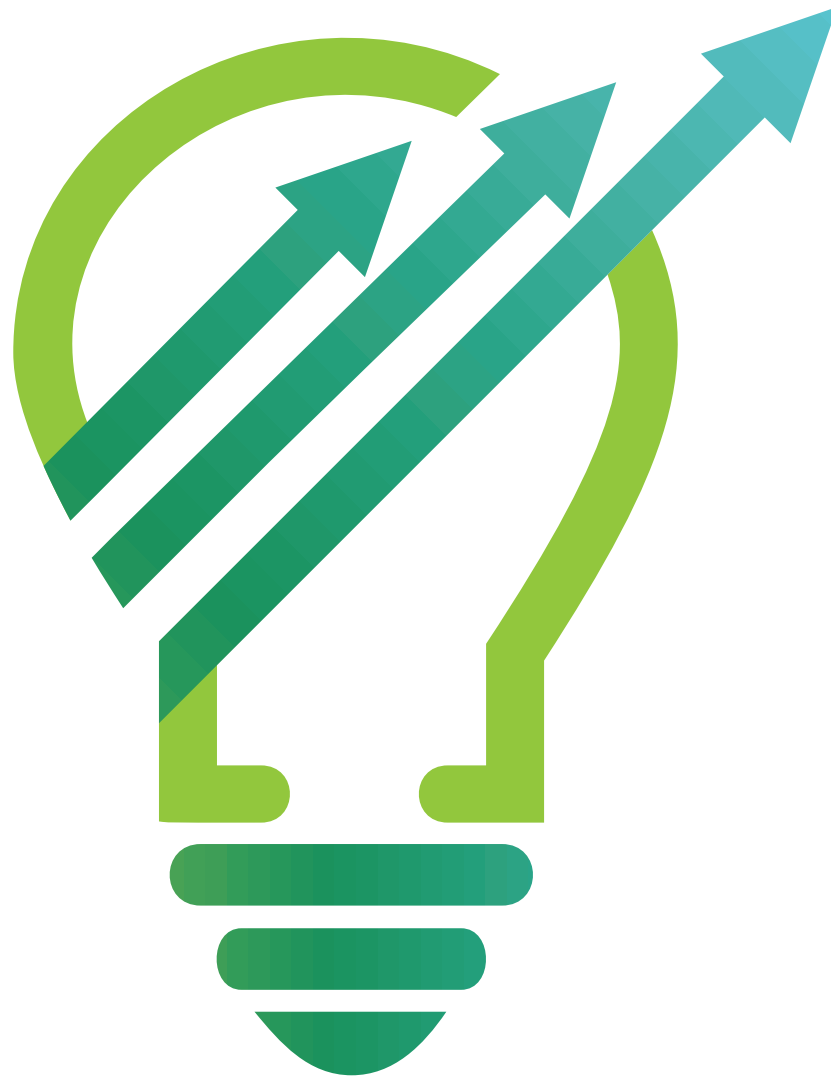


2020

STATEMENT # OF NON-FINANCIAL # PERFORMANCE

CEGEDIM GROUP





SUMMARY

SNPF - EXTRACT OF 2020 UNIVERSAL REGISTRATION DOCUMENT

6.1 Cegedim Group overview and core values	1
6.2 Business models, business activities, and value chain	4
6.3 Group CSR risks, challenges, and goals	7
6.4 Mobilizing our Human Resources	12
6.5 Limiting our environmental footprint	23
6.6 Upholding our reputation for quality and safety	30
6.7 Making an ethical contribution to regional development	37
6.8 Methodological note	42
6.9 Audit report by an independent third party	44

6.1 | Cegedim Group overview and core values

About us

Founded in 1969, Cegedim is an innovative technology and services company in the field of digital data flow management for healthcare ecosystems and B2B, and a business software publisher for healthcare and insurance professionals. The Group is also active in human resources management and digitization services for all types of industries.

Throughout our fifty-year history, we have forged rich, fruitful relationships with our partners, customers and employees, and developed a host of technological ventures prompted by society's digital transformation. What drives us is our pleasure in designing and creating new services and products.

Despite tough conditions in 2020, we showed our resilience with virtually stable revenues. The reason for the resilience is our unique position within the healthcare ecosystem, our recurring businesses, and our sustained investment in innovation. The fact that the French government decided to supply Covid-19 vaccination centers with our Maïia appointment scheduling solution will tremendously increase our name recognition. Although 2021 looks like it will be a tricky year, we are confident that we will be able to top our 2020 performance.



*% of revenue generated in the healthcare space

Our values

Cegedim Group's growth strategy is based on a high standard of innovation, quality, and investment and on strong core values that start with the men and women who drive it. We believe in fairness, respect for others, environmental protection and business efficiency, and these values help us achieve one of our top goals—delivering strong added value to our clients, partners, shareholders, and employees. These values unite all our stakeholders.

Innovation

Cegedim is dedicated to creating products using the most advanced technologies and to spurring its talented employees to develop innovative products and services.

Ethics

Respecting current regulations and acting ethically are integral to the development of the company and all of its individuals.

Customer satisfaction

Our company is highly nimble and quick to adapt to changes because of its efficient communication channels and rapid decision-making.

Synergy

The Group encourages its businesses to share their skills, experiences, knowledge, expertise, and resources.

Respect

Cegedim employees work in an atmosphere of mutual respect, equality, and recognition, caring for each other and the environment.

Personal and Professional Development

Cegedim's management style is based on measuring individual and group performances, dynamic and personalized career management, an active training policy, and potential for mobility both in France and abroad.

6.1.1 | An overview of our CSR key performance indicators

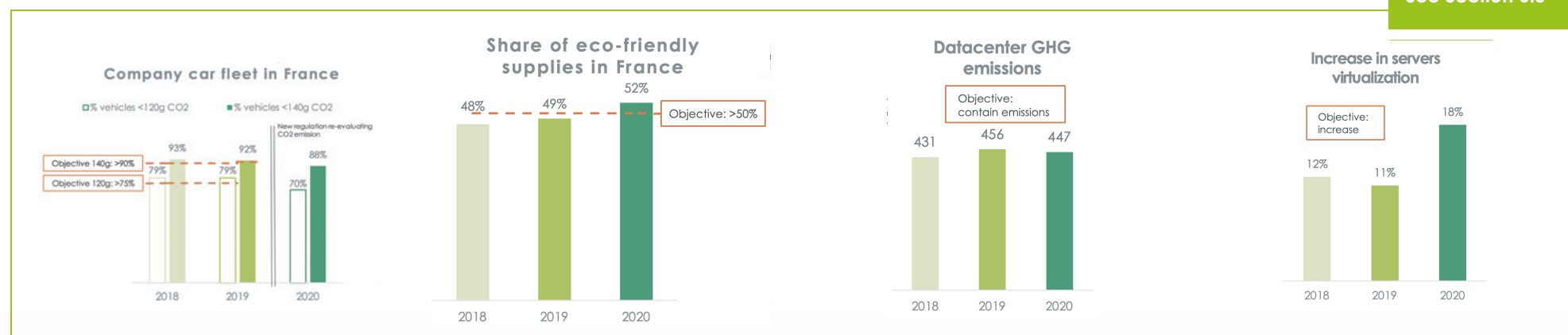
6.1.1.1 | Mobilizing our Human Resources

See Section 6.4



6.1.1.2 | Limiting our environmental footprint

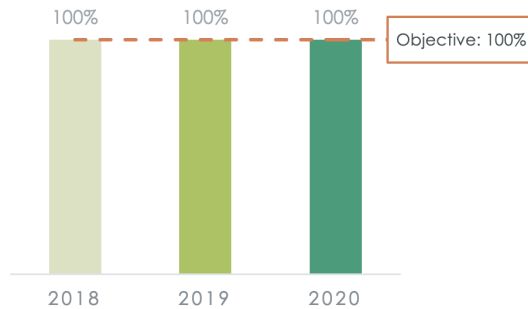
See Section 6.5



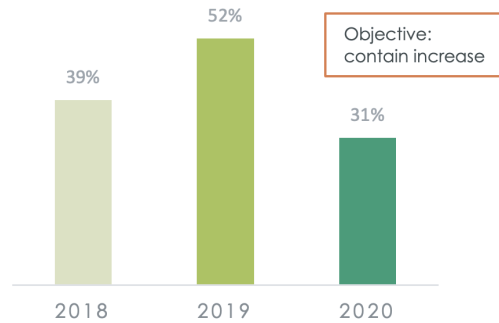
6.1.1.3 | Upholding our reputation for quality and safety

See Section 6.6

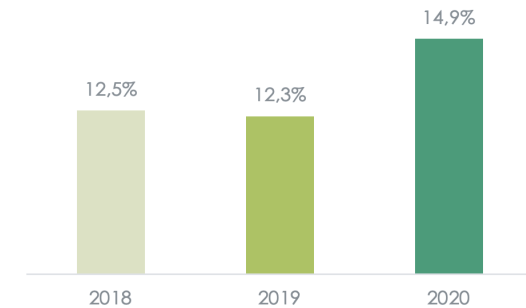
Realisation of the security checklist



Increase in hosted data volumes in GB



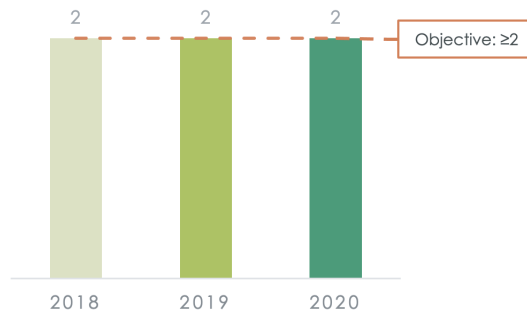
R&D effort relative to revenues



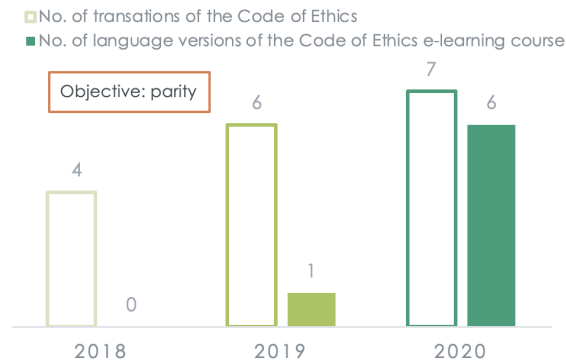
6.1.1.4 | Making an ethical contribution to regional development

See Section 6.7

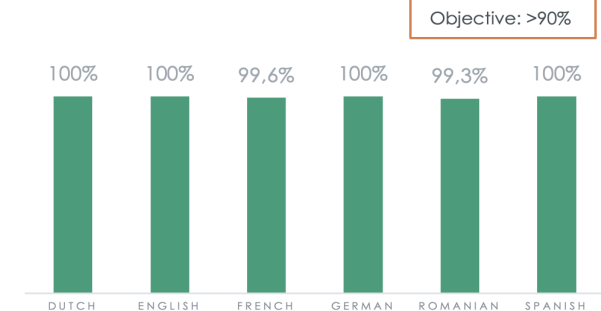
Ethics Committee meetings



Code of Ethics and e-learning course



Code of Ethics e-learning course success rate by language in 2020



6.2 | Business models, business activities, and value chain

Business model: the Cegedim ecosystem

Cegedim Group is organized into business units comprised of companies led by responsible entrepreneurs who successfully convey and promote their products' technological excellence in sectors with strong growth potential.

Our ecosystem is structured around activities that for the most part involve selling products and services for the healthcare industry.

On the one hand, it includes our clients in the healthcare industry—doctors, allied health professionals, pharmacists, insurers, and public health authorities—and their interactions with patients, and is a unique platform that provides these clients with the tools they need to deliver excellent services.

On the other, it offers a range of complementary software services and solutions to all economic players, both in and outside the healthcare sector, in the areas of human resources management, digitalization, data and marketing, and BPO.

The strength of this business model lies in the fact that all these companies co-exist within the Cegedim ecosystem, communicating and interacting around our products and services.

A strategic transformation to boost our competitive edge

Cegedim has successfully completed its geographic refocus on Europe, and seen a return to lasting growth. We once again have the resources with which to make cutting-edge technological investments, as evidenced by the acquisition in France of large stakes in fintech firm SSP and printing consultants Audiprint.

The outlook for Cegedim's markets is one of solid growth despite short-term uncertainty. Key growth drivers are:

- French government reforms with significant regulatory changes that benefit our activities (health, payroll, data flow digitization, etc.);
- Increasingly complex healthcare systems that need to be made more efficient;
- An aging population and the growing prevalence of chronic diseases;
- The shortage of doctors in rural areas;
- The push to boost patient engagement.

All these factors are feeding the need for more innovation and technology—including SaaS, the Cloud and artificial intelligence—and more health data. Cegedim invests heavily in innovation and devoted in 2020 14.9% of its revenue to paying its R&D staff.

The need to digitize the economy, services and the health sector (patient medical records, prescription and diagnosis aids, remote consultations, and third-party payment, to name but the most visible issues), and the need for health data (for example to aid the diagnosis of rare diseases), are all factors that will ensure the Group's future profitable growth. At the same time, there is a growing need for outsourcing—for both outsourced payroll and human resources management, and outsourced health insurance management services.

Cegedim, which operates in constantly evolving markets and has refocused on its strategic activities, boasts solid fundamentals, a balanced portfolio of complementary services, a diversified customer base, wide geographic coverage, the clout that comes from being an integrated Group, and operational and financial discipline. The synergies generated by our comprehensive offerings, as well as our innovative tools, cut costs and improve the quality and accessibility of care.

Our strategy will benefit society since it contributes to the overall improvement in everyone's health, well-being, and quality of life.

Our activities

Our main operating divisions share:

- A healthcare ecosystem,
- Strict regulatory frameworks,
- Aspirations of market leadership.

To offer a diverse portfolio of suitable products and services, the business model of the Software and Services division catering to healthcare professionals is based on:

- Packaged product and service offerings for professionals, clinics, and pharmacy chains,
- Management software designed for use in individual practice or clinics,
- Client support based on a dense nationwide network of local representatives, a helpline, and maintenance services.

To offer a diverse portfolio of suitable products and services, the business model of the Flow, Data & Marketing, BPO and Software and Services divisions catering to other professionals is based on:

- Tailored products and services for large corporate clients,
- A project-by-project approach that requires lead time to design and execute solutions suited to the complexity of each client's needs,
- The option of SaaS or hosted management formats, plus BPO.

To focus on developing Cloud-based solutions, we rely on a nimble R&D organization, highly skilled employees, and process standardization. We make sure we comply with all the different regulations, notably GDPR, and the quality of our services is attested by our certifications. We take a collaborative approach and develop products according to the needs of our clients as well as efficient technological platforms.

