

Questel

**Communication On
Progress
(2021)**

Summary

- 1 Statement from Charles BESSON, CEO
- 2 Introducing Questel, a world leader delivering Intellectual Property solutions across the Innovation cycle
- 3 Questel CSR strategy and achievements
- 4 Questel engagement in the main 4 UN Global Compact issue areas:
 - Human rights
 - Labor policies and rules
 - Environment policies
 - Fight against corruption

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Statement from Charles Besson



Charles Besson
CEO

Aware of the growing importance of sustainable development issues, Questel has built its Corporate Social Responsibility (CSR) strategy in order to meet the expectations of all our stakeholders. This important step is essential to our economic, social, and environmental performance as well as to our long-term development. We want Questel to be recognized in the IP industry for its commitment and efficiency to its customers, and also as a committed group.

Questel joined the United Nations Global Compact in 2020 and is committed to respecting and applying all of the principles set out therein, which concern the company's social responsibility, behavior, and actions with regard to sustainable development, environmental issues, and social commitment.

Questel is pleased to renew its commitment to the United Nations Global Compact, once again adopting the ten principles relating to human rights, labor rights, environmental protection, and anti-corruption which have been in line with Questel's values and fundamentals since its origin.

Sincerely yours,

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Introducing Questel

Who we are?

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

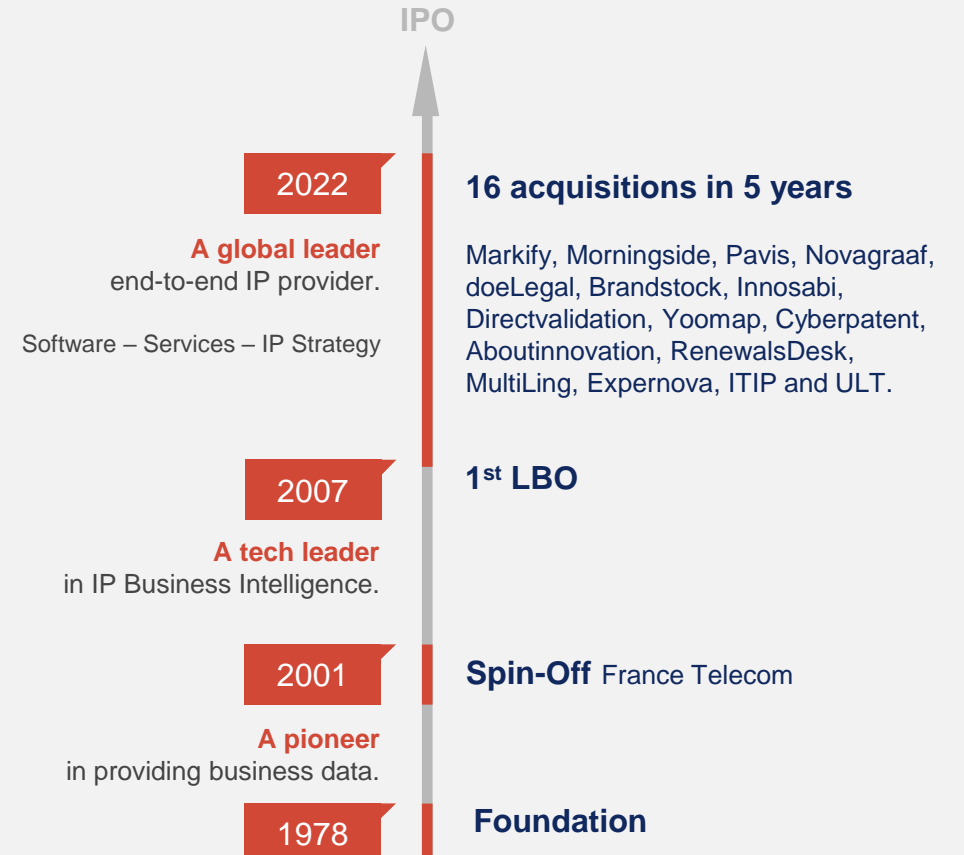
(Mission locked into the articles of association)

High standards in quality, security and corporate social responsibility.



