



REPORT

Corporate Social Responsibility Report 2021

Smart insights to shape your future

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Message from our CEO

"In 2021, as a company, we mustered our unbelievable collective energy to support our employees to endure another year of pandemic. The culture, the proactivity and the adaptability of our employees have always been instrumental to uphold our values: trust, commitment, ambition, and innovation. Our values naturally blend with our responsibility to act on Environmental, Social & Governance (ESG) matters. Not only do our employees care about these issues and expect more commitment from the company, but so do increasingly our partners and customers. Thanks to our conscious behaviour, informed management decisions and products, not only are we cautious about our environmental impact on the planet, but we are also resolutely striving to provide equal opportunities and to contribute to the fight against corruption. The world is changing, and we'll make sure we change along with it to stay significant to our customers and society as a whole. In the upcoming years, our initiatives and product developments will drive business growth and at the same time contribute to our pursuit of a positive environmental and social impact. Therefore, the onus is on everyone, starting with me, to embody Altares' commitment to ESG.

We are pleased to finally present our first Environmental, Social & Governance (ESG) public report which was built in collaboration with employees representing various entities and cultures of the Altares Group."









—

Luc Querton,
President & CEO, NewCo Altares

About Altares

As an expert in business information, Altares collects, structures, analyses and enriches B to B data to make it intelligent and facilitate decision-making for the general and operational management of businesses. The group offers its expertise across the entire data value chain.

As the exclusive partner in France, Benelux and North Africa of Dun & Bradstreet, the leading international BtoB information network, Altares positions itself as the partner of choice for large companies, SMEs and public organisations, offering them privileged access to its databases on more than 440 million companies in 220 countries.

	120M€	Turnover
	414	Employees
	7	Countries: France, Belgium, Netherlands, Luxembourg, Algeria, Morocco, Tunisia
	5000+	Customers
	30,000	Data source
	440M	Data quality covers over 400 million companies worldwide
	D-U-N-S	Our unique identifier for every company in the world
	2,000	Data quality control points

Altares' resilient forces:

- 1 Its unwavering commitment of its employees to constantly overcome challenges and inspire innovation to better serve our customers
- 2 Its massive qualified data and information legacy in France, Benelux, Maghreb as well as in 220 countries thanks to our exclusive partnership with the Dun & Bradstreet network
- 3 Finally, it's constant concern to improve its relationship with customers

Altares Group

Distribution:

France
 Belgium
 The Netherlands
 Luxembourg

Tunisia
 Algeria
 Morocco

Our vision

At Altares, we see far ahead for our client's business: we offer them in-depth knowledge of their business partners thanks to access to the world's largest BtoB data network of over 440 million companies in 220 countries. With this knowledge of customers, suppliers and partners, enriched with our predictive indicators, our clients can develop their future with confidence. We are proud to be at their side, both in their daily work and in their strategic thinking, and to provide them with the information needed to make the right decisions and take the right directions.

Thanks to our indicators on your third parties, clients can understand the risks related to establishing or maintaining a relationship: the failure score allows them to predict the start of collective procedures by a company several months in advance, payment habits allow them to see if their customers, suppliers or prospects are good payers and the compliance score informs you about the character of their third parties. Other indicators, such as the business activity score, help clients achieve their business objectives. We thereby allow them to see into the future and make informed choices about who they want to do business with. Our teams are committed to the success of their projects and support them in their approach and quest for sustainable development.

Our mission

Reveal your growth opportunities and protect your business.

How?

Through an in-depth knowledge of your current and future customers, suppliers and partners, we help you make the right choices for your business. Our tailor-made solutions are fully integrated into your strategic and operational decision making process, to support you in your day-to-day work and help you improve your performance. Our B to B data network is the most extensive in the world so you can be sure of having access to the most recent, complete, relevant and reliable information. Because raw data is difficult to use, you benefit from exclusive Altares indicators and analyses from our teams of experts in Compliance, Financial Intelligence, Master Data Management, and Sales & Marketing to help you in your decision-making.



Our values



Trusting each other

In what we do

We believe that integrity, quality and expertise are the foundations of trust. We trust our ability to generate sustainable success. We trust our teams to work hard every day to collect, process and analyse the data that you provide. We build long-term relationships with our clients in complete transparency.



Being ambitious

For our clients and employees

Customer satisfaction is at the heart of our preoccupations. We innovate and evolve together. We challenge ourselves daily to adapt to each need, each request, each project.



Committing together

To achieve our vision

All Altares teams are mobilized around projects that enable us to meet our clients' challenges. We're proud to belong to a united group and to respond, wherever we are, with the same high standards and commitment to the challenges you entrust to us.



Innovating

With passion

We keep a close eye on trends, technological innovations and new talent. We want to stay ahead of our market and position ourselves as both a trusted third party and thought leader.

Sustainability within Altares company

In collaboration with various Altares D&B managers representing all its subsidiaries, the internal CSR working group, supported by external consultants, worked primarily on the objective of mapping Altares D&B's sustainable development issues. To do this, the wide list of CSR stakes resulted from the ISO 26000.

A rating was then proceeded according to the importance of those stakes in the eyes of the Altares managers, and through the management capacity levels on those same issues.