€277.2M | 56%
of FY 2020 Revenue

Licenses, SaaS, Internet services, maintenance, integration, hosting for healthcare professionals in France, the UK, Romania, Spain, Belgium and Italy, health insurance companies in France and the UK and HR departments in France.

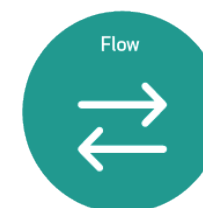


€48.9M | 10%
of FY 2020 Revenue

Business process outsourcing for health insurance companies, mainly claims processing, and HR departments in France, with offshore centers in Romania and Morocco.

€79.4M | 16%
of FY 2020 Revenue

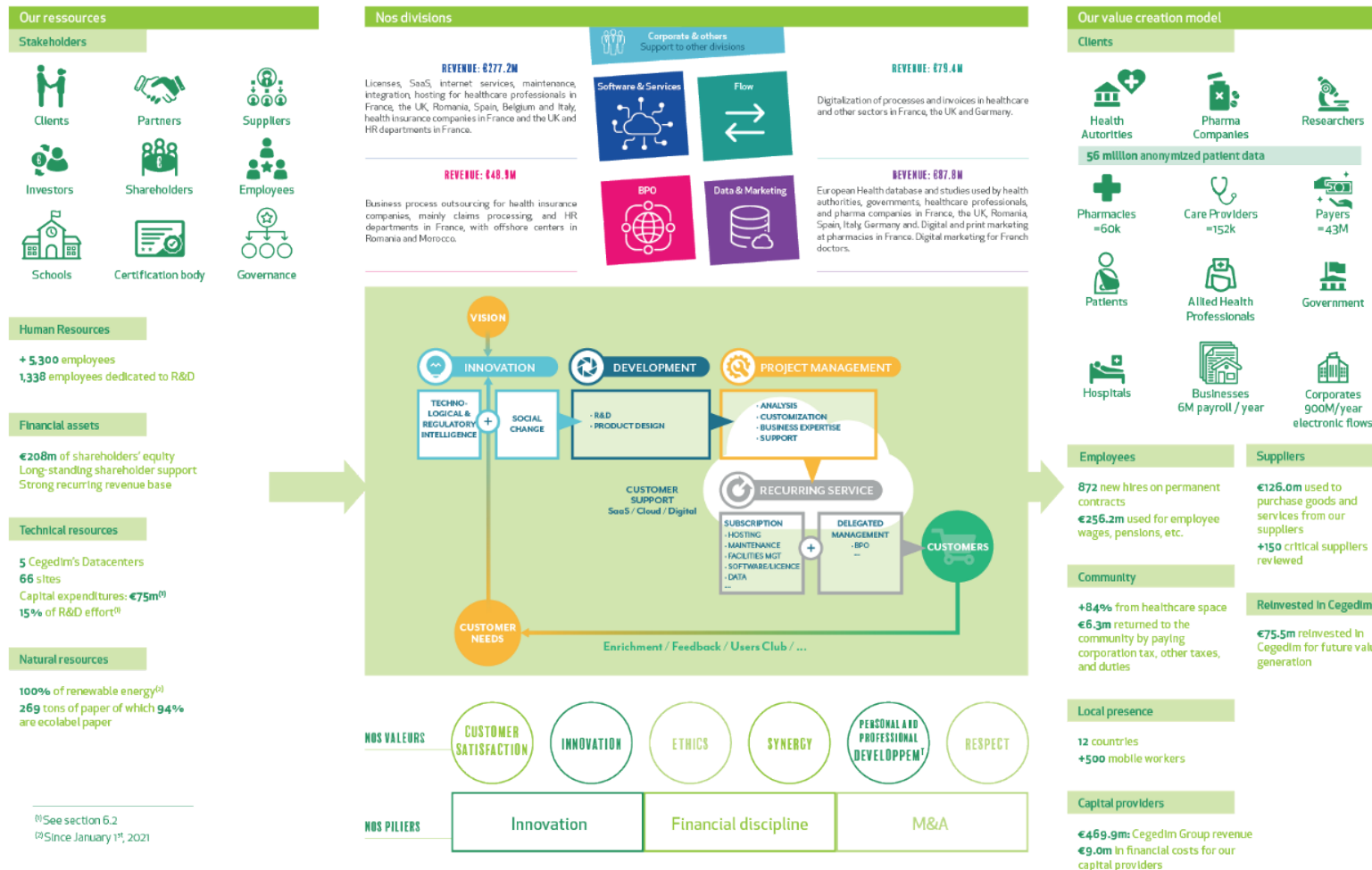
Digitalization of processes and invoices in healthcare and other sectors in France, the UK and Germany.



€87.8M | 18%
of FY 2020 Revenue

European Health database and studies used by health authorities, governments, healthcare professionals, and pharma companies in France, the UK, Romania, Spain, Italy, Germany and Digital and print marketing at pharmacies in France. Digital marketing for French doctors.

Our business model



6.3 | Group CSR risks, challenges, and goals

CSR Strategy

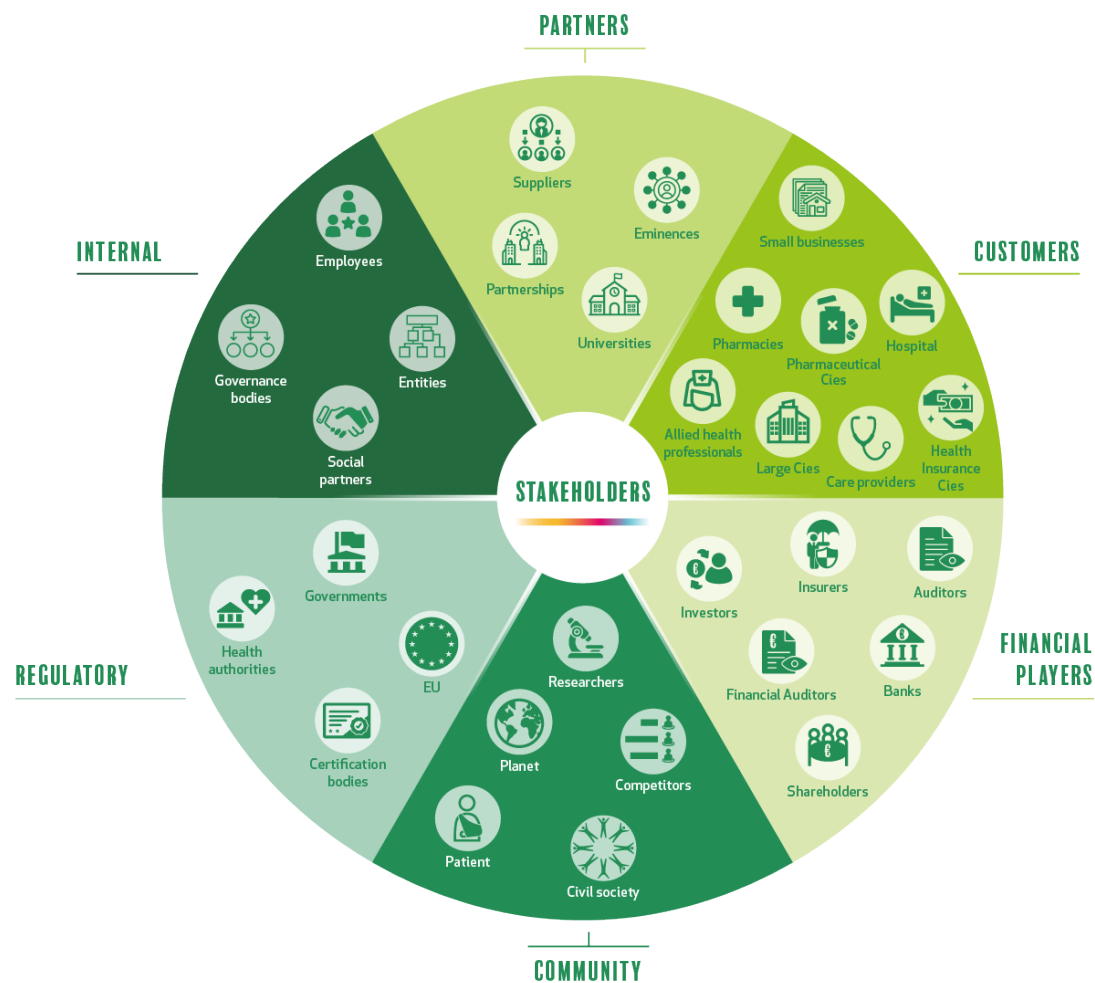
Cegedim's human and technological capital are the cornerstone of its contribution to the healthcare ecosystem. These two resources are at the heart of our CSR strategy. We create and sell products and services of the highest standard to healthcare and other professionals, who can then, in turn, deliver the best products and services to their patients or clients. Cegedim is socially responsible by design: our business activities and decision-making processes have inherently workforce-related, social, environmental, and ethical dimensions. Our products and services—whether they concern healthcare, the management of digitalized flows and processes, or data—make a lasting contribution to the overall wellbeing of society and we endeavor to minimize their environmental footprint while maximizing their positive social impacts.

We aim to positively impact both the environment and our internal and external stakeholders and thus contribute, at our level, to the United Nations Sustainable Development Goals (SDGs). Some of these goals are further removed from our core activities. The SDG wheel seen here shows the goals we contribute to in color, while the ones that do not apply to our activities or business model are greyed out. Cegedim offers solutions to all these current fundamental societal issues.

Our
stakeholders
and how we
consult them

As a committed long-term player in the regions where it operates, Cegedim Group has dealings with all its stakeholders, both internal and external. We build and maintain ongoing relationships with our stakeholders and engage with them regularly in a wide range of ways. Examples include: frequent exchanges with clients and suppliers, customer satisfaction surveys, customer relations management and user clubs, public relations and periodic local and global events, partnerships, social dialogue, investor meetings and roadshows, responses to ratings agencies, dialogue with local decision-makers and legislators, market intelligence, and social network monitoring. With the backing of its stakeholders, Cegedim is both stronger and more efficient. All our stakeholders take a risk, but not always the same type of risk.

Our stakeholders



CSR risks

Our business model and strategy always account for our stakeholders. By establishing ongoing dialogue and regular exchanges, both formal and informal, we identify and analyze major risks.

Cegedim takes an integrated approach to risk management: CSR, risks and compliance are all covered by the Chief Compliance & Risk Officer, reporting to the General Management and the Audit Committee. This enables centralized handling of these issues and ensures that business challenges and risks—financial or non-financial—are dealt with consistently across the Group. Looking at the Group as a whole and its main business models, we have identified and analyzed material non-financial risks, taking into account their workforce-related, social, environmental and ethical aspects. This exercise was conducted collectively and led by the Chief Compliance & Risk Officer. The approach and results were approved by our governing bodies.

We refer to the following:

- The provisions of the Grenelle II Act as laid out in Article L225-102-1 of the French Commercial Code,
- The United Nations Sustainable Development Goals,
- The United Nations Global Compact,
- The framework of the Paris Agreement,
- The requirements of the 2014/95/EU Non-financial Reporting Directive transposed into national law, notably anti-corruption and tax evasion measures,
- The provisions of the Sapin II Act and the Cegedim Group Code of Ethics,

The risks identified by Cegedim are listed and detailed in Chapter 7, Section 7.2.21.

Our activities are typical of the tertiary sector. Our technological infrastructures include powerful datacenters and their energy consumption is a key environmental concern for our activities. We limit the potential negative impact of these activities and minimize their footprint with our infrastructure energy efficiency and continuous improvement policies. We also have specific measures and periodic campaigns targeting our workforce, whether on our premises, or travelling for business. Protecting the environment is also one of our business model's key CSR issues. Our top five non-financial risks are:

- Failure to attract and retain suitable human resources;
- Threats to our infrastructure and data;
- Negative environmental impacts from our activities;
- Failure to live up to our quality standards;
- Unethical behavior;

To meet these challenges in a meaningful way, Cegedim Group implements policies and due diligence that help improve its non-financial performance and achieve its objectives. These goals are grouped into key themes and we monitor and measure our performance by looking at the results and relevant key performance indicators, as presented in this report.

Materiality Assessment

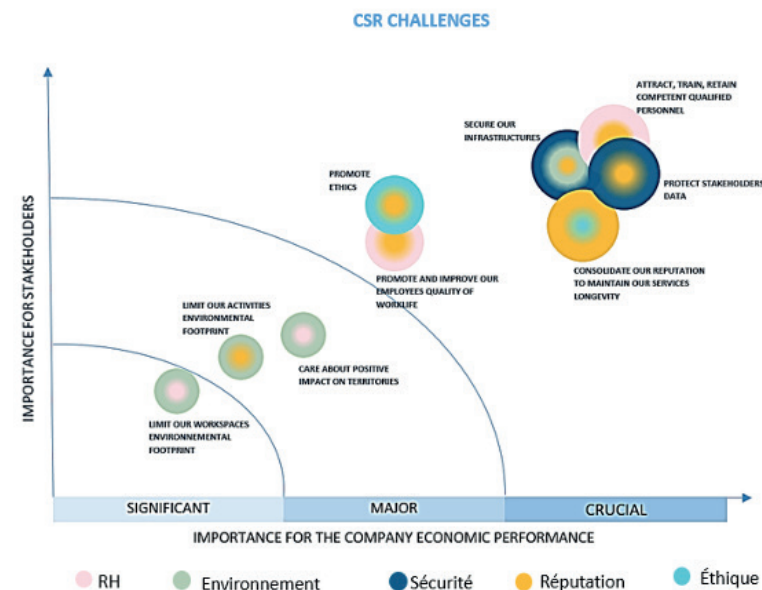
estimated at
03/19/2021

By identifying the risks, we are able to spotlight our major CSR challenges, and assess and position them in a materiality matrix.

The policies and action plans we deploy are commensurate with the importance of each challenge and are described in the various chapters of this document.

Once a year, our CSR risks and challenges are reviewed and approved by senior management and the Group's Audit Committee.

Cegedim Group's CSR challenges are assessed and positioned in the materiality matrix based on their importance. The weighted importance of each type of risk (HR, Environmental, Safety, Reputation, Ethics) is visually represented in the chart. The size of the dots reflects the full importance of the issue to the Group and its stakeholders.



The impacts of the Covid-19 pandemic on Cegedim Group

Cegedim's priorities when managing the Covid-19 crisis have been:

- The health and safety of its employees,
- Business continuity,
- Maintaining the same level of service for our clients.

