

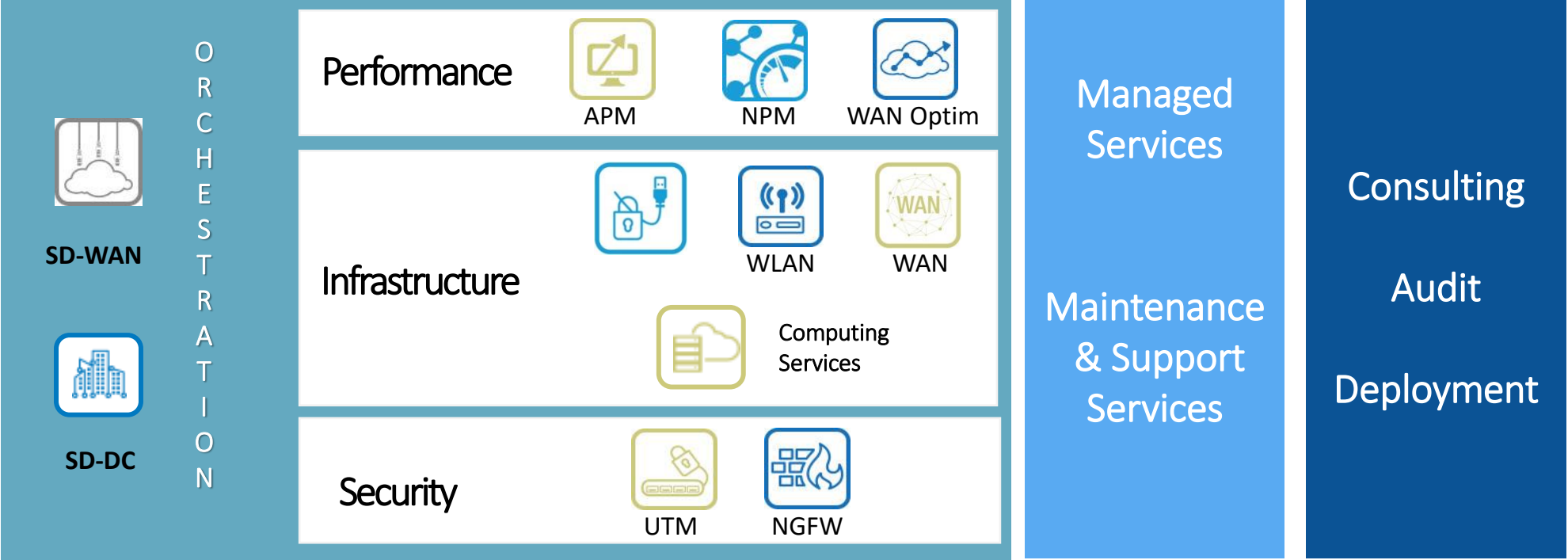


e-Qual Corporate Social Responsibility,
Communication On Progress to Global
Compact, January 2018

e-Qual has now been providing worldwide, expertise in telecommunications and information systems for over 15 years. Our services range as depicted below. We think for clever networks serving performance and digital applications security. **We are based next to Futuroscope leisure park and in Paris.**

SOC 24/7
Service Operation Center

Professional
Services

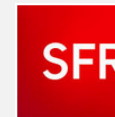


To develop and deliver our services, we build **partnerships with our suppliers** such as with:

Manufacturers



Operators



Our Customers are key actors from industry, high technology, textile distribution, agribusiness, medical supply chain, networks and infrastructures for energy and natural resources, transports and cargo handling. Such as:

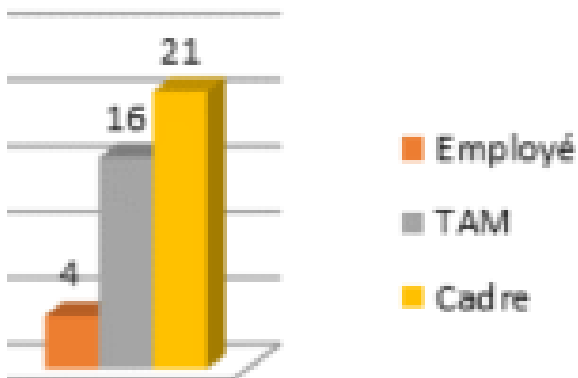


At the end of 2016, e-Qual was composed of 33 men and 3 women.



e-Qual gathers 3 occupational categories: **administrative employees, technicians and supervisors (TAM), managers (Cadre).**