Assessment grid:

CSR Materiality Matrix	Stakes importance assessment	Identified associated stakes	Company ongoing performance	Associated risk likelihood assessment	Stakes management capacity
	1 Disregard around this stake would not have any impact on the company 2 Mismanagement of this stake could slightly affect the company 3 Disregard around this stakes would affect some of the company projects 4 Negligence around this stakes could conduct to a substantial impact on the company ongoing and future projects 5 Inattention of this stakes could question the overall company purpose and lead to its closure	Ex: Know-how & expertise loss	0 Non relevant 1 Excellent: Company is exemplary in its area 2 Company performance goes beyond regulatory expectations 3 Company performance is strictly compliant to regulation and has identified some key margin for improvement 4 Company performance leads to minor identified non compliance cases 5 Company performance leads to major non-conformity	0 None 1 Extremely low 2 Low 3 Moderate 4 Strong 5 Extremely strong	
I – SOCIAL ASPECTS					
1.1 – EMPLOYMENT	3,33		2,67	3	2,83
1 – Overall workforces & collaborators distribution (age pyramid, gender)	2	KNOWLEDGE TRANSFER: Losing key skills, competencies	2	2	
2 – Enrolment	4	TURNOVER: Costs & times involved in the enrollment process	3	4	
2 – Staff remuneration & proposed evolutions	4	INFLATION	3	5	

According to this chart, we understand that the stake called **'employment'**, affiliated to social aspects, was evaluated and graduated according to three different sub-topics (overall workforce, enrolment, staff remuneration & evolutions), which all have had a designated associated risk as well as an assessment of their individual importance, company ongoing performance and associated risk likelihood. Emerging from this, is a rating which will overall enable Altares to come up with an average assessment for each stake, visible in the materiality matrix on page 20 and 21.

Depending on a CSR stake position on the materiality matrix, this will explain why Altares has chosen to address such topics more than others.

Stakes



Societal stake

Consumer issues

Consumer protection and satisfaction through fair practices and data surveillance is critical to Altares strategy and its business model. Therefore, Altares has implemented a plan for action ensuring this key stake to be seriously considered. Besides a sales policy is now in place in order to both protect sales representatives and clients, moreover Altares surveys its clients through the "Voice of customer" and has so far obtained a score of 7 out of 10 points. At last and since data protection is becoming an ever growing topic, Altares also systematically includes in its contracts a data protection provision. All these reasons explaining this stake to be top rated.

Fair trade

In direct relation with ethical issues and conflicts of interests, anti corruption represents a key risk also taken very seriously at Altares. In order to address this particular aspect, Altares has developed a Code of Ethics, published across all its services, from top management to employees but also to its main suppliers. A series of meetings were by the way organized in all countries where Altares is located in order to enhance comprehension around this initiative. The whistle blower platform, which allows anyone to report on a witnessed situation has also been implemented in this program. Reputation and business development are at stake, these considerations may explain why this aspect appears as top listed here too.

External stakeholders dialogue

Altares may prompt some of its key stakeholders to better perform around its CSR program and the transparency efforts, but on the other hand and in relation with its customers, Altares also regularly discloses on its related performance through adapted questionnaire such as EcoVadis. Stakeholders relations and transparency should go hand in hand

according to Altares, and this particular aspect tends to become more and more significant, driving Altares teams to believe more could be done around this aspect and setting this stake in the top section as well.

Employment

Associated risks with this particular aspect drives to the company capacities' to transfer knowledge, low down its turnover KPI and consider inflation in order for all of this, to remain attractive and raise employee loyalty. Altares believes this aspect is key to its success and is a good way to preserve its expertise. On average, employees stay in the company in between 5 to 10 years long within its walls and the organization sets survey to better understand its employees and analyze their vision of wellbeing at work. Thus, actions are deployed to mitigate the risk of losing key talents. Salaries satisfaction is also seriously measured in order to provide a proper response to the circumstantial risk of inflation and competition in this sector. All these aspects defining the company's ability to enhance its employer reputation.

Communities involvement

Through sponsorship and youth employment, Altares strives to get involved with communities and is really committed towards young students learning thanks to work-linked training promotion and implementation.

Local anchoring promotion

According to its location within a region densely populated, Altares impact on regional jobs does not appear as a key stake. Altares available positions are published on the regional Pole Emploi website but the company does not particularly focuses on local employment.



Social stake

Equal opportunities

Promoting equal chance to work and career development across genders but also potential disabilities is a specific aspect on which Altares strives to do better. Presently compliant with regulation, the company is fully aware its related performance may be enhanced. As an example, 33% of its top management positions are occupied by women. Accessibility to people with disabilities can also be largely improved in order to ease new direct employment of disabled people, even though the company finances some local organizations employing people with disabilities.

Training plan

Company clearly identifies talent's retention and upskilling as key components of its success. In order to

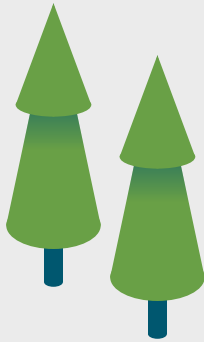
maintain and upgrade its employees' skills, Altares follows a training management plan. As this particular aspect is clearly related to turnover, the company identifies its related KPI performance quite satisfying compared to close competitors but estimates it could do even more.

Operational health & safety

Covid-19 management greatly impacted Altares organization and reinforced its concerns regarding employees health and safety. Despite the high occurrence of this new risk, the company was able to well address this health question through HR teams constant mobilization.

Work organization

Remote working standardization in companies drastically reorganized work configuration for top management and employees. Altares had to adapt to those circumstances in order to continue producing efficient work services from home. Digitalization services then enabled the company to support its employees in this new work organization. Flexibility is a key component of Altares strategy in order to prevent absenteeism and to maintain employees' well being as well as work project achievement.



Environmental stake

Environmental management

Altares recognizes that global competitiveness and reputation encompass a thorough consideration of all aspects, including the Environment preservation. Thus, structuring an environmental policy appears as critical to Altares if it wishes to remain competitive in key moments such as through tenders procedures. Therefore environmental policy structuration is an indirect risk for Altares' business. Over the past years, tenders have confirmed through their expectations and frequency, this stake to be important. In order to tackle these expectations, Altares identifies the need to raise awareness around its offices and data energy consumption, and management. Indeed, the latter,

data energy consumption is considered by Altares teams to represent the company's biggest environmental footprint and challenge. At the moment, a simplified GHG emissions measurement has been carried out, enabling the company confirms its key CO₂e emissions sources. Deeper Scope 3 GHG emissions calculation and especially the data energy consumption would represent a great margin for improvement in order to identify key mitigation plan and adapted actions. Management considers raising awareness on those issues among key stakeholders is critical.

