# 2022 Statement of non-financial performance



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### CONTENTS

Chapter 1 | Presenting the Group

Chapter 2 A committed Tessi

Chapter 3 An assessment of financial and non-financial risks

Chapter 4 Our CSR strategy

Chapter 5 Innovative and sustainable solutions for our customers

Chapter 6 Valuing our human capital

Chapter 7 Digital trust

Chapter 8 Our civic and social commitments

Chapter 9 Protecting our environment

Chapter 10 GRI cross-reference table

Chapter 11 Appendices

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A WORD FROM THE PRESIDENT

#### A pioneer in the responsible digital transformation

Tessi is a leader in business process services and enterprise digital transformations and has been helping companies and public services to optimise their business processes and customer experience for over 50 years.

Over the last few years, the Group has moved towards a model with strong technological integration, shifting towards more business consultancy activities that combine our human and digital expertise. With our four pillars, Business Process Outsourcing (BPO), Customer Relationship Centre (CRC), Consulting & Integration and Software Publishing, we now offer our customers added value in line with their digital transformation strategy.

Our values and our commitments lie at the heart of our business model, and over time we have developed an approach that emphasises innovation at all levels, whether in technology, human capital, society or the environment.

With 13,000 employees and a presence in 15 countries, we reached a milestone in 2022, with strong growth underpinned by the speedy digitalisation and the phygitalisation of companies' operational processes.

#### A commitment to responsible digital technology at the heart of the Group's strategy

Tessi has been committed to a responsible approach for many years. It aims to strengthen our contribution to the UN's Sustainable Development Goals (SDGs) and the 10 principles of the Global Compact, of which we have been a signatory since 2011. This year, Tessi set up a responsible digital technology programme in line with the Group's CSR commitments. We aim to combine technological development with economic growth that also accounts for the environmental impact of our activities, and we are developing solutions to ensure that the digital, environmental and societal transformations can converge.

This is why, in 2022, we became a member and signatory of the charter of the Institut du Numérique Responsable.

We want to continue to create sustainable value over the long term, a commitment reflected in our 2021-2025 CSR roadmap in which we set out several major themes related to digital trust, a responsible offering, reducing our environmental footprint, our civic and social commitments and developing our human capital.

#### Constant innovation for a green digital transformation

We are aware of digital technology's growing environmental impact, so we are developing innovative, eco-responsible solutions that can tackle today's sustainable development challenges. This means investing in the research and development of energy and resource-efficient technologies, as well as promoting the circular economy by reducing, reusing and recycling electronic waste. By incorporating eco-design principles into our products and services, at Tessi we are helping to minimise our



customers' carbon footprint while supporting them in their digital transformation. Tessi's digital factory, Innovation&trust, has been designed in this way since it was launched in 2022 and has strong ambitions for building responsible digital technology, serving people and fostering a virtuous and green approach to the digital transformation. On the strength of these advances towards an increasingly responsible and environmentally friendly digital world, we are proudly committed to placing our non-financial commitments for 2023 at the heart of Tessi Group's strategy, confirming our position as a player in the field of trust and responsible digital transformation.

Claire Fistarol President of the Management Board



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES



### PRESENTING THE GROUP

[5]

TESSI, A MAJOR PLAYER
IN DIGITAL TRANSFORMATION

[5]

A FRENCH COMPANY
WITH AN INTERNATIONAL PRESENCE

[6]

BUSINESS MODEL AND VALUE CREATION

[7]

THE STORY OF A SUCCESSFUL TRANSFORMATION

[8]

**MARKET TRENDS** 

9

A COMPREHENSIVE RANGE
OF SERVICES AND TECHNOLOGIES

[ 10 ]

INNOVATION: CHANGING HABITS AND PRACTICES

[ 10

PÉPITES SHAKER: AN ACCELERATOR FOR DISRUPTIVE START-UPS

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAI

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## TESSI, A MAJOR PLAYER IN COMPANIES' DIGITAL TRANSFORMATION

Founded over 50 years ago, Tessi is a major player in business process services (BPS), i.e. the outsourcing of back- and front-office business processes. Over time, the Group has incorporated complementary, high-added-value technological solutions to become a digital services company that uses our expertise in support of our customers' data management and digital transformation.

Today, more than 70 offerings make up our commercial value proposition, covering the fields of healthcare, banking, insurance, retail and telecommunications.

To pursue our development, at Tessi we rely on a strategy of organic and external growth and an ambitious innovation policy. With our latest acquisitions in 2022, the Group has strengthened our positioning in the customer experience sector with the acquisition of VILT, a company specialising in enterprise content management and digital experience, as well as in the healthcare sector by acquiring a stake in Sweepin, a Pépites Shaker start-up that is digitising the customer experience.

The Group's strength lies in its 13,047 employees\* and its ability to develop talent within the company. Four strong values bind our teams together on a daily basis: excellence, customer focus, trust and boldness. Established in 15 countries, Tessi has more than 1,000 customers and a turnover of 513.4 million in 2022\*.

# €513 million turnover in 2022

71
offerings of services
and technologies

## A FRENCH COMPANY WITH AN INTERNATIONAL PRESENCE





13,047 employees worldwide, including 5,484 in France and 7,563 abroad (in 15 countries)



40% women on the executive committee

\* consolidated figures

> PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

> PROTECTING **OUR ENVIRONMENT**

GRI CROSS-REFERENCE TABLE

**APPENDICES** 

#### **BUSINESS MODEL AND VALUE CREATION\***

\*excluding VILT

we create value for our stakeholders

through our corporate culture our business at the crossroads of human services & technology

and our contribution to major digital challenges

#### As a responsible employer

women on the executive

67,396 hours

hours of training

#### As a partner to our customers

000 **Thought** Leadership campaigns

customer NPS

☆☆☆☆

As a responsible digital technology company

100%

of EXCOM members made aware of this issue

#### Tessi is an international digital services company

R&D centres

#### Transforming ourselves according to our values



Roldness

**Trust** 









Excellence

#### Founded in 1971, we have continued to expand

in turnover (+15% growth in 2021)

71

offerings

in services

and technologies

+1,000

Diversified markets, including banking, insurance, public sector, real estate and healthcare

Delegation activities

Creating

Improving the user iournev

#### 6 activities

#### services





technologies

Digital Consulting documentation & integration processes



**Business** back office



Customer relationship & experience

Software publishing



Data centres & cloud computing

#### Across the entire value chain of the user journey



of back office

customer relation solutions

#### **Encouraging innovation**



#### **Committed to digital** sobriety



data

committed to an environmentally friendly approach

#### **Promoting digital inclusion**

invested in the job insertion sector

women on our staff in the digital sector

#### **Combating cybersecurity risks**



dedicated to cybersecurity projects since 2017 A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### THE STORY OF A SUCCESSFUL TRANSFORMATION

In 2021, Tessi celebrated its 50th anniversary, 50 years that retrace the history of a data entry operator that transformed into a digital services company:

#### By making the right strategic choices at the right time:

**2001** IPO – 2021: Delisting

2017: Pixel Holding acquires a majority of shares in Tessi SA

2019: the unified Tessi brand launches

2021: sale of Spanish companies Graddo II, BPO Solutions Spain and Diagonal

#### By developing its technological expertise through an ambitious strategy of organic and external growth:

**2001**: initial acquisitions of various technology and BPO companies

2017: acquisition of Dhimyotis (now Certigna by Tessi), a trusted third party and major player in cybersecurity

2018: acquisition of Owliance group, the market leader in delegated management of health and disability insurance contracts

2019: acquisition of Orone France, a publisher of cheque processing software and distributor of scanners, and of ADM Value, a customer relations specialist

**2021**: membership of the French Federation of Blockchain Professionals

2022: acquisition of a stake in Sweepin, a Pépites Shaker start-up dedicated to geolocation and digitisation of the patient journey

2022: acquisition of VILT, integrator and ECM-ECM specialist

#### By expanding abroad:

2014: the Group's internationalisation process begins in Europe after consolidating the French market from 2001 to 2014

2018: acquisition of Todo en Cloud in Spain, an expert in designing and implementing cloud computing architectures

2021: acquisition of Proformation, a major player in generalist training using video learning, virtual classes, e-tutoring and in-person lessons

#### By placing innovation at the heart of its technology strategy:

2014: creation of European research laboratory Tessi Lab

2017: creation of CETIA, Tessi's Centre of Excellence in Smart Automation

2017: creation of European start-up accelerator Pépites Shaker

2022: creation of Innovation&trust, Tessi Group's digital factory

#### By committing early on to a CSR approach:

2010: initiation of our sustainable development policy and formalisation of our commitments

2011: Tessi joins Global Compact France

2018: Tessi appointed as Global Compact France corporate ambassador for a three-year term, reappointed in 2022

2021: Tessi signs the Planet Tech'Care and Inclusion of Women in Digital manifestos alongside Numeum

2022: Tessi joins the Institut du Numérique Responsable and signs the Responsible Digital Technology charter

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### **MARKET TRENDS**

Digital technology has been transforming the economic fabric for many years now. The pace of change is accelerating, with breakthrough technologies such as the Internet of Things, artificial intelligence, blockchain and cryptocurrency.

For businesses, creating value increasingly depends on their ability to manage the digital transformation, both the opportunities and the associated risks. In an increasingly complex security environment governed by growing digitalisation, constant interaction and a heightened awareness of the environmental impact that all activities make, Tessi's employees are committed to helping companies find new ways of solving their day-to-day problems.

#### DIGITALISING THE CUSTOMER AND EMPLOYEE EXPERIENCE

#### Trend:

The increasing digitalisation of interfaces is leading to greater volumes of and demand for higher quality and immediate interactions between companies and their customers over all channels, including email, SMS, chat and voice. The pandemic accelerated the shift to mass remote work and the need for agile interfaces.

- 79% of companies have announced that they have increased their digital transformation budget, according to IDC research
- 86% of consumers are prepared to pay more for an exceptional customer experience

#### **Opportunity:**

Tessi has streamlined its offerings to combine both the front and back offices to bring fully digital customer experience solutions to the market. These platforms allow customers to collect, analyse and process massive amounts of data in an interactive approach that preserves the end-to-end relationship.

#### **INTELLIGENCE & OPEN DATA**

#### Trend:

Machine learning, voice recognition, automation... More and more companies are interested in the growing power of artificial intelligence, which can bring benefits in terms of internal processes or trade. These technologies help them to increase productivity, improve organisational processes and enhance the quality of the customer experience.

- 90% of business leaders believe that AI represents a business opportunity for their company (source: BCG, 2019)
- \$267 billion: that's how much the AI market is expected to reach worldwide by 2027 (source: fortune business insights, 2020)

#### **Opportunity:**

By working at the crossroads of marketing and the digital transformation, Tessi helps to make these gains in productivity and interactivity concrete. The Group works to connect technology, content and data. To support its customers in improving their internal and external processes, Tessi also draws on the technical and organisational expertise of its Innovation&trust digital factory (see page 10).

#### **CYBERSECURITY RISKS**

#### Trend:

Threats are becoming increasingly severe in a globalised environment where cyberactivism, cyberwarfare and the digital mafia are proliferating. Cybersecurity is at the heart of our strategic decisions.

According to CESIN, more than half of all companies have fallen victim to a cyberattack, and it takes an average of six months to identify a data leak.

It is worthwhile to note the main sources of these intrusions: exploited vulnerabilities are over a year old (ANSSI), and 95% of them are linked to targeted spam (Cybint Solutions).

The coming years will see more service providers systems being corrupted in a bid to reach the real targets. This technique, known as a supply chain attack, increases the pressure on data processing centres. Cybersecurity is improving against the aforementioned intrusion vectors, leading hackers to direct their attacks against new targets. Although the primary intrusion vector remains human beings, massive infrastructure attacks are on the increase (Log4Shell, VMware) and are reaching data operators' core systems.

#### Opportunity:

Through a comprehensive cyber resilience strategy, Tessi deploys and maintains a range of operational security systems, from design to service delivery. These are scrupulously checked and tested on a regular basis. Security & Privacy By Design are two of our core commitments.

Tessi's organisation meets all European and French sovereignty requirements. We have always prioritised storing and processing customer data locally. A compliance plan to meet SecNumCloud requirements is currently being rolled out.

Through digital sovereignty regulations and qualifications, we anticipate trends and threats in order to maintain our customers' digital confidence.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### **DIGITAL SOBRIETY**

#### Trend:

The climate has become a major source of concern for companies, and they often make carbon neutrality commitments to conform to the Paris agreements. Digital technology is both a tool and a challenge for the carbon transition. Its electricity consumption, still heavily dependent on fossil fuels, is growing by 9% a year. For companies, this means strategically steering their choices and investments.

 4% of the world's greenhouse gas emissions are caused by digital technology (source: The Shift Project)

#### **Opportunity:**

As a digital services company, Tessi is aware of the digital sector's environmental impact and the associated challenges, and is committed to measuring and reducing the environmental footprint of our solutions, offerings and applications so that we can be an asset in our customers' digital and environmental transitions. This new perspective on environmental issues has prompted us to build our environmental strategy around a "Responsible Digital Technology" programme that addresses digital sobriety, sustainable and responsible digital technology, and the impact of our solutions and services on the environment. It's a digital transformation that tackles our customers' sustainability challenges!

#### **DIGITAL SOVEREIGNTY**

#### Trend:

With the rise of algorithms, connected objects and artificial intelligence, data is becoming a coveted resource. Yet they are largely captured and exploited by the technology companies, networks and platforms that control them, which are chiefly American tech giants. Governments are thus finding themselves competing with each other in exercising their traditional, sovereign prerogatives, requiring them to implement regulatory tools that are compatible with the freedom that is consubstantial with our use of digital spaces.

- 90% of the submarine cable market share is controlled by US tech giants
- 80% of the web browser market is owned by Google and Apple

#### **Opportunity:**

Since 2018, complying with the GDPR has been a strategic issue for businesses and, therefore, for cloud providers. This helps them avoid heavy fines for failing to comply with the regulations. It also reassures customers, who view cloud providers' commitment to GDPR compliance as a mark of security and confidentiality. Tessi helps public and private entities to control and protect their personal data (GDPR) with highly secure, isolated or private cloud computing solutions.

#### A COMPREHENSIVE RANGE OF SERVICES AND TECHNOLOGIES

Tessi aims to be a trusted third party that combines human expertise, technology and innovation. We offer high value-added technological solutions to complement our front and back office business services. Our comprehensive, integrated offering is structured around six families of solutions.



Bring more value to customers and business processes



Improve customer relations and maximise the brand's potential



Allow companies to fully focus on their core business (insurance, banking, healthcare, public sector, real estate)



Accelerate
digital transformations
and become
a champion
of customer
conversation



Offer secure infrastructures tailored to companies' activities



Boost
digital transformations
with cuttingedge, compliant
technologies

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUINO OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### INNOVATION: CHANGING HABITS AND PRACTICES

To better support our partners' digital transformation and to establish ourself in growing markets, Tessi has made innovation central to our development, strategically choosing to own most of the technologies we offer to our customers.

With this in mind, the Group has invested in European software development and publishing teams. 2022 was marked by the creation of Innovation&trust, Tessi's digital factory dedicated to innovation, digital technology and digital trust.

Innovation&trust has a presence in both France and Spain, publishing innovative software that implements digital solutions that focus on the people that at the heart of the process. Our solutions rely on the three pillars of Innovation, Native Cloud technology and Green IT and revolve around five verticals: Digital Care, Digital Trust, Content Services Platforms, Business Services Platforms, Devops & Cloud Services.

Driven by 250 developers within three R&D centres in France and Spain, Innovation&trust also empowers an open innovation ecosystem through our European start-up accelerator Pépites Shaker.

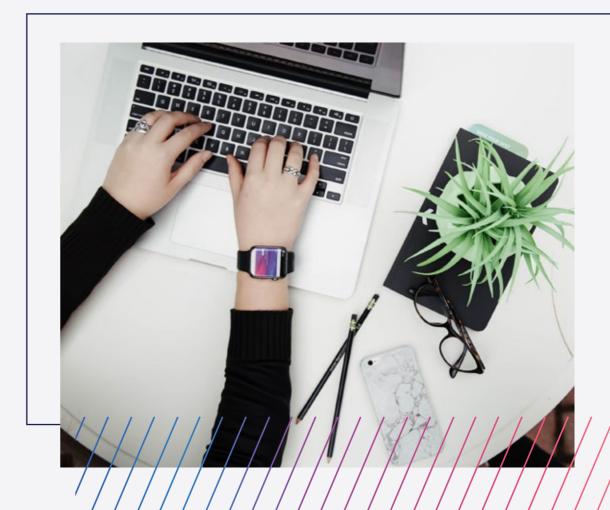
Pépites Shaker is Tessi's initiative that supports start-ups by offering them an ecosystem to foster their growth and development. With more than 95 start-ups supported since its creation, the Pépites Shaker's technological focus is on AI, OpenData, voicebots, voice recognition and emotional processing, biometrics, cybersecurity, fintech and blockchain.

#### PÉPITES SHAKER: AN ACCELERATOR FOR DISRUPTIVE START-UPS

This European ecosystem of start-ups aims to provide disruptive solutions to customers' innovation needs, with a pragmatic, business-focused approach. In the current economy, ideas and the speed with which they are developed are increasingly decisive factors. Tessi's offering brings companies and start-ups together to speed up the co-construction of innovative products and services and to provide monitoring, forecasting, and training, as well as creativity workshops.

#### There are three benefits to this:

- Companies receive support tailored to their priorities and progress
- Start-ups can quickly get to work on solutions
- Tessi enhances its own R&D and its portfolio of innovative solutions



PRESENTING THE GROUP

#### A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

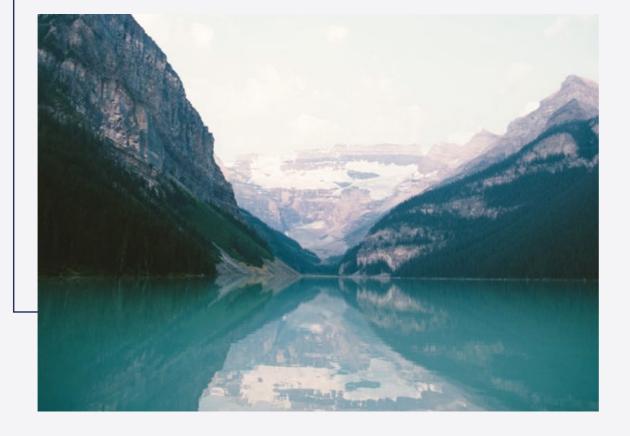
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A COMMITTED TESSI



[ 13 ]

STANDARDS AND ASSESSMENT
OF THE GROUP'S CSR PERFORMANCE

[ 14 ]

TESSI, SIGNATORY
OF THE DIVERSITY CHARTER

[ 15 ]

TESSI, COMMITTED TO RESPONSIBLE DIGITAL TECHNOLOGY

PRESENTING THE GROUP

#### A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

At Tessi, we combine technological development, economic growth and human flourishing. That's why our corporate culture is rooted in a responsibility to our employees, to our suppliers and to the environment.

#### 2010

Tessi initiates our sustainable development policy and formalises our commitments.

#### **Since 2012**

Publication of the first CSR report meeting the requirements of Article R255-105-1 of Decree 2012-557. This report is certified annually by statutory auditors.

#### December 2018

Tessi appointed ambassador of Global Compact France.

#### October 2020

Tessi signs the Planet Tech'Care initiative with SyntecNumérique.

#### 2022

Tessi joins the Institut du Numérique Responsable and signs the Responsible Digital Technology charter.

#### January 2011

Tessi joins the UN Global Compact.

#### **April 2018**

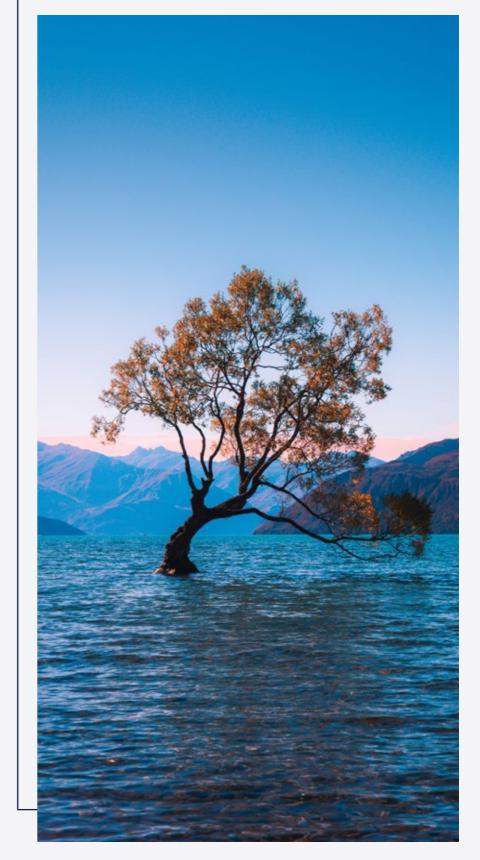
Tessi signs the diversity charter.

