Sustainability Report

Cegedim Group
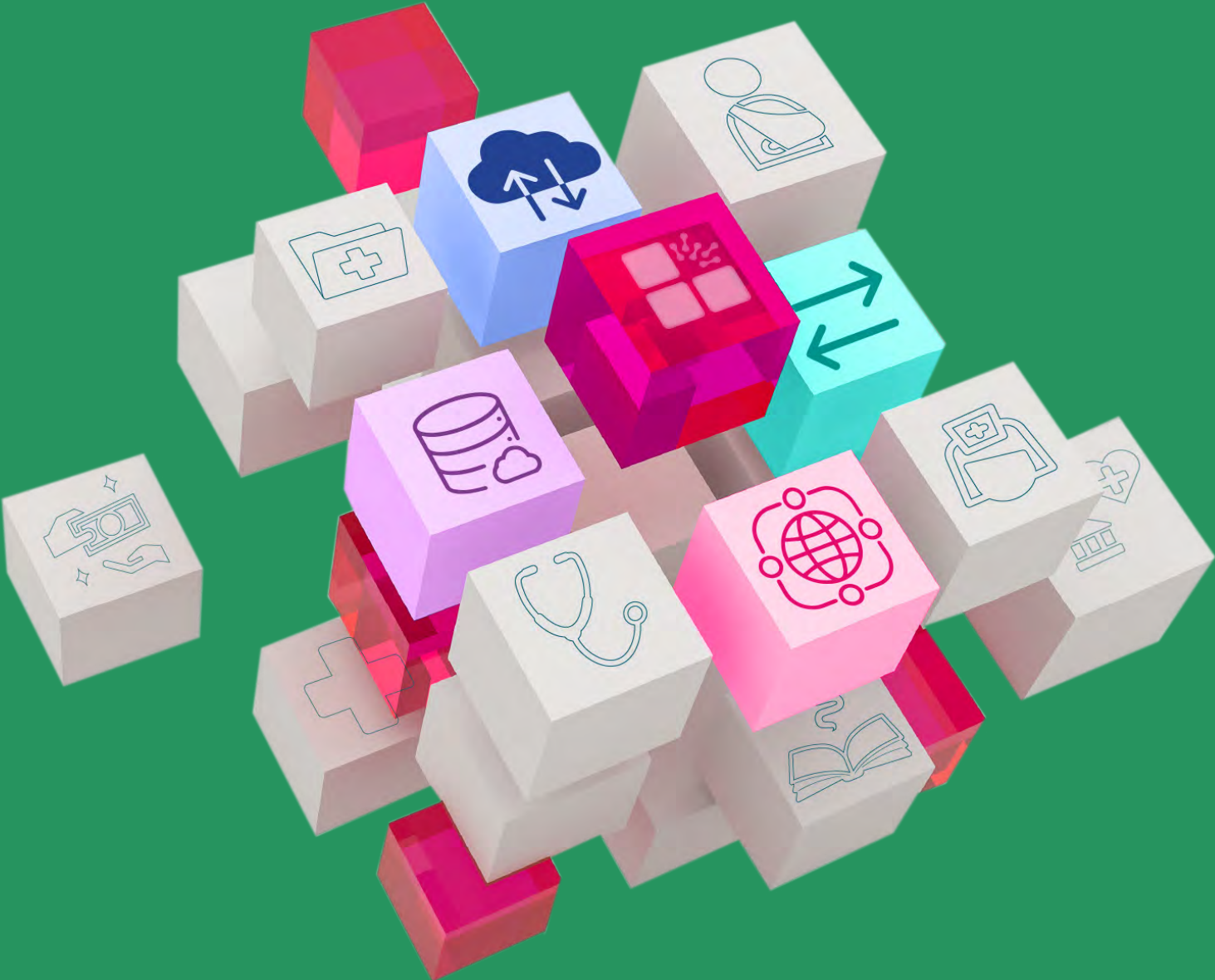
2022

cegedim

Summary

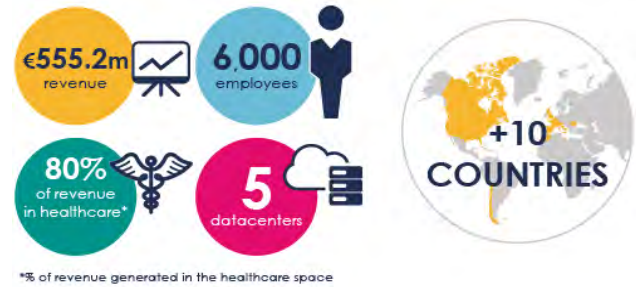## 6.1 │ Cegedim Group overview and core values

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.

For more than 50 years, 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.

As the world emerges from the public health crisis, we are confident that we can continue to grow sustainably while strengthening our CSR strategy by following through on investments that respond to the growing need for

digitalization in healthcare and business processes. We continue to invest to ensure long-term profitable growth, most notably in Cegedim Santé, which allows us to respond to new public health issues.

Our CSR Committee, created in 2021, is one way we are adapting our governance to the challenges of long-term value creation.

€555.2m revenue | 6,000 employees | 80% of revenue in healthcare* | 5 datacenters | +10 COUNTRIES

*% of revenue generated in the healthcare space

Our values

Cegedim Group's sustainable 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 while making a sustained contribution to our ecosystem.

Our values below 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 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 | Synthesis of Cegedim Group CSR challenges and risks

CSR CHALLENGES	RISKS	IMPORTANCE*	POLICIES	KEY INDICATORS	RELATED SDG
Attract, train, and retain competent, qualified personnel	Failure to attract and retain suitable human resources	Crucial	§6.5 Mobilizing our Human Resources		
Promote and improve our employees quality of worklife	Failure to attract and retain suitable human resources	Crucial	§6.5 Mobilizing our Human Resources		
Limit our activities' environmental footprint	Negative environmental impacts from our activities	Crucial	§6.6 Limiting our environmental footprint		
Limit our workplace's environmental footprint	Negative environmental impacts from our activities	Major	§6.6 Limiting our environmental footprint		
Protect our reputation to ensure long-term viability	Failure to live up to our quality standards	Crucial	§6.7.1 Quality		
Secure our infrastructures Protect stakeholders' data	Deterioration of our infrastructure and data	Crucial	§6.7.2 Protecting stakeholders data		
Promote ethics	Unethical behavior	Crucial	§6.8.1 Ethics		
Work to make a positive impact in our communities	Some territories are not covered	Major	§6.8.2 Contributing to regional development		

*Degree of importance according to the materiality matrix scale, in ascending order: significant, major, crucial

6.1.2 | An overview of our CSR key performance indicators
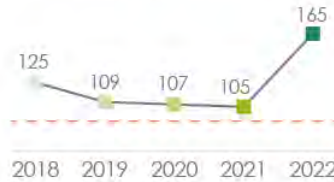
Mobilizing our Human Resources

See Section 6.5

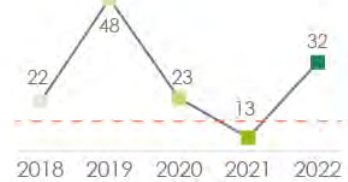**Trial periods converted into permanent contracts in France**
Objective: >75%

81% — 2018
76% — 2019
80% — 2020
77% — 2021
81% — 2022

Employee referral hires in France
Objective: >100

125 — 2018
109 — 2019
107 — 2020
105 — 2021
165 — 2022

Recruiting events in France
Objective: >18

22 — 2018
48 — 2019
23 — 2020
13 — 2021
32 — 2022

Share of teleworkable jobs in France

70.0% — 2021
71.9% — 2022

Workplace gender equality index in France
Objective: >75

95 — 2020
92 — 2021
92 — 2022

Limiting our environmental footprint

See Section 6.6

Datacenter GHG emissions
Objective: control emissions

195 — 2018
205 — 2019
204 — 2020
25 — 2021
24 — 2022

In MT CO_2e

Increase in server virtualization
Objective: increase

+12% — 2018
+11% — 2019
+18% — 2020
+15% — 2021
+14% — 2022
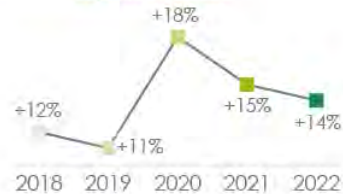
Composition of the Group vehicle fleet

Objective: <120g
112g — 2020
116g — 2021
115g — 2022

Objective: <140g
115g — 2020
122g — 2021
127g — 2022

■ Average passenger car fleet CO_2 rate
□ Average large utility vehicle fleet CO_2 rate

Share of eco-certified office supply purchases in France
Objective: >50%

48% — 2018
49% — 2019
52% — 2020
55% — 2021
48%* — 2022

*Variation due to a change in methodology (see methodological note)

Upholding our reputation for quality and safety

See Section 6.7

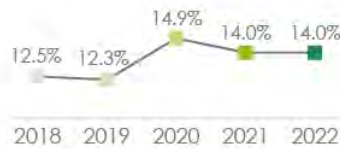**Completion of the security checklist**
Objective: 100%

2018	2019	2020	2021	2022
100%	100%	100%	100%	100%

Group R&D effort relative to revenues

2018	2019	2020	2021	2022
12.5%	12.3%	14.9%	14.0%	14.0%
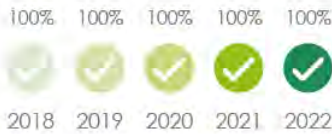
Increase in hosted data volumes in GB
Objective: contain increase

2018	2019	2020	2021	2022
+39%	+52%	+31%	+21%	+52%

Behaving ethically as we help regions develop

See Section 6.8

Ethics Committee meetings
Objective: ≥2

2018	2019	2020	2021	2022
2	2	2	2	2
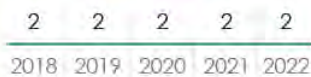
Code of Ethics and Code of Ethics e-learning course
Objective: parity

	2018	2019	2020	2021	2022
No. of translations of the Code of Ethics	4	6	7	7	8
No. of language versions of the Code of Ethics e-learning course	0	1	6	6	6

Code of Ethics e-learning course success rate by language
Objective: >90%

	German	English	Spanish	French	Dutch	Romanian
2020	100%	100%	100%	99.6%	100%	99.3%
2021	100%	99.5%	100%	99.5%	100%	99.5%
2022	100%	100%	100%	99.4%	100%	99.0%

Share of French sites outside Paris region

2020	2021	2022
71%	76%	82%
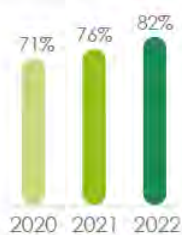
Percentage of French territory covered by sales force

2022
100%

*Metropolitan France and overseas departments

6.2 | Business model, 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, we cater to our clients in the healthcare industry—doctors, allied health professionals, pharmacists, insurers, and public health authorities—and their interactions with patients, offering a unique platform that supplies the tools they need to deliver excellent services.

On the other, we offer 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.

Growth strategy

In 2022, Cegedim has found resources to invest in tomorrow's technologies, as witnessed by several recent acquisitions: Clinityx is an expert in healthcare administration data and will reinforce the Group's positions in real-world data; Sedia builds on Cegedim e-business' Hospitalis offering; and Laponi expands Cegedim SRH's portfolio with a real-time absenteeism management solution.

At a time when caregiver and patient behaviors are changing, Cegedim Santé is bringing together health sector products and services under a single roof, offering its users—healthcare professionals and patients—integral experience, and finding ever-better ways to adapt to an evolving market.

