

CSR Report 2021

AMPLEXOR International S.A.

Date: August 2021

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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.

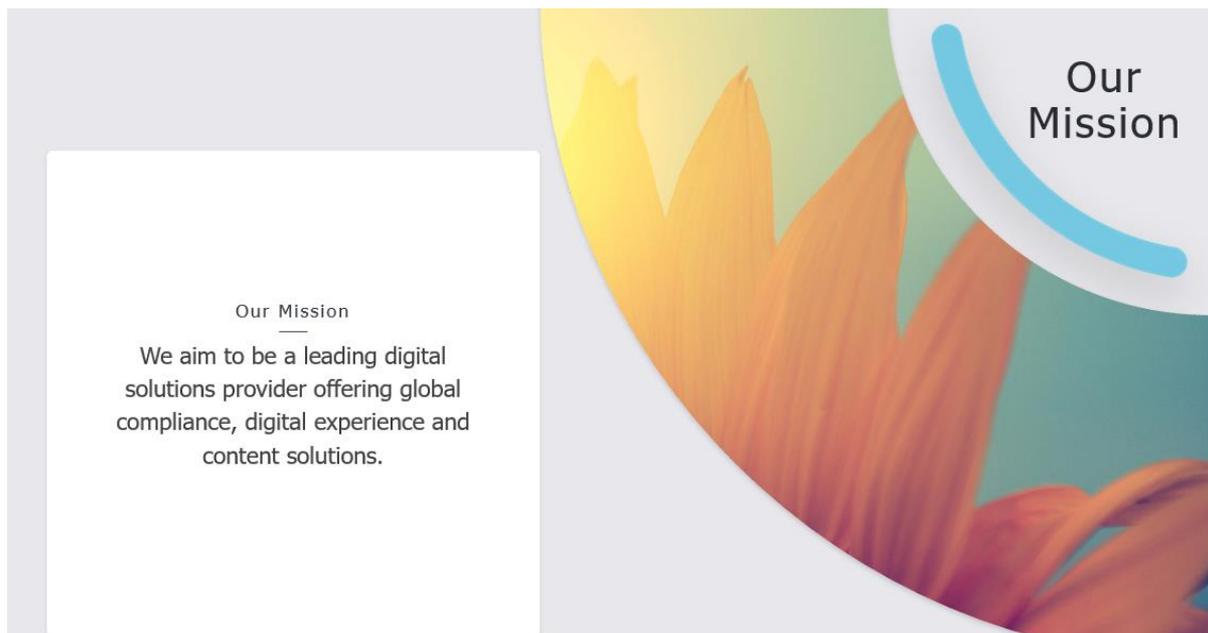
AMPLEXOR International S.A., by embracing the values of the UNGC & ISO 26000 is not only displaying a responsible attitude, but is also ready to respond to the social, environmental, and economic challenges of the world today.

