CSR Report 2020

AMPLEXOR International

August 2020

CSR REPORT 2020

1 **Message from the CEO**

In a world subject to ever increasing international competition, placing corporate responsibility is a core value for our organization and is reflected by our Sustainability Model (engaging our people, managing our carbon footprint, contributing to society, and creating economic value). Backed by a functional organizational structure and an enhanced portfolio of products and solutions, the company continues to transform itself towards continuous improvement.
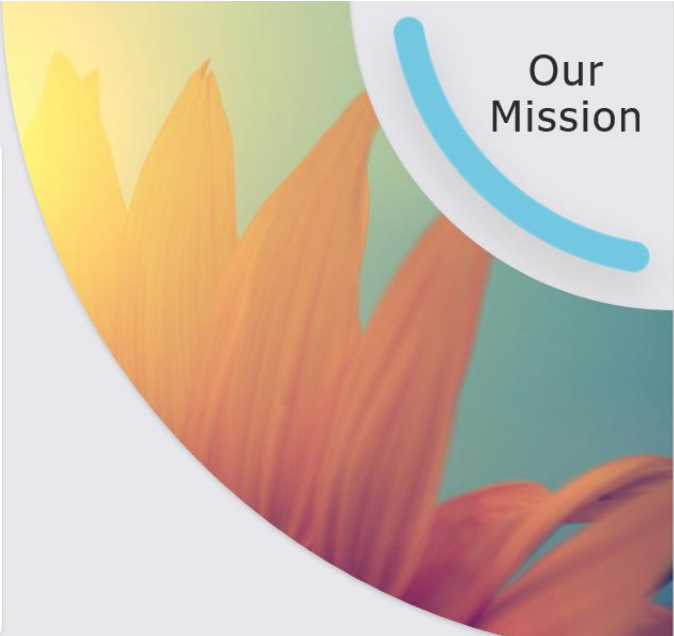
AMPLEXOR International S.A., by embracing the values of the UNGC & ISO 26000 is not only displaying a responsible attitude, but is also ready to respond to the social, environmental and economic challenges of the world today.

This report presents some of the initiatives we have implemented according to the Global Compact areas. Besides kicking off several initiatives, we implemented a series of indicators that allow us to control and monitor our performance concerning sustainable development. We are happy to report on the evolution of the last three years, as well as presenting the new actions carried out through September 2019 and August 2020.

I am personally committed to supporting the Global Compact and overall CSR best practices (ISO 26000, EcoVadis Rating), acknowledging the important role we play in this initiative. Respecting the principles of the UNGC and engaging our stakeholders is very important to us.
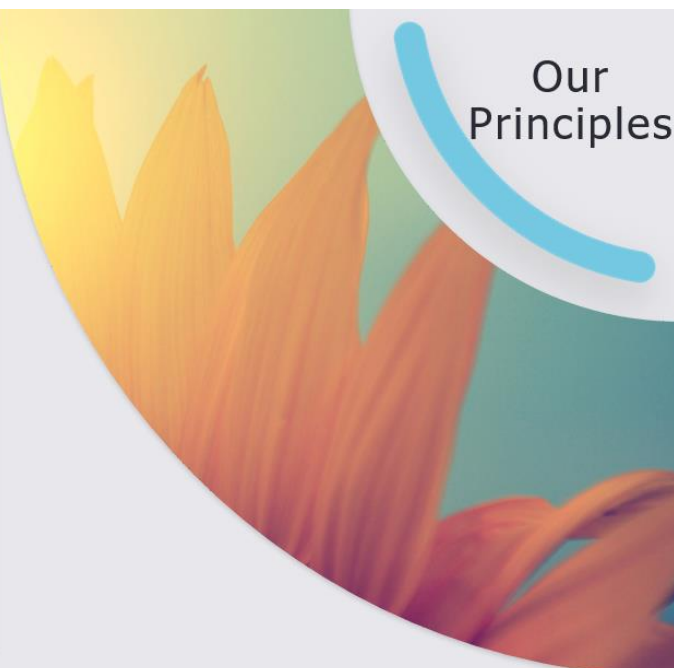
Mark Evenepoel

2 Mission, Vision & Values

Our Mission

Our Mission

—

We aim to be a leading digital solutions provider offering global compliance, digital experience and content solutions.