#### **April 2019**

Tessi publishes its first non-financial statement certified by CACS in application of the European CSR directive (2014/95/EU).

#### 2021

Tessi signs the Numeum manifesto for the retraining of women in the digital sector.



PRESENTING THE GROUP

#### A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### STANDARDS AND ASSESSMENT OF THE GROUP'S CSR PERFORMANCE

#### A STRONG COMMITMENT TO THE UNITED NATIONS AND A CLEAR CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Tessi has been a signatory of the United Nations Global Compact since January 2011, undertaking to communicate annually on its progress in terms of sustainable development and to respect its ten fundamental principles based on human rights, labour and environmental standards, and the fight against corruption.

In 2015, the United Nations adopted a new sustainable development programme based on 17 goals to be achieved by 2030. As a member of the Global Compact, Tessi wanted to get involved in this unique initiative that aims to eradicate poverty, protect the planet and guarantee prosperity for all by 2030.



Tessi has identified 12 areas linked to its roadmap and the CSR challenges it faces as part of its materiality analysis, and the company is already contributing to collective efforts to the best of its ability in these fields. In this way, our direct activities and responsible approach make direct and indirect contributions to the SDGs.





#### REPORTING IN LINE WITH THE GLOBAL REPORTING INITIATIVE (GRI) FRAMEWORK

Tessi has prepared this report in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022. Management has reviewed and approved the disclosures, including the organisation's material ESG topics, under GRI 2 disclosure 2-14: General information 2021. The table showing how these indicators correspond to those from the GRI is available in the section entitled "Cross-reference table".

#### ASSESSMENT OF THE GROUP'S CSR PERFORMANCE

For several years, we have carried out our EcoVadis assessment to get a snapshot of our CSR performance and to prioritise areas for improvement. This approach also helps us provide a single communication tool to meet the demands of our customers, who are increasingly asking questions about their suppliers' environmental, ethical and social performance.

The EcoVadis assessment measures the quality of companies' CSR. EcoVadis assesses more than 35,000 companies worldwide, in over 150 different sectors and more than 100 countries.

The EcoVadis methodological framework, built around the guidelines of ISO 26000 guidelines, is organised around four themes: environmental, social, business ethics and responsible purchasing.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### AN INTERNATIONAL CODE OF ETHICS

Since 2010, Tessi's ethical commitment has been formalised in a charter. This commitment is embodied in the present code of ethics, which is incorporated into the Group's Corporate Social Responsibility policy.

This code of ethics is a guarantee of Tessi's integrity and our commitment to assume our responsibilities, in terms of societal considerations, towards our employees as well as our customers, stakeholders and the environment. It covers issues such as respect for human rights, working conditions and respecting employees' rights, health and safety at work.

It was drawn up to serve as a common point of reference and to help us make sure we act in line with our values every day.

The code applies to all employees at Tessi's subsidiaries throughout the world to help them make the right decisions, at all times and in all circumstances. Regardless of their level of responsibility, all employees must read this code, understand it and undertake to comply with it.

This code of ethics, which is also part of the Group's policy to combat fraud and corruption, is accompanied by an internal whistleblowing system that allows employees to get advice on ethics and to make reports.

After being presented to each employee representative body, it was appended to the internal regulations and filed as such in each of the Group's French subsidiaries.

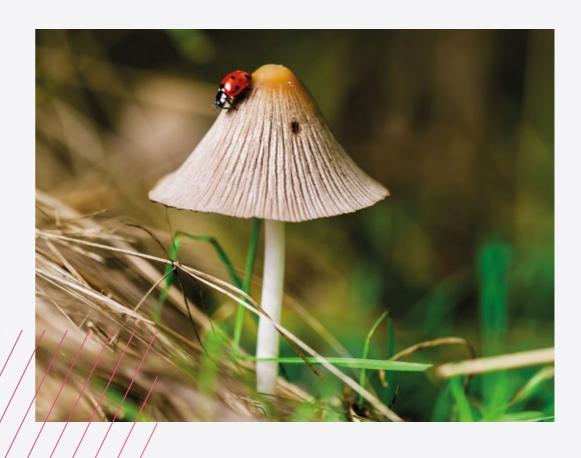
For foreign subsidiaries, the code of ethics is made mandatory by applying local legal provisions.

## TESSI, SIGNATORY OF THE DIVERSITY CHARTER

Tessi has been a signatory of the diversity charter since 2018. Diversity is a natural and spontaneous value within Tessi.

By joining the 3,800 other companies that have signed this charter, Tessi affirms our commitment to fighting discrimination and continuing to promote diversity within the Group.





A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## TESSI, COMMITTED TO RESPONSIBLE DIGITAL TECHNOLOGY

In our view, responsible digital technology is capable of proposing solutions and innovations that are sustainable for the planet, that are ethical and inclusive and that respect and are inclusive of as many people as possible.



In 2020, Tessi joined the Planet Tech'Care initiative with Numeum (https://planet-techcare.green/en/).

The Planet Tech'Care initiative brings together players in responsible digital technology who are convinced that it offers major opportunities for innovation that can support the transition to environmental friendliness. Planet Tech'Care is the first initiative to bring together a network of partners (professional organisations, schools, competitiveness clusters, associations, foundations, think tanks), with the aim of supporting companies looking to incorporate digital technology into their environmental journey.

With the expertise provided by their support programme, the signatories of the Planet Tech'Care manifesto are committed to:

- acknowledging that environmental change is a major challenge for humanity, a challenge in which digital players can and must have an impact,
- · contributing, at their own level, to reducing risks to the environment.



Finally, Tessi is convinced that responsible digital technology also means ethical and inclusive digital technology, and is now one of the signatories of the Numeum Manifesto for the inclusion and retraining of women in digital technology professions, alongside more than 150 other committed companies. Tessi is aware of the equality and competitiveness issues involved in giving working women access to digital professions and has made a commitment by signing this manifesto.



As an active member (participation in working groups) of the Institut du Numérique Responsable (INR), Tessi also signed the INR's charter in 2022, thereby affirming our commitment to:

- 1. measuring and optimising our digital solutions and services,
- 2. developing more accessible, inclusive and sustainable services,
- 3. respecting ethical and responsible digital practices,
- 4. fostering the emergence of new habits and using digital technology as a lever for social and environmental progress.



CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT
OF FINANCIAL AND
NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS



ASSESSMENT
OF FINANCIAL RISKS

ANALYSIS OF THE MAIN
NON-FINANCIAL ISSUES AND RISKS

CONTENTS

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT
OF FINANCIAL AND
NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

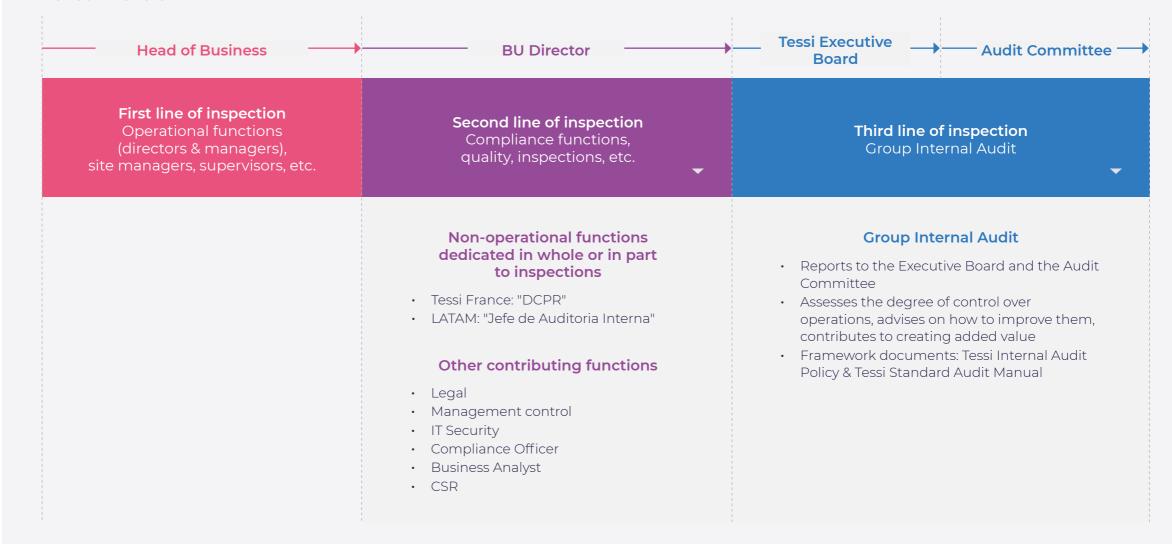
APPENDICES

Tessi offers its clients a modular global package that combines consulting, outsourced services, customer relations, cutting-edge technology and innovation. As a digital services company and key player in BPS, the Group, like its competitors, is subject to risks of all kinds that could impact its activities, reputation, profitability or objectives.

Consequently, the Group relies on a coherent risk management system that covers all its functions. Since 2018, this system has been managed by a Group Internal Audit Director and is based on a Group internal audit policy that came into force in January 2019.

This section on internal control and risk management is part of a corporate governance framework that complies with the Autorité des Marchés Financiers (AMF) reference framework for risk management and internal control, the IIA (Institute of Internal Auditors) International Standards for the Professional Practice of Internal Auditing and the Middlenext Code of Corporate Governance.

#### RISK CONTROL SYSTEM:



The Audit Committee is responsible for monitoring:

- The financial reporting process
- The effectiveness of internal control and risk management systems
- The statutory auditors' audit of the parent company and consolidated financial statements
- The independence of the statutory auditors

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT
OF FINANCIAL AND
NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### FINANCIAL RISK ASSESSMENT

At the end of 2022, the Tessi Group's internal audit teams carried out an annual update of the identification and prioritisation of specific risks applicable to the Group, resulting in an analysis that was presented to the Audit Committee on 07 December 2021.

This comes against a backdrop of continued growth with the acquisition of VILT, an international company specialising in digital transformations, which helps businesses around the world to improve their customers' experience while boosting efficiency through its digital solutions and full integration of data.

#### Risk segmentation and prioritisation:

The Tessi Group would like to highlight five specific, applicable risk categories:

• Strategic risks

Legal risks

Operational risks

Image risks

Financial risks

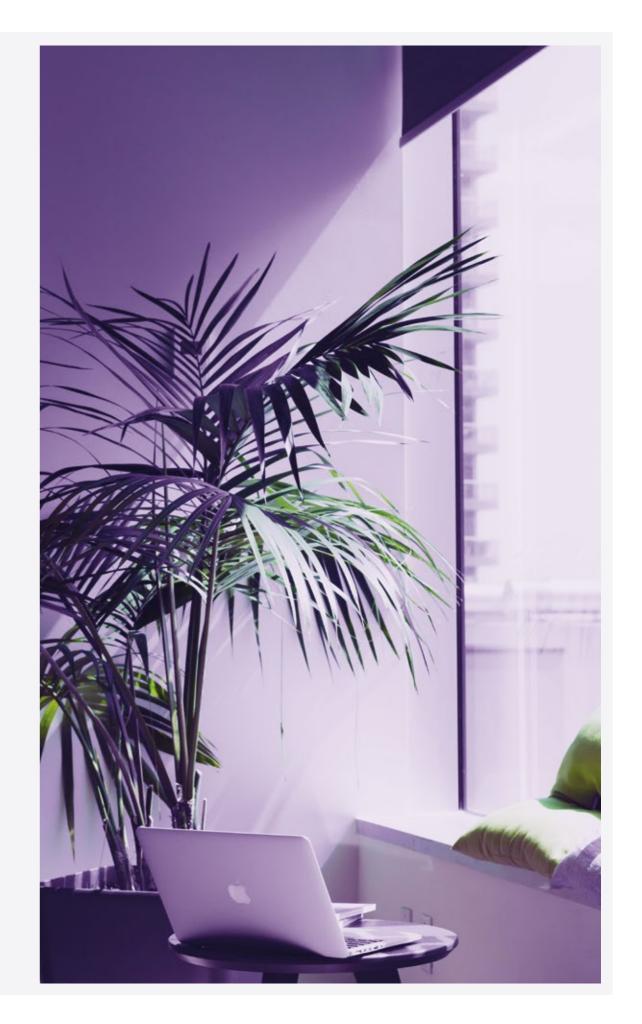
In addition to identifying risks and grouping them into broad categories, the Group has reviewed and prioritised all the identified risks, analysing them by likelihood of occurrence and potential impact, should the risks come to pass.

While more than a hundred cross-functional risks (applicable throughout the Group) were identified and analysed, one was judged to be "high" and around ten were judged to be "medium":

- As in 2020, the "high" risk entails any impairment of goodwill arising from the Group's recent acquisitions
- A dozen or so "medium" cross-functional risks have also been identified, mainly resulting from significant HR issues that have arisen in the newly inflationary economic environment within the European Union, which is resulting in new expectations for compensation, particularly for the Group's managers.

Meanwhile, the current geostrategic (war in Ukraine, in particular) and economic (inflation) environments mean that we must remain especially vigilant against cyberattacks and computer fraud, particularly incidents that may arise internally.

The risks mentioned are said to be "residual", i.e. they incorporate the measures in place to reduce them.



> PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR **OUR CUSTOMERS** 

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

> PROTECTING **OUR ENVIRONMENT**

GRI CROSS REFERENCE TABLE

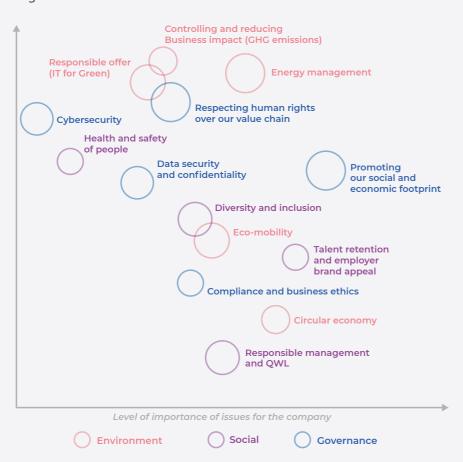
**APPENDICES** 

#### ANALYSIS OF THE MAIN **NON-FINANCIAL RISKS**

In conjunction with this assessment of financial risks, the Group has updated its materiality analysis to identify the non-financial issues relevant to its business.

In 2017, in anticipation of the European Directive, Tessi carried out its first materiality study, formalising the significant issues within its CSR approach. After a three-year cycle, Tessi updated its analysis in the last guarter of 2020 to lay out a new CSR roadmap starting in 2021.

The method chosen for this analysis entails a qualitative approach that is used to assess the significance of issues for Tessi's main stakeholders. It took into account both internal and external expectations with an evaluation grid shared by all the main stakeholders, including suppliers, customers, staff representative bodies, employees (randomly chosen), cross-functional Tessi departments and governing bodies.



The study was carried out in four key stages to ensure the robustness of its implementation:

- Issues related to Tessi's business and the interests of its stakeholders were identified
- The issues' assessment criteria and stakeholders to be surveyed were identified
- Relevant questionnaires for the stakeholders were drawn up and circulated
- An analysis was done to determine the priorities in setting the Group's CSR approach

The resulting grid has helped us to identify our strategic areas of work, which are linked to a number of environmental, social and governance priorities:

#### A SUMMARY OF NON-FINANCIAL RISKS

Drawn up jointly between the CSR department and Internal Control, this assessment has identified 18 specific non-financial risks that weigh on the Group, divided into medium and low risks.

The risks in this section fall within the scope of CSR, are not specific to Tessi's business and may have medium or long-term impacts. These are gross risks since they do not take into account Tessi's risk management measures.

In accordance with the regulations, the coverage of these issues and inherent risks is detailed in the following pages, through:

- A summary of the policies or action plans implemented to limit them
- Indicators put in place to monitor them, sometimes with targets
- And the results of these indicators

#### **NON-MATERIAL ISSUES**

The following issues mentioned in the law are considered immaterial to our business model and activities, and therefore do not form part of this report:

- Combating food insecurity
- Food waste
- Respect for animal welfare
- Responsible, fair and sustainable food



**4**[ 19 ]▶

> PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR **OUR CUSTOMERS** 

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

> PROTECTING **OUR ENVIRONMENT**

GRI CROSS-REFERENCE TABLE

**APPENDICES** 

#### **NON-FINANCIAL RISKS**

#### A RESPONSIBLE OFFERING

- Issue 1. Maintaining customer satisfaction in the face of new social and environmental imperatives.
- Issue 2. Helping our customers transition to responsible digital technology (IT for Green)
- Issue 9. Strengthening the integration of CSR issues into the company's decision-making processes
- Issue 10. Transparency in communicating our CSR commitments and actions.

**Associated SDGs CSR** risks Chapter dealing with the subject

- 1. Sustainability and resilience of Group performance
- 2. Company reputation and image
- 3. Adapting to the low-carbon transition
- 4. Data security and confidentiality
- DIGITAL TRUST
- Issue 5. Ensuring business ethics and compliance throughout our value chain
- Issue 6. Ensuring respect for human rights throughout our value chain
- Issue 7. Ensuring data confidentiality and security
- Issue 8. A reliable and responsible approach to using AI

**CSR** risks **Associated SDGs** Chapter dealing with the subject

- 5. Controlling the value chain
- 6. Non-compliance linked to respect for human rights and the environment throughout our value chain
- 7. Data security and confidentiality

- 8. Non-compliance linked to regulatory changes 9. Sustainability and resilience of Group performance Reputation and corporate image

- Issue 11. Measuring and reducing the environmental and social impact of our digital activities and services
- Issue 12. Circular economy
- Issue 13. Energy management
- Issue 14. Eco-mobility

**CSR** risks **Associated SDGs** Chapter dealing with the subject

- 11. Company reputation and image
- 12. Adapting to the low-carbon transition and climate risks
- 13. Supply difficulties (depletion of resources)
- 10. Sustainability and resilience of Group performance
- **DEVELOPING HUMAN CAPITAL** Issue 15. Ensuring the health and safety of our employees
- Issue 16. Talent retention and employer brand appeal
- Issue 17. Diversity and inclusion
- Issue 18. Responsible management and quality of life at work

**CSR** risks **Associated SDGs** Chapter dealing with the subject

14. Retaining and attracting talent

15. Human rights non-compliance

16. Company reputation and image

Ch. 6 Valuing our human capital

#### **OUR CIVIC AND SOCIAL COMMITMENTS**

Issue 3. Committing the Group to contributing to inclusion and economic development in the regions where it operates

Issue 4. Promoting and supporting community involvement

**CSR** risks **Associated SDGs** Chapter dealing with the subject

17. Failure to capitalise on and develop the company's social footprint













Ch. 8 Our civic and social commitments

Ch. 5 Innovative and sustainable

solutions for our customers

Ch. 7 Digital trust

Ch. 9 Protecting our environment

**√**[20]

CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

#### OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

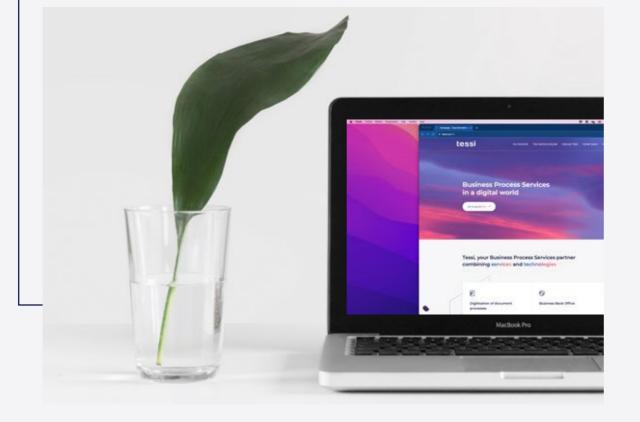
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## OUR CSR STRATEGY



[22]
DIALOGUE WITH OUR STAKEHOLDERS

[22] CSR GOVERNANCE

[ 23 ] 2021-2025 CSR ROADMAP A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## DIALOGUE WITH OUR STAKEHOLDERS

Tessi has identified a range of economic and social partners that are essential to its activities.