Shareholders

- **CEO** : Charles Besson
- **300+ employees** are shareholders
- **Private Equity backed**
Eurazeo, IK Invest, Paragon, Raise



About us

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”

About us

End-to-end integrated IP



Patent

Ensure competitive longevity by maximizing your patent assets.



Trademark

Targeted support throughout the entire trademark, design and domain life cycles.



Innovation

Connecting people, data and initiatives to innovate faster than ever.

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CSR strategy & achievements

CSR 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 have signed our CSR policy / code of conduct



50% of offices and servers run on green energy



50% reduction in internal travel CO2 emission per employee



20% of new electronics are reconditioned



10 partnerships with major universities around the world



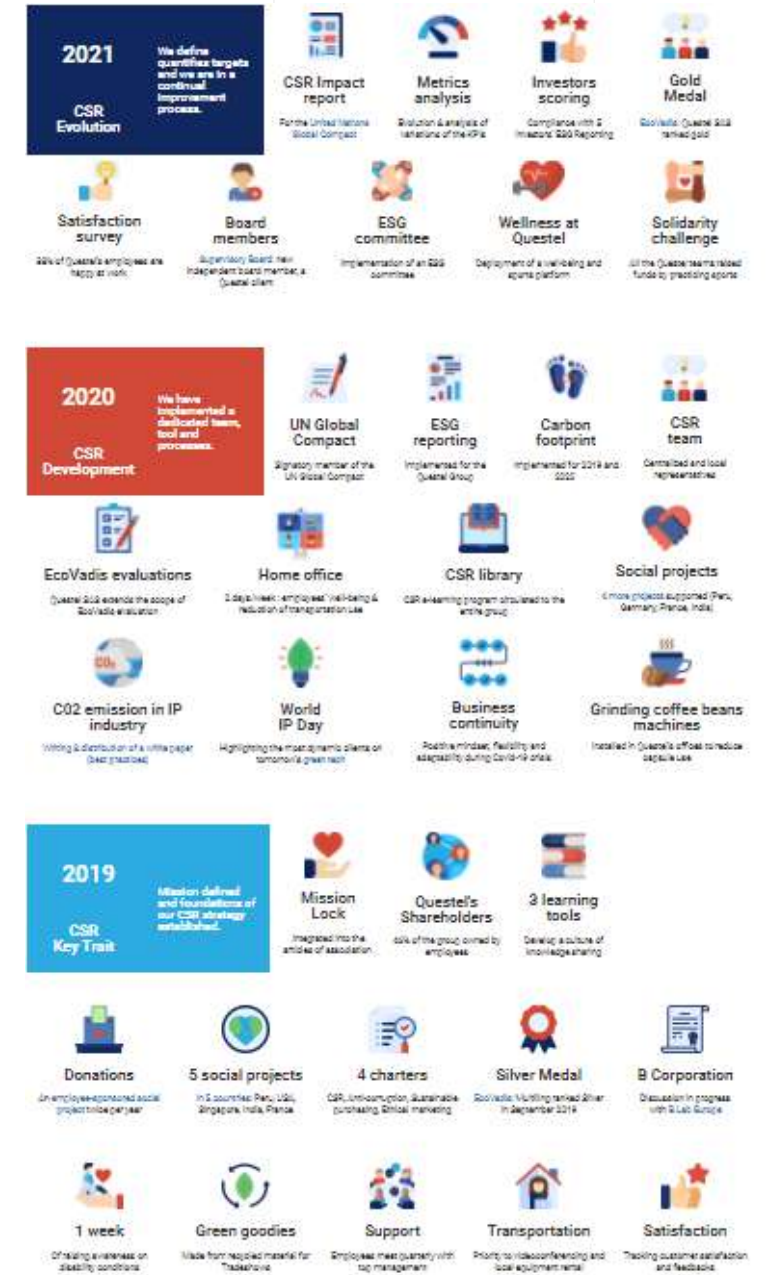
100% of our offices found hardware sustainable waste solutions