Appointed as such in 2016:



Employees are between 22 and 60 year old but **most are under 41.**



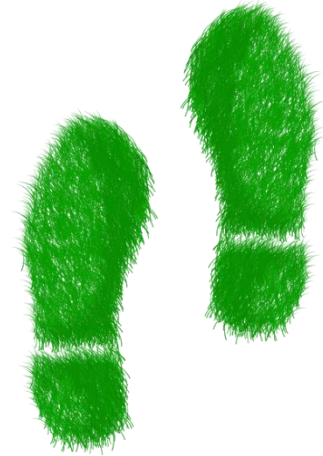
Out of **41 employees in 2016**, 7 were temporary workers. **Turnover** rate in 2016 was 0,22 % against 0,18 in 2015. In 2016, one position could be occupied by a disabled person.

e-Qual aims to carry out its business in the interest of **sustainable development**.

We are careful to **respect our environnement and human rights** as much as we can. Beyond respect of laws, we think essential to **fight against corruption and to generally contribute to the wellbeing of populations**.

To act for a fair trade and to offer quality services to all contacts we have, them being external such as customers, suppliers or partners or internal such as colleagues and shareholders.

The following pages describe how we progress in this philosophy.



In 2015, for the first time e-Qual was assessed in terms of **Corporate Social Responsibility** by **Ecovadis** (www.ecovadis.com).

2015 rating was 37 points out of 100. Objective for 2016 was to achieve a rating of 50 out of 100 and we managed to obtain 68 out of 100. This progress was rewarded with the status of « **Gold** » **commitment level** (level awarded to companies scored between 63 and 100).

Social Corporate Responsibility is scrutinized around the following 4 fields:

- **environnement**
- **human rights**
- **international rules for work**
- **fight against bribery, business ethic**

The whole matter represents a large scope of actions for all organizations of whatever size and sector.

Involvement of companies is assessed on:

- **policy**
- **actions**
- **measure of action results**
- **communication**

Eager to move on this strategy, **e-Qual has joined the UN Global Compact in 2016.**

Companies and non-profitable institutions from all over the world working with a sense of **sustainable development**, gather within the UN Global Compact organization. Signatories of this alliance support and contribute to the construction of a more righteous economic market. They also commit themselves to apply **10 main principles** related to **environment, social impact and business ethic**:

1. *Businesses should **support and respect** the protection of internationally proclaimed **human rights**; and*
2. ***make sure that they are not complicit in human rights abuses.***
3. *Businesses should **uphold the freedom** of association and the effective recognition of the right to collective bargaining;*
4. *the **elimination** of all forms of forced and compulsory labour;*
5. *the effective **abolition of child labour**; and*
6. *the **elimination of discrimination in respect of employment and occupation.***
7. *Businesses should support a **precautionary approach** to environmental challenges;*
8. *undertake **initiatives to promote greater environmental responsibility**; and*
9. ***encourage** the development and diffusion of **environmentally friendly technologies.***
10. *Businesses should **work against corruption** in all its forms, including extortion and bribery.*



Network France
WE SUPPORT

Together with these 10 principles promoted and respected by affiliates to the Global Compact, **17 Sustainable Development Goals (SDG)** were approved in September 2015 by 193 states of the United Nations. These SDGs form an action plan for **peace, mankind, Earth and prosperity**:



Chasseneuil du Poitou, France,
le 5 janvier 2018

Nos réf. : 18CB001

Chers partenaires : clients, fournisseurs, institutions, salariés,
actionnaires et public,

Je souhaite ici vous exprimer le renouvellement de l'adhésion et support
d'e-Qual au Global Compact des Nations Unies.

Nous nous engageons ainsi à toujours poursuivre la promotion des dix
principes portés par le Global Compact et qui sont liés au respect des droits
de l'Homme, des normes internationales du travail, à la protection de
l'environnement et à la lutte contre la corruption.

Ces principes sont désormais intégrés à la stratégie de notre entreprise, à
sa culture et à ses opérations quotidiennes. Nous nous efforçons de faire
progresser ces principes au sein de notre zone d'influence.

Nous nous sommes attachés en 2017 à traduire cette volonté par des
actions contribuant aux 17 Objectifs de Développement Durable définis par
le Global Compact. La communication ci-présente décrit nos progrès et axes
de développement.

Il nous importe d'être acteurs de ce mouvement responsable international
qui vise une économie juste, pérenne et performante. Conscients de la
valeur d'échanges du réseau, nous souhaitons renforcer notre présence et
participation au réseau local du Global Compact France.

