

Managed Services and Integration

Corporate social responsibility
Communication On Progress to Global Compact

April 2021



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1. Context, e-Qual presentation



Future is Here

20 years

of experience in network
performance for very high
level managed services

e-Qual is a French digital service company, specialized in the design, integration and steering of corporate IT infrastructure projects.

Since its creation the enterprise develops an interest for challenging issues when e-Qual agility can be fully grasped by medium and large businesses or public communities. We prefer quality in delivery to quantity. And this is proved by the long trust of our clients (20 years).



History

e-Qual was created in 2000 and became **the first satellite telecom operator in Europe to address the digital divide**. The company appeared among the few European actors to offer network managed services as soon as 2002. e-Qual also offered network QoS from 2004. Our DNA is: expertise and culture of worldwide complex projects.

Perspective

More than ever, IT trends serve the growth of enterprises. Our **project of agile and expert company** aims to guide CIOs through their most complex challenges related to transport changes and access to data.

Mission

To be a **trusted party** for innovative CIOs and to bring them a permanent and effective support, anywhere in the world, in full transparency, with a team 100% dedicated to customer satisfaction, giving total access to our tools, in order to render the use of applications reliable, powerful and secure.

Goal

To maintain operational key IT infrastructures, everywhere in the world, every day and all the time, thanks to our culture of commitment and service excellence by the side of our clients. **To stand next to enterprises and institutions to build a strong world capable of resiliency when facing radical changes imposed by crises such as current Covid-19.**

Our technology solutions

<h2>Security</h2> <p>Data security on WAN</p>	<h2>Performance</h2> <p>Application performance on WAN</p>	<h2>Infrastructure</h2> <p>Access and WAN networks, servers, backup solution</p>	<h2>SD WAN</h2> <p>WAN programmable network suiting Cloud purposes</p>
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Secure web Gateway</p> </div> <div style="text-align: center;">  <p>NGFW and UTM</p> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>NPM</p> </div> <div style="text-align: center;">  <p>WAN Optim</p> </div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  <p>LAN</p> </div> <div style="text-align: center;">  <p>WLAN</p> </div> </div> <div style="margin-top: 20px;">  <p>WAN</p> </div> <div style="margin-top: 20px;">  <p>DC services</p> </div> </div>	<div style="text-align: center; margin-bottom: 20px;">  <p>SD-WAN</p> </div> <div style="text-align: center;"> <p>ODD touché :</p>  </div>

The services e-Qual provides, permit to adapt to new working conditions that imply working from any place and with any sort of workstation being private or professional.

Our services such as SD-WAN (Software Defined Wide Area Network) meet current challenges because they require **less equipment meaning less raw material**. Our solutions mix connectivities for each need to benefit from **the best value for money**.

We gather **within a single « appliance » (a single box) several functionalities** priorly installed on several computers on one site (concept « Branch in the Box ») thus **optimizing electricity consumption**.

Our research in products contributes to SDG 9 Industrie, Innovation and Infrastructure:

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... »

e-Qual in terms of figures



Turnover
6 000 522
millions euros



Worldwide
Ability to deploy and operate in the whole world



+ 15 000
Supervised equipments



3 fields of expertise

Industry, Services and Public Communities

Among our clients: Segula Technologies, Itron, Gemalto (Thalès DIS), Faurecia, Heineken, Groupe Beaumanoir, Triskalia, Aftral, Elis, Région Nouvelle-Aquitaine, Département de la Vienne, CNED



40 employees
39 permanent contracts,
1 apprenticeship,
2 part time contracts
Consultants
IT experts,
Support and back office resources