Stakeholders	Key issues	Main expectations of Tessi	Dialogue modes	
Investors rating agencies shareholders	Value-generating, value-driven and sustainable	Return on investment Identifying, managing and anticipating risks Governance Business ethics	Supervisory board committees Investor conferences and meetings Answers to rating questionnaires	
Public authorities & local communities	Regulatory framework and so- cial acceptability	General interest Personal compliance	Meetings with local authorities Meetings with trade associations Participation in discussions, evening debate with the Ministry of the Ecological Transition and Solidarity 10% to change everything Global Compact France Ambassador	
Employees	Involvement and loyalty	Need for recognition Appeal Skills development Corporate culture Health and safety at work Diversity Well-being at work Raising awareness Corporate responsibility	Internal communication: intranews, corporate social network, internal challenges Dialogue with unions and management Satisfaction surveys and opinion polls Interviews E-learning platform CSR e-learning module CSR presentation in the on-boarding process Jobs and internships forum Presentations at specialist conferences University trophies and challenges	
Customers	Commitment, partnerships and loyalty	Innovation and adaptability Product and service quality Reactivity Compliance with contractual and regulatory requirements Respect for the environment, energy management Listening and ongoing dialogue Security and data protection Business ethics	Partnerships: help in defining needs, regular dialogue via customer management Customer satisfaction surveys Newsletters Responses to supplier ratings (EcoVadis, Acesia) Web seminars, digital transformation showcases, morning sessions covering business and sector themes such as banking and insurance White paper on companies' digital transformation Open days at CETIA and Tessi's lab Launch of "Tessi Insights", our blog about the digital transformation of business processes	
Suppliers / sub- contractors	Quality, costs, deadlines, ethical compliance	Sustainable partnerships Profitability Business ethics Loyalty	Negotiations and contractual relations Supplier surveys Tessi Sustainable Development Charter	
Media & associations international organisations	Image and reputation	Transparency Information CSR commitments	Global Compact France Ambassador Stage Organiser of the SDG Tour de France Trade press testimonials Press releases Annual Communication on Progress (COP) - GC Advanced level	

#### **CSR GOVERNANCE**

The CSR Department is responsible for steering this CSR roadmap and adapting it to local issues.

It ensures that it is implemented, maintained and continuously improved by involving all staff while representing management in dealings with customers.

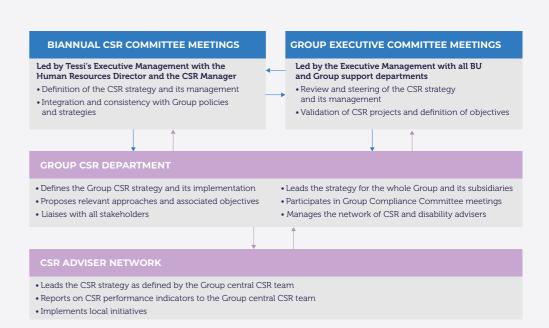
The department works with top management to ensure that commitments are implemented and maintained in each of the business units (BUs) and remain consistent with the Group's strategy.

Each time there is a change in scope or a new acquisition, it ensures that the approach is known, disseminated and applied.

To this end, the CSR department relies on two levels of governance:

- Management committees that approve the CSR approach in line with the Group's strategic orientations
- Executive committees that ensure that these guidelines are properly implemented across all the Group's BUs and support departments

Finally, a network of CSR officers in France and in all our international subsidiaries is responsible for implementing and adapting our CSR guidelines.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### 2021-2025 CSR ROADMAP

Updating our materiality analysis helped us to build our CSR roadmap around the five most significant areas for the Group.

This roadmap is designed to support our development and growth to meet the expectations of all our stakeholders:

- 5 areas of work
- 18 priority issues
- 18 performance indicators and their associated targets
- Contribution to the United Nations Sustainable Development Goals

#### 1 Digital trust

- A reliable and responsible approach to and use of Al
- Ensuring data confidentiality and security
- Ensuring respect for human rights throughout our value chain
- Ensuring business ethics and compliance throughout our value chain

#### Responsible offering

- Maintaining our customers' satisfaction in the face of new social and environmental imperatives
- Helping our customers transition to responsible digital technology with reliable, secure, innovative and sustainable solutions

#### 3 Environmental footprint of our activities

- Measuring and reducing the environmental footprint of our digital activities and services
- Optimising our waste management
- Encouraging eco-mobility
- Optimising our energy consumption

#### 4 Civic and social commitments

- Committing the Group to contributing to inclusion and economic development in the regions where it operates
- Valuing and supporting employees' commitment to solidarity

#### 5 Developing human capital

- Ensuring the health and safety of our employees
- Retaining our talent and enhancing the attractiveness of our employer brand
- Promoting diversity and inclusivity in all its forms
- Promoting a responsible management approach to quality of life at work



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

#### OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### **TABLE OF NON-FINANCIAL INDICATORS**

In line with the material challenges identified above, Tessi's CSR approach and each of its component areas are accompanied by key performance indicators and ambitious targets for 2025:

Domain	SDG	Key performance indicators (KPI's) / Performance tracking indicators	Reference year (2021)	2022	Targets (2025)
RESPONSIBLE OFFERING		NPS score	51	51	
		% of teams aware of and/or trained in the challenges of responsible digital technology	70%	17%	100%
		Sustainability of Tessi offerings: responsible digital technology maturity level	25%	25%	100%
		ECOVADIS assessment	56 (Silver status)		73 (Platinum status)
DIGITAL TRUST	**************************************	Code of ethics dissemination rate	90%	90%	100%
		% of Tessi hosting sites that are ISO 27001 certified	100%	100%	100%
		% of personal data breach notifications processed and notified within 72 hours	100%	100%	100%
ENVIRONMENTAL FOOTPRINT OF OUR ACTIVITIES	12	GHG emissions - $TeCO_2$ (Scope 1, 2 and 3)	33,986		
		% of employees covered by a recycling scheme (excluding ADM Value)	90%	89%	100%
		Change in the ratio of electricity consumed to the global workforce	-23%	-7%	-5% / year
		Change in GHG emissions from business travel	17%	19%	-5% / year
		% of alternative engines in the car fleet	9%	12%	>20%
DEVELOPING HUMAN CAPITAL		Frequency rate	4.37	2.79	<7.3
		Severity rate	0.14	0.12	
		Global turnover rate (excluding ADM Value)	17%	21%	<15%
		% of women on the Executive Committee	40%	40%	50%
		% of women management staff	38%	38%	>45%
		% of women executive staff	31%	33%	>45%
		% women in total hires	64%	63%	50%
		% of disabled employees (France)	4.6%	4.9%	>6%
		Employee survey participation rate	(reference year 2022)	46%	50%
		Absenteeism rate	6.48%	5.52%	<5%
CIVIC AND SOCIAL COMMITMENTS		Change in the amount of purchases from establishments dedicated to employing those with disabilities (France)	37%	-14%	+50% / n-5

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

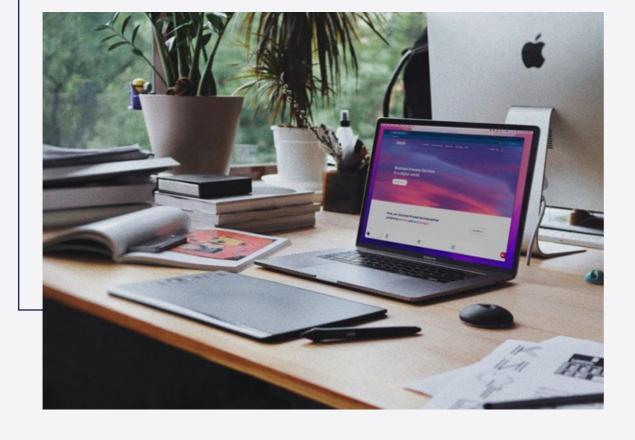
DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES



# INNOVATIVE AND SUSTAINABLE SOLUTIONS

28]

AN ORGANISATION THAT ADAPTS TO MARKET REQUIREMENTS

[ 28

TESSI, A MAJOR MARKET PLAYER IN DIGITAL TRUST

[ 29

CONTROLLING THE QUALITY OF OUR SERVICES

30]

THOUGHT LEADERSHIP

[ 30

FOR THE DEVELOPMENT OF DIGITAL
TECHNOLOGIES TO TACKLE THE CHALLENGE
OF SOCIETY'S TRANSFORMATIONS

32

ONGOING MEASUREMENT
OF CUSTOMER SATISFACTION

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A REMINDER OF THE ISSUES

Maintaining our customers' satisfaction in the face of new social and environmental imperatives

Helping our customers transition to responsible digital technology with reliable, secure, innovative and sustainable solutions



We continue to place great importance on the quality of our services and on offering and improving our customer satisfaction score (NPS).



Many companies claim to be "customer-centric", but very few of them actually are. Just thinking about the customer is not enough; being customer-centric means instilling a corporate culture that places the customer at the heart of its concerns. It means taking into account how the brand's decisions impact customers, showing empathy, and taking each decision accordingly.

of teams aware of and/or trained in the challenges of responsible digital technology (France)

Assessment of our ability to provide digital services and products in line with responsible digital technology principles

The digital revolution has fostered the development of a corporate culture in which the customer experience is central. As an advisor specialising in enterprise digitalisation, we are convinced that seeing the digital transformation through the prism of technological solutions without taking account of the human aspect - customers and employees - is to go against the grain of what this revolution entails.



THE WINNING TRIO Digital technology, an accelerator for people and experiences! CLIENT EXPERIENCE DIGITAL **EMPLOYEE EXPERIENCE** 3 **OMNICHANNEL CLIENT JOURNEY EMPLOYEE ENGAGEMENT** STRATEGY MODELLING Research on clients, Research on the symmetry Research on the IS, the organisation, of attention of employees circulation of information and processes and clients flows of channels OUR THREE MAIN AREAS

That's why, in order to move towards a deeply customer-focused organisation, we offer three main areas of support:

#### **OMNICHANNEL STRATEGY**

- · Analyse and reflect on existing channels and contact points
- Optimise Front/Back Office relations
- Develop APIs to make the IT system more agile and open
- Implement digital systems to link physical and digital contact points
- Audit data management and map information flows

#### IMPLEMENT DIGITAL SYSTEMS TO LINK PHYSICAL AND DIGITAL CONTACT POINTS

- Define the target experience in line with the brand's design principles
- Choose which customer journeys to prioritise and their associated personas
- Carry out customer research to validate/confirm assumptions
- Organise workshops and use a collaborative tool to model journeys
- Draw up a task matrix to define an action plan

#### **EMPLOYEE COMMITMENT**

- Redefine a clear governance structure in which everyone has a role to play
- Disseminate new managerial practices and a customer-centric culture
- Set up systems to gradually establish a symmetry of attention
- Co-build and optimise customer journeys with the business units
- Change management in four stages: get people to understand, get them on board, gather and reassure them, secure decision-making

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# AN ORGANISATION THAT ADAPTS TO MARKET REQUIREMENTS

Tessi's approach aims to pursue its multi-specialist strategy to respond to its customers' business and digital transformation challenges. Faced with increasingly complex projects and new customer expectations and constraints, it is critical to have a detailed knowledge of your customers' businesses and to anticipate what drives the need for innovation or responsible transformation.

To this end, Tessi has adjusted its market approaches and teams (sales, pre-sales, marketing) by adopting a matrix organisation, based on six strategic vertical markets:

- Banking
- Insurance
- Health
- Public sector
- Energy / Telecoms
- New markets (energy, energy efficiency and utilities, real estate, services, distribution, media and telecoms)

And six priority areas of expertise:

- Digitalisation of the documents and payment processes
- Customer relations and experience
- Business back office outsourcing
- Information and data management
- Digital trust
- Cloud computing
- Digital platforms

## TESSI, A MAJOR PLAYER IN THE DIGITAL TRUST MARKET

#### **HIGHLY SECURE DATA CENTRE**

#### **ISO 27001: Information Systems Security commitments**

Because dematerialisation and digitalisation imply a high level of trust in the information entrusted to us, Tessi France introduced an information security management system in 2018. The provision, operation and support of infrastructure used to securely host the solutions that process sensitive and/or personal data was ISO 27001-certified in early 2019.

#### Tessi: a certified health data host

In early 2019, Tessi obtained HDS certification for the provision, operation and support of infrastructure used to securely host health data processing solutions.

#### FAITHFUL DIGITISATION AND ELECTRONIC ARCHIVING: DUAL CERTIFICATION FOR TESSI

The France document dematerialisation platform has renewed its NF 461 ISO 14 641 certification (obtained in 2016).

In 2021, Tessi confirmed its status as a trusted operator for the digitisation of document flows by obtaining NF 544 (Faithful Digitisation) certification for the digitisation platforms in Nanterre, Schiltigheim and Val-de-Reuil.

NF 544 certification imposes rigorous digitisation specifications covering a range of characteristics designed to prove that a digital copy is faithful to its original: qualification of the digitisation service, qualification of the digitisation operator, configuration of the digitisation chain, integrity and portability of digital documents, etc.

For Tessi, this is a major guarantee of the quality of our digitisation services: it is a genuine commitment to our customers that our services are compliant and part of a continuous improvement process so that we can always meet their requirements.

With this dual certification, Tessi reinforces our excellence in digital transformation and proves that our platform offers a secure, multi-channel and compliant environment for the dematerialisation and electronic archiving with evidentiary value of sensitive corporate data.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### **CERTIGNA BY TESSI OBTAINS EIDAS CERTIFICATION**

Certigna, Tessi Group's European trusted third party, specialises in cybersecurity and digital trust, offering solutions to secure documents and exchanges.

Already RGS- and eIDAS-certified for its digital certificates for website security, identification and electronic signatures, Certigna obtained eIDAS certification for its time-stamping service in 2018. This made the company one of Europe's most standardised certification authorities.

EIDAS-certified time stamping is an essential element of dematerialisation with evidentiary value. For digital documents such as invoices and payslips, certified time stamping reliably dates the document.

Certified eIDAS time stamps can only be issued by a trusted third party using ultra-secure hardware connected to time sources offering very high accuracy. Unlike system time stamps (e.g. a computer), this time stamp is impossible to modify and has legal value.

#### TESSI POST LRE HAS OBTAINED ANSSI CERTIFICATION FOR ELECTRONIC REGISTERED LETTERS SENT TO LEGAL ENTITIES.

Tessi POST LRE is an innovative solution for producing and sending registered letters electronically.

Since 1 January 2019, the regulations governing electronic registered letters have been moving towards greater security. They now require all providers to obtain a certification from French national cybersecurity agency ANSSI, a branch of the Ministry of the Interior.

This confirms Tessi's full compliance as a trusted third-party service provider and sender of electronic registered letters.

### CONTROLLING THE QUALITY OF OUR SERVICES

Because customer satisfaction and trust are part of the Group's DNA, Tessi wants to maintain close relationships with our customers at all times by continuously improving the quality of our services, paying greater attention to our customers, increasing the diversity of our meetings and constantly measuring customer satisfaction.

#### **CERTIFICATIONS AND APPROVALS: SUCCESS STORIES FROM 2022**

- ISO 9001 & ISO 18295-1 (CRC)
   Follow-up audit (Lyon / Lyon CRC / Nanterre Data) September
   0 Non-compliance
- NF544 Faithful Digitisation
   Follow-up audit (Roubaix / Maignelay / Lyon) June / July
   Non-compliance Maignelay and Lyon included in the certificate
- NF461 SAE Tessi DATACONTENT
   Renewal audit (Boulogne / Bordeaux) June
   0 Non-compliance
- NF461 SAE Tessi DOCUBASE
   Certification audit (Bordeaux) October
   Certificate obtained 0 Non-conformity
- SIAF Approval for the conservation of public archives
   SAE Tessi DATACONTENT and Tessi DOCUBASE November
   2 approvals obtained



A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

SUSTAINABLE
SOLUTIONS FOR
OUR CUSTOMERS

VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### THOUGHT LEADERSHIP

Since 2015, Tessi France has organised a number of on- and off-line meetings for its customers covering topics related to technological and digital innovations and digital transformation. At these events, the Group showcases its know-how to its customers whilst positioning itself as a provider of advice, expert solutions and skills.

With the social distancing imposed by the pandemic, Tessi developed its customer communication tools in an agile way. Our aim was to maintain our relationships and remain proactive in meeting our customers' needs.

Tessi has also forged new partnerships with marketplaces in its strategic sectors to boost its presence within its clients' business and innovation ecosystems, such as Acteurs Publics, La Place Fintech, Finance & Innovation, FNFE, and DSIH.

# FOR THE DEVELOPMENT OF DIGITAL TECHNOLOGIES TO TACKLE THE CHALLENGES OF SOCIETY'S TRANSFORMATIONS

Responsible digital technology is a major lever for economic and social development, provided that it takes account of all the social, ethical and environmental impacts. It is essential to support the development of digital technology that serves society.

By supporting our customers' digital transformations, Tessi provides a concrete response to the economic, social, societal and environmental challenges we all face.

#### THE DESKTOP PUBLISHING INDUSTRY BUILDS ITS FUTURE TOGETHER WITH ITS CUSTOMERS

The 18<sup>th</sup> Trophée de l'Éditique (TDE) conference was an opportunity to give the floor to key purchasers in the desktop publishing sector to gather their visions and plans for a future that takes into account rising postal, energy and raw material costs, the post's role in the 'channel mix' as well as physical and digital CSR issues.

#### THE CHALLENGE OF DARK DATA

Dark data, the incomplete, useless or redundant data forgotten on servers, is said to generate the equivalent of the annual  $CO_2$  emissions of 80 countries. To tackle digital technology's substantial environmental footprint, it is essential to take this data into account in any footprint reduction strategy.

This unused data takes up storage space on servers, consumes energy, and costs businesses money whilst leaving them vulnerable, since the servers may contain sensitive data or information of strategic importance to hackers. Hacking into this uncategorised, unsorted data could have major consequences for companies, such as ransomware or the data's sale on the dark web.

To raise companies' awareness of this issue, Innovation&trust has published a booklet on dark data that looks at the origins of this forgotten data and its impact on companies: https://www.tessi.eu/wp-content/uploads/2023/02/human-interactive-guide-dark-data-web-2023-en.pdf

#### Carbon accounting for data: what approach to combat dark data?

Tackling the environmental challenges that dark data pose requires us to not only identify and sort this data but to suppor companies in this process.

Innovation&trust's aim of reducing the volume of dark data in companies by 15% to 20% over the next five years entails developing a system to measure and manage "cold data": "EKODATA" by Innovation&trust.

This is a platform that identifies, sorts and classifies dark data to improve storage's environmental friendliness whilst helping businesses handle large volumes of data.

## **=OCUS**

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES



#### PÉPITES SHAKER: A UNIQUE FORM OF SUPPORT

In 2017, Tessi launched Pépites Shaker, its acceleration programme for innovative, European start-ups.

Pépites Shaker focuses on new technologies in artificial intelligence, content extraction, voice and behavioural recognition, authentication, signature and blockchain to anticipate future trends that will impact Tessi's customers whilst leveraging the innovation and opportunities offered by NICTs to respond to the social and environmental challenges that we all face.

Run by Innovation&trust, Tessi's new digital factory, the programme offers the visibility and strategic advice start-ups need in their development phase.

Pépites Shaker is primarily aimed at companies that have completed their R&D phase and are looking to grow their customer base. Any European start-up is eligible, provided it has been in existence for three years and was founded in the country it represents.

Eleven new start-ups joined the programme in 2022, nine from France and two from Belgium.

Being part of Tessi's Pépites Shaker means:

- Increasing start-ups' visibility through various ways such as participating in Tessi's internal networks, meetings with customers and other start-ups, being promoted on our social networks, press relations, trade fairs, and more
- Helping start-ups to grow their business by incorporating their solutions into Tessi's offerings and technological platforms, opening up the Group's customer portfolio
- In addition to benefiting from a large network of potential customers, the complementary nature of their business and the confidence provided by Tessi's expertise offer them an easier entry into the market
- Sharing our core values, such as responsible digital technology, digital trust, customer focus and the value of human capital

What sets Pépites Shaker apart is the commercial support it offers start-ups through strategic partnerships with Tessi.

The result is a range of products co-built in-house to anticipate the needs of the Group's customers.

As part of a proactive approach, Tessi offers its customers a selection of start-ups that acts as a veritable laboratory that can address their innovation needs.

One example of a company that has benefited from Tessi's support as part of the Pépites Shaker programme:

#### **KABAUN**

Kabaun is a French start-up whose mission is to help businesses in their environmental transition.

Based on innovative open source and open data technology, the Kabaun platform helps companies to measure, analyse and reduce their CO<sub>2</sub> emissions. Kabaun's corporate customers have access to a unique, intuitive and easy-to-use platform for measuring and analysing their GHG emissions and can calculate their carbon footprint, life cycle analysis, product footprint, and more.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### **HEALTH OFFERING: MAKING HEALTHCARE MORE ACCESSIBLE**

Digital journeys limit superfluous physical contact in waiting rooms and allow medical and administrative staff to focus on procedures that add more value.

The healthcare sector has become a strategic focus for Tessi.

"We've been supplying software and services to hospitals, healthcare authorities and regional health insurance funds for over 10 years, but recently we've decided to verticalise our offerings so that they correspond to healthcare use cases," Tessi explains.

As an expert in digital patient journeys and business process optimisation in public and private organisations, Tessi has chosen to initially focus on three key moments:

- The creation of a patient account with strong identification using DIGITAL ID by Tessi, chosen by GIE Sesam Vitale for the e-Vitale card
- Online administrative pre-admission, a procedure whose requirements (automated collection and verification of documents, completeness/ compliance of files, etc.) are similar to those of other sectors in which Tessi has a long-standing presence, such as banking and insurance
- Consent management with JECONSENS by Tessi, which launched in November 2021 and digitally manages and secures consent, ensuring that those concerned are properly informed

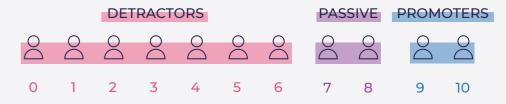
"In healthcare, digital technology will only grow if users have confidence in it, and they will only have confidence if they can exercise their rights. Tessi is therefore committed to offering solutions that help to create this climate of trust between patients, doctors and healthcare establishments," says Emmanuel Michaud.