The Group's activities were affected in different ways:

- A crisis unit was set up in February 2020 to prepare for lockdown in France and other countries, and enable us to continue our activities. Our top management held weekly updates to monitor employee well-being and the economic and health situation.
- We suspended all business travel to limit the spread of the virus. We anticipated the widespread need for remote working during the first lockdown and rolled out a system that was fully operational by early March. During the second lockdown, we allowed employees to decide whether or not to work from home. Those returning to the workplace were required to respect health and safety measures. We implemented rosters for our teams to reduce the risk of contagion inside our premises and ensure social distancing.
- We put very few of our employees on short-time, and preferred the transfer of skills wherever possible.
- We bolstered our remote working infrastructures to guarantee secure connections—which continued to function normally.
- We updated the occupational risk assessment document (Document Unique d'Évaluation des Risques or DUER) for all our establishments. The working group compiled and circulated fact sheets with practical tips for remote working, including the right movements and postures to adopt.
- We reassessed our recruitment and integration processes for new hires to ensure they joined the Group under good conditions, despite working mostly from home.
- We cancelled recruitment events like speed interviews and careers fairs at the height of the pandemic. We took part in some online forums. The events we did hold complied with health, safety and social distancing measures.
- We adapted and organized remote events so our employees could stay in touch and remain engaged: after-work events, live cooking classes, photo contests, etc.
- We adapted our corporate communications to the lockdown, and published a dedicated newsletter.
- We set up a 24/7 employee hotline allowing them to raise any concerns confidentially and anonymously.
- Our HR team completed a Covid-19 prevention course called "Sécuriser la reprise - protéger les salariés" (Secure the Recovery - Protect the Employees).
- We appointed a multidisciplinary team of Covid-19 contact people from the HR, General Administration and Risk Management departments.
- We rolled out a health and safety protocol which we update regularly based on the French government's recommendations. It includes disinfecting the buildings, implementing foot traffic management and signs, adapting office and lobby layouts to enable easy movement of people, and providing protective equipment.
- Our subsidiaries offered their clients solutions and services to help manage the crisis as well as possible. GERS Data provided the health authorities with data, CLM equipped four Covid-19 emergency centers, Maiia offered its teleconsultation solutions free of charge, SRH helped its clients implement short-time, and SY by Cegedim launched a simplified version of its digitalization solutions.
- Early in January 2020, Maiia was selected by the French Ministry of Health as one of the three approved appointment scheduling websites for its Covid-19 vaccination centers.
- From a financial viewpoint, Cegedim demonstrated its businesses' resilience (See Chapter 4, Section 4.6 and Chapter 3, Section 3.6 of this Universal Registration Document).

6.4 | Mobilizing our Human Resources

Results

Group Headcount 2020 2019		Employer brand and university partnerships in France 2020 2019		Training and mobility 2020 2019
5,311 4,946 Total headcount	930 1,182 Departures	13 24 Speed interview sessions (1)	19% 15% Work-study contracts and student internships converted to permanent contracts	15,727 17,067 Hours of training in France
3,435 3,364 Headcount France	13% 9.9% Turnover (rate of departures) incl. 6% unwanted departures	0 16 Job fairs (2)	35 492 Internships	959 870 Employees trained in France
1,876 1,582 Headcount International	4 953 4,682 Employees on permanent contracts	10 8 Student recruitment events (3)	28 47 Work-study contracts	396 103 Group e-learning training sessions
1,295 1,465 New hires	358 264 Employees on temporary contracts	16 23 Hires from (1), (2) & (3)	64 28 Apprenticeships	5,043 4,482 Employees signed up for Group e-learning sessions
872 1,067 New hires on permanent contracts	39.6 39.7 Average age			5,391 3,886 Hours of e-learning, Group-wide
423 398 New hires on temporary contracts				239 372 Internal mobility transfers in France <i>Job changes and transfers between entities</i>

Group gender equality

2020 | 2019

45% | 45%

of employees are female

40% | 40%

female board members

55% | 55%

of employees are male

60% | 60%

male board members

Health and safety in France

2020 | 2019

23 | 61

workplace accidents

33,189

days of absenteeism due to
Covid-19 - France*

45,847 | 38,548

days of absenteeism excluding
Covid-19 - Group-wide

8.64 | 11.52

average number of days of
absenteeism excluding paid
leave, overtime rights (RTT) and
Covid-19

27,169 | 38,548

days of absenteeism excluding
Covid-19 - France

7.91 | 11.5

average number of days of
absenteeism per employee
excluding paid leave, overtime
rights (RTT) and Covid-19* Sick leave, leave to look after
children when remote working
impossible, short-time work.

Quality of work life

2020 | 2019

676 | 417

French employees regularly* work from
home

19.68% | 12.4%

of the French workforce

281 | 230

part-time Group employees




5.30% | 4.6%

of the Group workforce

1,754 | 1,770

Employees participating in Cegedim
Heroes* Regular remote working within the framework of
the Group agreement in France, excluding
employees working from home exceptionally due
to health and safety measures.

Key Performance Indicators and Objectives

Percentage of confirmed permanent contracts	Attract employees	Achieved	Objective
	<p>Employees on permanent contracts in 2020 in France, whose trial periods were confirmed by December 31; does not include employees still on trial period at that date.</p> <p>A formal interview is conducted at the end of the trial period, and HR analyzes the results and takes corrective actions if needed.</p>	2020 2019 80% 76%	Maintain at ≥ 75%
Confirmed employee referral hires in France	Promote employee referrals	Achieved	Objective
	<p>The criteria for employee referrals in France in 2020 are exactly the same as in 2019, and exclude certain cases, as detailed in this chapter.</p>	2020 2019 107 109	Maintain at ≥ 100 employee referral hires a year
Recruiting events	Maintain a visible presence through recruiting events	Achieved	Objective
	<p>These events consist of speed interviews, job fairs, and student recruitment events. We also held employee referral events that are not counted here. The number refers to events held in France.</p> <p>All events in 2020, were organized in compliance with health and safety measures.</p>	2020 2019 23 48	Maintain at ≥ 1.5 events per month

HR policy

The Group has an active HR policy in support of its employer brand, detailed through this chapter, and has redoubled its efforts in recent years to build employee loyalty. There is generally a higher employee turnover rate within the specialized account manager teams of some of our activities, which is typical of these professions.

In 2020, Cegedim's human resources policy continued to help advance its business activities. The policy fosters an environment in which employees can cultivate their skills to the fullest while also actively contributing to the company's performance. Cegedim adapts its compensation policy to motivate talented individuals and ensure training and recruitment, while at the same time keeping growth in payroll to a reasonable level.

Cegedim Group's human resources policy reflects its keen interest in social equality. Our human-sized HR teams focus on communicating, imparting skills, and sharing experiences, which are critical ingredients for continuous personal development. We also have a proximity management policy which fosters rapid, efficient decision-making and nimble responses. Employees are appraised regularly and receive training and advancement opportunities. This allows them to enrich their skills and personal experience, giving them the prospect of taking on new responsibilities. Experience gained at Cegedim Group, a benchmark employer, boosts their employability.

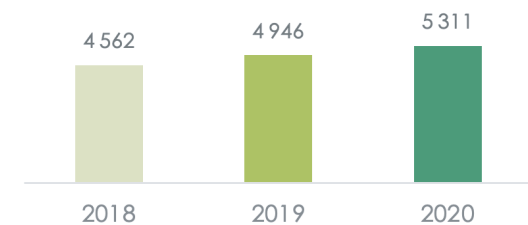
Recruitment



Headcount

The Group is committed to strengthening its human capital, which is a prime asset. As a result, one of our key ongoing concerns is recruiting qualified personnel suited to our needs. This is a critical issue for Cegedim Group as a B2B company, because applicants and future employees may not have access to or know about our corporate communication and products. Our strong presence on professional social media sites gives us a high profile in France, and we actively use these sites to recruit. Despite the Covid-19 crisis, Cegedim continued to recruit new hires, but adapted their onboarding process.

Headcount



Recruitment

To ensure we have the personnel needed for our business development, every year Cegedim recruits:

- Several hundred employees in France, with a growing focus on promoting diversity in the workforce and providing employment for persons with disabilities,
- A growing number of interns and young people under work-study contracts,
- Internationally, via the Group's operations in over ten countries.

To this end, at our Boulogne-Billancourt, Rabat, and Bucharest offices, we have created an area dubbed RecrutLab, with rooms specifically designed for recruitment efforts and applicant interviews. In 2020, most of our recruitment was conducted remotely because of the Covid-19 pandemic.

In 2020, to help us meet two recruitment objectives, we teamed up with:

- Fencing champion and former French Minister of Sports, Laura Flessel, who will help us hire top athletes;
- Outplacement company, Altedia, which will help us hire people whose companies need to outplace some of their employees under France's Plan de Sauvegarde de l'Emploi (PSE) job-saving scheme.

Some subsidiaries use an onboarding scheme to boost retention of new hires in positions with long learning curves, so they can capitalize on their investment in initial in-house training. New hires receive support in the form of a half-yearly development plan that includes qualitative indicators and quantitative objectives.

Recent graduates

Most of our employees have a scientific or business educational background. The Group makes a concerted effort to recruit graduates through work-study programs in partnership with higher education establishments and universities. We make our work-study students feel welcome all year long by providing opportunities for discussion, organizing contests, games, etc. In September 2020, we rolled out additional support for work-study students, coordinated by the HR team, in order to foster more exchanges. We created three communities—sales & marketing, support & IT, and development—to round out their integration.

Cegedim participates in job fairs and student forums. We offer students and recent graduates internships in France and abroad. These internships put participants on a fast track to employment and often turn into permanent positions with Group companies. Some of our subsidiaries have annual internship programs to help students prepare research projects for their master's thesis and encourage young graduates to join the company. We also have positions at our Spanish R&D subsidiary in Barcelona and at SRH in Bucharest for young people on the V.I.E. French international internship program.

Every year, we offer students summer internships so they can gain first-hand experience of the world of business. In 2020, we offered about 30 summer internships in France and organized an online Open Doors event in Romania with student organizations from the Polytechnic University of Bucharest and the University of Bucharest's Faculty of Letters.

Despite the pandemic, the Group organized its first virtual forum with HEC Paris business school in 2020 and was able to exchange with students taking courses in digital technology, data sciences, strategy, marketing, and finance. Like any standard forum, this one also included informal chats, conferences, round table events and individual interviews.

University partnerships

We have partnerships with the University of Cairo in Egypt and with Simphon school of digital technology in Paris. Group employees work with students at the University of Poitiers and the Sorbonne. Cegedim is also the proud sponsor of France's first master's degree in HRIS (human resources information systems), which admitted its first students at the University of Paris I Sorbonne in September 2018 and is taught by Cegedim employees. We also offer some students apprenticeships with the Group's teams. In 2020, Cegedim initiated a partnership with HEC business school, which it will continue in 2021, designed to forge strong links with its students, especially those on the MBA program, which is a pool of potential hires.

Speed-interviewing

We hold regular speed interviewing sessions at our French sites for applicants responding to Group ads or selected by recruiters. The sessions consist of a series of rapid interviews of around ten candidates by HR teams and relevant managers, who may then offer jobs to some candidates. Events like these complement traditional job ads and are promoted at schools in regions where Cegedim is looking to recruit. We recruit around one-third of all hires at these events and use them mainly to recruit HRIS consultants, sales, and R&D staff.

Onboarding

We launched a new onboarding program in October 2020 for all employees in France. It is principally designed to help the HR teams in each of our subsidiaries welcome new hires with a presentation of the business unit (BU), HR tools, etc. Once a month, our Group Chief Human Resources Officer introduces new employees to the Group's different activities and business vision in a videoconference attended by employees from different sites in France.

The welcome program, designed specifically by the Human Resources teams at corporate headquarters and the business units (BU), includes a number of job-specific training modules of varying durations: School SRH, Maiia onboarding, insurance industry track, media or e-business tutor, and Sales Academy. Some of the BUs periodically hold "job swap" style programs to deepen the onboarding experience and assign mentors to the new hires. Some jobs may require more specialized training on arrival because of the nature of the business (e.g. drug safety, pharmaceutical depository, forklift operator, etc.). In January 2020, our subsidiary CLM overhauled its sales onboarding program which now includes all employees, principally through mentoring schemes, with veterans coaching newcomers.

Prior to a new recruit's arrival, the HR department goes over a checklist with the employee's future manager to make sure everything is ready for day one. The onboarding process includes a review with HR halfway through the trial period and a review with the manager at the end of the trial period.

Work
organization
and quality of
life**Employee referral program**

Cegedim Group created its employee referral program in France in 2011 and expanded it in 2018. The program rewards employees who refer job candidates whose qualities match the Group's operational needs and values. The group issued a reminder of the program's eligibility criteria in 2019 and imposed restrictions on the involvement of all managerial staff in the recruitment process, including top management and HR management.

Cegedim holds in-house events for referring employees and their referrals to give Group managers a chance to meet the candidates informally at themed gatherings.

Several exceptional employee referral campaigns took place in 2020 to find recruits with the most sought-after profiles (sales representatives and IT).

Compensation policy

Cegedim has introduced both Group-wide and BU profit-sharing agreements—with the latter designed to incentivize employees at a local level. The Group's compensation policy aims to recognize talent by rewarding both individual and group-wide performance, with stronger emphasis placed on individual performance through variable compensation based on individual goals. Each year, Cegedim Group line managers meet with their team members one-on-one for a performance appraisal and review of annual targets. Every year, we use remuneration studies to verify that our compensation policy is in line with the market.

We increased the company's contribution to employee meal vouchers (*Tickets restaurant*) in April 2020 at nearly all our subsidiaries in France.

The Remuneration Committee is composed of three directors. The Appointments Committee is also composed of three directors. The chief tasks of these committees are to set the policy for awarding free shares and variable compensation and to create a succession plan for corporate officers in the event of an unplanned vacancy.

1. Health and quality of life in the workplace
2. Organizing work and fighting discrimination

1

Health and
quality of life in
the workplace**Internal communication**

The intranet the Group set up in 2013 was revamped at the end of 2020 and relaunched in early January 2021 with a more user-friendly, agile, up-to-date design. It provides a newcomer's guide, country-specific company information, in-house newsletters, the style guide, and local information per office location. It also includes HR news for all subsidiaries, the latest news, access to BU intranets, etc. Individual Group entities have also taken a variety of local initiatives. For example, a network of around 20 "CG Live" screens display Group news; labor, legal, and industry updates; information about training courses, and so on. The Group has installed the screens, which can also display information tailored to each BU and entity, at all sites with 50-plus employees in France. During the lockdowns, we sent video messages directly to our employees.