Je vous remercie pour l'attention portée à la démarche et vous adresse,
Madame, Monsieur, l'expression de mes salutations respectueuses.



Monsieur Jean-Marc MUTZIG,
Directeur Général d'e-Qual.

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Upon carrying on its occupation, e-Qual seeks to **improve influence on its environment and co-players.**

1. Regarding employees and more broadly SDG



and



:

- **Social dialogue** is open and maintained on a regular basis with staff representatives and union representative.

Mandatory annual negotiations are held. **Budgetary training plan and realization** are shared.

Training goes through a specific process. Process includes: definition of e-Qual's needs, listing of current abilities, training plan, administrative handling of trainings, synthesis of trainings realized, maintaining relations with training intitutes, assessment of acquired skills and capitalization of external trainings repeated as internal trainings.

e-Qual Training Plan along years:

	2015	2016	2017	
			planned	Signed for at mid-October 2017
Number of realized hours	67	531.33	207	74.52
Training total cost in euros (training plan, professionalisation contract and Individual training leave i.e. French CIF)	25 541	55 259.49	19 757	10 668
Number of employees trained with % of workforce	6 soit 14.6%	18 soit 42%	26 soit 55%	

In 2016, amount of **contribution to training beyond legal requirement** was of **8 688 €**.

An agreement on the organization of working time was signed in 2016.

- **Lunchon vouchers** are paid by e-Qual for 60% of their value, the remaining 40% is paid by employees.
- e-Qual applies Syntec **sector-based collective convention**.

- Employees are covered by a **complementary health insurance** and can choose either a family or an individual contract. Employees are **also insured in case of disability / death**.
- In case of epidemic, employees and external people are protected by an action plan including prevention and temporary re-organization of work (remote working).
- When employees requested a drink / candy machine, e-Qual's top management replies with providing fresh fruits every week and this is going on for the great satisfaction of all.
- The « **Unique Security Document** » (French law) is regularly updated and describes all risks for all job positions within e-Qual and all e-Qual premises. Risks are listed and analyzed in order to contain them and for the security of all.
- French state occupational medicine visits our offices and advises on how **work stations** ought to be **comfortably arranged**.
- We have 3 **first-aid workers** who re-take their certification regularly.
- A **profit-sharing agreement** has been signed and for the 1st time, in 2017, workers have received a share of profit. The partner-bank for this operation came to e-Qual premises and presented possible options for saving or cashing to workers.

- An internal newsletter has been launched in early 2016 and is published every two months. This letter informs about the life of each department and this way, contributes to a **better community life**. A section of culture and entertainment shares useful information for all outside work.
- A **barometer measuring employee-satisfaction** is observed. Such survey has been conducted in 2015 and 2016. 70% workers replied in 2016. Employees are invited to rate their satisfaction regarding their work (assigned objectives, work itself, required skills), regarding management (in terms of support, attention, animation, control), regarding their department (relationship with others, cooperation, organization), regarding the enterprise (their place among the global organization, general atmosphere, cooperation between departments, information about the enterprise). Employees are also invited to express how they feel customers are satisfied.

2016 survey lead to the following **improvement actions**:

- of the quality of our communication towards customers
- of our organization aiming at a better performance
- of our working tools.

As well, some trainings actions have been decided.

- **Recruitment** goes through a process precisig how new people are integrated.
- **Cooptation** is **financially encouraged** by top-management.
- A **career-path** through a few positions can be followed within our production department.
- Employees **annual performance appraisals** follow a procedure detailing assessments of results compared to objectives, detailing means to offer and detailing revision/definition of new objectives.



2. Regarding environnement:

- Feeling concerned about the power consumed by our equipments and datacenter, we watch it with precision and try to improve our systems in order to consume less. In 2017, we managed to reduce the number of electricity counters from 8 to 2. All the electricity consumption of our premises can now be supervized. Before, we could not access to some counters because we are renting the building we occupy. **More controlled consumption** may lead to consumption reduction.

On top and thinking economic performance, we are now saving counter renting costs.

- It is difficult to perfectly control from end-to-end the cycle of waste in the building we rent, the ultimate building waste collection is nos organized by us. Still, we have managed to **extend our recycling contribution** during the past two years. Paper and wrappings are now collected seperately from general waste. Plastic coffee glasses are also seperately collected. And top-management has provided employees with washable cups to use in the coffee machine.
- We have signed a contract with a specialized company collecting and **recycling** industrial and domestic waste. We now place our **waste electrical and electronic equipment** with these professionals.
- Paper **printing is restricted** and standard configuration is black & white and two-sided. Internal or external communications (with suppliers, customers, other parties) are digital.