Our Principles

Our Principles

—

Our code of conduct establishes the principles we adhere to in our day-to-day work at AMPLEXOR. This document aims to serve as a guideline and reference for everyone involved in our activities. Our Code is applicable throughout our organization; all employees must follow and enforce the guidelines established here.

AMPLEXOR

Our Values

Transparency
A fundamental value that extends to all our business facets as the best way to develop our people, foster better decisions and breed trust.

Innovation
The creative ingenuity continually spurs us to achieve breakthroughs in fields such as Artificial Intelligence and Machine Learning.

Integrity
Trust, honesty and transparency are at the foundation of all our relationships with employees, customers, partners and other stakeholders.

Quality
Working across the globe to continually set higher standards, exceed customer expectations and deliver superior results.

Diversity
Our teams mirror the rich diversity of the markets we serve. We strive to create inclusive working environments, diverse in people, talent and ideas.

Accountability
A performance-minded attitude where everyone – from leadership to operations – is expected to uphold commitments to each other and to customers.

3 Worldwide

Global presence
LOCAL KNOW-HOW WITH INTERNATIONAL REACH

1,850 EMPLOYEES **41** OFFICES **23** COUNTRIES **4** CONTINENTS

Europe

Belgium
Heverlee (Leuven)
Drongen (Ghent)

Croatia
Zagreb

France
L'Ardoise
Carquefou
Cherbourg Octeville
Montigny-le-Bretonneux
Brest
Lanester (Lorient)
Lyon
Toulouse

Germany
Augsburg
Düsseldorf
Berlin

Ireland
Dublin

Latvia
Rīga

Luxembourg
Luxembourg

Netherlands
Eindhoven

Poland
Krakow

United Kingdom
Cambridge

Portugal
Paço de Arcos

Romania
Bucharest
Cluj-Napoca
Sibiu

Slovenia
Novo mesto

Spain
Vitoria-Gasteiz
Madrid

Switzerland
Kreuzlingen
Zurch

North America

Canada
Montreal

USA
Westminster, Colorado
River Falls, Wisconsin

Latin America

Argentina
Buenos Aires

Asia Pacific

China
Shanghai
Suzhou

India
Chennai

Japan
Kobe

Singapore
Singapore

4 **Materiality Analysis**

Engaging our Stakeholders

The Stakeholder Engagement Project reflects the results of the inputs of our main stakeholders towards specific material issues for our company. In this sense the issues that fall on the top right quadrant (most important, most relevant) will be implemented into the strategy for next year.

After a brainstorming session between Quality Management, Information Security Manager & CEO the following stakeholder groups were identified:

- Clients
- Employees, Managers & Work Councils
- Shareholders
- Suppliers
- Government
- Optional Standards
- Competitors/Industry Associations
- Council

We have identified the following material topics which stakeholders were asked to prioritize

