



CSR ON A NEW HEIGHT

LINKBYNET 

SUSTAINABLE DEVELOPMENT REPORT 2017

Editorial

*Patrick
AISENBERG*

*Co-Founder of
LINKBYNET*

At LINKBYNET,
We believe that innovation fuels
business transformation.

We know that information technologies
demand excellent skills and a culture of
satisfaction and commitment.

We aim to be the most trusted partner in our
clients' success.

It is in this context that LINKBYNET's CSR
approach continues to grow from year
to year and is becoming more and more
established.

The satisfaction of our employees is a key
element in our strategy, so we constantly
develop tools to satisfy their needs, to
ensure these are fulfilled while engaging
with them in CSR.

We pay daily attention to the satisfaction
of our customers and invite them to
engage with us as an eco-participant to
fund the environmental programs of our
LINKTOGETHER foundation.

We are proud to share below the results of
the projects undertaken between 2015 and
2017 : 360 ° feedback, Customer m@gic,
responsible purchasing approach, the first
call for projects from our foundation, the
completion of an ESG audit and many more.

This third report is carried out with an objective of transparency and is not
subject to any legal obligation.



LINKBYNET Presentation

700
EMPLOYEES

60M
REVENUE IN 2017

700
clients

PRESENCE ON
CONTINENTS **4**

Our values

Reliability
Pushing ourselves to
the limits

Innovation
Humility

Our offer



Managed
Services



Consulting



Security



Software



Patrick AISENBERG, co-founder of LINKBYNET is the sponsor of the CSR approach at LINKBYNET. This project is piloted by Anne FRINGANT, CSR project manager and conducted regularly as collaboratively as possible by **a team of volunteers** across all LINKBYNET sites. The values of the CSR are thus brought internationally and adapted to the particularities of each site and country.

20 | collaborators pilot, implement CSR actions and raise awareness among their colleges on a daily basis

Local commitment to Plaine Commune

LINKBYNET has renewed its commitment to the company and **territory charter of Plaine commune** for three new years. LINKBYNET signed this charter for the first time in 2013 by engage on various pillars: local employment, school-business links or solidarity.

A responsible investor

In 2016, LINKBYNET raised a total of **50 million Euros** from fundraising initiatives with investors Keensight Capital. Keensight Capital therefore supports the management of LINKBYNET in its **external growth strategy**, as well as in its international development.

Keensight Capital pays special attention to ESG (Environmental, Social and Governance) issues and is signatory of PRI: Principles for Responsible Investment, promoted by the United Nations.

Keensight Capital and LINKBYNET challenged themselves to perform an **ESG audit**.

This very interesting and constructive audit for LINKBYNET allowed to highlight our experience in the subject.

Finalist in the Trophées Caractères 2017

LINKBYNET was the finalist of the Trophées Caractères in 2017. We presented the skills sponsorship for Action Against Hunger.

8 employees represented **Action Against Hunger** and raised the awareness of students in 12 schools to malnutrition around the world.



20

awareness sessions

10000€

collected for the
race against hunger

200

students trained

Social



LINKBYNET develops a friendly policy for the enjoyment of employees. This provides all employees with a stimulating work environment, the development of employee potential and the use of collective intelligence. To measure job satisfaction, an annual survey is submitted every year to all our employees. In 2017, for our first **happy @ work** participation, we positioned ourselves in 8th position (IT sector, 200 to 999 employees)



Training

Training is a strategic focus for LINKBYNET. Employees are regularly informed through:

- a quarterly news bulletin
- a display on each site of the training courses provided made and planned
- a training catalog

In 2018, a weighty LINKBYNET training plan will be set up around seven major axes: docker, **Microsoft Azure, Amazon Web Services, Google Cloud Platform, program management, agile methodology, customer orientation and consulting.**

On each axis, a target is defined according to the needs of our customers, the market, (and) our strategy as well as the production.

Training will be further reinforced by the launch of LINKBYNET University and Community of Trainers

Our innovative approach of 360 ° feedback

LINKBYNET's challenge is to reinforce management through **collective intelligence**, which is part of our collaborative management principles.

