

**COMMUNICATION ON PROGRESS (COP)
SUPPORT OF THE UNITED NATIONS GLOBAL COMPACT (UNGC)**

Member: euroscript International S.A.

Reporting period: September 2013 to September 2014

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Since 2010, euroscript International S.A. has been a world leader in global content management solutions. The company pays particular attention to the impact of its activities under the four main themes of the United Nations Global Compact (UNGC): human rights, working standards, the environment and the fight against corruption.

In a world subject to ever increasing international competition, this year the group has set out new ambitious objectives. To achieve this goal, euroscript International S.A. aims to place sustainable development and corporate responsibility at the heart of its strategy. Backed by an organisational structure and an enhanced portfolio of products, the transformation of the company has begun. euroscript International S.A., by embracing the values of the UNGC and displaying a responsible attitude, is ready to respond to the social, environmental and economic challenges of the world today.

It has analysed the results of the indicators used to measure this sustainable development and has demonstrated the progress it has achieved, as well as the actions which need to be taken to improve efficiency. This COP also shows the initiatives taken in the areas of the Global Compact.

I am convinced that we all have a role to play in this initiative and I am personally committed to supporting the Global Compact, respecting the ten principles of the UNGC, improving the footprint of our activities in line with the themes of the United Nations, and to publishing the results on the web and informing all our stakeholders.



Mark Evenepoel
Chief Executive Officer
euroscript International S.A.

Key figures

PEOPLE



Offices in 21 countries:

- Asia
- North America
- Eastern Europe
- Western Europe

Total number of employees



1,448

Women



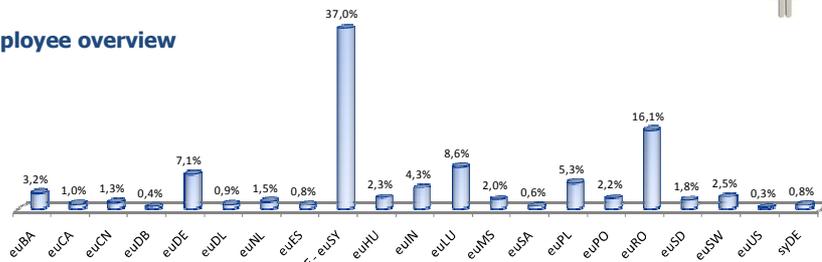
63%

Men



37%

Employee overview



PLANET



273,114 CO₂



1,9 MWh
(Electricity)

100% recycled paper



17,000 kg

PROFIT



95%
(Turnover)



0
(Incidents)

A few initiatives

People

- Collecting food or donations for:
 - ❖ Families in difficulty
 - ❖ Children (to help with their education)
- Donating old computers to schools
- Organisation of a charity lunch (donations sent to an orphanage)



Planet

- Sorting waste recycling paper and plastic
- Looking for offices in 'low energy buildings' or buildings with a 'high energy performance'
- Replacing water coolers with water fountains



Profit

- Extensive global presence and using new technologies to promote company growth and sustainability





1 Principles regarding human rights and labour rights

The following principles are covered:

• Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, and
- Principle 2: make sure that they are not complicit in human rights abuses.

• Labour

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

Policy and goals

euroscript aims to be recognized as an organization that is transparent and ethical in all its activities, as well as a company which provides a positive contribution to the community in which it operates. This is reflected in the 'People' section of its CSR|SD Policy, which focuses on the fair treatment of all its employees, business partners and clients (ethical business practices).

As the market leader in global solutions for lifecycle management of content, euroscript International S.A. believes that the men and women of the Group are its key asset for development and seeks to promote equal opportunities and decent work.