The outlook for Cegedim's markets is one of solid growth. Key growth drivers are:

- 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 in 2022 devoted around 14.0% 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 only the most high profile issues), and the need for health data (for example to help diagnose 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—both for outsourced payroll and human resources management, and for outsourced health and personal protection 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, and the clout that comes from being an integrated Group. 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 catering to healthcare professionals, the business model of the Software and Services division 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 catering to other professionals, the business models of the Flow, Data & Marketing, BPO, and Software and Services divisions are 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 applicable regulations, notably General Data Protection Regulation (GDPR), and the quality of our services is attested by our product and infrastructure certifications. We take a collaborative approach and develop products according to the needs of our clients as well as efficient technological platforms.

Software & Services
€302.0m | 55%
of FY 2022 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.

Flow
€90.6m | 16%
of FY 2022 Revenue

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

BPO
€53.0m | 10%
of FY 2022 Revenue

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

Data & Marketing
€106.9m | 19%
of FY 2022 Revenue

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

Our business model

Our divisions

Corporate & others

Support to other divisions

SOFTWARE & SERVICES €302.0m

FLOW €90.6m

BPO €53.0m

DATA & MARKETING €106.9m

Our resources

Stakeholders

- Clients
- Partners
- Suppliers
- Investors
- Shareholders
- Employees
- Schools
- Certification agencies
- Governance

Human resources

+ 6,000 employees
1,497 employees dedicated to R&D

Financial assets

€304.1m of shareholders' equity
Long-standing shareholder support
Strong recurring revenue base

Technical resources

5 Datacenters
63 sites
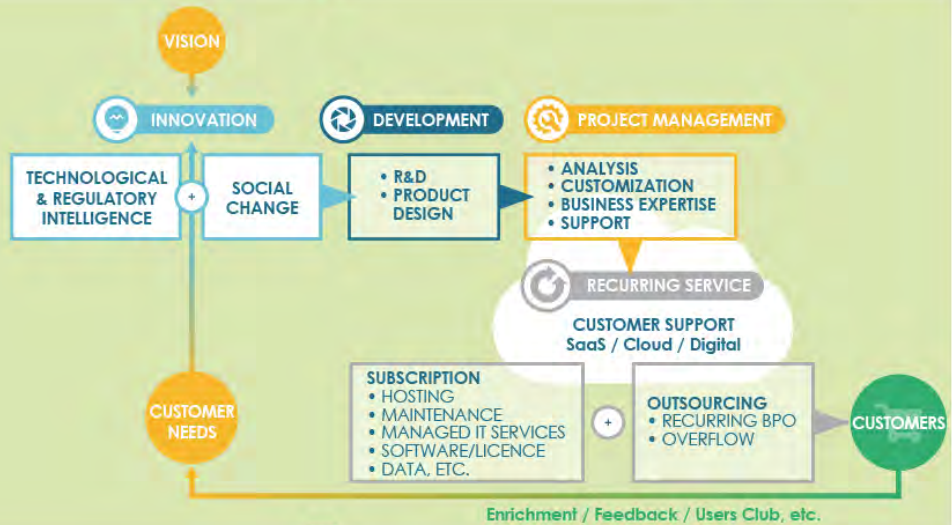Capital expenditure: **€78.8m** in 2022
14% of revenue goes to R&D[1]

Natural resources

100% of energy is renewable[1]
284 tons of paper, of which **82%** are eco-certified

[1] Group Energy Contract in France

Our values

- Customer satisfaction
- Synergy
- Innovation
- Personal & professional development
- Ethics
- Respect

VISION

INNOVATION — TECHNOLOGICAL & REGULATORY INTELLIGENCE + SOCIAL CHANGE

DEVELOPMENT — R&D, PRODUCT DESIGN

PROJECT MANAGEMENT — ANALYSIS, CUSTOMIZATION, BUSINESS EXPERTISE, SUPPORT

RECURRING SERVICE

CUSTOMER SUPPORT SaaS / Cloud / Digital

CUSTOMER NEEDS

SUBSCRIPTION
- HOSTING
- MAINTENANCE
- MANAGED IT SERVICES
- SOFTWARE/LICENCE
- DATA, ETC.

OUTSOURCING
- RECURRING BPO
- OVERFLOW

CUSTOMERS

Enrichment / Feedback / Users Club, etc.

Our value creation model

Clients

- Health Authorities
- Pharmaceutical Companies
- Researchers

69m anonymised data lines

- Pharmacies
- Care Providers
- Health and welfare insurance Cies
- Patients
- Allied Health Professionals
- Government
- Hospitals
- Businesses (payroll)
- Corporates (electronic flows)

Employees

1,489 new hires on permanent contracts
€303.6m used to pay employees: salaries, pensions, etc.

Society and community

+80% of revenue from healthcare space
€21.3m paid back to society in the form of various taxes and duties

Local presence

12 countries
+500 mobile workers

Capital providers

€555.2m: Cegedim Group revenue
€9.7m in financial costs paid to our capital providers

Suppliers

€146.5m used to purchase goods and services from our suppliers
+150 critical suppliers reviewed

Reinvested in Cegedim

€78.8m reinvested in Cegedim for future value creation

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 resources are at the heart of our CSR strategy.

We create and sell products and services we consider to be 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 societal impacts.

We aim to positively impact both the environment and our internal and external stakeholders and contribute, at our level, to the United Nations Sustainable Development Goals (SDGs). However, some of these goals are not relevant to our core activities. The SDG wheel seen here shows the goals we contribute to, highlighted in green according to the importance of the goal using the same scale as the materiality matrix (in this case, crucial). The ones that do not apply to our activities or business model are in gray.

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.

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. With the backing of its stakeholders, Cegedim is both stronger and more efficient.

Our stakeholders

CSR risks

Cegedim takes an integrated approach to risk management: CSR, risks, and compliance are all covered by the Performance Department, which reports to senior management and the Audit Committee and the CSR 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 Internal Control Department. The approach and results were approved by our governing bodies.

We referred 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 the anti-corruption and tax evasion measures,
- The provisions of the Sapin II Act and the Cegedim Group Code of Ethics, Sustainable Purchasing Charter, and Information System Security Policy.

The risks identified by Cegedim are listed and detailed in Chapter 7 "Risk Management" of the Universal Registration Document.

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 take specific measures to reduce our employees' environmental footprint both on our premises and when travelling for business. Protecting the environment is also one of our business model's key CSR issues. Our top six non-financial risks are:

- Failure to attract and retain suitable human resources;
- Deterioration of our infrastructure and data;

- Negative environmental impact of our activities;
- Failure to live up to our quality standards;
- Unethical behavior;
- Some territories are not covered.

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 objectives and their performance are set out in its roadmap and are monitored and measured by the relevant results and key indicators presented in this annual report.

Materiality Assessment *estimated at 3/23/2023*

We assess the major issues facing Cegedim in terms compatible with the CSR risks we have identified and position them in a materiality matrix. The policies and action plans we deploy are commensurate with the importance of each issue and are described in the various chapters of this document.

In 2021, Cegedim created an CSR Committee made up of four directors, two of whom are independent. They verify that the Group:

- takes corporate social, workforce-related, environmental, and ethical responsibility into account when crafting its strategy;
- acts in a way that creates value sustainably;
- takes the lead on CSR issues within the Board of Directors.

Some highlights of the Group's 2022 - 2025 CSR roadmap include a path to net zero emissions and a calculation of our carbon footprint. We also created a CSR Club to help implement the strategy operationally. We regularly carry out campaigns to raise employee awareness of sustainability issues.

Once a year, our CSR risks and issues are reviewed and approved by senior management, the Group Audit Committee, and the CSR Committee. The Internal Control Department regularly monitors Cegedim Group's risk map and helps propose changes to the materiality matrix.

Cegedim Group's CSR issues are ranked in the materiality matrix based on their importance both internally and for stakeholders. 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 external stakeholders.

The Group's CSR policies have always taken climate risks into account. This reflects the launch of the EU's Fit for 55 plan and regulatory developments. Regulatory pressure will ramp up in the coming years in order to meet the Paris Agreement's targets. These factors led to a reassessment of these issues in the Group's materiality matrix in 2022.

CSR CHALLENGES
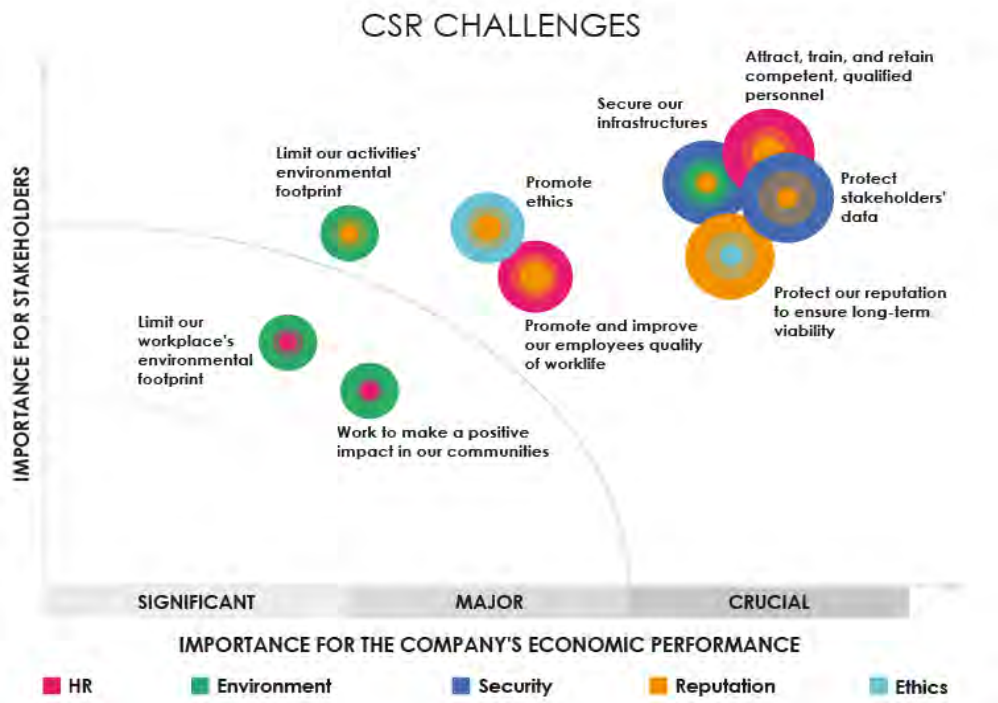
6.4 | Implementation of EU Taxonomy Regulation

Analyzing eligibility

Overview

Cegedim Group markets products and services including IT tools, specialized software, data flow management, and databases to healthcare professionals, the healthcare industry, pharmaceutical companies, and insurance companies. The company is listed on the Euronext market in Paris, has more than 6,000 employees in more than ten countries, and generated revenues of €555.2 million in 2022.

As of January 1, 2022, Cegedim Group is subject to Article 8 of Regulation (EU) 2020/852, the Taxonomy Regulation, which applies to public interest entities (PIE) that have more than 500 employees and more than €20 million on the balance sheet or €40 million in revenues, and that already publish a statement of non-financial performance (SNPF).

The Taxonomy Regulation is part of the European Green Deal's Sustainable Finance Action Plan and sets out six environmental and climate objectives: (1) Climate change mitigation, (2) Climate change adaptation, (3) Sustainable use and protection of water and marine resources, (4) Transition to a circular economy, (5) Pollution prevention and control, and (6) Protection and restoration of biodiversity and ecosystems.

It aims to encourage companies to develop sustainable activities that address European environmental challenges and encourage investors to finance this type of long-term sustainable project. To that end, the regulation creates a single EU classification system to help companies identify which economic activities are considered sustainable and evaluate how and to what extent they are contributing to those activities.

Only two of the six objectives have been translated into Delegated Acts: (1) Climate change mitigation and (2) Climate change adaptation. This section lays out the Group's approach to those two objectives in detail.

