



CORPORATE SOCIAL RESPONSIBILITY CHARTER

2020 VERSION



RESPONSIBLE PROGRESS TOWARD SUSTAINABILITY.

Well-controlled innovation contributes to improving living conditions and quality of life. Intellectual property plays a key role to ensuring that innovation is developed in a fair way, without counterfeiting and without abuse of a dominant position.

Questel works for the efforts of creators, innovators or researchers to be rewarded. We imagine and design tomorrow's software and services to help them enforce their rights and value their intellectual assets. We make Intellectual Property technically and financially more accessible.

Supporting this mission, Questel considers that Corporate Social Responsibility (CSR) is a broad-based movement in business that encourages companies to take responsibility for the impact of their activities on customers, employees, communities and the environment.

« Our mission is to allow innovation to be developed in an efficient, secured and sustainable way. The efforts of innovators must be rewarded! »

Charles Besson, CEO

OUR GOALS

1. Deliver products and services that meet the needs, values, and preferences of our customers
2. Accelerate the transition to a low-carbon economy
3. Provide funding to critical social needs
4. Improve the environmental performance of our operations
5. Strengthen the communities in which we operate

In order to meet the environmental, societal and ethical challenges that have become prevalent in our society, Questel is committed to a Social and Environmental Responsibility approach, as a key to shared growth that is profitable for the company, its employees, partners and, more broadly, the civil society and the environment in which we operate.

750



5K

clients

1M

users

30

countries



SOCIAL DIMENSION

1. WE ATTACH GREAT IMPORTANCE TO SKILLS DEVELOPMENT

1. Internal resources

Questel provides its employees with a number of skill development pathways: **questel academy**, **learn.questel.com** and **executive IP** which provides e-Learning and training videos.

Training content made by experts, distributed to employees, allowing for ongoing improvement through training.

2. Technical trainings / trades specific to our activity

Regular monitoring of the technical aptitude of our employees is essential. Employees represent a primary asset and competitive strength. To keep employees the best in the industry training is regularly provided.

3. Conferences / fairs

In addition to internal training, information and training sessions on new technologies are often provided via fairs or conferences. (For instance, artificial intelligence, blockchain, IP prospective & Innovation, etc.)

2. WE ATTACH GREAT IMPORTANCE TO PEOPLE'S AUTONOMY

In fact, at Questel, management embraces collaborative leadership to support and facilitate employee initiative and autonomy. Thus, our company is based on these three main values :



Courtesy

As the 1st step toward respect

« Speak to everyone in the same way. And listen... »

Honesty

With coworkers, partners and customers of course, but first with ourselves

« Know Thyself »

Courage

To try, to fail, and to try again.

« The journey, rather than the success »

3. MULTICULTURAL DIMENSION

We thrive in a multicultural dimension of the company : indeed, many different nationalities make up the team's employees with, for instance, more than 10 nationalities working together in our French offices.



4. WE EMBRACE DIVERSITY AND FIGHT AGAINST DISCRIMINATION

We rely on the diversity of our workforce and talents, which is an asset for the group in terms of innovation, performance and competitiveness.

In this respect, we refrain from all forms of **discrimination** for any reason whatsoever and on any grounds whatsoever, as well as from any conduct that violates the dignity of the individual.

The anti-discrimination policy is also characterised by the promotion of **gender parity**.

In fact, we wish to attach particular importance to gender parity in society. This decision aims to promote **equal opportunities** for women in employment and pay, as well as to help all employees to reconcile work and family life (women-men equality plan).



5. WE PROMOTE THE INTEGRATION OF DISABLED PEOPLE

Questel is sensitive to the issue of disability. In fact, we try to make it easier for disabled people to access our premises. In addition, ergonomic furniture was made available to all employees. We also try to develop partnerships with companies that hire people with disabilities.

We also set up a week of awareness raising on disability conditions, with videos sent daily to employees, posters, with the aim of promoting the integration of these people within the company.

