

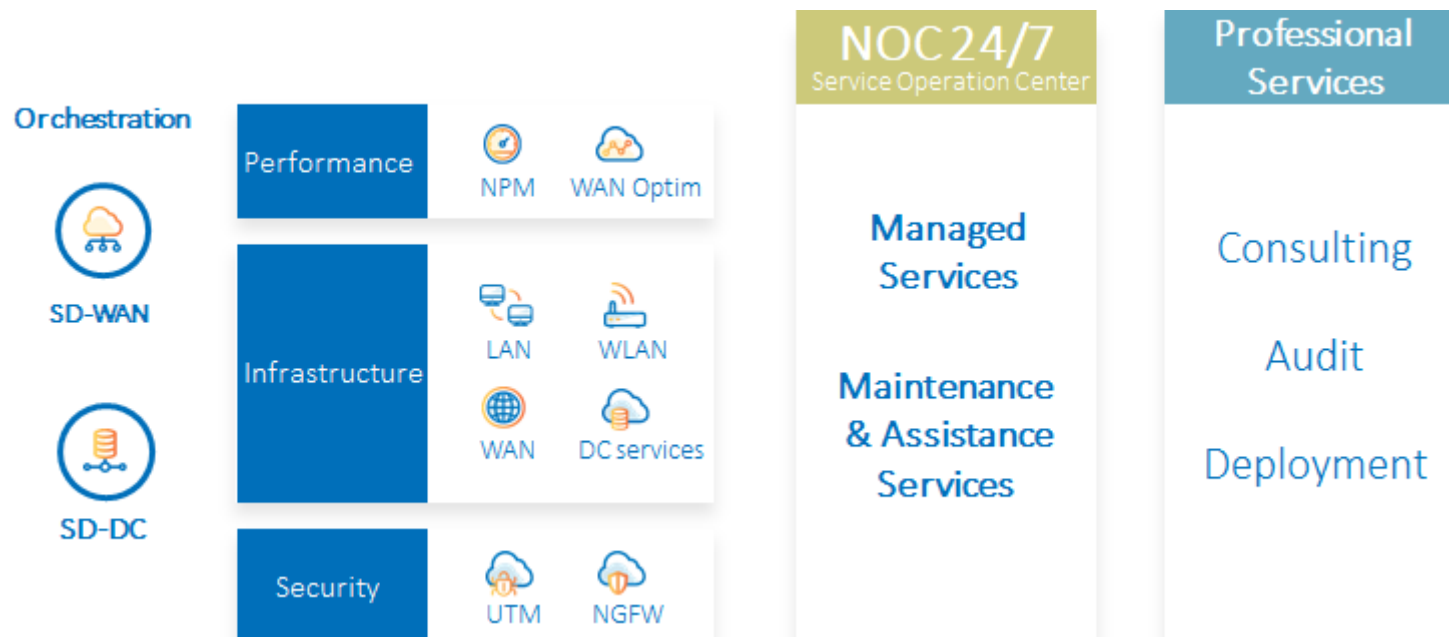


e-Qual, Corporate Social Responsibility,  
Communication On Progress to Global  
Compact, January 2019

e-Qual has now been providing worldwide, expertise in telecommunication 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.

2017 e-Qual turnover was 7 021 933 euros with a profit of 39 774 euros.



## e-Qual has launched its new (Software Defined Wide Area Network) service:



This service is called « **Mandala** ». It allows distributed enterprises **to manage optimally** their information network. Mandala solution is based on wide-distributed application rules. **Less equipment is required**, hence Mandala helps to limit natural resources exploitation used for manufacturing. Mandala service allows to use best suited connectivity at each remote site of the network, considering usage and cost of connectivity. Hence **less bandwidth and financial budget is wasted**. More information is available here: <https://www.e-qual.fr/>.

hit SDG:



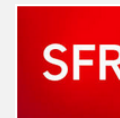
**target 9.1 « develop quality, reliable, sustainable and resilient infrastructure... with a focus on affordable and equitable access for all » and target 9.4 « ... upgrade infrastructure and retrofit industries to make them sustainable, with increased resource use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes... »**

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:

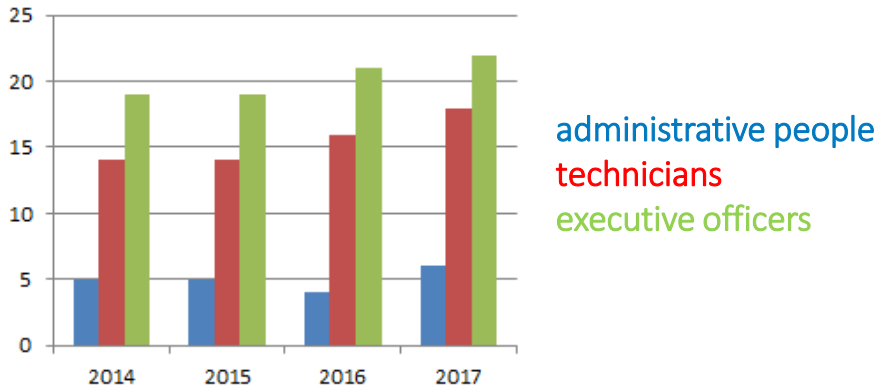


At the end of 2018, e-Qual was composed of 31 men and 8 woman.