Stakeholders vs Management
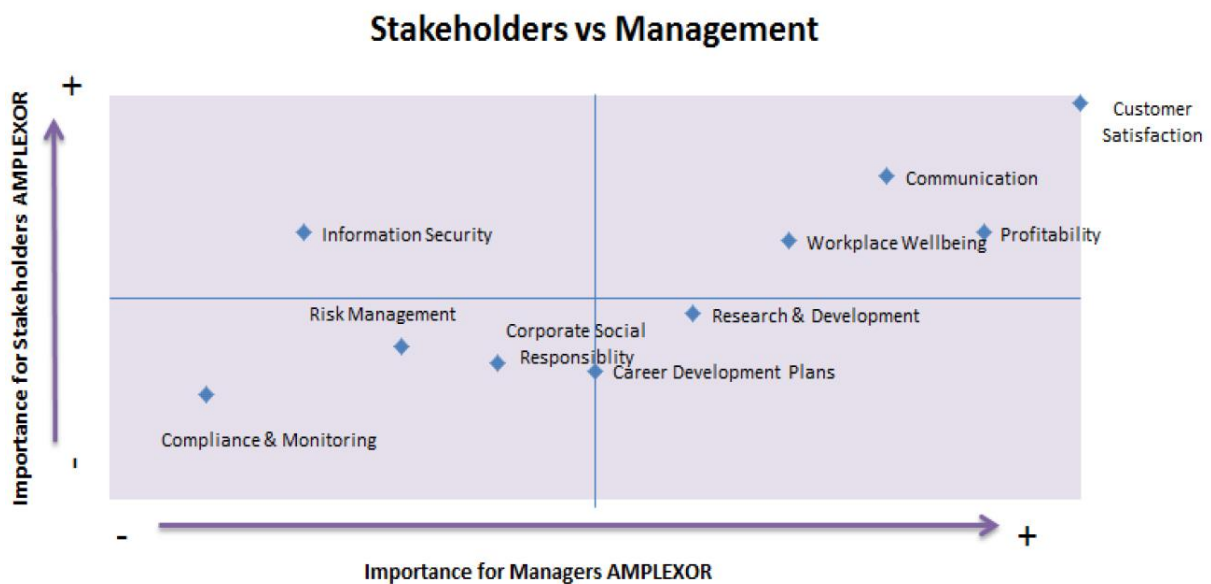
High Importance for both:

- ✓ Customer Satisfaction
- ✓ Communication
- ✓ Profitability
- ✓ Workplace Wellbeing

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Coming together is the beginning, keeping together is progress, working together is success.

MANAGE OUR FOOTPRINT

Energy consumption

CO2 emissions

Water management

Waste management

Promotion of sustainable consumption

ENGAGE OUR PEOPLE

Health & Safety

Discrimination & Harrasment

Working Conditions

Social Dialogue

Training & Career Management

ECONOMIC VALUE CREATION

Corruption & Bribery

Anticompetitive Practices

Respect of Intelectual Property Rights

Consumer/Client data protection & confidentiality

CONTRIBUTION TO SOCIETY

Intercompany Sharing: Amplexor Shares Knowledge, Amplexor Introduces, Amplexor World Days.

Commuity Volunteering: Amplexor Eployee Volunteer.

5 Manage our footprint

Policies

CSR Policy, Health and Safety Policy, Purchasing Policy, Work Environment Policy which assure mentioning and disclosure of the following topics:

- Energy consumption
- CO2 emissions
- Waste management
- Promotion of sustainable consumption

UNGC

Principle 7: Businesses should support a precautionary approach to energy challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally-friendly technologies.

Ecovadis

Environment
Supply Chain

Energy Consumption

Monitor Electric Consumption.

Awareness sessions about energy consumption best practices.
Replacement of obsolete equipment with Energy Star rated and enabled active power saving management capabilities.
Renew and reinforce the importance of AMPLEXOR stickers to reminder all employees to turn off all devices, lighting and air conditioning when leaving the building.
Office rule to unplug equipment that drains energy when not in use, especially before weekends (i.e. cell phone chargers, fans, coffeemakers, desktop printers, radios, etc.).

Waste Management
Implement recycling bins in all entities (kitchen & workplace) with clearly labelled recycling stations.
Implement recycle bins for toners & recycling IT equipment in all entities.
Double-sided printing and Black & White automatic configuration.
Promote the use of non-plastic mugs and cups.
Control the amount of Paper purchased.

CO2 Emissions
Monitor CO_2 emissions from plane travelling & cost. Compared to turnover.
Promote teleconferencing or videoconferencing over Business Travelling à Travel Policy.

Sustainable Procurement
Include in the criteria for selection of suppliers and partners:
- In line with our Code of Conduct
- High quality products/services
- Environmentally efficient
- Locally based
- Compliance to Health and Safety measures
- Reliability
- ISO certification

Results

Electricity Consumption

3,428,920.00 KW

CO2 Emissions

411,390,40 KG

Measures to reduce energy consumption of IT structure:

-Equipment upgrade to energy star labelled products

-Deployment of server virtualization

AMPLEXOR

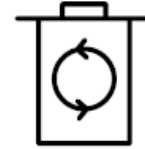## Water Management

100%

Awareness sessions for water management performed for each office

100%

% Delivery of glass bottles to all employees to reduce plastic bottles and water waste.

