



IMS LUXEMBOURG
Inspiring More Sustainability

ACTIVITY REPORT 2020

.....
Luxembourg's leading network for Corporate Responsibility
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Table of contents

A word from the President	4
And from the Director	5
The board and the team	6
Who are we?	8
Our commitments	9
Members and associate members	10
Key figures in 2020	12
Our activities	14
PEOPLE	16
PLANET	28
PROSPERITY	36
Luxembourg Sustainability Forum	44
Sustainability Magazine	45
Exhibitions	46
Media	47
2020 IMS Events	48
2020 accounts	53
External commitments	54

2020 was an extraordinary year, and in many ways a fascinating one.

The health crisis hit us all, hard and without notice. Many sectors suffered heavy losses. For over a year now, most employees have been working under unusual conditions, to say the least. Resilience has become the key word. We all hope for a return to a more normal way of life, but many uncertainties remain, both regarding the timing and the conditions of this return.

The digital and paperless model that we developed over the years enabled us to adapt very quickly to what has in the past year become a new reality.

Nevertheless, just like all of you, we have had to be agile and to innovate to offer you new digital formats. And we rose to the challenge together.

More than 70 events were organised throughout the year, culminating in the Luxembourg Sustainability Forum for the first time broadcasted in live streaming. It was a genuine experience that enabled us to cross a new threshold into the future.

We are developing all our materials to serve you both “on-site” and “on-line” and to allow for more availability and flexibility.

Over the past 4 years, we have witnessed the growth of a movement that appears to be neither random nor just a passing trend. More and more of you are joining us each year. Despite the difficulties that lie ahead, the movement shows no signs of faltering: this year, 21 new organisations have committed to working alongside us.

2020 is a pivotal year: you clearly seem to agree that the urgency to act is no longer just a fanciful idea. Our environment is becoming more complex, the challenges are adding up. Technology, business models, skills, new ways of working, but also regulations in the field of

sustainable reporting, a powerful movement from the authorities, the media and the public... all of these are undoubtedly encouraging us to consider our activities from a new perspective and driving us to action.

Well aware of the challenges ahead, we have taken steps within the association to adapt, reinforce our tools, our processes and our organisation. The arrival of a deputy director - Sophie Öberg - alongside Nancy is one of the steps we've taken to maintain our agility and reinforce us in light of the increasing number of members, activities and topics that we cover with

you. It is your dedicated participation, your enthusiasm to test new solutions with us, and your ability to share and exchange views that help fuel our reflections. We are grateful for it.

I would also like to acknowledge here the work of the teams who ceaselessly adapt, innovate, and anticipate in order to serve you. In the face of the pandemic episode and the crisis, they rose to the challenge, and I would like to formally thank them on behalf of the Board and all our members

Energy, high spirits, and sustainable development are catching! People,

Planet, Prosperity. A fine programme that we will continue to develop together, side by side.

I wish you an insightful reading.

Christian Scharff
President, IMS Luxembourg



The arrival of the crisis in 2020 should finish convincing those who were not yet convinced of the changes that are taking place. Mobilising companies, activating groups to collaborate on a more positive impact on the three fields of sustainable development - pillars of IMS activities, People, Planet and Prosperity - are the core of our daily actions.

Particular attention has been paid to team commitment and cohesion through internal workshops and training to ensure the quality of our exchanges. We have also innovated in our formats by proposing one of the first digitalised general assembly with an online vote, which we will repeat in 2021.

Despite the crisis, which has had a significant impact on us all, we have taken up this challenge by rethinking and adapting our formats according to the context and your needs. Thus, the team has remained attentive to your needs, and the activities have been revisited according to the new constraints linked to permanent teleworking. We hosted 47% more participants than in 2019 in our 76 events.

Exploring the digital possibilities has fascinated us, and we hope that we have been able to pass on our knowledge to you through these. The Luxembourg Sustainability Forum 2020, a real live broadcast, left its mark by the quality of the images, debates, and contributions. It offered us the possibility to broadcast it in four languages. I also invite you to stream and share the replay to as many contacts as possible (employees, customers, suppliers).

From an activity point of view, 2020 was a continuation of the projects initiated in recent years with a new feature: the Sustainability Manager Club. It aims at helping you to structure your CSR strategy as part of

your corporate strategy, in line with the Sustainable Development Goals. The strong mobilisation around this cycle confirms your need.

Our work on infobesity and digital well-being, which began in 2019, has provided a very concrete response to the difficulties encountered because of the full-remote working experience. We were able to offer you practical workshops related to the crisis situation and permanent teleworking.

This report will show you once again the richness of our network and its exchanges. Thank you again for your active participation, and I would also like to thank the team for its unfailing commitment.

I hope to see you again in 2021 and, if possible, a little more in person.

Enjoy your reading!

Nancy Thomas
Director, IMS Luxembourg



The Board in 2020

Christian Scharff, PwC
President



Diane Muller-Kneip, KNEIP
Vice-President and Secretary



Valérie Arnold, PwC
Treasurer



Myriam Baltes, BCEE
Board Member



Julien Demoulin, Sodexo
Board Member



Marie-Hélène Massard, AXA
Board Member



Pascal Moisy, ArcelorMittal
Board Member



Bruno Renders, IFSB
Board Member



Karine Rollot, Hôpitaux
Robert Schuman
Board Member



Frédéric Sabban, Deloitte
Board Member



The Board met 4 times in 2020:

- On January 27th at PwC
- On April 30th by videoconference
- On September 23rd by videoconference
- A strategic seminar took place on November 26th, 2020 by videoconference, to prepare the new 2021/23 strategy.



The General Assembly was held by videoconference on June 18th, 2020.

During the Assembly, the members present or represented approved the 2019 annual accounts and 2020 budget, changes in membership dues from 2021, the accounting firm that will be in charge of IMS accounting, taxes and the audit process, as well as Ms. Bamberger's Mirjam, AXA, as a replacement for Mrs. Marie-Hélène Massard arrival as a new IMS Board member.

The Team in 2020

In 2019, the IMS team took part in a self-portrait workshop in collaboration with the Mudam. This creative workshop, entitled "Capturing Diversity", was designed by the museum in the context of the 2019 Diversity Day and the exhibition of the American photographer LaToya Ruby Frazier. Since then, each new employee makes a self-portrait on his or her first day of onboarding.

Nancy Thomas
Director



Sophie Öberg
Deputy Director



Marie Sauvignon
Sustainability Practice Leader



Amélie Jeannesson
Communications & Members Network
Manager



Lucie Rotario
Communications officer



Meriem Badis
Communications officer



Gabriela Guerrero
Project Manager
Charte de la Diversité



Priscilla Talbot
Project Manager
Part&Act



Frédéric Brochier
Senior Project Manager
Sustainable Territories



Luca Macchi
Project Manager
Sustainable Territories



Anais Michel
Project Manager
Waste Reduction Management



Thomas Oger
Project Manager
Carbon Neutrality



Mathilde Leré
Project Manager
Info Flow Savvy



Laura Mullenders
Project Manager Assistant
Info Flow Savvy



Victor Quinet
Project Manager
Digital Explorer



Alicia Selis
Executive Assistant



IMS also works regularly with Armelle Duvieusart on the Zero Food Waste project and with Aurélien Mayer who creates our graphic media.

We also welcome young people as interns or for their civic service to promote their integration into the labour market and offer them a real opportunity to develop their skills. IMS would like to give a wholehearted thank you to Marine Detry, Corentin Dion, Margot Scharff and Lorenzo Wiltgen.



Who are we?

For more than 10 years now, IMS - Inspiring More Sustainability – has been the leading network for companies involved in to Corporate Social Responsibility (CSR) in Luxembourg.

As an independent and apolitical non-profit organisation, IMS explores new solutions and tests sustainable alternatives in concrete manners, via working groups and pilot projects with positive impacts. With these projects, IMS facilitates innovative actions by bringing together all the stakeholders from the private, public, and associative sectors.

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

The network has 168 members and 50 associate members as of december 31st, 2020, representing 17% of the Luxembourg workforce. It is also the national representative for CSR Europe.



Our commitments

→ Sharing common values

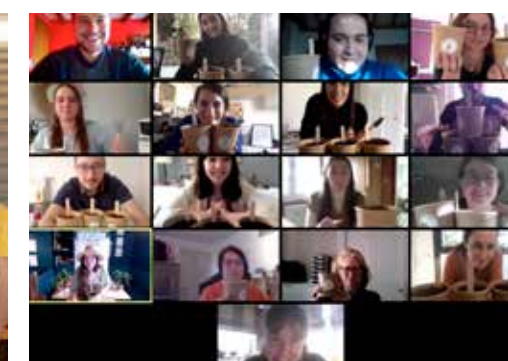
IMS Luxembourg is deeply committed to its team uniting around the organisation's values of sharing, leadership, and responsibility. Our development is the result of a cohesive, dynamic, and passionate team. At IMS, our work is built on a foundation of trust. Our team members are at the heart of our activity and all our solutions are the result of team brainstorming. Well being at work is essential for us and we firmly believe that diversity and inclusion are valuable assets for our team members and our activity.

2020 was marked by several team training courses to maintain our cohesion in spite of being physically distanced.

As early as January, we took part in the "Insights Discovery" workshop to develop a deeper understanding of our colleagues and of ourselves for more respectful, productive and positive work relationships.

The entire year was also marked by team training in collective intelligence. The IMS Luxembourg team participated in several training sessions to increase facilitation skills.

At the end of the year, our team also had a chance to try its hand at gardening. Thanks to the remote "Potager en entreprise" workshop, each team member is raising part of the IMS garden.



→ Carbon offsetting of IMS activities

In all its activities, IMS Luxembourg strives to reduce its carbon footprint to a minimum via MyClimate. For the fifth year, IMS has offset the carbon footprint of all its activities through the Mobisol Smart Solar Homes project, which installs high-tech solar home systems in areas with limited access to electricity. These solar systems are based on new technologies and are clean and affordable alternatives to fossil fuels.