In France, the BUs hold regular "Feel HR" meetings to bring their teams together and convey the latest company news. The Managing Director gives an annual presentation on the year's activity and highlights to employees. Employees in other locations can view the presentation over the Group intranet. When travelling abroad for roadshows, the Chief Investment Officer & Head of Investor Relations takes the opportunity to visit local subsidiaries and present the Group's annual results to employees. This year, both these events were held in virtual video formats with interactive Q&A sessions.

Forging ties between employees

After-work events for several BUs help create ties between employees from different departments working at the same location. Each entity organizes get-togethers at important times of the year or to mark important occasions (year-end party, team meals, etc.). Seminars are also

organized for teams or specific units as and when necessary.

Cegedim is sensitive to the fact that the workplace environment is key to its employees' wellbeing. For this reason, we completely refurbished our Lyon, Vélizy and Montargis sites, and improved the premises' sound-proofing and energy efficiency.

Cafeterias and break rooms are also available at some sites, so employees can meet for business discussions in an informal setting over the weekly fruit baskets.

These facilities were adapted or temporarily closed in 2020, in order to comply with health and safety restrictions.

Accident prevention

In 2020, Cegedim updated the occupational risk assessments (Document Unique d'Évaluation des Risques or DUER) for all its sites. An HR working group was set up to monitor the roll-out of measures and action plans. We drew up and circulated a guide to good practices in open-plan workspaces and fact sheets on gestures and posture, remote working, and road safety.

Defibrillators have now been installed at all sites with more than 100 employees, except for Boulogne Billancourt, which has a fire safety and first responder service (SSIAP).

Quality of life at work

We rolled out a Quality of life at work (QVT) policy at some of our sites, which included dedicated working groups and in-house surveys so employees could help us improve the quality of their life in the workplace. The results of these initiatives were presented to the Occupational Health and Safety Conditions Commission (CSSCT).

Since 2018, employees in France have also been offered spots in the company nursery, which is operated in partnership with a leading provider. In 2020, we opened four more nursery spots for our employees, bringing the total to 25, or an increase of 19% on 2019. The huge success of the 2020 campaign and the fact that we kept last year's spots meant we were able to satisfy most new requests and cater to specific individual situations.

Employee survey

Some of our subsidiaries have conducted employee surveys since 2019. The aim is to evaluate team morale at a particular moment in time and assess and analyze any mood changes from one period to the next, whether they are negative (stress, lack of vision, disengagement, etc.) or positive (motivation, pleasure, cheerful atmosphere in the department, etc.). The quarterly survey, which is anonymous, covers four themes: engagement, resilience, purpose, and caring. The survey data is presented once a quarter to the Social and Economic Committee (CSE) and the Management Committee and unveiled to the workforce once a year.

Healthcare coverage

At Cegedim, all employees have plans to cover their out-of-pocket medical costs. We also offer optional supplemental insurance plans. In France, all employees have supplemental death, incapacity, and disability coverage, and former employees can continue their supplemental health coverage. The Group is endeavoring to gradually expand this kind of health and protection benefit to countries where it is not required by law. In fact, nearly all the Group's employees have been offered health insurance and a supplemental pension plan. We amended our health coverage agreements to comply with the French government's "100% santé" reform, which came into force on January 1, 2020. This reform aims to improve coverage of the cost of glasses, dental care, and hearing aids.

Preparing for retirement

In 2020, we started negotiating an agreement for older workers and a collective pension plan (PERCOL) with the trade unions. One of our subsidiaries organized a meeting with the national pension fund (Caisse Nationale d'Assurance Vieillesse - CNAV) for employees over age 55 providing information on how they should prepare their retirement. Other subsidiaries will repeat this initiative in 2021.

Sport and wellness

In early 2019, we launched Cegedim Heroes, our own sport and wellness program and app. All Group employees can use it—they join their local team, based on their workplace location, and are encouraged to transform their daily life through exercise. They can take part in regular

challenges and contests and are awarded health points for each physical activity they do. The program's aim is to improve personal well-being in the workplace. All sports count: walking, running, cycling, swimming, team sports, skiing, working out, etc. There are regular team contests as well as weekly individual challenges.

In 2020 we organized two Group-wide sports events: "Ensemble pour la recherche contre le cancer des enfants" (Together for childhood cancer research), which raised funds for the Institut Gustave Roussy, and "Sport, santé et surprises" (Sport, health and surprises), which offered online courses.

Covid-19 related lockdowns affected the way participants exercise, and the program was terminated at the end of 2020. We are planning a new format for 2021. The Cegedim Heroes program:

- Had over 1,700 participants worldwide;
- Covered nearly 2,075,290 kilometers—that's 52 times around the world;
- Distributed over 300 awards to the most motivated;
- Incentivized 30% of participants to take more exercise;
- Encouraged group emulation and appointed motivational ambassadors.

Leave sharing

Cegedim has introduced the leave sharing program for all employees in France so employees may help colleagues experiencing personal challenges. A collective bargaining agreement was concluded so that as many people as possible can benefit from this initiative and to allow donations to be supplemented by a contribution from the employer.

Collective bargaining agreements

Numerous collective bargaining agreements apply to the French subsidiaries and the Group as a whole. We cannot provide a detailed review of them all. To date, none of the agreements reached in France has been opposed by employee or union representatives, which illustrates the success of the social dialogue.

In 2020, negotiations related to collective agreements notably covered:

- Amendments to profit-sharing agreements
- Profit-sharing agreements for some subsidiaries that did not have one
- Time savings accounts (Compte Épargne Temps (CET))
- Trade union careers
- Increase in the number of investment vehicles for the company savings plan (Plan d'Épargne Entreprise (PEE))
- Electronic signatures for collective bargaining agreements.

Organizing work
and fighting
discrimination**The right to disconnect**

France's Labor Act of January 1, 2017, enshrined the right to disconnect. However, we have not implemented any measures to block IT communication. This is because we cannot shut down servers or other IT infrastructure equipment during non-working hours, owing to continuity of service requirements and the resulting need for staff to be on duty. Cegedim meets the law's requirements by using tools to report time off and by creating an HR hotline that employees can call if they require a meeting to discuss their workload. Their situation is then analyzed and a remediation action plan drawn up with their manager. We reminded employees of their right to disconnect in the fact sheet on remote working.

Social and economic committees (CSE)

We maintained close social dialogue in 2020, increasing the frequency of our exchanges due to the health situation. We met twice as often between April and June to provide the best possible support for employees through the crisis. All short-time requests were approved by the social and economic committees (CSE).

We cannot provide a detailed review of the activities of all the Group's social and economic committees in this report. We can, however, note that they provide numerous employee perks, in keeping with local practices, for example housing benefits, discounts on leisure activities (sports, entertainment, culture, travel, and CESU home help vouchers), as well as support with year-end holidays (gift vouchers, Christmas trees, etc.), school holidays (vacation vouchers), and other significant life events.

The social and economic committee of the Boulogne economic and social unit (UES) set up a website from January 2020 so employees could purchase these services remotely. In 2020, three new social and economic committees were established within the Group: Cosytec, RDLP, and lAssurances.

Organization of working hours

We observe the International Labor Organization conventions in all the countries where we operate. The working hours of employees in France—two-thirds of the Group's total workforce—are based on a statutory annual total of 216 working days or 1,607 hours, and a contractual working week of 37 hours and 10 minutes. Any overtime entitles employees to RTT days off ("Réduction du Temps de Travail", or reduced working hours). Outside of France, local working hour legislation is observed in each country.

In 2020, a new Time savings account, or Compte Épargne Temps (CET) agreement was concluded, resulting in the following key changes:

- Employees may take leave on personal grounds and deduct it from their CET account;
- Employees may donate days of leave from their CET account to colleagues as part of the leave-sharing program;
- Employees have more options to cash in their overtime (RTT).

We standardized paid leave rules across all our businesses and extended paid leave periods.

Cegedim implemented remote working, both periodic and regular (one day a week or one day every two weeks), in 2018. These arrangements give employees real flexibility to manage their time and travel. A collective bargaining agreement for mobile workers was also rolled out in 2018 and 2019. It accounts for the particular circumstances of employees who travel a lot for work and classifies travel time as working time for more than 500 mobile workers.

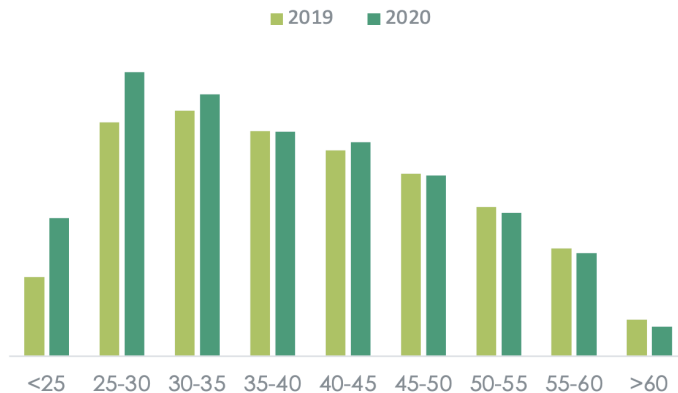
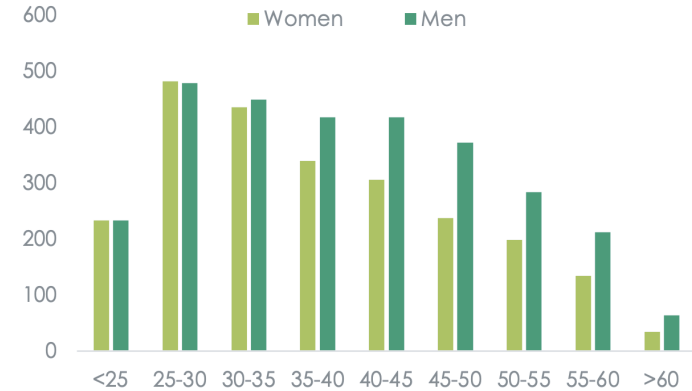
Equitable career advancement

The Group does not discriminate when hiring and assigning positions. Job offers provide for wages without discrimination and raises are based on each employee's performance and experience. Any person who is a victim of or witness to discrimination has several means of reporting it. They may contact the Group Ethics Committee or an employee representative body, both of which will act with complete independence. An employee representative support agreement was concluded to implement wage growth guarantees.

In compliance with French regulations, Cegedim ensures that women employees returning to work after maternity leave receive a pay rise.

The Group's age structure shows that our average age is getting younger and reflects HR's active policy in this regard.

Group employee age breakdown

Group employee age breakdown by gender
2020**Disabled workers**

Cegedim Group combats all forms of discrimination and aims to facilitate the integration of workers with disabilities. We are endeavoring to improve access to our buildings for the disabled. The Group complies with local regulations governing the employment of people with disabilities in all the countries where it operates.

In 2019, our disability unit's remit was enlarged and bolstered—an external six-month assessment including over 30 interviews with a representative sample of employees was conducted. Its composition was modified in 2020 and it now includes a member of each BU's HR team, which enables us to handle disability issues as closely as possible with the employee concerned. Our disability unit assists employees known to have disabilities, regularly monitors their administrative paperwork, and makes any necessary accommodations to their workstation and schedule. For this, we work closely with the Association de gestion du fonds pour l'insertion des personnes handicapées (AGEFIPH, a French non-profit that promotes the employment of people with disabilities).

In 2020, we celebrated Disability Week with a communication campaign. It was designed to make employees at CHS, Cegedim Assurances Conseil and SRH aware of several issues, particularly what best practices to adopt with disabled co-workers and how to manage a disabled colleague.

In France, Cegedim grants employees with disabilities five days extra paid leave to attend to their medical and administrative formalities, priority access to parking spaces and childcare services.

Managing qualifications and skills**Skills**

We operate in a variety of businesses and can help our employees enrich their skills and gain new experiences so they can take on new responsibilities. The Group's HR policy is based on training and internal mobility, because we believe that professional development is a major factor in motivating employees to achieve success. Joining Cegedim means seizing the opportunity to work in a high-tech environment where teams tackle a variety of interesting and challenging projects, all while continuously developing professionally. Some subsidiaries offer managerial skills development training for employees promoted to team management positions.

Training

Training is a cornerstone of Cegedim's HR strategy, and we devote more resources than we are legally obligated to so that employees can realize their fullest potential. The Group's training policy combines a focus on individual progress, skills development, and company performance in order to keep pace with strategic projects and changes in the healthcare profession. New hires receive initial training as part of their onboarding process. In addition to the standard internal, external, inter- and intra-company training programs, the entities also provide continuous specialized training for some of the Group's very specific professions throughout their careers. We identify individual training needs during the annual performance appraisals and job interviews. As well as professional training, we provide first-aid courses.

Skills sharing

Skills sharing is a key challenge for Cegedim Group that ensures our teams have the necessary knowledge and expertise. Our business units set up tailored training sessions by calling upon resources within their own teams. These initiatives allow us to meet the specific needs of our business lines, impart our culture, and pass on our expertise. Mentoring arrangements—which are required for vocational training or work-study contracts—are also used in some subsidiaries to foster the internal mobility of employees and integrate new recruits. The mentees are taught what they need to know for a given position (processes, procedures, tools, organization, etc.) or shown the skills required for specific jobs within the Group.

Some subsidiaries also offer close managerial monitoring for junior employees, mentoring schemes with more senior colleagues, and even advisors for employees who need assistance. A pilot mentoring scheme launched in the SRH subsidiary will be replicated across the Group's entities.

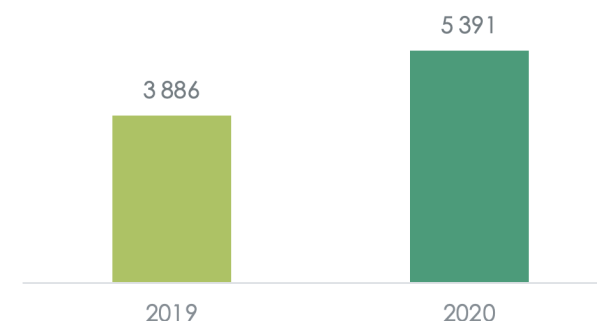
E-learning

Cegedim has created an e-learning platform so employees can complete a series of courses during work hours by selecting from a wide range of training programs. This platform was used extensively in 2020 for both Group-wide training programs and specialized training courses for specific entity activities and professions. The number of hours of training per enrollee increased by nearly 25% in 2020.

Several job-specific training courses were designed and rolled out on the platform following requests from some of the Group's entities. For example, we launched e-learning courses on electronic invoicing, information security, and professional and medical secrecy.

Our Research & Development teams also used an external digital platform to update their knowledge of developments and new technologies in their professions.

