



RESPONSIBLE DIGITAL POLICY

Cegedim Group

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INTRODUCTION

In a context where mitigating climate change and adapting to its consequences have become a priority, it is essential for digital companies to set targets in order to limit the environmental impact of their activities, and to implement concrete measures to achieve them. Indeed, without action, greenhouse gas (GHG) emissions could triple by 2050.

In line with the United Nations' Sustainable Development Goals (UN SDGs), Cegedim Group is committed to a proactive approach to contribute to achieving the objectives of the Paris Agreement. The Group has therefore set ambitious targets to reduce its emissions by 2030, which have been validated by the Science-Based Targets initiative (SBTi).

We reaffirm our commitment to responsible digital practices, in line with the objectives of the 2030 Agenda. Through our Responsible Digital Policy, we aim to contribute to a sustainable future while meeting the expectations of our clients, employees, shareholders and all our stakeholders.

This ambition is reflected in the integration of sustainability principles across all our activities: procurement, design of our products and solutions, data hosting, and the reduction of resource consumption and waste through circular economy.

Our Responsible Digital Policy is structured around four key pillars:

- Reducing our environmental footprint;
- Innovation;
- Securing stakeholder data;
- Awareness-raising and evaluation of action plans.

These pillars guide our strategy, decisions, and daily actions to limit the environmental impact of our activities and promote responsible digital practices.

The provisions of this policy apply to all companies and activities within the Cegedim Group.

REDUCING THE ENVIRONMENTAL FOOTPRINT OF OUR ACTIVITIES

We act to limit the environmental impact of our activities primarily by reducing our environmental footprint. To this end, we have set the following objectives:

1 Energy efficiency

We are committed to improving the efficiency of our digital infrastructures by using modern, innovative and resource-efficient technologies. For several years, the Cegedim Group has been implementing concrete actions to improve the energy efficiency of its sites, data centers, products, and services.

cegedim.cloud, which operates all of the Group's digital infrastructures and the Group's datacenters, has been awarded the EU Code of Conduct for Energy Efficiency in Data Centers label, as well as the ISO 50001 certification.

This continuous improvement approach enables us to enhance the energy efficiency of our facilities, thereby reducing their environmental impact.

1.1 Sites

We have launched a renovation program covering all existing sites, and systematically consider energy performance when selecting new locations.

By 2030, we have set the following targets:

- Energy sobriety, by halving energy consumption per employee;
- Reduction of our environmental footprint by sourcing 100% of our electricity from renewable sources.

1.2 Datacenters

For several years, we have been implementing a continuous improvement program to enhance the energy efficiency of our datacenters, which we continue to pursue in support of our 2030 objectives. This commitment is monitored as part of the ISO 50001 certification covering all our datacenters. In addition, all our datacenters are powered exclusively with renewable electricity.

We are also working to improve the Power Usage Effectiveness (PUE) of our datacenters, with the following targets:

- ET1: improve the PUE by 13%;
- EB4: improve the PUE by 17%.

These targets contribute to the SDG 7.3, and to our emissions reduction objectives.

1.3 Services and products

We innovate every day to design more energy-efficient products and services. We are expanding the use of green coding, so that our products and services consume less energy, thereby contributing to the reduction of both our own carbon footprint and that of our clients.

2 Emissions reduction targets

We have set ambitious absolute emissions reduction targets by 2030:

- A 42% reduction in scope 1 and scope 2 emissions;
- A 25% reduction in scope 3 emissions.

These targets have been validated by the SBTi, contribute to SDG 8.4, and are aligned with the objectives of the Paris Agreement and the European Green Deal.

3 Circular economy

Limiting the consumption of new resources and reducing Waste Electrical and Electronic Equipment (WEEE) are key to reducing the environmental impact of our activities. We therefore integrate circular economy principles throughout the entire lifecycle of our equipment, including in our upstream and downstream value chain.

3.1 Procurement

Upstream, we prioritize responsible and sustainable procurement by selecting, whenever possible, repaired, refurbished, second-hand equipment or products incorporating recycled materials. We seek partners who share our values and respect sustainable development principles, both environmentally and in terms of human rights.

During the use phase of our products and equipment, we have committed to extending their lifespan by one year by 2030, for both our own use and for that of our clients. To achieve this, we have implemented detailed inventories to measure the effectiveness of the repair and refurbishment solutions we deploy. However, this approach may be limited by requirements relating to the security of our information system and the protection of stakeholder data.