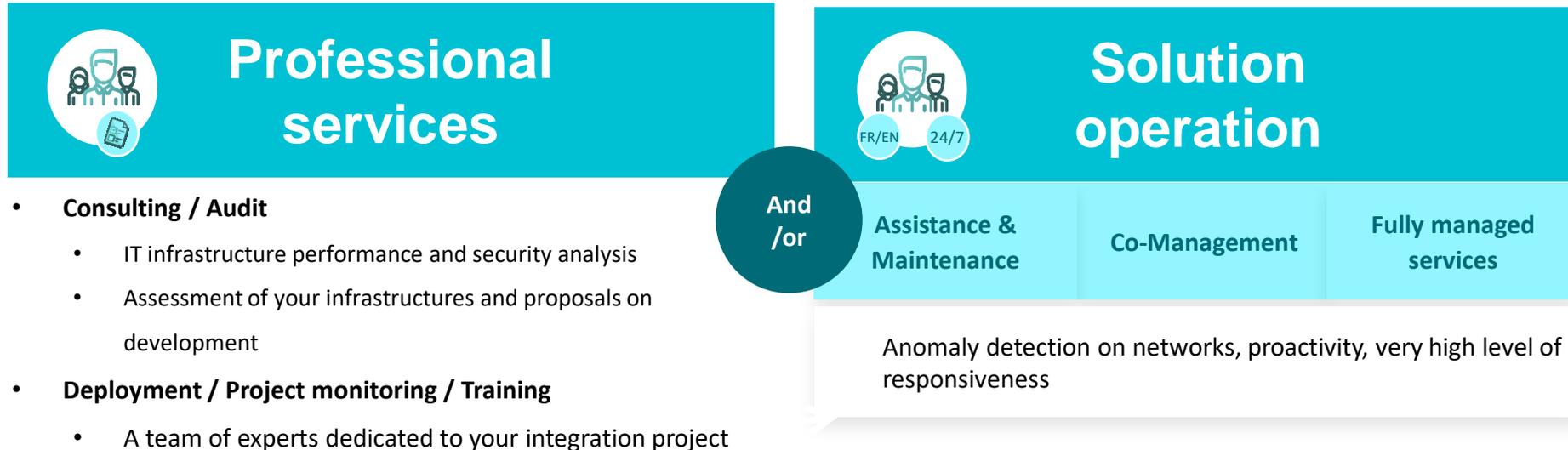
24/7 NOC
Network Operation Center
French / English
Level 1 and 3 on-call duty



2 Offices
Provincial and Parisian, we are a close partner

Our organization

- A human size entreprise, a local partner in downtown and country areas
- Two technical centres: expert service tailored to the exact need.



- A centre of support services: administration, management, sales and marketing
- e-Qual renews and develops new partnerships to sublimate the technology matching best customer requirements

2. When CSR becomes a strategy



CSR as an essential pillar of a comprehensive project for development

At the end of 2020, e-Qual has launched a Strategic Stimulating named *Revival*. A 3-year ambitious objective is drawn to grow and to bring together all employees.

This plan follows 3 axes and takes the form of different realizations.

One targetted realization is to build together with a group of volunteers, a CSR strategy.

This work takes place in the axis « Management and Human Resources with clarification of the enterprise governance ». The aim is to get on board employees and stakeholders for a possible future CSR certification.

Social and Environmental Responsibility is now recognized a a true vector of growth and cohesion.

A team of contributors strengthens the means alloted to Social and Environmental Responsibility.

e-Qual first assessment in CSR by Ecovadis took place upon one customer request in 2015.

Since then, e-Qual has happily internalized the mission of improvement in the field. Thus, e-Qual on its own initiative joins the UN Global Compact movement and keeps sponsoring it every year.

Ecovadis assessment has become more demanding. And from Gold status, we are now Silver although being in the top 25 of the enterprises assessed by Ecovadis with a score for e-Qual of 63 points out of 100.

We are determinate to work hard in order to earn back the Gold reward.

Renewed commitment from e-Qual top management to United Nations Global Compact, **letter from President and Chief Executive Officer:**



Dear partners: customers, suppliers, institutions, employees, share holders and the public,

We are going through a very special time when all are more or less affected by the Coronavirus crisis. And I would like to address my sympathy to people who have greatly suffered.