EcoVadis assessment Group deployment

CSR achievements

- Dedicated resources (1,4 FTE : 0,2 Director + 1 CSR Coordinator + 0,2 Compliance Manager)
- Signatory of **UN Global Compact**
- **Mission-based** company (articles of association)
- Employee sponsored **social funding**
- **5 charters** (CSR, anticorruption, sustainable purchasing, ethical marketing, supplier diversity)
- Green goodies and reduced environmental impact by limiting transportation
- **Employees shareholding** opportunity
- Well-being in the workplace for employees (home office, day off, sport,...)
- **CSR communications** (internal newsletter, LinkedIn posts,...)
- Encourage diversity (gender equality plan, disablement awareness)
- EcoVadis : 2 Third-party evaluations
- Integrated **extra-financial reporting** (2019, 2020 & 2021)
- **CSR Annual Report** (Communication on Progress)
- **CSR-onboarding program** for employees (eLearning + charters)
- **Materiality assessment** and **CSR targets** (5 years plan)
- ESG committee / independent member at **Supervisory Board**
- Annual Group **satisfaction survey**
- **University partnerships** around the world



CSR achievements

EcoVadis:

Questel SAS and Questel Translation Services earned the EcoVadis Gold medal.

Questel SAS will retake the EcoVadis evaluation this year to be continuous in our progress.



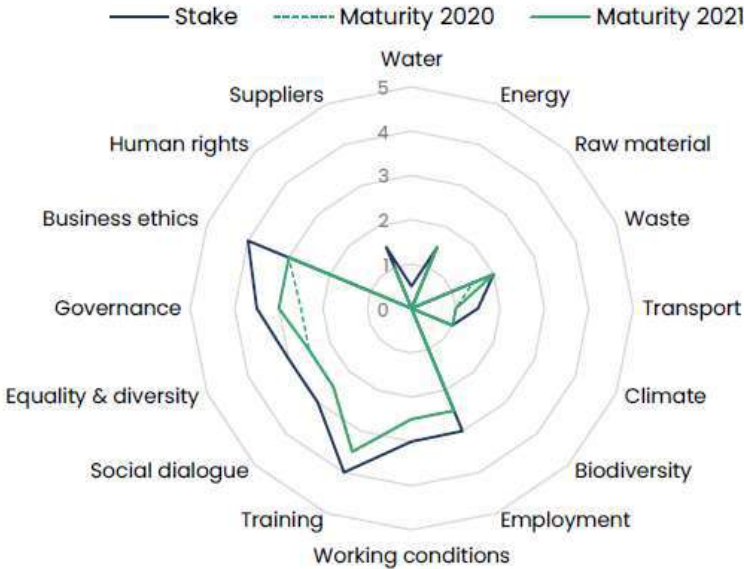
Questel Translation service



Questel SAS

ESG reporting:

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



ESG Committee :

Questel has implemented a ESG committee whose members are representatives of our **investors** as well as an **independent member**.

It meets **twice a year** to review current and future projects.

Depending on the subjects to be discussed, this committee is joined by guests who may be investors or Questel employees.



Sophie Flak (President)
Managing partner
ESG & Digital
EURAZEO



Charlotta Ljundahl
Head of IP
ABB



Déborah Collignon
Associate Director
IK INVESTMENT PARTNERS



Benoît Escher
Sustainability & ESG Manager
RAISE



Lucas Oppenheim
Private Equity Vice President
EURAZEO



Pascal Magnier
Marketing Communications
& CSR Director
QUESTEL



Social projects funding:

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

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

Projects funded in 2021



Project "Pedaleando por el Futuro" in Colombia

The project aims to offer young people the opportunity to take cycling as a healthy lifestyle option which moves them away from the dangers of our society.