Determining eligibility

We checked our activities for eligibility by comparing them with the descriptions in the list of Taxonomy-eligible activities the European Commission released at the end of fiscal 2021 and published our results in 2022. Eligible activities are those likely to make a significant contribution to climate goals, and the definitions take into account AMF guidelines, notably for the formulae used to calculate indicators.

The eligibility analysis of Cegedim Group's economic activities covered the entire consolidated scope apart from associate companies in which Cegedim Group does not have a controlling interest. It was carried out by working groups, which notably involved the Internal Control Department—which is responsible for the SNFP—the CFO, the Director of Financial Communication, and the Deputy Managing Director. They reviewed the Group's business activities side by side with the text of the Climate Delegated Act, including Annex I (Mitigation targets) and Annex II (Adaptation targets).

Two of Cegedim's business activities qualify as eligible under the Taxonomy Regulation:

- Data processing, hosting, and related activities (8.1 in Annex I and Annex II),
- Computer programming, consultancy and related activities (8.2 in Annex II).

We conducted another review of eligibility criteria for the report published in 2023 to ensure that the conclusions reached in 2022 are still valid with a year of hindsight and in light of the experience gained by various stakeholders (peer companies, regulators, and inspectors). We concluded that the scope of eligibility is unchanged.

Eligible Group activities are housed within cegedim.cloud, which is part of the Group's centralized corporate activities. This centralized entity "powers" the IT activities of all Cegedim's subsidiaries, enabling them to carry out data processing (8.1) and programming (8.2). By measuring the performance of this upstream central unit, we can calculate the indicators required to report eligibility and alignment.

Analyzing alignment

In 2022, we analyzed our EU Taxonomy-eligible activities to determine if their alignment meets the definition in Regulation (EU) 2020/852 of the European Parliament and of the Council of June 18, 2020. We examined them to see if, in accordance with the sustainability criteria specified in Article 3 of the Regulation, they:

- contribute substantially to one or more environmental objectives set out in Article 9, in accordance with Articles 10 to 16;
- do not significantly harm any of the environmental objectives set out in Article 9, in accordance with Article 17;
- are carried out in a manner that respects the minimum safeguards set out in Article 18;
- adhere to the technical screening criteria the Commission set out in Article 10, Section 3; Article 11, Section 3; Article 12, Section 2; Article 13, Section 2; Article 14, Section 2; or Article 15, Section 2.

Determining alignment

Objective 1: Climate change mitigation

Activity 8.1 Hosting and data processing is eligible under **objective 1** but does not meet all the Taxonomy Regulation's substantial contribution criteria for alignment. As part of the continuous improvement program for its datacenters—which are all operated by cegedim.cloud—Cegedim is actively working to bring its datacenters in France into compliance with the Code of Conduct for Energy Efficiency. We expect to obtain an initial qualification in the first half of 2023 and will submit our application for ISO 50001 certification before summer 2023. One of the alignment criteria concerns the refrigerant gases used in the datacenter cooling systems. While the refrigerants cegedim.cloud uses meet current European guidelines, their global warming potential (GWP) exceeds the maximum level of 675 specified in the alignment criteria. This is typical for the sector owing to a scarcity of cooling equipment that is both fit for purpose and has a GWP less than or equal to the cap. We are monitoring the issue and aim to achieve alignment as soon as a solution becomes available. However, in order to minimize energy needs at a constant scale of IT activity and thereby deal with climate risks on a ten-year horizon—notably heatwaves—cegedim.cloud will continue to use the refrigerant gases.

As of the 2023 alignment analysis publication date, activity 8.1 cannot be considered in alignment with **objective 1**.

Current regulations do not require an analysis of whether activity 8.2 Computer programming, consultancy and related activities is aligned with **objective 1**, as described in Annex II of the Delegated Act.

Objective 2: Climate change adaptation

We conducted an alignment analysis for activities 8.1 Hosting and data processing and 8.2 Computer programming, consultancy and related activities with respect to **objective 2** using the screening criteria laid out in the Taxonomy Regulation.

Cegedim examined eligible entities and tested their sites' resilience to climate and natural risks over a ten-year period.

- To confront medium-term risks, these activities have implemented climate change adaptation solutions based on data for historical patterns. The activities' solutions adequately mitigate the known climate and natural risks Cegedim has experienced and can be used for learning and continuous improvement.
- An analysis of long-term risks beyond the ten-year horizon, based on the IPCC's scenarios, is currently underway. As a result, activities 8.1 and 8.2 cannot be considered aligned as of this document's publication date. That said, existing datacenters are working to incorporate ten-year-plus climate risks, notably with respect to the size and efficiency of their cooling systems, which will continue to be upgraded as they are replaced.

While not all of its eligible activities are currently aligned, it is important to note that the Group is working on a new datacenter. It will be sovereign, like the existing datacenters, fully owned by the Group and designed to be sustainable, responsible, and resilient to climate change. It is expected to come on stream in 2025. Long-term climate risks are being fully factored into its design. Spending commitments made in 2022 related to this project are reflected in the Taxonomy-aligned CapEx and OpEx indicators.

Alignment analysis summary

Activities	Type of contribution	Technical screening for substantial contribution	"Do no significant harm" (DNSH) criteria	Minimum safeguards
Objective 1: Climate change mitigation				**Yes** see table below
8.1 Data processing, hosting, and related activities	Transitional	**Partial** Meets all but one of the technical screening criteria in Annex I of the Delegated Act supplementing the EC Regulation.	**Yes** Does no significant harm to any of the environmental objectives in meeting the technical screening criteria in Annex I of the Delegated Act supplementing the European Commission's Regulation.	
Objective 2: Climate change adaptation				
8.1 Data processing, hosting, and related activities	Non-enabling	**Partial** We analyzed ten-year climate risks and the associated adaptation solutions. A longer-term analysis is underway, and a new datacenter is being designed to incorporate sustainability and climate change resilience. Due to the lack of data beyond ten years, the activity partially meets the technical screening criteria in Annex II of the Delegated Act supplementing the European Commission's Regulation.	**Yes** Does no significant harm to any of the environmental objectives in meeting the technical screening criteria in Annex II of the Delegated Act supplementing the European Commission's Regulation.	
8.2 Computer programming, consultancy and related activities	Non-enabling	**Partial** We analyzed ten-year climate risks and the associated adaptation solutions. A longer-term analysis is underway, and a new datacenter is being designed to incorporate sustainability and climate change resilience. Due to the lack of data beyond ten years, the activity partially meets the technical screening criteria in Annex II of the Delegated Act supplementing the European Commission's Regulation.	No DNSH criteria for this activity.	

Respect for minimum safeguards

Cegedim Group respects minimum safeguards by implementing policies, codes, procedures, and best practices that adhere to the relevant principles and regulations, notably:

- All the laws of the countries in which Cegedim and its suppliers operate, as well as European Directives on social and environmental issues;
- The 1948 Universal Declaration of Human Rights;
- The principles of the UN Global Compact;
- The core principles of the OECD;
- The international Convention on the Rights of the Child;
- The Convention on the Elimination of All Forms of Discrimination against Women;
- The International Labor Organization (ILO) Conventions, notably the eight Fundamental Conventions:
    - The Forced Labor Convention (#29)
    - The Freedom of Association and Protection of the Right to Organize Convention (#87)
    - The Right to Organize and Collective Bargaining Convention (#98)
    - The Equal Remuneration Convention (#100)

▪ The Abolition of Forced Labor Convention (#105)

▪ The Discrimination Convention (#111)

▪ The Minimum Age Convention (#138)

▪ The Worst Forms of Child Labor Convention (#182).

Cegedim has not faced serious condemnation for infringing any of the Taxonomy Regulation's minimum safeguards. For information on material disputes and litigation, please see the Universal Registration Document, Chapter 3 "Overview of the financial year".

Minimum safeguards	
Issue	Cegedim: Adherence and implementation
Human rights	- Code of Ethics - Whistleblowing system / hotline - Responsible purchasing charter - Compliance representatives - Regulatory watch
Corruption	- Code of Ethics - Sapin II Act risk mapping - Employee Code of Ethics training - Whistleblowing system in compliance with Act 2022-401 of March 21, 2022, to improve whistleblower protection - Control mechanism in accordance with Act 2016-1691 of December 9, 2016, on transparency, fighting corruption, and the modernization of economic life, known as the Sapin II Act - Responsible purchasing charter - Compliance representatives - Regulatory watch
Tax	- Code of Ethics - Training for employees responsible for transactions involving tax - External experts on retainer and ad-hoc contracts - Regulatory watch - The Group pays tax in the country where its activities are based and value is created
Fair competition	- Code of Ethics - Employee training on competition issues - Compliance representatives - Regulatory watch

Eligibility and alignment indicators

The Finance Department has created a methodology for calculating and disclosing eligibility and alignment indicators in collaboration with the experts who audit its financial information.

Eligible revenue

The KPI for eligible revenue is defined as the ratio between:

- total revenue from eligible economic activities
- net total revenue as presented in the financial statements

Eligibility KPI = eligible revenue / net total revenue = 7.5%

The share of eligible revenue is low because the Group's business model is unlikely to have a significant environmental impact or seriously undermine objectives 1 and 2. As noted previously, eligibility is measured upstream at cegedim.cloud, which is part of the Group's central corporate activities, since this is the unit that "powers" all Cegedim's subsidiaries' IT activities, enabling them to carry out data processing (8.1) and programming activities (8.2).

Aligned revenue

The KPI for aligned activities uses the same definition, i.e. the ratio of aligned activities to the same total revenue figure.

As noted earlier, as of 2022, none of the eligible activities meets the full definition for alignment. Thus, the revenue from these activities is reported under eligible, non-aligned activities in the summary table below.

The breakdown of the revenue KPI between activities 8.1 and 8.2 reflects the final destination of the services performed by the Group subsidiaries that use the resources provided by cegedim.cloud.

Taxonomy - Revenue indicator

Economic activity	Code	Absolute turnover	Proportion of turnover	Substantial contribution criteria						DNSH - Do No Significant Harm criteria						Minimum safeguards	Taxonomy aligned proportion of turnover year 2022	Taxonomy aligned proportion of turnover year 2021	Category enabling (E) or transitional (T)
				Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity	Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity				
				Mitigation	Adaptation					Mitigation	Adaptation								
A. Taxonomy-eligible activities																			
A.1. Taxonomy-aligned activities																			
8.1 Hosting and data processing	8.1	0	0.0%	0.0%	0.0%	na	na	na	na	Yes	Partial	Yes	Yes	None	None	Yes	+0%	na	T
8.2 Computer programming, consultancy and related activities	8.2	0	0.0%	na	na	na	na	na	na	None	None	None	None	None	None	Yes	+0%	na	
A.2. Taxonomy-eligible but not Taxonomy-aligned activities																			
8.1 Hosting and data processing	8.1	8,107	1.5%							Yes	Partial	Yes	Yes	None	None	Yes			
8.2 Computer programming, consultancy and related activities	8.2	33,799	6.1%							None	None	None	None	None	None	Yes			
Total A (A.1 + A.2)		**41,906**	**7.5%**																
B. Ineligible activities																			
Revenue from Taxonomy-ineligible activities (B)		513,303	92.5%																
Total (A+B)		**555,209**	**100.0%**																

Eligible investments (CapEx)

The CapEx KPI for eligible activities shows the eligible share of total investments, i.e. those that meet the following definition:

- acquisitions of property, plant, and equipment during the fiscal year,
- before depreciation, amortization, and restatements of fair value,
- including acquisitions resulting from business combinations
- including right-of-use assets pertaining to leases.

Eligibility KPI = eligible activities' CapEx / total CapEx = 9.4%

Eligible CapEx comprises capacity investments by cegedim.cloud designed to keep pace with the Group's changing needs in terms of hosting and data processing, and to provide subsidiaries with the IT tools they need for programming and related IT activities.