And let's not forget the 30% of French people who have difficulty accessing the Internet. "A digital process needs to reach 60-70% of the population natively. We therefore need to incorporate a certain number of complementary services such as call centres so as not to exclude the remaining 30% from the medical process: this attention to inclusivity is also one of our strong convictions".

#### ONGOING MEASUREMENT OF CUSTOMER SATISFACTION

Every year, Tessi France and Tessi Tunisia measure customer satisfaction to gather feedback on how they see the projects and services that were provided during the year.

As part of the follow-up to our ISO 9001 certifications, surveys are carried out each year using questionnaires sent to a sample of our customers, giving us an insight into any changes in customer satisfaction.



**Net Promoter Score = Promoters - Detractors** 

These surveys relate to the overall business process services activity.

In 2021, the Net Promoter Score remained at 51 for France and 78 for our activities managed in Tunisia. Customer feedback mainly covered:

- A relationship focused on production excellence
- Responsiveness and quality of exchanges
- Our commitment to reaching qualitative and quantitative targets

These survey results highlight the Group's determination to be the first in line in supporting companies in their transformation, even in the novel health context that we experienced.

This year, 32% of our customers responded to the survey.



CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

VALUING
OUR HUMAN
CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# VALUING OUR HUMAN CAPITAL

[ 35 ]

**GROUP HR POLICY** 

[ 36 ]

PROMOTING DIVERSITY

[ 40

**OPTIMISING CAREER PATHS** 

[41]

IMPROVING THE WORKING ENVIRONMENT



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A REMINDER OF THE ISSUES

Ensuring the health and safety of our employees

Retaining our talent and enhancing the attractiveness of our employer brand

Promoting diversity and inclusion in all its forms

Promoting a responsible management approach to quality of life at work



The Group is continually pushed to provide ever-better support to its customers in handling the changes that come with digitalised processes whilst ensuring the continuity of the services it provides. This reliability is only possible thanks to the efforts of the Group's employees, who remain committed and motivated no matter the circumstances.







PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

Our staff is our strength, and the Group is committed to:

- Prioritising health and safety through strong protection, hygiene and prevention measures consistent with government and health authority recommendations
- Introducing organisational measures such as:
  - the widespread use of remote work where the role makes such arrangements possible, alongside a programme to support management in handling this change
  - the use of part-time working and the end of precarious contracts to adjust cost structures to the reduction in business volumes

More than ever, the Group is aware of how important it is to prioritise and maintain its expertise, retain talent and remain an attractive employer by striving to implement harmonious HR policies.

The concept of "symmetry of attentions" and the excellent relationships with our customers must also be reflected in how we treat our employees.

#### TESSI GROUP'S HR POLICY

#### **FOSTER A SENSE OF BELONGING**

Build a unique employer brand with employees' support that customers can see.

#### PROMOTING DIVERSITY

Diversity is a natural and spontaneous value within Tessi. Tessi encourages diversity of talent, equal opportunities and gender equality and is committed to fighting discrimination and promoting diversity within the Group.

#### **OPTIMISING CAREER PATHS**

By improving and strengthening our recruitment processes and developing our employees' skills throughout their careers.

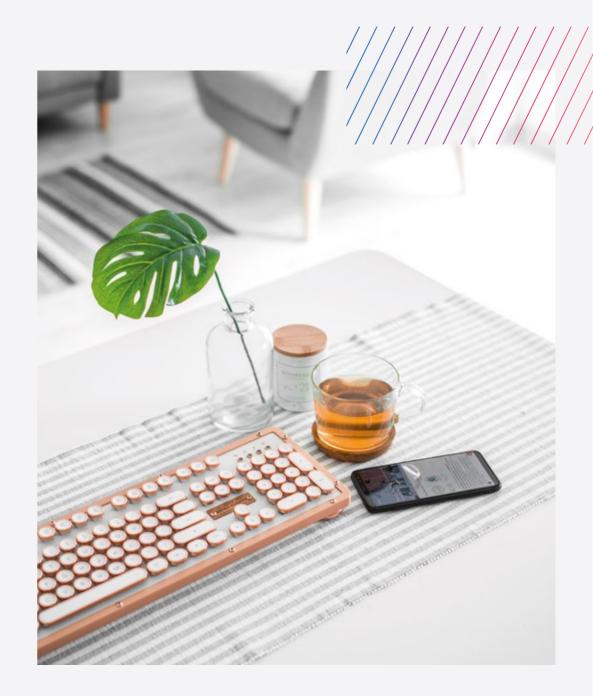
At Tessi, we aim to build a community of skills that is always in line with our development.

#### ENSURING THE HEALTH AND SAFETY OF OUR EMPLOYEES AND PROMOTING QUALITY OF LIFE AT WORK

Our employees' well-being is a key factor in our performance. This entails understanding what causes stress and supporting employees in their day-to-day work.

Given the number of highly renowned competitors on the job market, Tessi faces a constant challenge in attracting highly qualified staff, especially in technology and consulting.

It is also important for the Group to keep key skills and expertise within Tessi. That is why the staff turnover rate remains a key indicator for us to keep a close eye on.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

VALUING
OUR HUMAN
CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

#### PROMOTING DIVERSITY

#### MEASURES TAKEN TO PROMOTE GENDER EQUALITY

Given its history and its professions, most of the Group's staff are women. In both Europe and France, almost 70% of the Group's employees are women.

Tessi makes every effort to avoid discrimination on the basis of gender:

- In terms of governance, Tessi SA's Supervisory Board has nine members, four of which are women, representing 44% of the total
- 40% of the members of the Group's Executive Committee are women
- Worldwide, 33% of management positions are held by women
- 38% of supervisory staff are women

Most of our French subsidiaries have signed gender equality agreements with mandatory measures and reminders of general principles, such as:

- Collective wage increases that are applied to full-time employees on parental leave
- To help gradually reduce the imbalance between men and women in the company and given similar skills and qualifications, giving preference to hiring women or men in order to restore the gender balance, where appropriate
- Informing employees with two years' seniority during their yearly review about training schemes such as the professional training period, the personal training account, individual training leave, skills assessment, validation of acquired experience, and more



Every year, Tessi publishes indicators relating to the pay gap between men and women. This index is calculated based on indicators that depend on the size of the company so that companies can score their practices out of 100 points, with 75 points needed to pass.

This yearly index is presented to the works councils of companies with more than 50 employees, is included in the BDSEE, published on the DREETS and Tessi Group websites before 1 March each year for the previous year's data. For more information, click here:

https://www.tessi.eu/fr/index-egalite-hommes-femmes/

#### **TESSI GROUP'S DISABILITY POLICY:**

For several years now, Tessi has shown a strong interest in disability management and is now keen to develop and implement a proactive policy in favour of the professional integration and job retention of its disabled employees.

#### The aim is to:

- Demonstrate our commitment to welcoming, integrating and sustainably employing people with disabilities
- Share a line of conduct in all our entities
- Implement and manage a structured policy with associated objectives throughout the Group
- Reach at least a statutory employment rate for people with disabilities

By 2022, our number of employees with disabilities in France will have risen to 265. This represents 4.9% of the Tessi France workforce, up from 4.6% in 2021.

This trend is the result of our diversity and disability policy and the actions we have taken, as described below.



A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

Tessi has always been committed to the following principles:

- No employee present in the organisation should suffer discrimination on the grounds of disability, either in their career development or in their access to training
- All existing positions within the Group are open to workers with disabilities, provided that the restrictions on employment laid down by the occupational physician are compatible with the requirements of the position to be filled
- All measures will be taken to provide the best possible support and maintain in employment an employee who has been recognised as a disabled worker, or is in the process of being recognised, and who is experiencing professional difficulties for health reasons as a result of an accident at work, a commuting accident, an occupational illness, a personal accident or a disabling illness
- All staff will be involved in encouraging the employment of workers with disabilities: executives, managers, Human Resources teams, workers with disabilities, colleagues, staff representatives, occupational physicians, etc. We will consider all possible initiatives in hiring, onboarding and maintaining the employee in their job

To elaborate, a series of initiatives can serve as illustrations of how we demonstrate our commitments:

### Raising awareness and providing support through a network of disability advisors

Since 2019, Tessi has aimed to position itself as a "disabled-friendly" company. To this end, more than 20 disability advisors are working throughout France to promote the Group's disability policy and listen to employees.

Experts in recruiting, onboarding and supporting disabled workers:

- are the main local contacts for employees on disability issues
- inform and support employees in registering as disabled workers
- anticipate regulations
- monitor changes in the employment rate at subsidiaries and take part in the local disability and diversity network
- act as an internal / external liaison
- raise awareness of the SEEPH at their centre

Teams involved in the European Week for the Employment of People with Disabilities (SEEPH)

Numerous initiatives have been put in place within the Group's companies:

- In-house survey organised to gather feedback abou disability in the workplace
- Video testimonials from employees with disabilities, shared internally
- ullet Sponsorship on certain sites via the DuoDay scheme
- Question box
- •

S



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

The central CSR team provides a wide range of tools and is available on a daily basis to train and support disability officers throughout their assignment:

- Training, webinars and regular workshops
- Dedicated documents such as disability guides, disability fact sheets, monthly posters and infographics highlighting a disability each month
- Dedicated bodies and communication channels, including a dedicated Teams group, quarterly meetings, and an internal "Diversity and Disability" social network

### Carrying out a Group disability assessment (France)

After we carried out an initial disability action assessment for Tessi Services as a pilot project in 2020, we decided to extend this initiative to all the Group's French entities by means of a comprehensive disability assessment.

In addition to optimising and making the best use of our financial contributions to funding for employees with disabilities, we aim to unite our employees and build loyalty around human values of diversity. We also want to convey a positive image to our external contacts, such as doctors and guardians, and potential candidates.

Implementing a "disability policy" involves an assessment carried out by an HR consulting firm specialising in managing diversity within companies.

### Disability support day

In January 2021, Tessi introduced the Handicap Support Day that allows employees to take an extra day's paid leave a year to help the Group's employees report a disability.

In 2022, initiatives aimed at raising awareness and informing our employees about the different forms of disability and the measures in place have increased the number of Handicap Support Day beneficiaries: 34 employees, almost three times more than when the scheme was launched.

### DIGITAL ACCESSIBILITY AND RGA

Digital accessibility issues are an integral part of our responsible digital technology programme.

Work is underway to bring our digital applications and services into line with the RGAA standard.

For example, **www.tessi.eu** was audited to assess its accessibility in line with RGAA requirements and to draw up a multi-year accessibility plan.

Meanwhile, our "digital inclusion" strategy prompted us to install the Facil'iti solution on our corporate website **www.tessi.eu**, allowing visitors to adjust the website to accommodate certain motor and cognitive impairments (such as dyslexia, colour blindness, and Parkinson's disease), which affect more than 25% of Internet users. The solution was designed and user-tested in conjunction with national associations including APF, UNADEV and France Parkinson.



A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### A RECRUITMENT POLICY FOCUSED ON INCLUSIVITY

Tessi is committed to diversity and inclusivity in all its forms, particularly in hiring. In practical terms, promoting social integration and inclusivity in hiring means:

### **Recruiting differently**

For example: expand job preparedness and training schemes, work-study contracts in line with job and urban policy, in conjunction with the job centre, the regional directorate for employment and training and local government offices. Develop new recruitment tools with EASYRECRUE to bring greater accessibility into the selection process for candidates who are geographically remote or with mobility problems.

### Contributing to job accessibility

For example: by sponsoring or appointing a tutor to support jobseekers and other high-priority employment groups. Tutoring people who have lost their jobs for periods of two to six months: organising meetings between the tutor and the person being tutored at least once per fortnight.

### **Promoting our careers**

For example: bring in interns to learn about our careers through immersion. Take part in job fairs. Take part in company and business presentation sessions and local forums. Take part in job dating events organised by local players. Take part in interview roleplaying workshops for people receiving support or tutoring from local associations and other players. Welcome secondary students from priority establishments and our staff's children to help them learn about the business world and how to think about identifying potential career plans.

### Supporting local players in job insertion

For example: by making socially responsible purchases or fostering skills donations.

### Getting involved in a local employment drive

For example: by making employees' career paths more secure, by participating in local skill matching initiatives and by promoting diversity. Our production sites are no strangers to welcoming and integrating new employees. New employees from a variety of backgrounds are regularly welcomed and trained. For example, every year Tessi takes on young people who have dropped out of school and students on work experience placements.

### Tessi is committed to creating jobs, including in developing countries.

The Tessi Group's entities, some of which are located in less economically developed areas such as Morocco, Senegal, Madagascar, and Mauritius, place great emphasis on local economic growth and developing their human resources by ensuring that working conditions are always in strict compliance with international conventions.

This is reflected in the compensation policies that often offer 2.5 times the local minimum wage and include paid holidays and modern, user-friendly workspaces.

Some centres also offer their employees medical coverage and health services, with an on-site doctor regularly present to help employees free of charge with medical monitoring and prescriptions.

In these regions, Tessi is contributing to sustainable developmen objectives by fostering decent growth, contributing to the figh against poverty and ensuring the health and well-being of all.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### OPTIMISING CAREER PATHS

### PROMOTING INTERNAL MOBILITY

Given that the company's skills are a key asset, the Group has set up a collaborative career management platform to recognise talent, map the Group's skills and identify employees' wishes. This platform, called "Talents", helps employees personalise their career paths by giving them control over their own plans.

The programme has a number of aims:

- Draw up a business and skills reference framework based on all the data collected from our employees.
  - This reference framework is the cornerstone of our skills management policy.
  - In our industry, jobs are changing, and so are skills. We can analyse the skills present within Tessi to identify those we will need and those we are lacking
- Simulate career development plans, using a tool that matches current employees' skills with the Group's future needs. The tool allows us to work with more or less ambitious forecasts, providing analyses of the risks of these scenarios and identifying actions to limit these risks, helping to make each mobility journey a success
- Talents provides access to all job vacancies within the given scope.

In just a few years, the Talent Marketplace, in place in France and Switzerland, has become a key tool for internal mobility within the Group, as it:

- Reveals all the assets and talents of employees using the platform
- Results in internal opportunities and numerous successful transfers
- Identifies and classifies our employees' professional and personal skills so we can anticipate changes in professions and career plans

### SUPPORTING SKILLS DEVELOPMENT AND JOB TRANSFORMATION

The Group's strategic training guidelines are as follows:

- Anticipate future needs by helping the Group to acquire new technologies
- Develop our matrix culture through standardised managerial and behavioural practices
- Consolidate and safeguard our expertise by improving our employees' skills and building their loyalty through career development and advancement within the Group
- Involve our employees in the Responsible Digital Technology programme

### Tessi Academy: e-learning training modules

Given the complexity and multiplicity of the Group's sites, Tessi has developed an e-learning platform project to standardise and improve access to training. For Tessi, developing talent means pooling the knowledge of experts identified by theme in order to enhance and develop the skills of all its employees.

This is why Tessi has set up an e-learning platform that provides fun, personalised content, most of which is created by the team responsible for training. It also makes it easier to manage employee skills development.

Multimedia training modules can take the form of animated content (videos, interactive courses), games, quizzes or discussion forums to help people understand and accept the issues addressed.

The training courses on offer cover topics such as regulatory developments (Eckert Act, fight against fraud and corruption, protection of personal data, etc.), business processes specific to a customer service, raising awareness of sustainable development, the challenges of a more responsible digital environment and information systems security.

Since 2021, Tessi Academy has been a Qualiopi-certified training organisation. The quality certification was awarded for training initiatives. Tessi Academy now designs and delivers e-learning, face-to-face and virtual classroom training, both in-house and for external audiences.

In this sense, Tessi Academy demonstrates our ability to support and acculturate our clients on the subjects of digital transformation.





PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## IMPROVING THE WORKING ENVIRONMENT







### **ENSURING THE HEALTH AND SAFETY OF OUR EMPLOYEES**

To ensure the health and safety of our employees, Tessi has a comprehensive risk management policy and procedure in terms of physical security, security of premises and equipment, and everything relating to the health and protection of staff.

The entire system is in place at our production centres as part of our quality, compliance and safety. These basic components of physical security comply with current regulations and aim to better control identified risks.

The various points covered by this document are:

- Securing the premises
- Health and personal protection
- First aid contacts
- Mandatory safety documentation
- Safety related to electrical risks
- Safety training
- Fire safety
- Machine maintenance

The criteria defined below apply to all production centres and are valid for all customers. All these criteria are subject to regular internal audits.

### MANAGEMENT-STAFF DIALOGUE

Staff representatives, notably works councils, are regularly informed and consulted about a variety of issues. They offer opinions on the company's strategic direction, the economic situation, labour policy, working conditions and employment.

They are also consulted in certain specific situations, such as any change that could have an impact on employment conditions, working conditions, in particular working hours and vocational training, measures that could affect the size or structure of the workforce, or the introduction of new technologies. Additionally, as part of management-staff dialogue, staff representatives are invited to negotiate on a number of topics such as skills management, professional equality, and pay.

It is important for the Tessi Group to maintain an ongoing dialogue with all its employees.

In France, every year new agreements are signed in companies with more than 50 employees. In 2022, 65 new agreements were signed. This year, these agreements mainly concerned the following subjects: working time (changeover to fixed rate days) and gender equality at work, job and career management, and risk prevention.

In addition, at the end of 2022, 98.2% of employees were represented by a staff representative within the Tessi Group.

### **MEASURING EMPLOYEE SATISFACTION**

A pilot project to measure employee satisfaction was launched in 2022. With a participation rate of 46%, the survey allowed us to:

- assess the general level of satisfaction across a range of categories such as primary needs, social needs, personal development, and aspirational needs,
- identify management strengths and areas for improvement on the pilot site.

This project should be extended to a wider area in the coming years.

### **THROUGH SPORT**

Tessi Group has entered a number of teams in various races and other sporting activities throughout the seasons.

### Tessi aims to:

- Encourage employees to improve their well-being through regular exercise
- Promote teamwork: this year teams took part with members from multiple entities throughout the Group

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

Also, Tessi has financially sponsored a top-level athlete since 2019, Laura Tarantola, lightweight single scull or lightweight double scull rowing champion, who represented France at the Tokyo Olympic Games in 2021, winning a silver medal.

Laura is from Grenoble and is a student at GEM. She identifies with Tessi Group's values and embodies the values of a demanding sport.



### **WORK-LIFE BALANCE**

### Remote work

Since 2018, Tessi Group has been testing allowing remote work for relevant activities, aiming to:

- Improve working conditions for employees
- Reduce travel time and stress
- Optimise journey times and reduce the environmental impact of commutes to and from work

A remote management training programme has been rolled out for middle management to help them understand concepts such as the specificities of remote working, management habits, and establishing operating and communication rules with their teams.

Finally, this course has been supplemented by an additional compulsory module on psycho-social risks.

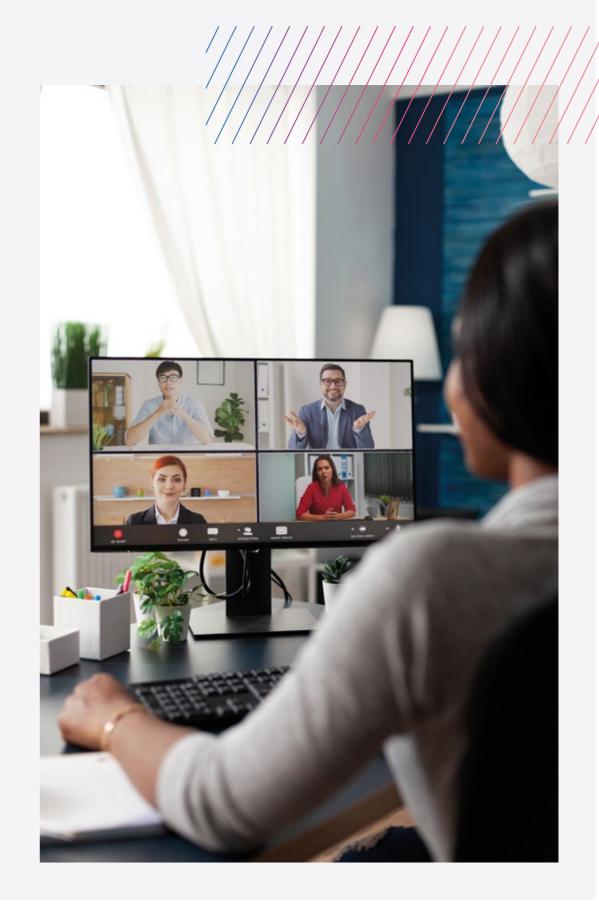
### Right to log off

An e-learning module dedicated to raising awareness of the right to log off is aimed at managers and employees using professional digital tools.