Mobisol Smart Solar Homes in brief

In Africa, over 600 million people, or 60% of the population, have no access to electricity, which compels them to use costly and ineffective sources of fossil energy. This program was first introduced in Tanzania with a view to expanding it to Rwanda, Ghana, and Kenya. It combines solar energy, mobile technology and microfinance to bring high-tech solar home systems to developing countries in Africa.

Rewarded impacts

The benefits of this program are environmental, social, but also economical. Mobisol Smart Solar Homes is a recipient of the Momentum for Change Award. It offers an easy-to-use, sustainable system that contributes to the development of education and telephone systems in low income households and small businesses.

To find out more: www.myclimate.org



Members

→ They joined IMS in 2020

- | | |
|--|--|
| → Abalone Group | → Huawei Technologies Luxembourg |
| → Administration de la Navigation Aérienne | → Initio |
| → Art Square Lab | → King's Hand |
| → Coévolution | → Lab Group |
| → Confiserie Namur | → Luxembourg Institute of Science and Technology |
| → Décathlon Luxembourg | → Maison de l'orientation |
| → DLA Piper | → Nestlé Waters Marketing & Distribution |
| → DSM Avocats à la Cour | → Ogier |
| → EcoTransFaire | → Talkwalker |
| → Ergo Life | → Voyages Bollig |
| → European Investment Fund | → Voyages Koob |
| → HSBC Continental Europe | → Vauban |

IMS would like to thank all of its members for their trust and commitment

We also wish to express our sincere gratitude to PwC and BGL BNP Paribas for hosting the IMS team throughout 2020. We would like to extend our thanks to ALD Automotive for the partnership that provides the entire team with 3 electric scooters as a means to get around. And lastly, we wish to express our sincere thanks to all the companies that have hosted IMS events and to those who consistently provide support for our work.



Welcoming the new 2019/2020 members during the conference introducing the annual program of activities - January 2020 at Foyer.

Associate Members

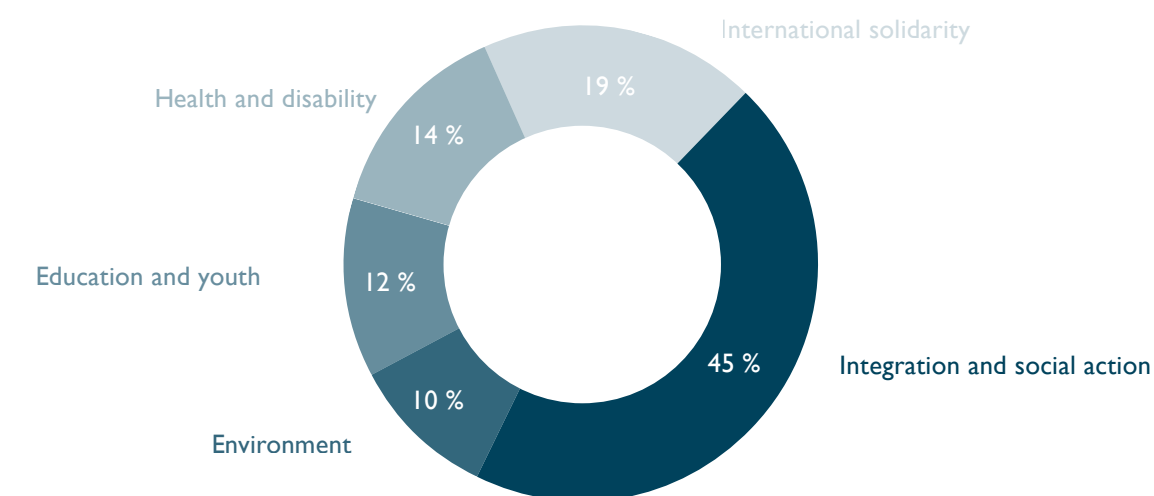
From its very beginnings, IMS has worked with companies from the social and solidarity economy with one aim in mind: to facilitate and foster cooperation between member companies for greater impact and social innovation. In this context, since 2018, the "associate member" status is entirely free and tailored for Luxembourg-based NGOs, associations, and companies with a societal impact. It gives full access to the Part&Act project: events, publications, and the sharing of expertise... and provides support in establishing partnerships.

Network member companies thus have easier access to the social and solidarity sector, based on the privileged relationship established within the Part&Act project.

In 2020, 11 associations or companies from the social and solidarity economy joined IMS, bringing its total number of associate members to 50 in December 2020:

- | | |
|---------------------------------------|-----------------------------|
| → ACLI Cercle d'Esch sur Alzette | → Mobbing |
| → Art as Experience | → Rosa Lëtzebuerg |
| → Code Club | → Serve the City Luxembourg |
| → Esch 2022 | → Secondhand4KIDS |
| → Knowledge | → SOS Faim Luxembourg |
| → L'École des Parents - Kannerschlass | |

Associate members: fields of action



Key figures for 2020

168 Members

50 Associate Members

214 signatories of the Diversity Charter Lëtzebuerg

74 signatories of the Zero Single-Use Plastic manifesto

76 events organised

including Planet: 20, People: 38, Prosperity: 18

2,513 participants in IMS events



(48 % increase compared to 2019)

3 PILLARS { People Planet Prosperity

22 FIELDS OF ACTION



13 PUBLICATIONS

98 %

of participants recommend IMS events

4,4/5*

Participants' assessment of the selected topics

Getting to know the IMS team*

17 employees **5** cross-sectional positions (Executive, Communication, Administration)



7 PC
10 FTC



People



6 specific positions for People



Planet



5 specific positions for Planet

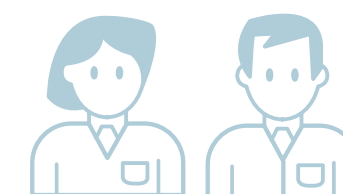


Team's average age

years old



13 women - 4 men



93 % of the team work full time

2 YEARS and 4 month of seniority on average

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

* on 12 of December 2020.





PEOPLE

All citizens are entitled to fulfilling their basic needs: food, accommodation, health and well-being, access to education and to equitable and inclusive work, safety, human rights, culture. To achieve this, our society ought to favour social cohesion and the integration of all individuals, their belonging to a group and their participation to social life.

In May 2017, the government adopted the "Transforming lives whilst preserving the planet" report on the implementation of the 2030 Agenda in and by Luxembourg

A new challenge awaits organisations, as they must be capable of identifying and managing their many direct and indirect impacts on human capital and communities.

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

Diversity & Inclusion



PEOPLE

Diversity is a driving force and a major asset for companies. The inclusion of every individual is an essential component in achieving equality between all, as well as in creating organisations that are more responsible and more successful.



> Diversity Charter Lëtzebuerg



by implementing a concrete strategy and actions that can go beyond the minimum legal requirements as relates to the equal treatment between all persons, regardless of their nationality, race or ethnic origin, gender, sexual orientation, religion or belief, disability, or age. Signatories are supported in their efforts by the provision of tools and events to showcase and share best practices and raise awareness on the issue.

Launched in 2012, the Diversity Charter Lëtzebuerg is a national commitment document that every organisation may sign, whether it is an IMS member. The signatory organisation commits to promoting and managing diversity

In figures

- 214 signatories (+26 in 2020)
- 549 participants in 16 events
- 1 Practical Guide to Diversity Management in Times of Crisis (in French and English)

> Diversity Network

Diversity Networks are honouring the most innovative practices on themes chosen by the signatories of the Diversity Charter Lëtzebuerg to inspire and enable exchanges of best practices.



The following topics were addressed in 2020:

- "Intersectionality, Discriminations and COVID-19" with Queen Mary University, London and the University of Melbourne.
- "Insights from the European financial sector during the pandemic" with FEBELFIN Belgium, HSBC Luxembourg, ING Luxembourg and ING Belgium.
- "Returning to normal" with #Meandyou too.
- "Hiring Talents from Abroad" with the International Organisation for Migration (IOM), Afriko and BNP Paribas Asset Management Belgium.
- "Unconscious bias" with Université Laval, Université du Québec à Montréal (UQAM), the Quebec Equity Diversity Inclusion Network (RQEDI) and Banque de Luxembourg.

> Action Kit and preparation workshop for Diversity Day



To inspire the greatest number of organisations to make the most of this special national event, the Diversity Charter created an Action Kit featuring national and European examples in French and English. It was distributed during the Diversity Day preparation workshop to which organisations were invited for a collective brainstorming session, with testimonials and feedback from MUDAM, the House of Training, and a multiple-company group, comprising RH Expert, the commune of Differdange, Pfizer, Altran and the International School of Differdange and Esch-sur-Alzette.

> Diversity Day, 6th edition

The 6th edition of Diversity Day Lëtzebuerg was held on October 6th, 2020. It is an opportunity to highlight and celebrate diversity. Organisations are invited to set up lively and educational activities both inside and outside their walls to showcase all aspects of their diversity. More than 60 companies took part in the national day. The event was also marked by official visits by Ms. Corinne Cahen, Minister for Family and Integration and sponsor of the Diversity Charter Lëtzebuerg, to "Les P'tits Bouchons" daycare centre, the Société Générale, Luxembourg Stock Exchange and Clearstream Banking. The Minister also attended 3 virtual events organised by HSBC Luxembourg, PayPal and Encevo. Indeed, the pandemic did not stop organisations from rallying round the subject: new policies, conferences on diversity in companies, internal events and artistic workshops were only some of the initiatives this year. Find out more on the Diversity Charter website!



> 10th official signing session

On October 6th, the President of the Committee for the Diversity Charter Lëtzebuerg, Christian Scharff, and Ms Corinne Cahen, Minister for Family and Integration and sponsor of the Diversity Charter, greeted 26 new signatories during a digital signing session that brought together 100 participants. It was complemented by a conference by Emilia Roig, Founder and Director of the Berlin Center for Intersectional Justice (CIJ), on the benefits of intersectionality in companies.