6. WE PROMOTE THE RECRUITMENT OF YOUNG ADULTS

Annually, Questel welcomes interns, as it seeks to support and integrate young people working upstream of the labour market. These internship are established to benefit the company and the interne. The company gains an undeniable source of new talent who can then join us on a long-term basis through an open-ended contract. And interns we welcomed with very good conditions (salary, luncheon voucher, etc).

To facilitate these internship programs, the company works to develop partnerships with local universities.

7. WE FIGHT AGAINST SEXUAL OR PERSONAL HARASSMENT

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that is unwanted or unwelcome by any individual, or that might reasonably be perceived by that individual as placing a condition of a sexual nature on any Questel-related activity.

Personal harassment is any conduct, verbal or physical, that is discriminatory in nature, based upon another person's race, color, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. Personal harassment includes but is not limited to discriminatory or other behavior, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that individual and serves no legitimate questel-related purpose.

We do not tolerate sexual or personal harassment. Sexual or personal harassment in any form is strictly prohibited and may be grounds for suspension or termination as an officer, director or employee of Questel.

Questel e-learning subsidiary has developed targeted videos and contents to train teams on these subjects.

8. WE ARE LOYAL IN OUR PRATICES

We never offer any compensation, monetary or otherwise, to obtain or retain a contract, and none of our representatives or partners are authorized to make illegal payments on our behalf.

We also require total integrity from our employees in all aspects of their business. Management expects all employees to comply with the legislation and its internal policy.

We are committed to respecting the rights and expectations of individuals with regard to privacy and to protecting personal data against any unauthorized access, use, retention/storage and disclosure.





9. WE GIVE PRIORITY TO THE WELL-BEING OF OUR EMPLOYEES

Questel is committed to contributing to the development of its employees. We have set up a range of benefits and services for them, contributing to their well-being.

- Promote and respect the protection of **international human rights** law in their sphere of influence within the company.
- Eliminate all forms of forced or compulsory labour.
- Act against corruption in all its forms, including extortion and bribery.
- Organize **team-building** to promote group cohesion.
- Encourage responsible behaviour in offices so as not to harm colleagues, for example, we ask employees not to smoke within 10m of the office entrance.
- Establish a **Social and Economic Committee**, which represents employees: it allows them to voice their concerns, comments and needs related to working life, **outside the direct hierarchical lines**.

Many measures have been put in place to ensure the well-being of employees : Group Mutual, sport activities, home office days, days-off for the family or important family events, financial assistance for transport, gifts for children at Christmas, etc.

10. WE CONDEMN ALL FORMS OF CORRUPTION AND BRIBERY

At Questel, offering or accepting a bribe, in any form, to or from any person in either the public or private sectors, is prohibited. Reasonable hospitality and promotional or other business expenditures that seek to maintain cordial relations or present products or services, are recognized as a legitimate part of doing business. Anonymous reporting of perceived corruption, bribery or fraud is encouraged.

THE ENVIRONMENT

WE ENCOURAGE SUSTAINABLE AND ECO-FRIENDLY BEHAVIORS

11. ENVIRONMENT AND PEOPLE'S HEALTH ARE A PRIORITY

We attach particular importance to respect for the environment.

In addition to reducing the direct impact of our activity on the environment, our long-term activity should help our clients to meet their own environmental objectives.

This is why environmental protection is integrated into all aspects of our business.

The main existing environmental and pollution risks are related to the management of waste electrical and electronic equipment (WEEE).

12. WE ARE IMPLEMENTING A RECYCLING POLICY

We have set up waste sorting systems enabling employees to carry out participatory sorting. Collection boxes as well as appropriate communication have been set up with employees to sort and recycle their waste. Today, waste collection and recovery systems are in place : paper, plastic cups and bottles, cardboard, ink cartridges, batteries...

We are also trying to set up new and eco-responsible equipment by encouraging the various offices to equip themselves with bean coffee machines (without capsules to reduce waste), and for people to use mugs for their coffee in order to avoid the use of disposable plastic cups.