In 2017, all managers committed themselves to an open 360 ° Feedback process to take a lucid look at their practices and consider progress paths.

All feedbacks are anonymous and must be constructive and caring! The moderator role is held by 2 peoples from the HR team. All employees can give feedback, regardless of their positions in the company and related geographical sites. Only good practices: having already worked with the evaluated manager.

The form, intentionally simple, addresses the link between the assessor and the manager, the assessment of the manager's missions and skills, his axes of progress and his «wow» side. The membership was strong for a first year thanks to more than **310 feed backs in 2 months!**

50%

of the feedback comes from colleagues

30%

of the manager's team

At the end of the first quarter of 2018, we have already collected 100 360 ° feedback (forms). This approach has been rewarded by Talent Soft, the European leader in cloud applications in 2017, with The Innovator Awards





Economy

LINKBYNET is a strong advocate of the values represented by **CSR**. This is why we are particularly keen to engage our stakeholders in our approach by implementing various projects.

Our suppliers committed

Our Responsible Purchasing approach, initiated in 2016, is materializing. We have incorporated CSR criteria into our purchasing process, by ensuring the regulatory compliance, financial health and non-economic dependence of our suppliers. We systematically ask our new suppliers to sign our purchasing policy and adhere to our charter: Respect for **human rights, working conditions**, the environment and ethics. We have also carried out a first campaign focused on the organization and the RSE agenda of our suppliers.

20

**new suppliers
have signed the
CSR charter in
2017**

Customer Satisfaction Report

Customers evaluate us with criteria corresponding to theirs (their) journey(s)

- Incidents and Problems resolution
- Changes
- Security and back-up management
- Build projects
- Sales Follow-up
- Billing
- Extranet

85%

Response rate to
monthly surveys

5.8/7

Average satisfaction
of our customers at
the end of December
2017

One rating = 1 level of satisfaction

- 1** Unacceptable (no work, no result)
- 3** Insufficient (incomplete work)
- 4** Strong Improvements Expected (Unmet Expectations)
- 5** Moderately satisfied (positive, waiting for progress)
- 6** Satisfied (Correct work)
- 7** Very satisfied (Contractual work, results consistent)

Customer M@gic

LINKBYNET cares about **customer satisfaction**. A **dedicated team** invests daily in the field of feedback, claims and customer satisfaction surveys. This project will help employees from all departments focus on a single goal: to transcend and reinvent Customer Experience».

Many projects of continuous improvement are carried out:

- The implementation of **Customer Success Coaches** who work hand in hand with the account teams and carry the voice of the Customer within LINKBYNET,
- Initiatives to **optimize the operational daily life** of employees,
- Improving the **customer extranet**



Environment

The environmental impacts of LINKBYNET are due to the consumption of Datacenters, IT equipment but also to employee travel.

Since 2009, we have been working with the **eco-participation program** to support of environmental projects and in raising employees' awareness of eco-actions. This year we officially launched the issues of improvement and optimization of travel.

First honey harvest

As part of our commitment to **re-pollinating** the city, we use the LBN Valley Gardens to host two hives. This year, the hives ended the season and are very healthy, allowing us to harvest honey while leaving them some honey in the hive for the bees, over Winter.

Our three apprentice beekeepers extracted the honey from the frames previously removed from the hives, in the premises so that everyone can participate: extraction, filtration, maturation and potting.