➤ Practical Guide: Diversity Management in times of crisis

Based on testimonials from 17 organisations from the private and public sectors and the contribution of diversity experts, this guide shares all the knowledge and tools necessary for better diversity and inclusion management during the crisis. It focuses on two aspects: the immediate management of the crisis and the return to "normal". This publication is available in French and English on the www.chartediversite.lu



➤ LGBTI workplace inclusion



This year, together with the Ministry of Family and the European Social Fund, and as a follow-up to the 2019 co-creation series and the first publication, IMS Luxembourg launched a new project on LGBTI workplace inclusion. The aim of the project is to raise awareness and empower companies, through:

- The publication of a guide to best practices that includes 21 inspiring practices implemented by companies, mainly in Europe. The document is available to all and [accessible online](#).
- By shining a spotlight on Ambassadors from the LGBTI community or their Allies with their written (in the guide) or video testimonials. The 5 videos are also accessible on IMS Luxembourg's Youtube channel.
- The organisation of a conference open to all, on the topic "LGBTI workplace inclusion: why act and how?"

➤ (Handi)' Cap Emploi, pathways between ordinary and sheltered working places

Since 2015, IMS has supported companies via the (Handi)Cap'Emploi project to achieve better recognition for and integration of people with disabilities in the labour market. In 2020-21, we are working with the Ministry of Labour, Employment, and the Social and Solidarity Economy and with the Ministry of Family, Integration, and the Greater Region on creating forms of cooperation between the workshops for professional inclusion (AIPs) and organisations from the public and private sectors.

Made up of several AIPs and public and private organisations, the working group met 4 times starting in September, to reflect on creating these new pathways. The working group began with a state of play, identified potential pathways, their related conditions and triggers, and their implementation.

The results of the project will be published in 2021.

➤ MATCH – Hiring African Talents

MATCH is a 3-year project led by the International Organisation for Migration (IOM) that aims to match highly qualified Senegalese and Nigerian talent to private sector companies in Europe. In addition to internships, MATCH also implements complementary activities such as the development of skills, capacity building and knowledge sharing between participating EU and African countries.

IMS is the Luxembourg partner for this initiative. An information session for interested companies took place on November 24th, 2020.

The project includes talent recruitment and several activities in 2021.

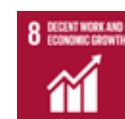


Business & Human Rights



PEOPLE

Every person, throughout the world, deserves to be treated with respect and dignity. This should be a vested right for everyone. A right to life, freedom, safety, health, respect for private and family life, and to an adequate standard of living.



➤ Training course: "Human Rights: from risk to opportunity"

Promoting diversity and inclusive working environments also means promoting human rights. IMS, the ASTM and Fairtrade Luxembourg partnered with Businesses for Human Rights (EDH) for the second day of the training course on "Human Rights, from Risk to Opportunity". Using case studies and practical exercises, it was an opportunity for 18 participants to reinforce their knowledge on human rights law and on the responsibility of companies to act.



Wellbeing at work



PEOPLE

Burn-out, bore-out, infobesity, FoMo. These are just some of the markers of a new kind of distress that is increasingly encountered in the workplace. And yet, a numerous studies have determined that happy employees are more productive.



➤ Webinar: "Remote collaboration"

To accompany its members in adopting good management practices with teams that are partly or 100% distance working, in April IMS Luxembourg organised a webinar on the subject of feedback. Feedback is a fundamental mechanism for the brain because it enables it to continuously learn and adjust how it works. Understanding the positive benefits of feedback and the risks due to inadequate communication is essential, particularly when all coworking is limited to virtual interactions.

➤ Webinar: "A right to disconnect"

A right to disconnect law is being considered in Luxembourg for the first semester 2021. IMS Luxembourg invited Caroline Sauvajol-Rialland, an expert on the topics of infobesity, information management and digital availability, to answer questions from the network's employers and employees. For the interactive webinar, she created a presentation of the right to disconnect in France (the legal framework and examples of its application) as well as a tour of disconnection practices in companies around the world.



➤ Info Flow Savvy

Info Flow Savvy is a project co-financed by the European Social Fund on the one hand and by the Ministry of State through Digital Lëtzebuerg, the Ministry of Labour, Employment and the Social and Solidarity Economy, the Chamber of Commerce, and the Chamber of Employees (CSL) on the other hand. The project tackles the infobesity phenomenon: a concept named from the notions of "information" and "obesity". It is a growing professional concern that has been reinforced by digitalisation.



IMS offered a training course on "How to remain efficient in a hyperconnected world" (2h e-learning and 2h workshop) in partnership with the Cog'X neuroscience doctors agency and the Didask online platform. The course focused on understanding the implications of mental overload and multitasking. It provided an opportunity for participants to experiment how the brain works - the limits and levers of attention, the working memory, mental fatigue, and recovery - in order to achieve higher individual competencies and better manage the excess inflow of business information.

Agile Partner, ALD Automotive, Shroeder&Associés and Signa volunteered to experiment internally with practices designed to limit infobesity within their teams. These companies chose to explore different issues such as: the conciliation of private and professional life and the need for end-of-day rituals when teleworking, the settings of digital tools to preserve productivity and protect against stress, the collective organisation of individual (dis)connections and (in)availability, the role of the manager for eco-cognitive professional communication and the alternance between concentration, recovery and collaboration during the working day.

Local and international initiatives to transform professional infobesity into opportunity were shared during the conferences: "From hyperconnected to techno-smart, let's take the first step!" and "Knowledge management, humans at the heart of information" during the Luxembourg Sustainability Forum 2020. During this event, participants were also able to discover the "Infobesity" exhibition. It is based on the following observation: with digital technology, we are constantly connected. IMS Luxembourg, Cog'X, Dsides, and Didask propose a journey to the heart of the human brain to discover its strengths and its limits in the face of new working methods and constant demands.

A [quiz](#) is available to everyone to better cope with professional infobesity. It consists of 16 practical cases divided into 3 thematic units (definitions, emails, multimedia). It was designed using a self-learning method based on research in cognitive psychology, especially the "testing effect": everyone can challenge their intuitions and habits with scientific advice.



In figures

- 154 participants in the training
- 55 practice testers in 4 companies
- 1 virtual exhibition
- 1 self-training quiz available online

Community engagement



PEOPLE

As we currently confront the complexity of social and environmental challenges, developing new partnership models between public interest players (communes, NGOs and associations) and companies has become a matter of urgency, for a positive impact on society.



Part&Act

The Part&Act project brings together IMS member companies together with the social and solidarity economy. The aim is to create win-win partnerships that benefit both the association and the company by enhancing:

- their social and environmental impact;
- their engagement in the local community;
- employee mobilisation;
- the sharing of skills and expertise.

In figures

- 50 associations, NGOs, or SIS, IMS associate members
- 4 partnerships
- 12 project leaders introduced



Partnerships

From the beginning of the health crisis, IMS asked its associate members what their needs would be during this challenging period to put them in contact with companies that could meet these needs. Four partnerships were set up within this framework, ranging from the donation of laptops to work remotely to the donation of creative material to keep the little ones busy in a home during the lockdown.

IMS also joined Esch-sur-Alzette European Capital of Culture 2022 by organising pitching sessions to encourage collaboration between companies and cultural project leaders.

The Part&Act IN PRACTICE workshops

As part of the Part&Act project IMS Luxembourg offers associate members the Part&Act IN PRACTICE workshops. These events aim to facilitate cooperation between the social and solidarity sector and IMS members for more impact and social innovation: skills transfer, shared expertise, connecting...

In 2020:

- Training "Addictive behaviors and the working environment" with the Arcus association;
- Training "Implementation of the 17 SDGs in companies" with the NGO consortium Zesumme fir d'Agenda 2030.

Skills transfer workshops

In 2020, two workshops (3h and 4h) were organised. Volunteers from various companies shared their skills for the benefit of a social and solidarity economy project. Four missions were carried out in fields such as marketing, employee satisfaction, law and communication.

The following organisations were assisted in 2020:

ATP asbl, Life Project 4 Youth, Tricentenaire and SecondHand4KIDS.



In figures

- 40 hours of volunteering
- 2 workshops
- 4 social and solidarity economy organisations benefited

Youth



PEOPLE

80 % des métiers de 2030 n'existent pas encore. Face à l'obsolescence des compétences, et pour rester compétitives, les entreprises auront plus que jamais besoin de jeunes possédant les compétences requises.



➤ Digital Explorer

With the digitalisation of the working world, the project's main goal is to facilitate and adapt young people's career orientation through the existing dayCARE initiative. The initiative deals with reconciling societal commitment and digital skills. It aims to facilitate and adapt the orientation of young people in Luxembourg by helping them engage in and find motivation for meaningful career paths and trades.

To this end, CARE Luxembourg (key worldwide NGO in the fight against social injustice and poverty, with a Luxembourg chapter that promotes the integration of young people in the labour force) together with IMS Luxembourg are combining their expertise in the field. The Digital Explorer project is financed as part of the European Social Fund by the Ministry of Labour, Employment and the Social and Solidarity Economy as well as by the Ministry of Education, Children and Youth. Following a presentation conference held on June 30th, 2020, companies welcomed volunteer students (mostly digitally) on October 28th for the day. A second wave of recruitments had to be put into place due to growing demand by students. The "digital explorers" were immersed in the life of the organisation and asked to imagine the profession in several years, considering the impact of digitalisation. Comprising the partners of the project, the Chamber of Trades and Jonk Entrepreneuren, the jury convened for its second edition on November 12th to elect the best "Digital Visions", which received an award on December 1st, 2020.



In figures

- 60 Digital Explorers = 60 Digital Visions in 2 years
- 5,000 students reached in 2 years
- 19 high schools participating in 2 years
- More than 120 companies mobilised (dayCare + Digital Explorer) in 2 years
- 1 video

MANAGEMENT DE
LA CONNAISSANCE



PLANET

Protecting what we eat and drink, preserving the quality of the air we breathe, conserving the climate we know, taking care of the biodiversity that we need, and promoting a new and resilient form of agriculture. The IPCC 2018 report states that the average temperature on the earth's surface rose by +1°C between 1901 and 2012.

