith de Oliveira and Mylène Porta.

## ➤ Barometer Diversity & Business Lëtzebuerg, 2021 edition

The Lëtzebuerg Diversity Charter, led by IMS, in collaboration with the Ministry of Family, Integration and the Grand Region, as well as the LISER, published in 2021 the results of the fourth barometer "Diversity & Business Lëtzebuerg", resulting from the analysis of the questionnaires of the signatories involved.

The diversity management policies put in place by the signatories undeniably have positive impacts, even more so, the effects observed respond precisely to the 2021 challenges of companies. The objective/results figures concerning the three main goals pointed out by the signatories to engage in a diversity approach are:

1. Attract talent: 53% of signatories notice improvements in talent attraction and retention.
2. Create respectful behaviour: 63% of signatories note progress on this point.
3. Making teams more innovative and creative: 54% of signatories note an increase in innovation and creativity of their teams.

New in 2021: the Charter Committee wished to analyse using the 2021 barometer whether or not the health crisis was a trigger, a lever or a brake on diversity issues. The results of the barometer are accessible to everyone: updated inventory and self-assessment tool as well as inspiration, signatories or not, are invited to join the movement of diversity for the well-being of all.



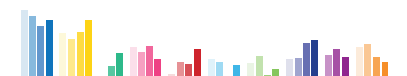
**1** The numbering objective of one of the signatories to implement a diversity management policy is to attract talent.



**86%** signatories rely on the Charter to increase their theoretical knowledge and raise employee awareness.



**64%** signatories adapt communication according to the different languages used by employees.





# Business & Human Rights



## PEOPLE

*Every individual around the world deserves to be treated with respect and dignity. This right should be acquired for all. Right to life, freedom, security, health, privacy and an adequate living environment.*



### Human rights and duty of care

In line with the 2-day training delivered in 2019/2020 in collaboration with Faire Trade Luxembourg and ASTM, in 2021 IMS continued to raise awareness among companies through two meetings.

The objective is to explain corporate responsibility for human rights and the concept of the duty of care. It allows companies to understand the new risks weighing on them, to meet the expectations of their stakeholders and to initiate their human rights approach internally.

# Community Commitment



## PEOPLE

*Faced with the current complexity of social and environmental challenges, it is now urgent to develop new models of partnerships between stakeholders of the general interest (municipalities, NGOs and associations) and traditional companies, with a positive impact on society.*



### Part&Act

The purpose of the Part&Act project is to connect IMS member companies with the world of social and solidarity economy. The objective is to build win-win partnerships that benefit the association and the company by improving:

- social and environmental impact,
- commitment to the local community,
- employee engagement,
- sharing expertise and skills.

#### In figures

- 60 associations, NGOs or SIS, associate members of IMS
- More than 4 tons of waste avoided by IMS member companies' donations to associations
- 15 volunteer missions

### Part&Act IN PRACTICE

As part of the Part&Act project and associated member status, IMS offers events called Part&Act IN PRACTICE. The latter aim to facilitate the collaboration between the social and solidarity economy sector and the members of IMS for more impact and social innovation: transfer of skills, sharing of expertise, bringing into contact

- Three sessions of 6 pitches by Esch2022's cultural projects (FR & EN):

In 2022, Esch-sur-Alzette, with the 10 Pro-South municipalities and the 8 French municipalities, was European Capital of Culture. As part of its programming, the Esch2022 association launched a call for cultural projects. IMS offered 3 sessions to six project promoters. The purpose of this meeting was to connect companies and the promoters of cultural projects in Esch2022 in order to create partnerships with them, and thus provide them with support. The forms of collaboration were multiple: donations of equipment, room loan, provision of volunteers, etc.

- Presentation of SOCIALware:

For associate members, ASBL SOCIALware presented the tools available, and provided some advice on cybersecurity, password management and use of a CRM. Its purpose is to equip the technology associations they need to carry out their mission. During the workshop, the programmes offered by SOCIALware help associations to equip themselves professionally with the most recent IT tools, giving them free or very reduced access to the products of major IT players, such as Adobe, Cisco, Google, Microsoft, Zoom, and many others.

- Two "Work-Life Family Balance" workshops: how to take it?" :

The balance between family and professional life is based on a partnership between companies and employees. An adequate sharing of family and professional responsibilities requires arrangements between companies and employees as well as an encouraging legislative framework. During this exchange, the School of Parents defined the concept of Work-Life-Family-Balance and presented the resulting challenges.

- Women in business - challenges and opportunities:

In recent years, there has been a lot of talk about the importance of gender equality in companies, but we don't always know what are the concrete benefits for employees and employers of investing in change. During this session, we analysed the results of the research and understood the economic arguments for gender equality, the internal and external obstacles faced by women in companies, and highlighted practical strategies for organisations wishing to support women in businesses. Lunch & learn was presented by KnowThyBrand social impact company.

*"I am extremely happy to have joined IMS as an associate member. The support IMS provides to organisations such as KnowThyBrand is extremely concrete and precious. Thanks to IMS, we have been able to organise a gender equality event in business and raise awareness of the current challenges that women face while sharing suggestions on what organisations can do to support their female talents." Giulia Iannucci, CEO - KnowThyBrand (December 2021 following the Lunch&Learn Part&Act Woman in business - challenges and opportunities)*

### Skills transfer workshops

Skills transfer workshops aim to make available, free of charge, to social and solidarity economy organisations and IMS member companies with resources, time and expertise they do not have internally. They are organised in a user-friendly and collective environment and pursue a win-win approach:

- The skills of volunteers of member companies support concrete associative projects: redesign of a website, definition of a graphic charter, launch of a new activity, legal advice
- The expertise of an organisation of the social and solidarity economy supports members in the evolution of their CSR practices: environment, insertion, and parishment

In 2021, two three-hour workshops were organised during which 6 company volunteers shared their skills in favour of a social and solidarity economy project.

This year, the Cooperation and Arcus structures benefited from skills transfer workshops for issues related to training and communication.

#### In figures

- 21 hours of Part&Act volunteering
- 2 personalised advisory assignments
- 2 structures of the social and solidarity economy assisted

*"Our collaboration with IMS allowed us to exchange with open and competent professionals on a new project involving social and corporate aspects. The resources provided by the IMS favoured the co-construction of a more appropriate and relevant approach to future intervention in companies." Gregory Lambrette, Executive Manager - Arcus (October 2021 following their competency transfer workshop)*



### Digital Skills Matching

In collaboration with Digital Letzebuerg, Digital Skills and Jobs Coalition, and the Media and Communications Department, IMS organised on Tuesday 14 September the first edition of the Speed Meeting focused on digital projects: Digital Skills Matchmaking.

Welcomed during ICT Spring's opening day, IMS member companies interested in digital technology were invited to meet a selection of innovative digital projects. The purpose of this meeting? Facilitate exchanges and create win-win partnerships. Companies subject to the digital transformation as well as the evolution or disappearance of certain business lines may, following partnerships, benefit from the expertise of digital players who represent a source of skilled workforce in these new areas. A great opportunity for companies to implement their CSR strategy or mobilise their employees in a voluntary approach. Project holders were seeking coaching, mentoring, advice, and financial and logistical support.





# Wellbeing at Work



## PEOPLE

Burn-out, bore-out, brown-out, blur-out, info overload, FOMO, are some of the markers of a certain state of weariness increasingly encountered at work. However, many research prove that a "happy" employee is more productive.



### ➤ "Health at work, prevention is better than cure" colloquium



As part of the awareness-raising campaign "Prevention of Health Risks at Work" led by the Employee Chamber, IMS, as a partner of the colloquium dedicated to health at work, offered a French/German quarterly collective intelligence workshop to the hundred participants to identify the main obstacles and levers to the implementation of a corporate psycho-social risk prevention policy. IMS also programmed and led the "Workplace Health - how to concretely implement it? ». Panel guests shared good prevention practices that could be risk awareness, detection of problematic situations, diagnosis, support and support. In the course of this panel, there was a question of "going back in time" of psycho-social risk prevention from the following questions:

what to do when you see someone in difficulty? How to see risky situations? How to avoid them? There was therefore a question of the three levels of prevention.

### ➤ Digital well-being

Digitalisation intensifies professional information overload within Luxembourg organisations. In 2021, the subject of information overload continued to grow particularly with the extension of remote working and the appearance of hybrid working organisations (on-site / remote). IMS, co-financed by the Ministry of State via Digital Lëtzebuerg, the Chamber of Commerce and the Chamber of Employees, therefore continued its efforts to raise awareness of information overload and its harmful effects by disseminating the tools created such as filmed conferences or barometers and by proposing new activities on the subject.

#### In figures

- Nearly 900 completed e-learning modules
- 6 workshops to prevent hyperconnection



### Quiz Info Flow Savvy: e-learning to raise awareness of information overload and professional hyperconnection

The Quiz Info Flow Savvy is available online and accessible to everyone to cope with professional information overload. It consists of 16 practical cases divided into 3 self-assessment and apprenticeship modules:

- Definitions: Information overload and hyperconnection
- E-mails: How can I receive less e-mails?
- Multiple channels of communication: Which tool should I choose?

"I have passed the self-training modules on information overload and hyperconnection myself and I found that they made it possible in a very simple and quick way to raise users' awareness of the behaviours to be adopted for the proper use of digital tools. The accessibility and fun of this e-Learning has prompted us to offer it on our intranet to all our employees. In total, more than 200 employees from POST Luxembourg tested their digital habits," Pascal Recchia, Psychologist of Work/QVT - POST Luxembourg (June 2021 following the distribution of the quiz via the Intranet).

"With the HR team we organised a workshop on 5 questions from the quiz. One week after we decided on best practices within the team to create a more effective and supportive digital environment for our work-life balance. In total, the process took us two hours and we're already seeing the benefits! " Élise Pillemand, HR BP, Vice President - Clearstream Services (April 2021 following the Workshop: how to reduce information overload risks within our team?)

