Introducing Questel, a world leader delivering Intellectual Property solutions across the Innovation cycle

Questel CSR strategy and achievements

Questel engagement in the main 4 UN Global Compact issue areas:
- Human rights
- Labor policies and rules
- Environment policies
- Fight against corruption
Introducing Questel
Who are we?

Our mission is to facilitate the development of Innovation, in an efficient, secure and sustainable way.

Shareholders

- 44% Employees
- 26% IK Partners
- 26% Eurazeo
- 4% Raise

For 50 years

- 1978 Foundation
- 2001 Spin-off France Telecom
- 2007 LBO 1 (Syntegra Capital)
- 2015 LBO 2 (Raise, Capzanine)
- 2018 LBO 3 (IK Partners, Raise)
- 2020 LBO 4 (Eurazeo, IK, Raise)
Our core values

“At Questel, management embraces collaborative leadership to support and facilitate employee initiative and autonomy.” Charles Besson, CEO

**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”
End-to-end integrated IP

- Business Intelligence SOFTWARE
- Process Support SERVICES
- Asset Management SOFTWARE
- Operational Excellence SERVICES
- Innovation Management SOFTWARE & SERVICES
- Enterprise Legal Management SOFTWARE & SERVICES
CSR strategy & achievements
**Questel 5-year plan (2020 – 2025)**

- **50% of managers are women**
- **100% of our employees are trained and involved in our CSR strategy**
- **50% of our suppliers are compliant and join our CSR policies**
- **10 partnerships with major universities around the world**
- **50% of offices and servers run on green energy**
- **-50% of internal travel CO2 emission per employee**
- **20% of new electronics are reconditioned**
- **100% of our offices found hardware sustainable waste solutions**
CSR achievements

**2019**
We have defined our mission and established the foundations of our CSR strategy.

- Mission Lock: integrated into the articles of association in 2019
- 46% of the group owned by employees
- 3 learning tools
- An employee-sponsored social project
- 5 social projects around the world
- Discussions with B Lab Europe
- Awareness raising on disability conditions
- Employees meet quarterly with top management
- Priority to videconferencing & local equipment rental
- Track customer satisfaction and feedbacks monitoring

**2020**
We have implemented a dedicated team, tools and processes.

- CSR centralized team
- EcoVadis team
- Translation earned silver medal
- ESG reporting for the entire Questel Group
- While office
- CSR library: e-learning program
- White paper CO2 emission in IP industry
- World IP Day: Highlighting the most dynamic clients on tomorrow’s green tech
- Use of grinding coffee beans machines

**2021**
We define quantified targets, and we are in a continual improvement process.

- CSR impact report for the United Nations Global Compact
- Metrics analysis: Evolution and analysis of the variations of the selected KPIs
- Investors scoring: Compliance with 4 investors ESG reporting
- Translation earned silver medal
- Social projects: Around the world
- White paper: CO2 emission in IP industry
- Use of grinding coffee beans machines
- Use of grinding coffee beans machines
ESG Reporting

We have implemented an extra-financial reporting for the entire group to monitor and improve our ESG performance.

Global ESG Maturity 2020

EcoVadis

Questel Translation service has earned the EcoVadis silver medal and Questel SAS earned the bronze medal.

For Questel SAS, a new EcoVadis evaluation is plan during the first quarter 2021.
Social projects funding:

We support employee-sponsored social projects dedicated to the benefit of children or sustainable development of local communities around the world. We invest in two new projects each year and finance each project recurrently.

Questel also encourages and supports other forms of charity, such as volunteering time and participating in local causes, providing equipment, etc.

Sample of Projects Funded in 2020

New project in Peru

Questel supports the acquisition of equipment or development of activities for the children of the orphanage.

Renewed funding for Mahila Haat project in India

After one year, we received a report on how the funding helped the association (sustainably revive the traditional water sources for villages) and how the funds for this year will be use.
CSR dedicated team

A centralized and international CSR team with complementary skills has been created.

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UN Global Compact Communication on Progress (CoP)
Created in 2000 by the United Nations, the UN Global Compact is the world’s largest initiative with participants in over 170 countries, encouraging businesses to adopt sustainable and socially responsible policies, including 10 principles in the following 4 areas:

- Human rights
- Labor policies and rules
- Environment policies
- Fight against corruption

By signing the United Nations Global Compact in 2020, Questel commits to adhere to the 10 principles outlined in the Global Compact.

This year we are publishing our first Communication on Progress (CoP) based on the actions and commitments of our CSR approach.
An important dimension in our eyes is respect for ethics, whether focused toward our employees or toward the thoughtful choice of our suppliers.

Questel's management is responsible for ensuring the organization operates and acts to secure compliance within the areas of human rights, labor rights, environment and corruption.
Achievements

Working conditions
Questel provides working conditions that surpass basic health and safety standards.
➢ In 2020, we had only 1 work accident.