Climate change is creating unprecedented challenges and causes potentially irreversible damage for ecosystems and humankind alike.



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

Tackling climate change



PLANET

Climate change is now a reality that everyone needs to confront and accordingly act upon. It threatens the development of societies across the world and impacts every region of the planet as well as every industry.



➤ Pacte Climat

As part of the Pacte Climat, IMS establishes an efficient connection between local authorities and organisations to create alliances around innovative and sustainable projects, based on territory or topic. IMS's action translates into proactive groundwork that aims to address territory and areas of activity as sources of opportunity. Partner of the Pacte Climat since 2013, IMS has supported local authorities and companies on the national territory on the measures of category 6: "Communication and Cooperation".



The success of the Pacte Climat, with all the local authorities committing at national level, drove the stakeholders - and namely the five partners: CELL, EBL, IMS, Klima-Bündnis and MyEnergy - to rethink the Pact's way of working and review its indicators to contribute even more to the national effort in tackling climate change.

In 2020, IMS participated in the 11 meetings organised by MyEnergy with the other Pacte Climat partners (CELL, EBL and Klima-Bündnis). The meetings helped improve and optimize Luxembourg's Pacte Climat 2.0. IMS also contributed to adapting several new measures to ensure the commitment and participation of private sector organisations present in communal areas.

In figures

- 7 territory-based working groups
- 22 meetings
- 56 committed companies

The health crisis challenged economic stakeholders to quickly adapt to new ways of working by setting up the basis for a more resilient territorial organisation where proximity and solidarity play a central role. Sustainable mobility remains a central theme of IMS's work and a factor for territorial resilience. There is now also a need to find a balance between telework and onsite work. The digitalisation of activities led to a sharp drop in the volume of everyday commutes and in the distances that are travelled.

Ecomobility

The publication of the Ecomobility Guide in January 2020 is particularly significant in helping transform good ideas into concrete actions. Workshops and working groups were hosted throughout the year and will be continued in 2021, to offer support in implementing the levers for change provided for in the guide.



Promoting Mamer's Cargo-bikes and Roadshow Park: This year Klima-Bündnis Luxembourg launched an initiative to promote the use of cargo-bikes (bikes for freight transport) as a means of sustainable freight transport in Luxembourg communes. IMS partnered with the initiative during European Mobility Week of September 2020 in cooperation with the Lëtzebuerger Vëlos-Initiativ (LVI) and the commune of Mamer.



"Change your Way" photo contest: organised to coincide with European Mobility Week, the contest was open to all employees of IMS member and associate member organisations for them to publish a selfie on their favourite environment-friendly means of transport. The goal of the initiative was to promote more sustainable means of transport for commutes. The contest was organised in partnership with ALD automotive which awarded the top prize (an electrical bike) and TalkWalker that tracked the contest and identified the winner on Twitter. The winner received the award at the Ministry of Mobility and Public Works in the presence of Ministry representatives, ALD automotive, and IMS.

Climate and energy

IMS has long been engaged alongside the Ministry of Energy and Spatial Planning and in cooperation with Myenergy to raise its members' awareness of current and future climate changes as well as to the benefits of renewable energy in Luxembourg.

Electric cars and charging stations: in support of the Ministry of Energy and Spatial Planning, IMS carried out a survey among its mobility working groups on setting up private charging stations. The survey aimed to understand the technical requirements involved, and to pinpoint any difficulties and possible sticking points.

Photovoltaics and solar plants: Just as in 2019, IMS relayed the information among its members for the third tender for the creation and exploitation of high-power solar plants. IMS also regularly informed its network of government subsidies that aim to develop electric and solar mobility.

➤ Carbon Neutrality

Launch of the "Science-Based Targets and Climate Action Luxembourg Task force"

In the summer of 2020, IMS and its Belgian counterpart The Shift discussed ways of creating a working group on carbon neutrality based on the Science-Based Targets initiative (See [SUSTAINABILITY article in Mag #08](#)). They organised several preparatory webinars. Over 20 member companies showed an interest in cooperating and working on the topic together.

On December 8th, 2020, World Climate Day, IMS invited all the members of its network to join the Science-Based Targets and Climate Action Luxembourg Task Force. The Task Force's main goal is to create a dynamic exchange and support platform through which participating organisations can set concrete goals to reduce their greenhouse gas emissions to align with the global carbon budget. (2°C trend following the Paris Agreement).

Within the framework of the Climate Pact 2.0, the Task Force is sure to have positive outcomes as it will also deal with Scope 3 of carbon impact assessments. This Scope includes the supply chain and therefore stakeholders across the territory. For them to be fully informed, they will be connected to Climate Pact actors such as the Klima-Bündis who work on these topics with local authorities.



PLANET

Across the world, natural resources and biodiversity are threatened on a daily basis. Home to thousands of species, 13 million hectares of forest are destroyed every year, resulting in a dangerous rise in desertification and threatening life as we know it.



➤ Corporate Gardens

In 2020, IMS continued its work in the steering committee on the implementation of the "National Strategy on Urban Farming" for the Ministry of the Environment, Climate and Sustainable Development. It is important to mention how difficult it is to reconcile corporate gardens and telework. The pilot projects were slowed down. The dematerialisation of workshops and meetings forced us to limit all the most practical aspects of the project. Instead, we focused on raising awareness by organising two practical workshops:

- Green walls;
- Courtyard and rooftop gardens.

➤ Biodiversité

Reconciling economy and biodiversity is and will continue to be one of the greater challenges that we face. IMS has been following the issue closely and has committed to raising the awareness of economic stakeholders, namely by joining the European Business@Biodiversity platform.

An initial webinar called "Biodiversity and Value Creation" addressed the issue with a focus on the decline of pollinating insects, a hot topic of news reports. The recognition at the end of 2020 of the Minett region as a UNESCO Biosphere reserve was another highlight of Biodiversity in Luxembourg. IMS partnered with this achievement to raise awareness among companies and organisations of the resources and fragility of the Grand Duchy's natural heritage.

Towards zero waste



PLANET

Waste reduction depends first and foremost on a revolution in our consumption and production habits.



➤ Zero Food Waste

IMS has been working with the Ministry of Agriculture, Viticulture and Rural Development (MAVDR) since April 2020 on a «quality canteen» label project. It aims to encourage and facilitate access to the canteen market for local producers as well as provide clear specifications and progressive criteria that guide and support collective restaurants in implementing initiatives and processes to align their offer with more sustainable practices. Based on a stakeholder consultation to take into account the reality on the ground, the desirability and feasibility of such a label are being studied, and a set of specifications in the form of criteria on 6 key pillars (local products, organic and fair trade products, sustainability, health, food waste and others) is being prepared.

In figures

- 21 stakeholders consulted
- 7 ministries involved

In the autumn of 2020, the Interreg project «FRUGAL (Favoriser la RedUction du Gaspillage ALimentaire au moyen de la consommation Locale)» began, in which IMS participates as a partner alongside 7 other organisations in the Greater Region from the production, transformation and distribution sectors.

The project aims to create a cross-border network and a platform for exchanging surpluses and unsold products, which will enable the network's actors to deposit or recover products to recycle them instead of throwing them away. FRUGAL will thus make it possible to establish new links between the actors, to reinforce their complementarity on the various sides of the Greater Region and to contribute to the reduction of food waste.

➤ Zero Single-Use Plastic

In September 2018, under an agreement with the Ministry of the Environment, Climate and Sustainable Development, IMS launched the Zero Single-Use Plastic Manifesto. The Manifesto aims to eliminate a dozen single-use plastics before the end of 2020 among signatory organisations. Based on the draft European Union Directive in 2018 and then on its final enactment in 2019, the project is a testimony to the possibility of changing habits and working towards a more sustainable form of consumption.

Over the two years of the Manifesto, 74 member organisations signed the Manifesto.

- A personalised follow-up of each signatory was carried out between the end of 2019 and the beginning of 2020 for a mid-term report on the project development.
- Following discussions in the summer of 2019 with the signatories' suppliers, the first trimester was marked by 5 thematic workshops. Each of them focused on the various categories of Manifesto articles. They also included practical insight into how to continue the project in 2020 with new keys to understanding and new means of action.
- The second semester was dedicated to informative and inspiring conferences as well as to preparing communication on the project. A conference on the ecological transition was organised as part of the European Environment Week (June 1st-5th) and of the World Environment Day (June 5th). Presented by Ms Carole Dieschbourg, Minister for the Environment, Climate and Sustainable Development, it was chaired by three specialists in ecological transition from different fields such as cognitive sciences, transformative design, and the circular economy.
- Always wishing to inform our signatories of any new alternatives to single-use plastic, a conference was organised in partnership with the LIST on bio-sourced and biodegradable plastics. Among other topics, one presentation was held on so-called "good ideas" which signatories are faced with when looking for alternatives to single-use plastic. On the same occasion, the MECDD presented the "NullOffal" strategy.
- As the closing date for the Manifesto was at the end of 2020, many initiatives were carried out to prepare the project completion and related communication due in 2021. Signatories were invited to share their best practices in video and in writing to complete the Transition Kit. An entirely new section will be dedicated to testimonials.



A project completion audit was also carried out to quantify the elimination of single-use plastic within the 74 signatory organisations. The audit made it possible to identify sustainable alternatives that the signatories now use as well as any challenges that remain in eliminating or replacing the use of some single-use plastic products.

In figures

- 8 workshops and conferences
- 74 Manifesto signatory organisations from 19 different activity sectors
- 150.5 tons of single-use plastic withdrawn from use each year from 2021
- 1 Transition Kit with 42 alternatives



PROSPERITY

The economic pillar must not in any way be neglected when discussing sustainable development. Indeed, it is a fundamental pillar: when measured objectively, social, societal and environmental performance all contribute to the long-term improvement of a company's financial results.

Therefore, the IMS network supports its member companies in identifying priority action measures as regards CSR, allowing them to focus their efforts on developing solutions for the future, in keeping up with the principles of performance, innovation, and responsibility.

