

CALL INTERNATIONAL REPORT

ESG REPORT 2025

TRANSPARENCY AND ACCOUNTABILITY

OUR ACTIONS





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INTRODUCTION AND CONTEXT

REPORT CONTEXT AND OBJECTIVES

Call International is a service company specialised in organising language and communication training (www.callinter.com). We operate three centres in Belgium (Brussels, Liège, and Waterloo) and offer B2B training in our centres, on-site at client locations across Belgium, and online. We do not own the buildings we operate from.

The company employs one administrative assistant and one student. The management team is composed of five active partners, including four managing directors, and one external independent consultant (account manager). All our trainers are self-employed and are therefore not employed by the company.

We are committed to minimising our environmental impact, promoting socially responsible practices, and ensuring ethical and transparent governance. We firmly believe that transitioning towards a more sustainable approach and generating a positive impact will strengthen our company's competitiveness, long-term viability, and attractiveness for both our collaborators and clients.

This report aims to present our ESG (Environmental, Social, Governance) commitments and the actions we have implemented to support responsible and sustainable development.

COMPANY'S ESG COMMITMENT

VISION AND ESG STRATEGY

Our ESG commitment is built on three main pillars:

1. **Reducing our environmental footprint** through informed supplier selection, responsible digital practices, optimised travel, and sustainable resource management.
2. **Promoting fair and inclusive social practices** that support the well-being of our employees, freelance trainers, and learners.
3. **Ensuring ethical governance** by upholding diversity and inclusion, transparency, and regulatory compliance.

ENVIRONMENTAL PILLAR (E)

RESPONSIBLE DIGITALISATION

- Hosting our training platforms with environmentally responsible providers.
- Optimising digital resources to reduce energy consumption.
- Recycling digital devices at the end of their lifecycle.
- Raising awareness among team members about responsible use of IT equipment.
- Educating learners on digital sobriety.

RESOURCE MANAGEMENT

- Limiting paper printing by favouring digital formats, especially for training materials.
- Systematic emailing of invoices and purchase orders; digital archiving of supplier invoices.
- Use of eco-friendly and recycled office supplies.
- Waste management in our centres: systematic sorting.
- Energy-efficient practices (LED lighting, solar panels, green energy supplier, etc.).

SUPPLIER SELECTION

- Preference given to local suppliers and short supply chains.
- Critical review of the cleaning products used by the cleaning company.
- Circular economy: joint procurement of office supplies and other goods, with centralised distribution for our three centres.

SUSTAINABLE MOBILITY

- Encouraging remote training for sessions under 2 hours to reduce travel for trainers and participants.
- Promoting back-to-back in-company face-to-face sessions to optimise trainer travel.
- Incentivising the use of public transport for in-person training (sharing accessibility information for our centres with clients and trainers).
- Encouraging trainers to carpool for internal events (celebrations, workshops, etc.).
- Allowing trainers to combine in-person and online sessions on the same day at our centres to reduce travel.
- Offering the option to attend monthly internal training workshops online.
- Providing mileage reimbursements also to trainers who walk, cycle, or use public transport.
- Installation of an electric vehicle charging station at our Waterloo premises.

SOCIAL PILLAR (S)

WORKING CONDITIONS OF FREELANCE TRAINERS

- Commitment to fair contractual relationships based on a collaboration charter.
- Fair remuneration and compliance with payment deadlines.
- Equal pay for men and women.
- Creation of a collaborative and inclusive working environment for trainers.

DIVERSITY AND INCLUSION

- No discrimination based on gender, religion, cultural background, age, disability, sexual orientation, gender identity or nationality in recruitment or assignment of training missions.

TRAINING ACCESSIBILITY

- Access to training for people with disabilities (centres accessible to persons with reduced mobility).
- Possibility to convert an in-person training session to an online session when circumstances (strike, weather, learner's personal convenience, etc.) would otherwise lead to a cancellation.

EMPLOYEE WELL-BEING

- Adapted and supportive working environment in our centres.
- Regular performance and well-being check-ins with staff.
- Option to work remotely.
- Regular training opportunities.
- Informal get-togethers for celebrations and birthdays.

TRAINER WELL-BEING

- A supportive and well-equipped working environment in our centres.
- Regular check-ins to ensure the mental well-being of trainers, especially those working remotely.
- Ongoing professional development and personalised pedagogical support.
- Celebrating key life events (weddings, births, work anniversaries, etc.).

LEARNER WELL-BEING

- Establishment of a caring and positive learning environment.
- Tailored pedagogical support.
- Quality monitoring at every stage of the training process.

EMPLOYMENT OPPORTUNITIES

- One employee hired under a first-job agreement.

SUPPORT FOR SOCIAL AND LOCAL INITIATIVES

- Blood donation encouraged among team members.
- Support for Kick Cancer.

GOVERNANCE PILLAR (G)

ETHICS AND TRANSPARENCY

- Fair selection of trainers based on objective quality criteria.
- Anti-discrimination policy and promotion of diversity.
- Transparent publication of official documents: UBO register, annual accounts, statutes.

DATA PROTECTION

- Full compliance with GDPR to ensure the confidentiality of learner and trainer data.

COMPANY PROJECT

- Clear Mission and Vision communicated to trainers, clients, and suppliers.
- Values charter shared with and signed by freelance trainers.

ESG INTEGRATION IN TRAINING

- Awareness-raising on sustainable practices included in training modules.

PARTICIPATORY GOVERNANCE

- Diverse board composition: creation of an Advisory Board including members beyond founders and shareholders.
- Specific consultation moments organised around strategy, approval of annual accounts and activity reports, HR policy, etc.

IMPACT ON LOCAL COMMUNITIES

- Employment mainly provided to staff based in Belgium.
- Taxes and contributions paid in Belgium.

INDICATORS AND RESULTS



CONCLUSION AND OUTLOOK

- We continue to strengthen the integration of ESG practices into our operations. Our objectives for the coming year include improved management of our digital footprint.
- We remain firmly committed to being a responsible and sustainable organisation.