This module contains:

- 1. A presentation on the influence of professional digital tools on private life
- 2. Definitions of relevant vocabulary
- 3. An explanation of employee rights
- 4. Descriptions of the relevant best practices

In 2022, this module was sent to 100% of our Tessi France subsidiaries.



CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

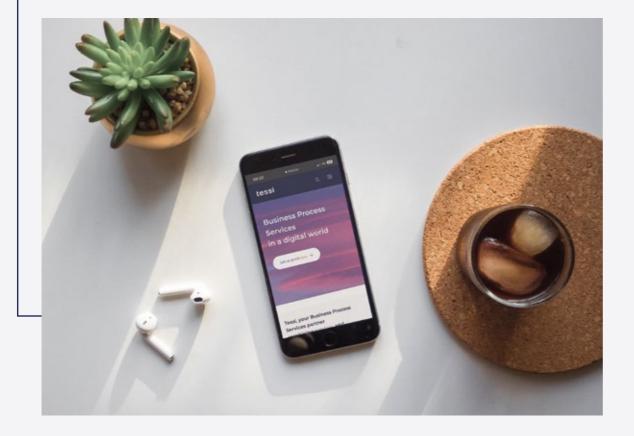
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### DIGITAL TRUST



[ 45 ]

OUR POLICY TO RESPECT HUMAN RIGHTS THROUGHOUT OUR VALUE CHAIN

45

GOVERNANCE, COMPLIANCE AND CYBERSECURITY

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## A REMINDER OF THE ISSUES

Ensuring respect for human rights throughout our value chain

Ensuring business ethics and compliance throughout our value chain

Ensuring data confidentiality and security

A reliable and responsible approach to and use of AI





100% of Tessi hosting sites that are ISO 27001 certified

100%

of personal data breach notifications processed and notified within 72 hours A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# OUR POLICY TO RESPECT HUMAN RIGHTS THROUGHOUT OUR VALUE CHAIN

### In all our subsidiaries worldwide, Tessi is committed to respecting:

- The administrative, social and fiscal obligations under French law or those of the country in which the Group is established
- The Universal Declaration of Human Rights
- The United Nations Convention on the Rights of the Child
- The conventions of the International Labour Organisation to which France, Spain, Portugal, the United Kingdom, Mauritius, Tunisia, Vietnam, Switzerland, Colombia, Chile and Mexico are signatories
- The OECD directives to which France adheres
- The 10 principles of the United Nations Global Compact









### In particular, Tessi undertakes to comply with the following obligations:

- Not to use child (under 15) or forced labour
- Not to discriminate in recruitment or staff management
- Not to use mental or physical coercion or corporal punishment as a means of discipline
- Comply with current legislation on the management of working hours, pay, training, trade union rights, health and safety
- Ensure that its suppliers and subcontractors comply with the obligations set out above

The Tessi Group undertakes not to discriminate in any way, be it for social, ethnic, cultural or medical reasons (except in the case of medical incapacity). As such, the Group does not exclude anyone from a recruitment procedure.

In France, a network of harassment and discrimination points of contact has been set up and trained. A guide has been drawn up to raise managers' awareness of recruitment methods that guarantee non-discrimination. This guide explains how to:

- Define requirements and build job profiles based on objective criteria
- Draft and circulate the vacancy, focusing solely on skills and giving priority to internal prospecting
- Process applications in a way that guarantees equality between men and women, origin, family situation, disability, geographical location, etc.
- Conduct recruitment interviews using a structured interview model that is identical for everyone

In addition, an e-learning training module entitled "Diversity and fighting discrimination in recruitment" was created in 2020 and is mandatory for all employees involved in the recruitment process.

# COMPLIANCE GOVERNANCE AND CYBERSECURITY

Compliance and cybersecurity are core concerns for Tessi Group. As a major player in businesses' digital transformation, digital confidence is a strategic focus for development in this fast-growing market.

In this context, Tessi Group is committed to complying with applicable laws and regulations and to ensuring an optimal level of data protection, for its own activities as well as those carried out on its customers' behalf.

### Tessi has therefore set up a group-wide governance system specific to each issue:

- Compliance
- Cybersecurity

This governance, approved by Executive Management, is overseen by the Group Compliance and Cybersecurity Director. It aims to build, maintain and coordinate compliance and cybersecurity programmes within Tessi Group that are strategically aligned with risk reduction issues, and ensures that they are applied by all the Group's subsidiaries.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

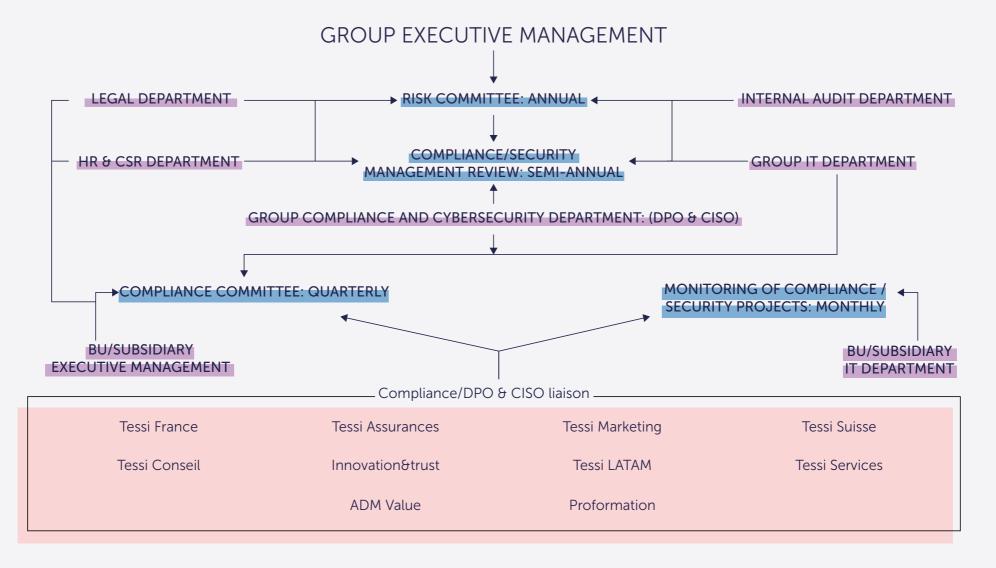
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **COMPLIANCE AND CYBERSECURITY GOVERNANCE DIAGRAM**



The compliance programme covers the following commitments:

- Compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, "GDPR"
- Compliance with any local laws on the protection of personal data for subsidiaries established outside the European Union
- Compliance with the French law on transparency, the fight against corruption and the modernisation of economic life, known as "Sapin II", adopted on 8 November 2016
- Compliance with the French law on the duty of care for parent companies and principals, adopted on 27 March 2017; this law covers human rights and fundamental freedoms, health and safety and the environment

The cybersecurity programme helps the Group to:

- Anticipate market requirements in terms of information system security and standards
- Maintain targeted certifications for subsidiaries and their activities, such as ISO 27001, HDS, RGS, eIDAS



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **COMPLIANCE WITH PERSONAL DATA PROTECTION LAWS**

The governance dedicated to the protection of personal data and compliance with the GDPR is based on:

### A team

- A Group DPO, assisted by a deputy DPO and a compliance risk auditor
- A network of 13 DPO contacts in the subsidiaries
- Two lawyers dedicated to personal data protection

### A reference framework

### Tessi Group GDPR reference framework

An annual review, available in English, French, Spanish and German.

### **Compliance steering bodies**

Compliance (with the GDPR, Sapin II and the Duty of Vigilance) is closely monitored by general management through the following bodies:

Committee	Frequency	Participant
Group Risk Committee	Once per year	Group General Management Group Internal Audit Department Compliance Department Gybersecurity Department Legal Department HR/CSR Department
Management reviews	Twice a year	Group General Management Group Internal Audit Department Compliance Department Legal Department HR/CSR Department
Business unit/subsidiary compliance steering committee  Dedicated to GDPR  Dedicated to Sapin II and the Duty of Vigilance	Four times a year	Corporate Compliance Officer / Group DPO     Business unit/subsidiary compliance officer     Business unit/subsidiary DPO contact     Business unit/subsidiary management     HR/CSR Department
Business unit/subsidiary compliance project monitoring committee	Once per month	Corporate Compliance Officer / Group DPO     Business unit/subsidiary compliance officer     Business unit/subsidiary DPO contact

### Interview with Amine Talbi, Group Data Protection Officer

### What does the Data Protection Officer do at Tessi?

S

The DPO is the central player in managing the Group's compliance with the GDPR. But it's really a team effort. I rely on the Group Compliance Director as well as the entire GDPR team. We ensure that the Group's General Data Protection Policy is respected, that procedures are applied and that compliance checks are carried out so that personal data is protected effectively. This applies to data about Tessi Group's employees as well as data entrusted to us by our customers and our suppliers. Our role is also to inform and advise our customers on the compliance of Tessi's processing on their behalf. We also have an obligation to ensure that requests to exercise rights, complaints and queries submitted by end customers are handled appropriately. We may also be asked to consult on any type of subject relating to data protection.

### What are the tasks related to your job?

One of our duties is, of course, to report on our actions to the Group's General Management, in particular through a mapping of GDPR compliance risks and performance indicators. To ensure that data is processed lawfully throughout its life cycle, we apply the Privacy By Design/Default principle at the start of each initiative and ensure that the appropriate security rules are in place for each risk.



A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **Compliance KPIs**

Compliance is measured regularly by the various bodies using a range of indicators, including the number of breaches notified to data controllers, supervisory authorities and data subjects.

In 2022, 100% of breaches were processed and notified within 72 hours.

Our risk, quality and compliance management tool allows us to:

- Centralise compliance documentation
- Centralise processing registers
- Centralise and monitor security incidents and data breaches
- Audit reports
- Internal inspections
- · Monitor the timely completion of compliance actions

### Measures

A dedicated GDPR risk map for each subsidiary is consolidated at Group level.

Before any service is commissioned, Tessi organises a "Privacy & Security by Design, by Default" workshop dedicated to security and compliance with the GDPR. The aim is to work with the customer to assess the sensitivity of the data concerned and to determine the appropriate security measures needed to protect the data throughout its life cycle, according to its nature and associated risks.

Before any new product or technological platform published by the Tessi Group is launched on the market, a "Privacy & Security By Design" analysis is always carried out to incorporate data protection principles from the design stage and to identify the necessary guarantees so that the platforms meet the customer's requirements as well as those of the GDPR.

We systematically analyse any new processing operations and track any action plans, where applicable.

Similarly, an annual audit plan is approved jointly with the Group Internal Audit Department and ongoing inspections are carried out and monitored by the Group Compliance Department.

Finally, the Group Compliance Department is responsible for integrating and supporting newly acquired subsidiaries.

### **COMPLIANCE MECHANISMS**

With operations in 15 countries worldwide, Tessi Group has a compliance policy that includes a monitoring plan and a scheme to fight fraud and corruption.

With these systems, we can identify and prevent risks of serious violations of human rights, human health and safety, the environment, fraud and corruption.

They consist of risk maps specific to each regulation, regular assessment procedures for the relevant subsidiaries and suppliers, risk management actions and a system for monitoring and assessing the effectiveness of the implemented measures.

Training campaigns complement these measures by raising awareness among all employees and providing specific training for people exposed to the risks of corruption and conflicts of interest, for example managers and staff in sales, purchasing and HR.

An internal alert system (via <a href="https://tessi.signalement.net">https://tessi.signalement.net</a>) completes this system and allows us to:

- Collect reports from employees about conduct or situations contrary to the Group's code of conduct
- Lay out the procedures for assigning and handling the reports we receive

An ethics committee responsible for handling internal alerts, made up of the following members: Legal Director, Compliance Director, Compliance Officer, Internal Audit Director, HR Director and CSR Manager.



CONTENTS

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

This system covers reports in areas such as discrimination, harassment, human rights and fundamental freedoms, environmental protection, corruption and fraud. It has been updated to comply with the French Law of 21 March 2022 on the protection of whistleblowers, known as the Waserman Law.

Tessi Group did not experience any incidents of corruption, nor did it face any legal actions for breaches of antitrust laws, anti-competitive behaviour or monopolistic practices in 2022.

An accounting control solution aimed at preventing any cover-up of acts of corruption or influence peddling, in response to section 5 of the Sapin II law. These measures cover the prevention, detection monitoring and inspection stages to assess how everyone behaves in relation to the Group's ethical commitments.

The Group's ethical commitments have been formalised in our code of ethics, which is binding on all employees and covers the general rules of good conduct with regard to:

- Working conditions and respect for employees' rights
- Health and safety at work
- Combating discrimination and harassment
- Respect for customers
- Protecting the environment
- Personal data privacy and protection
- Transparency of information
- Insider trading
- Fair competition
- Conflicts of interest
- Combating corruption
- Political neutrality
- Sponsorship

This code of ethics is a guarantee of Tessi's integrity and its commitment to assume its responsibilities, in terms of societal considerations, towards its employees as well as its clients, its stakeholders and the environment. It was drawn up to serve as a common point of reference and to help us make sure we act in line with our values every day.

The code applies to all employees at Tessi's subsidiaries throughout the world to help them make the right decisions, at all times and in all circumstances.

To date, the code of ethics has been distributed to almost 90% of our employees worldwide.

Regardless of their level of responsibility, all employees must read this code, understand it and undertake to comply with it.

These measures are accompanied by a disciplinary process to take any appropriate measures in case of breaches to the code of ethics.

Finally, there is a procurement policy and procedure to comply with third-party requirements for purchases made by the Group and its subsidiaries, as well as a compliance and CSR assessment for the latter.

Tessi complies with the requirements of Law no. 2017-399 of 27 March 2017 on the duty of vigilance by publishing its vigilance plan, available at: https://www.tessi.eu/en/ethics-and-compliance/

This plan includes reasonable measures of vigilance to identify risks and prevent serious violations of human rights and fundamental freedoms, the health and safety of individuals and the environment that may result from the Group's activities and those of its subsidiaries, as well as those of suppliers or subcontractors with whom Tessi has an established commercial relationship.

### A SUPPLY CHAIN INTEGRATED WITH COMPLIANCE PROCESSES

Our supply chain allows us to serve our customers while ensuring our internal activities are performed correctly. We make sure that it meets our economic, social and ethical imperatives and that it meets the expectations of our customers.

We have more than 3,000 suppliers and subcontractors with whom we invested nearly €145 million in 2021 (Group-wide excluding LATAM and ADM-Value)

Each year, Tessi France subsidiaries analyse their most sensitive suppliers.

The method used for the French subsidiaries consists in drawing up an annual list of suppliers to be evaluated, chosen either by the criticality of their activity or by the turnover they generate for Tessi. Tessi's users and buyers assess multiple aspects of these suppliers, including quality of service, compliance with deadlines, satisfaction in crisis situations and satisfaction with the price in relation to the service provided.

### 912 suppliers were evaluated in 2021 (quality assessment - score from 1 to 4):

- 90.7% of suppliers were awarded an average score of between 3 and 4
- 67 action plans drawn up and monitored for suppliers with an average score below 3

The various action plans resulting from audits, assessments and e-certificate incidents all help to improve the quality of our suppliers.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **CYBERSECURITY**

IT security governance is based on:

### A team

- A Director of Cybersecurity (corporate CISO)
- An internal SOC (Security Operations Centre)
- A Security by design service (Code testing and security)
- A 10-strong cyber security team
- A network of 12 CISOs in the business units/subsidiaries

### A reference framework

Each subsidiary applies the Group's cybersecurity policy. A hundred or so requirements stemming from ISO and NIST systems require precise control of each security theme.

It comes with procedures to guarantee that the information systems remain secure. Monthly reports assess the coverage of the security measures in real time.

A comprehensive risk analysis lays out the security objectives in addition to the analyses required by the various certifications. Management is therefore motivated by risk control, monitored by the Internal Audit department and validated by Group management.

This translates into increased governance with the management bodies.

### **Compliance steering bodies**

Cybersecurity is closely monitored by the governing body through the following committees:

Committee	Frequency	Participant
Group Risk Committee	Once per year	Group General Management Group Internal Audit Department Compliance Department Cybersecurity Department Legal Department
Management reviews	Twice a year	Group General Management     Group Internal Audit Department     Cybersecurity Department
Cybersecurity monitoring committee / digital confidence plan	Once per month	Corporate Chief Information Security Officer     BU/Subsidiary CISO

99.5% coverage by new generation anti-viruses

cybersecurity
and data protection
incidents causing
damage in excess
of €100K







A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

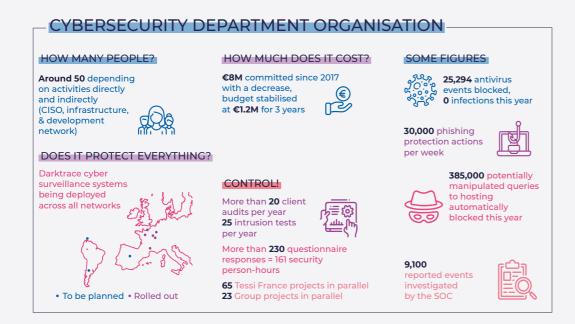
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

The security of information systems is measured regularly through various indicators, tools and measures to ensure our information systems remain secure.



Our cybersecurity strategy consists in unifying Tessi subsidiaries' infrastructures through pooled surveillance resources that guarantee performance and keep costs under control

The Group's security strategy is divided into four main categories:

- · prevention,
- · detection,
- response,
- · and resilience.

Users are one of the main pillars of success in cybersecurity.

It is therefore crucial to their raise awareness of these issues.

Therefore, we worked with an author and graphic designer to create a comedic communication plan.

This medium makes it even easier for people to learn what to do about cybersecurity.

### Security by design: a philosophy

Security by design puts security at the head of the process. All our source code is now systematically embedded by default in a code-security framework. Training and awareness-raising has helped our developers to be cognizant of IT risks right from the start of a project.

Artificial intelligence is an asset when it comes to detecting weak signals. For the past five years, Tessi has been using AI technology to monitor its IT networks.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

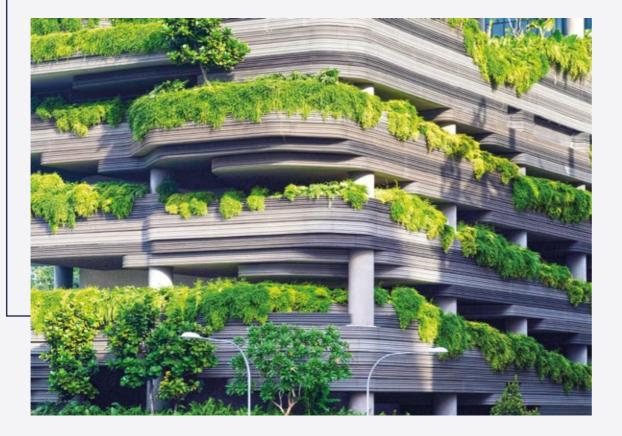
OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# OUR CIVIC AND SOCIAL COMMITMENTS



54

INVOLVING OUR VALUE CHAIN: TOWARDS A RESPONSIBLE PURCHASING APPROACH

54

TESSI EMPLOYEES
STRIVE TOWARDS THE
SUSTAINABLE DEVELOPMENT GOALS

55

TESSI, PARTNER OF LEADING SCHOOLS AND UNIVERSITIES

56

PROMOTING LOCAL ECONOMIC AND SOCIAL DEVELOPMENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A REMINDER OF THE ISSUES

Highlight the Group's contributions to inclusivity and economic development in the regions where it operates

Value and support employees' commitment to solidarity



In terms of civic and community involvement, the various partnerships developed in recent years contribute to the Group's influence and have a positive impact on the regions where we operate. They also play a key role in uniting and involving our employees in projects that add value.

The Tessi Group firmly believes in the relevance of these grassroots alliances between companies, associations, inclusive structures and local authorities.

Strengthening the Group's contribution to inclusion and economic development, as well as promoting and supporting employees' commitment to solidarity, are some of the ways we want to create value.

E233,000

Amount of purchases from establishments dedicated to employing those with disabilities (France)

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUINO OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### INVOLVING OUR VALUE CHAIN: TOWARDS A RESPONSIBLE PURCHASING APPROACH

We are aware of the impact of our activities on the economy, the environment and society, and we are working to develop a responsible approach in our relations with suppliers and subcontractors by:

- Contributing to economic and social development by creating or maintaining jobs for people with disabilities
- Working with socially responsible subcontractors via structures from the job insertion sector: in 2022, almost €233,000 were spent with job assistance services and establishments.
- Partnerships with charities such as the Association des Paralysés de France
- Incorporating sustainable development criteria (environmental, social and societal clauses) suited to the context of our contracts and in our consultations
- Evaluating and supporting our suppliers' CSR performance

### TESSI EMPLOYEES STRIVE TOWARDS THE SDGS

Every year, during Sustainable Development Week (SDW), Tessi employees take part in the Tessi International challenge.