Recycling Bins

100%

Recycling bins

Sustainable Procurement

27%
% of procurement which has gone through:
- CSR assessment or audit
- Deployment of sustainable procurement

100%
% of suppliers that were provided with the AMPLEXOR Terms & Conditions that include clauses on
environmental, labour, human rights, and ethical requirements

Printing

100%
By default, black & white printing

6 **Engage our People**

Policies

CSR Policy, Health and Safety Policy, Human Rights Policy, Work Environment
Policy and Code of Conduct which assure mentioning and disclosure of the following topics:
- Health & Safety
- Discrimination & Harassment
- Working Conditions
- Social Dialogue
- Training & Career Management

UNGC

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.
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.

Ecovadis

Social
Ethics

Health & Safety

Risk Assessment of Health and Safety -labour risks.
Provision of protective equipment to all impacted employees, if applicable.
Formal targets to reduce occupational injury and illness rates
Joint labour management health and safety committee in operation.
Mandatory health check-up for all employees.
Regular inspection or audit to ensure safety of equipment/facility.

Working Conditions

Interactive communication session with employees with regards to working conditions.
Company-wide promotion of employee's initiatives regarding working conditions.
Official measures to promote work and life balance: flexible schedule, family friendly company.
Additional rest periods or vacations, above legal requirements: Christmas, Seniority.
Company specific health care program for employees.
Bonus scheme for more than 70% of employees.
Transparency (process and criteria communicated to all employees) on remuneration system:
- Local handbook.
- Code of conduct on personal usage of IT by employees & security of monitoring devices.

Discrimination & Harassment

During recruitment phase. Not required to specify gender/race/religion/age for recruitment selection.
Auditing of internal controls to prevent discrimination and/or harassment.
Whistle-blower procedure on discrimination and harassment issues.

Social Dialogue

Company public commitment to promote and facilitate structured labour relations.
Local employee representatives' bodies for more than 75% of employees.

Training & Career Management

Transparent recruitment process (communicated clearly and formally to all candidates).
Regular assessment (at least once a year) of individual performance.
Setting of Individual development and career plan for all employees.
Official measures promoting career mobility.
Policy to give priority to internal recruitment.
Provision of skills development training.
Investment in a Learning Management toll to better promote training according to everyone's needs.
Official measures to anticipate or reduce layoffs and associated negative impacts (e.g. financial compensation, outplacement service).
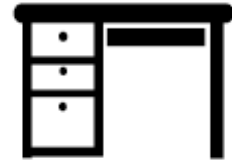
AMPLEXOR

Results

Health & Safety

100%
% of all operational sites for which an employee health & safety risk assessment has been conducted
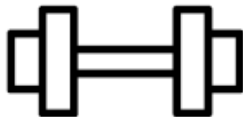% Risk Methodology + Health and Safety Policy

Workforce

38%
% of the total workforce across all locations represented in:
- formal joint management.
- formal collective agreements concerning working conditions.
- formally-elected employee representatives

Training & Career

100%
% of the total workforce across all locations who:
- received regular performance and career development reviews.
- received career- or skills-related training.
- received training on preventing discrimination and human rights violations

Human Rights Violations

Zero

Injuries & Lost time

2%
Average sickness rate

ZERO
Lost time due to injury events

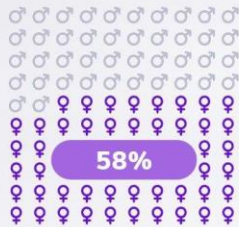### Hours Worked

3,735,200.00 hours

Disability

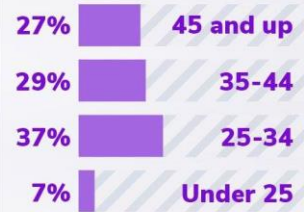2,1%

Woman in Top Management

48%

➢ AMPLEXOR CERTIFIED AS A GREAT PLACE TO WORK IN **BELGIUM**

Amplexor certified as a Great Place to Work in Belgium

We are honored to announce that Amplexor has just been officially recognized as a Great Place to Work in Belgium.