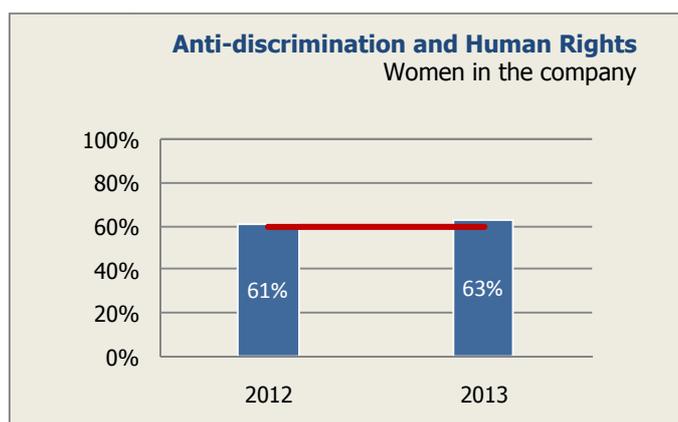
Implementation and measure of outcomes

The respect of labour and human rights principles is part of euroscript's philosophy. To underline their importance, trusted representatives have been nominated e.g. Representative for equal rights for women; Health and Safety Officer. In addition to the Personnel delegation and the HR department, these persons monitor the actual situation, propose actions for improvement and are available at all times for the reception and handling of complaints.

Presentation of results

Anti-discrimination and human rights:

The aim is to make sure that there is an even number of men and women within the company. The chart shows the number of women as a percentage of the total number of company employees.



Overview for 2013

Stable results: 63% for 2013 as compared to 61% for 2012

The entities whose main activities incorporate Language Services and Content and Document Management, have significantly exceeded their target value. In entities which incorporate Consultancy and System Integration and management departments (euSA - euMS), women are less represented (the level of female staff varies between 25 and 40%).

Target value for 2014 : 60%

Trend in 2014

The target value has been maintained, however consideration must be given to ensure a balance is established in all entities and departments; the percentage of female staff is on the increase while the percentage of male staff decreases year on year.

During the first half of the year, this trend has been confirmed, the percentage of female personnel has risen to 65%. This figure will be adjusted when the new employees in the field of Professional Services are taken into account. The level of importance of this indicator can be questioned.

Training:

The aim is to enhance employees' skills by way of training. The chart shows the number of actual training hours as a percentage of the planned number of hours.



Overview for 2013

Steady, positive results over the past two years: however, not fully representative in view of the lack of a training plans for certain entities.

For 2014, it was decided to focus on a more representative indicator: ratio of training hours in relation to the number of hours worked, with a target of 2%.

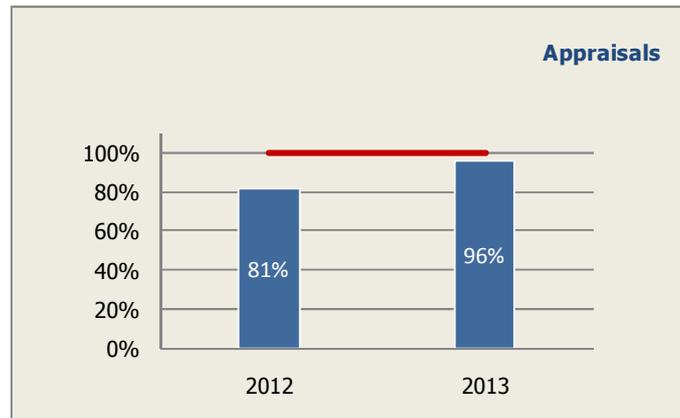
Target value for 2014 : 2%

Trend in 2014

The result for the first half of the year is 1%. Depending on the results at the end of the year, the target value may be re-adjusted, or measures can be put in place to improve performance.

Company appraisals:

The aim here is to promote personal development and well-being. The chart shows the number of employees appraised as a percentage of those who are eligible to receive an appraisal.



Overview for 2013

96% of individuals had their assessment in 2013, as compared to 80% in 2012. Good progress in the entities which did not carry out assessments in 2012. However, the level has to be maintained in 2014.