e-Qual’s population is **young**.  
Most people are under 38.

e-Qual gathers 3 occupational categories: **administrative**, **technicians** and **executives officers**.  
Appointed as such over the past years:



Among 46 employees in 2017, 4 were temporary workers.

**Turnover** of people in 2017 was 14.6% against 22.4% in 2016.

## e-Qual approach of Corporate Social Responsibility

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](http://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**:



Each SDG is illustrated by targets detailing more precisely how to achieve these goals.

This way, **169 targets** quoting possible actions have been defined, see here:

<http://www.globalcompact-france.org/p-130-odd>

Chasseneuil du Poitou, France,  
le 3 janvier 2019

Nos réf. : 18CB039

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 appliqués en 2018 à poursuivre des actions menant aux  
cibles visées par les 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.



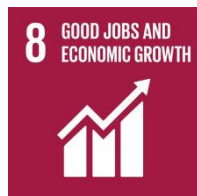
Monsieur Philippe de Lussy,  
Président-Directeur Général d'e-Qual.

**e-Qual**

Téléport 1 - Arobase 2  
Av. du Futuroscope - BP 70174  
86662 FUTUROSCOPE CHASSENEUIL CEDEX  
FRANCE  
Tél : 05 16 44 24 00 - Fax : 05 49 49 01 18

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

1. Regarding employees and more broadly SDGs:



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

Budgetary training plan and completion are shared.

Evolution of e-Qual training plan over the past 3 years:			
	2016	2017	2018 at Mid-October
Number of training hours	531	416.5	304
Grand total cost in euros	55 259	62 850	41 413
Number of trained employees	18	17	14

**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.

In 2017, amount of **contribution to training beyond legal requirement** was of 43 372 €.

- An **agreement on the organization of working time** was signed in 2016.
- An agreement allowing **teleworking** was signed in 2018.
- **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**.

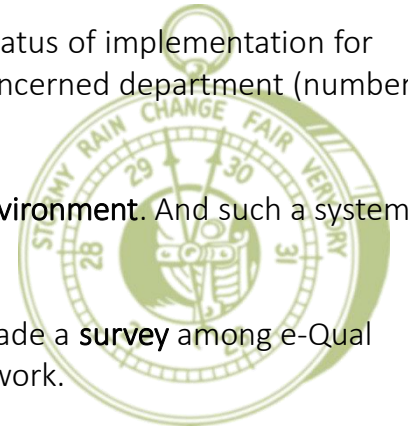
## More on 1. Regarding employees

- 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**.
- Within 2017 mandatory annual negotiations, it has been agreed that employees may take **4 half-days in case of ill children**, this time off is paid as working time.
- In case of epidemic, employees and external people are protected by an action plan including prevention and temporary re-organization of work (remote working). Since 2009 H1N1 flue pandemic, cleaning product dispensers for hands are available in offices, the same for product with no need of rinsing, for cleaning all surfaces, because water is not directly accessible in the office, water access is in sanitories shared with other enterprises on landing of storey inhabited.  
SDG 6 hit, **target 6.2 « ... achieve access to adequate and equitable sanitation and hygiene for all... » :**
- When employees requested a soda / 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, this for the security of all.
- We have 2 **first-aid workers** who re-take their certification regularly.