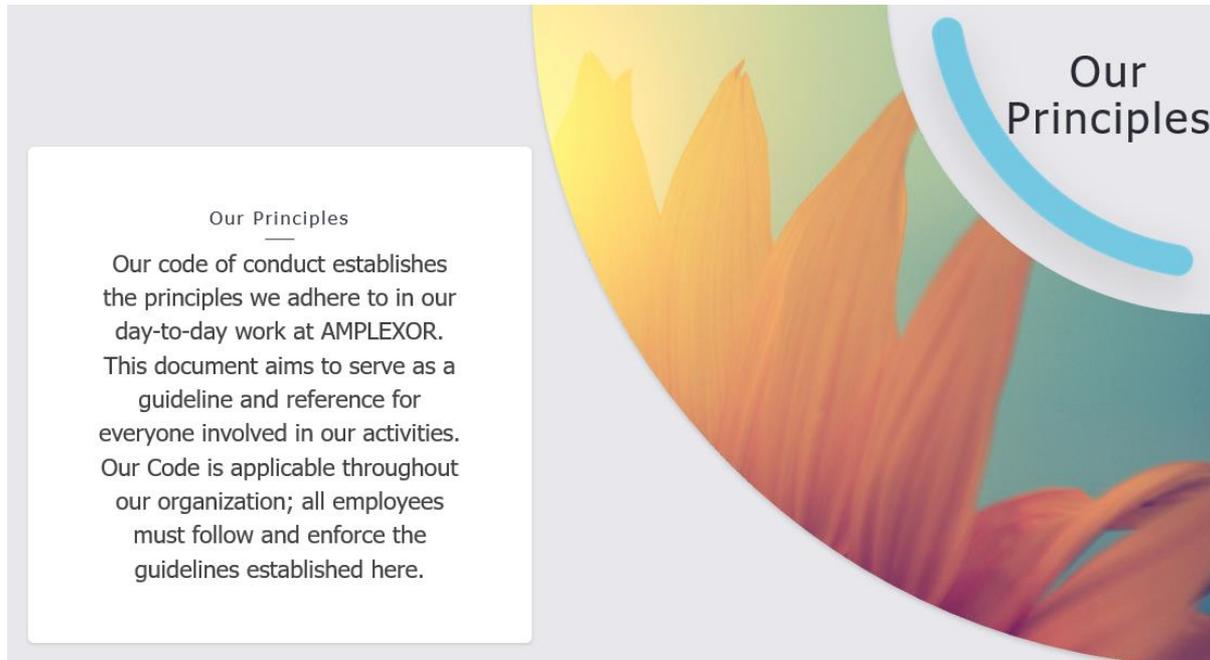
This report presents some of the initiatives we have implemented according to the Global Compact areas. Besides kicking off several initiatives, we implemented a series of indicators that allow us to control and monitor our performance concerning sustainable development. We are happy to report on the evolution of the last three years, as well as presenting the new actions carried out through August 2020 and August 2021.

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 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



2,000 EMPLOYEES **41** OFFICES **25** COUNTRIES **4** CONTINENTS

Europe

Belgium Brussels Heverlee (Leuven)	France Boulogne Lyon Nantes Toulouse Paris	Latvia Riga	Romania Bucharest Cluj-Napoca Sibiu
Croatia Zagreb	Germany Augsburg Berlin Düsseldorf Frankfurt Munich Stuttgart	Luxembourg Luxembourg	Slovenia Novo mesto
Denmark Farum	Finland Helsinki Jyväskylä Kouvola Oulu Tampere Turku Vaasa	Netherlands Amsterdam Amstelveen Eindhoven Utrecht	Spain Barcelona Madrid Vitoria-Gasteiz
Ireland Dublin	Italy Bologna Milan Rimini	Poland Krakow	Switzerland Geneva Kreuzlingen Winterthur Zurich
		United Kingdom Cambridge London	Sweden Kista
		Portugal Paço de Arcos	

North America

USA Westminster, Colorado River Falls, Wisconsin Houston, Texas Larchmont, New York	Canada Montreal
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Asia Pacific

China Shanghai Shenzhen Suzhou	India Chennai	Japan Kobe	Singapore Singapore
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Latin America

Argentina Buenos Aires

4. Materiality Analysis

Engaging our Stakeholders

The Stakeholder Engagement Project reflects the results of the inputs of our main stakeholders towards specific material topics for our company.

A meeting was held between the Risk Quality Management (RQM) Team and the CEO, where together was reached a definition of all AMPLEXOR's Stakeholders, listed below:

- Clients
- Employees
- Shareholders
- Vendors
- GPO / Resellers
- Financial Institution
- Industry Associations / Market Analyst
- Suppliers – IT
- Suppliers – Contractors

We have identified a group of topics which stakeholders were asked to prioritize and according to the analyses the following topics are the most important to our stakeholders.