Target value for 2014 : 100%

Trend in 2014

At the end of June, the figure was 54%, well below the level recorded this time last year. In previous years, most assessments were carried out in the first quarter of the year.

Occupational health & safety:

The aim here is to reduce the number of days lost to sick leave. The chart shows the number of days lost due to illness in relation to the number of days actually worked.



Overview for 2013

Stable result (albeit decreasing slightly) in accordance with the level for the service providers.

Target value for 2014 : < 3%

Trend in 2014

Increase since the start of 2014 (3.6%); to be monitored and analysed in all entities.



2 Environmental principles

The following principles are covered:

Environmental

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally-friendly technologies.

Policy and goals

euroscript aims to be recognized as an organization that is transparent and ethical in all its dealings, as well as a company which provides a positive contribution to the community in which it operates. This is reflected in the 'Planet' section of its CSR|SD Policy, which focuses on high standards in all matters regarding environmental protection.

euroscript wishes to actively contribute to preventing global warming by reducing the company's environmental impact. In order to do this, euroscript seeks to minimize its gas emissions, reduce energy consumption and promote green purchasing.

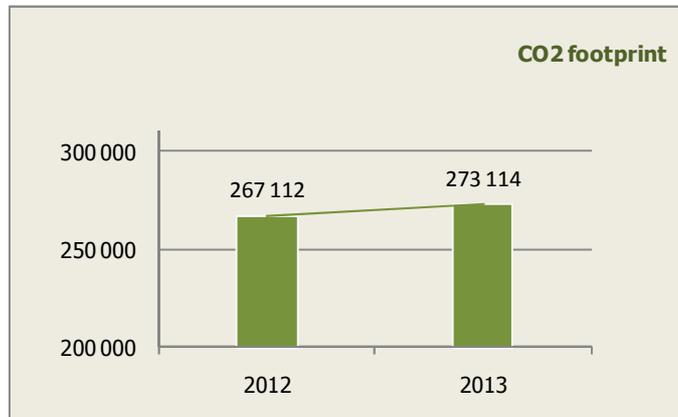
Implementation and measurement of outcomes

Although our business sector does is not defined as a 'polluting industry', a group-wide investigation has been started to check the existing hardware and eventually replace it by environmentally-friendly hardware.

We have invested in equipment and licenses for organizing video and telephone conferences, limiting business travel and thereby reducing our carbon footprint.

CO₂ footprint:

The aim here is to reduce the company's carbon footprint. The chart shows the CO₂ emissions generated during business travel.



Overview for 2013

Overall, a slight increase of 2% in CO₂ consumption, despite a marked decrease in most entities.

However, a significant increase in euBA, euHU and euRO as a result of the company reorganisation and the various trips undertaken.

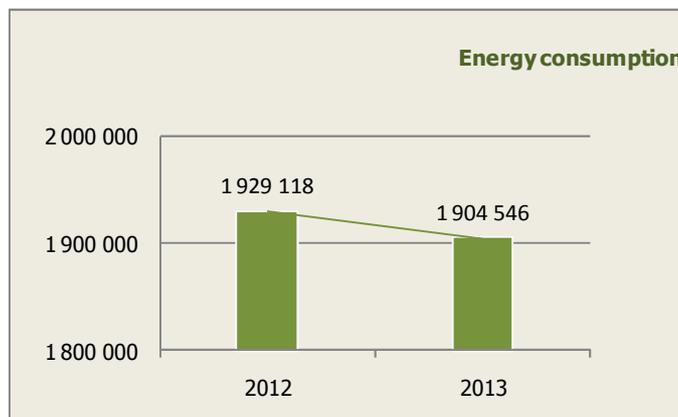
Target value for 2014 : 3% reduction compared to last year.

Trend in 2014

The trend for the first half of the year is in line with expectations, however this indicator is no longer representative in view of the numerous trips undertaken as part of the reorganisation and restructuring of the company.