Aligned investments (CapEx)

The KPI for aligned activities uses the same definition, i.e. the ratio of aligned activities to the same total revenue figure.

As noted earlier, as of 2022, none of the eligible activities meets the full definition for alignment. Thus, virtually all the 2022 CapEx from these activities is shown as eligible, non-aligned activities in the summary table below.

The CapEx shown for eligible aligned activities refers to investment in the Group's future datacenter, which is being designed to be as aligned as possible with the climate change mitigation and adaptation objectives. It includes preliminary work, topographic surveys, and geotechnical engineering. The aligned portion is small because the project was launched only recently.

The breakdown of the CapEx KPI between activities 8.1 and 8.2 reflects the final destination of the services performed by the Group subsidiaries that use the resources provided by cegedim.cloud.

Taxonomy - CapEx indicator

Economic activity	Code	Absolute CapEx	Proportion of CapEx	Substantial contribution criteria							DNSH - Do No Significant Harm criteria							Minimum safeguards	Taxonomy aligned proportion of CapEx year 2022	Taxonomy aligned proportion of CapEx year 2021	Category enabling (E) or transitional (T)
				Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity		Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity					
				Mitigation	Adaptation						Mitigation	Adaptation									
A. Taxonomy-eligible activities																					
A.1. Taxonomy-aligned activities																					
8.1 Hosting and data processing	8.1	22	0.02%	0.0%	100%	na	na	na	na		Yes	Yes	Yes	Yes	None	None	Yes	+0%	na	T
8.2 Computer programming, consultancy and related activities	8.2	92	0.1%	0.0%	100%	na	na	na	na		None	None	None	None	None	None	Yes	+0%	na	
A.2. Taxonomy-eligible but not Taxonomy-aligned activities																					
8.1 Hosting and data processing	8.1	1,826	1.8%								Yes	Partial	Yes	Yes	None	None	Yes			
8.2 Computer programming, consultancy and related activities	8.2	7,612	7.5%								None	None	None	None	None	None	Yes			
Total A (A.1 + A.2)		**9,552**	**9.4%**																	
B. Ineligible activities																					
CapEx, Taxonomy-ineligible activities (B)		92,181	90.6%																	
Total (A+B)		**101,733**	**100.0%**																	

Taxonomy-eligible share of operating expenses (OpEx)

The OpEx KPI for eligible activities shows the eligible share of total direct, non-capitalized costs related to:

- research and development, building renovation, short-term leases, maintenance, and repair
- other direct costs related to standard maintenance of property, plant, and equipment necessary for them to function properly

Eligibility KPI = OpEx of eligible activities / total OpEx = 6.6%

The OpEx of eligible activities refers to the share of direct, non-capitalized costs stemming from the IT operations of cegedim.cloud.

Taxonomy-aligned share of operating expenses (OpEx)

The KPI for aligned activities uses the same definition, i.e. the ratio of aligned activities to the same total OpEx figure.

As noted earlier, as of 2022, none of the eligible activities meets the full definition for alignment. Thus, the 2022 OpEx of these activities is virtually all shown as eligible, non-aligned activities in the summary table below.

The share shown as OpEx for aligned activities refers to direct costs related to the new cegedim.cloud datacenter, which is being designed to be as aligned as possible with the objectives of climate change mitigation and adaptation. These costs comprise external services and hours worked by cegedim.cloud's teams. They are valued using the full-cost method. The aligned portion is small because the project was launched only recently.

The breakdown of the OpEx KPI between activities 8.1 and 8.2 reflects the final destination of the services performed by the Group subsidiaries that use the resources provided by cegedim.cloud.

Taxonomy - OpEx indicator

Economic activity	Code	Absolute OpEx	Proportion of OpEx	Substantial contribution criteria							DNSH - Do No Significant Harm criteria							Minimum safeguards	Taxonomy aligned proportion of OpEx year 2022	Taxonomy aligned proportion of OpEx year 2021	Category enabling (E) or transitional (T)
				Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity		Climate change		Water and marine resources	Circular economy	Pollution	Biodiversity					
				Mitigation	Adaptation						Mitigation	Adaptation									
A. Taxonomy-eligible activities																					
A.1. Taxonomy-aligned activities																					
8.1 Hosting and data processing	8.1	23	0.01%	0.0%	100%	na	na	na	na		Yes	Yes	Yes	Yes	None	None	Yes	+0%	na	T
8.2 Computer programming, consultancy and related activities	8.2	96	0.02%	0.0%	100%	na	na	na	na		None	None	None	None	None	None	Yes	+0%	na	
A.2. Taxonomy-eligible but not Taxonomy-aligned activities																					
8.1 Hosting and data processing	8.1	5,328	1.27%								Yes	Partial	Yes	Yes	None	None	Yes			
8.2 Computer programming, consultancy and related activities	8.2	22,213	5.28%								None	None	None	None	None	None	Yes			
Total A (A.1 + A.2)		**27,660**	**6.6%**																	
B. Ineligible activities																					
OpEx, Taxonomy-ineligible activities (B)		392,660	93.4%																	
Total (A+B)		**420,320**	**100.0%**																	

6.5 | Mobilizing our Human Resources

Results

Group Headcount
2022 | 2021

6,073	5,643 Total headcount	3,786	3,576 Headcount France	2,287	2,067 Headcount International	1,990	1,514 New hires [1]
1,489	1,017 New hires on permanent contracts	501	497 New hires on temporary contracts	1,542	1,178 Departures	23.4%	18.1% Turnover (rate of departures)
5,691	5,186 Employees on permanent contracts	382	457 Employees on temporary contracts	39,0	39,3 Average age	

[1] More than half of the increase in hiring was driven by the offshore entities, which are experiencing strong growth (client services, BPO and R&D), as well as by Cegedim Santé's investments.

Group gender equality
2022 | 2021

47%	46% of employees are female	53%	54% of employees are male	40%	40% Percentage of female board members	60%	60% Percentage of male board members

Training and mobility
2022 | 2021

17,189	22,199 Hours of training in France [2]	13.7	15.6 Hours of training per trained employee in France	1,255	1,422 Employees trained in France	33%	40% Percentage of employees in France who received at least some training
915	787 Number of Group e-learning courses	6,439	5,817 Employees signed up for Group e-learning sessions	11,859	10,333 Hours of e-learning, Group-wide	505	511 Internal mobility transfers in France [3]

[2] In 2021, training was strongly encouraged, particularly through e-learning during the Covid-19 period, which explains the peak observed in 2021. In 2022, the Group has returned to pre-crisis standards.

[3] Job changes and transfers between entities apart from internal reorganization.

Employer brand and university partnerships in France
2022 | 2021

22 | 6
Speed interview sessions [1]

2 | 0
Job fairs in France

8 | 7
Student recruitment events in France

37 | 35
Hires from these events in France

61 | 72
Number of interns in France

34% | 20%
Work-study contracts and student internships converted to permanent contracts

139 | 113
Apprenticeships in France

13 | 33
Work-study contracts in France

179 | 116
Number of interns Group-wide

[1] *The significant increase in job dating reflects the Group's strong recruitment challenges and the end of health constraints.*

Health and safety in France
2022 | 2021

30 | 35
Workplace accidents in France

65,230 | 49,154
Days of absenteeism (ex. Covid-19), Group level [2]

38,702 | 32,813
Days of absenteeism (ex. Covid-19), France [2]

5,038 | 9,384
Days of absenteeism due to Covid-19, France [3]

10.74 | 8.72
Avg. number of days absent per employee (ex. paid leave & Covid-19), Group level

10.22 | 9.18
Avg. number of days absent per employee (ex. paid leave & Covid-19), France

4.27% | 4.40%
Avg. rate of absenteeism, France

[2] *The increase in the number of employees has mechanically increased absenteeism. The Romanian subsidiaries have also experienced a sharp increase in maternity leave. In 2022, the use of the Covid-19 sick leave heading is hardly used anymore, resulting in a shift to traditional sick leave.*

[3] *Sick leave, leave to look after children when remote working impossible.*

Quality of life at work
2022 | 2021

1,560 | 950
French employees regularly [4] working from home

41.20% | 26.57%
Share of French employees regularly working from home [4]

319 | 298
Part-time Group employees

5.25% | 5.28%
Share of Group employees working part time

[4] *Regular remote working within the framework of the Group agreement in France, excluding employees working from home occasionally or due to health and safety measures. In 2022, regular telecommuting continues to be deployed for existing employees and is a sought-after benefit for new recruits.*

Key Performance Indicators and Objectives

Trial periods converted to permanent contracts	Attract employees	Achieved	Objective
	Employees on permanent contracts in 2022 in France, whose trial periods were confirmed by December 31; does not include employees still on trial period at that date.	2022 | 2021 81% | 77%	Maintain at ≥ 75%

Number of confirmed employee referral hires	Promote employee referrals	Achieved	Objective
	The criteria for employee referrals in France in 2022 are exactly the same as in 2021, and exclude certain cases, as detailed in this chapter. We organized employee referral challenges for high-skill positions where qualified applicants are hard to find.	2022 | 2021 165 | 105	Maintain at ≥ 100 employee referral hires a year

Recruiting events in France	Maintain a visible presence through recruiting events	Achieved	Objective
	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. Public health conditions enabled us to resume recruiting events in 2022.	2022 | 2021 32 | 13	Maintain at ≥ 1.5 events per month, or 18 per year

Workplace gender equality index in France	Fighting gender inequality	Achieved	Objective
	The Group's score in 2022 demonstrates the effectiveness of its ongoing efforts to improve equality in the workplace.	2022 | 2021 92 | 92	Maintain a level of >75

Share of jobs that are workable from home	Enhance the quality of work life		Achieved
	Apart from certain jobs, such as IT production or operations, sales, and field work, most of the Group's jobs are workable from home because it is a service provider and its infrastructure enables flexible working arrangements. The group does not have targets in this respect, but the percentage of work-from-home jobs is likely to remain stable at constant scope.		2022 | 2021 71.9% | 70.0%

HR policy

The Group has an active HR policy in support of its employer brand 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 2022, 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.
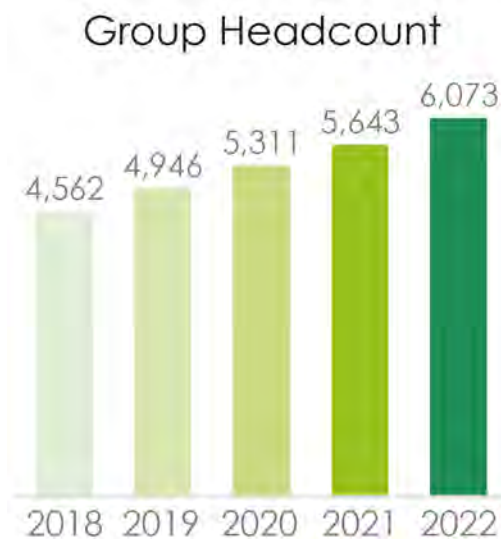
Recruitment

Employees

The Group is committed to strengthening its human capital, which is a prime asset. Recruiting qualified employees suited to current needs is a critical and ongoing 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.

Group Headcount

2018: 4,562
2019: 4,946
2020: 5,311
2021: 5,643
2022: 6,073

Recruitment

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

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

In 2022, to help us meet recruitment objectives, we created or strengthened the following partnerships:

- A partnership with Rocket School business school that enabled us to hire around 20 work-study sales assistants at Cegedim Santé, mostly as part of a vocational retraining program;
- A partnership with consulting firm BPI Groupe;
- A Préparation Opérationnelle à l'Emploi Individuelle (POEI) reskilling program at Cegedim SRH—this agreement enables us to recruit unemployed people after they have completed a training program.