### This event aims to:

- Raise employee awareness of the SDGs (international aspect of the subject)
- Challenge centres and encourage others to follow our example on CSR issues
- Involve the whole Group in the approach

### The idea:

The CSR representatives, who had been trained in the SDGs through webinars, SDG best practice guides and communication kits, were asked to produce short videos presenting initiatives that highlighted one or more of the SDGs.

Every day during SDW, the videos were shared by email, on the "CSR and Sustainable Development" internal social network and on Tessi Group's LinkedIn page.

A voting committee (made up of members of the Group Executive Committee and CSR officers) voted for the two best videos. The videos were produced and

broadcast, and numerous awareness-raising initiatives were held at our centres in France and abroad, including donations to charities (Restos du cœur, Emmaüs), a community garden, a message mural and posters to raise awareness of the SDGs, an escape game on sustainable development, waste sorting, a charity walk, presentations by local producers, zero-waste days, a clothing drive, and a community canteen.







tessi

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### TESSI, PARTNER OF LEADING SCHOOLS AND UNIVERSITIES

Tessi Group contributes to sustainable development goals by promoting access to quality education and training for all, as well as building partnerships with a number of leading schools.

Support for a school takes several forms, such as sponsoring a programme, funding a research project or co-creating and supporting a research chair.

In 2017, Tessi initiated a partnership with the Grenoble School of Management by committing to the Digital Organization & Society chair. Renewed in 2021, this partnership confirmed the Group's commitment for a further three years by becoming visible in two new research chairs.

These three chairs are aligned with the Group's strategic considerations, and all are impacted by digital issues.

A Tessi representative sits on each of the chairs' scientific and strategic committees, while the managing director of the Consulting and Integration business unit is a member of the foundation's executive committee:

### "Public Trust in Health" Health & Digital Technology Chair

- Technology, acceptability (ethics), protection of personal data (particularly on the subject of "connected medical devices"), improving trust and collaboration between healthcare players
- Health journeys: "patient journeys", digitisation of patient journeys

### "Territories in Transition" Chair

- Urban density, the ageing population, the energy transition and the widespread use of new technologies are all factors that are changing the way we interact with our regions
- The aim of this chair (which involves all the economic players in the Grenoble Alpes region) is to produce the knowledge needed to analyse, imagine, create and experiment with innovative and even disruptive systems

### "Digital, Organization & Society" Chair

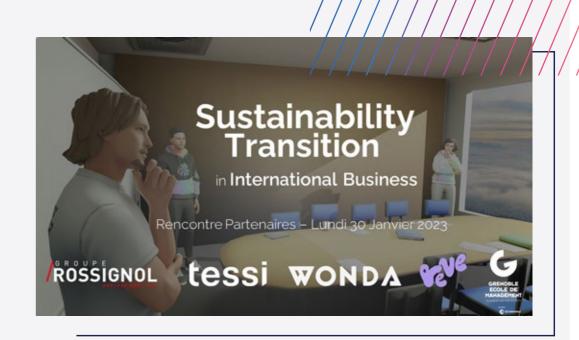
The three themes for the next cycle:

- Developing a chat bot
- Al, sexist and cognitive biases: the differences between men and women in application coding and using (Al) applications
- Data protection, cybersecurity: monitoring the "Jamie the Scrumbot" project from an ethical/legal perspective by analysing the code, comparing it with the Impact IA (Ethics) Charter, and more

This is a powerful initiative that fits perfectly with the commitment that the Group has been making for many years through its corporate philanthropy programme. Tessi has committed to donate €50,000 per year for three years to support these three research chairs.

### ST101 course launched with GEM and Rossignol

Grenoble Ecole de Management, the first business school to become a benefit corporation, announced the launch of an innovative, fully hybrid learning system: ST101 - Sustainability Transition in international business. Co-created with industrial partners (including Tessi and Rossignol) and immersive technology partners (WondaVR and Rev(e) Studio), this new immersive and interactive learning system, alternating between an online and classroom experience, is designed to train students in the challenges of innovation for the environmental transformation.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

## PROMOTING LOCAL ECONOMIC AND SOCIAL DEVELOPMENT

### "Food for good" initiative - Inclusivity and solidarity canteens

The Tessi Group is helping to develop seven community restaurants in France, Switzerland and Spain.

Through this initiative, Tessi is raising its employees' awareness of responsible consumption and helping to develop the local economic and community fabric.

What is a solidarity canteen?

A solidarity café or restaurant is a place for people to meet, share and exchange ideas and is centred on a collective catering project. It can have a number of objectives:

- Creating social links
- Sharing a meal in a safe, welcoming and friendly environment
- Offering fresh, local produce from short distribution channels
- Funding integration initiatives
- Encouraging a return to employment and training
- Breaking the isolation of socially and economically vulnerable people
- Promoting social diversity
- · Bringing the neighbourhood together
- Providing healthy meals for our employees

This type of establishment, run by volunteers, caters for a wide range of people, including students, low-paid workers, the unemployed, retired people, people on fixed-term contracts, trainees, local residents and neighbours. The meals and drinks sold help fund social and cultural initiatives that benefit everyone.



### **ADM Value Fundraising**

In December 2019, Tessi acquired ADM Value and its subsidiaries.

As a leading player in the customer relations market (inbound and outbound calls), ADM Value will enable us to strengthen our traditional customer relations business, positioning us as a key player in this segment.



Fundraising is one of the specialised services offered by our customer relations business and is operated by remote fundraisers specialising in recruiting and building donor loyalty from our sites in Morocco and Senegal.

The fundraisers work under their real names for total transparency and have a deep knowledge of the associations they work for. They have taken on a wide range of donation campaigns on behalf of international associations like UNICEF, Action contre la Faim and Aides.

CONTENTS

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

The pledges collected from donors and prospective donors are used to fund initiatives such as child surgeries in developing countries, malnutrition screening programmes, fair trade campaigns and the fight against child slavery.

ADM Value has been a partner of the Association Française des Fundraisers since 2013, an association that brings together fundraising and charity professionals from all sectors of the public interest.

By providing working conditions and pay that are sometimes better than other call centres based in France, Tessi is helping to combat poverty and insecurity in the countries where we operate.

Our fundraisers, trained initially and on an ongoing basis, are loyal, with an average length of service of 22 months.



ADM Value is a solid partner that has been working with us in donor recruitment and management for over ten years.

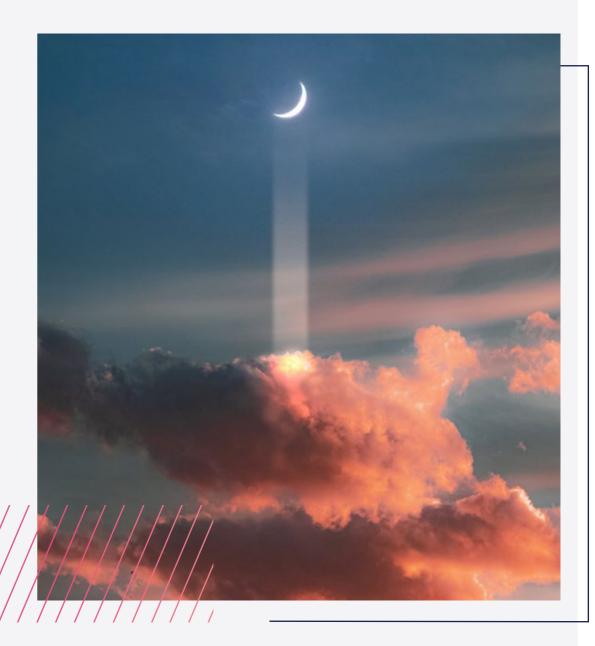
We work in a spirit of collaboration and trust.

The ADM Value teams in Rabat, Oujda and Dakar have adapted to our changes in strategy and have always suggested appropriate solutions. The results are convincing in terms of both quality and volume. Despite the distance, we work very closely together, in complete transparency. Their expertise and advice are an added value, and the results obtained are proof of this.

Ann Avril UNICEF Director of Collections

"We've been working with ADM Value since 2014, and we're very satisfied with this partnership. ADM Value supported us both in growing our donor base and in consolidating and building customer loyalty. We can count on the team to respond quickly to our needs and to make bespoke proposals, so that we can get the right message across to our different audiences. ADM Value also suggests improvements, both from a technical point of view and in terms of the issues addressed. This flexibility and this expertise help us to achieve good results across all our campaigns. ADM Value's expertise in the charitable sector also allows them to innovate to adapt to our donors' new habits. Finally, the team is always available to answer our questions."

Matilde Touzalin Head of Fundraising - Solidarités International



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# PROTECTING OUR ENVIRONMENT



[ 60

**ENVIRONMENTAL POLICY** 

[61]

LOW-CARBON STRATEGY

[ 65

DEPLOYING AN APPROACH TO RESPONSIBLE DIGITAL TECHNOLOGY

[ 67 ]

FOSTERING BIODIVERSITY

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# A REMINDER OF THE ISSUES

Measuring and reducing the environmental footprint of our digital activities and services

Optimising our waste management

**Encouraging eco-mobility** 

Optimising our energy consumption

Helping our customers transition to responsible digital technology



89%
of employees worldwide covered by a recycling scheme (excluding ADM Value)

Change in the ratio of electricity consumed to the global workforce



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **ENVIRONMENTAL POLICY**

As a digital services company, Tessi Group has for several years pursued a simple and effective environmental policy that accounts for the most significant environmental issues in its activity as identified in its materiality analysis. It aims to prevent environmental risks and boost our contribution to the fight against climate change in line with current regulations.

To this end, we are committed to:

- Measuring and reducing the direct and indirect greenhouse gas emissions linked to our activities,
- Optimising and reducing our energy consumption,
- Contributing to the circular economy by optimising the recycling and recovery of our waste,
- · Limiting our travel and encouraging eco-mobility,
- Accounting for and reducing the environmental impact of our digital solutions,
- Raising our employees' awareness of climate issues and the environmental impact of our activities.

These commitments are how we contribute to the UN's Sustainable Development Goals (SDGs), following on from our membership of the United Nations Global Compact since 2011.

The CSR Department is responsible for defining and steering the Group's environmental policy, which covers the entire Group and all its activities, including its French and international subsidiaries.

To this end, the CSR department relies on two levels of governance:

- Management committees that approve the CSR approach in line with the Group's strategic orientations
- Executive committees that ensure that these guidelines are properly implemented across all the Group's BUs and support departments

Finally, CSR guidelines are implemented and adapted by:

- A network of CSR officers in France and throughout all our international subsidiaries
- A network of quality correspondents

### MEASURING AND REDUCING OUR DIRECT AND INDIRECT CO2 EMISSIONS.

Defining an environmental trajectory in line with the global objectives set by the Paris agreements and the SBTI:
-50% by 2030 and "Net Zero" GHG emissions by 2050

### OPTIMISING AND REDUCING OUR ENERGY CONSUMPTION

Reducing the energy consumption of our buildings in France (over 1,000 m²) by 40% by 2030

A renewable electricity supply plan is being studied, with the aim of achieving 100% guaranteed origin purchases by 2025

### CONTRIBUTING TO THE CIRCULAR ECONOMY BY OPTIMISING THE RECYCLING AND RECOVERY OF OUR WASTE

By 2023, in France, **100%** of our regular, industrial, electric and electronic waste will be recycled or reused.

### LIMITING OUR TRAVEL AND ENCOURAGING ECO-MOBILITY

-5% change in GHG emissions from business travel

### TAKING INTO ACCOUNT AND REDUCE THE ENVIRONMENTAL IMPACT OF OUR DIGITAL SOLUTIONS

100% of our employees will be made aware of the challenges of responsible digital technology by 2025.

**100% of Tessi's new digital solutions** will incorporate **sustainability criteria** into their design by 2025.

### RAISING OUR EMPLOYEES' AWARENESS OF CLIMATE ISSUES AND THE ENVIRONMENTAL IMPACT OF OUR ACTIVITIES

Climate murals, digital murals, e-learning, CSR challenge, raising awareness of the SDGs, etc.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### LOW-CARBON STRATEGY

In 2022, the Group is defining its climate strategy by updating its carbon accounts (Scope 1, 2 and 3, based on the GHG Protocol) for the entire scope of its activities (France and international), with a focus on the footprint of its digital equipment.

In total, all our activities worldwide generated 33,986 tonnes of  $CO_2$ -equivalent. In addition to the purchase of goods and services, the main sources of emissions are travel to and from work, energy and IT equipment.

This review will be completed in 2023 with an environmental trajectory and a low-carbon action plan aligned with the global targets set by the Paris Agreements and the Science Based Target Initiative by 2025. These global targets commit companies to reducing their greenhouse gas emissions by at least 50% by 2030 and to achieving "Net Zero Emissions" of greenhouse gases by 2050.

This assessment has helped us to identify which activities are the main drivers of emissions, and our environmental strategy is based mainly on the following four areas:

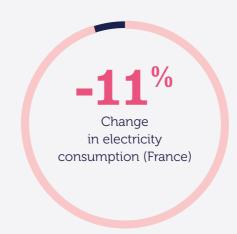
- · Optimising our energy consumption
- Optimising our waste management
- Encouraging eco-mobility
- Implementing a responsible digital technology programme

### **OPTIMISING AND REDUCING OUR ENERGY CONSUMPTION**

To meet our energy management commitments, we have put in place a plan to reduce electricity consumption at our sites.

### Change in the overall electricity/employee ratio

	2017	2018	2019	2020	2021	2022	Change Y-1
Total Europe	1261	1227	1176	1196	1110	1067	-4%
of which France	1413	1410	1286	1261	1140	1009	-11%



This reduction in consumption is the result of actions such as:

### Server virtualisation

Tessi infrastructures are mainly designed using virtualisation. This type of architecture allows multiple services to be shared on a single server. This considerably reduces the number of servers and, consequently, their power consumption.

- Fitting out production centres with low energy consumption hardware (relamping)
- Improving the energy performance of new tertiary buildings, criteria that are an integral part of the Group's strategy
   New sites benefit from the most advanced environmental certifications such as BREEAM and HQE
- Bringing collaborative tools into widespread use to limit the need to send emails and large documents
- Raising employee awareness of eco-responsible actions
- Streamlining and securing printing

### Switching off workstations

In France, a national action plan steered by the local IT department aims to set up an automatic switch-off system for workstations and certain production machines outside working hours as well as regulating air conditioning and heating outside site opening hours.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

Measures have been put in place to complement existing actions in response to government requests and the expected strain on the electricity grid this winter. Our commitment is reflected in the actions laid out below. They have helped us to optimise our energy consumption by building good habits and to achieve our objectives of reducing our energy consumption by at least 10% by the last quarter of 2022. This objective is complemented by new objectives: -15% in 2023:

- Appointment of an "energy efficiency ambassador" in each French establishment to oversee its energy performance.
- Setting up "Energy efficiency and work organisation" working groups at each centre, with the involvement of the works councils.
- Deployment of an energy performance management platform for our French centres so we can to monitor consumption in real time.
- Registering "energy efficiency" ambassadors to receive Ecowatt blackout warnings.
- Disseminating and applying general instructions for heating and air conditioning, lighting, digital devices and portable hardware.
- In the event of anticipated high demand on the grid and only during peak hours, we will take additional measures to reduce our electricity consumption.
- Campaign to raise awareness of eco-actions among all our employees and relaying EcoWatt red alerts.

This strategy involves:

### • From General Management:

- Sending a letter of commitment from General Management to employees.
- Signing the EcoWatt charter.
- Providing visibility with forecasted impacts and reports.
- Operational departments and those working in the field:
  - Steering.
  - An action plan.
  - Objectives to be achieved.

In addition, under the regulations that apply to the tertiary sector, we are committed to reducing our buildings' energy consumption (over 1,000  $\text{m}^2$ ) by 40% by 2030, 50% by 2040 and 60% by 2050.



### Examples of concrete actions to reduce energy consumption implemented during 2022:

Raising awareness at team meeting:

- Raising awareness in the offices on a regular basis, through a Teams group and on the TV displays
- Heating setpoint control
- 1.ED relamping project
- Automated shutdown of workstations

# FOCU!

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### OPTIMISING THE RECYCLING AND RECOVERY OF OUR WASTE

Tessi Group is committed to fostering the circular economy by optimising the recycling and recovery of all our waste, including regular, industrial, electric and electronic waste.

By 2022, almost 90% of Tessi Group's employees (worldwide, excluding ADM Value) will be working at sites with a recycling network.

In France, 87% of sites have committed to implementing selective sorting (five categories).

Each year, we continue to provide individual support to each of our sites to ensure that they respect the agreements in place with service providers for things such as regular, industrial, electric and electronic waste, printing consumables, batteries, and disposable masks.

### Electrical and electronic equipment: lifespan, reuse and waste management

Tessi maximises the lifespan of our electrical and electronic equipment and our specialist suppliers collect and manage the reconditioning, recycling or reuse of this equipment.

In France, all our electric and electronic equipment is recycled and/or reused by specialist service providers.

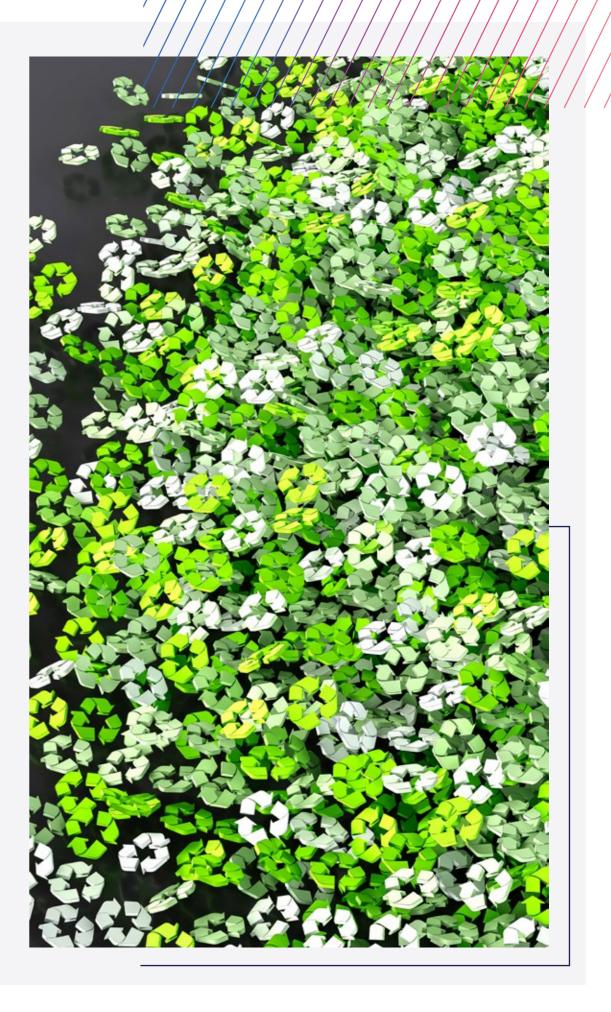
Servers and hard disks follow a different procedure, with secure erasure before dismantling and recycling eligible components.



mprim'vert certification fo

In 2022, a portion of the Group's desktop publishing activities were awarded the Imprim'vert label to reward our concrete actions to reduce the environmental impact of our printing and digital printing activities.

This project was accompanied by an e-learning module aimed specifically at employees in the relevant business unit.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### REDUCING OUR TRAVEL FOOTPRINT

### Mobility plans

In 2018, Tessi began to implement mobility plans to streamline business-related travel at all its sites with more than 100 employees. This project is part of our sustainable development approach that aims to improve our employees' working conditions whilst encouraging take-up of modal transport options.

### Sustainable travel rebate

Whilst only 39% of French CAC40\* companies have introduced this scheme, Tessi has voluntarily chosen to offer the sustainable travel rebate to its employees in France.

The sustainable travel rebate complements our eco-mobility strategy, which aims to meet the Group's objectives of reducing greenhouse gas emissions and improving working conditions for our employees. The rebate is accompanied by mobility diagnostics and appointed coordinators at the relevant sites. By 2022, 100% of French subsidiaries will benefit from the sustainable travel rebate.

Depending on the centre, other initiatives may be introduced to encourage the use of alternative forms of transport, such as:

### • New charging stations for electric vehicles

To encourage our employees to switch to an alternative transport method, some sites have provided electric vehicle charging stations.

- Regular or occasional carpooling schemes (European Mobility Week)
- · Raising employee awareness of best practices in soft mobility.



### **GROUP TRAVEL POLICY**

A business travel policy has been rolled out across all Group subsidiaries to minimise the costs and the carbon footprint of business travel. This policy entails that:

- Preference should be given to the use of remote, collaborative working tools
- As a rule, public transport should be used in urban areas
- Car-pooling is recommended for shared journeys
- Air travel is allowed for long journeys of more than four hours or for trips abroad

### TRANSITIONING OUR COMPANY VEHICLE FLEETS

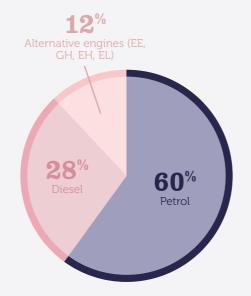
From 2021, Tessi will gradually incorporate alternative-powered vehicles into its fleet.