### Workshops "Daring to disconnect when remote working"

Remote working considerably increases overflow work and changes the managerial experience that traditionally relied on physical presence and visual control, and consequently raises questions of trust and autonomy. Managers are faced with the difficulty of leading and motivating teams whose members are scattered, when "managed" can seek to reassure their managers by a permanent availability/connection that often leads them to the ambiguity between the feeling of freedom and the invasiveness of their personal life. IMS therefore proposed to its members two participatory webinars around the challenges of disconnecting in the context of teleworking in its various aspects: technical and practical, psycho-social, relational, managerial or mental. The commitment and exchange times were coupled with guided meditation (anchoring, breathing techniques and full consciousness) and information on disconnecting practices.

### Workshops "Combat digital cliches to promote digital well-being"

The growing digitalisation of professional practices is increasing the speed of information flow and intensifies expectations of increasingly rapid or even immediate returns. In 2021 IMS proposed three participatory workshops, between exchange of best practices and theoretical contributions, to question digital habits and above all to prevent the risks of professional hyperconnection. Participants choose a few "Ministry Digitalcliches" present in their professional daily lives to compare individual and collective habits with scientific lessons. Examples of photographs proposed during the workshop: "for greater transparency, I copy the team. Like that, everyone has info", "It is urgent to answer e-mails. It limits stress! "or yet" an effective working day begins by reading e-mails".

"In addition to being extremely led by IMS, I was able to discuss this issue with other members of the network. Putting the finger on bad habits that, over time, anchored in my professional and personal daily lives is the first step towards a change. All the good advice given..." Delphine Maillloc-Amand, Marketing & BD Manager - Simmons & Simmons Luxembourg LLP (July 2021 remains to be applied following the "E-mail and digital uses workshop: Stop cliches!").







# Youth



## PEOPLE

80% of the 2030 business lines do not yet exist. Faced with the obsolescence of skills, and to remain competitive, companies will need young people with the required skills more than ever.



### > Digital well-being for youth

In March 2020, remote working replaced the face-to-face for almost all activities: school, leisure and family visits. Children and young people found themselves in a constant virtual world. IMS responded to the call for projects "ACTiON Jeunes - living through the pandemic well" led by the Œuvre Nationale de Secours Grande-Duchesse Charlotte. The objective is to support young Luxembourg between 15 and 26 years to limit the risks to mental health, in particular digitalisation and to prepare them to a digitalised world guaranteeing mental and digital well-being.

IMS proposes, thanks to this project, forming the non-implicit nature of digital uses and prevent individual and collective mental impacts by enabling experiments to reconnect reality by identifying the standards and by giving tools to enable learning and working conditions framed by the concepts, underlying the digital well-being, and above all, to prevent risks for the entire population on a large scale, and particularly young generations living with the digital but little to protect themselves.





# PLANET

Drink and eat well, preserve the quality of the air we breathe, protect the biodiversity we need to live and promote new and resilient agriculture, as many challenges we face and need to face for the survival of our planet and humanity.

*The loss of biodiversity and climate change, resulting in unprecedented challenges and sometimes irreversible consequences for ecosystems and humans.*



- Tackling Climate Change
- Natural Resources & Biodiversity
- Towards Zero Waste



# Tackling Climate Change



*Climate change has become a reality that we all have to face and act accordingly. It threatens the overall development of companies and impacts all regions of the planet and all sectors of activity.*



## ➤ Sustainable territories

### Local working groups

Partner of the Climate Pact since 2013, IMS has been supporting municipalities and companies in the national territory on the measures of component 6 "Communication and Cooperation". The objective of this partnership is to create links between municipalities and companies. This year, the team worked in various areas and led working groups, but also organised meetings around cross-functional themes, common to all territories.

With regard to the working groups, the first step was to define the priority territories, then we brought together the companies present in these areas as well as the people of the municipalities: technical services, environmental delegates or climate advisors. For each of the five working groups active in 2021, we have identified themes on which to focus in order to act in favour of climate objectives under the Climate Pact. The themes discussed in 2021 were numerous ranging from sustainable mobility, renewable energy and the promotion of re-employment. In 2022, we will integrate all these topics, as well as events around the preservation of biodiversity, in conjunction with other projects in the Planet pillar.

#### In figures

- 12 meetings
- 34 engaged companies
- 5 working groups (Kirchberg, Cloche d'Or, Gare, Place de l'Etoile, Leudelange)

*"This working group was extremely enriching, we shared our own and benefited from experience of others on various topics such as mobility, biodiversity, corporate gardens, reusable energy... I have found the exchanges with IMS, the expert guests and sustainability officers from the other companies located in Kirchberg very valuable, and it even opened the door to inter-company actions. We are looking forward to participating in the next series!" Elodie Putz, Head of Business Management, Banking Funding and Financing - Clearstream about Climate Pact working groups.*

### Enhanced collaboration with partners

In addition to the coordination of working groups, we organised events affecting all companies, regardless of their geographical area. We had defined the objective of strengthening collaboration with the other Climate Pact partner organisations and some events have made it possible to highlight initiatives or their work.

- Photovoltaic and solar power plants information session

As in 2019 and 2020, IMS relayed the information to its members regarding the fourth tender for the construction and operation of high-power solar power plants. This information session was followed by more than thirty members of IMS and was organised jointly with the Ministry of Energy and Land Planning and myenergy in December 2021.

- Grénge Web

The EBL initiative (Émweltberodung Lëtzebuerg a.s.b.l), Grénge Web, promotes a sustainable approach to the digital and internet universe. Use of data, software, hardware, user behaviour, etc. We have proposed to our members the analysis of their website in order to draw up a finding and including areas for improvement. This project will continue in 2022 with the results of the analysis for the websites of 19 organisations.

- Information session on local biodiversity actions

An information webinar was held on 30 March in collaboration with the asbl Natur&Émwelt and with the Natur Hëllef fir Foundation. This information session enabled the two associations to present their activities and actions to protect biodiversity. The objective was to present to the participating companies various actions that they can carry out in collaboration with the two associations.

- KlimaExpo and Climate Pact Day

IMS participated in the first KlimaExpo, the national trade fair dedicated to actors and solutions of the climate cause, organised in October by the Ministry of Environment, Climate and Sustainable Development. This fair, also open to the general public, took place over three days. The Climate Pact day, in which IMS participated as a partner, was included in the KlimaExpo. This day is an annual flagship event for the Climate Pact, bringing together all stakeholders involved in this initiative. Each partner having had the opportunity to present its actions, IMS was able to re-affirm its commitment by creating a link between the companies and the municipalities in 2021 which will be strengthened in 2022 through partners, other projects and resulting synergies.

### Mobility at the heart of companies' environmental concerns

For several years, the work carried out under the Climate Pact has highlighted the problems of home-work mobility. The large use of individual car with low filling rate and traffic congestion at peak times makes it essential to put in place alternative solutions, whether in favour of the use of public transport, the increase in carpooling or so-called active mobility (walking and bicycle). IMS has helped to bring forward discussions on this subject, whether in the coordination of local working groups or with the organisation of global events, particularly during the European mobility week, which is held each year from 16 to 22 September. For the 2021 edition, two highlights were organised:

- Move Sustainably, Stay Healthy

37 participants from 27 organisations came to this event organised in collaboration with PwC to attend a mobility conference and its health implications. A market place was organised to present a few providers of sustainable mobility solutions to member companies. This morning was also an opportunity for participants to carry out a Mobility Fresque, where they were able to discuss the situation of mobility in Luxembourg and question the levers of action to make it more sustainable and decarbonised.





- Presentation of the tram development plans

Members were able to attend a Q&A session with Luxtram and then visit the maintenance premises at the Kirchberg site.

"Very interesting to see the power of the service and the wide range of its possibilities. Decidedly, what good idea to join the IMS family!" Virginie Ducommun, Indoor Forest - BioOrg Lux, 20 September 2021 after Luxtram's visit organised during the European Mobility Week.

## ➤ Carbon Neutrality

The latest IPCC reports are alarming and insisting on the need for drastic and rapid reduction of humanity-wide greenhouse gas emissions. IMS wants to encourage its member organisations to reduce their greenhouse gas (GHG) emissions in order to limit global warming to 2°C and ideally 1.5°C.

The Task Force met again throughout 2021 based in particular on the Science-Based Targets Initiative (SBTi), an international initiative that certifies that business reduction targets are in line with what climate science recommends. The purpose of the Task Force is to go beyond carbon compensation and to focus on the activities of its members and their impacts. Focusing on collective intelligence, the experience of companies already engaged in reducing their emissions and supporting experts, the Task Force aims to create ambitious reduction trajectories and concrete solutions among its participants.

In order to act in a structured and rigorous manner and demonstrate their climate ambition, members of the Task Force are encouraged to have their targets validated by the SBTi. With the implementation of the Task Force and the action of quarantine of its participating organisations, IMS also wishes to inspire and train other organisations in order to establish a new standard in the Grand Duchy and beyond.

In 2021, engaged companies were able to participate in 7 workshops, which addressed many themes and demystify certain stages. The question was, among other things, to explain the different stages of the SBTi certification process as well as the methods for calculating the carbon balance, the possible alternatives to SBTi, the setting of targets, the monitoring of emissions from the value chain and how to improve the mobilisation of staff and management to reduce GHGs. The programme will continue in 2022 with new workshops that will enable members to improve their knowledge of the process and thus reduce their GHG emissions effectively.

### In figures

- 7 workshops in 2021
- 45 participating organisations
- 28% of participants come from consulting and legal services, 22% of the financial sector and 15% of energy and industry

# Natural Resources & Biodiversity



## PLANET

Natural resources and biodiversity are threatened daily across the world. Every year, 13 million hectares of forests, the shelter of thousands of species, are destroyed, thus dangerously increasing destiny and threatening life as we currently know.