Hours of e-learning Group-wide



Internal mobility

Cegedim believes that professional development is a major factor in motivating employees to achieve success. When a vacancy arises, priority is given to internal recruitment. Internal mobility opportunities, with moves to different geographic regions, allow employees to develop their skills and experience of the business and also help the Group ensure the transfer of knowledge between its entities. To this end, we have an international mobility service for managers, salespeople, and technicians to handle requests for expatriate postings. These typically involve three-year assignments, transfers, and short-term assignments from France to another country, from an international office to France, or between different international locations outside of France. Certain entities have a mobility commission with representatives from Group HR, local HR, and local management whose purpose is to promote career development and review mobility requests for moves within the Group or entity.

6.5 | Limiting our environmental footprint

Results

Greenhouse gas emissions

2020 | 2019

1,369 | 1,365

metric tons of CO₂ equivalent generated by our electricity consumption

2.40 | 2.35

is the average age of our French car fleet

161 | 303

metric tons of CO₂ equivalent generated by our gas consumption

2.36

Is the average age of our Group car fleet

328 | 891

metric tons of CO₂ equivalent generated by air travel in France

69%

% vehicles emitting <120g CO₂ in the Group car fleet

5

metric tons of CO₂ equivalent generated by train travel in France

89%

% vehicles emitting <140g* CO₂ in the Group car fleet

0€ | 0€

Provisions and guarantees for environmental risks

* The 120g and 140g CO₂ thresholds, linked to French tax incentives to promote less-polluting vehicles, are less relevant for international subsidiaries. In the interest of comparability, the international figures are therefore presented as results and not as indicators.

Use of resources

2020 | 2019

13,030 | 13,799

of electricity consumed in kWh

662 | 1,246

of gas consumed in kWh

Sustainable procurement

2020 | 2019

95% | 82%

of the paper and envelope products listed in the Group catalogue in France, office supplies, Copy center and mandatory regulatory information are eco-certified.






Digitalization

2020 | 2019

83% | 81%

of employees in France receive digital payslips

Key Performance Indicators and Objectives

% vehicles <120g CO ₂	Car fleet in France	Achieved	Objective
	The company passenger car fleet is increasingly comprised of newer vehicles, fewer diesel engines, and more gasoline-powered cars and electric hybrids. Changes to the CO ₂ emissions measuring system in March 2020 (WLTP standard) had a negative impact on the performance of our car fleet this year.	2020 2019 70% 79%	Maintain at ≥ 75% 2020 is a year of transition and objectives will be realigned in 2021
% vehicles <140g CO ₂	Car fleet in France	Achieved	Objective
	Several large utility vehicles were replaced in 2019, which had an impact on the category's overall performance. Changes to the CO ₂ emissions calculation system in March 2020 (WLTP standard) had a negative impact on the performance of our car fleet this year.	2020 2019 88% 92%	Maintain at ≥ 90% 2020 is a year of transition and objectives will be realigned in 2021
% eco-friendly purchases	Office supply purchases	Achieved	Objective
	Purchases of office supplies in France are centralized in a Group catalog that highlights eco-friendly products from a supplier with a sustainability policy.	2020 2019 52% 49%	Aim at over 50% of eco-friendly purchases
Datacenter greenhouse gas emissions	Green IT, energy-efficient computing	Achieved	Objective
	The Green IT program, which aims at continuously improving the energy efficiency of our hosting services, enables us to control our energy consumption and CO ₂ emissions.	2020 2019 447 456	Cut GHG emissions linked to datacenter electricity consumption, in metric tons of CO ₂ equivalent.
Increase in number of virtual servers	Server virtualization	Achieved	Objective
	We continued to replace physical servers with virtual machines in 2020, and now have 13.4 virtual servers for every 1 physical server.	2020 2019 +18% +11%	Maintain continuous growth

Reducing our
environmental
footprint

Cegedim has always believed in innovation as a way to improve the service it provides its stakeholders and as such, also sees it as the concrete reflection of its efforts to be a responsible company.

Carbon footprint

We measure our greenhouse gas footprint in terms of the electricity we need to run our businesses efficiently. As providers of services, our activities are office-based. Our CO₂ emissions are commensurate with those of standard office activities.

Our primary carbon footprint is principally generated by company cars and air-conditioning systems, while our secondary carbon footprint mostly stems from energy consumption and business travel.

The Group's datacenters in France account for a significant share of our electricity consumption. Since 2018, the Group has been able to measure, monitor and manage the carbon footprint of its hosting centers as part of its program to continuously improve energy efficiency.

Fleet management

Our company car policy specifies what type of cars our employees may use and who is eligible for one, and provides a code of conduct for drivers in France. Fleet management takes into consideration vehicle age and changes in pollution standards, and respects official and industry recommendations. Our fleet includes hybrid vehicles, and when employees replace their cars, they are strongly encouraged to choose the most carbon-friendly categories. The WLTP standard for calculating CO₂ emissions, which was adopted in March 2020, affects the criteria used to manage the vehicle fleet and makes it difficult to compare indicators in 2020, since we have not replaced recent vehicles purchased before 2020 simply because the standard has changed. Some sites encourage the use of alternative energies and transport methods, for example with EV-only parking spaces with charging stations, bicycle and kick scooter parking facilities with charging stations, and solar-powered parking lighting.

Limit business travel

We are particularly careful about business travel because it is a large source of carbon emissions. Our travel policy defines the rules and best practices for meetings and related business travel and encourages employees to cut back on their travel and use alternative, less polluting solutions without reducing the quality of the services offered to customers. Travelling to attend in-house meetings is limited and any exemption requires prior approval by management.

We introduced remote work technology as early as 2007 and encourage our employees to reduce short-distance travel and instead use videoconferencing, telephone conferencing, instant messaging, and document exchange platforms. As well as improving quality of life, working from home also reduces the daily journeys made by our employees.

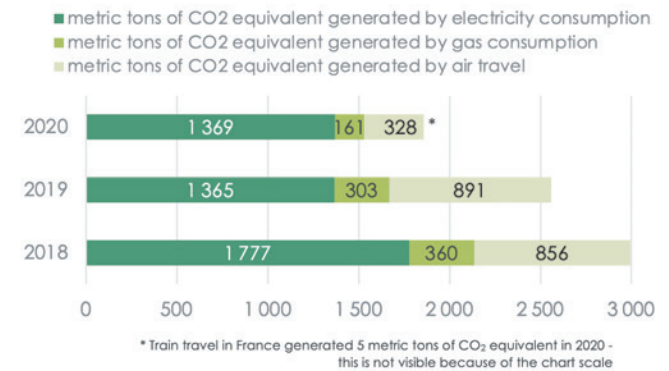
Business travel fell by about 60% in 2020 as a direct result of health restrictions and travel bans.

Waste management

Cegedim Group has no industrial activities and does not produce toxic waste. Paper, cardboard, and computer equipment make up the bulk of our waste.

The only hazardous and dangerous substances we use are:

- IT hardware (screens, batteries, printers, and photocopier ink cartridges),
- Car equipment (batteries, engine oil),
- Cleaning products.

CO₂ emissions per category

Several of our subsidiaries have already introduced recycling programs for printers, photocopier ink cartridges, and computer hardware.

When computer equipment in our datacenters reaches the end of its life, we ensure backups are complete, erase data, and then dispose of it in an eco-friendly way. This type of waste is usually collected by the supplier providing the new replacement hardware. Otherwise, it is given to a specialized recycling company. We also sometimes decide to keep equipment for spare parts, thus optimizing the life cycle of certain components which are recycled on-site.

In France, Cegedim outsources the management of all its waste electrical and electronic equipment (WEEE) to ensure that the materials are recycled and the toxic components are correctly disposed of.

The only wastewater produced by our activities is domestic.

Using less
resources1. Paper
2. Energy

1

Paper

Less printing

Reducing the number of documents printed by employees is one of our objectives. In all countries, teams are routinely encouraged to consider whether they truly need to print their documents or whether there are simple alternatives at their disposal (e.g. projecting information for a meeting on a screen rather than printing it out, only printing out emails when necessary, two-sided printing, printing in black and white, etc.). There are fewer individual printers being used by employees, who instead send their documents to a shared printing station. We also have a modern, efficient in-house print and copy center that handles bulk printing for our Boulogne-Billancourt sites.

In addition, in 2018, the Group made the switch from paper to electronic greeting cards.

A new agreement allowing electronic signatures for collective bargaining agreements has also significantly reduced the number of documents we print.

Printed distribution of mandatory regulatory information

In 2007, we decided to distribute our mandatory regulatory information electronically. Between 2010 and 2020, we also reduced the number of printed copies of our Universal Registration Document, cutting the French version more than tenfold and halving the number of English copies—we now only print 75 copies of each version. For the last ten years, this document has been printed on 100%-recycled, European Ecolabel-certified paper.

Digitized administrative processes

We decided early on to digitize administrative processes for new recruits in France and no longer send out mass mailings of paper documents. All contractual documents (letter of appointment, work contract, bylaws and charters, mutual health and personal protection insurance policies, etc.) are sent by email and signed electronically by both parties. We have also introduced meal cards, which avoids printing and handling meal vouchers. Due to regulatory restrictions, we are unable to apply these measures outside France.

Digital vault

In a bid to reduce printing, we also offer our employees in France a secure digital vault service where they can store private, sensitive e-documents. For example, in France, employees can have their monthly payslip deposited automatically in a digital vault for storage, and the vast majority of them choose this solution.

Energy in the workplace

We have introduced simple ways of reducing energy costs on a case-by-case basis. For example, we encourage car-pooling and the use of shuttle services, we have installed time switches that automatically turn off the lights and air conditioning after hours, water fountains and coffee machines with inline water filters, electronic timers, motion-operated hand-driers, etc.

We also have maintenance contracts for our air-conditioning systems to ensure optimum performance. Most systems can shut off automatically if windows or loading dock doors are opened.

Energy-efficiency and IT equipment management

Increasingly, the Group is able to reduce its energy consumption by refurbishing its premises. In 2020, we installed thermal insulation and heat pumps at several of our sites. We use the services of an energy savings consultant to define our energy efficiency action plans, particularly within the framework of France's Tertiary Decree.

For over thirty years, Cegedim has designed, built, and run its datacenters and technological platforms with a focus on maximum energy efficiency. This approach makes both financial—it's a highly competitive market—and environmental sense. Environmental, energy, and financial concerns are factored in at every stage of a datacenter's creation—in its design, deployment, and operation. These issues are incorporated into every aspect of information systems hosting.

In 2020, our top priority was managing the Covid-19 crisis within the Group, and most importantly ensuring secure remote access to our systems. As a result, we had to postpone the solar farm project for one of our datacenters until 2021. We were nonetheless able to harmonize the way all our datacenters manage energy consumption. In 2021, Cegedim.cloud plans to examine ISO 14001 (Environmental Management System) and ISO 50001 (Energy Management System) requirements in detail at all its premises to ascertain whether some of them could obtain certification.

The Green IT program and Datacenters

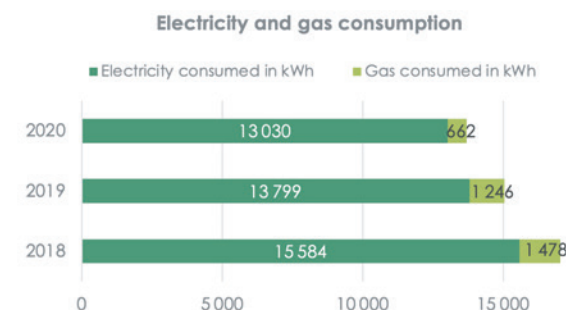
Our program to continuously improve the energy efficiency of our IT hosting services focuses efforts on three main areas:

Virtualization to ensure optimal use of IT resources: this process continues to significantly boost efficiency. In 2020, the number of physical servers stabilized, while the number of virtual machines (which have much higher per-unit efficiency rates) grew. The use of oversized servers also increases the ratio of shared services and optimizes energy consumption during periods of low activity.

Reducing server and IT equipment energy consumption: after updating our main computer hardware and then simplifying our computer network topology, in 2020, we maintained our performance and energy-efficiency. The overall standard of our services has not been affected, and data security and secure access remain top priorities.

Optimizing the efficiency of datacenter air conditioning systems: in recent years, we have successfully installed more environmentally-friendly air conditioning systems in all our datacenters. In 2020, we continued to install cold aisle containment solutions in our datacenters in France, and the expected improvement is still being felt. The installation of free cooling—a cost-effective method that uses the temperature difference between the air leaving the computer hardware and the ambient air—has helped reduce air-conditioning energy use at one of our French datacenters since 2017. One of our hosting sites harvests rainwater.

The 2020 roadmap for Cegedim Group's Green IT and Datacenter program aims to improve energy efficiency and reduce environmental impact. It included a partial update of the cooling system for one of the French datacenters that significantly reduced our electricity consumption in 2020 (by about 6%). The 2020 roadmap also includes the installation of heat pumps and waste heat recovery, and management of heat exchangers, fan-coil units, and chilledwater distribution, all aimed at obtaining C2E (Energy Savings Certificates) via ADEME (Agency for the Environment and Energy Management).



Sustainable
procurement
and
consumption**Office supplies**

We have streamlined our purchases and prefer to source our office materials from referenced suppliers who offer a catalogue of selected supplies. These suppliers must meet ISO certification standards and respect our ethical, environmental, and traceability standards.

We encourage our employees to purchase eco-friendly office supplies, as long as the price is reasonable. We only use recycled ecolabel paper or paper from sustainably managed forests for bulk printouts. We purchase our business cards from an ISO 14001 and Imprim'Vert certified supplier that uses ecolabel paper.

We take care to buy our promotional items and branded merchandise from suppliers that are also committed to sustainable sourcing and work with certified companies and manufacturers, particularly for clothing items. When a printing project is unavoidable, or for promotional items, we prefer to work with social enterprises that employ people with disabilities.

We only purchase food for our meeting rooms and do so occasionally and in very small quantities. We avoid food waste by consistently ordering limited amounts (of water and food) in individual portions and by carefully managing our stocks.

Telephone policy

Our telephone policy also factors in sustainability concerns. We purchase double-SIM mobile phones—so our employees can use the same device for both personal and professional purposes—with low SARs. We also plan to replace our landlines with VoIP solutions. All our telephones are recycled at the end of their lives. As part of a wider effort to streamline our sourcing, the mobile devices we offer our clients in package deals are the same ones we offer our employees.

Waste management and Recycling

Most sites have adopted waste prevention and management practices, notably for paper, cardboard, plastic bottles, and coffee pods. Cegedim Group is currently working to standardize best practices, especially for sorting and collecting recyclables from offices. In 2020, these best practices were adopted by all the Boulogne-Billancourt sites which work with an Entreprise Adaptée (adapted business) that helps people with disabilities find employment.