Targetted SDGs:



- In the context of the **European Mobility Week**, e-Qual took part of the mobility challenge organized for the 1st time in our region by Grand Poitiers (local public council) and l'**ADEME** (French agency for environment and energy control). On this opportunity, companies and organisms were invited to mobilize as much employees as possible to come to work in another way than with individual cars. **35% of e-Qual workers** participated using **walk, public transport, carpooling, bike**. e-Qual arrived 2nd in the challenge and within our size-category.
- This event was also a **time to share in a happy and relaxed mood**, a breakfast offered by e-Qual top management. Breakfast was in accordance with sustainable development providing cereal bars, bread and cheese. Products were **local, organic and fair trade** preferred and a healthy alternative to usual industrial pastries.
- In order to ease participation employees were allowed to arrive up to an hour late and could depart from an hour earlier.

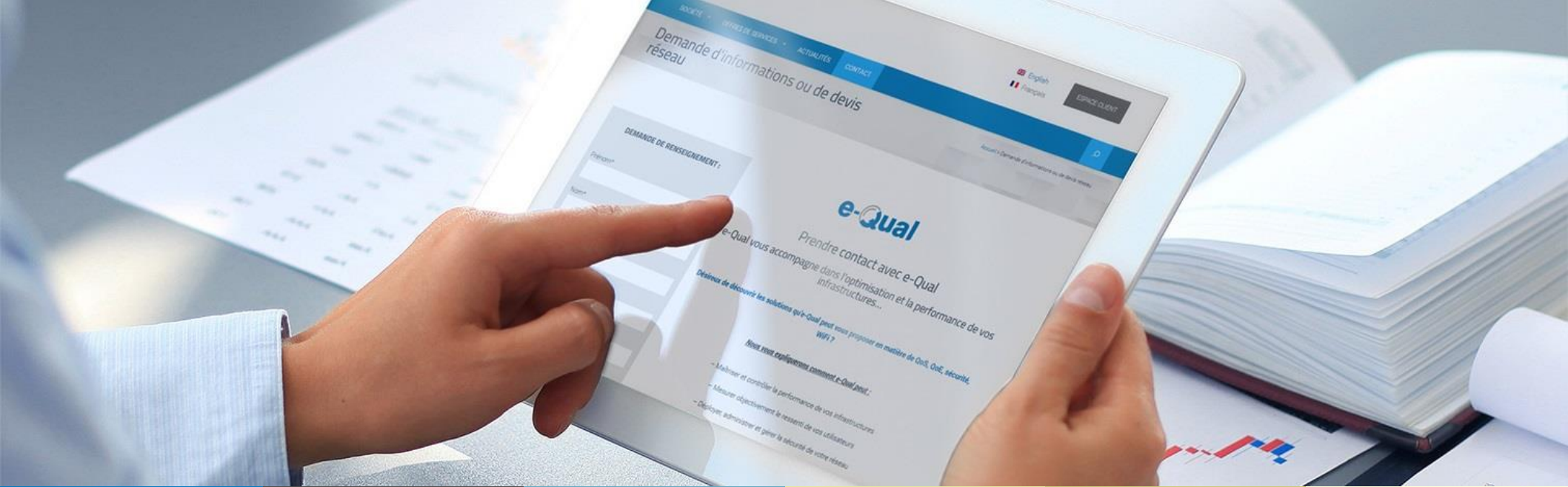


About the quality of our actions and our economic choices:

- We are certified **ISO 27001** for the **security** management system in our datacenter. We follow a security policy and each employee signs a security charter. Physical accesses to our premises are registered and controlled.
- **Non Disclosure Agreements** are signed with our interlocutors before any exchange of information regarding projects.
- More transversally, e-Qual has started **9001 certification**. Through this project we aim at serving better e-Qual stakeholders (customers, employees, partners and suppliers).
- A special process for the **management of external complains**, is in application. Another process is in development for the management of **non-compliances internally** observed.
- Our purchasing policy goes with a **selection of suppliers** who are engaged in sustainable development. For instance, at the end of 2017, in the context of releasing a new service, marketing goodies were entirely chosen from eco-manufacturing. To « think sustainable » is now automatic in our purchasing department.
- e-Qual is currently thinking about a Payroll Giving scheme for financially supporting non profitable organizations.

Targetted SDGs:





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