## ➤ Biodiversity

In 2021, IMS strengthened its actions to raise awareness about biodiversity, with:

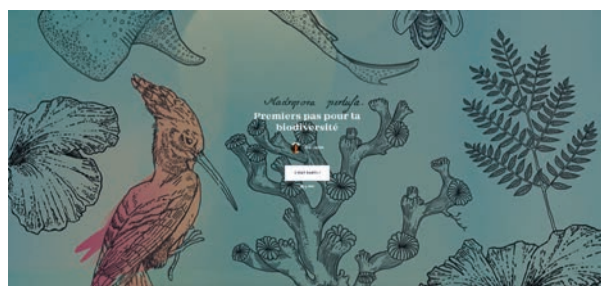
- A file consisting of 6 articles, 2 interviews and a signed Marie-Monique Robin forum on the subject of living decline and hope and solutions for preservation and regeneration in her Sustainability Mag #11 magazine to be read in its paper version or online at [www.sustainabilitymag.lu](http://www.sustainabilitymag.lu)
- A guided tour of the Minette reserve with experts from the Musée National d'Histoire Naturelle du Luxembourg (MNHN) in partnership with ProSud governing the Minett ARION Biosphere as part of the first edition of biodiversity days.







- A visit and portrait of the Luxembourg company Ramborn, labelled B Corp, practising regenerative agriculture and working in partnership with researchers to contribute to the monitoring of biodiversity at national and European level.
- Two additional workshops entitled "Fresque de la biodiversité" and "Mission biodiversité" in partnership with Querceo to help member companies better understand biodiversity and ecosystem services as well as the levers for action to be taken in their activities to curb the decline in living and environmental degradation.
- A quiz of quick training on the first steps to start in favour of biodiversity.



"Thanks to the IMS team for the 2021 organisation of biodiversity fresc, workshops and interventions. A great opportunity for us to have keys to develop our approach, share with other companies and connect with experts." Florian Czech, Head of Sustainable Development - CFL after the Fresque Biodiversity Workshop series and Biodiversity Mission.

"The visit to Ramborn allowed us to discover local companies that use Luxembourg's biodiversity to their advantage. The company explained to us in detail its B Corp approach, which enabled them to develop a serious competitive advantage in the market as well as a base of strong values." Louis Goulaieff, Junior Consultant - TNP Luxembourg after members' visit at Ramborn

The topic was also the flagship theme of the IMS Annual Forum with the interventions of many national experts (MECDD, MNHN, LIST, natur&mwelt, ProSud, City of Luxembourg, etc.) and International (IPBES, GIEC, WWF, WBCSD, Marie-Monique Robin, Alexis Rosenfeld, etc.) compiled in two roundtables, "in practice" and two interviews to be discovered or reviewed on the IMS YouTube channel.

#### In figures

- More than 1200 views on the artistic performance "Urgent Conversation With Nature" by Natasha Tsakos
- 4 events with 52 participants from 28 different companies



## PLANET

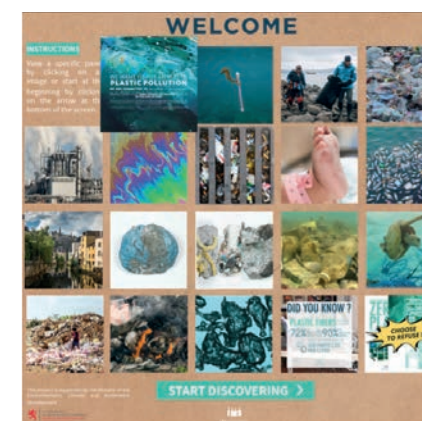
Waste reduction is above all through a revolution in our production and consumption methods.



### ➤ REUSE / Zero Single-Use Plastic

Following the closing conference of Manifeste Zero Single-Use Plastic with the Minister Carole Dieschbourg (Ministry of the Environment, Climate and Sustainable Development) and 150.5 tonnes of single-use plastics avoided each year from 2021, IMS was able to take a step further towards the circular economy and a Zero Waste vision thanks to the launch of the REUSE project financed by the Ministry of the Environment, Climate and Sustainable Development. The objectives of this project are twofold.

The first consists of opening the resources and actions of IMS on the subject, until then reserved for the signatories of the Manifeste, to all its members. Educational exhibition on plastic pollution in physical and digital format, thematic workshops, visits, exchange groups and Transition Kit are now open to all staff of network member companies.





The second objective of the project is to promote re-employment and pooling as behaviour in the professional daily lives. To do this, IMS explored products, services and other initiatives throughout the year. This work resulted in a consultation of members on their exchanges with their suppliers and a series of events around packaging, ranging from recycling to design, highlighting solutions that inspire re-use and their success factors, for example the issue of traceability.



*"The meetings held through IMS are always enriching and invariably derives from best practices!", Fabiano Ruberti, Quality Coordinator - ALD Automotive after Lunch and Learn Zero Single-Use Plastic*

*"This event allowed for an exchange of advice and good processes so that everyone can improve their approach but also be aware of new possibilities and legislation in Luxembourg. A very informative, fun and interactive meeting.", Amélie Deroc, Purchasing - Compass Group Luxembourg after Walk and Talk towards Zero Single-Use Plastic*

*"I was able to share my knowledge and expertise with other members of IMS by leveraging my feedback and highlighting the actions taken within PwC. It was also an opportunity to enrich my knowledge for the transition of more sustainable alternatives. ", Françoise Paracchini, Facilitator - ambassador of Manifeste ZSUP - PwC after Walk and Talk to Zero Single-Use Plastic*



#### In figures

- More than 1,500 visitors to the digital version of the "choose to Refuse" exhibition and welcome 5 members and panel partners in their premises
- 2 online events and 5 face-to-face events with 87 participants from 48 different companies
- 43 alternatives to 10 single-use plastic products in the Transition Kit
- 12 online articles on plastic pollution and our uses to be questioned

## ➤ Zero Food Waste

### Interreg FRUGAL project

IMS is one of the operational partners of the Interreg FRUGAL project "Favouring the Reduction in Food Gaspillage by means of local consumption" for the period 2020-2022. IMS is responsible for networking and sharing best practices. The objective is to create a strong link between the project partners and between the various Luxembourg, French, Belgian and German producers, distributors and processors of the Grand Region in order to set up an exchange platform and transformation workshops in the territories concerned.

During the period 2021, IMS contacted each project partner to analyse their network. This network does not exist in Luxembourg, IMS has identified the various producers, distributors and processors active in the territory and made contact with them. Visits were also carried out in May at the Belgian partners and in July at the French partners. A kick-off symposium took place on 30 November to present the project to the food sector players in the Greater Region and at the end of the year, IMS organised a collective intelligence workshop for the project partners in order to provide them with a range of tools to facilitate the establishment of future workshops. These workshops will cover various topics such as legislation, logistics, online platform and transformation workshops.

### Collective Catering Label

The Ministry of Agriculture, Viticulture and Rural Development, within the framework of the new approval approach and a desire to promote more responsible and sustainable consumption on national territory, wishes to assess the interest of the collective catering sector for an approved "quality canteen" label. This label would have the intention of increasing the transparency of the food chain and creating a mechanism for the development of establishments setting up initiatives on the pillars of sustainable food, health and the fight against waste.

It is inspired by similar initiatives that have been successfully implemented in Belgium (Wallonia and Brussels), and relies on the experience of Belgian project holders, while adapting to the context specific to Luxembourg territory. Specifications were drawn up around a set of criteria broken down on six key pillars (regional products, organic and fair products, sustainability, health, food waste, others), and the consultation of actors in the field initiated in 2020 continued in 2021, thus making it possible to complete and adjust the initial version of the specifications. The round of consultations will be finalised in early 2022, and the results of the study phase on the desirableness and feasibility of such a label with stakeholders will be subsequently submitted.

#### In figures

- 26 stakeholders consulted
- 1 specifications with 6 key pillars: regional products, organic and fair products, sustainability, health, food waste, others





# PROSPERITY

The economic pillar must in no way be neglected when we talk about sustainable development. On the contrary, this is a fundamental pillar since, measured objectively, social, societal and environmental performance contribute to improving the company's financial results over the long term.

The IMS network thus supports its members in order to identify the priority areas of action in terms of CSR and to enable the company to focus its development efforts on tomorrow's solutions, with a view to performance, innovation and accountability.

*A responsible organisation attracts and retains talent, optimises its costs and generates sustainable performance.*



- Responsible Consumption & Production
- New Economic Approaches
- Transparency & Reporting



# New Economic Approaches



## PROSPERITY

A new economic approach is gradually defined and places people and environmental concerns at the heart of the discussions. A reasoned development of the economy is impelled.



### Luxembourg CEO Sustainability Club



In 2021, IMS decided to propose an ambitious programme of one webinar per month in the 1<sup>st</sup> half of the year for the CEOs of member companies. The cycle of 6 meetings was called: "New Business Models, Rethink the European economy and shape a common sustainable future with IMS".

Since the launch of the Luxembourg CEO Sustainability Club in 2014, the fundamental conviction is that CEOs are the main drivers of change and that IMS is the catalyst for this. The purpose of these events was to present concrete change solutions to speed up the movement to deal with the various crises already present and future.

After each webinar, IMS gave participants the opportunity to go further by moving to action on the highlighted topic.