Local teams responsible for site services also encourage more responsible behavior and initiatives. Ink cartridges, batteries, and light bulbs are widely recycled throughout the Group and many of our subsidiaries increasingly choose to recycle their paper waste. Drink dispensers use recyclable cups, and new hires receive a reusable mug when they arrive. Filtered water fountains are increasingly common at Group sites, which helps employees limit their use of disposable containers.

6.6 | Upholding our reputation for quality and safety

6.6.1 | Quality

Results

Certifications

2020 | 2019

87 | 77

Group products with certifications

Continuous improvement

2020 | 2019

518 | 336

R&D e-learning licenses

6 748 | 2 687

Hours of R&D e-learning

Key Performance Indicators and Objectives

R&D effort relative to revenues



Group research and development

The R&D effort refers to payroll expenses for R&D staff as a percentage of revenues over the past 12 months. Although this percentage is not a targeted figure, it is stable compared with previous years.

Achieved

2020 | 2019

14.9% | 12.3%

Certified expertise



Security management

Cegedim has obtained certifications guaranteeing the quality of its security management expertise and upgrades. Cegedim.cloud, a Cegedim group subsidiary that houses all the Group's IT resources (both human and material resources), rolled out and operates an ISO 27001-certified data security management system for our French datacenters, our data and app hosting activities, and our managed services.

Risk analysis

We base our risk analysis strategies on safety methodologies and benchmarks, namely Business Impact Analyses (BIA) for continuity and Privacy Impact Assessments for GDPR. The risk assessments conducted by Cegedim.cloud and Cegedim Activ' as part of the ISO/IEC 27001: 2013 certification process are based on the EBIOS 2010 method of France's cybersecurity agency, Agence Nationale de Sécurité des Systèmes d'Information (ANSSI). These methods are also being adopted by the Group's other entities. They identify and assess the security risks to the availability, integrity, confidentiality, and auditability of the subsidiary's information, and they draw up a risk treatment plan, if required. Security risk assessments are also conducted for projects in our subsidiaries. The level of detail and the methods employed in these assessments depend on the project's sensitivity and the security requirements expressed at its onset.

Service Management System

Providing top quality products and services to our clients and partners is a cornerstone of our strategy. To maintain this level of excellence, Cegedim Group is committed to a continuous improvement policy. To meet its high quality standards, Cegedim.cloud takes a process-based approach using a Service Management System. This approach is based on the ISO 20000 standard, which is in turn based on the ITIL best practice framework. It also includes Capability Maturity Model Integration (CMMI) principles for project management and software development. This system is applied to data and

application hosting, and infrastructure management services, and is run according to the principle of continuous improvement.

We account for security right from the start of every type of project (IT, business, or software development). We identify security requirements when projects are initiated. If these requirements are not formally defined in writing by the customer, or in the project specifications, we apply the standard security requirements of the subsidiary or organization concerned.

Standards and Certifications

The following companies and activities earned certifications:

- ISO 27001, ISO 20000, ISO 27017, ISO 27018 for Cegedim.cloud's hosting and managed services at the datacenters in France;
- ISO 27001 and ISO 20000 for Cegedim Activ's SaaS, managed services, and technical hosting activities (France);
- ISO 27001 for pharmacy IT supply, support, and maintenance services and Cyber Essentials+ at Cegedim Rx (UK);
- ISO 27001 for healthcare industry IT supply, support, and maintenance services and Cyber Essentials+ at INPS (UK).

Cegedim has obtained the following accreditations to host personal health records:

- Cegedim SA is accredited to host personal health records (HDS accreditation) in France;
- Cegedim.cloud is certified to host personal health records (HDS certification) in France.

Quality and internal control – ISAE 3402

Since 2012, Cegedim Group has employed quality and internal control procedures in accordance with the ISAE 3402 (International Standard on Assurance Engagements) Type II standard, which is reviewed annually. This standard, which stemmed from the United States' Sarbanes-Oxley Act (SOX), requires the suppliers of companies applying it to be audited for financial risks too. The examination is carried out annually by a third-party auditor recognized by the Auditing Standards Board of the American Institute of Certified Public Accountants.

The following companies and activities have earned the ISAE 3402 Type II standard:

- Cegedim.cloud for all its activities;
- Cegedim Activ' for its SaaS, managed services, and technical hosting activities;
- Cegedim SRH for all its activities;
- CETIP for all its activities;
- iGestion for all its activities.

Product certification

Cegedim Group products enjoy a variety of certifications and accreditations specific to the countries, regions, and industries in which they are sold. In France, these include SesamVitale, HAS, DMP, ADRI, LAP, TLSi, e-santé (CDS/MSP), e-Prescription, e-Carte Vitale, ANSM, and the CE mark. In Belgium, they include EHealth / CIN, MyCareNet, Hub et coffre-fort, Recip-e, SAM, and BelRAI. In the UK, they include NHS, EMIS, TPP System One, MHRA, NMVS, Research Ethics Approval. These certifications and accreditations—which are regularly renewed—demonstrate that our high-quality products and solutions meet the strictest standards.

Aiming for operational excellence with continuous improvement



Research and development

Cegedim devotes a large share of its resources to innovation and Research & Development. Our efforts in this area represent a significant—and growing—share of both revenue and human resources. This proactive policy allows us to offer products and infrastructures that meet the latest quality, security, and environmental standards and requirements.

We verify our technological developments using a process security policy, change control procedures, a technical review of applications after the changes, acceptance procedures and tests. Our environments undergo security and engineering checks that meet the highest standards and best practices.

Information systems security audits

Every year, the Head of Information Systems Security defines the general security objectives for the Group and its subsidiaries, in agreement with senior management. It monitors the implementation of measures required to meet the security objectives at monthly Group Security Committee meetings.

Cegedim Group regularly audits the security of its information systems. Independent assessments are carried out regularly within the group: internal and external audits, certification and customer audits, and vulnerability checks. These audits are conducted in such a way as to safeguard the independence of both the auditors and their findings.

Managing suppliers

The IT supplier management process is part of Cegedim.cloud's Service Management System. It guides relations with suppliers and monitors their performance for the duration of the relationship. Suppliers are assessed according to the quality, innovation, security, and cost of the service they provide. In compliance with current regulations, we also assess our non-IT suppliers. The Group Procurement department conducts annual reviews of critical suppliers, which include both central and Group entity suppliers.

Continuous improvement

Because our business is growing, there has been a significant increase in the amount of data hosted and processed, which has inflated volumes and increased the need for storage capacity. Apart from financial considerations, the Group's R&D efforts focus on how it can responsibly manage this growth while minimizing its resource usage and environmental impact. As a result, while the amount of data hosting and processing will increase, growth in data volumes can be expected to slow as the Group finds ways to better compress and manage these volumes. This was the case in 2020, when we successfully reduced the amount of storage space needed by two-thirds despite growth in gross data volumes.

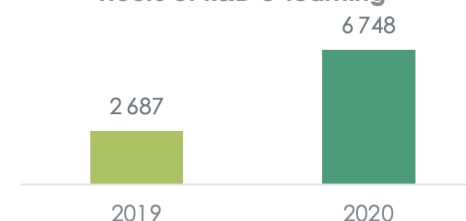
Synergies and internal organization

We manage our workforce using our own human resources and skills management tools and services. Our SRH subsidiary, which specializes in outsourced HR management, offers a range of solutions and services, from payroll management to employee management, with its Smart RH offer. Its TeamsRH platform is a complete, modular tool with a wide range of functions that meet the needs of every organization: payroll and personnel administration, HR portal, HR monitoring and decision-making, career and skills management, training, time and activity management, etc.

Reputation and external communication

We care deeply about our image and reputation. Only employees with delegated authority may communicate on the Group's behalf about its activities, products, partners, and suppliers. This applies to both traditional media (press, websites, radio stations, etc.) and social media. This issue is covered in full in the Code of Ethics, which also informs our employees about the need to use social media responsibly and respectfully.

Hours of R&D e-learning



6.6.2 | Protecting stakeholder data

Results

Processed data⁽¹⁾

2020 | 2019

18,446 | 36,011

Volumes of health data processed
in gigabytes⁽²⁾

(1) Data is processed in accordance with applicable regulations, notably those covering personal data and health data, and as defined by the GDPR.

(2) A significant technological change reduced the amount of storage space needed. For the purposes of comparison with this result, the restated volumes for 2019 are of 12,697Gb.

Cegedim.cloud systems security checklist

Cegedim.cloud systems security checklist	2020
Raise awareness (training, e-learning, anti-phishing campaigns, etc.)	☑
Regular security committee meetings	☑
Internal audits	☑
External audits	☑
Risk analysis	☑
Vulnerability audits	☑
Penetration tests	☑
DRP tests	☑
Information System Security Policy review	☑
Information System Security Charter signed by new employees	☑
Maintaining certifications	

Key Performance Indicators and Objectives

Completion of the security checklist

Securing our information systems

Achieved

Objective



We completed all of the items on the security checklist below.

2020 | 2019
100% | 100%

Maintain at 100%

Increase in the volume of hosted data in gigabytes⁽³⁾

French datacenters

Achieved

Objective



Data volumes grew because existing clients experienced organic growth and because we acquired new clients.

(3) Hosted data refers to the data stored in our datacenters and may include both processed data and raw, unprocessed data.

2020 | 2019
+31% | +52%

Contain the growth in volumes vs the growth in the amount of data.

1

Information system security



A secure, resilient, durable infrastructure

Cegedim strives to build robust security for its sites and datacenters. Cegedim Group supplies technology and services related to information, so one of our top priorities is ensuring that our clients and partners are entirely comfortable with the level of data and system security. Security is an ongoing, vital concern, and the Group does all it can to limit the impact of events that might damage its assets, products, or infrastructure. Its on-site risk-control policy focuses notably on covering fire, flooding, or other natural disasters, as well as power outages and cyberattacks, such as malware or penetration.

High availability architecture

The Group has substantial expertise in managed services and in the management of financial flows and digitalized documents. The highly strategic and sensitive nature of these activities led the Group's IT teams to design and build equipment and architecture with a very high degree of availability. These resources meet the most demanding security requirements, notably for hosting personal health data. For example, we offer our clients a comprehensive private cloud service, available in either PaaS (Platform as a Service) or SaaS (Software as a Service) mode. To do so, we draw on our hosting capacities and implement Business Continuity Plans (BCP) and Disaster Recovery Plans (DRP).

Business and service continuity

The Group spreads out its centers geographically and uses state-of-the-art information technologies to execute its business and service continuity strategies. It also has appropriate insurance policies covering certain industrial risks.

Despite the Covid-19 pandemic and increased threats of cybercrime in 2020, we managed to maintain the same high standards of service for our clients. A dedicated security team with experience in critical data hosting oversees operating security, in conjunction with a 24/7 Security Operations Center (SOC). Each Cegedim Group subsidiary has its own internal and centrally coordinated security organization.

As part of its policy of continuously improving information systems security, Cegedim pledges to investigate any weakness in the system reported by employees, clients, or third parties via the dedicated email address: security@cegedim.com.

System and data security

The Information System Security Policy developed by the Group covers system and data security and is supplemented by an Information System Security Charter included in every employee's job contract, as well as a guide to data security available on the Group intranet.

Anyone who uses the Cegedim Group information system is regularly informed of security best practices and the regulations that apply to their business activities. Information sessions devoted to security may take place in person or remotely, for example via an e-learning course or webinar. Subsidiaries are free to raise awareness of issues specific to their activities, in addition to the actions carried out at the Group level.

Data protection

The policy and charter rules and recommendations aim to protect data in all its forms—spoken, paper, or electronic—and respect its confidentiality, integrity, availability, and non-repudiation. They cover not only the Group's information systems (networks, computers, software, data, and communication and copying resources), but also information shared orally or in writing, and physical protection both on and off the company's premises. Cegedim Group subsidiaries lay out specific rules for this security policy in a set of documents governing security within the scope of their business activities, using the Group IS Security Policy as a mandatory baseline for which rules to apply.

Specific clauses have been added to the job contracts of employees whose responsibilities expose them to data, confidentiality, and intellectual property issues.

End of life of equipment

The Group has specific measures governing equipment disposal to ensure that data cannot be recovered. These measures also apply to any equipment that might contain confidential information. Old equipment that is not going to be physically destroyed must undergo high security formatting before it is reused or returned. Paper documents that are confidential or classified for internal use only are shredded.

Secure data
collection and
protection**Healthcare: a sensitive industry**

The Group is well aware that it operates in the sensitive healthcare sector. It does everything necessary to minimize and/or anonymize the data it collects, particularly health data; host this data securely; and ensure that studies are conducted according to ethical standards that are frequently monitored by its clients.

Databases

The Group's real-life patient and prescription databases, which have been chosen by the French and UK health authorities, contain anonymized data collected by a permanent network of nearly 3,000 private practitioners, primary care physicians, and specialists. The databases have a European structure and record over a billion medical procedures: patient and prescriber profiles, diagnoses and illnesses, prescriptions and treatment plans, reimbursements, and results of certain tests. The Claude Bernard Database of medicine and healthcare products helps make the entire medication chain to the point of fulfillment safer, and it allows users to offer patients high quality advice. The database is used daily by healthcare professionals in France and around the world.

Personal data

In the course of our business activities, we collect individuals' personal data. Cegedim implements state-of-the-art security measures to ensure an adequate level of protection. We collect data in a manner consistent with all the legal and regulatory requirements that apply in each country in which the Group operates, and with the contractual specifications agreed upon with our partners and clients. Cegedim Group has always made sure it complies with all applicable laws and regulations in the area of personal data protection. As soon as General Data Protection Regulation (EU) 2016/679 was made public, Cegedim began the work needed to ensure compliance from the moment the regulation took effect.

Data accuracy and quality

Data accuracy and quality are indispensable if Cegedim Group wants to continue to deliver tools and services that meet our clients' needs, thereby contributing to the healthcare systems of the countries in which it operates. The Group's GERS Data subsidiary supplies totally and irreversibly anonymized data and analysis made possible by a unique mass data collection system covering almost seven years. The data's representativeness is achieved by collecting from a variety of sector players. The R&D teams dedicated to this activity make it possible to collect, structure, and generate databases that can be used immediately, contain quality data, and comply with all personal data protection regulatory requirements. Apart from the quality of the data, Cegedim Group is also keenly aware of its societal value, given that its databases are used by healthcare professionals to help them diagnose patients and provide them with the correct medicines.

Data protection

Protecting personal data has always been a key concern for Cegedim Group. Our data protection policy reflects the Group's commitment to respecting these principles, and we regularly raise employee awareness of the issue through:

- training sessions on data protection and security,
- the Information Systems Security Charter,
- the Group Code of Ethics.