Social dialogue

Company considers it holds a high level of social dialogue since a large list of transformation projects are undertaken at Altares and regular communication is implemented. Top management intends to maintain this performance in the future.

Climate change response

Foundation of all proper environmental management plan, a GHG emissions calculation (including scope 3 and data energy consumption) appears as vital. Indeed, measuring the company

environmental footprint helps identify or confirm areas where to invest time and funds in order to reduce the overall CO₂e footprint. Altares has recently realized a simplified GHG emissions footprint calculation. In this one, database and management, e-storage, buildings footprint appear as the most important sources of GHG emissions. Actions to mitigate these key emissions sources is to be considered. On a secondary emissions source, Altares implements a car policy in order to turn to electric and hybrid cars. Home office working also enables Altares reduce its commuting associated carbon footprint. Some emissions reduction plans are therefore already set but improvement can be done.

Sustainable use of resources

Resources consumption is concentrated on two major company's energy uses: office buildings and data centers management. Altares is currently a tenant of several buildings in which it does not control its energy consumption and encounters concurrently the same problematic for its suppliers' data centers management. Therefore discussions have to be launched with its building and data centers owners.

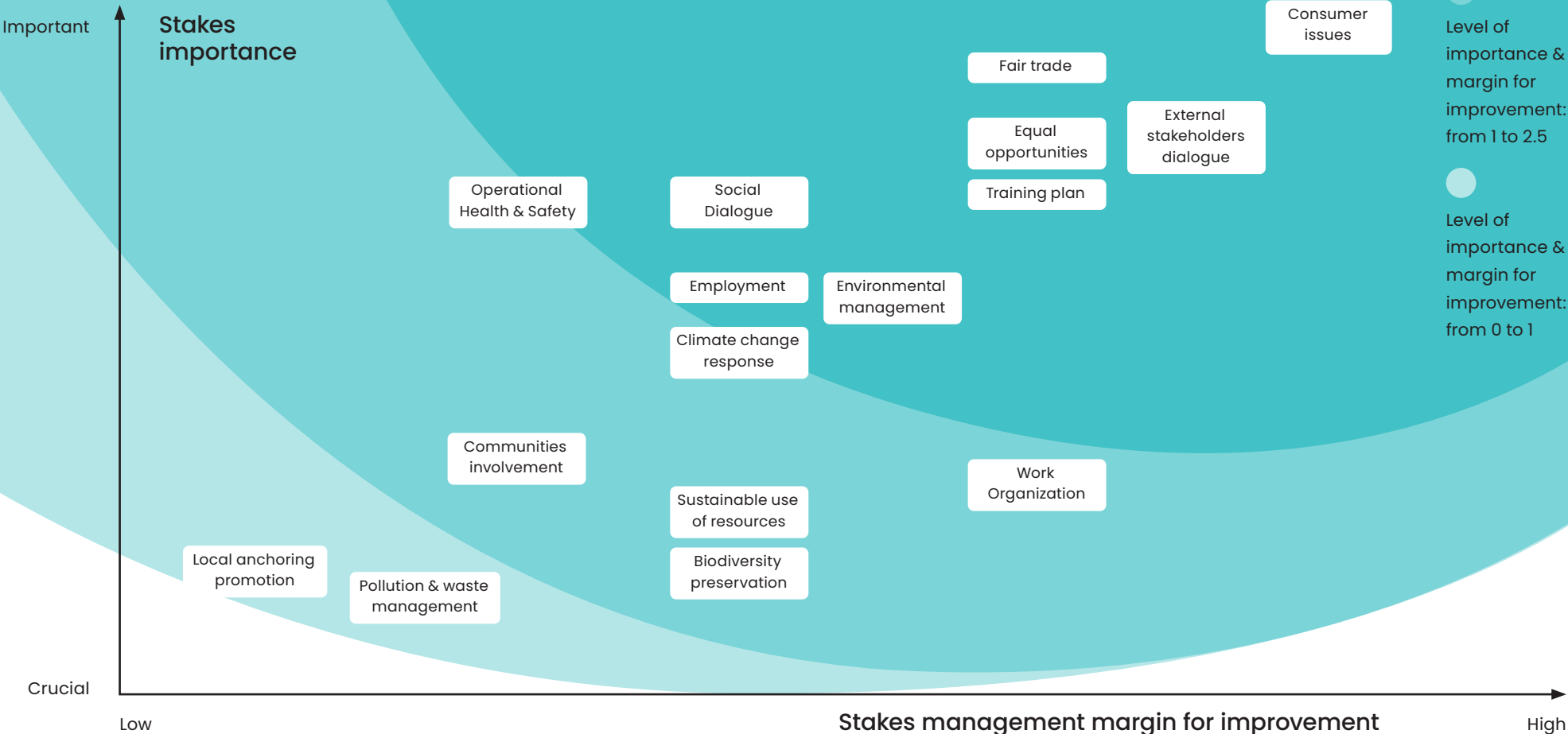
Biodiversity preservation

In order to prevent biodiversity decline, Altares develops several projects such as tree plantations and sustainable coffee importation. Even though this biodiversity issue isn't directly linked to the company core business it remains of its concern.

Pollution & waste management

Altares implemented no-plastic initiatives in order to reduce its avoidable wastes. However, recycling services have still to improve within the company, which concentrates its efforts on paper for now. This subject is becoming more and more important for the company which needs to anticipate further regulation.