The Great Place to Work® is an independent recognition for high-trust and high-performing workplace cultures worldwide.

"We are very proud of winning this title on our first attempt." says Isaura Volders, HR Business Partner. "We couldn't have achieved this without our incredible teamwork in Belgium. For us, it's all about creating a flourishing employee experience, with a nice atmosphere, flexible working conditions, and career development opportunities. In short, to be a great place to work."

This distinction looks at employment practices from two perspectives: that of the employees – The Trust Index survey – and that of the organization – The Culture Audit.

The **Trust index employee survey is** based on the universal Great Place to Work five values model: Respect, Pride, Camaraderie, Fairness and Credibility. Employees were asked about how they feel about the organization - and we excelled in all the criteria.

"Our team has spoken. Our scores were incredibly high and this is simply the outcome of good teamwork, transparency and trust. The high response rate means that our colleagues are satisfied and motivated and this only reinforces our ambition to continue finding new ways to balance a challenging yet fun workplace." said Sylvie Versteylen, Executive Vice President.

For the **Culture Audit** we also received a high score related to 9 dimensions of successful HR management: *Inspiring, Speaking, Listening, Caring, Developing, Thanking, Hiring & Welcoming, Celebrating and Sharing.*

Amplexor Belgium is continuously working on all of these dimensions, through a strong feedback culture, regular one-to-one sessions, internal events, team coaching and staff meetings. Life-work balance is valued and cultivated through flexible schedules, sports and other activities.

As a global company, with a strong collaborative culture worldwide, we have made Employee Experience a core business focus for 2020. This award represents a high achievement for us and a confirmation of the success of our people-centric culture.

CONTACT

AM Amplexor Marketing

7 Economic Value Creation

Policies

CSR Policy, Human Rights Policy, Work Environment Policy, Approval and Signing Policy, Code of conduct, Supplier Certification Process, GDPR Policy, Information Security Policy, Information Classification Policy which assure mentioning and disclosure of the following topics:

- Corruption & Bribery
- Anticompetitive Practices
- Respect of Intellectual Property Rights
- Consumer/Client data protection & confidentiality

UNGC

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Ecovadis

Ethics

Corruption & Bribery

Specific approval procedure for sensitive transactions (e.g. gifts, travel).
Specific procedures for retaining and using third-party intermediaries (i.e. due diligence, certifications).
Structured mechanisms to deal with policy violations (e.g. potential sanctions).
Secure communication channel for employees to seek advice or voice concerns (e.g. hotline, whistle blowing procedure).
Code of Conduct for all employees, suppliers and clients.

Anticompetitive Practices

Structured mechanisms to deal with policy violations i.e. potential sanctions.

Secure communication channel for employees to seek advice or voice concerns (e.g. hotline, whistle blowing procedure).

Code of Conduct for all employees, suppliers and clients.

Respect Intellectual & Property Rights

Conducting investigations on third parties' patents/ trademarks at initial stages of R&D.

Conducting investigations on third parties' patents/ trademarks at all stages of product development.

Systematic intellectual property audit to prevent/ identify potential infringements.

Measures to prevent counterfeiting of other products.

Consumer/Client data protection & confidentiality

Measures to limit types of data collected and stored.

Measures to protect customer/client data from unauthorized access or disclosure.

Measures to consult customers/clients on personal/confidential data.

Internal data protection and information security audits

Web-based or in-person training program on data protection and confidentiality.

Process to safely destroy confidential data of client/customers.

Process in place for customer contract storage and requirements analysis.