Cegedim sets rules and devotes adequate resources to ensure that equipment and information are handled in a manner consistent with their level of sensitivity. For example, equipment used to host confidential data is subject to heightened security measures, such as restricted access and data encryption. All users must apply the security rules that correspond to the category of information—published or not—that they handle as part of their job.

Copyright laws and Intellectual property rights

Our internal procedures aim to ensure that the Group and its employees do not break any laws regarding the copyrights of other companies, organizations, or individuals (patents, licenses, copyrights, trademarks, etc.). These measures also ensure respect for data confidentiality and integrity.

Management of intellectual property rights is governed by the IS Security Policy, contracts, and the security charter. Cegedim regularly informs its information system users about the rules that apply to intellectual property, notably via in-person and e-learning training sessions. Licenses are monitored as part of the configuration management process.

Personal data protection policy

The personal data protection policy was updated in 2018 when the General Data Protection Regulation (GDPR) came into force. It describes the general measures Cegedim Group takes to ensure adequate protection of the personal data it processes, either directly or through its outsourcing activities.

The policy applies to all Group subsidiaries in France and internationally, and to all data processing activities in which it engages. It lays out the guiding principles with respect to data processing: adhering to stated goals, proportionality and fairness, relevance and minimization, storage, security, accountability, rights of access and correction, respecting the legal data processing regulations.

Before the GDPR took effect in May 2018, the Group trained all its employees using an e-learning module and then tested them on what they had learned. We are currently developing an e-learning program on specific data protection topics to supplement the initial training.

Considering the diversity of its business activities, Cegedim Group has decided to appoint Data Protection Officers (DPO) for every entity and business unit. They also monitor compliance with GDPR and bylaws, guide the actions of the head of processing, provide advice when asked about impact analyses and verify that these are conducted. DPOs also act as the point of contact for and cooperate with the National Commission for Computing and Civil Liberties (CNIL), France's GDPR supervisory authority.

6.7 | Making an ethical contribution to regional development

6.7.1 | Ethics





Results

The Ethics Committee
2020 | 2019

100% | 100%

Participation in Ethics Committee
meetings

Key Performance Indicators and Objectives

Number of Ethics Committee meetings	The Ethics Committee	Achieved	Objective
	The Ethics Committee met in May and October 2020. No incidents were reported on the alert line.	2020 2019 2 2	Although meeting frequency depends on the topics on the agenda, the aim is to meet at least once every six months.
Number of translations of The Ethics Charter	The Code of Ethics	Achieved	Objective
	The Code of Ethics must be available in all the official languages of the Group's entities.	2020 2019 7 6	To have translations in all the languages of the countries where we operate.
Number of languages available in the Code of Ethics e-learning course	The "Ethics Charter" e-learning course	Achieved	Objective
	The Code of Ethics e-learning course must be available in all the languages the charter has been translated into. It is currently being translated into Italian—there were only two employees in Italy in 2020.	2020 2019 6 1	To have the e-learning course translated into all the Code of Ethics languages.
Success rate of the Code of Ethics e-learning course	The Code of Ethics e-learning course	Achieved	Objective
	The course is divided into a theory section and an assessment quiz with five hypothetical situations. Employees pass the test if they achieve a score of 80% or more. The success rate shown here is the quiz participants' success rate.	<div>German</div> <div>English</div> <div>Spanish</div> <div>French</div> <div>Dutch</div> <div>Romanian</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>99.6%</div> <div>100%</div> <div>99.3%</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>90.3%</div> <div>N/A</div> <div>N/A</div>	To maintain a success rate of over 90%

Our commitment

Cegedim Group has committed to respecting the ten principles of the UN Global Compact, the principles of the 1948 Universal Declaration of Human Rights, and the International Labor Organization's fundamental conventions. Cegedim complies with business laws and regulations and conducts all its activities honestly and fairly, in accordance with the highest ethical standards.

Jean-Claude Labrune, Chairman and CEO of Cegedim, has said that for sustainable growth and harmonious development to work, everyone must commit to behaving ethically.

1

Embracing the Code of Ethics



Our principals

For us, complying with the law goes beyond observing regulatory requirements and avoiding legal sanctions—it is an ethical issue. Ethics is a matter that concerns the behavior of all our employees worldwide, at all levels of the company, with no exceptions. It also concerns the behavior of all corporate officers and members of the executive and management committees of Cegedim Group and its subsidiaries worldwide.

The Ethics Committee

The Ethics Committee comprises five permanent members: The Director of Group Communications and Chairman of the Committee, the Director of Group Human Resources, the Group Chief Financial Officer, the Group General Counsel, and the Chief Investment Officer & Head of Investor Relations.

The Ethics Committee meets as often as necessary. In 2020 it met twice, on May 7 and October 2. Its work focused on the translation of the Code of Ethics, on rolling out the Sapin II Act e-learning course outside France, on information about the number of notifications and alerts, on the latest regulatory developments, and on reviewing possible ethical issues arising from management of the Covid-19 crisis.

Employees may contact the Ethics Committee if they have any concerns. No alerts were received in 2020.

The Code of Ethics

The Group's Code of Ethics was updated at the end of 2017. It is available in the Group's seven spoken languages: French, English, Spanish, Romanian, Dutch, German, and Italian. It is being translated into Arabic for Egypt and Morocco. It reaffirms our ethical commitment and factors in new laws and regulations on business conduct. It is also hands-on and instructive and includes concrete examples. The Charter aims to inform and protect Cegedim's employees by setting out the Group's ethical standards and related codes of conduct. It is also available to the general public on the Group's website.

The Code of Ethics is given to all new recruits and signed by them. When it is updated, the latest version is emailed to every employee and a hard copy is sent to Cegedim Group's Business Directors, board members, and senior executives. These people promote the values and commitments of this Charter among their employees and ensure that they are upheld.

An e-learning program was created with specific modules for training employees on the Code of Ethics. The first module, launched in 2019 for employees in France, and in 2020 for employees outside France, covers topics from the Sapin II Act—confidential information and equal treatment of suppliers. All new hires take this e-learning course as part of their onboarding process.

Human rights

Cegedim Group is present in many different countries and keeps an eye on local conditions, particularly regarding respect for human rights and corruption. We pay close attention to the reports published by organizations like Transparency International and Human Rights Watch, so we can identify risks and potentially sensitive issues. We also endeavor to defend and respect fundamental human rights and all charters and policies pertaining to those rights on our premises, while also complying with the laws of our host countries. All Group employees, including those in the countries most at risk, may use the ethics hotline to confidentially report any difficulties, both inside and outside the company.

Fighting corruption

We are committed to fighting corruption in all its forms and actively apply the relevant portions of France's Sapin II Act. Bribery is forbidden in all the countries where we operate, and extra precaution is used when representatives of public authorities are involved. We have a zero-tolerance policy on corruption, and this includes facilitating payments, i.e. payments made to complete or expedite certain administrative formalities.

2

Being a
responsible
company**Fair trade practice**

We place great importance on choosing our suppliers fairly. They must comply with the principles stipulated in our Code of Ethics and make sure they respect the same principles with their own suppliers and subcontractors. If they do not, Cegedim reserves the right to re-examine and possibly terminate the relationship, in accordance with the law.

Our employee ethics training and awareness raising program includes an e-learning module on competition law and the fair treatment of third parties in our commercial relationships. These issues are part of the e-learning course developed by our Legal Department, which continued to roll it out in 2020.

A responsible company

Cegedim Group applies local laws in all the countries where it operates and has taken steps to ensure that it complies with their requirements, particularly regarding corporate social responsibility. In all its host countries, Cegedim respects the principles of the International Labor Organization's conventions (nos. 29, 100, 105, 131, 111 & 138). Management applies these principles and the Human Resources department teams enforce them.

Fighting tax evasion

Cegedim faithfully reflects its operations in its accounts and communicates independently and completely transparently about its performance. Cegedim is committed to ensuring the simultaneous, effective, and complete dissemination of financial information that is relevant, accurate, detailed, and truthful in a manner that is timely and consistent with previous publications. We have implemented internal procedures to ensure that our employees work for clients with lawful activities and no financial links to criminal or illegal activities. We also hire a French tax specialist that systematically verifies sensitive operations, and our OECD-compliant price transfer and margin rate policy, to ensure that we respect best practices and current French tax regulations. Cegedim Group does not have any legal entities (companies, subsidiaries, or representative offices) in countries on the list of Non-Cooperative States published by the French Ministry of the Economy, Finances, Action and Public Accounts.

Digitalization

Some of Cegedim Group's products and services serve a social purpose. These notably include the digitization of management documents, and business processes automation from ordering to invoicing and payment. Cegedim e-business (SY by Cegedim), a process automation and digitalization specialist since 1989, designs, develops, and markets invoice digitization, probative value filing, and EDI offers in Europe and the rest of the world. These offers are supplemented with electronic signature and business process digitization tools, as well as a digital vault which enables electronic documents to be stored with probative value.

6.7.2 | Contributing to regional development

Results

Community measures

2020 | 2019

12 | 10

Number of countries where
Cegedim is present

52 | 57

Number of sites in France

519 | 481

Number of mobile workers in
France

66 | 69

Number of sites where the Group is
present

14 | 12

Number local offices outside
France

1

Creating lasting employment



Local impact

We monitor the local impact of our activities, in terms of both employment and regional development. We have operations in a dozen countries. New employees are typically hired locally, which helps to boost the local economy. Some of our entities work with local authorities and employment agencies.

We have patronage and social schemes in a large number of locations in France and internationally, and not exclusively at our head office location.

Local jobs

Cegedim's compensation policy is fair and equitable and we aim to pay our employees competitive wages in line with labor market practices in all the countries where we operate. Employees are typically hired locally, and we make sure that our operations make a positive contribution to the countries where we are present. We also comply with all local legislation, including laws governing compensation, and respect ILO conventions 100 and 131. The Human Resources department ensures that this principle is applied in each country.

Our international mobility policy ensures that employees retain their health and personal protection benefits while on assignment abroad and includes the necessary provisions for their return or repatriation.

Subcontracting

In France, subcontracting is regulated by centralized agreements, while in other countries, subcontracting agreements are managed locally. Cegedim also subcontracts part of its activities to its own subsidiaries to ensure that the quality and safety standards it requires are applied. For example, some specific IT support or back-office services are provided by its subsidiaries in Morocco and Romania. In 2020, because of the complex health situation we used the services of subcontractors significantly less.

Committed to revitalizing regions

Some services offered by Cegedim in France also help solve regional development—or desertification—issues and, what is more, digitization is an eco-friendly solution. The Sesam-Vitale data transmission tools—where Cegedim is the leader in France; the development of Maiia's remote medical consultations—enabled by regulatory changes in recent years; the digitization of patient medical records for preventive health care; the European strategy for convergent and integrated healthcare: all these measures reduce our customers' environmental footprint and are designed to improve coverage of territories with a low number of doctors per capita. It is estimated that in France over 7 million people no longer have access to medical treatment close to home. Medical desertification is accelerating in France, with the share of the population affected up from 8.6% in 2016 to 11.1% in 2019. This is a critical social issue and Cegedim intends to be one of the major players providing suitable, high-quality solutions to national healthcare issues and for the French government's healthcare system reform, dubbed MaSanté 2022.

2

Giving back to
the community

We encourage giving back to our local communities in all the countries we operate in. Cegedim subsidiaries organize initiatives at their discretion. For example:

- Galerie d'Aguesseau, the art gallery in our head office building in Boulogne-Billancourt, exhibits the work of about ten artists a year and regularly promotes local artists.
- Cegedim joined the fight against cancer in 2017 when it partnered with the Institut Gustave Roussy. It notably supports the Gustave Roussy Foundation's "Cure childhood cancer in the 21st century" campaign.
- Cegedim.cloud and Cegedim Insurance Solutions also help the fight against cancer by taking part in charitable races, Pink October and Movember.
- Futuramedia helped Établissement français du sang (EFS), the French blood agency, and Restos du Coeur, which delivers meals to the needy, broadcast their digital campaigns again this year. They ran ads free of charge in over 400 French pharmacies taking part in the scheme.
- Since 2014, Cegedim Outsourcing has been a partner with the city of Meudon of the First Lego League annual robotics challenge for kids ages 9 to 16. In 2020, some 20 teams competed in this event, which aims to get youngsters interested in science and technology: computer programming for sustainability, animal protection, or renewable energies.
- Cegedim Insurance Solutions is a partner of Nos Quartiers ont des Talents, a nonprofit which helps young graduates find jobs or internships through a network of companies committed to promoting equal opportunities and youth employability. University graduates under the age of 30 from humble backgrounds or priority neighborhoods are mentored by experienced working managers, and even senior executives.
- CSC Romania teamed up with a local NGO to organize a charity sale of artisanal products for a school for disabled and underprivileged children in Bucharest.
- As part of a Christmas 2020 Red Cross initiative, Maiia collected toys from employees for underprivileged families.
- HDMP Belgium organizes fundraisers twice a year to help children with chronic diseases continue their lessons in hospital or at home.
- CSC Romania works daily with a nonprofit that helps reintegrate socially excluded people by running sustainable activities like computer recycling, organic vegetable growing, and making advertising banners from discarded textiles.

Because of the Covid-19 pandemic, several initiatives had to be cancelled, most notably the "Les Foulées de l'Assurance" charitable races that Cegedim Insurance Solutions has sponsored since 2016. The 2020 edition of the race which raises funds for the prevention of cardiovascular diseases, due to be held in March and initially postponed until September, was ultimately cancelled because it was difficult to predict how the health situation would evolve.

6.8 | Methodological note

Scope of consolidation

The information contained in this report concerns the whole of Cegedim Group, i.e. the parent company and all its fully consolidated subsidiaries, unless a different scope is expressly stipulated. In general, the comments are more detailed and the illustrations more numerous for the French companies, which represent 65% of the total Group workforce. Unless otherwise specified, the human resources figures are for all the fully consolidated companies worldwide, i.e. 70 companies.

Information sources

In order to ensure the consistency and reliability of the indicators monitored in all its entities, the Group has developed shared human resources and environmental reporting tools. They include methodological instructions and definitions to ensure that the questions are clear and the answers comparable.

The human resources figures were collected using the TeamsRH database developed by the Group. This database enables workforce data as well as other human resources information to be monitored in each country. It meets the security and confidentiality requirements and is compliant with the data collection and processing laws of each country, which are strictly observed. It is updated daily by the Human Resources teams in the Group's various subsidiaries.

The other quantitative data is collected via a questionnaire that is included in the annual consolidation package and is completed by each of the consolidated subsidiaries.

Data relating to external suppliers is also used, notably statistics from travel agencies relating to CO₂ emissions, and invoices and annual reviews prepared by energy suppliers that show the energy consumption in kilowatt hours.