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.

A dedicated HR unit was created to set and steer recruitment policy at the Group level. The unit consists of the Group Head of Human Resources, an expert in recruitment tools, and an expert in our professions. Its goal is to optimize recruitment tools and share best practices. It will be testing new solutions and new partnerships:

- A partnership to fill R&D positions;
- Using more job-boards, such as specialized platforms to access candidate CV libraries;
- Devising new recruitment methods, notably Boolean searches and sales representation partnerships to handle large hiring needs;
- Continuing to develop our partnership with a professional social network of reference;
- Monitoring and searching for innovative solutions, for example to coordinate employee referrals.

In addition, since the end of 2020 an offshore sourcing unit in Morocco has been shoring up the HR teams in France, helping mostly to headhunt and screen French applicants. Tools and training are shared with the recruitment teams in France. At our Boulogne-Billancourt, Rabat, and Bucharest offices, we have created an area dubbed Recrutlab, with booths specifically designed for recruitment efforts and applicant interviews.

Speed interview sessions

We regularly hold in-person and remote 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.

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, picnics, etc. Since 2020, we have 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, and IT and development—to round out their integration. In June, each work-study employee meets their manager and the HR team for an annual review and to discuss their hopes for the coming year. In 2022, the HR team continued to encourage work-study hires, which rose 4%.

Cegedim participates in job fairs and student forums.

Some of our subsidiaries, such as Cegedim Insurance Solutions, offer a BU training module reserved for their work-study employees and are opening up positions traditionally held by experienced employees to recent graduates.

We offer students and recent graduates internships in France and abroad. These internships, which have increased 54% in 2022, 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.

Every year, we offer students summer internships so they can gain first-hand experience of the world of business. Cegedim Service Center, a Romanian-based subsidiary, took part in four job fairs: an Open Doors event held in May 2022.

University partnerships

We have partnerships in France with the Simplon school of digital technology in Paris. Group employees work with students at the University of Poitiers, Lyon 2 University, 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. Cegedim initiated a partnership with HEC business school designed to forge strong links with its students, especially those in the MBA program, which is a pool of potential hires. In 2021 Cegedim Insurance Solutions formed a partnership with engineering school ISIS to train engineers specialized in e-health. Cegedim SRH also resumed its partnerships with three schools—IGS, ECE, and IAE Montpellier—to recruit consultants and development engineers. Cegedim's subsidiary in Egypt is a partner of a government agency that provides training to young graduates in order to offer them employment.

In 2022 cegedim.cloud set up a Filament'or partnership within the AFNOR Association to allow students to work on CSR issues at partner companies.

Onboarding

In France, we have designed an onboarding program 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 Human Resources teams have developed a number of job-specific training modules of varying durations at corporate headquarters or in the business units (BU): C-Media Academy, School SRH, Cegedim Santé onboarding within the Sales Excellence program, insurance industry track, and C-media or e-business mentor. 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 operation, legal framework for e-invoicing, etc.). New arrivals receive welcome packets as well as office supplies and accessories with the Group's logo. Cegedim Service Center in Romania holds an onboarding day to explain its activities to new hires, who then take part in an orientation period consisting of training sessions on business-specific skills and more general topics.

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. The results are analysed by the HRD for the implementation of corrective actions if necessary.

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.

In 2022 we signed a partnership with Basile, a digital referral recruitment specialist, to implement a new employee referral tool with a variety of aims:

- Employees can refer candidates for current openings or speculative applications more easily;
- HR teams can monitor the number of employee referrals made Group-wide and track their progress, and can also encourage referrals through targeted campaigns during the year.

In 2022 we held two referral campaigns—one in the summer and one in November. The three winners won prizes on top of the usual referral bonus. This policy has been particularly effective, increasing the number of employee referral hires by 57% in a year.

Compensation policy

Cegedim has introduced both Group-wide and BU profit-sharing agreements entered into force in 2022—with the latter designed to incentivize employees at the 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.

The Compensation and Appointments Committee is composed of three directors. It sets the policy for awarding free shares and variable compensation and implements succession plans for corporate officers in the event of a vacancy.

Health and quality of life in the workplace

Internal communication

The MyCegedim Group intranet informs employees about the latest Group news, puts HR politics at their fingertips, and includes links to other Group websites and tools. It also offers access to BU intranets, as well as Group information and documentation.

The Group has installed around 20 screens, called CG Live, displaying Group news and information related to HR, legal affairs, the industry, training, and so on. The screens, which can also display information tailored to each BU and entity, are at all sites with 50-plus employees in France. The information is also available in video format on MyCegedim, which employees can access when working remotely. Individual Group entities have also taken a variety of local initiatives.

In France, the BUs hold regular meetings to bring their teams together and convey the latest company news. HR and internal communications newsletters are sent regularly to employees. In addition, several BUs have developed in-person and remote annual reviews to share information about the business and encourage upward and downward communication. When travelling abroad for roadshows, the Head of Investor Relations takes the opportunity to visit local subsidiaries and present the Group's results to employees. This year, these events were held mainly in virtual format (available as a video) with interactive Q&A sessions. We also organize get-togethers all year round to celebrate the holiday season and other events which are an opportunity for less formal professional sharing.

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.) and organizes retreats for teams or specific units as and when necessary. We hold events like photo contests with themes like "crazy summer" or "Christmas spirit", and we held a contest for employees to pick the winners of World Cup matches. We have developed new communication channels to facilitate regular exchanges amongst managers.

Cegedim is sensitive to the fact that the workplace environment is key to its employees' wellbeing and regularly upgrades its office facilities. 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.

Accident prevention

At least each year, Cegedim updates the occupational risk assessments (Document Unique d'Évaluation des Risques or DUER) for all its sites. An HR working group monitors the roll-out of measures and action plans. Employees have access to a guide to good practices in open-plan workspaces and fact sheets on gestures and posture, remote working, and road safety. In 2022, we offered all employees information on best practices to protect the environment. 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).

During Pink October, we held information sessions to raise employee awareness of breast cancer. We offer yoga and meditation classes during the Quality of Life at Work Week and Pink October.

Quality of life at work

We have a Quality of life at work (QVT) policy that includes dedicated working groups so employees can help 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). Quality of life at work ambassadors are appointed to assist employees and create a new communication channel alongside the regular exchanges with management and HR staff.

The Social and Economic Committee (CSE) subscribes to an online learning and entertainment platform, to which employees and their families have unlimited free access. The platform has 120,000 hours of digital content on topics like wellness, sport, and desktop tools.

For the 2022 Quality of Life At Work Week, we gave employees access to a platform for watching health and wellness classes and offered in-person Zen meditation classes at our main sites.

At some sites, employees also have access to relaxation spaces.

Since 2018, employees in France have also been offered spots in the company nursery, which is operated in partnership with a leading provider. In 2022, Cegedim offered its employees 31 nursery spots. The program has been so popular that management added another 7 nursery spots in 2022.

Healthcare coverage

At Cegedim, all our employees have provident insurance coverage for 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 have amended our health coverage agreements to comply with the French government's "100% santé" reform of 2020.

Since February 1, 2021, Cegedim has adjusted its healthcare coverage and now offers TP Santé, a new reimbursement scheme that covers 50% of the average retail price of certain products, up to an annual limit of €50 per family. This scheme is entirely paid for by Cegedim.

Preparing for retirement

Cegedim's collective pension plan (PERCOL) lets employees build their own individual retirement savings. We have invited employees to information sessions with the pension plan administrator to educate them about the new scheme.

In 2022, we also organized new meetings with the national pension fund (Caisse Nationale d'Assurance Vieillesse - CNAV) for employees over age 55 to provide information on how they should prepare their retirement. Certain subsidiaries, such as Cegedim Insurance Solutions, provide employees with retirement planning guides.

Sport and wellness

Our employees regularly take part in charity runs: the Boulogne half-marathon, Foulées de l'Assurance, Medical Run, La Parisienne, Trail de La Sans Raison, and the Imagine For Margo Association run.

Some CSEs also offer online exercise classes and help employees pay for gym memberships.

Leave sharing

Cegedim has introduced a leave sharing program for all employees in France so they can help colleagues experiencing personal challenges. A collective bargaining agreement was reached that allows as many people as possible to benefit from this initiative and lets the employer contribute as well.

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 our social dialogue.

In 2022, collective agreements notably covered:

- Gender parity in the workplace,
- Amendments to profit-sharing agreements,
- Remote working,
- Mobile workers,
- Part-time work,
- Converting unused RTT paid leave into cash.

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 2022. 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) and Cegedim Santé have set up a website so employees can purchase these services remotely. In 2022, we continued supporting the CSE and created a CSE for Cegedim Santé.

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—more than 60% 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. This entitles employees to extra paid leave for overtime work, known as RTT ("Réduction du Temps de Travail", or reduced working hours). Outside of France, local working hour legislation is observed in each country.

In response to changes in the way work is organized, we adopted new remote working agreements in France and abroad to increase the standard number of work-from-home days. For example, in France, the new agreement reached in 2022 allows employees up to three regular and emergency work-from-home days compared with two previously. These arrangements give employees real flexibility to manage their time and travel.

A collective bargaining agreement for mobile workers was rolled out in 2018 and 2019. It takes into account the particular circumstances of employees who travel a lot for work and counting travel time as working time for more than 500 mobile workers. In 2022, an amendment was adopted to increase overnight stay compensation by 10%.

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.

Cegedim ensures that women employees returning to work after maternity leave receive a pay raise.

Companies with more than 50 employees are required to apply the equality index created in 2019 by the Act for the Freedom to Choose One's Career Future. A company's score, calculated out of a possible 100, is based on five criteria and must be reported on the company's website and to the Labor Ministry no later than March 1. Since 2021, this has been a key performance indicator for the Group. Cegedim has set the score of 75—the minimum threshold defined in the law—as its target for the early years of implementation.

The Group's age distribution trend reflects an HR policy of active recruitment and career management within the Group which respects gender and age diversity at both ends of the age pyramid.

Group employee age breakdown by gender
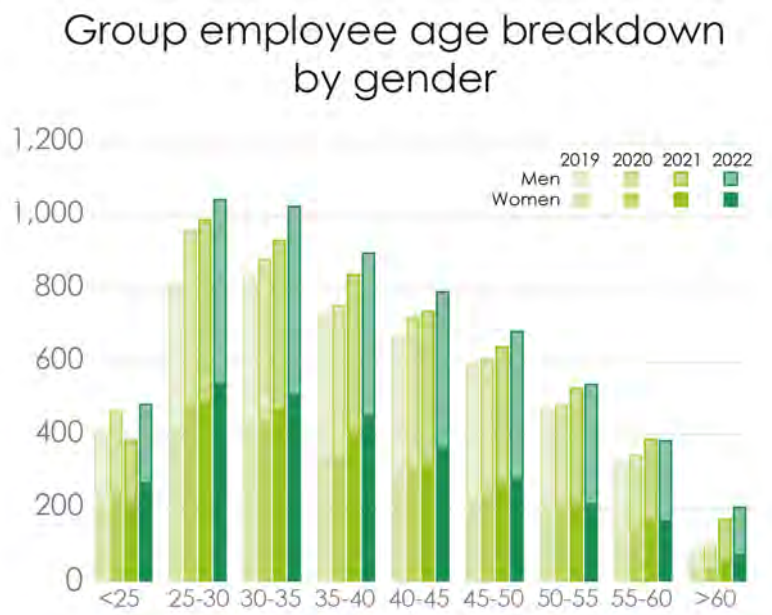
Disabled workers

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.