The 6 webinars proposed:

- #Social is the new #digital - How social business can transform companies? With Saskia Bruysten - Yunus Social Business
- Why 90% of companies fail in their transformation? 10 years of feedback with Alexandre Gérard - Innov'on
- Accounting for climate challenges: Making the invisible visible with Jacques Richard - Université Paris-Dauphine
- The World is Rapidly Changing, Are You Ready? How the B Corp framework is helping leaders future proof their businesses avec Andy Schmidt – Seismic et la participation d'Arnaud Gillen – Inn pact et Carlo Hein – Ramborn
- How the disruptor Patagonia Provisions plans to shake the lines of the food sector? With Birgit Cameron - Patagonia Provisions
- Corporate and human rights: what do you expect? What will the future European legislation involve? And how do you prepare for it? With Charlotte Michon - EDH

### Dinner - Debate: meeting with Célia Sapart and Maxime Riché

On 12 October, on the eve of the Luxembourg Sustainability Forum 2021 held the annual dinner of the Club. In the presence of the Minister for the Environment, Climate and Sustainable Development, Mrs Dieschbourg, the 46 participating CEOs were able to exchange and discuss biodiversity, climate change and carbon neutrality with Célia Sapart, CO2 INGELECValue Europe and Maxime Riché, photographer - "Climate Heroes" project.



*"More than ever, solidarity and CSR must be at the centre of our thoughts and strategies. It is crucial to be able to share ideas, projects and resources around CSR in order to increase awareness and prepare for the world of tomorrow. Loïc Le Foll, CEO - AG2R La Mondiale*

*"Participating events organised by IMS and in particular at the CEO club is an opportunity to discuss our practices and the initiatives we conduct in our companies and with our clients and partners. Faced with the challenge of sustainable transformation, making connections and considering a systemic approach is a lever for emulation and acceleration and ultimately a key factor in our joint success. Nathalie Mege, Managing Director - TNP Luxembourg*

*"I enjoyed all the events organised in the CEO club in which I participated, the topics discussed are interesting and the speakers are always carefully chosen, this is felt in the quality of the moments I have been able to share. Yvan Barnabaux, Managing Partner - Innov'ICTion*



### Third Industrial Revolution

The "Third Industrial Revolution (TIR)" strategic study was conducted in 2016 to support Luxembourg's ecological and digital transition. Following the official presentation of the TIR Strategic Study, the Government Council decided to consider its summary and summary as a general orientation for the future development of the country.

Governance has been put in place to ensure the transition of the country to a sustainable economic model. A Strategic Monitoring Committee, thematic platforms and working groups have been set up to work on the transposition and implementation of the various ideas, measures and projects proposed as part of the strategic study.

In early 2021, the 3 historical partners of the Ministry of the Economy, the Chamber of Commerce and IMS decided to carry out a "inventory 2021" of strategic measures and therefore an assessment of the projects carried out since its publication.

For all of the 9 pillars of the TIR strategy cited above (6 vertical pillars and 3 horizontal axes), and the 49 related measures, included in the condensed study, the Chamber of Commerce and IMS, between December 2020 and January 2021, identified all actions or projects having a significant impact on the measure, thus "quantifying" its progress.

It emerges from this inventory that many measures resulting from the TIR process have been implemented in recent years, without necessarily being identified as directly covered by this process.





# Responsible Consumption & Production



## PROSPERITY

*In order for economic growth not to be at the expense of the environment and social, we must adapt our production and consumption patterns.*



### > Sustainable Procurement Club

The Sustainable Procurement Club, formerly known as ClubAchat Out of the Box, aims to bring together the managers and prescribers of purchases in a context of exchange and privileged sharing between peers. The objective is to provide concrete tools and examples to enable the implementation of a sustainable purchasing policy. With our external speaker who is an expert in sustainable procurement, Sandrine Grumberg de Demain Autrement, each session explores a specific topic, its challenges and its practical application.

2021 included 7 workshops on the subjects of consumers, Professional Insertion Workshops, carbon neutrality, waste and various grouped and pooled purchasing models, the circular economy and finally to end with the recovery of environmental criteria.



#### In figures

- 7 workshops
- 74 participants from 45 different organisations
- 9 testimonies

# Transparency & Reporting



## PROSPERITY

*Whether it is at company, state or corporate management level, transparency becomes a requirement for implementation and a recurring obligation.*



### > Sustainability Manager Club

Launched in 2020, Sustainability Manager Club aims to support member companies to develop and activate their CSR strategy. The Sustainability Manager Club is divided into two programmes. The programme in French was continued in 2021 with 5 new workshops. The English programme, launched for the first time in 2021, was also made up of 5 workshops.

In collaboration with our external stakeholders, the topics discussed have been rich and varied; they focused on stakeholders and internal engagement, benchmarks, labels and certifications, materiality analysis, CSR communication, strategic issues and change management.

In order to support our members in their approach to reflection, strategy, implementation and reporting on their responsibility and sustainability efforts, IMS has developed an overview of reference frameworks, standards, certifications and extra-financial reporting tools. This overview is an aid to identify which approach is relevant to its company, its business model and its existing sustainability path.



#### In figures

- 1 programme in French and 1 programme in English
- 10 workshops and 8 practical cases
- 96 participants from 64 different organisations
- 5 testimonies



# Luxembourg Sustainability Forum



The tenth Luxembourg Sustainability Forum 2021 was held on 13 October with about thirty face-to-face participants and more than 500 people connected online. This year, the key event of CSR and sustainable development in Luxembourg was placed under the environmental dimension with strong time around biodiversity, climate change and carbon neutrality.

This first "phygitale" session took place face-to-face at the Tramsshapp and was broadcast live for 8 hours in three languages (French, German and English) on the website [imslux.lu](https://imslux.lu) as well as on the website of our [rtl.lu](https://rtl.lu) media partner. On this day, 24 speakers from diverse backgrounds (global experts, scientists, associations and businesses) recalled the need and urgency to act collectively and individually in the face of climate change.

The 2021 programme: round tables on climate and biodiversity, exchanges on initiatives in Luxembourg for biodiversity and greenhouse gas reduction, interviews with Marie-Monique Robin and Caroline Pultz as well as the big interview with the professional diver Alexis Rosenfeld.



Natasha Tsakos, Ambassadrice 2030 for the United Nations, an interactive creator and engaged artist, has also given us a strong time to pace this forum: a relevant "zoom" conversation between her and the planet where silence is deafening.

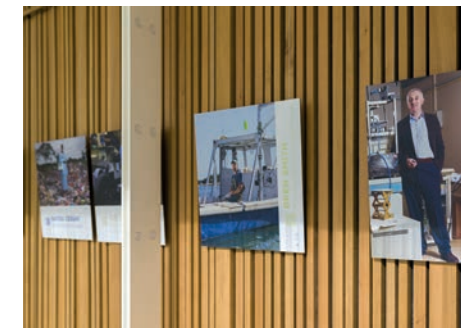


## In figures

- 8 live hours
- More than 500 participants online and face-to-face
- 24 participants
- More than 2,000 replay views

**Next edition  
on 6 October 2022  
#LSF2022**

# Luxembourg Sustainability Forum



An exhibition was specifically created and set up from 1 to 15 October at the Cloche d'Or shopping centre and from 11 to 29 October in the Bierger-Center in Luxembourg. It was designed with the portraitist and documentary photographer Maxime Riché and presented a selection of her series of "Climate Heroes". They come from around the world, cause change and act for the planet. On this occasion, a Luxembourg Climate Hero was selected by Maxime Riché: the Ramborn cidre producer. Since then, this exhibition has been available for free loan for our members, as well as previous exposures.



To go further, and so that everyone can test their knowledge, the IMS team has set up for the Luxembourg Sustainability Forum 2021, two quizzes available in French and English:

- First steps for biodiversity
- First steps to reduce carbon emissions

The entire Luxembourg Sustainability Forum 2021 is available on IMS' YouTube channel.

We warmly thank our sponsors and partners for trusting and following us in the organisation of this event! Thank you to AG2R La Mondiale, ArcelorMittal, the European Investment Bank, BNP Paribas Asset Management, PwC Luxembourg, Société Générale Luxembourg, Accenture, IFSB, Sodexo, Clearstream, ERGO, Enovos, FreeLens, Post, RTL, the City of Luxembourg, the Ministry of the Environment, Climate and Sustainable Development as well as the Ministry of Foreign and European Affairs.



*"IMS encourages us to deploy strategies for sustainable development that create ecological values within FreeLens. Audiovisual professionals, we have a decisive role in the creation and dissemination of content embodying a more sustainable world. Our collaboration with IMS is thus part of the desire of a more inclusive company."* Yann Figuet, Director - FreeLens



# Sustainability Magazine

2021 is the year of the launch of the Luxembourg Sustainability Mag online version: [www.sustainabilitymag.lu](http://www.sustainabilitymag.lu). This digital version aims to raise awareness and inspire any audience wishing to learn more about current issues. This prospecting magazine highlights the many possible ones and takes part in meeting the thinkers and stakeholders of tomorrow's society. It is entirely done internally by the IMS team, with the guarantee of 100% independent editorial.

Divided into 8 categories, the website allows everyone to find articles that interest them: economy, nature, culture, buzz, etc.

The site also allows everyone to subscribe to the paper magazine. We guarantee a climate-neutral impression. You will find special folders, innovative solutions here and elsewhere, network life, exclusive interviews or new articles for more than 100 pages of innovation!

In 2021, paper numbers #11 and #12 were distributed to all network members.



**SUSTAINABILITY #11** - The sixth mass extinction accelerated. After many studies, science alerts us. Will we be able to stop the fall of life? The Grand Format of this eleventh number tries to answer this question. Also discover a study on the perceptions of tattoo in a company, the return of night travellers, ideas for an accounting revolution, a trip to Japan, a meeting with Cristina Nuñez...

**SUSTAINABILITY #12** - Under regulatory pressure and the attentive eye of stakeholders, companies are called upon to be more vigilant in terms of human rights. This topic, to be read in our Grand Format, is led to be placed at the top of the organisation agenda. Also in this edition, cases dedicated to the insurance sector in the face of climate risk, decarbonised maritime logistics thanks to the great return of sailing and the environmental impact of the film world. Also plunge into the photographer Alexis Rosenfeld, a large guest of the latest Luxembourg Sustainability Forum.