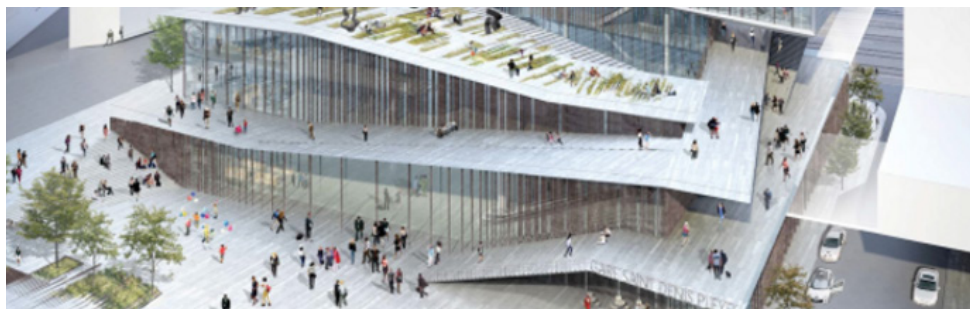
15kg
of honey were
harvested

Mobility Plan at LBN Valley

The district of Pleyel in which LBN Valley is located is currently in full evolution with the arrival of Grand Paris and the construction of a future station for 2023. Under the law of energy transition, LINKBYNET has made a **Mobility Plan** on this perimeter in order to reduce our greenhouse gas emissions due to our travel. We already use tools to help with mobility or limiting our travel such as teleworking, remote working tools : video conferencing, screen sharing ... and a restaurant service in the premises.

In order to target the actions to be carried out, we conducted an **internal survey** on the daily movements of employees.

Our mobility action plan focuses on the use of LBN bikes, information on pedestrian access, carpooling, and the search for a greener vehicle fleet.



Aerial perspective of the future Gare Saint-Denis Pleyel ©Société du grand Paris / Kengo Kuma and Associates

39% of commutes are done with private car

68% Of which are ready to test other means of transport (50% of which are carpooling)

Tricyclerie

Since April 2017, the agency of Nantes call for Tricyclerie, we have 100% initiative in Nantes, which collects biowaste, then compost it which contributes towards a goal of being a player in zero waste production.

Valuing organic waste, with zero environmental impact to the collection, promote local agriculture and weave social interactions between neighborhoods, these are the objectives of Tricyclerie.



80kg
of biowaste collected

26kg
of compost

Community



Picture of Duc Son Child Association (Vietnam) supported by LINKTOGETHER

The **LINKTOGETHER** foundation, created under the aegis of the Fondation de France in 2016, supports projects in the countries in which LINKBYNET operates and which aims to:

- Promote digital educational projects and promote **equal opportunities**,
- **Reduce the carbon footprint** of human activities by financing ecological projects.

The involvement of customers

Our eco-participation program allows our customers to support the LINKTOGETHER foundation in supporting ecological projects. **Eco-participation** paid by our customers is then matched 100% by LINKBYNET. LINKBYNET is engaging in eco-participation for our own equipment in datacenters and also to support the **LINKTOGETHER foundation** for education projects.

+200

Customers eco-participated in the program in 2017

79000€

was raised in 2017

Supported Projects:

The Foundation LINKTOGETHER is determined to become the foundation of LINKBYNET employees. In 2017, a call for projects was made to employees of the company who could use their network to share the projects that were important to them. This call for applications has given rise to the support of four new projects in addition to support to GoodPlanet and Bee Keeping in Ile de France. In 2017, we supported 6 projects:



Develop the 21st century skills (critical thinking, collaboration, creativity) of children aged from 7 to 19



Democratize the code and its learning to handicapped people by financing the Handicap



Reforestation of agro-forestry in Ecuador from 2014 to 2017



Financing of a residence for very poor orphans/students in central vietnam



Training of young people in difficulty to use the numerical tool jobIRL.com to integrate durably in the active life



Funding for the management of two hives in LINKBYNET gardens

The involvement of collaborators

The LINKTOGETHER foundation offers the possibility to LINKBYNET employees to invest in LINKTOGETHER projects : Meet the supported associations, Sponsoring projects or salary round-off for the Foundation.

Payday donation :
23 600€
collected since
2014

18

collaborators participated in the selection of projects

229

collaborators voted for their favorite project

Conclusion

*Anne
FRINGANT
CSR project
manager*

Our ambition is to take a new, mature path on our CSR approach by addressing topics closer to our business and the expectations of our stakeholders and continue to develop our LINKTOGETHER foundation.

We believe that the implementation of collaborative projects will allow everyone to give their opinion and further improve the commitment of our employees.

We aim to improve the skills of our employees about CSR thanks to awareness and training tools.

CSR will enable us to innovate by having a positive and lasting impact on our employees, our customers and our suppliers



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