We give priority to the well-being of our employees with benefits, services and policies to help achieve a work-life balance.
➢ For instance, 2 days of telecommuting per week, support for breastfeeding mothers up to 12 months after birth with flexible working hours, sports activities, time off for family or important family events, etc.

We have measured the satisfaction rate of our employees through an anonymous survey.
➢ 88% of the respondents are happy to work for Questel!

We encourage employees to become shareholders.
➢ During the 2020 LBO, 40% of Questel employees became shareholders.

Commitments to Suppliers
When it’s possible, we choose local suppliers and those who have the same ethical and CSR policies as Questel. Our supplier diversity policy is available on our website.

Data Privacy
Questel respects the data confidentiality of its employees and customers.

We have designated a DPO for all matters concerning the protection of personal data.
Areas for improvement

Suppliers
Our objective is as follows:

CSR 5-year objective

50% of our suppliers are compliant and join our CSR policies
We define quantified targets, and we are in a continual improvement process.

**UNGC Principle 3**

**UNGC Principle 4**

**UNGC Principle 5**

**UNGC Principle 6**

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**Questel Principle**

Questel is committed to respecting the conventions of the International Labor Organization and pays particular attention to ensuring that fundamental labor rights are respected, including freedom of association, the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labor and the effective abolition of child labor.

We rely on the diversity of our workforce and talents. That distinctiveness is an asset to the group in terms of innovation, performance and competitiveness.
Achievements

Internal the Code of Ethics
At Questel, each employee is expected to respect the code of ethics available on our website and the local internal regulation.

Each new employee is given a welcome packet which includes our various charters (including the code of ethics) and internal regulations. In France, these materials accompany the Labor Code and the Collective Agreement.

A CSR library with awareness videos on several topics (such as respect in the workplace, sexual harassment, workplace civility, etc.) is available to all our employees.

Diversity
We thrive in a multicultural company environment.

We also attach importance to gender parity in society and the promotion of equal opportunities for women in employment and pay; we have implemented a women-men equality plan.
➢ In 2020, we had 51% female employees and 27% female managers

Questel is sensitive to the issue of disability; our job offers are inclusive and we try to facilitate the integration of people with disabilities. In France, we have each year 1 week of awareness about this topic (including testimonials, videos, posters, etc.)
➢ We have 6 well-integrated people with disabilities in our workforce
Trainings

Questel provides its employees with a number of skill development opportunities through internal resources (professional-grade video trainings).

In addition, with approval of the manager an employee may access additional external training financed by the company.

➢ In 2020, 45% of our workforce received trainings.

Areas for improvement

Diversity

Achieving parity among managers

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Trainings

Implementing a CSR an awareness program

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We attach particular importance to respect for the environment. We encourage sustainable and eco-friendly behaviors.
Achievements

Waste management
In almost all offices sorting and recycling boxes are in place for paper, plastic cups and bottles, and ink cartridges.

We encourage offices to equip themselves with eco-responsible equipment such as bean coffee machines (to reduce capsules use) and mugs (to avoid disposable cups).

We reduce printing volume (black and white, double-sided, systemization of the print preview).

Transportation policy
We minimize plane travel and favor trains for journeys less that 4 hours whenever possible, and we prioritize virtual meetings.

We encourage employees to use alternative and collaborative transportation and allow 2 days of telecommuting per week (for employees’ well being and the reduction of transportation use).

We choose alternative transportation for equipment used on tradeshows, for example we removed flight cases.

Green IT
We make our employees aware of our eco-responsible measures in IT through our commitments in our IT charter available on our website. In addition, we offer "green tips" (for instance, deleting emails from the trash, turning off your computer instead of putting it on standby, etc.) in the internal newsletter.

We have written and distributed a white paper on how different improvement directions could be considered to reduce the impact of IP processes on climate change.
Areas for improvement

Eco-design
We research eco-design in order to develop eco-designed products and solutions.

Circular economy
We are developing a purchasing policy such that, whenever possible, electronic equipment (computers, cell phones, etc.) is repaired, donated or purchased reconditioned.

CSR 5-year objectives

- 20% of new electronics are reconditioned
- 100% of our offices found hardware sustainable waste solutions
Carbon footprint
We have set up a group and subsidiary carbon footprint plant, have identified emission sources and policies to reduce them, such as running offices and servers on green energy, reducing internal travel CO2 emission per employee, etc.

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Fight against corruption

UNGC Principle 10

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.
Achievements

Governance
Once a year, the board is made aware of the code of ethics and focuses on corruption and bribery topics.

Information and Training
We provide anti-corruption guidelines available and accessible on our website.

We have implemented a video library that offers training/awareness videos on various CSR topics and issues such as anti-bribery, code of business conducts and ethics, etc. It is accessible to all Group employees and to our suppliers such as agents and translators.

Areas for improvement

Trainings
We will implement an awareness program

CSR 5-year objective

100% of our employees are trained and involved in our CSR strategy