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



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

Responsible consumption & production



PROSPERITY

For economic growth not to take place at the expense of the environment or of social development, we must transform our consumption and production habits.



> Out of the Box Buyers Club

The Buyers Club aims to bring together purchasing managers and influencers in a context of privileged dialogue and peersharing to provide the keys to implementing a sustainable purchase policy. Each workshop explores specific themes with concrete examples to raise awareness among purchasing managers and influencers within our member organisations.

In 2020, the issues addressed were

- electronics purchases, and Green IT;
- rethink business travel;
- freight transport and the return of the deposit system;
- end-of-year gifts and Social & Solidarity Economy;
- sustainable professional and promotional clothing;
- hygiene products and ecological cleaning.



In figures

- 6 workshops
- 68 participants from 39 member organisations

New economic approaches



PROSPERITY

A new economic approach is progressively being shaped, bringing humankind and environmental concerns back to the core of discussions, setting in motion a sound transformation of the economy.



> Luxembourg CEO Sustainability Club



Breakfast Club - Zero Single-Use Plastic : Towards a new purchasing policy in organisations

On February 5th, 24 CEOs met at Alter Domus in the presence of Ms. Carole Dieschbourg, Minister for the Environment, Climate, and Sustainable Development, to discuss their purchasing policy with Sandrine Grumberg. Global costs and triple bottom line accounting are on the verge of becoming buyers' new tools. Replacing single-use plastic entails a significant re-appraisal of needs and a profound change in behavioural patterns and is the perfect opportunity to implement multiple-use, more durable products.



Dinner-debate: Meeting with elite athlete Ryadh Sallem in the presence of Ms. Corinne Cahen, Minister for Family Affairs, Integration and for the Greater Region as part of the LSF2020

2024 Ambassador and 5-time Paralympic participant (French swimming team, wheelchair basketball and wheelchair rugby), this sports and life champion several times over stands out with his fights and victories on the social and solidarity field. He's at the forefront of humanitarian and associative projects that aim to tackle all forms of discrimination, and disability is a powerful component of who he is. A humanist and serial entrepreneur who invites us all to refuse any form of defeatism, he has one goal in mind: to encourage a sense of kinship and peaceful co-existence. The dinner and debate took place with over 50 CEOs.



Breakfast Club by videoconference: Managing financial and non-financial performance together: the ultimate business imperative.

"Towards Common Metrics and Consistent Reporting of Sustainable Value Creation". Launched by the World Economic Forum (WEF) and the International Business Council (120 top global companies) and supported by the Big Four, this report is a great step towards better alignment and comparability. The framework provides an opportunity to manage both financial and non-financial performance. The CEOs discussed these topics with three speakers: Emily Bayley - World Economic Forum, Julie Becker - Luxembourg Stock Exchange and Valérie Arnold - PwC Luxembourg.



In figures

- 93 CEOs present for 3 meetings

➤ **The Third Industrial Revolution**

IMS has been associated with the "Third Industrial Revolution" strategy since its launch in 2016. Together with the Ministry of the Economy and the Chamber of Commerce, in December it launched an inventory and progress report on the projects within the "Rifkin" study, on the topics of energy, mobility and food. This inventory will be continued during the first quarter of 2021. It aims to provide a snapshot of the progress of the strategy and enrich the prospective debates currently underway in the ministries involved.

Transparency & reporting



PROSPERITY

Whether at the level of the society, the state or the management of companies, transparency has become a principled requirement and a recurring obligation.



➤ **Sustainability Manager Club**



Launched at the end of 2019, the Sustainability Manager Club aims to support and help member organisations to develop and implement their CSR strategy. The first workshop was dedicated to the fundamentals of CSR and to drawing up the themes for the next four workshops planned for 2020. Thus, the workshops focused on:

- stakeholders;
- the CSR strategy and management system;
- internal stakeholder involvement when moving from strategy to action;
- reporting and communication.

The success of the Sustainability Manager Club in 2020 led to the decision to reedit the program and to launch one in English.

In figures

- 77 participants
- From 57 different organisations

Social & solidarity economy



PROSPERITY

A company whose profits are solely used to produce social or environmental value for the community which hosts it...
This is the simple definition of social and solidarity based companies.



➤ Publication of the report "The role of the SSE in the face of major societal challenges"

Like many countries, Luxembourg is facing multiple societal challenges (the impact of an ageing population, issues of waste management...). The purpose of Social and Solidarity Economy organisations is to tackle these challenges. They are not the only entities that can do this since companies can also contribute to solving social or environmental problems. Indeed, the greater the number of stakeholders mobilise, the greater their impact. This will drive a change in scale on issues that are sometimes still underinvested. To raise awareness among its members, and with the support of the Ministry of Labour, Employment and the Social and Solidarity Economy, IMS wished to identify the national challenges and offer targeted approaches. Drawn up in cooperation with two social innovation experts the report was made public by IMS in 2020.

It assesses the scope of action for companies to make a difference and showcases inspiring initiatives that are already springing up successfully in Luxembourg. Read more in "The role of the SSE in the face of major societal challenges".



Luxembourg Sustainability Forum

On September 15th the 9th edition of an unmissable event on the topic of sustainable development took place in the Grand Duchy: the Luxembourg Sustainability Forum - LSF2020. The poster was revealed at the beginning of the year and set the tone with the catchphrase: "Generate Positive Impact"

IMS offered a new format to enable a maximum number of people to attend the conferences, roundtables, and exhibition. Initially set to take place over one afternoon in April, the Luxembourg Sustainability Forum 2020 was broadcast live online on the www.imslux.lu and www.rtl.lu websites, in four languages: French, Luxembourgish, English, and German. Far from being just a videoconference, the speakers present in Luxembourg engaged in live discussions and interactions with the audience.



Over 400 participants were connected to the streaming platform to attend the event. Confronted with the large number of crises (health, environment, and economic) that we are facing, the event proved once again to be a clear call for change. No less than 19 speakers attended the debate and were hosted in a TV studio set up for the occasion at the Studio du Grand-Théâtre in the City of Luxembourg. The program included an exhibition, the television studio, roundtables, and plenary sessions with inspiring speakers.

Substantive discussions, a world of ideas and concrete solutions marked the day, based on:

- the management of new generations;
- new economic models such as social business;
- digitalisation and its impact on wellbeing in the working environment.

Once again, we would like to thank our sponsors for their trust and for having supported us in organising this event with its many unexpected twists! Thank you to AG2R La Mondiale, the European Investment Bank, BNP Paribas Asset Management, PwC Luxembourg, Société Générale Luxembourg, ArcelorMittal, l'IFSB, Sodexo Luxembourg, Accenture Luxembourg, Clearstream, Enovos, FreeLens, Post, and the City of Luxembourg.

In figures

- 6 live hours: 6 sessions and 2 studios
- 10 cameras
- Content available in 4 languages on YouTube
- 1 exhibition – Infobesity: the cognitive science perspective
- More than 1500 views in replay on Youtube

Next edition
13 October 2021
#LSF2021

Magazine Sustainability

IMS publishes its own magazine: SUSTAINABILITY.

In 2020, issues #09 and #10 were distributed to all the members of the network.



SUSTAINABILITY #09 - Through meetings with tree specialists Tristan Lecomte and Frank Wolter, through Anita Dore's paintings, plunge into the heart of the forests. Take the time to also read the dossier "in accelerated mode" deciphering the instantaneity tyranny in the professional world. Discover also the pages dedicated to Social Business, travel in Iceland and find the impact campaigns that have made the news in recent months...

SUSTAINABILITY #10 - Wave after wave, the pandemic reminds us of our vulnerabilities and deep interdependence. How, in this context, can we rethink a caring society? This is the central question posed here by the Sustainability Mag. In this issue, you will also discover the ingredients of tomorrow's food system, the paths to resilience offered by drones, and the pitfalls of so-called "societal" corporate communication. Finally, let yourself be carried away by the magic of the images of photographer Fabrice Monteiro.



All printed editions of the magazine are available to IMS members on request.
Find all IMS publications on www.imslux.lu

Exhibitions

During the Luxembourg Sustainability Forum, IMS produced awareness-raising exhibitions. Printed on lightweight panels with hook and toggle systems, they were designed to be circulated within the network and to enable companies to raise employee awareness and support their active commitment to CSR.

For technical information and availability : info@imslux.lu

➤ The Bigger Picture - Thomas Pesquet

Curated for the Luxembourg Sustainability Forum 2017, this exhibition invites the public to take a step back and think about a decade of activities and progress with a selection of photographs of our planet. Taken by French astronaut Thomas Pesquet from the International Space Station, the images offer a new, inspirational perspective of our planet. They cover six broad categories, highlighting a series of vital present and future concerns and exploring how and why sustainable development is essential. Mr Pesquet himself is a defender of conscious development and took a copy of the 2015 Paris Agreement on his trip to space.



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

This exhibition, produced in collaboration with The Plastic Pollution Coalition and with the support of the French Ministry for the Environment, Climate and Sustainable Development, explores the issues surrounding ultra-plastic in figures and facts. Beneficiary members in 2020: ArcelorMittal, Société Générale, RBC, Fortuna Banque, Ergo Life, Quintet Private Bank, ING Luxembourg, DSM Avocats à la cour, European Investment Bank.



➤ Infobesity

Created for the Luxembourg Sustainability Forum 2020, this exhibition stems from the following realization: in an all-digital age, we are permanently connected. IMS Luxembourg, Cog'X, Dsides and Didask offer a path into the human brain, to discover its strengths but also its limits when faced with new ways of working and non-stop prompting.



Media

Eager to share regular information on its activities and projects, IMS Luxembourg has adopted a media relations policy. The network is often mentioned in the national media, reflecting its vibrant programme of events and showcasing its members' best practices.