Materiality matrix



A full commitment

Commitment to the UN Global Compact



May 5, 2022

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

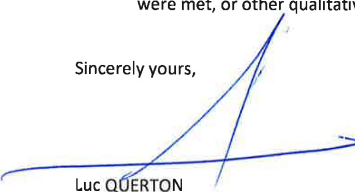
Dear Mr. Secretary-General,

I am pleased to renew NewCo Altares' commitment to the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption. With this communication, we express our intent to continue implementing those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.

We have integrated the Communication of Progress into our Annual CSR 2021 Report. In this report, you will find:

- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely yours,



Luc QUERTON
President & CEO, NEWCO ALTARES

Altares-D&B is committed to sustainable development and to the United Nations Global Compact.

The United Nations Global Compact, an initiative of the UN Secretary General, proposes that companies around the world align their actions and strategies around ten principles relating to respect for human rights, international labor standards, the environment and the fight against corruption.

By joining the United Nations Global Compact, we commit to publishing a progress report every year, in order to communicate publicly on the initiatives taken to support the Sustainable Development Goals.

Faithfull to our materiality matrix and identified key stakes, Altares D&B associates these to the UN Sustainable Development Goals:



Human rights & international labour standards

- Promoting and respecting international human rights law protection, ensuring no violations
- Targeting gender equality across staff and reduce potential inequalities
- Contributing to happiness at work and enhance employer branding
- Guarantee a safe and physically – psychologically healthy workplace
- Respecting freedom of association and recognizing the right to collective bargaining

Environment

- Applying precautionary approach to environmental challenges
- Taking initiatives to promote biodiversity conservation
- Promoting environmentally friendly technologies development and sharing

Deliver responsibly & fight against corruption

- Focusing on consumer issues and protected data
- Acting towards fair trade and improved dialogue with external stakeholders
- Fighting against corruption in all its forms, including extortion and bribery

Altares D&B CSR strategy

Altares D&B Corporate Social Responsibility Program

The company operated a complete revamping of its Corporate Social Responsibility (CSR) strategy in order to ensure it remains adapted to an ever-evolving environment and therefore to guarantee its plan for action both meet its inherent market expectations and regulations. The company recently challenged the CSR general stakes, according to the ISO 26000 standard, assessing its vision of the importance for each stake, as well as the company ongoing ability to address each associated risk and its occurrence likelihood. The group is also a participant to the United Nations Global Compact.

The following CSR strategy is fully inspired of the results and the main stakes identified through the materiality matrix.

- **Fair practices & data protection assurance**

Foundation of the companies' growth and reliability, Altares enables companies to collect, analyse and make the most out of its secured & smart data. Our top priority is to guarantee the protection of our clientele's data and to offer a world free of any risk of corruption through ethical behaviour and practices.

- **Transparency with stakeholders**

Key to all CSR strategy, Altares identifies an optimal dialogue with its key stakeholders, whether they're internal or external is the essence of its corporate social responsibility. These interactions helping the company understand its stakeholders' expectations and therefore to better respond.

- **Equal opportunities**

Altares is committed to warrant a better workplace environment, free of any distinction based on gender or disability. This pledge involves the possibility for all to access the same level of training or promotion and therefore career development. Altares is also signatory of the Diversity Charter.

- **Learning & development**

Altares has as one of its main priorities to commit in employee's reskilling and upskilling process. As part of that, we have deployed a Learning & Development platform that includes courses, lectures and quizzes to be used to acquire knowledge and incorporated in personal and professional development plans.

- **A healthy & safe workplace**

Altares strives to offer ideal working conditions to its employees which are considered as its added value. Knowledge transfer is key to prevent expertise loss, but not only as the company takes action to remain attractive and improve its employee loyalty over years. Offering safe work conditions is also considered as critical to achieve this overall intention. Altares also developed an agile organization, enabling employees to alternate in between home office and on-site presence to both meet employees' needs.

- **Environmental management**

The company claims its natural environment is not only important to mankind but directly linked to its business performance. Indeed, Altares environmental footprint isn't neutral, reason why a mitigation plan must be implemented. Measurement to better secure adapted footprint and waste reduction and compensation plan, plus employee's sensitization program as well as special concrete initiatives is how Altares believes it can best acts.

- **Climate change response**

Common risk to any business, Altares wishes to book a special room in its CSR strategy to this aspect. Core to its business, data management and energy consumption are now well known to be source of massive CO² emissions. The company intends to participate in the overall effort, bringing its input focusing on digitalization CO² and its workforce commuting linked emissions reduction plan.

Social aspects





A healthy & safe workplace

Altares understands, in nowadays professional world, the challenge to remain competitive employer to its collaborators' perspective. In order to linger as attractive as long as possible, Altares pays attention on the major psychosocial risks as well as occupational diseases such as burn out. Recently and according to national regulations, Altares demonstrated its ability to provide an agile work organization, enabling employees to switch not only temporarily but also in the long run, in between home office and on-site presence. The latter example is now becoming key to enable employees to meet their irregular personal agenda conflicts.

Support for employees during the covid-19 pandemic

The group had a proactive response during the crisis period by developing concrete actions on health measures. We had a responsive human resources department that was dedicated

to this issue, advising employees, and providing them with materials to help keeping them safe at work. The remote work was flexible and full-time employees received a specific allowance in order to contribute partially with costs incurred during home office.

Employee net provider score

Indicators	KPI	Unit	N-1	2021	Coverage %
	🔑	Employee net provider score (eNPS)	NA	63,5%	100%
	🔑	Employee satisfaction (survey result)	NA	66,4%	100%

Equal opportunities

At Altares, we prevent discrimination of any kind by setting-up several plans such as the Index Egapro which focuses on the gender salary equality. This device helps Altares manage, in a transparent way, any remuneration gaps between male and female at comparable roles, leading to corrective action plan. Altares obtained a score of 88/100 in its assessment and is continuing its improvement actions.