- Corporate Social Responsibility
- Information Security
- Customer Satisfaction
- Profitability
- Workplace Wellbeing
- Career Development Plans
- Research, Development & Product Innovation
- Communication
- Compliance & Monitoring

The Stakeholder Engagement was started to identify, according to the present time, who are AMPLEXOR's interested parties and understand their needs and expectations. After the information has been collected and analysed, it was translated into a **Balanced Score Card** format, grouped into four different perspectives: Financial, Customer, Internal and Organizational Capacity.

The data analysis allowed Amplexor to conclude that **Customer perspective** and **Internal perspective** stood out as the most critical perspectives for most of the Stakeholders, with similar results. **Organizational Capacity perspective** appears to be the second less critical, and finally **Financial perspective** showed higher differences in the results between the stakeholders, particularly on the Clients, Employees, and Vendors.

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



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;
 Principle 9: encourage the development and diffusion of environmentally friendly technologies;
 Principle 12: waste sorting and recovering, control on the use of papers.

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 remind 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.

CO2 Emissions

Monitor CO2 emissions from plane travelling & cost. Compared to turnover.

Promote teleconferencing or videoconferencing over Business Travelling as defined on Travel Policy.

Governance to reduce the footprint on premises of datacentres by using external service providers.

Redefinition of car policy, moving from fuel cars to electric cars.

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



387,975,406 KW

Measures to reduce energy consumption of IT structure:

- Equipment upgrade to energy star labelled products
- Deployment of server virtualization

CO2 Emissions



2589 KG

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 in all offices

Sustainable Procurement



30%

% 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

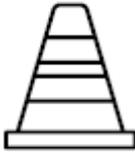
Company public commitment to promote and facilitate structured labour relations.
Local employee representatives' bodies for more than 75% of employees.

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 tool 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).

Results

Health & Safety

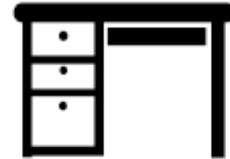


100%

% of all operational sites for which an employee health & safety risk assessment has been conducted

% Risk Methodology + Health and Safety

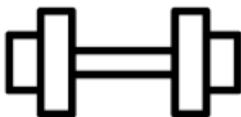
Workforce



Regarding workforce across all locations:

- formal joint management - 0
- formal collective agreements concerning working conditions - 3
- formally-elected employee representatives - 77

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



0%

Injuries & Lost time



1%

Average sickness rate

0

Lost time due to injury events

Hours Worked



3,714,424.00 hours

Disability



9 Employees

Woman in Top Management



34.8%

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



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
 75%
Information security awareness training for employees

Audits to business ethics

100%
All locations and processes/policies internal audited

**Security Management System
ISO 27001**

100%
Information Security System and Group certification maintained

Anticorruption Management

100%
Code of Conduct distributed to all employees on boarding

Incidents Related to Ethics



0%

8. Contribution to Society

Policies

9. 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!

Results

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
- Amplexor Inc supports River Falls High School Scholarship Program
- Amplexor runs the Brussels 20km to raise funds for NGO Rikolto. Due to the COVID-19 pandemic the event was cancelled but Amplexor still ran the 20K - in Holsbeek, a little village near Leuven.

Equipment Donated



- The Canada office chose ERA (Electronic Recycling Association) to donate over 20 computers and screens
- The Spain Office donated 4514,66€ to Salamanca University
- The offices in Slovenia and Croatia donated 2.000€ donations to 4 local associations
- AMLU donated office equipment to a school group;
- AMCA donated 8 desktops, 7 laptops, 3 screens and 1 tablet to ERA;
- AMPT donated 12 laptops, 1 mobile and office equipment to local charity institutions.

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

 **SUSTAINABLE DEVELOPMENT GOALS**



Internationally Recognized by

AMPLEXOR retains **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
- 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

Amplexor is a global content partner, providing a full suite of language and content solutions, services and technologies. For over 30 years, we've been helping companies across industries to succeed in international markets through end-to-end strategies. We address all content-related needs: from digitalization to globalization. In 2020, Amplexor joined the Acolad group, strengthening the group's leading position across industries and geographies.