## More on 1. Regarding employees

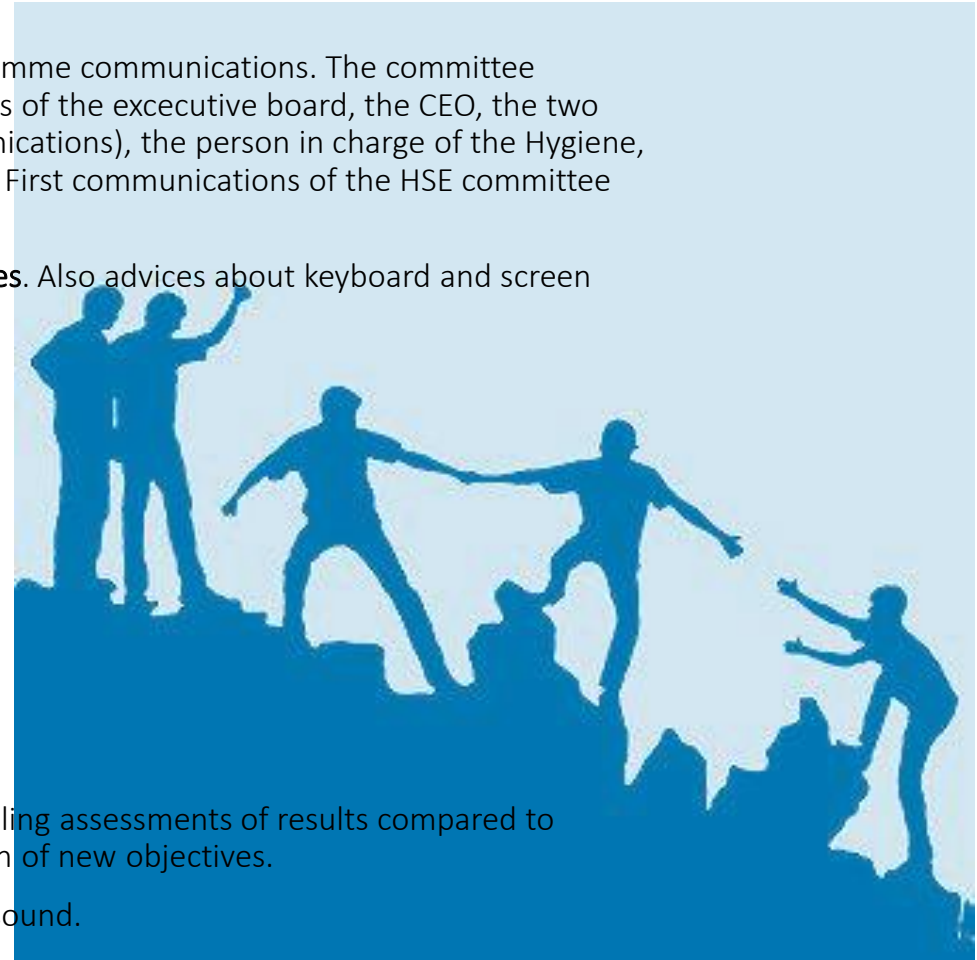
- A **profit-sharing agreement** has been signed and for the 1st time, in 2017, workers have received a share of profit. The partner-bank for this operation came to e-Qual premises and presented possible options for saving or cashing to workers.
- **General information meetings are organized every quarter** by the executive board. Such meetings allow all to be informed about what goes on in each department of the enterprise and thus, contribute to **successful living together**. **Financial situation** is presented with comparison of turnover and profit of past year and comparison with objectives. **Sales situation** is also presented with new deals, new customers, new potential clients, marketing operations. Finally **situation of production department** is presented. **The executive board is composed of the Administrative and Financial Manager, the Sales Director and the Production Manager.** The CEO also participates to these meetings.
- A **weekly report** is communicated to all giving the intensity of activity within the production department. Status of implementation for customer or e-Qual internal new projects is given. Such a report includes **indicators** of work load for the concerned department (number of managed defaults and requests in customer service and their level of importance).
- In 2018, one person has followed a **training of Manager for management system in hygiene, security and environment**. And such a system is now being implemented within e-Qual.
- Within his training, the person in charge of the hygiene, security and environment management system, made a **survey** among e-Qual employees, in order to appreciate how people are aware of hygiene, security and environment matters at work.
- Some need of communication has come out and lead to the **creation of a Hygiene, Security and Environment committee**.





## More on 1. Regarding employees

- The **Hygiene, Security and Environment committee** regularly issues some communications. The committee regularly holds meetings. Committee is composed of the 3 members of the executive board, the CEO, the two persons in charge of communication (external and internal communications), the person in charge of the Hygiene, Security and Environment management system and the CSR officer. First communications of the HSE committee have concerned:
    - Some tips about body postures to **avoid musculoskeletal troubles**. Also advices about keyboard and screen positioning, about organization of work (e. g. the importance of **taking breaks**)
    - A reminder about the **device lone workers** must wear for their **security** (rescue if needed)
  - **Recruitment** goes through a process precising 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.
- New in 2018: **halfways interviews** allow to amend objectives when sound.



## 2. Regarding environment:

- 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 supervised. 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.

Our average monthly power consumption is of **36 329 kw** and **92% is consumed by our datacenter**.