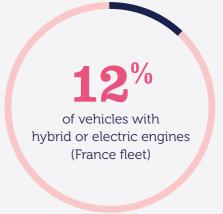
The share of new hybrid or electric vehicles has risen by 3 points, and now accounts for almost 12% of our employees' company vehicles in France.

Within the company, a synergy is emerging between HR, CSR and fleet management to foster and anchor our ambition to move towards new forms of travel through the company's environmental strategy.

By 2025, we plan to reduce the business travel's GHG footprint by 5%.

### Tessi France fleet - Breakdown by type of engine





PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAI

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### DEPLOYING AN APPROACH TO RESPONSIBLE DIGITAL TECHNOLOGY

Responsible digital technology can be a major lever for economic and social development, provided that it incorporates all the environmental impacts of its life cycle from design to end of use. It is thus crucial to support the development of digital technology that serves society with a responsible approach and consider it from both the "sustainable digital technology" and "technology that serves sustainability" standpoints.

As a digital services company, Tessi is aware of the digital sector's environmental impact and the associated challenges and is committed to measuring and reducing the environmental footprint of our solutions, offerings and applications so that they can be assets in our customers' digital and environmental transitions.

This new perspective on environmental issues has prompted us to build our environmental strategy around a "Responsible Digital Technology" programme that addresses digital sobriety, sustainable and responsible digital technology, and the impact of our solutions and services on the environment. This programme is structured into four aspects:

Raising awareness among our employees of the challenges of responsible digital technologies, and developing our business experts' skills so that they can incorporate sobriety, eco-design and accessibility into the development of our solutions.

In 2022, our responsible digital technology programme will include an awareness-raising and training component for our employees, so that by 2025 100% of our employees will be **aware of the issues of responsible digital technology**.

This aspect is divided as follows:

- Raising awareness of the environmental, ethical and inclusivity issues involved in responsible digital technologies with:
  - A "Digital Mural" workshop for all executives (February 2022)
  - A web conference on the challenges of responsible digital technology with Vincent Courboulay (co-creator of the Institut du Numérique Responsable) (July 2022) for all employees in France
  - A Digital Cleaning Week in France and abroad
  - A responsible digital technology MOOC module delivered by Tessi Academy as both e-learning and virtual classes for all our employees.

### **Digital Cleaning Week**

**=OCUS** 

In 2022, Tessi is taking part in Cybe World Clean Up Day for the secon time to raise employees' awareness of digital pollution. The second edition of Digital Cleaning Week will encourage ut to delete thousands of emails and files



nages, videos, duplicates, etc., representing almost 6,903 GB f data and more than 134 TeCO, of carbon savings.



- \* The methodology used to calculate the share of employees trained in responsible digital technology has been reviewed to improve its reliability and relevance: by 2022, 17% of employees in France had completed the Level 1 module.
- More specific training depending on the business issues at stake:
   eco-design for applications and the web and digital accessibility
   aimed at incorporating digital sobriety as a development criterion
   for specific target groups (developers, solution designers, IT managers
   and CIOs, etc.).





A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### Measuring and optimising the footprint of our IT equipment, infrastructure and our digital solutions and applications

As part of the aforementioned update to our carbon audit, an analysis of our IT equipment's footprint allowed us to measure the environmental impact of our digital infrastructures and equipment at 9%.

All our electric and electronic equipment is recycled and/or reused by specialist service providers. Servers and hard disks follow a different procedure, with secure erasure before dismantling and recycling the eligible components.

With regard to **the environmental footprint of our digital solutions and applications**, an initial analysis of existing Tessi solutions was carried out using the recommendations and eco-design guidelines published by the Institut du Numérique Responsable. This comprehensive listing of our solutions was compiled using the general reference framework for the eco-design of digital services (RGESN). These guidelines were drafted as part of the "Green Tech" interministerial mission and co-steered by the Interministerial Digital Department (DINUM), the Ministry of Ecological Transition, ADEME and the Institut du Numérique Responsable.

This initial analysis allowed us to identify the best practices in eco-design and digital accessibility that already existed in how our solutions were developed. Our goal is to incorporate these same criteria into all the solutions we develop between now and 2025: 100% of Tessi's new digital solutions will incorporate sustainability criteria into their design by 2025.

Furthermore, there are currently plans to analyse the life cycles of our solutions.

An initial study was carried out on our data archival solution (cf. EkoData offer by Innovation&trust), in which we could calculate the environmental impact of a digital solution by taking into account the number of TB stored and the number of users.

This study was carried out in conjunction with APL and ADEME as part of the development of benchmarks for assessing the environmental impact of digital services - the environmental labelling benchmark for "Data centre and cloud hosting services".

### Incorporating environmental performance requirements for our data centres and hosting partners

Either through ISO 50001 certification or as part of their own eco-responsible approach: energy optimisation initiatives, integration of renewable energies into their energy supply, carbon offsetting, etc.

### **INR's Responsible Digital Technology Label**

As a signatory of the INR's Responsible Digital Technology Charter, this programme aims to obtain the INR's Responsible Digital Technology label, to ensure that the project is part of a credible, continuous improvement approach.

To date, a pre-assessment has been carried out as part of this labelling project. This pre-assessment will determine target organisations' maturity in terms of responsible digital technology.

Our ability to provide products and services in line with the principles of responsible digital technology was assessed at 25% (Responsible Digital Label criteria - digital products and services).

25%
Assessment of our ability to provide digital services and products in line with responsible digital technology principles



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

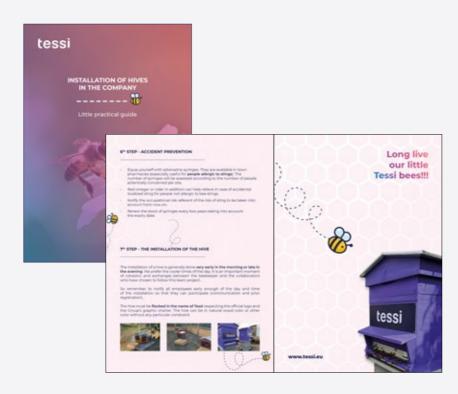
# ACTING IN FAVOUR OF BIODIVERSITY

Simple actions are being implemented at all our centres in France and abroad to improve our impact on biodiversity:

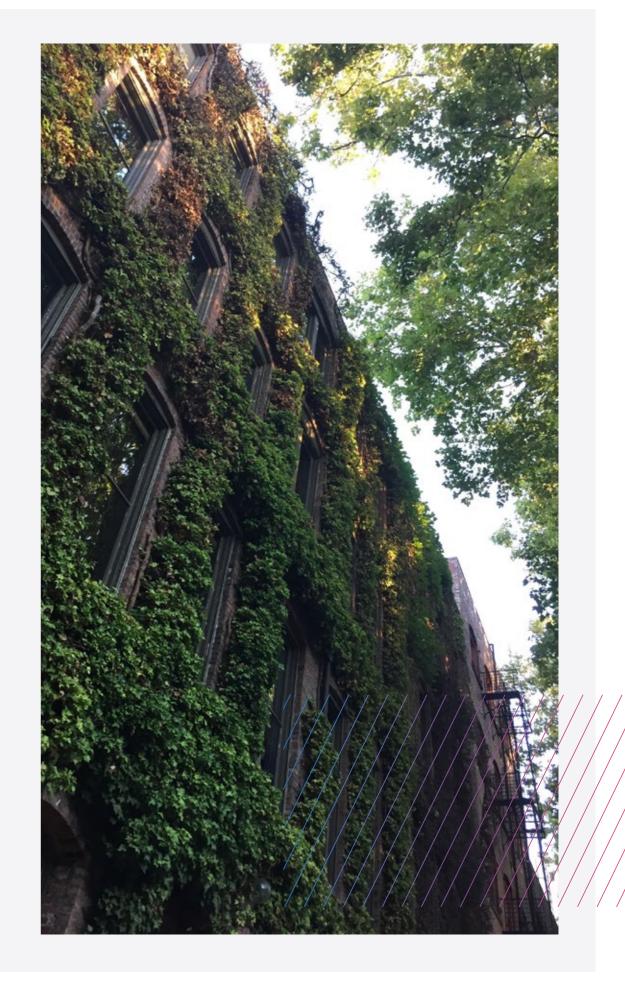
### **INSTALLING BEEHIVES**

Several projects to install beehives were launched in 2022 at our centres. These projects fall within our approach to reduce our impact on the environment, protect fragile ecosystems, raise awareness among our employees and involve them in a project that everyone can agree with.

To help our centres with their projects, we published a guide on best practices and advice to be aware of before setting up the beehives:



As the Tessi Group has not identified any significant environmental risks in its analysis of non-financial risks, Tessi has not considered it necessary to have a provision or guarantee for environmental risks at this time.



CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

# GRI CROSS-REFERENCE TABLE



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

A report was drafted in line with the Global Reporting Initiative (GRI) framework.

Tessi has prepared this report in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022. Management has reviewed and approved the disclosures, including the organisation's significant ESG topics, in accordance with disclosure 2-14 of GRI 2: General information 2021.

Below is a table showing how these indicators correspond to those from the GRI:

GRI reference	Description	Report chapters	Subsections	Page numbers
GRI 100				
GRI 102 - GEN	NERAL DISCLOSURES			
Organizationa	l profile			
102-1	Name of the organization	Cover page	Cover page	1
102-2	Activities, brands, products and services	Presenting the Group	Full chapter	4-10
102-3	Location of headquarters	Presenting the Group     Back cover	A French company with an international presence     Back cover	5 75
102-4	Location of operations	Presenting the Group	A French company with an international presence	5
102-5	Ownership and legal form	Presenting the Group	A French company with an international presence     Business model and value creation	5 6
102-6	Markets served	Presenting the Group	Tessi, a major player in companies' digital transformation Business model and value creation Market trends	5 6 8
102-7	Scale of the organization	Presenting the Group	Business model and value creation	6
102-8	Information on employees and other workers	Presenting the Group     Our CSR strategy     Valuing our human capital	<ul> <li>Business model and value creation</li> <li>Table of non-financial indicators</li> <li>Group HR policy</li> <li>Promoting diversity</li> </ul>	6 23 34 34 - 36
102-9	Supply chain	Our CSR strategy     Digital trust	<ul><li>Dialogue with our stakeholders</li><li>A supply chain integrated with compliance processes</li></ul>	22 48 - 49
102-10	Significant changes to the organization and its supply chain	Our CSR strategy	CSR governance	22
102-11	Precautionary Principle or approach	An assessment of financial and extra-financial risks     Digital trust     Protecting our environment	Non-financial risks     Compliance mechanisms     Low-carbon strategy	20 48-49 60 - 63
102-12	External initiatives	A word from the President	A word from the President	3
102-13	Membership of associations	Our civic and social commitments	Tessi, partner of leading schools and universities Promoting local economic and social development	54 55 - 56
Strategy				
102-14	Statement from senior decision-maker	A word from the President	A word from the President	3
102-15	Key impacts, risks and opportunities	An assessment of financial and extra-financial risks	<ul> <li>Financial risk assessment</li> <li>Analysis of the main non-financial issues and risks</li> <li>Non-financial risks</li> </ul>	18 19 20
Ethics and into	egrity			
102-16	Values, principles, standards and norms of behavior	A committed Tessi	Standards and assessment of the Group's CSR performance     Our commitments	13 14 - 15
102-17	Mechanisms for advice and concerns about ethics	Digital trust	Compliance mechanisms	47

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
Governance				
102-18	Governance structure	Our CSR strategy	CSR governance	22
		Digital trust	Compliance governance and cybersecurity	44 - 47
102-19	Delegating authority	Our CSR strategy	CSR governance	22
		Protecting our environment	Environmental policy	59
102-20	Executive-level responsibility for economic,	Our CSR strategy	Dialogue with our stakeholders     CSB gavernance	21
	environmental and social topics		CSR governance     2021-2025 roadmap	21 23
			Commitments and monitoring of our non-financial performance	24
102-21	Consulting stakeholders on economic, environmental and social topics	Our CSR strategy	Dialogue with our stakeholders	21
102-22	Composition of the highest governance body and its committees	Digital trust	Compliance governance and cybersecurity	44
102-23	Chair of the highest governance body	A word from the President	A word from the President	3
102-24	Nominating and selecting the highest governance body	Digital trust	Compliance governance and cybersecurity	44 - 47
102-25	Conflicts of interest	Digital trust	Compliance mechanisms	48
102-26	Role of the highest governance body in setting purpose, values and strategy	Our CSR strategy	CSR governance	22
102-27	Collective knowledge of highest governance body	Digital trust	Compliance governance and cybersecurity	44
102-28	Evaluating the highest governance body's performance	Digital trust	Compliance governance and cybersecurity	44
102-29	Identifying and managing economic, environmental and social impacts	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	19
102-30	Effectiveness of risk management processes	An assessment of financial and extra-financial risks	Chapter introduction	17
102-31	Review of economic, environmental and	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	19 - 20
	social topics		Table of non-financial indicators	23
102-32	Highest governance body's role in sustainability reporting	Our CSR strategy	CSR governance	22
102-33	Communicating critical concerns	Our CSR strategy	Dialogue with stakeholders	22
			2021-2025 CSR Roadmap     Commitment and monitoring of our non-financial performance	23 24
102-34	Nature and total number of critical	Our CSR strategy	Commitment and monitoring of our non-financial performance     2021-2025 CSR Roadmap	23
102-34	concerns	- Our CSR strategy	2021-2023 CSK Koaumap	25
102-35	Remuneration policies	Valuing our human capital	Promoting diversity	34
			Improving the working environment	40
102-36	Process for determining remuneration	Valuing our human capital	Promoting diversity	34
			Improving the working environment	40
102-37	Stakeholders' involvement in remuneration	Valuing our human capital	Improving the working environment - Social dialogue	40

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
Stakeholder e	ngagement			
102-40	List of stakeholder groups	Our CSR strategy	Dialogue with our stakeholders	22
102-41	Collective bargaining agreements	Our CSR strategy	CSR governance	22
102-42	Identifying and selecting stakeholders	Our CSR strategy	Dialogue with our stakeholders	22
102-43	Approach to stakeholder engagement	Our CSR strategy	Dialogue with our stakeholders	22
102-44	Key topics and concerns raised	An assessment of financial and extra-financial risks     Our CSR strategy	<ul><li>Analysis of the main non-financial issues and risks</li><li>2021-2025 CSR Roadmap</li></ul>	19 22
Reporting				
102-45	Entities included in the consolidated financial statements	Appendices: methodology and scope of reporting	Methodology and scope	73
102-46	Defining report content and topic boundaries	Appendices: methodology and scope of reporting	Reporting period     Methodology and scope	73
102-47	List of material topics	An assessment of financial and extra-financial risks     Our CSR strategy	<ul><li>Analysis of the main non-financial issues and risks</li><li>2021-2025 CSR Roadmap</li></ul>	19 22
102-48	Restatements of information	Cross-reference table	GRI cross-reference table	67-69
102-49	Changes in reporting	Appendices: methodology and scope of reporting	Methodology and scope	71
102-50	Reporting period	Appendices: methodology and scope of reporting	Reporting period	73
102-52	Reporting cycle	Appendices: methodology and scope of reporting	Methodology and scope	71
102-54	Claims of reporting in accordance with the GRI standards	A committed Tessi	Standards and assessment of the Group's CSR performance	13
102-55	GRI content index	Cross-reference table	GRI cross-reference table	67
102-56	External assurance	Appendices: methodology and scope of reporting	Report of the independent third party, a member of the network of one of the statutory auditors, on the consolidated statement of non-financial performance included in the Group management report	73
APPROACH 1	TO MANAGEMENT			
103-1	Explanation of the material topic and its boundary	Presentation of the Group's CSR strategy	Business model and value creation     2021-2025 roadmap	6 22
103-2	The management approach and its components	Presentation of the Group's CSR strategy	Business model and value creation     CSR governance	6 21
103-3	Evaluation of the management approach	An assessment of financial and extra-financial risks	<ul> <li>Chapter introduction</li> <li>Financial risk assessment</li> <li>Analysis of the main non-financial issues and risks</li> </ul>	17 18 19 - 20
GRI 200				
GRI 201 - ECC	DNOMIC PERFORMANCE			
201-1	Direct economic value generated and distributed	Presenting the Group	Business model and value creation	6
201-2	Financial implications and other risks and opportunities due to climate change	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	19-20
GRI 202 - MA	RKET PRESENCE			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	Valuing our human capital	Optimising career paths	38
GRI 203 - IND	DIRECT ECONOMIC IMPACTS			
203-1	Infrastructure investments and services	Our CSR strategy	Table of non-financial indicators	
	supported	Our civic and social commitments	<ul><li>Tessi, partner of leading schools</li><li>Promoting local economic and social development</li></ul>	23
203-2	Significant indirect economic impacts	Our civic and social commitments	Promoting local economic and social development	55

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
	CUREMENT PRACTICES			
204-1	Proportion of spending on local suppliers	Our CSR strategy	Table of non-financial indicators	23
	I-CORRUPTION			
205-1	Operations assessed for risks related to	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	20
	corruption			
205-2	Communication and training about anti- corruption policies and procedures	Digital trust	Compliance governance and cybersecurity	44 - 48
205-3	Confirmed incidents of corruption and actions taken	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 206 - ANT	I-COMPETITIVE PRACTICES			
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Compliance mechanisms	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 207 - TAX				
207-1	Approach to tax	Digital trust	Compliance governance and cybersecurity	44
207-2	Tax governance, control and risk management	Digital trust     An assessment of financial and extra-financial risks	Compliance governance and cybersecurity     Analysis of the main non-financial issues and risks	48 19-20
207-3	Stakeholder engagement and management of concerns related to tax	Our CSR strategy	Dialogue with our stakeholders     CSR governance	22
207-4	Country-by-country reporting	Appendices: methodology and scope of reporting	Methodology and scope	73
GRI 300				
GRI 301 - MAT	ERIALS			
301-2	Recycled input materials used	Our CSR strategy	Table of non-financial indicators	23
GRI 302 - ENE				
302-1	Energy consumption within the	Our CSR strategy	Table of non-financial indicators	23
	organization	Protecting our environment	Low-carbon strategy	60
302-2	Energy consumption outside the	Our CSR strategy	Table of non-financial indicators	23
	organization	Protecting our environment	Low-carbon strategy	60
302-3	Energy intensity	Our CSR strategy	Table of non-financial indicators	23
302-4	Reduction of energy consumption	Our CSR strategy     Protecting our environment	Table of non-financial indicators     Low-carbon strategy	23 60
302-5	Reduction in energy requirements of	Presenting the Group	Digital sobriety	8 - 9
302 3	products and services	Protecting our environment	Deploying an approach to responsible digital technology	63
GRI 304 - BIO	DIVERSITY			
304-2	Significant impacts of activities, products and services on biodiversity	Protecting our environment	Fostering biodiversity	65
304-3	Habitats protected or restored	Protecting our environment	Fostering biodiversity	65
GRI 305 - EMI	SSIONS	-		
305-1	Direct GHG emissions	Our CSR strategy	Table of non-financial indicators	23
	(Scope 1)	Protecting our environment	Low-carbon strategy	59
305-2	Energy indirect GHG emissions (Scope 2)	Our CSR strategy     Protecting our environment	Table of non-financial indicators     Low-carbon strategy	23 59
305-3	Other indirect GHG emissions	Our CSR strategy	Table of non-financial indicators	23
	(Scope 3)	Protecting our environment	Low-carbon strategy	59
305-4	GHG emissions intensity	Our CSR strategy	Table of non-financial indicators	23
707.7	D 1 11 (0)(0 1 1	Protecting our environment	Low-carbon strategy	59
305-5	Reduction of GHG emissions	Our CSR strategy     Protecting our environment	<ul><li> Table of non-financial indicators</li><li> Low-carbon strategy</li></ul>	23 59
		Troceding our changement	Lon carbon strategy	39