The qualitative information in this report is based on interviews with the managers from the relevant departments, both at the Group's head office and in the subsidiaries (notably in the Human Resources, Information Technology, and Finance departments).

A questionnaire is sent to each country in which the Group operates and completed under the local Financial Director's responsibility. It can be completed—one questionnaire per country—until the closure of annual accounts. The survey's purpose is to assess how much is known about the Group charters and whether their measures are applied. It is also used to provide qualitative information on international subsidiaries' best practices and initiatives regarding human resources, environmental, social, and ethical issues. If need be, additional interviews may be conducted based on the responses.

Reporting period

The information in this report covers a 12-month period from January to December 2020. The only exceptions are the energy consumption indicator, which is based on a rolling 12-month period with a maximum difference of two months on the previous fiscal year.

Methodological explanations and limitations

The methods used for some of the indicators may have limitations due to:

- The lack of nationally and/or internationally recognized definitions (for example, for the different types of employment contract);
- The need to use estimates, the representativeness of the measurements, or the limited availability of external data needed for the calculations;
- The practical and legal methods of collecting and entering data (for example, storing information about employees' age or gender may be forbidden in some countries).

Where necessary, the reporting scope and completeness of the measurements for some indicators have been adjusted. This is indicated in the report. Notably:

- The information needed to calculate the frequency and severity of work-related accidents could not be collected across the Group. The number of work accidents is nonetheless provided;

	<ul style="list-style-type: none"> - CO₂ emissions only relate to business travel in 2020 of French entities, representing 65% of the Group headcount; - Electricity and gas consumption in kilowatt-hours refers to the entities established in France, Morocco, Romania, and the UK, which represent 94% of the Group workforce, and also includes establishments for which the data is available (Chile and Germany). A marginal number of premises are excluded since their utility costs are included in the rent and do not significantly affect the published information. - We used the ADEME 2020 formula to value electricity and gas usage into their CO₂ equivalents. - Group-wide absenteeism was calculated using data from the subsidiaries in France, Morocco, Egypt, Romania, Spain, the UK, Germany, and Chile, which represent 99.9% of the total workforce. - Indicators for the Group-wide car fleet include vehicles owned by entities in France, Romania, Germany, Belgium, the UK, and Morocco. The vehicles owned by our Spanish subsidiaries could not be included in the indicators, but their number is negligible. <p>The Group intends to continue to gradually expand the scope of these indicators to a larger number of countries and to other sources of emissions.</p>
Non-applicable indicators	<p>Given the Group's activities, the following indicators are not considered to be applicable:</p> <ul style="list-style-type: none"> - Food waste; - The fight against food insecurity, respect for animal welfare, and ensuring fair, responsible, and sustainable food sources.
Consolidation and internal controls	<p>The data are consolidated under the responsibility of the Human Resources and Internal Control departments at the head office of the consolidating entity. An initial validation of the data is carried out by the persons responsible for collecting it. Consistency checks are then carried out by these departments when consolidation takes place. These checks include comparisons with data from previous fiscal years. Any differences considered to be significant are analyzed. Checks also include ratio analysis when data can be related to the workforce, to a business activity, or to another relevant indicator used to compare entities.</p>
External controls	<p>In order to obtain an external opinion on the reliability of the data and the soundness of the reporting process, an independent third party was asked to attest to the Declaration's conformity with the provisions of article R. 225-105 of the French Commercial Code and issue an opinion as to the accuracy of the information provided, i.e. policies, actions, and results, including key performance indicators relating to the main risks. Therefore, specific checks were conducted regarding the information in the report, such as key indicators of the Group's Statement of Non-financial Performance. The independent third-party Assurance Report explaining the verification procedure, together with the auditor's comments and conclusions, is included in this Statement of Non-financial Performance and in the Group's Universal Registration Document (URD).</p>

6.9 | Audit report by an independent third party

For the year ended December 31, 2020.

To the shareholders,

In our capacity as independent third party accredited by COFRAC (accreditation number 3-1058; requirements available at www.cofrac.fr), member of the Mazars network, and the Cegedim SA's Statutory Auditors, we hereby report to you on the consolidated non-financial statement for the year ended December 31, 2020 (hereinafter the "Statement"). This Statement is spontaneously included in the Group management report with reference to the legal and regulatory provisions of articles L. 225 102-1, R. 225-105, and R. 225-105-1 of the French Commercial Code (Code de commerce).

The entity's responsibility

Pursuant to legal and regulatory requirements, the Board of Directors is responsible for preparing the Statement, including a presentation of the business model, a description of the principal non-financial risks, a presentation of the policies implemented in respect of those risks, and the outcomes of said policies, including key performance indicators.

The Statement has been prepared in accordance with the entity's procedures (hereinafter the "Guidelines"), the main elements of which are presented in this statement available on the web site or request from the entity's head office.

Independence and quality control

Our independence is defined by the provisions of article L. 822-11-3 of the French Commercial Code and the Code of Ethics (Code de déontologie) of our profession. In addition, we have implemented a system of quality control that includes documented policies and procedures designed to ensure compliance with ethics rules, French professional guidelines, and applicable legal and regulatory requirements.

Responsibility of the independent third-party auditor

On the basis of our work, our responsibility is to provide a report expressing a limited assurance conclusion on:

- the compliance of the Statement with the provisions of article R. 225-105 of the French Commercial Code;
- the accuracy of the information provided in reference with point 3° of article R. 225 105, paragraphs I and II of the French Commercial Code, i.e., the outcomes, including key performance indicators, and the measures implemented with respect to the principal risks (hereinafter the "Information").

However, it is not our responsibility to comment on: the entity's compliance with other applicable legal and regulatory provisions, in particular the French duty of care law and anti-corruption and tax evasion legislation; nor on the compliance of products and services with applicable regulations.

Nature and scope of our work

The work described below was performed in accordance with the provisions of articles A. 225-1 et seq. of the French Commercial Code, with the professional guidelines of the French Institute of Statutory Auditors ("CNCC") applicable to such engagements, and as well as with ISAE 3000 - Assurance engagements other than audits or reviews of historical financial information:-

- We obtained an understanding of all the consolidated entities' activities and the description of the main risks;
- We assessed the suitability of the Guidelines with respect to their relevance, completeness, reliability, neutrality, and understandability, with due consideration of industry best practices, where appropriate;
- We verified that the Statement includes each category of social and environmental information set out in article L. 225-102-1 III as well as information regarding compliance with human rights and anti-corruption and tax evasion legislation;

We verified that the Statement provides the principal risks required under article R. 225-105 II and includes, if relevant, an explanation for the absence of the information required under article L. 225-102-1 III, 2;

- We verified that the Statement presents the business model and the principal risks associated with all the consolidated entities' activities, including where relevant and proportionate the risks associated with their business relationships, their products or services, as well as their policies, measures, and the outcomes thereof, including key performance indicators related to the main risks;

- We referred to documentary sources and conducted interviews to corroborate:
- the consistency of the outcomes and the key performance indicators used with respect to the principal risks and policies presented;
- the qualitative information (measures and outcomes) that we considered to be the most important presented in Annex 1. Our work concerning all the risks presented in this Statement was conducted at the parent company level.
- We verified that the Statement covers the scope of consolidation, i.e. all the entities included in the scope of consolidation in accordance with article L. 233-16;
- We became acquainted with the internal control and risk management procedures implemented by the entity and assessed the collection process designed to ensure the completeness and truthfulness of all information;
- For the key performance indicators and other quantitative outcomes that we considered to be the most important, we implemented and presented in Annex 1:
- analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data,
- substantive tests, using sampling techniques, in order to verify the proper application of the definitions and procedures and reconcile the data with the supporting documents. This work was carried out on a french legal entities of the Cegedim Group and covers between 65% and 100% of the consolidated data relating to these tests;
- We assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities.

We believe that the work carried out, based on our professional judgement, is sufficient to provide a basis for our limited assurance conclusion; a higher level of assurance would have required us to carry out more extensive procedures.

Means and resources

Our work was carried out by a team of three people between November 2020 and March 2021 and took a total of two weeks.

We conducted six interviews with the people responsible for preparing the Statement, notably representing the Sustainable development, Internal Control, Human Resources, and IT & Security departments.

Conclusion

Based on our work, nothing has come to our attention that causes us to believe that the non-financial statement is not in accordance with the regulatory provisions and that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines.

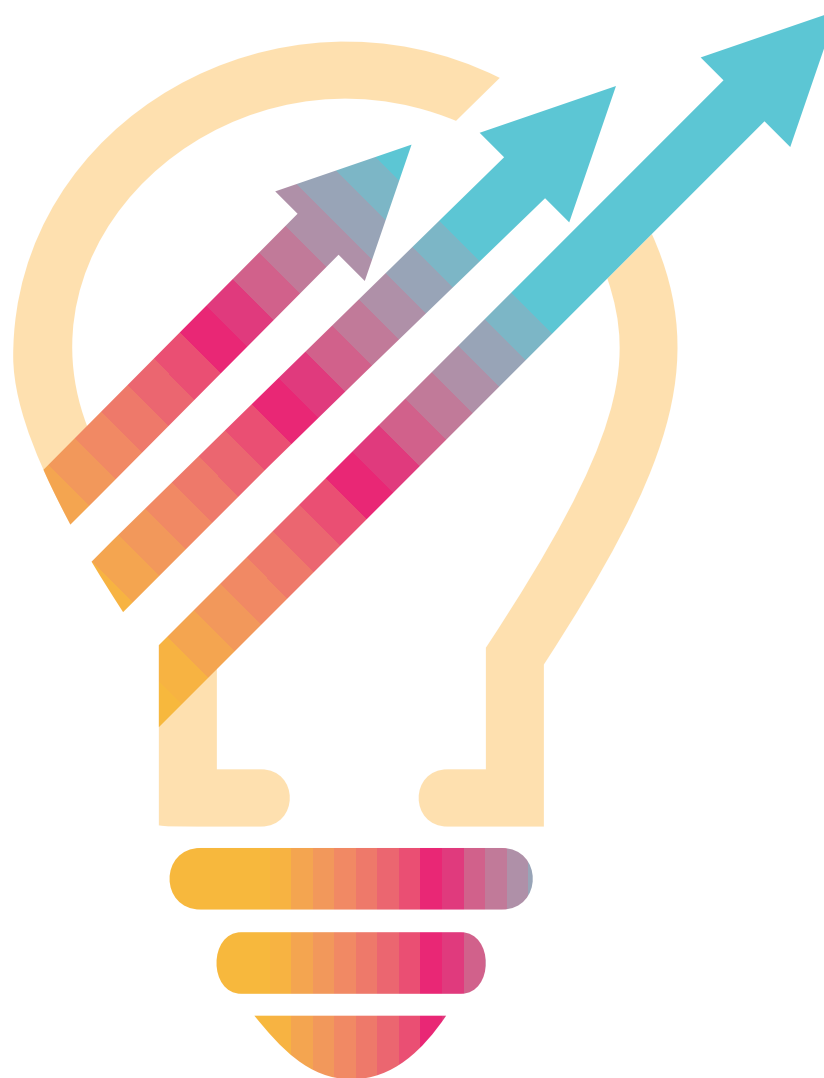
The independent third-party auditor.

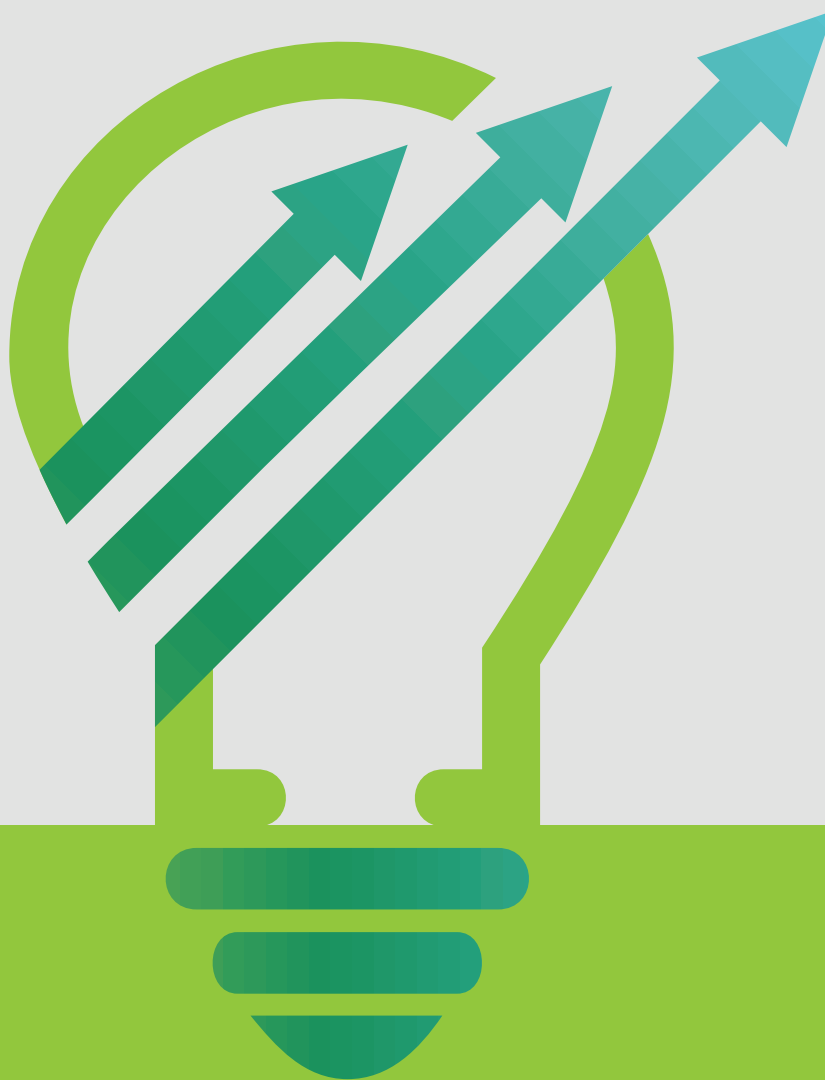
MAZARS SAS

Paris La Défense, March 25, 2021

Jean-Philippe MATHOREZ
Partner

Edwige REY
CSR & Sustainable Development Partner





www.cegedim.com/finance

Download our mobile app Cegedim IR on iOS and Android and follow us on



Public company with share capital of 13,336,506.43€ | 137 rue d'Aguesseau 92100 Boulogne-Billancourt
R.C.S Nanterre: 350 422 622 - Code NAF: 6311 Z | Phone: +33 (0)1 49 09 22 00 | Email: investor.relations@cegedim.com