3.2 Waste management (WEEE)

Downstream, we strive to minimize WEEE. At the end of our equipment's life cycle, we have implemented a WEEE management plan to ensure compliance with applicable regulations. Whenever possible, we prioritize sending this type of equipment to specialized and certified companies so that it can be reused, repaired or recycled. We have also set ourselves the goal of giving a second life to 50% of our clients' screens¹.

4 Water

Limiting the consumption of natural resources, particularly water, is also an important objective for Cegedim:

- In our buildings, water consumption and discharge are limited to domestic use;
- Our datacenters operate with closed-loop cooling systems, minimizing our impact on water resources.

INNOVATION

Cegedim develops innovative solutions aimed at contributing to sustainable and responsible business practices and development of its activities.

1 ENERCARE and the carbon footprint calculator

In 2024, we launched an internal application called Enercare, to measure the energy consumption of data hosting in our datacenters. This tool enables us to:

- Continuously monitor and optimize the energy and data consumption of our solutions;
- Provide our clients with access to this information, so they can measure and optimize the use of our services.

ENERCARE has also enabled us to develop a carbon footprint calculator, allowing us to measure and communicate to our clients the carbon footprint of the services we provide.

¹ Objective relating to the activities of Cegedim-MEDIA.

2 Internal artificial intelligence

We have developed an internal artificial intelligence (AI) solution called NEKO, designed to process and analyze data efficiently and responsibly while ensuring data confidentiality and security. All NEKO data and documents are for internal use only.

Thanks to this tool, we can develop customized solutions for our clients while limiting the environmental impact of our AI usage and ensuring strong data protection measures.

We are convinced that AI can play a key role in promoting sustainable and responsible development, and we are committed to continuing to innovate to deliver solutions that meet our clients' expectations while respecting the environment.

SECURING STAKEHOLDER DATA

1 Personal data protection

The protection of personal data is a major issue for Cegedim. In compliance with GDPR requirements, we regularly engage with legal authorities and with our clients to assess the potential impact of our decisions on individuals whose data are processed.

To this end, Cegedim has established a network of Data Protection Officers covering all activities, whose roles include:

- Informing, raising awareness, and advising data controllers or processors and employees involved in data processing;
- Ensuring compliance with GDPR and internal procedures;
- Advising on Data Protection Impact Assessments (DPIAs) and verifying their proper implementation;
- Acting as the primary point of contact, particularly for cooperation with the French Data Protection Authority (CNIL).

2 Data security

As the healthcare sector lies at the core of our activities, the security of this sensitive data is our primary and ongoing concern. To ensure the security of our information systems, cegedim.cloud has implemented an Integrated Management System, certified under ISO 27001, ISO 20000-1, HDS and SecNumCloud. These certifications demonstrate our commitment to achieving the highest possible level of security.

3 Digital accessibility

Because sustainability also means inclusion, we make digital accessibility and inclusion key pillars of our commitment. We work every day to make our products and solutions more accessible, in line with the industry best practices.

MEASURING AND RAISING AWARENESS

1 Annual GHG inventory

Each year, we measure our carbon footprint across all scopes 1, 2 and 3, in accordance with the GHG Protocol. This assessment is based on the most recent scientific data, and verified by an accredited external organization.

2 Raising awareness

Training and awareness are essential to fostering a culture of sustainable development and circular economy among our employees. We therefore regularly deploy awareness and training initiatives, such as:

- E-learning modules on digital sustainability issues;
- General and thematic training sessions;
- Events designed to inform and engage employees on these issues.

3 Reporting

Each year, we publish our Sustainability Report, publicly accessible on our website. This report complies with the CSRD ESRS standards and follows the Global Reporting Initiative (GRI) guidelines, supplemented by voluntary information of interest to our stakeholders. The report is audited by an accredited independent organization.

The Cegedim Group CSR Committee ensures compliance with sustainability reporting standards, verifies the accuracy of information, and issues recommendations to guarantee its integrity. Beyond regulatory compliance, we strive to anticipate and meet the expectations of our stakeholders, particularly through innovation, sustainable development, and responsible digital practices.

For more information on our commitments, actions and CSR results, please visit the [CSR page](#) on our website.