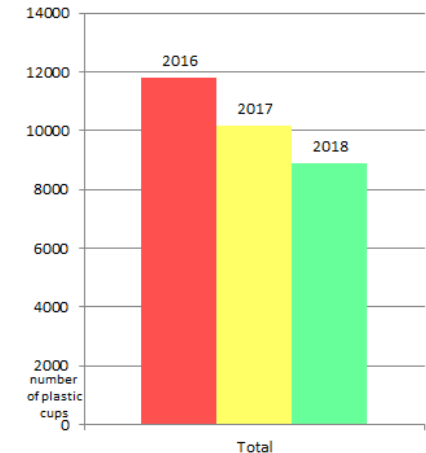
A slight **regression of consumption** has been observed and is expected to carry on thanks to some **reminding on how to use heating thermostats**.

- 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 not organized by us. Still, we have managed to **extend our recycling contribution** during the past two years. Paper and wrappings are now collected separately from general waste. Plastic coffee glasses are also separately collected. And top-management has provided employees with washable cups to use in the coffee machine.

**Our plastic coffee glasses consumption is indeed in regression**, see opposite figure.

- We have signed a contract with a specialized company collecting and **recycling** industrial waste. We 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.

## hit SDGs:





## More on 2. Regarding environment:

- In the context of the **European Mobility Week**, e-Qual, for the second year, took part of the mobility challenge organized 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. **38% of e-Qual workers** (that is 3% more than in 2017) participated using **walk, public transport, carpooling, bike**. We have won the prize of 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.

examples of hit SDGs:



In order to ease participation employees were allowed to arrive up to an hour late and could depart from the office an hour earlier.



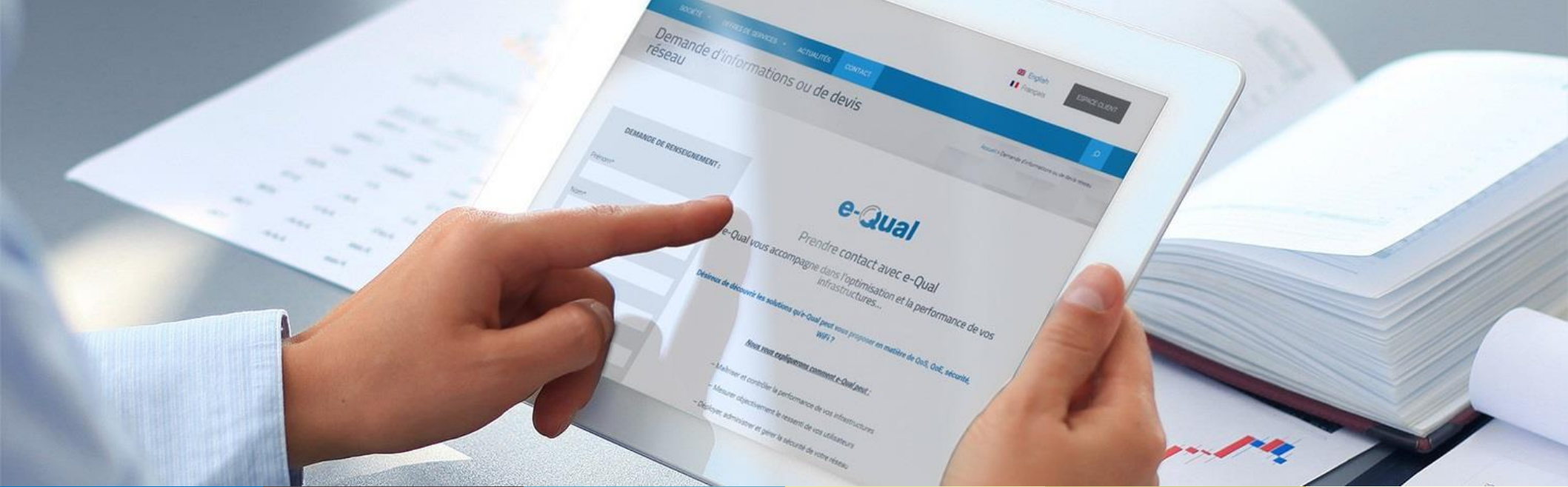
### 3. About the quality of our actions and our economic choices:

- 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.
- 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.

The share of our green purchasing in office stationery has doubled since 2017  
from 32 à 67 %.

hit SDGs:





## Contact



Web site: [www.e-qual.fr](http://www.e-qual.fr)



[infos@e-qual.fr](mailto:infos@e-qual.fr)  
[contact-commercial@e-qual.fr](mailto:contact-commercial@e-qual.fr)



### e-Qual

Avenue du Futuroscope,  
86360 Chasseneuil du Poitou  
France



Sales tel: +33 (0)5 16 44 24 50  
Paris tel: +33 (0)1 76 75 89 00  
Standard: +33 (0)5 16 44 24 00

### Transnumeric (e-Qual subsidiary)

Bât A 1<sup>er</sup> étage  
38 rue des états Généraux  
78000 Versailles - France