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 Handicapée"s (AGEFIPH, a French non-profit that promotes the employment of people with disabilities) and Cap Emploi, a government agency. In France, Cegedim grants employees with disabilities five days extra paid leave to attend to their medical and administrative formalities, and priority access to parking spaces and childcare services.

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. The unit's make-up was changed in 2020 to include a member of each BU's HR team, which enables us to handle disability issues as close as possible to the level where the employee works.

In 2022, as in previous years, we celebrated Disability Week with a communication campaign. For the first time, we took part in Duoday, which means we hosted a person with a disability for the day so they could learn about a profession. The two individuals we hosted in 2022 shadowed employees in software development in Labège and Niort on November 16. Some of our subsidiaries have formed partnerships with ESAT companies (who hire only individuals with disabilities) for catering, prepared meals, Café Joyeux-brand coffee, and more.

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, among others. 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. Most job performance interviews are conducted with the HR officer and focus on training needs, employability, and joint efforts to foster career development.

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. We have strengthened mentorship schemes at all our subsidiaries. For example, Cegedim SRH has a paid two-month mentorship program for each new hire, combined with a one-month onboarding scheme alternating training sessions and practicums, as well as campaigns to raise employee awareness about specific topics, such as payroll configuration.

E-learning

Cegedim has created an internal e-learning platform so employees can complete a series of courses during work hours by selecting from a wide range of training programs specific to the Group or its activities. This platform was used extensively in 2022 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 4% in 2022. The increase was attributable to new Group entities adding the e-learning platform and new training sessions on new software versions and projects. In 2022, we created a new course covering the ISO 27001 standard.

Our Research & Development teams also use an external digital platform to keep up to speed on the latest developments and technologies in their professions.

Hours of e-learning Group-wide

2019	2020	2021	2022
3,886	5,391	10,333	11,859
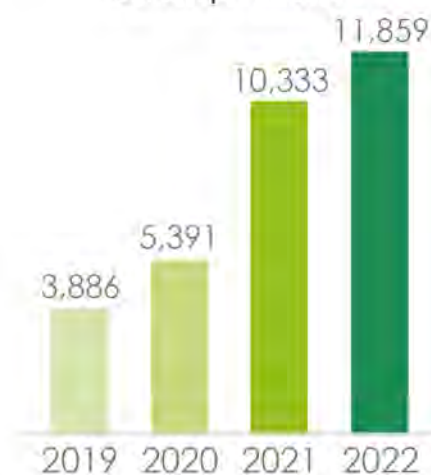
Professional development and internal mobility

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. Horizontal and vertical 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 salespeople, technicians, and managers 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. Cegedim Insurance Solutions regularly hosts breakfast events where it showcases mobility opportunities. At

the same time, we are planning exchanges between BUs to codify professional and geographic mobility across Group entities. We have strengthened our internal mobility policies to promote the in-house career paths and support employees throughout their careers within Cegedim Group.

6.6 | Limiting our environmental footprint

Limiting our environmental footprint

Greenhouse gas emissions
2022 | 2021

826 | 651
metric tons of CO_2 equivalent generated by our electricity consumption [1]

296 | 346
metric tons of CO_2 equivalent generated by our gas consumption

797 | 304
metric tons of CO_2 equivalent generated by air travel in France [2]

7 | 3
metric tons of CO_2 equivalent generated by train travel in France

29
metric tons of CO_2 equivalent generated by vehicle rental in France

3.14 | 2.71
average age of our French car fleet

3.08 | 2.69
average age of our Group car fleet

115 | 116
Average passenger car fleet CO_2 rate in France in g per kilometer

€0 | €0
Provisions and guarantees for environmental risks

[1] *The increase in CO_2 emissions related to electricity consumption is explained by an increase in consumption in foreign subsidiaries whose energy mix is more emissive.*
[2] *The increase in air travel emissions is due to a resumption of travel following the health crisis.*

Use of resources
2022 | 2021

11,789 | 13,112
of electricity consumed in MWh

1,395 | 1,630
of gas consumed in MWh

Sustainable procurement
2022 | 2021

88% | 98%
of the paper and envelope products listed in the Group catalogue in France, copy center, and mandatory regulatory information are eco-certified
The deterioration in 2022 is essentially due to a change in methodology (see methodology note) and the erroneous use of a non-eco-labelled paper reference.

Digitalization
2022 | 2021

90% | 86%
of employees in France receive digital payslips

Key Performance Indicators and Objectives

Datacenter GHG emissions	Green IT, energy-efficient computing	Achieved	Objective
	IT energy consumption only includes power used to run servers, not air conditioning or lighting.	2022 | 2021 24 | 25	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 2022, and now have 13.8 virtual servers for every 1 physical server.	2022 | 2021 +14% | +15%	Maintain continuous growth

Average passenger car fleet CO2 rate	Group utility vehicle fleet	Achieved	Objective
	Group policy favors electric and hybrid vehicles when vehicles in its passenger car fleet are replaced.	2022 | 2021 115 | 116	Maintain at < 120g

Average utility vehicle fleet CO2 rate	Group utility vehicle fleet	Achieved	Objective
	Because we anticipated the phase-out of diesel-powered vehicles, we have relied more on gasoline-powered utility vehicles principally because of the lack of electric options for large utility vehicles. These gasoline-powered vehicles do not perform well in terms of CO_2 emissions. However, the utility vehicle fleet represents only 28% of the total Group fleet.	2022 | 2021 127 | 122	Maintain at < 140g

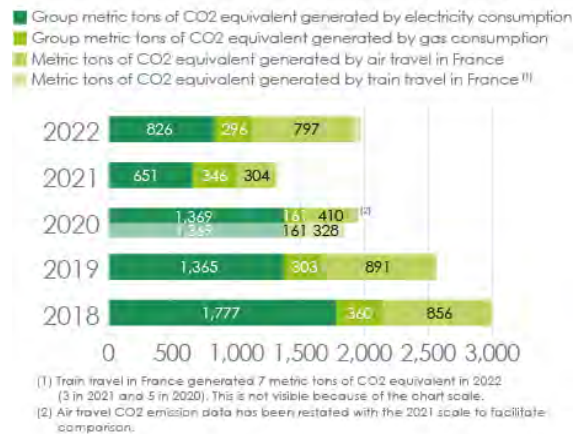| % eco-certified purchases	Office supplies in France	Achieved	Objective
	Purchases of office supplies in France are centralized in a Group catalog that highlights eco-friendly products from a supplier with a sustainability policy. The decrease in 2022 is due to a methodology change (see methodological note) and the accidental use of a supplier whose paper was not certified sustainable.	2022 | 2021 48% | 55%	Aim at over 50% of certified eco-friendly purchases

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

Cegedim's carbon footprint in terms of greenhouse gases is mainly measured by the consumption of electricity required for the proper functioning of its activities. As providers of services, our activities are office-based. Our scope 1 CO_2 emissions are principally generated by company cars. Our scope 2 emissions are principally generated by energy consumption, and our scope 3 emissions, by business travel. Our 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.

Group CO2 emissions per category

■ Group metric tons of CO2 equivalent generated by electricity consumption
■ Group metric tons of CO2 equivalent generated by gas consumption
■ Metric tons of CO2 equivalent generated by air travel in France
■ Metric tons of CO2 equivalent generated by train travel in France [1]

Year			
2022	826	296	797
2021	651	346	304
2020	1,369 / 1,365	161 161	410 [2] / 328
2019	1,365	303	891
2018	1,777	360	856

0   500   1,000   1,500   2,000   2,500   3,000

(1) Train travel in France generated 7 metric tons of CO2 equivalent in 2022 (3 in 2021 and 5 in 2020). This is not visible because of the chart scale.
(2) Air travel CO2 emission data has been restated with the 2021 scale to facilitate comparison.

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. We plan to reduce our passenger car fleet's environmental impact by buying only electric or hybrid models when replacing older vehicles in France. As for utility vehicles which represent nearly one third of the global fleet, we anticipated the phase-out of diesel-powered vehicles and have relied more on gasoline-powered vehicles in France, principally because of the lack of electric options for large utility vehicles. Some sites encourage the use of alternative energies and transport methods over internal combustion vehicles, 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 in 2007 and encourage our employees to reduce short-distance travel and instead use videoconferencing, telephone conferencing, instant messaging, and document exchange platforms.

Work-from-home and the company-wide agreements that govern it also help limit employees' travel.

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.

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.

Employees' old PCs are cleaned and set up for reuse. Some CSEs collect them and offer them to employees in exchange for a €15 charitable donation.

The only wastewater produced by our activities is domestic and is used for closed-loop cooling of datacenters.

Saving paper

Limiting the environmental impact of printing

We have a modern, efficient print and copy center that handles bulk printing for our Boulogne-Billancourt sites. Monitoring our printing activities responsibly is a key issue as we also print documents for our clients (pay-slips, third-party payment cards, correspondence, training materials, etc.).

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 when necessary, two-sided printing, printing in black and white, etc.). Employees have fewer individual printers and instead send their documents to a shared printing station. In addition, in 2018, we switched to sending electronic rather than paper greeting cards to our clients and suppliers.

C-Media, the leader in communications equipment for pharmacies and health and wellness shops, designs and produces merchandising, print and digital display campaigns. Its 4,500 m² production site in Stains makes and dispatches print items (prepress, printing, cutting, storage, and shipping of POS advertising). The site no longer uses any water for production and has invested in more energy-efficient printing machines that use eco-solvent ink, UltraDrop technology to conserve ink, and LED curing. To cut down on plastic, C-Media uses a mix of non-organic and recycled materials instead of PVC and shipped 4,000 pallets without shrink wrap. It has also introduced a circular economy initiative with its raw materials selection plan and uses appropriate paper sizes to cut waste. Considering that the company handles nearly 1,500,000 pieces of POS advertising and ships and receives 13,000 pallets annually, this is a major part of C-Media's CSR policy.

Printed distribution of mandatory regulatory information

In 2007, we decided to distribute our mandatory regulatory information electronically. Between 2010 and 2022, we also reduced the number of printed copies of our Universal Registration Document, cutting the French version more than tenfold (50 printed copies in 2022) and the English version more than fivefold (40 printed copies in 2022). For the last ten years, this document has been printed on 100%-recycled 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, charters, mutual health and personal protection insurance policies, etc.) are sent by email and signed electronically by both parties. The Group-wide agreement allowing staff representatives to sign collective bargaining agreements electronically has also significantly reduced the amount of documents we print. We also now provide meal smart cards, which avoids printing and handling vouchers. This is not possible outside France, however, due to regulatory constraints.

Digital vault and drive

In a bid to reduce printing, we also offer our employees in France a secure digital vault where they can store private, sensitive e-documents. For example, in France, employees can have their monthly pay-slip deposited automatically in a digital vault for storage, and the vast majority of them choose this solution. In 2021, we also introduced Cegedim Drive, which allows employees to share large files with both internal and external contacts (current and prospective clients, suppliers, etc.). The main goal of this tool is to limit the risk of data leakage by providing a secure alternative to third-party file hosting platforms. The drive includes document collaboration software.
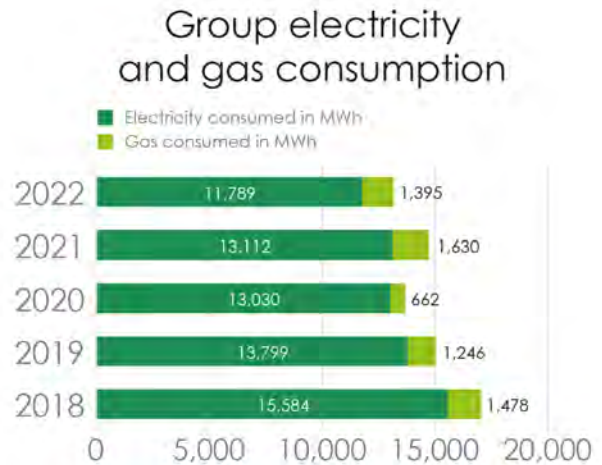
Saving energy

Energy spending and energy efficiency in the workplace

The Group reduces its energy consumption in large part by refurbishing its buildings and office spaces. In recent years, our efforts have focused on insulation and heat pumps at certain sites. We use the services of an energy savings consultant to define our energy efficiency action plans, particularly within the framework of France's *Décret Tertiaire* (or French tertiary sector decree which requires service industry buildings to gradually reduce their energy consumption).