Results

Training in business ethics

100%
Code of Conduct distributed to all employees on boarding
50%
Information security awareness training for employees

Audits to business ethics

100%
All locations and processes/policies internal audited

Security Management System ISO 27001

100%
Implementation of an Information Security System and Group certification achieved

Anticorruption Management

100%
Code of Conduct distributed to all employees on boarding

Incidents Related to Ethics

Zero

8 Contribution to Society

Policies
NA

UNGC

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.

Ecovadis
Ethics
Social

Community Volunteering
"AMPLEXOR Employee Volunteer" Program – AMPLEXOR supports and allows employees to enrol in volunteering programs of previous selected eligible non-profits organization(s) 5 days per year.

For company events, donations, volunteer programs & other actions carried out we have established the CSR Event template to ensure our efforts are impactful and aligned across AMPLEXOR Group!

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Results

Employees Engaged

115

Volunteering Programs

4

- A small group from Amplexor Portugal volunteered during two years in a local institution, providing homework support and English lessons to children
- Amplexor India employees frequently donate clothes, groceries, toys and house-hold goods to a charitable organization in Chennai
- Our colleagues in Amplexor UK took part in a Macmillan Coffee Morning to raise money for Cancer Support
- Amplexor runs the Brussels 20km to raise funds for NGO Rikolto

Equipment Donated

Donation Associação Família Solidária de Oeiras (AFSO)

- 1 laundry detergent - 2 Lt
- 2 Shampoos - 250 ml
- 4 cans of tuna - 120g
- 3 cans of tuna - 195 g
- 1 can of tuna - 385 g
- 4 cans of sausages - 350 g
- 1 bottle of olive oil - 750 ml
- 1 box of cereals - 500g
- 2 box of cereals - 375 g
- 2 boxes of cereals - 300 g
- 1 milk flour - 750 g
- 1 pack of oat cereals - 400g
- 1 pack of pasta - 500g
- 1 Pack of biscuits - 425g
- 1 Pack of biscuits 200g
- 1L milk
- 2 jars of baby food (vegetables) 200g
- 4 jars of baby food (fish) 200 g
- 1 pack of flour - 500 g
- 1 pack of pasta - 500g
- 1 pack of pasta - 400g

We are addressing global challenges with our actions!

Our areas of action are aligned with the Millennium Development Goals, specifically:
3. Good Health & Wellbeing
4. Quality Education
5. Gender Equality

8. Decent Work and Economic Growth
9. Industry Innovation & Infrastructure
10. Reduced Inequalities
12. Responsible Consumption and Production

Internationally Recognized by

AMPLEXOR detains Silver Level recognition with EcoVadis

AMPLEXOR has been awarded with the Silver Recognition level from EcoVadis for its Corporate Social Responsibility (CSR) practices.

CSR and sustainable development are at the heart of our business strategy worldwide. We pay careful attention to the social, environmental and economic consequences of business activities to ensure we generate positive outcomes socially and economically. As an international company with a worldwide presence, an integral part of AMPLEXOR's sustainability model has been focused on engaging employees across all the 41 offices to the environmental protection, the community and society wellbeing, thriving in continual improvement and innovation.

The EcoVadis Corporate Social Responsibility (CSR) assessment is an evaluation of how well a company has integrated the principles of CSR into their business and management system. The CSR assessment takes numerous global issues into account and groups them into four main categories of environment, labor practices & human rights, ethics (fair business practices) and sustainable procurement. AMPLEXOR fosters transparency and trust between trading partners by also sharing with stakeholders our CSR assessment.

United Nations Global Compact

Our company has been paying attention to the way in which its activities conform to the four main themes of the United Nations Global Compact (UNGC): namely, human rights, working standards, the environment, and fight against corruption.
It is very important to us to respect the principles of the UNGC and to secure our stakeholders' backing.

International Standard Organization

ISO 9001: 2015 Quality Management Systems
EN 9100: 2018 Aviation, Space & Defence
ISO 17100: 2015 Language Service Providers
ISO 18587:2017 Translation Services - Post-editing of machine translation output
ISO 13485: 2016 Medical Devices
ISO 26000: 2015 Social Responsibility
ISO 27001: 2013 Information Security Systems

EMBRACE THE FUTURE