All printed editions of the magazine are available to IMS members on request.  
Find all IMS publications at [www.imslux.lu](http://www.imslux.lu)



## Exhibitions

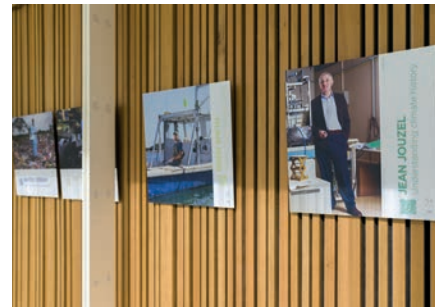
At the Luxembourg Sustainability Forum, IMS produces sensitisation exposures. Printed on light panels with hook system, they have been designed to be able to move within the network and allow companies to raise awareness of their employees and support the CSR approaches undertaken.

Technical information and availability: [info@imslux.lu](mailto:info@imslux.lu)

### ➤ Climate Heroes - Maxime Riché

The exhibition created at the Luxembourg Sustainability Forum 2021 with Maxime Riché presents the Climate Heroes: they come from around the world, cause change and act for the planet.

This exposure is available to the loan until the end of September 2022.



### ➤ The Bigger Picture - Thomas Pesquet

Published at the Luxembourg Sustainability Forum 2017, this exhibition invites to take a step back and reflect on a decade of activities and progress. Made by the French astronaut Thomas Pesquet from the ISS, these images offer a new and inspirational perspective of our planet. They cover six broad categories that highlight a series of key, present and future issues dealing with how sustainable development is needed.

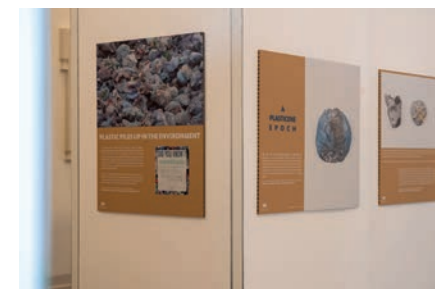
This exposure was borrowed by 1 member company in 2021.



### ➤ For only a few minutes of use - Zero Single-Use Plastic

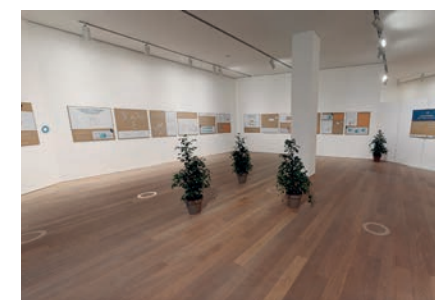
This exposure co-produced with The Plastic Pollution Coalition and with the support of the Ministry of the Environment, Climate and Sustainable Development explores the challenges of ultraplastic in figures and highlights.

This exposure was borrowed by 4 member companies in 2021.



### ➤ Information overload: the view of cognitive sciences

Created on the occasion of the Luxembourg Sustainability Forum 2020, this presentation is part of the following observation: in the era of all digital, we are constantly connected. IMS, Cog'X, Dsides, and Didask-propose a path at the heart of the human brain, to discover its strengths but also its limitations in the face of the new way of working and continuing demands.



## Media awareness

With a constant concern to pass on information on its activities and projects, IMS is active in its relations with the press. The network is regularly cited in the national press on the occasion of its numerous events as well as through the enhancement of the best practices of its member companies.

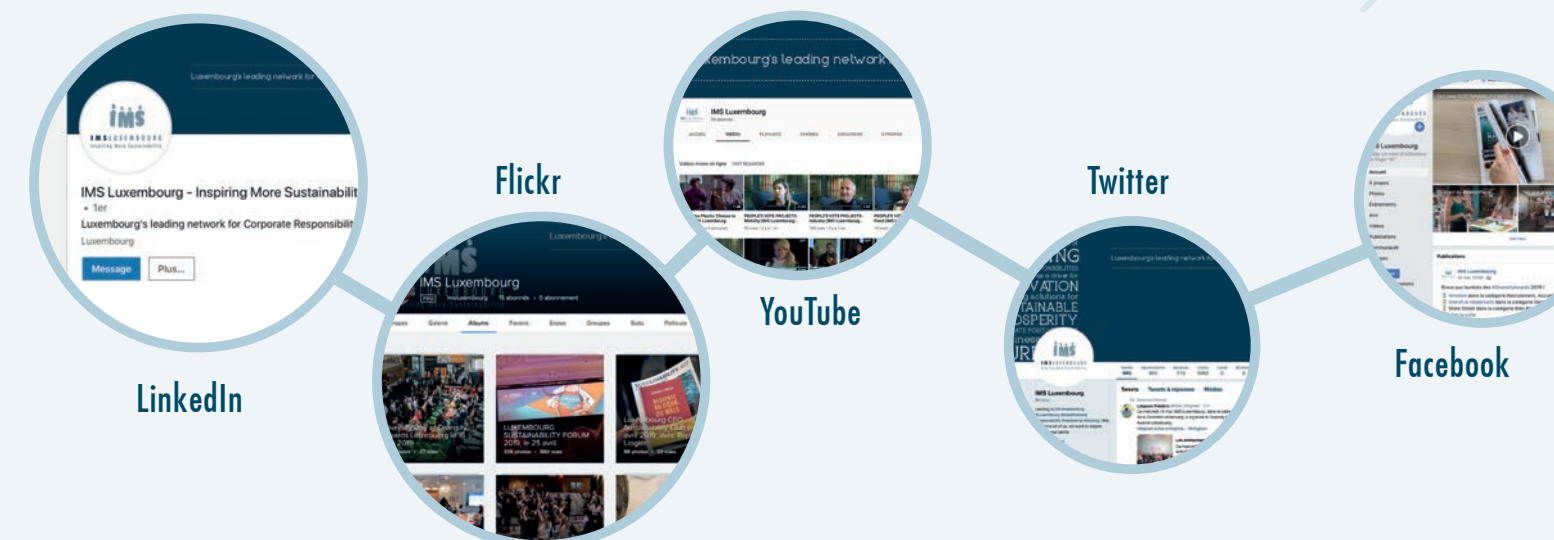
### In 2021:

- More than 80 press outputs
- 12 press releases
- More than 900 followers on Twitter
- More than 2,000 subscribers on LinkedIn
- 620 subscribers on the Facebook page
- 26,100 views on all YouTube videos
- More than 39,599 unique visitors to our IMS site (+38% compared to 2020)
- More than 11,900 unique visitors to our Lëtzebuerg Diversity Charter site (+ 38% compared to 2020)
- More than 13,000 photos of events available on Flickr



### ➔ A strong presence on social networks

Accompany the news of IMS and its members on a daily basis on the various online platforms. Like, share and follow us!





# Events 2021

## → Conferences and workshops

*In 2021, a satisfaction questionnaire was sent to the participants and participants at the end of each event in order to meet the members' expectations and needs. For this year, 87 were able to be assessed and 95% of respondents recommended the IMS events for an average score of 8.2/10.*

### 13 JANUARY

Luxembourg CEO Sustainability Club - Social is the new digital, video conference - 20 participants

Participant: Saskya Bruysten - **Yunus Social Business**

### 22 JANUARY

ClubAchat Out of the Box: is the buyer a consumer like others?, by videoconference - 12 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Fabiano Ruberti - **ALD Automotive**

### 28 JANUARY

Presentation conference for the 2021 programme and welcome new members, by videoconference - 119 participants

Participants: Christian Scharff, Nancy Thomas, Sophie Öberg, Nadia Azarfane, Meriem Badis, Marine Detry, Gabriela Guerrero, Mathilde Leré, Luca Macchi, Anaïs Michel, Laura Mullenders, Thomas Ogier, Victor Quinet, équité Rotario, Marie Sauvignon, Priscilia Talbot - **IMS Luxembourg**

### 4 FEBRUARY

IMS Presentation: Carbon Neutrality, videoconference - 20 participants

Participants: Sophie Öberg, Thomas Ogier - **IMS Luxembourg**

### 4 FEBRUARY

IMS Presentation: Ecomobility and Corporate Gardens, videoconference - 15 participants

Participants: Luca Macchi, Michel Anaïs - **IMS Luxembourg**

### 4 FEBRUARY

IMS Presentation: Towards Zero Waste & Biodiversity, videoconference - 27 participants

Participants: Laura Mullenders, Sophie - **IMS Luxembourg**

### 5 FEBRUARY

Luxembourg CEO Sustainability Club: Why 90% of companies fail in their transformation? , by videoconference - 11 participants

Participant: Alexandre Gérard - **inov-On**

### 5 FEBRUARY

IMS Presentation: Diversity and Inclusion, videoconference - 23 participants

Participants: Gabriela Guerrero, Talbot Priscilia - **IMS Luxembourg**

### 5 FEBRUARY

IMS Presentation: Community Engagement, by videoconference - 12 participants

Participant: Priscilia Talbot - **IMS Luxembourg**

### 5 FEBRUARY

IMS Presentation: Sustainability Manager Club & CEO Club, by videoconference - 9 participants

Participants: Sophie Öberg, Nancy Thomas - **IMS Luxembourg**

### 8 FEBRUARY

IMS Presentation: Wellbeing at work, videoconference - 11 participants

Participant: Mathilde Leré - **IMS Luxembourg**

### 8 FEBRUARY

IMS Presentation: Luxembourg Sustainability Forum & Sustainability Mag, by videoconference - 10 participants

Participants: Nadia Azarfane, Marine Detry, Rotario - **IMS Luxembourg**

### 8 FEBRUARY

IMS Presentation: Youth, videoconference - 8 participants

Participant: Victor Quinet - **IMS Luxembourg**

### 11 FEBRUARY

Pitches for Esch2022, videoconference - 13 participants

Participants: Winfried Kornberg - Pro Musik, Monica Renna - Altrimenti Culture, Belén Irazola Uribe - Biu biu