We have introduced ways of reducing workspace energy costs on a case-by-case basis. For example, we have installed time switches and occupancy sensors that automatically turn off the lights and air conditioning after hours; water fountains and coffee machines with inline water filters; automated hand-driers; and LED lighting. We also encourage car-pooling and the use of shuttle services, etc.

We also have maintenance contracts for our air-conditioning systems to ensure they function as efficiently as possible. Most systems can shut off automatically when windows or loading dock doors are opened.

Since 2021, thanks to Cegedim Group's new contract, we receive all our electricity from renewable sources.

Group electricity and gas consumption

■ Electricity consumed in MWh
■ Gas consumed in MWh

Year	Electricity (MWh)	Gas (MWh)
2022	11,789	1,395
2021	13,112	1,630
2020	13,030	662
2019	13,799	1,246
2018	15,584	1,478

The Green IT program and Datacenters

For over thirty years, Cegedim has endeavored to manage its IT equipment responsibly on a daily basis. Through its subsidiary cegedim.cloud, which is in charge of building and operating the Group's IT infrastructure, Cegedim creates a responsible, sustainable, and innovative digital offering that is the linchpin of its CSR strategy. Cegedim designs, builds, and runs its datacenters and technological platforms with a focus on maximum energy efficiency and minimum CO_2 emissions. This approach makes both financial sense—it's a highly competitive market—and environmental sense— sustainability and climate change goals must be met. In 2022, the Group was awarded The Green Web Foundation label for its commitment to eco-friendly digital services run on renewable energy.

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. We create and design our datacenters using concepts and techniques that are known to improve energy-efficiency:

- Improved air flow with hot-aisle / cold-aisle containment
- Free cooling
- Waste heat capture and reuse to heat offices in the winter
- The American Society of Heating, Refrigerating and Air Conditioning Engineers' (ASHRAE) recommended high air inlet temperature ranges

We also supplement our fleet of datacenters with colocation datacenters that are managed according to the same high standards as our own. These standards are monitored and applied by cegedim.cloud and recognized by our colocation providers' ISO 14001 and 50001 certifications.

Our entire energy chain is equipped with measuring devices, and the macro data they collect enables us to continuously improve our energy efficiency and calculate our main datacenters' PUE (Power Usage Effectiveness). We also collect micro data, gathering information on our IT equipment's energy consumption, which we then correlate with the equipment's usage. This helps us confirm our equipment configuration choices and categorize our services to optimize our energy consumption:

- High-performance computing server farms or standard server farms that are less energy-intensive
- Consume-as-you-go systems that, for example, enable us to turn off non-production environments when they are not in use.

In 2022, we drew up an energy-saving plan that will be phased in and aims to cut our energy consumption 10% by 2024, at constant scope. In the first quarter of 2022, as part of the process to achieve ISO 50001 certification, we commissioned an energy audit of two of our datacenters to:

- Verify our practices and define ways to improve how we manage and design our datacenters' security and energy efficiency.
- Replace end-of-life equipment (dry coolers, closed-loop coolers) with more energy-efficient alternatives.
- Have a third party corroborate our datacenters' energy efficiency indicator calculations.

This audit is part of the process to obtain the "Code of Conduct for Energy Efficiency in Data Centers" label, itself a component of the ISO 50001 certification, which is due to be included in cegedim.cloud's Integrated Management System (IMS) in 2023. cegedim.cloud is working on calculating the individual carbon footprint of each of its clients so that they can optimize the way they use its services.

The inclusion of the ISO 14001 certification in cegedim.cloud's IMS, expected in 2024, will coincide with the commissioning of a new datacenter in 2025 which has been designed to meet four priorities:

- A Power Usage Effectiveness (PUE) of less than 1.2
- Responsible and limited drinking water consumption
- Tier IV Build certification
- Ranking as one of France's most eco-friendly datacenters

Through its Green IT program, Cegedim is ensuring the long-term energy efficiency of its installations.

Sustainable procurement and consumption

Sustainable Purchasing Charter

In 2021, we adopted a Responsible Purchasing Charter that reflects our environmental, social, workforce-related, and ethical commitments. This charter reiterates and details the minimum standards to which we adhere and which we in turn expect of our commercial partners at every level. These standards are based on internationally recognized treaties and agreements: the Universal Declaration of Human Rights, the International Labor Organization conventions, the Convention on the Rights of the Child, and the International Convention on the Elimination of All Forms of Discrimination. The Charter explicitly states that we strive for a balanced working relationship with our suppliers. It is appended to all contracts as a complement to the main contractual clauses and is provided to all suppliers and service providers. It is also available on the Group's website.

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 commitments. We encourage our employees to purchase eco-friendly office supplies, as long as they are good value for money. We only use eco-labelled 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 eco-labelled 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 and break 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.

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 general services also encourage more responsible behavior and initiatives. Ink cartridge, battery, and light bulb recycling systems are in place throughout the Group. Drink dispensers use recyclable cups, and new hires receive a reusable mug when they join us. Filtered water fountains that help employees limit their use of disposable bottles are increasingly common at Group sites.

6.7 | Upholding our reputation for quality and safety

6.7.1 | Quality

Results

Certifications
2022 | 2021

111 | 91
Group products with certifications

Continuous improvement
2022 | 2021

644 | 473
R&D e-learning licenses

12 135 | 9 013
Hours of R&D e-learning

[1] *The Group's R&D strategy encourages employees to train throughout their careers in current technologies, in particular via the R&D e-learning platform to which Cegedim offers access to all members of the Group's R&D teams and subsidiaries who wish to train in this way. The number of users has risen sharply, which also explains the significant increase in the number of hours.*

Key Performance Indicators and Objectives		
R&D effort relative to revenues	**Group research and development**	**Achieved**
R&D	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.	2022 | 2021 14.0% | 14.0%

Certified expertise

Security management

At Cegedim Group we closely monitor and upgrade our security management systems, and our high quality standards have been recognized by certifications. cegedim.cloud, a subsidiary that houses all the Group's IT resources (both human and material resources), has rolled out and operates an ISO 27001-certified Integrated Security Management System—which includes information security—for our datacenters in France, our data and app hosting activities, and our managed IT services. cegedim.cloud has submitted the form requesting the SecNumCloud certification from ANSSI, France's national cybersecurity agency, and has completed step J0. It is therefore eligible for this certification, which proves its security levels are among the industry's highest.

Risk analysis

We base our risk analysis strategies on recognized methodologies and benchmarks (EBIOS Risk Manager or COSO ERM, depending on the business), on Business Impact Analyses (BIA) for continuity and on Privacy Impact Assessments for GDPR. They help us identify and assess the security risks to the availability, integrity, confidentiality, and auditability of a subsidiary's information, and if required, draw up a risk treatment plan for the subsidiary concerned. Our subsidiaries also conduct security risk analyses as part of their own projects. The level of detail and the methods they employ in these assessments depend on the project's sensitivity and the security requirements expressed at its onset.

Integrated Security 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. Its subsidiary, cegedim.cloud, takes a process-based approach using an Integrated Management System (quality and security) to meet these high standards. This approach is based on the ISO 20000 standard, which is in turn based on the ITIL best practice framework. The system covers data and application hosting services, and infrastructure management services for datacenters in France, 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, and 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).
- ISO 13485 in the "research and development, design, and manufacturing of medication prescribing and dispensing software" category for the implementation of the Claude Bernard database's Quality Management System at RESIP (France).

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

- cegedim.cloud is certified to host personal health records in France (HDS certification). The certification covers "Physical Infrastructure Hosting" and "Managed Hosting" activities, i.e. all activities 1 through 6 of the HDS reference guide.
- RESIP's Claude Bernard database is accredited by the Haute Autorité de Santé (HAS), France's national authority for health, and has received CE Marking approval for Class 1 medical devices (France).

In 2022, the following Group subsidiaries started the ISO 27001 process and carried out internal audits and compliance upgrades with a view to achieving certification in 2023:

- Cegedim Santé;
- Cegedim SRH;
- Cegedim e-business;
- Cegedim Outsourcing.

Quality and internal control – ISAE 3402

Since 2012, Cegedim Group has implemented 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 assessment 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;
- Cegedim e-business 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 Sesam-Vitale, HAS, DMP, ADRi, LAP, TLSi, e-santé (CDS/MSP), e-Prescription, e-Carte Vitale, ANSM, Addendum and the CE mark, Ségur MDV, ISO 13485, cash register system certification. In Belgium, they include Ehealth, MyCareNet, Hub et coffre-fort, Recip-e, VIDIS, SAM V2, and BelRAI. In the UK, they include NHS, EMIS, TPP, MHRA, and 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 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.

In our pursuit of operational excellence—particularly with respect to user experience—we have launched a dedicated program for our solutions. Led by cegedim.cloud and the R&D department, it draws on internal synergies, subsidiaries' business line expertise, and substantial investments with our technology partners. This program sets clear responsibilities for all internal stakeholders and prerequisites with respect to knowledge of business practices, suitable technological expertise, and alignment with Group strategy and capabilities. Its key design principles are resilience and security so as to optimize our solutions' user experience and ensure best practices.

Hours of R&D e-learning Group-wide

Year	Hours
2019	2,687
2020	6,748
2021	9,013
2022	12,135

Information systems security audits

Every year, the Group's 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 monthly at Group Security Committee meetings attended by the safety representatives of each subsidiary. Cegedim routinely audits the security of its information systems. Independent assessments are carried out regularly within the group: internal and external audits, certification and customer audits, vulnerability checks, and penetration tests. 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 Integrated 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, notably the Sapin II Act, 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 storage capacity needs. 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.

Internal synergies

In addition to cegedim.cloud, the subsidiary that houses all the Group's IT resources, at Cegedim, we use our own human resources and skills management tools and services to manage our workforce. 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. The SRH and Cegedim e-business subsidiaries also offer digitalization and e-signature solutions, which are widely used within the Group.

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 in particular through a dedicated e-learning module.

6.7.2 | Protecting stakeholders data

Results

Processed data [1] 2022 | 2021	cegedim.cloud information systems security checklist	2022
31,171 | 24,490 Volumes of health data processed in gigabytes	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	☑

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

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.	2022 | 2021 100% | 100%	Maintain at 100%

Increase in the volume of hosted data in gigabytes[1]	French datacenters	Achieved	Objective
	Data volumes grew because existing clients experienced organic growth and because we acquired new clients. [1] *Hosted data refers to the data stored in our datacenters and may include both processed data and raw, unprocessed data.*	2022 | 2021 +52% | +21%	Contain the growth in volumes vs the growth in the amount of data.

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 satisfied 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 ransomware 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 IaaS (Infrastructure as a Service), 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, 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 via an e-learning course or webinar. Subsidiaries raise awareness of issues specific to their activities, in addition to the actions carried out at the Group level.

Data protection

The policy 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 the Group's information systems (networks, computers, software, data, and communication and copying resources), 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.

Equipment end of life

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 of the responsibility that comes from operating in the sensitive healthcare sector. It does everything necessary to minimize and/or anonymize the data it collects, particularly health data; to host this data securely; and to ensure that studies are conducted according to ethical standards that are frequently monitored by its clients.