13. WE ARE DEVELOPING A GREEN IT POLICY

QUESTIL IS FOCUSING ON TWO MAIN LINES FOR OUR GREEN IT POLICY: REDUCING THE ENVIRONMENTAL IMPACT OF OUR INFORMATION SYSTEMS (IS) AND USING THEM TO SUPPORT SUSTAINABLE DEVELOPMENT.

1. REDUCE THE IMPACT OF OUR IS ON THE ENVIRONMENT

Because they are energy-intensive, our information systems and their use must be streamlined and improved to reduce our carbon footprint. Questel carries out various actions to this end:

Rationalization of printing: reduction of printing volume (black and white, double-sided, systematization of the print preview,...), collection and recycling of consumables (paper, tonners, cartridges), reuse of unused printed paper as drafts or notepads, visual logo inviting not to print at the bottom of each email.

Data storage at Datacenters in France : reduction of energy consumption, particularly through server virtualization and optimization of air conditioning equipment.

2. USE OF OUR INFORMATION SYSTEMS TO SUPPORT SUSTAINABLE DEVELOPMENT

Also known as "IT for Green", the second axis of our Green IT policy is to make new technologies a lever for improving environmental performance. In particular, we are committed to the implementation and evolution of the videoconferencing and web conferencing infrastructure in order to reduce travel during inter-agency meetings, steering committees, etc.

WE TRY TO IMPROVE OURSELVES TO HELP THE PLANET THROUGH SMALL ACTIONS FROM EVERYDAY LIFE TO THE OFFICE

14. WE ARE COMMITTED TO REDUCING OUR ENERGY AND TECHNOLOGY FOOTPRINT



TRANSPORT AND TRAVEL

REDUCE CO2 EMISSIONS

This requires encouraging all our employees to reduce their consumption of air conditioning and heating equipment, but also to turn off their computers every evening and leave no appliances on standby.

In addition, employees are encouraged to delete unnecessary emails and empty the recycle bin of their energy-intensive emails.

Actions are also being implemented to optimize energy management, like the use of video and other media for professional or social communications.

1. We are committed to an approach that minimizes travel and favours public transport.

2. Alternatives to the systematic transport of equipment are being implemented at numerous tradeshows across Europe (rental, local production, etc).

3. We strongly encourage our employees to use alternative and collaborative transport. The offices are generally located near public transport.

ETHICS

AND SUPPLIERS

AN IMPORTANT DIMENSION IN OUR EYES IS RESPECT FOR ETHICS, WHETHER IT IS SOCIAL TOWARDS OUR EMPLOYEES OR TOWARDS THE THOUGHTFUL CHOICE OF OUR SUPPLIERS.

15. OUR ETHICAL GUIDELINES

The Company's management is responsible for ensuring its organisation operates and behaves to secure compliance within the areas of human rights, labour rights, environment and corruption.

The Company aspires to conduct its business in accordance with the following UN Global Compact principles:

- Support the rights of all individuals independent of gender, race and religion
- Uphold the freedom of association and the right to bargain collectively
- Provide working conditions that surpass basic health and safety standards
- Operate good governance practices, in particular in relation to bribery and corruption and conflict of interests
- Support a precautionary approach to environmental challenges, and undertake initiatives to promote greater environmental responsibility

WE ENSURE THAT WE ARE IN COMPLIANCE WITH OUR SOCIAL AND TAX COMMITMENTS IN THE COUNTRIES IN WHICH WE OPERATE.

Based on the principles, the Company's management and board are responsible for ensuring the following commitments are met :

- Integrate the above principles into its decision-making process by carefully considering ESG issues
- Implement governance structures that provide appropriate levels of oversight and seek the disclosure on ESG issues
- Seek to be transparent in its efforts to integrate ESG and its progress towards implementing the above principles
- Continuously strive to improve ESG performance
- Aspire to conduct its business in full compliance with national and other applicable laws

16. WE CHOOSE OUR SUPPLIERS CAREFULLY

We are doing our best to surround ourselves with suppliers who are also moving in this direction : printers, office supplies, couriers, etc. who are involved in this CSR policy.

In addition, we pool our orders in order to limit the number of deliveries and therefore the number of trips. (Business cards, goodies, etc.)



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