	Calculable indicator (1=yes, 0=no)	Indicator value	Points obtained	Maximum number of points of the indicator	Maximum number of points for calculable indicators
1 Remuneration gap (in %)	1	7	33	40	40
2 Differences individual increases (in % points or in equivalent numbers of employees)	1	2	35	35	35
3 Percentage of employees receiving a raise after returning from maternity leave (%)	1	100	15	15	15
4 Number of employees of the underrepresented gender among the 10 highest earners	1	2	5	10	10
Total of calculable indicators			88		100
Index (out of 100 points)			88		100

Breakdown of indicators' calculation and categories for the INDEX Egapro for Altares France.

Diversity is a second field of work on which Altares is involved. In order to propose workplace free of any other discrimination, like those based on physical disability or career move opportunities, Altares joined an external dedicated organization. Indeed the company is signatory of the "Charte de la Diversité" which aims at ensuring for all collaborators profile, to equally access to the recruiting or promotion opportunities.

At local level, we encourage our employees to learn about diversity and inclusion of people with disabilities by, for example, implementing "The Disabilities Awareness Day" and by making available resources on our intranet. This event happens to sensitize our employees through conferences with external experts on problems that occur and to provide employees with a different perspective on disabilities and they can bring added value to a company.

Also, in 2021 in one of our sites we implemented the "Inclusion Summit" with the team of accelerating the transition for a more inclusive society, organized by the Mozaik foundation and Epoka agency.


Indicators	KPI	Unit	N-1	2021	Coverage %
		Index Egapro Altares France	76/100	88/100	57,67%
		Index Egapro Manageo	84/100	89/100	14,94%
		Women-Men ratio Benelux	46/100	47,5/100	27,12%

Learning & development

Altares attaches the utmost importance to the professional and personal development of all of its employees.

With this in mind, Altares planned a new learning program in the first quarter of 2022 and we are committed to working with our employees to boost their skills and develop their career path. This platform will be used also by the managers and the human resources department to define employee's learning path according to their needs and objectives.

This platform encompasses 16400 courses in 7 different languages, with each 40 new courses added weekly, with personalized recommendations for each profile and their different aspirations.

Indicators	KPI	Unit	N-1	2021	Coverage %
		% of employees to have followed a training	48,62%	57,93%	100%
		Total hours of training	14736	11944	100%
		Number of new recruitments	78	84	100%
		Internal staff mobility	NA	6	72%

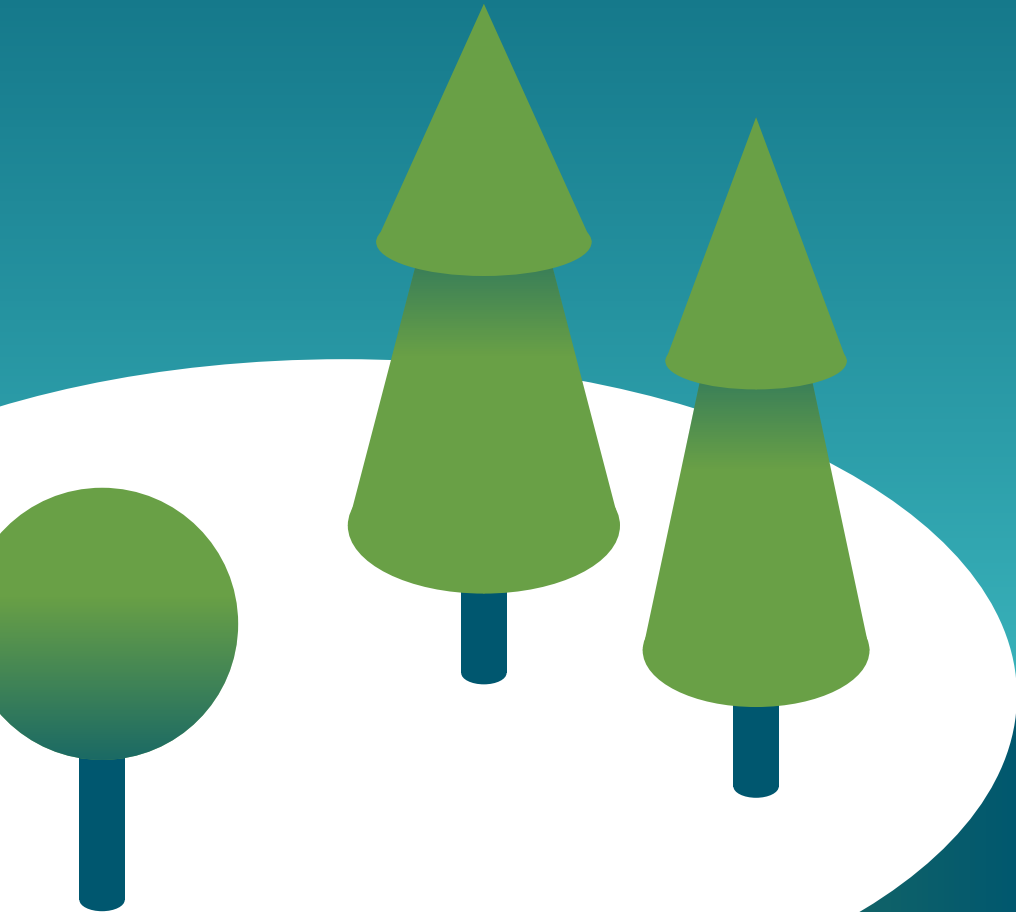
Ethics

The success and future of the ALTARES Group depend on the behaviour of each and every one of our employees and is based on our professional competence and integrity.