Some governments have managed to help their citizen in various ways, this shows how it is important for the world to be organized, inclusive and coherent. To benefit from support is a chance but we must take responsibility for the future.

In this context of fragility already perceived in our environment and ecosystem, it is up to us as a player to act upon this knowledge and in solidarity.

So once again, I am happy to communicate on e-Qual renewed membership and support to the United Nations Global Compact for the year 2021.

This commitment means the will to promote and defend even more the ten principles carried by the Global Compact, concerning respect of human rights, international labour standards, environment protection and fight against corruption.

2021 marks an important step forward for e-Qual since we have decided to fully integrate the Social and Environmental Responsibility within the enterprise strategy. This, on the same level as our business activity. We challenge ourselves to make CSR a motivation and shared culture between employees.

We also want to publicly express more vehemently this positioning.

Targets aimed by the 17 Sustainable Development Goals defined by Global Compact, remain the focus observed to advance. The present communication describes the actions led in 2020 and the work we have ahead for 2021.

In 2020, e-Qual sought to spare its employees and economic peers in maintaining a flow of activity useful for our clients. Home working got generalized and the enterprise completed part-time unemployment when this measure applied.

In 2021, we will follow directions for improvement spotted in our past CSR assessments to enter a virtuous model.

I thank you for your attention on such issues and remain at your disposal for further information.

Yours Sincerely,

Philippe de Lussy,
e-Qual Chief Executive Officer and President.

e-Qual
Téléport 1 - Arobase 2
Av. du Futuroscope - BP 70174
86962 FUTUROSCOPE CHASSENEUIL CEDEX
FRANCE
Tél : 05 16 44 24 00 - Fax : 05 49 49 01 16

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Renewed commitment of e-Qual top management to United Nations Global Compact, **10 main principles**:

e-Qual has joined for the 6th year in succession the United Nations Global Compact.

This worldwide organization gathers actors of the economy, the civil society, the politic sphere, who adopt an approach of **sustainable development**, more ethical and commit themselves to respect the following **10 main principles** relating to **environment, social issues 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

Renewed commitment of e-Qual top management to United Nations Global Compact, **17 SDGs**:

Along with these 10 principles promoted and respected by the members of Global Compact, **17 Sustainable Development Goals (SDGs)** adopted in Septembre 2015 by 193 countries of the United Nations, form an **action plan for peace, mankind, earth and prosperity**:



Each SDG is explained 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>

3. 2020 Realizations



Future is Here

**Pursued actions
and additions**

2020 Actions relating to work conditions, **home working**

Covid crisis has required a quick and large physical re-organization:

As soon as spring 2020, home working has been generalized to all employees but a technician present in the office at our Network and Operation Center plus the President and CEO. Occasional exceptions for tasks not possible outside offices, have occurred in scrupulous observance of the sanitary rules.

We were able to maintain the continuity of service for computer network infrastructure and support, so much appreciated by customers.

Home working has prevailed to protect personnel.

Human Resources department gave ergonomic tips to use work stations at home.

Regarding the autumn confinement, home working has been more adapted to the need of each employee. On demand, it was possible to come to the office if isolation might affect the well-being or when working conditions at home were not satisfactory.

More broadly, beside the Covid crisis, e-Equal management and personnel representatives, confident with the experience of home working engaged at the end of 2019, have wished to carry on with this possibility. Hence a new **agreement** has been signed in October 2020 for a duration of 3 years.

Home working reconciliates family and working time especially by reducing the journeys between home and work (this also diminishes pollution, protects the environment). Home working also favors autonomy and responsibility on behalf of the employees. The whole scheme encreases performance at work.

2020 Actions relating to work conditions, **wage and training**

In September 2020, a **long-term part-time work agreement** has been signed with personnel representatives.

Part-time unemployment has taken place with **maintaining 100 % of take-home pay, the enterprise completing the 80% paid by government**, thus for the sake of preserving the purchasing power of the personnel.