Project Nanhi Kali: academic support and care for Indian girls

This programme works towards educating girls and young women for classes 1 to 5 (Primary School) and 6 to 10 (Secondary School).



Environmental education for Haitian children

The association *Terre des Hommes* trains and educates young children to be prepared for the consequences of climate change.

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UN Global Compact Communication on Progress (CoP)

UN Global Compact

Created in 2000 by the United Nations, the UN Global Compact is the world's largest initiative with participants over 170 countries, encouraging businesses to adopt sustainable and socially responsible policies, stating ten 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.

We are publishing our second Communication on Progress (CoP) based on the actions and commitments of our CSR approach and our year-on-year improvements.

UNGC Principle 1



UNGC Principle 2



Questel Principle:

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.

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

Achievements:

- Work conditions:

Questel provides working conditions that surpass basic health and safety standards.

➤ In 2021, we had only **1** work accident

We give priority to the well-being of our employees with benefits, services and measures to help provide work/life balance (2 days of home office per week, supporting breastfeeding mothers up to 12 month after birth with flexible working hours, sport activities, days off for the family or important family events, etc.).

- Employee shareholders:

During the last LBO, more than **300** Questel employees became shareholders.

- Data privacy & Cyber security:

Questel respects the data confidentiality of its employees and customers.

We have designated both a Data Protection Officer (DPO), for all matters concerning the protection of personal data, and a Chief Information Security Officer (CISO), who is responsible for protecting all Questel entities from cyber security threats.

In the lead up to **ISO 27001 certification** (information systems security), extensive security processes have been implemented during 2021. In 2022, Questel **obtained** ISO 27001 certification.

- Employee satisfaction:

At the beginning of each year, we send an anonymous satisfaction survey to all our employees to find out how they feel about working at Questel.

In a few years, Questel's workforce has doubled thanks to the acquisition of several entities. We have succeeded in deploying this anonymous satisfaction survey to the entire Group (new and old entities). The satisfaction rate is slightly down within the context of these integrations.

➤ In 2021, **77% of respondents are happy** to work at Questel.

- Suppliers commitments:

We try as much as possible to choose local suppliers for everyday purchases and for equipment rental during our events like trade shows. We work to choose suppliers who share the same commitments as Questel.

We have a [supplier diversity policy](#) that is available on our website and that aims to promote diversity among our suppliers, fight against discrimination and thus be more inclusive.

The purchasing department is becoming more structured and its processes more mature. We have created a stand-alone CSR commitment agreement for our suppliers, in addition to that found in our [Sustainable Purchasing Charter](#) which has been reviewed by the compliance department.

Areas for improvement:

- Suppliers:

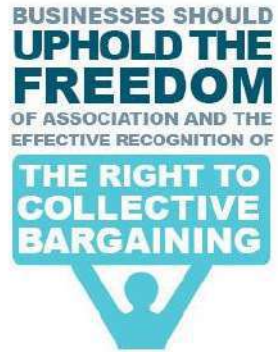
We will send the Supplier CSR Commitment to all our new suppliers, just as we have asked our valued suppliers to comply with our GDPR and IT security. Thus, we ask them to meet our social, environmental and ethical commitments.

CSR 5-year objectives

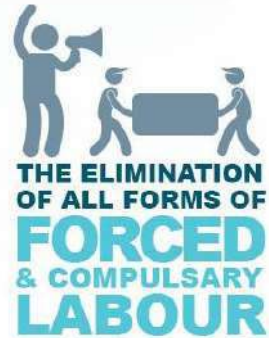


50% of our suppliers have signed our CSR policy / code of conduct

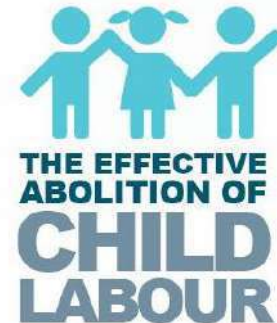
UNGC Principle 3



UNGC Principle 4



UNGC Principle 5



UNGC Principle 6



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 pack 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. In France, we have implemented a women-men equality plan.