It is in this spirit that our Code of Ethics has been drawn up. It defines the rules of conduct within the framework of the values that inspire us and it drives our attitude and behaviour. This Code of Ethics is a guide for our actions and decisions in all our professional activities and was made available in two languages on our intranet platform.

In this context, a professional whistleblowing hotline has also been put in place: this is a confidential reporting system allowing employees to identify and report, anonymously and confidentially, problems of ethics and compliance or other types of wrongdoing.

Environmental aspects



Environmental management

In order to shape a better future, Altares agrees it must foster a technology where database broadcast should not damage our natural environment. In order to do so and to adopt a scientific but also ground-based approach, Altares started to consider both on its carbon footprint and on the promotion of concrete local initiatives.



The collective choice of the new restaurant, based on ESG criteria

In 2021, at our headquarters, a collective decision with other companies in the same business space was taken to change the restaurant services. The assessment of suppliers only happened with those who had an ESG policy in place. The final choice decided for a company works with local food producers.

Sensitization of the employees during the no plastic challenge with recommendations and concrete actions

During the No Plastic Challenge, our employees received concrete sustainable actions to do at home, during the pandemic where more of them worked from home. These actions were followed by information about the current environmental problems and tips on how to reduce their carbon footprint.


"I liked the idea that the #noplasticchallenge was a challenge at Altares Group level, creating a sense of team spirit. The objective of having trees planted was stimulating, and the challenge was designed in a simple and funny way. Day after day I felt like I wanted to take funny pictures, I was happy to realize I was trying to avoid plastic in my day-to-day life. I became aware that you do not need to take big actions to contribute positively to environment causes: small daily initiatives make a difference too."

—

Charlotte Colin,
Controller for the Altares group.

Sensitization of the working group responsible for policy creation

A working group was set up to represent most of our sites during our policy creation process. This team was made up of employees with different backgrounds, and all of them went through a sensitization training. This workshop covered the main CSR concepts, its regulations, and frameworks of reference.


Indicators	KPI	Unit	N-1	2021	Coverage %
		Overall carbon footprint (tCO₂e / M€ CA)	111.5	Not measured	100%
		Electricity footprint (kWh) Altares France	208238	212211	57,93%
		Electricity footprint (kWh) Manageo	53500	49390	14,94%

Climate change response

To better respond to the global environmental challenge our society faces, the company believes it must prioritize a strategy of measuring and reducing its carbon footprint as a first step. At last and once the reduction plan have been adopted, carbon offsetting may then be applied too as a secondary management plan.

Pilot of mobility allowance: In one of our sites in the Benelux region, Altares has planned to test a mobility allowance in 2022 with incentives for more sustainable transportation methods. This pilot aims at engaging more employees to take greener transportation methods (taking a bike or walking) by providing them financial incentives.

Also, group wide we are working on including more hybrid and electrical cars instead of diesel and gasoline cars. In some of our sites in the Benelux, diesel cars are not available anymore for employees.

Indicators	KPI	Unit	N-1	2021	Coverage %
		Specific carbon footprint ratios (TBD)	Not yet measured	Not yet measured	

For the moment, we are unable to report some of the indicators. Nevertheless, they are planned to be measured and communicated for next year.

Biodiversity preservation




As a part of its ‘ground-based and concrete’ initiatives approach, Altares employees take part in specific environmentally-friendly projects. These initiatives may be scaled at a office level or at group level and may be of symbolic extent such as tree planting scheme but would in any case, contribute to the entity collaborators sensitization efforts.

Tree-nation, a worldwide, not for profit platform to plant trees, allowed us to contribute to reforestation projects.

Altares’ employees voted on their favorite project, and the Eden Nepal Reforestation Project was chosen with 58% of the votes.

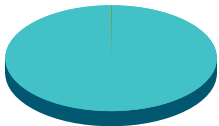
This project is run by Tree-nation and was kicked off in 2015 to aid in the improvement of local livelihoods and the restoration of trees in important regions Eden has been operating in three different regions across Nepal, including a collaboration with Chitwan National Park, a UNESCO World Heritage Site. Eden Projects is assisting in the protection and creation of a reforested buffer zone, which is critical for animal habitat protection.

Indicators	KPI	Unit	N-1	2021	Coverage %
		Number of financed planted trees	0	284	100%

		100%	< 1%
		Nepal	France
		Eden	Restauration Forêts
		Projects	dégradées
	285 trees Total planted	284 trees	1 tree
	0.28 hectares Total reforested	0.284 ha	0.001 ha
	113.74 Tonnes Total CO ₂	113.60 t	0.14 t

Species by type

- Croissance rapide 99.6%
- Majestueux < 1.0%



Most planted species



Croissance rapide
CO2 400 kg
Cryptomeria Japonica



Majestueux
CO2 140 kg
Quercus Petraea

Pollution & waste management

The company not only wishes to eliminate as many plastic sources and non-treated waste within its walls, but also participate in larger program such the No Plastic Challenge held by an external organization, in order to contribute in the overall effort against plastic pollution.

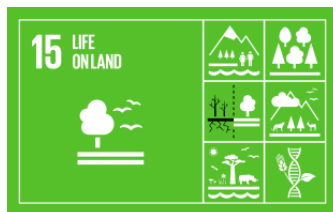
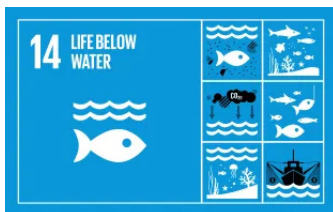


Challenge "No Plastic"

In collaboration with the French association No Plastic in My Sea, supported by the Ecological Transition Minister in France, Altares-D&B is committed to the No Plastic Challenge through the project: **15 days, 15 sustainable actions.**

For 15 working days, Altares-D&B employees in France and Benelux implemented sustainable actions to reduce their plastic consumption, both at work and at home. Each action implemented, led to a tree plantation in order to act in favor of the planet reforestation.