In 2020 :

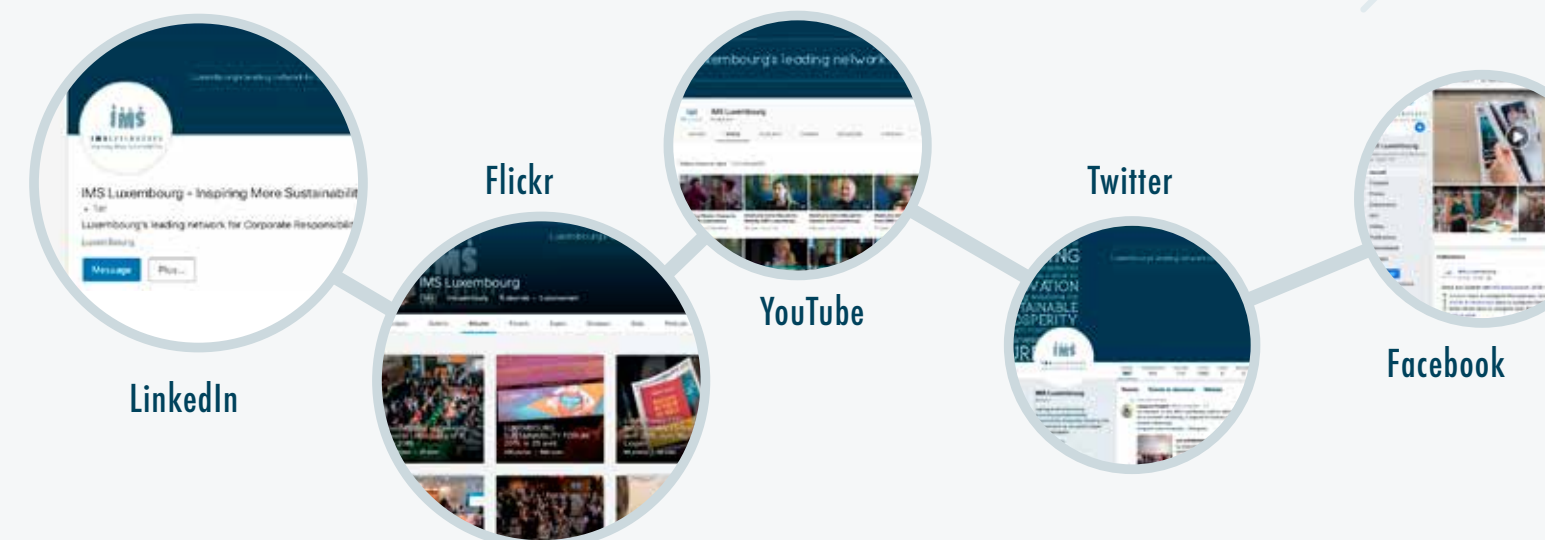
IMS had over 120 instances of press coverage, all media combined. Our press review is available on request (exclusively for members of IMS Luxembourg).

- 120 instances of press coverage
- 12 press releases
- 823 followers on Twitter
- More than 4 500 contacts on LinkedIn
- 464 subscribers on the Facebook page
- 26 044 overall views of YouTube videos
- More than 28 400 hits on our IMS website (+9% compared to 2019)
- More than 8 000 hits on our Diversity Charter website
- More than 11 100 photos of events available on Flickr



➤ A strong presence on social networks

Keep up to date with news from IMS and its members on the various online platforms. Like, share and follow us!



2020 IMS Events

→ Conferences and workshops

In 2020, a satisfaction survey was sent to all participants following each event, to find out more about our members' expectations and needs. 47 events were evaluated this year, and 98,8% of respondents recommend IMS events with an overall average grade of 7.1/10.

16 JANUARY

Zero Single-Use Plastic - supplier debriefing: vending machines and cups, at **ABBL** - 31 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

22 JANUARY

Putting the 17 SDGs into practice in companies, at **Cercle de coopérations des ONGD du Luxembourg** - 14 participants

Speakers : David Thommes - **Fondation Follereau Luxembourg (FFL)**, Priscilia Talbot - **IMS Luxembourg**

24 JANUARY

Club Achats Out of the Box : electronics purchasing and green IT, at **Arendt&Medernarch** - 18 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Didier Appels - **Close the Gap**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

30 JANUARY

Conference to present the 2020 programme and welcome new members, at **Foyer** - 98 participants

Speakers : Julien Demoulin, Nancy Thomas, Sophie Öberg, Anaïs Michel, Amélie Jeannesson, Lucie Rotario, Luca Macchi, Frédéric Brochier, Mathilde Leré, Laura Mullenders, Victor Quinet, Priscilia Talbot - **IMS Luxembourg**, Alice Bodart - **Foyer**

5 FEBRUARY

Luxembourg CEO Sustainability Club : Zero Single-Use Plastic, at **AlterDomus** - 24 participants

Speakers : Minister Carole Dieschbourg - **Ministère de l'Environnement, du Climat et du Développement Durable**, Sandrine Grumberg - **Viasourcing**, Sandra Legrand - **AlterDomus**

6 FEBRUARY

Part&Act in practice : addictive behaviours and the world of work, at **Hôpitaux Robert Schuman** - 4 participants

Speaker : Grégory Lambrette - **Arcus**

6 FEBRUARY

Feedback on the mobility of the Cloche d'Or in partnership with the POG, at **Lycée Vauban** - 45 participants

Speakers : Nathalie Bourdeau - **POG**, Julianne Wunderlich and Barbara Kronsteiner - **Vauban**, Julien Treffort - **PwC**, Giorgio Giovannini - **Mobilidée**, Nancy Thomas and Frédéric Brochier - **IMS**

12 FEBRUARY

"Staying efficient in a hyperconnected world" training for managers, session 1, at **AlterDomus** - 37 participants

Speakers : Gaëtan de Lavilléon - **Cog'X**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

12 FEBRUARY

"Staying efficient in a hyperconnected world" training for collaborators, session 1, at **AlterDomus** - 50 participants

Speakers : Gaëtan de Lavilléon - **Cog'X**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

13 FEBRUARY

"Staying efficient in a hyperconnected world" training for collaborators, session 2, at **POST** - 37 participants

Speakers : Gaëtan de Lavilléon - **Cog'X**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

13 FEBRUARY

"Staying efficient in a hyperconnected world" training for managers, session 2, at **POST** - 40 participants

Speakers : Gaëtan de Lavilléon - **Cog'X**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

13 FEBRUARY

Digital Explorer : future of work, at **House of Start-ups** - 90 participants

Speakers : Mike Engel - **Maison de l'orientation**, Claude Tremont - **Ministère du Travail, de l'Emploi et de l'Économie sociale et solidaire**, Guy Keckhut - **#GuyKeckhutCommunications**, Pit Bichel - **CARE**, Christian Scharff and Victor Quinet - **IMS Luxembourg**

20 FEBRUARY

Zero Single-Use Plastic - supplier debriefing: office supplies and packaging, at **State Street** - 26 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

28 FEBRUARY

Skills transfer workshop, at **Banque Internationale de Luxembourg** - 16 participants

Speakers : Sandrine Bem - **ATP asbl**, Jean-Marie Demeure - **Life Project 4 Youth**, Estelle Bacher - **Tricentenaire**, Priscilia Talbot - **IMS Luxembourg**

2020 events

3 MARCH

Preparatory workshop for Diversity Day 2020, at **Ministère de la Famille** - 58 participants

Speakers : Laure Amoyel - **Ministère de la Famille, de l'Intégration et à la Grande Région**, Caroline Hoffman - **MUDAM**, Luciele Milani - **House of Training**, Sing-Loon Cheung - **Ville de Differdange**, Jérémy Lefevre - **Altran**, Nancy Thomas - **IMS Luxembourg**

5 MARCH

Mobility Working Group Cloche d'Or - 10 participants

6 MARCH

Sustainability Manager Club : CSR strategy, ask for the programme, at **CFL** - 28 participants

Speakers : Philippe Lerouillois - **Ecota Conseil**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

10 MARCH

Mobility Working Group Kirchberg - 14 participants

20 MARCH

Club Achats Out of the Box : rethinking business travel, online - 8 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

9 APRIL

Zero Single-Use Plastic : single use vs. repeated use in a pandemic context, online - 8 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

16 APRIL

Remote collaboration, online - 48 participants

Speakers : Emma Vilarem - **Cog'X**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

23 APRIL

Zero Single-Use Plastic - supplier debriefing: food and beverage containers, online - 22 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

28 APRIL

Mobility Working Group Kirchberg, online - 10 participants

6 MAY

Mobility Working Group Cloche d'Or, online - 10 participants

6 MAY

Diversity Network : intersectionality, discrimination and Covid-19, online - 59 participants

Speakers : Olena Hankivsky - **University of Melbourne**, Anuj Kapilashrami - **Queen Mary University of London**, Gabriela Guerrero - **IMS Luxembourg**

15 MAY

Sustainability Manager Club : Stakeholders - How to identify, consult, involve and mobilise them, online - 37 participants

Speakers : Philippe Lerouillois - **Ecota Conseil**, Valérie Arnold - **PwC Luxembourg**, Michel Reutenauer - **SCOP Espaces Verts**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

19 MAY

Zero Single-Use Plastic - supplier debrief: water without packaging, online - 17 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

20 MAY

Corporate Gardens : green walls, online - 19 participants

Speaker : Florence De Groote - **About Green**

20 MAY

Diversity Network : insights from the financial industry, online - 33 participants

Speakers : Autumn Le Lievre - **HSBC**, Claire Godding - **Febelfin**, Katrien Goosens - **ING Belgique**, Gabriela Guerrero - **IMS Luxembourg**

28 MAY

Corporate Gardens : outdoor gardens and roofs, online - 28 participants

Speaker : Romain Balmay - **Ciel Mon Radis**

29 MAY

Club Achats Out of the Box : transport of goods and the great return of the deposit, online - 16 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

9 JUNE

Environment Day: did you say transition?, online - 53 participants

Speakers : Minister Carole Dieschbourg - **Ministère de l'Environnement, du Climat et du Développement Durable**, Thibaud Griessinger - **ACTE Lab**, Birgitta Ralston - **Bioregion Vestland**, Jeannot Schroeder - **+ImpaKT**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