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
GRI 306 - WA	ASTE			
306-1	Waste generation and significant waste- related impacts	Protecting our environment	Optimising the recycling and recovery of our waste	62
306-2	Management of significant waste-related impacts	Protecting our environment	Optimising the recycling and recovery of our waste	62
306-3	Waste generated	Our CSR strategy     Protecting our environment	Table of non-financial indicators     Low-carbon strategy	23 59
306-4	Waste diverted from disposal	Protecting our environment	Optimising the recycling and recovery of our waste	62
306-5	Waste directed to disposal	Protecting our environment	Optimising the recycling and recovery of our waste	62
GRI 307 - EN	VIRONMENTAL COMPLIANCE			
307-1	Non-compliance with environmental laws and regulations	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	20
GRI 308 - EN	VIRONMENTAL ASSESSMENT OF SUP	PLIERS		
308-1	New suppliers that were screened using environmental criteria	Digital trust	Compliance governance and cybersecurity	49
308-2	Negative environmental impacts in the supply chain and actions taken	Protecting our environment	Low-carbon strategy	60
GRI 400				
GRI 401 - REG	CRUITMENT			
401-1	New employee hires and employee turnover	Our CSR strategy     Valuing our human capital	Table of non-financial indicators     Full chapter	23 31
401-3	Parental leave	Valuing our human capital	Promoting diversity - measures taken to promote gender equality	34
GRI 403 - OC	CUPATIONAL HEALTH AND SAFETY			
403-1	Occupational health and safety management system	Valuing our human capital     Digital trust	Compliance governance and cybersecurity	40 48
403-2	Hazard identification, risk assessment and incident investigation	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	19-20
403-3	Occupational health services	Valuing our human capital	Improving the working environment - ensuring the health and safety of our employees	40
403-4	Worker participation, consultation, and communication on occupational health and safety	Valuing our human capital	Improving the working environment - Social dialogue	39
403-5	Worker training on occupational health and safety	Valuing our human capital	Improving the working environment - ensuring the health and safety of our employees	40
403-6	Promotion of worker health	Valuing our human capital	Improving the working environment - ensuring the health and safety of our employees	40
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Valuing our human capital	Improving the working environment - ensuring the health and safety of our employees	40
403-8	Workers covered by an occupational health and safety management system	Valuing our human capital	Improving the working environment - ensuring the health and safety of our employees	40
403-9	Work-related injuries	Our CSR strategy	Table of non-financial indicators	23
GRI 404 - TR	AINING AND EDUCATION			
404-1	Average hours of training per year per employee	Our CSR strategy     Valuing our human capital	Table of non-financial indicators     Optimising career paths	23 38
404-2	Programs for upgrading employee skills and transition assistance programs	Valuing our human capital	Optimising career paths	38

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
GRI 405 - DI\	/ERSITY AND EQUAL OPPORTUNITIES			
405-1	Diversity of governance bodies and employees	Valuing our human capital	Promoting diversity	34
405-2	Ratio of basic salary and remuneration of women to men	Valuing our human capital	Promoting diversity - measures taken to promote gender equality	34 - 35
GRI 406 - CO	MBATING DISCRIMINATION			
406-1	Incidents of discrimination and corrective actions taken	Digital trust	Our policy to respect human rights throughout our value chain	44
GRI 407 - FR	EEDOM OF ASSOCIATION AND COLLE	CTIVE BARGAINING		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 408 - CH	ILD LABOUR			
408-1	Operations and suppliers at significant risk for incidents of child labour	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 409 - FO	RCED OR COMPULSORY LABOUR			
409-1	Operations and suppliers at significant risk of forced or compulsory labour	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 410 - SAI	FETY PRACTICES			
410-1	Security personnel trained in human rights policies or procedures	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 411 - RIG	HTS OF INDIGENOUS PEOPLES			
411-1	Incidents of violations involving rights of indigenous peoples	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 412 - HU	MAN RIGHTS ASSESSMENT			
412-1	Operations that have been subject to human rights reviews or impact assessments	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
412-2	Employee training on human rights policies or procedures	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 413 - LO	CAL COMMUNITIES			
413-1	Operations with local community engagement, impact assessment and development programs	Valuing our human capital     Digital trust     Our civic and social commitments	<ul> <li>Optimising career paths</li> <li>Compliance and cybersecurity governance - compliance mechanisms</li> <li>Full chapter</li> </ul>	38 48 50
413-2	Operations with significant actual and potential negative impacts on local communities	Digital trust	Compliance and cybersecurity governance - compliance mechanisms	48
GRI 414 - SO	CIAL ASSESSMENT OF SUPPLIERS			
414-1	New suppliers that were screened using social criteria	Digital trust	Compliance and cybersecurity governance - a supply chain integrated with compliance processes	49
414-2	Negative social impacts in the supply chain and actions taken	Digital trust	Compliance and cybersecurity governance - a supply chain integrated with compliance processes	49

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

GRI reference	Description	Report chapters	Subsections	Page numbers
GRI 416 - CUS	TOMER HEALTH AND SAFETY			
416-1	Assessment of the health and safety impacts of product and service categories	An assessment of financial and extra-financial risks	Analysis of the main non-financial issues and risks	19-20
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Digital trust	Compliance governance and cybersecurity	43
GRI 417 - MAF	RKETING AND LABELLING			
417-1	Requirements for product and service	Protecting our environment	Imprim'vert certification for desktop publishing activities	62
	information and labeling		Deploying an approach to responsible digital technology	64
GRI 418 - CUS	TOMER CONFIDENTIALITY			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Digital trust	Compliance governance and cybersecurity	46
GRI 419 - SOC	IO-ECONOMIC COMPLIANCE			
419-1	Non-compliance with laws and regulations in the social and economic area	Digital trust	Our policy to respect human rights throughout our value chain	44



CONTENTS

A WORD FROM THE PRESIDENT

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES •

# APPENDICES: METHODOLOGY AND SCOPE OF REPORTING



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### **REPORTING PERIOD**

The reporting period for CSR information is the financial year from 1 January to 31 December 2022.

### **METHODOLOGY AND SCOPE**

In 2022, Tessi decided to change its reporting software. The aim was to equip ourselves with a reporting tool that would enable us to collect, consolidate and ensure the reliability of all the data needed to draw up reports, manage operations and manage the Group's non-financial performance. The data concerned is:

- · Quantitative social indicators
- Quantitative environmental indicators
- Governance indicators

To make it easier for each subsidiary to understand, a presentation/ training workshop was given to all Group CSR contributors, together with a methodological booklet on how to use the reporting platform and indicators.

### Entities covered by the report

The entities covered by the non-financial report correspond to all the legal entities fully consolidated by the Finance Department. However, certain exceptions are set out in the following paragraph: disposals and acquisitions.

### Disposals and acquisitions

For companies acquired in year Y, 100% of their data will be included in CSR reporting for year Y or year Y+1 (decision taken on a case-by-case basis by the CSR Department and Group Management), depending in particular on the availability of data.

Companies sold in year Y will be 100% excluded from CSR reporting from year Y.

In 2022, Proformation and Phonytel were included in the reporting.

Tessi Group is thus refocusing on its core activities in France, Spain, Switzerland and Latin America. Tessi will continue to develop its range of services and technologies through a combination of organic and external growth.

### Rules for consolidating quantitative data

The data will be consolidated by the Group's CSR department.

It is responsible for overseeing the process of producing the quantitative information contained in this document, and its main tasks are to:

- Raise awareness among contributors
- Maintain the reporting protocol
- Ensure compliance with the data collection schedule

Gross/simple indicators are consolidated by adding together all the data reported (for example, the number of accidents at work is a gross/simple indicator: it is constructed solely on the basis of accident-at-work data reported by contributors).

Calculated/complex indicators are built from several types of data. They are drawn up in two stages: the raw data reported is consolidated before the indicator can be calculated (this does not involve building the indicator for each subsidiary and then calculating the arithmetic average, but rather calculating the indicator at the Group level).

### Comparing with Y-1

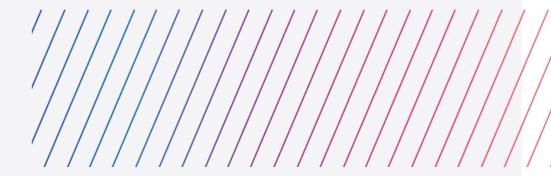
Tessi provides a comparison with the Y-1 financial year for all these indicators to provide more comprehensive information on the trends within the Group.

### Data verification

One of our statutory auditors has issued a certificate of attendance and a reasoned opinion on the accuracy of the consolidated social, environmental and societal information presented in this report for the year ended 31 December 2021.

### Compliance with decree 225-102

As food waste, food insecurity and animal welfare are not among the main risks identified by the Tessi Group following the risk analysis, the Group has decided not to report on them.



PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

REPORT OF THE INDEPENDENT
THIRD PARTY, A MEMBER
OF THE NETWORK OF ONE
OF THE STATUTORY AUDITORS,
ON THE CONSOLIDATED
STATEMENT OF NON-FINANCIAL
PERFORMANCE INCLUDED IN THE
GROUP MANAGEMENT REPORT.

### **FINANCIAL YEAR ENDING 31 DECEMBER 2022**

Dear Shareholders,

In our capacity as the independent third party organisation (hereinafter "ITPO") of your company (hereinafter "entity"), accredited by COFRAC Inspection under number 3-1101, the scope of which is available at <a href="https://www.cofrac.fr">www.cofrac.fr</a>, we have carried out work designed to provide a reasoned opinion expressing a conclusion of moderate assurance on the historical information (observed or extrapolated) of the non-financial performance statement, prepared in accordance with the entity's procedures (hereinafter the "Reporting Criteria"), for the year ended 31 December 2022 (hereinafter the "Information" and the "Declaration" respectively), presented in the management report pursuant to the provisions of Articles L.225-102-1, R. 225-105 and R.225-105-1 of the French Commercial Code.

### Conclusion

Based on our review, nothing has come to our attention that causes us to call into question the fact that the declaration of non-financial performance complies with the applicable regulations and that the Information for the year ended 31 December 2022, taken as a whole, is presented accurately, in accordance with the Reporting Criteria.

### Comments

Without calling into question the conclusion expressed above, and in accordance with the provisions of Article A. 225-3 of the French Commercial Code, we make the following comments:

• The following entities were not included in 2022 due to their recent entries: Phonytel and Proformation.

- The following KPIs are communicated for a reduced scope:
  - Annual turnover (permanent contracts): France
  - Dissemination rate of the right to log off module in FR subsidiaries: France
  - Customer satisfaction survey response rate (in %): France
  - Net Promoter Score: France
  - Direct and indirect GHG emissions: France
  - Percentage of workforce covered by a recycling scheme: Worldwide (excluding ADM Value)
- The results presented are not systematically of a nature to allow stakeholders and governance to assess non-financial performance;
- Improvements to be made in establishing and controlling data have been identified.

### Preparing the declaration of non-financial performance

The absence of a generally accepted and commonly used reference framework or established practices on which to base the assessment and measurement of Information means that different, but acceptable, measurement techniques may be used, which may affect comparability between entities and over time.

Consequently, the Information must be read and understood with reference to the Reporting Criteria whose significant elements are presented in the Declaration.

### Responsibility of the entity

The Board of Directors is responsible for:

- Selecting or establishing appropriate criteria for the preparation of Information;
- Drawing up a Declaration that complies with legal and regulatory requirements, including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies applied with regard to these risks and the results of these policies, including key performance indicators;
- And to put in place the internal control procedures it deems necessary to provide Information that is free from significant anomalies, whether due to fraud or errors.

The Declaration was drawn up by applying the entity's Reporting Criteria as mentioned above.

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES

### Responsibility of the auditor appointed as an independent third-party body

It is our responsibility to use our work to formulate a reasoned opinion expressing a conclusion of moderate assurance on:

- the Statement's compliance with the provisions of article R. 225-105 of the French Commercial Code;
- the accuracy of the historical information (recorded or extrapolated) provided in accordance with 3° of I and II of article R. 225-105 of the French Commercial Code, i.e. the results of policies, including key performance indicators and actions relating to the main risks.

As it is our responsibility to form an independent conclusion on the Information as prepared by management, we are not authorised to be involved in the preparation of this Information, as this could compromise our independence.

It is not our role to comment on:

the compliance of products and services with applicable regulations.

### Regulatory provisions and applicable professional standards

We conducted the work described below in accordance with the provisions of Articles A.225-1 et seq. of the French Commercial Code and the professional standards set forth by the Compagnie Nationale des Commissaires aux Comptes (CNCC) relating to this work in lieu of an audit programme.

### Independence and quality control

Our independence is defined by the provisions of Article L. 822-11 of the French Commercial Code and the code of ethics of the statutory auditor profession. In addition, we have set up a quality control system which includes documented policies and procedures designed to ensure compliance with applicable laws and regulations, ethical rules and the professional doctrine of the Compagnie Nationale des Commissaires aux Comptes.

### Means and resources

Our work involved the skills of two people and took place in April 2023 over a total period of two weeks, during which we conducted around ten interviews with the people responsible for preparing the Declaration of Non-Financial Performance, representing general management, administration and finance, GDPR and human resources departments.

### Nature and scope of the work

We planned and carried out our work taking into account the risks of significant anomalies in the information.

We believe that the procedures we have carried out in the exercise of our professional judgment allow us to provide a moderate level of assurance:

- we have examined the activities of all the companies included in the scope of consolidation and the main risks;
- we assessed the appropriateness of the Reporting Criteria in terms
  of its relevance, completeness, reliability, neutrality and understandability,
  taking into account, where appropriate, best practices in the sector;
- we have verified that the Declaration covers each category of information required under III of Article L. 225-102-1 on social and environmental information;
- we have verified that the Declaration presents the information required by II of Article R. 225-105 where relevant to the principal risks and includes, where appropriate, an explanation of the reasons for the absence of the information required by paragraph 2 of III of Article L. 225-102-1;
- we have verified that the Declaration presents the business model and main risks of all the entities included in the scope of consolidation, including, where relevant and proportionate, the risks created by its business relationships, products or services, as well as policies, actions and results, including key performance indicators relating to the main risks;
- we consulted documentary sources and conducted interviews to:
  - assess the process used to select and validate the main risks and the consistency of the results, including the key performance indicators selected, given the main risks and policies presented, and
  - corroborate the qualitative information (actions and results) that we considered the most important presented in Appendix 1. For certain risks, our work was carried out at the level of the consolidating entity; for other risks, work was carried out at the level of the consolidating entity and in a selection of entities;
- we have verified that the Declaration covers the consolidated scope,
   i.e. all the entities included in the scope of consolidation in accordance with Article L. 233-16.
- we examined the internal control and risk management procedures that the entity has put in place and assessed the data collection process aimed at ensuring the completeness and accuracy of the Information;

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

OUR CSR STRATEGY

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAL

DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

**APPENDICES** 

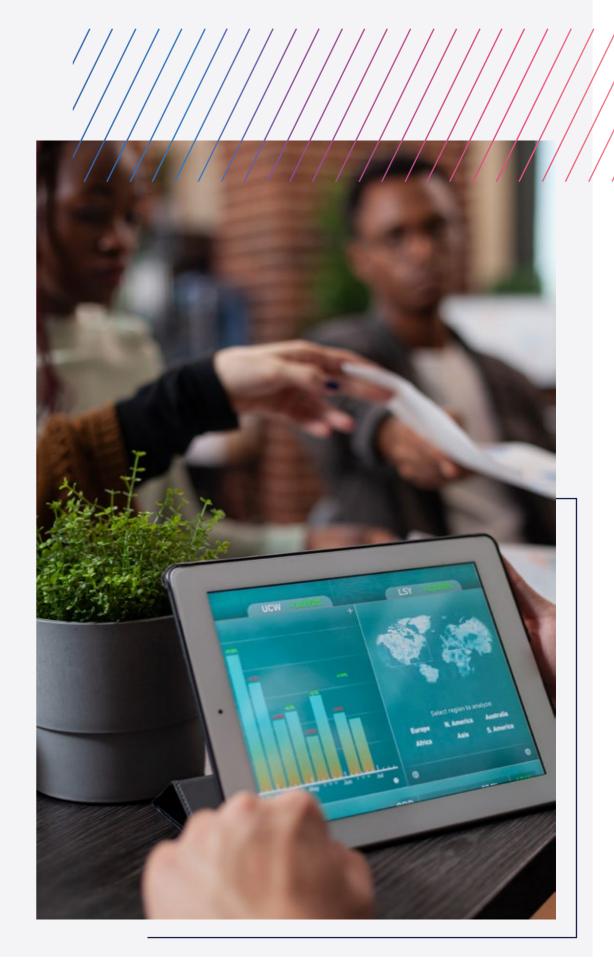
- for the key performance indicators and other quantitative results that we considered the most important and which are listed in the appendix, we implemented:
  - » analytical procedures to check that the data collected was properly consolidated and that trends are consistent;
  - » detailed tests using sampling or other selection methods, consisting of verifying the correct application of the definitions and procedures and reconciling the data with the supporting documents. This work was carried out on a selection of contributing entities¹ and covered between 20% and 100% of the consolidated data for the key performance indicators and results selected for these tests;
- we assessed the overall consistency of the Declaration with our knowledge of all the entities included in the scope of consolidation.

The procedures performed as part of a moderate level of assurance are less extensive than those required for a reasonable level of assurance performed in accordance with the professional standards of the Compagnie Nationale des Commissaires aux Comptes; a higher level of assurance would have required more extensive verification work

Paris, 13 June 2023 The Independent Third Party Organisation,

BDO PARIS, represented by Audrey Leroy
Partner
CSR Department

<sup>1</sup> SEDI, PROCHEQUE NORD, TESSI - T.G.D, OWLIANCE, ADM Value Rabat, Owliance Bulgaria



CONTENTS

A WORD

PRESENTING THE GROUP

A COMMITTED TESSI

AN ASSESSMENT OF FINANCIAL AND NON-FINANCIAL RISKS

**OUR CSR STRATEGY** 

INNOVATIVE AND SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

> VALUING OUR HUMAN CAPITAI

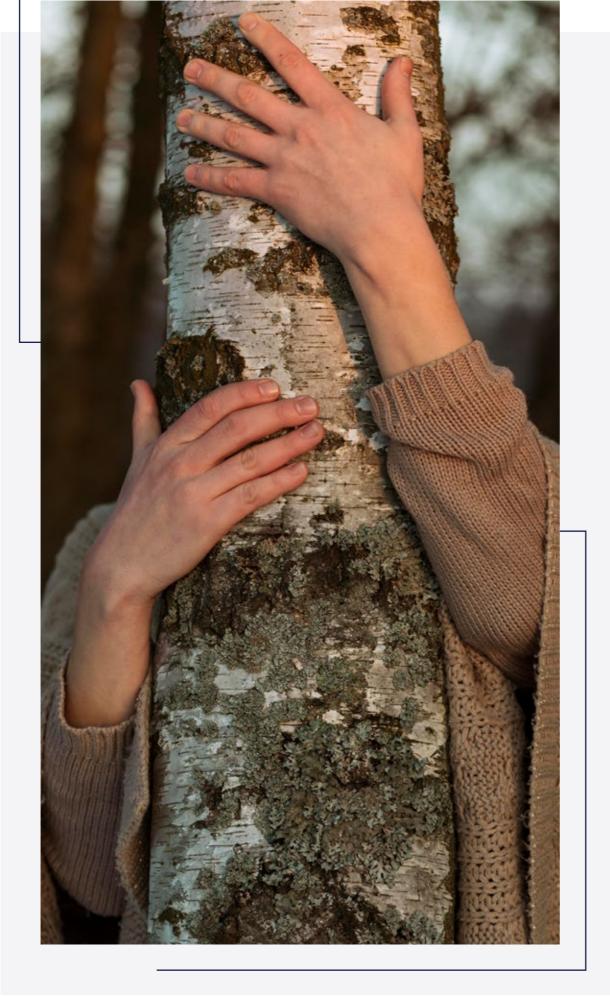
DIGITAL TRUST

OUR CIVIC AND SOCIAL COMMITMENTS

PROTECTING OUR ENVIRONMENT

GRI CROSS-REFERENCE TABLE

APPENDICES



# LIST OF INFORMATION THAT WE CONSIDER TO BE THE MOST IMPORTANT

### Key performance indicators and other quantitative results

- Annual turnover (permanent contracts) Total workforce at 31/12 Male/female workforce
- Customer satisfaction survey response rate (in %)
- % of female managers (executives/managers)
- % of disabled employees in France Hours of training
- Number of lost-time accidents, severity rate, frequency rate
- % of Group subsidiaries that have disseminated the code of ethics
- % of Tessi hosting sites that are ISO 27001 certified
- % of data breach notifications processed within 72 hours
- Number of cybersecurity and data protection incidents causing damage in excess of €100K
- % of employees worldwide covered by a recycling scheme (excluding ADM Value)
- Assessment of their ability to provide digital services and products in line with responsible digital technology principles (in %)
- Carbon footprint Total TeCO<sub>2</sub> generated globally Direct and indirect GHG emissions
- Tonnes of regular, industrial, electric and electronic waste recycled
- % of subsidiaries benefiting from the sustainable travel rebate
- European Pépites Shaker programme: number of new start-ups integrated in 2022 Amount of donations made to associations

### Qualitative information (actions and results)

- Gender equality agreements
- Disability assessment France
- Health and safety: Group risk management policy Management-staff dialogue: new agreements signed in 2022 Compliance policy
- Code of ethics Third-party compliance
- Group Cybersecurity Policy
- Environmental certification of new sites Energy-saving ambassadors in each establishment Signature of the EcoWatt charter
- Imprim'vert certification for desktop publishing activities Tessi Group environmental policy
- Signatory of the INR's Responsible Digital Technology Charter Partnership with the Association des Paralysés de France Partnership with Grenoble Management School Partnership with ADM Value and the French Association of Fundraisers