Number of planted trees: 284



Replacement of plastic and paper cups

At our offices, we gradually started to reduce waste. First, we removed plastic cups, and then paper cups.

Renewal of Organic coffee in partnership with Chacunsoncafe

Chacunsoncafe, a B Corp certified company that supports local producers of coffee in Latin America, where for each coffee, 1 cent is donated and 1.9% of their turnover is allocated to inclusion and reforestation projects. Besides, for each coffee packet bought, one is donated to the Croix-Rouge Française.



Return of food bags

Locally, at our headquarters we have chosen a food service that cares for the environment. Foodcheri has a dedicated team to work in the reduction of their carbon footprint, and they use returnable bags that our employees return each time they order food.

Renewal of recycling paper with D cube

Our company renewed for the 4th year our contract with D cube, that destroys our papers containing sensitive information by providing a safe container before they are shredded and then send them to recycling process. Every paper container they destroy helps a reforestation project of Eucalyptus trees in Madagascar.

In 2021, this commitment has enabled them to plant 33 300 trees.

Societal aspects

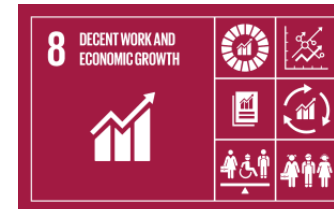


Fair practices & data protection assurance

Thanks to a state-of-the-art data processing system, Altares enables companies to collect, analyze and make the most out of its secured and smart data. Our top priority is to guarantee the protection of our clientele's data and to offer a world free of any risk of corruption through perfect ethical behavior and practices.

In order to prevent ethical issues and conflicts of interests, anti-corruption policy is taken very seriously at Altares. Not only reputation but also business development is at stake, therefore Altares D&B is really committed to promote fair practices through several actions:



- We developed a Code of Ethics, published across all our services, from top management to employees but also to our main suppliers.
- A series of meetings were organized in all countries where Altares is located in order to enhance comprehension around this initiative.
- Altares also implemented a whistleblower platform, which allows anyone to report on a witnessed problematical situation.



Consumer protection and satisfaction through fair practices and data surveillance is critical to Altares strategy and its business model. Therefore, Altares has implemented a plan for action ensuring this key stake is seriously considered. A sales policy has been developed in order to both protect our sales representatives and clients through several actions:

- Altares surveys its clients through the "Voice of customer" and has so far obtained a Group average satisfaction score of 7.6 out of 10 points.
- A data protection provision is also systematically included in our contracts.

IT security training

Indicators	KPI	Unit	N-1	2021	Coverage %
		Whistleblower nb of qualified reported situation	NA	Not yet measured	
		% of main suppliers & partners to have signed the charter of RP	NA	Not yet measured	
		Voice of customers assessment	7/10	7.6/10	100%

For the moment, we are unable to report some of the indicators. Nevertheless, they are planned to be measured and communicated for next year.

An IT security training was put in place for Altares' employees to cover data protection. The following topics were covered in 2021:

- Introduction to information security:
88% of the target population completed
- Cyber traits: 88% of the target population completed
- Information protection:
81% of the target population completed
- Information security awareness for administrators:
100% of the target population completed
- Information security awareness for IT developers:
86% of the target population completed
- Information security awareness for managers:
86% of the target population completed

Transparency with stakeholders

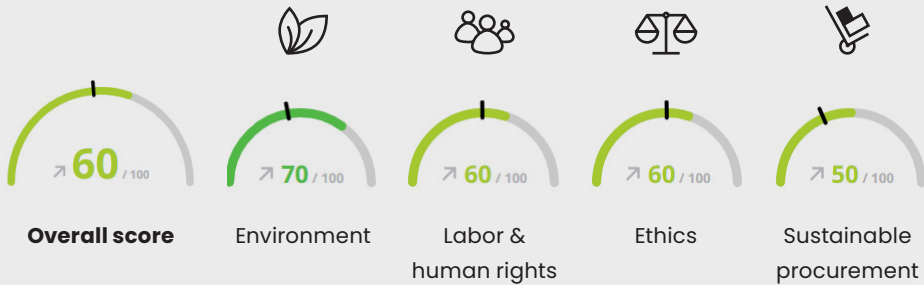
A perfect dialogue with its key stakeholders, whether they are internal or external, is the essence of Altares' corporate social responsibility. These interactions help the company understand its stakeholders' expectations and how to better respond to it.

We encourage our key stakeholders to better perform on their CSR program and become more transparent about it. Altares applies to itself the same requirement to be transparent to its customers through regular disclosures on its related performance via adapted questionnaire such as EcoVadis.



Latest obtained EcoVadis results

The company has been awarded a silver medal in recognition of its sustainability achievement.



Communities and local anchoring involvement

Through sponsorship and youth employment Altares strives to get involved with communities. We are committed towards young students learning thanks to work-linked training promotion and implementation.

Indicators	KPI	Unit	N-1	2021	Coverage %
		Number of supported projects	NA	3	100%
		Number of employed apprentices	11	20	100%

School partnership in Manageo

At one of our sites, in Aix en Provence, we have partnered with Simplon and Digital Campus to help them on the digital ecosystem and work closely with students on different projects, having a role in assisting them in starting their professional careers after graduation.

Campaign to donate toys for children



At our office in Colombes, our ESG working group, composed by employees on a volunteer basis, organized a collection of toys to donate for children for Christmas. This campaign lasted several days, and our staff was committed to contributing to a solidary Christmas.

We estimate a collection of more than 500 toys and books. Following our employees' recommendations, we decided to contribute to the association Emmaus.

Every day, EMMAÛS Solidarité welcomes, accommodates, and assists 5,000 persons and families in tremendous social need in Paris, the Paris region, and Loir-et-Cher through over a hundred services and activities. The welcome is for everyone.