16 JUNE

Diversity Network : define new normal in the workplace, online - 40 participants

Speaker : Inès Dauvergne - **Haddout**

18 JUNE

General Assembly of IMS Luxembourg, online - 90 participants

Speakers : Christian Scharff and Nancy Thomas - **IMS Luxembourg**

26 JUNE

Sustainability Manager Club : CSR strategy and management system, how to define a CSR strategy and set up its management system, online - 22 participants

Speakers : Philippe Lerouillois - **Ecota Conseil**, Arnaud Lambert - **CHAMP Cargosystems**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

30 JUNE

Digital Explorer : preparation workshop, online - 17 participants

Speakers : Simon Marcilly - **ArcelorMittal**, Victor Quinet - **IMS Luxembourg**

1 JULY

Coding Matchmaker Platform presentation, online - 29 participants

Speaker : Luc Weis - **SCRIPT**

2 JULY

Mobility Working Group Kirchberg and Cloche d'Or, online - 26 participants

10 JULY

Club Achats Out of the Box : year-end gifts and social economy enterprises, online - 20 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Jérôme Colson - **Tricentenaire asbl**, Jean-François Orban - **Maâ-Ouil**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

10 SEPTEMBER

Training "Human rights, from risk to opportunity", online - 19 participants

Speaker : Charlotte Michon - **Association Entreprises pour les Droits de l'Homme**

11 SEPTEMBER

Club Achats Out of the Box : sustainable professional and promotional clothing, online - 11 participants

Speakers : Sandrine Grumberg - **Viasourcing**, Charlotte Michon - **Association Entreprises pour les Droits de l'Homme**, Geneviève Kroll - **Fairtrade Lëtzebuerg asbl**, Cécile Jacquemart - **POST Luxembourg**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

11 SEPTEMBER

Climate Action Science-Based Targets : first information meeting, online - 16 participants

Speakers : Philippe Weiler - **Lidl Be/Lux**, Bart Corijn and Catherine Naveau - **The Shift**

14 SEPTEMBER

Luxembourg CEO Sustainability Club with Ryadh Sallem, at Table du Belvédère - 43 participants

Speakers : Minister Corinne Cahen - **Ministère de la Famille, de l'Intégration et à la Grande Région**, Ryadh Sallem, Jean Bernou - **Jean Bernou Consulting**

15 SEPTEMBER

Luxembourg Sustainability Forum 2020, livestream in Grand Théâtre de Luxembourg - 400 participants

Speakers : François Bade - **Deloitte**, Karine Blanc - **Décathlon Luxembourg**, Benoît Bonello - **Groupe Suez**, Benjamin Cavalli - **Programme Malin**, Gilda Cavazza - **Chambre de Commerce**, Olivier Charbonnier - **Dsides**, Marc Jacoby - **ArcelorMittal Luxembourg**, Thierry Kellens - **Caceis**, Jean-Yves Lamant - **ArcelorMittal**, Gaëtan de Lavilléon - **Cog'X**, Mathilde Leré - **IMS Luxembourg**, Marie-Geneviève Loys Carreiras - **BNP Paribas Asset Management**, Laura Mullenders - **IMS Luxembourg**, Andreea Munteanu - **Payconiq International**, Ryadh Sallem - **Dirigeant d'entreprises de l'ESS**, Caroline Sauvajol-Rialland - **So Comment**, Christian Scharff - **IMS Luxembourg**, Mireille Sendashonga - **Victor Buck Services**, Emmanuel Soulias - **PUR Projet**, Nancy Thomas - **IMS Luxembourg**, Matthieu Wendling - **Groupe Inov-On**, Sébastien Wiertz - **Paul Wurth InCub**

22 SEPTEMBER

(Handi)Cap' Emploi : kickoff session, online - 20 participants

Speakers : Gwenaël Berthéleme-Saudreau - **RMB Développement**, Gabriela Guerrero - **IMS Luxembourg**

25 SEPTEMBER

Sustainability Manager Club : how to get internal stakeholders on board and drive change, online - 26 participants

Speakers : Philippe Lerouvillois - **Ecota Conseil**, Emmanuelle Humann and Stéphane Jacquemin - **BGL BNP Paribas**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

6 OCTOBER

Official signing session of the Lëtzebuerg Diversity Charter, online - 100 participants

Speakers : Emilia Roig - **Center for Intersectional Justice**, Minister Corinne Cahen - **Ministère de la Famille, de l'Intégration et à la Grande Région**, Christian Scharff - **IMS Luxembourg**

13 OCTOBER

Diversity Network : recruiting talent from abroad, online - 34 participants

Speakers : Mante Makauskaite - **Afriko**, Paul Sutherland, Daphné Bouteillet-Paquet - **Organisation Internationale pour les Migrations**

14 OCTOBER

(Handi)Cap' Emploi : state of play, online - 12 participants

Speakers : Gwenaël Berthéleme-Saudreau - **RMB Développement**, Gabriela Guerrero - **IMS Luxembourg**

15 OCTOBER

Zero Single-Use Plastic : biosourced and biodegradable plastics, online - 27 participants

Speakers : Christina Ehlert, Mélanie Guiton et Elorri Igos - **LIST**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

21 OCTOBER

(Handi)Cap' Emploi : innovation and creativity, online - 14 participants

Speakers : Gwenaël Berthéleme-Saudreau - **RMB Développement**, Gabriela Guerrero - **IMS Luxembourg**

22 OCTOBER

Climate Action Science-Based Target : second information meeting, online - 23 participants

Speaker : Alexander Farsan - **WWF**

22 OCTOBER

Esch2022 presentation, online - 14 participants

Speakers : Anne-Catherine Richard - **Esch2022**, Priscilia Talbot - **IMS Luxembourg**

10 NOVEMBER

(Handi)Cap' Emploi : precipitating factors, online - 12 participants

Speakers : Gwenaël Berthéleme-Saudreau - **RMB Développement**, Gabriela Guerrero - **IMS Luxembourg**

13 NOVEMBER

Club achats : effective and environmentally friendly hygiene and cleaning products, online - 23 participants

Speakers : Gurvand Gaucher - **Banque Européenne d'Investissement**, Benjamin Piraprez and Benoît Lesgardeur - **Werner & Mertz Benelux**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

17 NOVEMBER

Working group Leudelange, online - 9 participants

17 NOVEMBER

Being yourself in a company, online - 65 participants

Speakers : Emmanuelle Petit - **Deloitte**, Sven Vandyck - **Accenture**, Catherine Tripon - **L'Autre Cercle France**, Priscilia Talbot - **IMS Luxembourg**

19 NOVEMBER

Pitches Esch2022, online - 21 participants

Speakers : Anne-Catherine Richard - **Esch2022**, Priscilia Talbot - **IMS Luxembourg**

24 NOVEMBER

MATCH presentation, online - 20 participants

Speakers : Daphne Bouteillet-Paquet - **OIM**, Maxine Pittet - **Adelia**, Gabriela Guerrero - **IMS Luxembourg**

25 NOVEMBER

Luxembourg CEO Sustainability Club : Managing financial and non-financial performance together, online - 26 participants

Speakers : Emily Bayley - **World Economic Forum**, Julie Becker - **Bourse de Luxembourg**, Valérie Arnold - **PwC Luxembourg**

25 NOVEMBER

Kirchberg and Cloche d'Or Working Group, online - 22 participants

26 NOVEMBER

(Handi)Cap' Emploi : validation and implementation of gateways, online - 10 participants

Speaker : Gwenaël Berthéleme-Saudreau - **RMB Développement**, Gabriela Guerrero - **IMS Luxembourg**

1 DECEMBER

New generation : digital vision of work, online - 47 participants

Speakers : Guy Keckhut - **#GuyKeckhutCommunications**, Blanche Lamesch - **Chambre des métiers**, Stéphanie Damgé - **Jonk Entrepreneuren**, Claude Trémont - **Ministère du Travail, de l'Emploi et de l'Économie sociale et solidaire**, Mike Engel - **Maison de l'Orientation**, Isabelle Rouhan - **Observatoire des métiers du futur / Colibri Talents**, Carole Chaine - **Lycée Aline Mayrisch**, Christian Scharff - **IMS Luxembourg**

2 DECEMBER

Biodiversity and value creation : bee part of the solution, online - 33 participants

Speakers : Michaël van Custem - **Beeodiversity**, Yves Becker - **Administration de la navigation aérienne**, Sarah Vray and Benedetto Rugani - **Luxembourg Institute of Science and Technology**

4 DECEMBER

Sustainability Manager Club : reporting and communication, online - 40 participants

Speakers : Philippe Lerouvillois - **Ecota Conseil**, Bruno Renders - **IFSB**, Anaïs Michel and Sophie Öberg - **IMS Luxembourg**

8 DECEMBER

Right to disconnect, online - 42 participants

Speakers : Caroline Sauvajol-Rialland - **So Comment**, Mathilde Leré and Laura Mullenders - **IMS Luxembourg**

10 DECEMBER

Diversity network : recognise and address unconscious bias, online - 111 participants

Speakers : Sophie Brière - **Université de Laval**, Christina Constantinidis - **Université de Luxembourg**, Bibiana Pulido - **Réseau inter-universitaire du Québec pour l'Équité, la Diversité et l'Inclusion**, Meriem Badis - **IMS Luxembourg**

16 DECEMBER

Pitches Esch2022, online - 18 participants

Speaker : Anne-Catherine Richard - **Esch2022**, Priscilia Talbot - **IMS Luxembourg**

18 DECEMBER

Skills transfer workshop for SecondsHands4Kids, online - 4 participants

Speaker : Priscilia Talbot - **IMS Luxembourg**

→ External speaking engagements

14 FEBRUARY

Mathilde Leré's intervention at the conference "Digital Transformation and the Future of Work", Belval
Host : LIST