### 11 FEBRUARY

End-of-project communication Zero Single-Use Plastic, videoconference - 64 participants

Participants: Mrs Carole Dieschbourg - Ministry of Environment, Climate and Sustainable Development, Frank Fellens - SuperDrecksKëscht, Claudia Colantonio - AXA Luxembourg, Dora Vanderbeeken - BIL, Bryana Lima - Champ Cargosystems, Renaud le Squeren - DSM Avocats à la Cour, Maxime Cuhe - DSM Avocats à la Cour, Marlène Gigant - Mediation

### 12 FEBRUARY

Club Achats Out of the Box: professional integration workshops, videoconference - 17 participants

Participants: Vincent Brack - **Autisme Luxembourg**, Jérôme Colson - **Tricentnaire**, Sandrine Grumberg - **Demain Autrement**, Maud Hansen - **Yolande Coop**, Catherine Mannard - **Ligue HMC**

# Events 2021

### 26 FEBRUARY

Skills transfer workshop for Cooperation, videoconference - 6 participants

Participants: Jean-Marc Brêt - **Cooperation**, Gabriela Guerrero, Priscilia Talbot - **IMS Luxembourg**

### 2 MARCH

Workshop to prepare for Diversity Day 2021, by videoconference - 79 participants

Participants: CATIA Fernandes - **Ministry of Family, Integration and Grand Region**, Sarah Gasser - **Les P'tits Bouchons**, Elise Pillemmand - **Clearstream Services**, Meriem Badis, Gabriela Guerrero, Mathilde Leré, Anaïs Michel, Laura Mullenders, Victor Quinet, Nancy Thomas - **IMS Luxembourg**

### 9 MARCH

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 1, videoconference - 56 participants

Participant: Xavier Delposen - **Coevolution**

### 10 MARCH

Luxembourg CEO Sustainability Club - Accounting in the face of the climatic challenges : make visible the invisible, video conference - 11 participants

Participant: Jacques Richard - **University of Paris-Dauphine**

### 12 MARCH

Sustainability Manager Club in French 1/5, videoconference - 29 participants

Participant: Philippe Lerouvillos - **Ecota**

### 18 MARCH

Sustainability Manager Club in English 1/5, videoconference - 19 participants

Participants: Claudia Iavorenciuc, Andy Schmidt, Dominique van Straaten - **Seismic**

### 19 MARCH

Pitches for Esch2022, by videoconference - 15 participants

Participants: Doriane Thiéry - In the field, le voyage sonore, Marieke Jarvis - Working Class Heroes MUAR, Amélie Amiot - Discentive Mechanics, Florence Martin - 33.7 Lucilin, Clotilde Moynot - Cie Pièces Montées, Dimitri Mallet - L'heure Bleue 2022, Nicolas Boritch - Discentive Mechanics, Dominique Escande - Esch2022

### 23 MARCH

Daring remote disconnection - Employees, videoconference - 17 participants

Participant: Caroline Sauvajol-Rialland - **So Comment**

### 24 MARCH

Dare remote disconnection - Managers, videoconference - 18 participants

Participant: Caroline Sauvajol-Rialland - **So Comment**

### 26 MARCH

Club Purchasing Out of the Box: Luxembourg 2050 and carbon neutrality, by videoconference - 26 participants

Participant: Sandrine Grumberg - **Demain Autrement**

### 16 APRIL

Q&A session: signatories of the Diversity Charter, by videoconference - 7 participants

Participant: Gabriela Guerrero - **IMS Luxembourg**

### 19 APRIL

Q&A session: Diversity Day, videoconference - 28 participants

Participant: Gabriela Guerrero - **IMS Luxembourg**

### 20 APRIL

Diversity Network: Gender Equality, by videoconference - 45 participants

Participants: Bérangère Beffort - **Ministry of Equality between Women and Men**, Fabienne Dasnoy - **BGL BNP Paribas**, Géraldine Becker, Jérôme Plaquevent - **Cabinet d'orthodontie Becker & Associés**

### 21 APRIL

Luxembourg CEO Sustainability Club - How the B Corp Framework is Helping Leaders Future Proof Their Businesses, by videoconference - 18 participants

Participants: Arnaud Gillin, Patrick Goodman - **Innpact**, Carlo Hein - **Ramborn Cider Co.**, Andy Schmidt - **Seismic**

### 21 APRIL

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 2, videoconference - 40 participants

Participants: Inge Hertzog, Paul Lewis, Andy Schmidt - **Seismic**

### 4 MAY

Fresque Climate Workshop, videoconference - 6 participants

Participant: Erwan Schweitzer - **Luxembourg Climate Fresque**

### 6 MAY

Sustainability Manager Club in English 2/5, videoconference - 23 participants

Participants: Andy Schmidt, Dominique van Straaten - **Seismic**

### 7 MAY

Fresque Climate Workshop, videoconference - 11 participants

Participants: Marie-Alix Dalle - **Fresque du climat Luxembourg**, Laetitia Georgel - **IMS Luxembourg**

### 11 MAY

General Meeting, videoconference - 83 participants

Participants: Christian Scharff, Nancy Thomas - **IMS Luxembourg**

### 11 MAY

Work-Life Family Balance, how to do it?, by videoconference - 28 participants

Participants: Tania Hemmer, Carole Jaas - **School of Parents Eltereschoul Janusz Korczak**

### 11 MAY

Luxembourg CEO Sustainability Club - Patagonia Provisions with Birgit Cameron, videoconference - 24 participants

Participant: Birgit Cameron - **Patagonia Reserve**



12 MAY

Fresque Climate Workshop, videoconference - 8 participants

Participant: Erwan Schweitzer - **Luxembourg Climate Fresque**

19 MAY

Sustainable Finance at a glance with LSFI, videoconference - 37 participants

Participants: Nicoletta Centofanti, Maria Tapia - **Luxembourg Sustainable Financial Initiative**

20 MAY

Diversity Awards, streaming at PwC - 900 views

Participants: Minister Corinne Cahen - **Ministry of Family, Integration and Grand Region**, Christian Scharff - **IMS Luxembourg**, Jehona Konja - **4Motion**, Catherine Bourin, Jessica Thyriion - **ABBL**, Isabelle Lebbe - **Arendt & Medernach**, Evelina Maron, Marie Valy - **Brown Brothers Harriman**, Frédéric Trierweiler - **State Street**, Karine Rollet, Anne-Sophie Carbonell - **Robert Schuman Hospitals**, Patrick de la Hamette - **Digital Inclusion**, Anastasia Nazare, Latasha D. Baker - **SES**

21 MAY

Sustainability Manager Club in French 2/5, videoconference - 32 participants

Participant: Philippe Lerouvillois - **Ecota**

26 MAY

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 3, videoconference - 27 participants

Participants: Silke Lepee - **Accenture**, Conor Mc Mahon, Florence Maniquet - **Nestlé Waters**

1 JUNE

Panel CEO about LGBT+, by videoconference - 53 participants

Participants: Nicolo Polli - **HSBC Continental Europe**, Michael Fox - **JPMorgan Bank**, John Parkhouse - **PwC Luxembourg**, Ninian Wilson - **Vodafone Luxembourg**

3 JUNE

Visit of Minett Edgewood Biosphère, Centre nature et Forest Ellergonn - 29 participants

Participants: Thierry Helminger, Guy Colling and Alain Frantz - **Musée National d'Histoire Naturelle**

4 JUNE

Club Purchasing Out of the Box: waste, videoconference - 31 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Sophie Rossel - **Valopteam**

11 JUNE

Zero Single-Use Plastic Meet the signatories, by videoconference - 18 participants

16 JUNE

Luxembourg CEO Sustainability Club - Human Rights, by videoconference - 9 participants

Participant: Charlotte Michon - **Human Rights Consultant and Duty of Care**

17 JUNE

Discovering the Luxembourg Sustainable Finance Strategy and the LSFI action plan, by videoconference - 30 participants

Participants: Maria Tapia, Nicoletta Centofanti - **Luxembourg Sustainable Finance Initiative**

21 JUNE

Work-Life Family Balance, Parental burn-out, videoconference - 33 participants

Participants: Tania Hemmer, Carole Jaas - **School of Parents Eltereschoul Janusz Korczak**

24 JUNE

Part&Act IN PRACTICE - Human Rights Due Diligence, by videoconference - 14 participants

Participants:Antonyia Argirova - **Action Solidarité Tiers Monde**, Geneviève Krol - **Fairtrade Lëtzebuerg**

25 JUNE

Sustainability Manager Club in French 3/5, videoconference - 37 participants

Participants: Philippe Lerouvillois - **Ecota**, Géraldine Fort - **ORSE**, Sophie Öberg - **IMS Luxembourg**

28 JUNE

Territory Working Group: Leudelange - 9 participants

28 JUNE

Presentation of SOCIALware to associate members, by videoconference - 10 participants

Participant: Chanel Genova - **SOCIALware**

30 JUNE

Reuse: Consultation group on industrial packaging, videoconference - 16 participants

30 JUNE

E-mails and digital uses: stop photos! at Elvinger Hoss Prussen - 8 participants

Participant: Mathilde Leré - **IMS Luxembourg**

1 JULY

Disability Working Group: checklist, videoconference - 11 participants

Participant: Gwenaël Berthélemé-Saudreau - **RMB Développement**

1 JULY

Sustainability Manager Club in English 3/5, videoconference - 19 participants

Participants: Dominique van Straaten, Andy Schmidt - **Seismic**, Erny Huberty, Jan Ricken - **Encevo**, Alexandra Heaven - **Danone**