On a proposal from the management, **employees were able if they wished, to abandon some vacation days in order to participate to the financement of wages maintained at 100%** in the context of part-time unemployment.

Place and working time have changed by Covid, still the **advantage of restaurant vouchers** remained together with the **possibility to buy them as usual or to decline their purchase**.

Share of the cost remains unchanged and the employer pays 60%.

Some part-time **unemployment periods were allocated to training**, internal training to corporate collaborative tools and external training on partner technologies. Budget spent in external training: around 45 000 euros excluding tax.

Skills could be considerably developed in spite of our core business slowing down.

2020 Actions relating to work conditions, **Business Resumption Plan**



Regarding security, a **Business Resumption Plan** has been written and implemented. This plan defines how to come back to a normal working organization in best health, security and efficiency conditions, after a sanitary crisis.

The plan aims to inform about tasks to perform and conditions for a progressive resumption of activities following confinement. Key elements are given to decision-making personnel and other people for a return to a steady situation.

Individual protection equipment items have been given to employees and visitors (masks, gloves, hydroalcoholic gel).

Regular disinfection of furnitures and equipment touched by all such as control buttons of the coffee machine, water fountain, door and window handles, desks... , has been initiated, processed by all in turns of departments, at regular times in the day.

A maximum number of people able to stand together in rooms or spaces, has been defined according to the surface of the place and respecting recommendations in force. **Distancing measure** between persons has been adopted.

As an temporary exemption from the rules of procedure, one may eat meals at one's working station in order to limit the number of people in the dining room.

Usual process of welcoming visitors has been amended: on top of the normal record of arrivals and departures with time and identification, visitors must sign a statement of not carrying Covid-19 symptoms, not having relatives with symptoms or Covid-19 ill relatives. Such a document makes possible to recontact visitors in case of a cluster declared, statement is kept for 60 days.

2020 Actions relating to work conditions, **Agreement on the organization of working time and sector-based collective convention, internal communication**

The agreement on the organization of working time signed in 2016 naturally remains applicable during the Covid crisis.

Syntec sector-based collective convention still defines daily work conditions.

Facing an important increase of price for **complementary health insurance**, e-Qual has decided to change contract and switch to the one negotiated by Syntec sector.

Part of cost paid by employer is of **60% for Employees, Technicians and Supervisors and 53% for Management people**. Standard contract insures the employee and employee's children. The employee can add his or her partner, in which case, employer pays 50% of the family total cost.

It is also possible to subscribe to an additional cover, employer does not pay any part of this optional contract.

Comprehensive briefings are still organized and animated by the executive committee. Such meetings inform on the life of each enterprise department. Statement on the company's **financial situation** is presented (comparing turn over and margin with the previous year and with objectives).

An **overview on sales** presents clients contracts won and lost. Marketing operations are also depicted. How the production department is doing is also explained.

The executive committee is composed of President and Chief Executive Officer, Financial and Administrative Director, Sales and Marketing Director, Production Director.

During confinement in 2020, **weekly meetings took place to keep in touch with employees home working, checking physical and emotional health.**

Although 2020 has been a very unusual year, annual performance reviews have been conducted.

All work conditions within e-Qual contribute to the following Sustainable Development Goals:



Actions relating to the well-being of employees, **quality of life, environment, health, responsible consumption**

During the European week on mobility, **e-Qual took part for the 4th year**, in September, in the **mobility challenge impulsed by Grand Poitiers community and the ADEME** (French agency for environment and energy management). Companies and organisms were invited to motivate as much as possible employees to **come to work by a mean other than one person in a car**.

The sanitary context provoked by Coronavirus made it difficult for many working groups to participate. The effort of participants got the more highlighted.

45% e-Qual employees have participated, this is our best score ever. **And e-Qual is winner of its size category (organizations of 20 to 99 employees)**.