Energy consumption:

Here, the aim is to reduce energy consumption. The measurement used concerns electricity consumption in KWh.



Overview for 2013

The decrease in energy consumption has been effective (1%), but did not reach the desired target (3%). This figure is hard to measure in certain entities due to the lack of clear invoicing.

However, it remains stable in most entities; euRO, euPL and euCA have witnessed a sharp increase in electricity use.

This indicator is closely linked to the number of employees and the number of offices opened; in 2014, it would be more realistic to analyse electricity consumption per person.

Target value for 2014 : Not defined, at present only an overview of the situation.

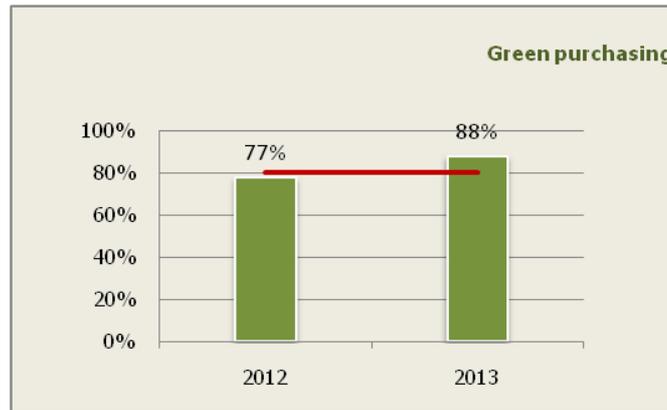
Trend in 2014

Once again, it has been difficult to obtain complete and reliable data. The calculation as made last year has been abandoned due to a change in scope.

Results broken down per individual are difficult to interpret and compare for each entity as they are influenced by local parameters (various employees working for clients, server centres, etc.); however, this indicator will be retained until the end of the year for in-depth analysis and pending a decision on a more representative indicator for 2015.

Green purchasing:

The aim here is to encourage green purchasing. The chart shows the amount of recycled paper purchased in relation to the total amount of paper purchased (in kg).



Overview for 2013

Ecological paper purchases are commonplace in Luxembourg and France. This is not the case in other countries.

Target value for 2014 : > 80%

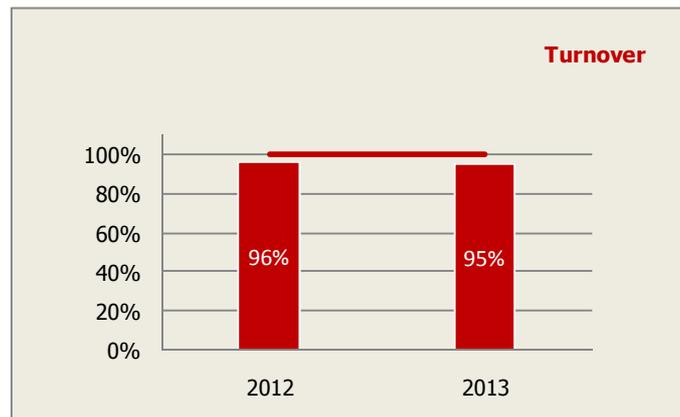
Trend in 2014

Positive trend since the start of 2014 - rate at 90%

3 Anti-corruption principles and sustainability

Turnover:

The aim is to secure the company's long-term future. This is measured by calculating actual turnover against predicted turnover.



Overview for 2013

The results are similar to those for last year

Target value for 2014 : > 100%

Trend in 2014

The trend for the first half of 2014 (48%) is close to the target (objective of 50% by mid-year)

Incident management:

The aim here is to bolster the implementation of the 10 principles in the UNGC. Incidents related in some way to the latter must be recorded (www.unglobalcompact.org).



Overview for 2013

No incident recorded in 2013

Target value for 2014 : No target value has been identified.

Trend in 2014

To date, no information regarding incidents as defined in the UNGC has been reported.