5 JULY

Territory Working Group: Station - 14 participants

5 JULY

Territory Working Group: Kirchberg - 9 participants

6 JULY

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 4, videoconference - 42 participants

Participants: Karin Meyer-Primm - **agency energy**, Parminder Plahe - **European Investment Bank**, Pieter Flamand, Carlos Garcia-Borreguero, Virginie Terlinden - **Co2logic**, Sophie Öberg, Thomas Oger - **IMS Luxembourg**, Cécilia Nord - **Electrolux**, Anne Robertz - **Greentripper**

7 JULY

Walk & Talk: Towards Zero Single-Use Plastic, Kockelscheuer - 12 participants

Participant: Sandrine Grumberg - **Demain Autrement**

7 JULY

Territory Working Group: Gold pins - 9 participants

9 JULY

Club Purchasing Out of the Box: grouped and pooled purchases, videoconference - 16 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Analia Clouet - **Raiffeisen**

14 SEPTEMBER

Digital Skills Matchmaking, during the ICT Spring in LuxExpo - 46 participants

Participants: Laetitia Gil - **University of Geneva**, Joëlle Jouret - **Google Belgium**, Claudine Kariger - **Ministry of State**, Marina Andrieu - **WIDE**, Nancy Thomas - **IMS Luxembourg**

16 SEPTEMBER

European Mobility Week: Move Sustainably, Stay Healthy, at PwC Luxembourg - 40 participants

Participants: Philippe Gerber - **LISER**, Christophe Reuter - **Ministry of Mobility and Public Works**, Tanguy Colou-Mohbat - **Fresque de la Mobilité**

17 SEPTEMBER

Sustainable Procurement Club (formerly ClubAchat Out of the Box): circular economy through purchases, videoconference - 24 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Jérôme Petry - **Ministry of the Economy**

20 SEPTEMBER

European Mobility Week: Development of the tram in Luxembourg, at LuxTram - 17 participants

Participant: Françoise Frieden - **LuxTram**

22 SEPTEMBER

Biodiversity workshop 1/2: biodiversity fresc, at the Banque de Luxembourg - 13 participants

Participant: Geoffrey-Édouard Vuillier - **Querceo**

23 SEPTEMBER

Sustainability Manager Club in English 4/5, videoconference - 14 participants

Participants: Andy Schmidt, Dominique van Straaten, Inge Hertzog - **Seismic**, Daniel Schrieberg - **VitalBriefing**

27 SEPTEMBER

Territory Working Group: Leudelange - 5 participants

27 SEPTEMBER

Territory Working Group: Station - 10 participants

28 SEPTEMBER

Supplier workshop: Towards Zero Single-Use (Plastic), at Simmons & Simmons - 18 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Laura Mullenders, Sophie Öberg - **IMS Luxembourg**

29 SEPTEMBER

Biodiversity workshop 2/2: Biodiv' mission, at IMS Luxembourg hosted at BGL BNP Paribas - 13 participants

Participants: Hortense Serret - **Nabi Ecology**, Geoffrey- Vuillier - **Querceo**

30 SEPTEMBER

Territory Working Group: Kirchberg - 5 participants

30 SEPTEMBER

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 5, videoconference - 23 participants

Participant:Valérie Arnold - **PwC Luxembourg**

30 SEPTEMBER

Lëtzebuerg 2021 Charter of Diversity official signature session at HSBC - 55 participants

Participants: Ms Corinne Cahen - **Ministry of Family, Integration and Grand Region**, Catherine Bourin - **ABBL**, Frédéric Trierweiler - **State Street**, Vinciane Istace - **PwC Luxembourg**, Cécile Payan-Sompayrac - **Sodexo Luxembourg**, Nicolo Polli - **HSBC Continental Europe**, Christian Scharff - **IMS Luxembourg**

1 OCTOBER

Skill transfer workshop at IMS Luxembourg hosted at BGL BNP Paribas - 6 participants

Participants: Grégory Lambrette, Jonathan Uselding - **Arcus**, Priscilia Talbot - **IMS Luxembourg**

1 OCTOBER

Sustainability Manager Club in French 4/5, videoconference - 21 participants

Participant: Philippe Lerouvillois - **Ecota**

6 OCTOBER

SuperDrecksKëscht Visit - 18 participants

Participant:Thomas Hoffmann - **SuperDrecksKëscht**

7 OCTOBER

Disability Working Group: checklist, videoconference - 8 participants

Participant: Gwenaël Berthélemé-Saudreau - **RMB Développement**



7 OCTOBER

Territory Working Group: Golden Bell - 7 participants

12 OCTOBER

Luxembourg CEO Sustainability Club dinner, at the Belvédère Table - 52 participants

Participants: Ms Carole Dieschbourg - **Ministry of the Environment, Climate and Sustainable Development**, Maxime Riché - **Climate Heroes**, Célia Sapart - **Co2 Value Europe**, Christian Scharff - **IMS Luxembourg**

13 OCTOBER

Luxembourg Sustainability Forum 2021, at Tramsschapp and streaming - 500 participants

Participants: Ms Carole Dieschbourg - **Ministry of the Environment, Climate and Sustainable Development**, Irene Garcia - **City of Curidabat**, Marco Lambertini - **WWF International**, Anne Larigauderie - **IPBES**, Hans Otto-Pörtner - **GIEC**, Caroline Pultz - **Low Tech lab**, Maxime Riché - **Climate Heroes**, Marie-Monique Robin - **M2R Films**, Alexis Rosenfeld - **IOcean**, James Smith - **Natural Climate Solutions**, Natasha Tsakos - **Artist**, Léa Bonblet - **Natur&ëmwelt**, Guy Colling - **Musée National d'Histoire Naturelle**, Carlo Hein - **Ramborn Cider Co.**, Eva Mayerhofer - **European Investment Bank**, Claudio Petucco - **LIST**, Pierre Schmitt - **City of Luxembourg**, Gaëlle Tavernier - **Pro-Sud/Minett**, Man & Biosphere, Nicolas Titeux - **LIST**, Michaël van Cutsem - **Beeodiversity**, Célia Sapart - **CO2 Value Europe**, Christina Ehler - **Conseil Supérieur pour un Développement Durable**, Frédéric Meys - **IMS Luxembourg**, Olivier Vassart - **ArcelorMittal Steligen**, Ulrik Fugmann - **BNP Paribas Asset Management**, Michael Finucane - **European Investment Bank**, Edouard Lambrechts - **Graine de Vie**, Christian Scharff - **IMS Luxembourg**

19 OCTOBER

Work-life Family Balance: how to do it, in visionconference - 20 participants

Participants: Tania Hemmer, Carole Jaas - **School of Parents Eltereschoul Janusz Korczak**

21 OCTOBER

Visit to Ramborn Cider Co. - 13 participants  
Participant: Carlo Hein - **Ramborn Cider Co.**

25 OCTOBER

Territory Working Group: Place de l'Etoile - 9 participants

27 OCTOBER

REUSE 1/4 Workshop: recycling and recycling, at Lamesch - 20 participants

Participant: Sandrine Grumberg - **Demain Autrement**

28 OCTOBER

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 6, videoconference - 19 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Daniel Latev - **Euromonitor International**, Patrick De Briey - **Wako**

10 NOVEMBER

Territory Working Group: Place de l'Etoile - 8 participants

10 NOVEMBER

Disability Working Group: checklist, videoconference - 8 participants

Participant: Gwenaël Berthélemé-Saudreau - **RMB Développement**

11 NOVEMBER

IN PRACTICE: Handicap and company, videoconference - 40 participants

Participants: Tania Fernandes - **ADEM**, Nancy Thomas - **IMS Luxembourg**

12 NOVEMBER

Sustainable Procurement Club: enhancement of environmental criteria, videoconference - 19 participants

Participants: Sandrine Grumberg - **Demain Autrement**, Dave Lefèvre - **Coeba**

15 NOVEMBER

Work-life Family Balance: parental burn-out, videoconference - 15 participants

Participants: Tania Hemmer, Carole Jaas - **School of Parents Eltereschoul Janusz Korczak**

16 NOVEMBER

Digital images: fight against information overload and professional hyperconnection, pilot at Simmons & Simmons - 10 participants

Participant: Mathilde Leré - **IMS Luxembourg**

18 NOVEMBER

Territory Working Group: Golden Bell - 10 participants

23 NOVEMBER

Sustainable events in Luxembourg, already a reality?, at Park Inn by Radisson Luxembourg City - 14 participants

Participants: Sandrine Grumberg - **Demain Autrement**, François Lafont - **Luxembourg Bureau Convention**, Nancy Thomas - **IMS Luxembourg**

24 NOVEMBER

REUSE 2/4 Workshops: tracking and monitoring, via videoconference - 12 participants

Participant: Sandrine Grumberg - **Demain Autrement**

25 NOVEMBER

Science-Based Targets & Climate Action Luxembourg Task Force: Workshop 7, videoconference - 14 participants

Participants: Benoît Lespagnol - **AIO All in One Technologies**, Xavier Delposen - **Coévolution**, Jürgen Schwarz - **Bosch Buderus Ferroknepner**

29 NOVEMBER

Territory Working Group: Place de l'Étoile - 6 participants

30 NOVEMBER

"Gréng Web" - Information session & project launch, videoconference - 30 participants

Participant: Michel Wilwert - **Emweltberodung Lëtzebuerg**

2 DECEMBER

Sustainability Manager Club in English 5/5, videoconference - 12 participants

Participants: Dominique van Straaten, Andy Schmidt - **Seismic**

3 DECEMBER

Lunch & Learn Zero Single-Use (Plastic), at IMS Luxembourg hosted at BGL BNP Paribas - 7 participants

3 DECEMBER

Discussion about trans-identity at work, videoconference - 22 participants

Participants: Mylène Porta - **CIGALE**, Lia Lilith De Oliveira, Nancy Thomas, Priscilia Talbot - **IMS Luxembourg**

7 DECEMBER

Diversity Network: how to act in the face of workplace violence, videoconference - 42 participants

Participants: Anne-Sophie Carbonell, Karine Rollet - **Robert Schuman Hospitals**, Vincent Eggen - **Pictet Technologies**

8 DECEMBER

Disability Working Group: checklist, videoconference - 8 participants

Participant: Gwenaël Berthélemé-Saudreau - **RMB Développement**

9 DECEMBER

Part&Act IN PRACTICE - Women in business: challenges and opportunities, by videoconference - 11 participants

Participant: Giulia Iannucci - **KnowThyBrand**

10 DECEMBER

Sustainability Manager Club in French 5/5, videoconference - 13 participants

Participant: Philippe Lerouillois - **Ecota**

15 DECEMBER

Information session on photovoltaics, video conference - 39 participants

Participants: Eric Golinelli - **Enovos**, François Neu - **Enerdeal**, Fenn Faber and Andy Welter - **KlimaAgence**, Georges Reding - **Ministry of Energy and Land Planning**, Alex Schumann - **Goodyear**



## → Interactions and practical contributions to stakeholders

### EUROPE SCR

Nancy Thomas participated in 6 boards of directors.