➤ In 2021, **57%** of our employees are women and **42%** of our managers are women.

Questel seeks to support those with disabilities; our job offers are inclusive and we work to facilitate the integration of people with disabilities. In France, we have an annual week of awareness training on this topic (including testimonials, videos, posters, etc.).

➤ We have **15** well-integrated people with disabilities in our workforce

- Training:

Through an e-learning platform, we provide mandatory training for each employee in three main parts covering the different topics around CSR: Governance, Employees, Community and Environment.

In addition, the internal resources and video library remain accessible to all employees.

➤ In 2021, **56%** of our employees completed the CSR training

Areas for improvement:

- Diversity:

We want to implement more gender awareness and encourage the recruitment and promotion of women.

CSR 5-year objectives



50% of managers are women

- Trainings:

We will implement an awareness program through new tools for the entire Group.

CSR 5-year objectives



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

UNGC Principle 7



UNGC Principle 8



UNGC Principle 9



Questel Principle:

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-to-cup coffee makers (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 than 4 hours whenever possible, and we try to organize virtual meetings.

We encourage employees to use alternative and collaborative transportation and allow **2 days** of home office per week (for employees' well being & reduction of transportation use).

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

- Carbon footprint:

We have subscribed to a tool developed by [Sweep](#), headquartered in France, to assist us in collecting data, calculating the carbon footprint and analyzing it for the entire Questel Group and each subsidiary.

We have calculated the carbon footprint of Questel SAS (Scope 1, 2 and 3) which is the "parent company."

➤ In 2021, we emitted **330.31tCO2e** (ton CO2 equivalent).

- Circular economy:

We developed a guideline, with the help of students who were on assignment with us, that details how and where to donate or recycle obsolete or no longer functioning computer equipment instead of throwing it away.

- 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" such as deleting emails from the trash, turning off your computer instead of putting it on standby, etc. in the internal newsletters.

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:

- Carbon footprint:

With Scope 1 and 2 becoming mandatory for some companies, Questel wants to be ahead of the curve and be able to present its Group carbon footprint. The Sweep tool will allow us to calculate the carbon footprint of the entire Group. This will allow us to refine our reduction strategy and implement concrete actions.

CSR 5-year objectives



50% of offices and servers run on green energy



50% reduction in internal travel CO2 emission per employee

- Circular economy:

Implement and deploy guidelines for each subsidiary and be able to monitor the number of donated and recycled materials.

CSR 5-year objectives



20% of new electronics are reconditioned



100% of our offices found hardware sustainable waste solutions

UNGC Principle 10



Questel Principle:

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:

- Anti-bribery and corruption and internal control framework:

- Finalisation of the Group anti-bribery and corruption ("ABC") risk assessment
- Presentation of the ABC risk assessment results to the Group Audit Committee and the Supervisory Board
- Launch of the Group Accounting Control Plan
- Meetings with managers of business unit across the Group to present the Sapin 2 law and increase awareness on ABC matters.
- Launch of the third-party (clients and vendors) evaluation project and progress on the methodology.

- Governance:

At least annually and in some situations semiannually, the Supervisory Board is made aware of ABC and other internal control related topics and developments. A dedicated Internal Control department at the Group level implements processes to be compliant with ABC requirements, such as the French Sapin 2 law and builds the required business risk mitigation framework.

- Information and Training:

We provide [anti-corruption guidelines](#) available and accessible from our website.

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

Areas for improvement:

- Anti-bribery and corruption and internal control framework:

Enhancement of the existing compliance and internal control framework by review and implementation of policies and procedures such as Group Code of Ethics, ABC policy and Whistleblower's policy.

Progress on ongoing regulatory projects to ensure compliance with the applicable legal framework.

CSR dedicated team



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