Developing apprenticeship

Supporting the education of young people became a key interest of our group. We believe we should invest in those who represent the future of our communities. Over the past years, Altares in France has devoted students work opportunities in several different teams, such as Marketing, Finance & Legalities, ESG, IT, among others.

At the group, our apprentices carry on high responsibilities and receive training and support.

Our apprentices say

"I first did a master's degree in Cybersecurity and then a second master's in apprenticeship at the Sorbonne University to reinforce my knowledge. As an apprentice at Altares, I have participated in several security projects whose main goal is to move towards an Information Security Management System (ISMS) that is compliant and certified ISO 27001.

The most challenging aspect for me is to develop my ability to adapt and respond to the different missions that are entrusted me. Thanks to this experience, I have acquired technical, organizational and soft skills that we don't learn at the university. Moreover, I had the chance to work with the Head of Security, which gave me the chance to get an understanding of this job

and the company. Finally, the apprenticeship program offers the possibility of extensive missions with higher responsibilities.

This experience will facilitate my integration into the professional world and allow me to become an expert in the field of cybersecurity and to reach my objectives."

—

Mélissa Mazrou,
apprentice in cybersecurity

"I am currently enrolled in a master's in business engineering and I work in apprenticeship as Inside Sales Manager at Altares D&B. My main responsibilities are to manage customer portfolio, do commercial prospecting, and identify high value-added business.

The most challenging aspect for me is the variety of solutions and the multitude of cases in which they apply to the client. There is also the fact of being able to address totally different interlocutors, i.e. to be able to address the financial, commercial and IS management in the same company and to be able to respond to the business challenges of each.

I think that this experience could allow me to become a key account salesperson or to be in a sales department. As a student, I can work as a sales engineer, so I gain experience in selling a complex solution, whereas other students often have a more limited scope of action."

—

Yohann Massini,
Inside Sales Manager apprentice

Methodology Note

This report is the first of its kind, built to report ESG progress over the course of one year.



I CSR commitment of Altares

Altares D&B has chosen to engage in a Corporate Social Responsibility (CSR) approach in order to structure the entire Group good social, societal, environmental and economic practices. CSR is a way for Altares D&B to formalize behaviors and ethics already firmly rooted in the company.

Integrated into the group's strategy, CSR reporting is built with the businesses expertise, in line with the Altares' activities and identity. In order to build its CSR approach, Altares D&B has relied on the ISO 26000 international standard.

II Legal context

Article 225 (implementing decree of April 24, 2012) of the French Grenelle II law (law n° 2010-788 of July 12, 2010), related to transparency obligations about social and environmental concerns, makes it mandatory:

Publication in the management report of social, environmental and societal information listed in the decree, and justifications in the absence of policies to mitigate the CSR risks identified.

Verification of the compliance and sincerity of the non-financial performance declaration by an Independent Third Party Organization (OTI).

As of August 1, 2017, pursuant to ordinance No. 2017-1180 of July 19, 2017, which modifies the legislative framework for the publication of non-financial information – in order to align it with the requirements of the CSR Directive n° 2014/95 of October 22,

2014 –, the non-financial performance declaration replaces the CSR report and becomes a strategic management tool for companies, both concise and accessible, focused on significant information.

III Reporting perimeter

Time scope

- Barring exceptions, the quantitative and qualitative data relate to the period from January 1, 2021 to December 31, 2021 corresponding to the financial year of Altares D&B.
- Exceptions will be explicitly mentioned in the report.

Consolidation scope

- For the 2021 financial year, data is published for the Altares France, Altares Benelux and Manageo, which alone represents 100% of consolidated turnover and 100% of the consolidated workforce.
- Some published data is for the scope of the Altares France, which alone represents 57,93% of the Group's workforce.

IV Methodology and risks analysis

The non-financial performance declaration was constructed by capitalizing on the Group's risk approach. A risk mapping has been carried out with Altares top management through three collective workshops in order to identify the group's social, societal and environmental risks. This CSR risks identification was based on the ISO 26000 standard and on a sectorial benchmark to further highlight linked policies and actions.

V Indicators definition

Employee net provider score (eNPS)

It's the score calculated after having run an employee survey, with the probability that your employees will recommend our company.

Employee satisfaction (survey result)

It's the score calculated after the employee survey was run, collecting the employees' answers that indicated satisfaction with the company practices.

Index Egapro

It's a score calculated taking into account the pay gap, individual raise gap, percentage of employees receiving a raise after returning from maternity leave, number of employees of the underrepresented gender in the 10 highest paid.

More information can be found on:

<https://index-egapro.travail.gouv.fr/>.

Internal staff mobility

Employees having done a career move to a new, internal opportunity within the company.

Overall carbon footprint

Measurement of carbon footprint considering the following items:

Scope 1

- Gasoline
- Diesel

Scope 2

- Electricity

Scope 3

- Databases
- Development costs and infrastructure

- Subcontracting expenses
- Services and consulting expenses
- Amount of total data storage capacity
- Travel from home- work
- Professional travel – by airplane
- Professional travel – by train
- Professional travel – by car
- Annual depreciation allowance

Electricity footprint

The sum of the monthly consumption of electricity in kWh.

Voice of customers assessment

Data collected from clients on a survey.

Supported projects

Number of projects that the company engaged in during the year, example the donation campaign of toys.

Employed apprentices

Employees employed with an apprenticeship contract (work and study program financed by the company).

VI Excluded Information

Among all themes required within the DPEF, given Altares D&B business sector and its CSR risks mapping, we haven't yet collected information on:

- Fighting against food waste
- Fighting against food insecurity
- Respecting animal welfare
- Responsible, fair and sustainable food
- The rest of the mandatory topics will be covered in the report.

Smart insights to shape your future

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