Traditional breakfast offered by the enterprise was maintained with reinforced sanitary measures. Healthy food coming from **organic and local farming, from fair trade**, was served in a **recreative talkative mood**.

Like the previous years, employees could come later to work or leave earlier if necessary to participate.

concerned SDGs:



Actions relating to the well-being of employees, **culture, share of experience thanks through a sponsorship**

Since autumn 2020, e-Qual **is a patron of the Orchestre National des Champs Elysées** <https://orchestredeschampselysees.com>.

This orchestra is in residence on our territory, in Poitiers at the TAP (Théâtre Auditorium de Poitiers), so this is a **local support to the culture sector** suffering from the present limitations of activity.

Two **original training sessions** took place with the orchestra at the TAP in Poitiers. This training named « Cohérences » is part of a **program for cohesion at work**. Employees could live a **singular experience** attending a rehearsal from the orchestra. Trainee employees were scattered among and very near the musicians, a **unique opportunity** to touch the music played.

Conductor Mr Louis Langrée compares the production challenge of the orchestra and the enterprise. Both organizations work collectively to provide quality realizations to spectators or customers. Both organizations must motivate their employees around this common objective and under the orchestration of a leading management.

Employees and musicians talked about their experience in their enterprise.

Some e-Equal employees could even try to conduct the orchestra in order to feel the impact of leading a group.

With **entertainment and strong feelings**, all received some **job enrichment**.

e-Equal sponsorship to the Orchestre des Champs Elysées was pursued by a **concert** that could not take place with e-Equal employees as spectators because of Covid-19. But a private recording we could visualize has been done.

More encounters with the OCE will take place in 2021.

Concerned SDG among others:
(**target 11.4** strengthen efforts to protect and safeguard the world's cultural and natural heritage)



Actions relating to environment

Aware of the positive but also sometimes negative impact of the society digitization, we work on **controlling more the ecological footprint of our activity**.

Indeed our activity relies on data transit and storage, requiring machines and infrastructures.

Electricity consumption of our offices and datacenter is **still monitored**. Our average monthly electricity consumption is of 36 329 kW, most of it consumed by our datacenter.

Tools to detect which machines consume a lot of energy and which machines emit a lot of heating (such machines requiring then to cool down the room leading to consume more electricity), are being implemented.

Likewise, **ahead of production, as soon as the services we provide to customers, are designed, an assessment of social and environmental impact from equipments and usages involved, will now be conducted. Such an evaluation chart** is under development.

Separate collection of clean paper and packages is reinforced through awareness among employees.

In the legal context of tracking dangerous waste, the watch of perfect sealing of equipment is regularly done by a third part competent and authorized enterprise, no default was noticed.

A change of hot drinks machines (cost of drinks is still partly paid by e-Qual) was the opportunity to **motivate employees** to re-use their mug. When the machine must serve a cup (paper one), price of drink is higher.

We still collect separately for **recycling our waste electrical and electronic equipment**.
A work on inventoring cables has started in order to re-use them.

Concerned SDGs:



Actions for sustainable and fair economy

With a concern for continuous improvement and quality, we present several **certifications**:

- **ISO 27001** for the **security** management system on the scope of our datacenter. A policy on information security is enforced and each employee signs a security charter. Physical access to our premises are controlled.
- **ITIL Processes and ITIL V3 certified personnel**
- **Certifications from editor or constructor partners of technologies support** to our services (Infovista, Fortinet, Zscaler, Cisco...)

A process to **manage external claims** is in application.

For **trustful relationship**, non-disclosure agreements are signed with our interlocutors prior to any exchange of information on projects.

We want to involve further our stakeholders in our CSR commitment. Our purchasing policy aims to favour suppliers with an approach of sustainable development. **A compliance charter to be signed by suppliers**, is under way.

First reflex of buying sustainable is now completely acquired by our **purchasing department**.

Since 2017 the share of our eco-purchases in stationary has more than doubled: 69,50 % up today.