10 JUNE

Presentation of the LGBTI project by Priscilia Talbot at the HSBC 24hours of Pride, Luxembourg
Host : HSBC Continental Europe

19 JUNE

Participation of Sophie Öberg in the jury of the Impact Wombats Social Entrepreneurship Challenge, online
Host : Impact Wombats

8 SEPTEMBER

Speech by Mathilde Leré at the round table "The human being: the capital resource to be preserved as a priority", Paris
Host : Produrable

9 OCTOBER

Speech by Frédéric Brochier and Luca Macchi at the KlimaPakt Day, online
Host : Ministère de l'Environnement, du Climat et du Développement Durable et Myenergy

29 OCTOBER

Gabriela Guerrero moderates the "Managing Diversity in Times of Crisis" panel at the European SDG Summit, online
Host : CSR Europe

30 OCTOBER

Moderator of the round table "Responsible management of single-use plastics in coastal areas" at the European SDG Summit by Sophie Öberg, online
Host : CSR Europe

30 OCTOBER

ophie Öberg's intervention at the round table "Setting up national alliances for climate action" at the European SDG Summit, online
Host : CSR Europe

15 NOVEMBER

Speech by Frédéric Brochier and Luca Macchi at the TEDxUniversity of Luxembourg conference, online
Host : Université de Luxembourg

22 NOVEMBER

Participation of Nancy Thomas and Sophie Öberg in the jury "Mind & Market in Luxembourg - Sustainability Session", online
Host : Deloitte

23 NOVEMBER

Laura Mullenders' presentation at the webinar "Sustainable Entrepreneurship: Tomorrow's Challenge!", online
Host : UStart Liège

3 DÉCEMBER

Presentation of the Lëtzebuerg Diversity Charter and the guide "Managing diversity in times of crisis" by Gabriela Guerrero on the occasion of the Belgian Federal Diversity Day, online
Host : ONEM

9 DÉCEMBER

Intervention by Nancy Thomas with Mrs. Carole Dieschbourg, Minister of Environment, Climate and Sustainable Development, online
Host : Fédération des Jeunes Dirigeants

→ Activities among our members

6 MAY

Facilitation of an Info Flow Savvy pilot by Mathilde Leré and Laura Mullenders for Agile Partner employees, via videoconference

29 MAY

Presentation of IMS by Amélie Jeannesson and Lucie Rotario for the staff of the European Court of Auditors, by videoconference

6 AUGUST

Presentation of IMS and the Part&Act project by Priscilia Talbot for Esch2022 project leaders, by videoconference

14 AUGUST

Presentation of the Lëtzebuerg Diversity Charter by Gabriela Guerrero for the employees of CHAMP Cargosystems, by videoconference

23 NOVEMBER

Facilitation of an Info Flow Savvy pilot by Mathilde Leré and Laura Mullenders for Easydriving employees, via video conference

25 NOVEMBER

Presentation of IMS and the Part&Act project by Priscilia Talbot for Esch2022 project leaders, by videoconference

25 NOVEMBER

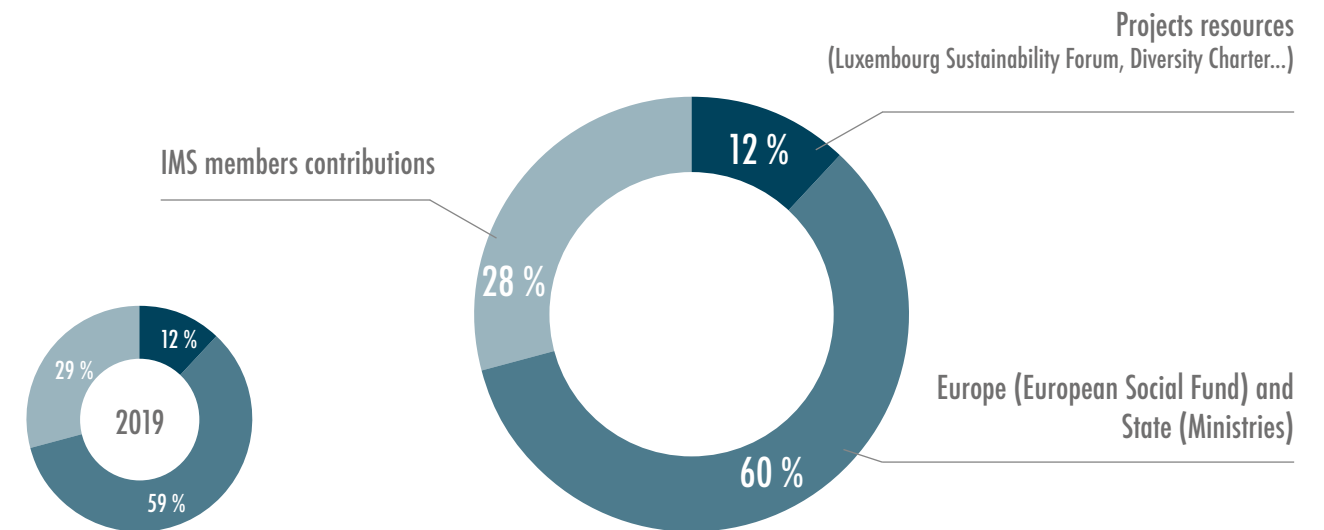
Facilitation of an Info Flow Savvy pilot by Mathilde Leré and Laura Mullenders for the employees of Schroeder & Associés, by videoconference

26 NOVEMBER

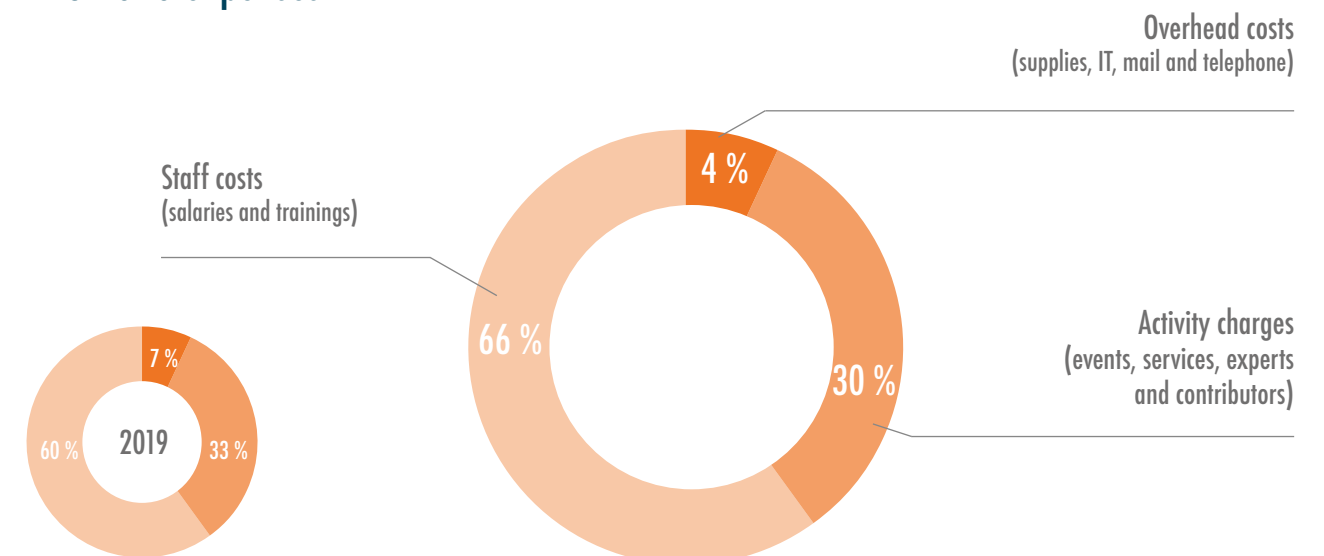
Facilitation of an Info Flow Savvy pilot by Mathilde Leré and Laura Mullenders for Signa employees, via videoconference

Our 2020 accounts

→ IMS 2020 resources



→ IMS 2020 expenses



In accordance with the Grand Ducal Decree issued on 30 May 2016, IMS Luxembourg is a public interest organisation and as such, its donors are entitled to a tax deduction

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.

IMS also prepared and moderated three roundtables within the European SDG Summit in October 2020:

- Diversity management in times of crisis with Gabriela Guerrero
- Responsible management of single-use plastics in coastal areas with Sophie Öberg
- Setting up national alliances for climate action with Sophie Öberg

In addition, Nancy Thomas is a member of the CSR Europe Board. She participated in 7 meetings on 11-12 February, 16 April, 13 May, 9 September, 11 September and 9 December.

→ European Commission



As promoter of the Lëtzebuerg Diversity Charter, the national charter for the fight against discrimination and the promotion of diversity management, IMS meets regularly with the European Commission's Directorate-General for Justice and with the heads of other existing charters in Europe. The governance model of the Luxembourg charter is an example for its European peers. In 2020, IMS participated in 2 meetings of the Diversity Charters platform, which includes 26 charters:

- on 17 February in Brussels with Priscilia Talbot
- on 25 November in a video conference with Gabriela Guerrero

→ Commission SIS

Approval as a Societal Impact Company (SIS) is reserved for commercial companies that meet the principles of the social and solidarity economy. Nancy Thomas is the Vice President of the commission which issues an opinion on the different applications for approval for the Ministry of Labour, Employment and the Social and Solidarity Economy. In 2020, the commission met on 10 February, 22 April, 9 July, 21 October and 27 November 2020.

→ ILA

Sophie Öberg is a member of the Sustainability Strategy for Boards Working Committee of the ILA (Institut Luxembourgeois des Administrateurs). One of the Institute's 24 committees, this 11-member committee aims to increase awareness of sustainability and responsible growth among Luxembourg directors and to support them in integrating these issues into their corporate strategy.

During the year 2020, the committee met approximately once a month. Among other things, it organised a series of Sustainability Strategy Talks, two of which were hosted by Sophie Öberg.

Members of the IMS Luxembourg network in 2020



They joined IMS in 2020



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