### CHAMBER OF COMMERCE

Nancy Thomas and Sophie Öberg participated in the Working Group (6 meetings and 10 workshops).

### MINISTRY OF FOREIGN AFFAIRS

Nancy Thomas participated in 2 meetings on the NAP - National Action Plan Human Rights.

### AKTIOUN NOHALTEGKEET STEERING GROUP MEETING

Nancy Thomas participated in 2 meetings.

### GREEN SOLUTIONS AWARDS

Nancy Thomas was belonged to the international juries of Grand Prix Quartier Durable and Grand Prix Infrastructure Durable.

### MINISTRY OF THE ENVIRONMENT, CLIMATE AND SUSTAINABLE DEVELOPMENT

Nancy Thomas participated in 3 preparatory meetings for the 2022 Voluntary National Review of Agenda 2030.

### LUXEMBOURG STRATEGY

Nancy Thomas participated in the seminar and the minutes were produced by the Chamber of Commerce and IMS Luxembourg.

### FEDIL ENVIRONMENTAL AWARDS

Sophie Öberg was a member of the jury and participated in 3 meetings.

### CIRCULAR BY DESIGN CHALLENGE LUXINNOVATION

Sophie Öberg was a member of the jury in the Sustainable Cities and Fashion categories.

## → Interventions during external events

### 9 MARCH

ILA/INSEAD, Sophie Öberg was moderator for the "European Green Deal - Sustainability at the EIB" event

### 10 MAY

Seminar "TIR: 5 years later", Nancy Thomas's intervention to present the results.

### 3 JUNE

Fédération des Jeunes Dirigeants, intervention by Nancy Thomas in a joint workshop on environmental responsibility.

### 16 JUNE

Agora4youth by Life Project 4 Youth, Nancy Thomas's intervention on CSR, a vector of societal innovation.

### 15 SEPTEMBER

ICT Springs, Nancy Thomas was Master of the Ceremony for the "FinTech Day 2 on financial inclusion" event

### 16 NOVEMBER

ILA Director's day, Sophie Öberg was moderator at the "Interview of Didier Reynders, European Commissioner for Justice, Sustainable Governance" event

### 26 NOVEMBER

LOIC, Nancy Thomas and Sophie Öberg led the "Corporate Sustainability" workshop

### 9 DECEMBER

State Street, Nancy Thomas's intervention at the 'Dare' discussion panel.

## External commitments

### → CSR Europe



IMS Luxembourg is the national representative of CSR Europe. As such, the team maintains regular exchanges with its counterparts across Europe on all CSR topics and regularly participates in webinars.

### → European Commission



As the promoter of the Lëtzebuerg Diversity Charter, the national charter for combating discrimination and promoting diversity management, IMS regularly meets with the managers of the Directorate General of Justice of the European Commission and the heads of other charters existing in Europe. The governance model of the Luxembourg charter is an example for its European peers. In 2021, IMS participated in a meeting of the Platform for Diversity Charters which brought together 26 charters, via videoconference.

### → SIS Commission

The approval as a social impact company (SIS) is reserved for commercial companies that comply with the principles of the social and solidarity economy. Nancy Thomas is the Vice-President of the Commission who issues an opinion on the various applications for approval for the Ministry of Labour, Employment and Social and Solidarity Economy. In 2021, Nancy Thomas participated in 6 meetings.

### → ILA

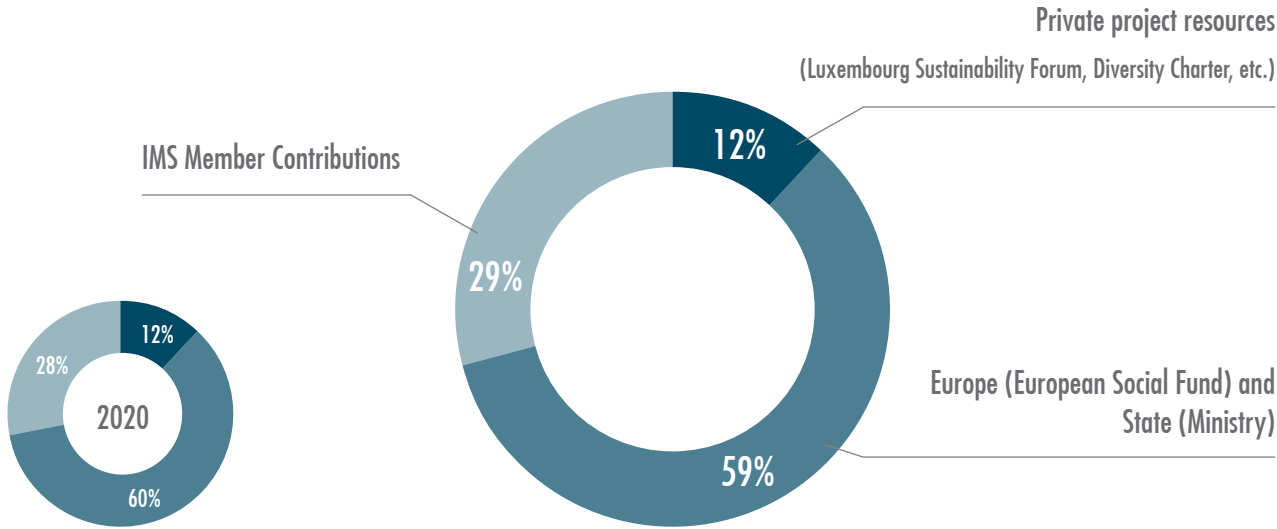
Sophie Öberg is Vice-President Sustainability Strategy for Boards working committee of the ILA (Luxembourg Institute of Directors). One of the 24 committees of the Institute, consisting of 11 members, aims to strengthen knowledge of sustainable development and responsible growth among the directors in Luxembourg and to support them in integrating them into their corporate strategy. During 2021, Sophie Öberg participated in 7 meetings. Sophie Öberg is also a member of the ILA EU Consultation on CSRD sub-committee and participated in 10 meetings.



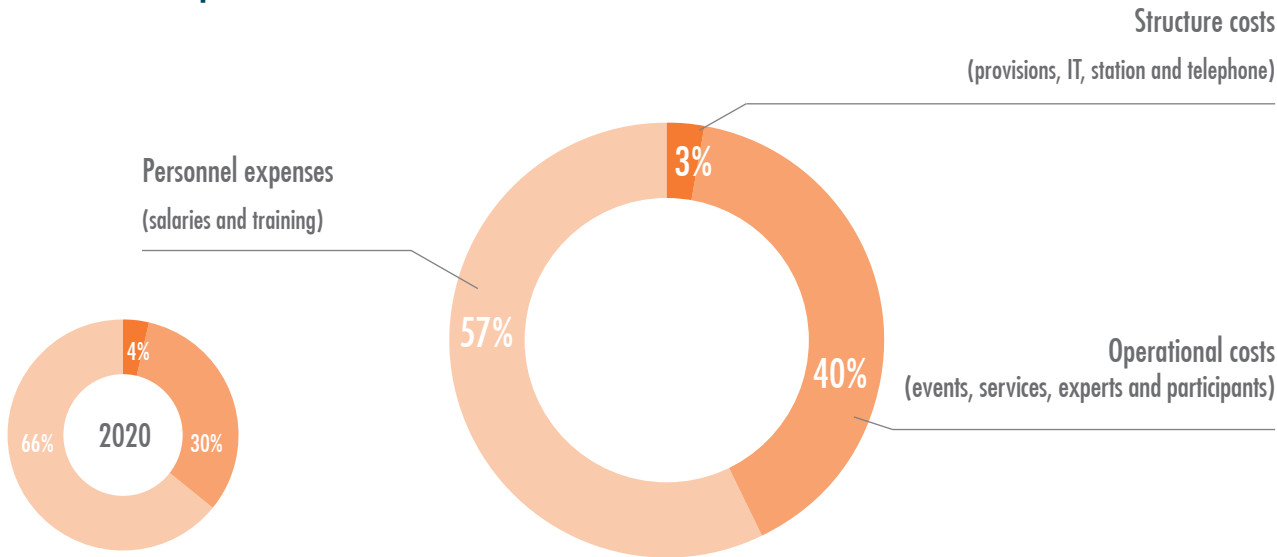


# Our 2021 accounts

## → IMS 2021 resources



## → 2021 IMS Expenses



According to the Grand-Ducal Decree of 30 May 2016, IMS Luxembourg is recognised as being of public utility and thus offers its donors the deductibility of donations.



Members of the IMS Luxembourg network in 2021



Members of the IMS Luxembourg network in 2021





They joined IMS in 2021



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