Writing of a **code of good behaviour to fight against corruption** is getting finalized. The code will be an appendice to the enterprise rules of procedure and will be implemented in 2021.

Concerned SDGs:



Keep in touch with us and let us share our progress, from an imposed slowdown of activity in 2020, some ideas have sprouted and will grow throughout 2021



Managed services and integration – IT Networks and Infrastructure



CSR Contact: Mrs Christine Bodineau

 BP74174
86962 Futuroscope-Chasseneuil Cedex, France

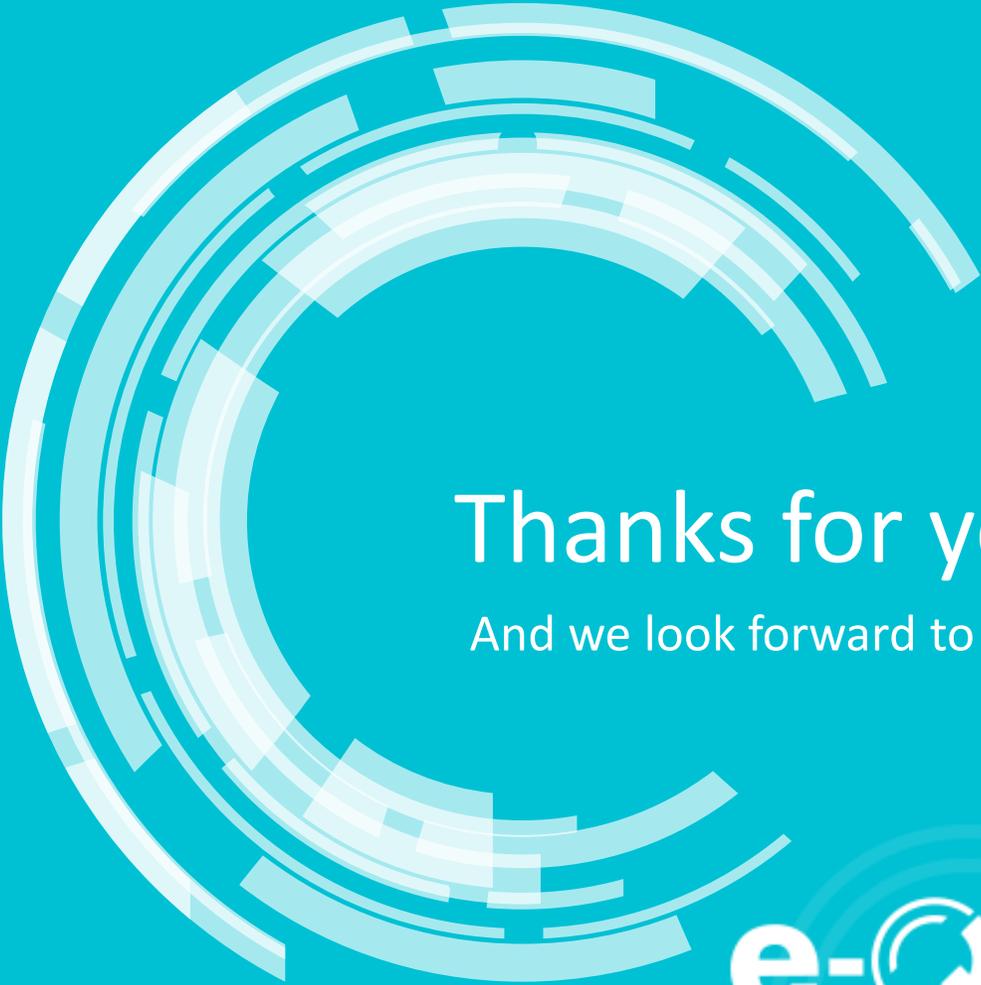
 christine.bodineau@e-qual.fr

 +33 (0)5 16 44 24 00

 www.e-qual.fr

 www.linkedin.com/company/e-qual





Thanks for your attention

And we look forward to sharing experience!

e-qual