Databases

Our patient and prescription real-world databases cover seven European countries and provide anonymized real-world data (RWD) and evidence (RWE) to further research and improve the quality of patient care in the interests of public health. With a data history of over 25 years and millions of anonymized patient records, our databases are used across the entire healthcare value chain, from research to commercialization—by researchers, health authorities, healthcare professionals, pharmaceutical companies, and medical device firms.

The Claude Bernard Database of over 300,000 medicine and healthcare products helps secure the entire medication chain to the point of fulfillment and allows users to offer patients high-quality advice. The database is used daily by some 150,000 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 of the countries we operate in, and with the contractual specifications agreed upon with our partners and clients. Cegedim Group has always made sure it complies with all applicable personal data protection laws and regulations. As soon as the General Data Protection Regulation (EU) 2016/679 was made public, Cegedim began the work needed to ensure compliance.

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 we operate. The Group's GERS Data subsidiary supplies data and analysis through a unique anonymized data collection system. 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 social benefit, given that its databases are used by healthcare professionals to help them diagnose patients and provide them with the correct medicines.

Data hosting

cegedim.cloud is responsible for hosting the data and has the ISO 27001, ISO 20000, HDS, ISO 27017, and ISO 27018 certifications. Data are hosted exclusively in mainland France. Depending on their business, several of our entities are also ISO 27001 and/or ISAE3402 certified.

Data protection

Protecting data has always been a key concern for Cegedim. 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 Information Systems 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, and 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.

6.8 | Making an ethical contribution to regional development

6.8.1 | Ethics

Results

The Ethics Committee
2022 | 2021

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 February and October 2022.	2022	2021 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 Code of Ethics	The Code of Ethics	Achieved	Objective
	The Code of Ethics must be available in all the official languages of the Group's entities.	2022	2021 8	7	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 Code of Ethics e-learning course	Achieved	Objective
	The Code of Ethics e-learning course must be available in all the languages the Code has been translated into.	2022	2021 6	6	The goal is to offer as many e-learning language options as there are translations of the Code of Ethics.

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. The success rate shown here is the quiz participants' success rate from the launch of the course through December 31, 2022.		2022	2021	To maintain a success rate of over 90%
		German	100%	100%	
		English	100%	99.5%	
		Spanish	100%	100%	
		French	99.4%	99.5%	
		Dutch	100%	100%	
		Romanian	99.0%	99.5%	

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, firmly believes that to ensure sustainable growth and harmonious development, everyone must commit to behaving ethically.

Embracing the Code of Ethics

Our principals

For us, complying with the law goes beyond observing regulatory requirements and avoiding legal sanctions—it is about ethical behavior and concerns all Cegedim Group employees, without exception, wherever they are in the world, and whatever their level in the company. It also applies to all corporate officers and members of the executive and management committees of Cegedim Group and its subsidiaries worldwide.

Cegedim Group has a whistleblowing system to handle these issues. Employees and contractors can report irregularities in good faith and their concerns are treated confidentially. The whistleblowing system supplements other existing channels and whistleblowers can choose which procedure to follow. They can alert Cegedim Group:

- Directly, by reporting the concern to one or several members of the Ethics Committee by email, phone call, letter, or in person.
- Indirectly, by reporting the concern to the moderator who is responsible for collecting and qualifying all reports of irregularities.

The whistleblowing hotline email address is ethics@cegedim.com.

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 Head of Financial Communication. The Ethics Committee meets as often as necessary. In 2022, it met twice, on February 16 and October 7. 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 whistleblower reports and alerts; on the latest regulatory developments; and on reviewing possible ethical issues arising from management of the Covid-19 crisis. Employees may email the whistleblowing hotline or report concerns to the Ethics Committee.

The Code of Ethics

The Group's Code of Ethics was updated at the end of 2017 and is available in its eight spoken languages: French, English, Spanish, Romanian, Dutch, German, Italian and Arabic. It is hands-on and instructive and includes concrete examples. The Code aims to inform and protect Cegedim's employees by setting out the Group's ethical standards and related codes of conduct. It reaffirms our ethical commitment and factors in new laws and regulations on business 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 Code of Ethics values and commitments among their employees and ensure that they are upheld. We offer a module-based e-learning course on the Code of Ethics to train our employees. 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 external 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 whistleblowing hotmail to confidentially report any irregularities, both inside and outside the company.

Fighting corruption

We are committed to fighting corruption in all its forms and actively apply the relevant provisions 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. We regularly organize activities to raise awareness of these issues amongst top management and our teams on the ground. In 2021, we continued to roll out this policy. Each entity appointed one or several compliance representatives to spread the Group's anti-corruption message and explain its everyday relevance to the teams on the ground. France's whistleblower protection Law of March 21, 2022, which transposes the EU Directive 2019/1937 of the European Parliament and the Council of 23 October 2019 on the protection of persons who report breaches of Union law, provided the compliance representatives and top management with another opportunity to repeat the message.

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 Sustainable Purchasing Charter, 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. We have implemented 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 and contribute to the training and awareness-raising on ethics provided to the Group's employees.

Being a responsible company

Social commitment

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 use the services of a firm specialized in French tax that systematically verifies our 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 at December 31, 2022, published by the French Ministry of the Economy, Finances, Action, and Public Accounts.

Digitization

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 (under the brand name SY by Cegedim), a process automation and digitization 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 digitalization tools, as well as a digital vault that enables electronic documents to be stored with probative value.

6.8.2 | Contributing to regional development

Results

Community measures
2022 | 2021

12 | 12
Number of countries where Cegedim is present

49 | 51
Number of sites in France

14 | 14
Number local offices outside France

63 | 65
Number of sites where the Group is present

541 | 581
Number of mobile workers in France

Key Performance Indicators and Objectives

Share of French sites outside Paris region	Vitalizing the French territory	Achieved
	With roughly 50 Cegedim sites located in 12 of France's 13 regions, we help boost local employment across a large part the country.	2022	2021 82%	76%
Share of French territory covered by our sales force	Territory coverage	Achieved
	The Group's sales force covers the whole of metropolitan France and its overseas territories, helping combat medical deserts and maintain the vitality of rural regions.	2022 100%

Anchoring employment

Local impact

We monitor the local impact of our activities on 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 many nationwide and international locations, 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 all the labor markets of 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 these principles are 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.

Committed to revitalizing regions

Some services offered by Cegedim Group in France also help solve regional development—or desertification—issues and, what is more, digitalization limits the environmental impact of its activities. 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 digitalization of patient medical records; 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. In France, according to 2021 data from the regional health agencies (ARS), medical deserts are growing and nearly a quarter of French people live in a "Zone d'intervention prioritaire" or area of prime concern, where there is a critical shortage of doctors. A report by the French Senate's Sustainable Development, Spatial and Regional Planning Committee, presented in March 2022, found that over 30% of French people live in medical deserts; 1.6 million forgo healthcare every year; 11% of those over age 17 do not have a registered GP; the number of GPs dropped by 1% a year between 2017 and 2021; and 45% of GPs are suffering from burnout. Medical density, which varies significantly from one French department to another, is declining in 75% of France's departments, at a time when the country's growing and aging population is compounding the need for healthcare.

This is a critical social concern, 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 Ma santé 2022.

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.

- Since 2016, Cegedim Insurance Solutions has sponsored the "Les Foulées de l'Assurance" **charity runs** (5 and 10 km runs or walks and a virtual run) which raise funds for the prevention of cardiovascular diseases—178 Cegedim Group employees took part in 2022.

- Cegedim contributes gifts to the toy drive for disadvantaged children organized by the **Mères de Noël Solidaires** nonprofit in Montargis, central France.

- Smart RX employees can buy the company's used computers, and **the proceeds** are donated **to a nonprofit**.

- CSC Romania and a **local NGO** organize charity initiatives for disabled and underprivileged children in Bucharest, including a Christmas gift drive.

- For **Pink October** (breast cancer awareness month) Cegedim organized a full program of events throughout the month (awareness-raising conferences, articles, fact sheets, webinars by specialists from Institut Curie and Medisur, on-site sports and wellness activities, etc.). It also organized a cancer research **fundraiser** for the Institut Gustave Roussy at the same time.

- In October 2022, Cegedim supported Imagine for Margo, a nonprofit that combats childhood cancers, by covering the subscription fees and €200 participation fees of employees taking part in its "**Children without Cancer**" race. Race participants raised an additional €725 for the nonprofit.

- Subsidiaries organized **local collections** for needy children and adults: Smart RX organized a clothing drive, and Cegedim Santé organized a toy drive for the Red Cross, Necker Hospital, and Secours Populaire—for example, it donated about 60 new toys to Necker-Enfants Malades Children's Hospital at Christmas. The Boulogne-Billancourt site also organized a non-perishable food drive in November 2022 for the local food bank where employees could also volunteer to help out.

- HDMP Belgium organizes fundraisers twice a year to **help children** with chronic diseases continue their schooling in hospital or at home.

- Cegedim Santé supported efforts to combat cancer by becoming one of the corporate sponsors of the "Medical Run" **charity race** whose proceeds go to CAMI Sport & Cancer, a nonprofit. Around 60 employees took part in the race.

- CSC Romania collaborated with student associations from the Politehnica University of Bucharest and took part in several career fairs where university and high school students met with working professionals to help young graduates **get a first job**.

- Cegedim has sponsored the **LOU Rugby team** for the past three seasons.

- During Quality of Life at Work week, in June 2022, the Group organized an **inter-company charity contest** to raise funds for the Max Havelaar France nonprofit. It included a step-counting contest, a quiz, videos and advice sheets, health prevention webinars and Zen meditation classes at its 13 main sites.

- C-Media provided the **Paris firefighters** at the fire station near its Stains office with free printing services for their events.

- Cegedim Insurance Solutions helps local nonprofits organize sports and game activities (yoga classes, boule games, etc.) by publicizing them and providing premises.

- Our UK subsidiaries introduced one-hour-a-month wellness activities for their employees, with menopause and retirement planning workshops, work social events, walking groups, bicycle tours and more. They also donated to Ukraine and organized a bake sale for the Mind mental health charity.

- Cegedim Outsourcing took part in the La Sans Raison trail run in Vélizy, south-west of Paris, to raise funds for the **Laurette Fugain** leukemia and blood cancer **charity**.

6.9 | 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 62% of the total Group workforce. Unless otherwise specified, the human resources figures are for all the fully consolidated companies worldwide, i.e. 62 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.

Quantitative data regarding IT infrastructure, servers, and datacenters are collected from cegedim.cloud, which compiles them using its monitoring and network management tools.

Data relating to external suppliers are also used, notably statistics from travel agencies relating to CO_2 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 the Human Resources, Information Technology, Finance, Communications, and Administrative departments).

A questionnaire is sent to each country where the Group operates and is completed by each consolidated subsidiary under the local Financial Director's responsibility and in compliance with local regulations. The questionnaire aims to assess how much is known about the Group charters and whether their key measures are applied. It is also used to obtain quality feedback from our international subsidiaries on their best practices and initiatives regarding workforce-related, environmental, social, and ethical issues. If need be, additional interviews are conducted based on the responses.

Reporting period

The information in this report covers a 12-month period from January to December 2022. 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 in France is nonetheless provided, which represents 62% of total Group headcount.
- CO_2 emissions from business travel only concern the Group's French entities, or 62% of the workforce.
- Electricity and gas consumption in kilowatt-hours refers to the entities established in France, Morocco, Romania, the UK and Germany, which represent 93% of the Group workforce. A marginal number of premises are excluded since their utility costs are included in the rent and do not significantly affect the published information. As not all energy consumption data for the month of December 2022 was billed at the time of publication for some sites, an estimate based on December 2021 data was used.
- CO_2 emissions from energy consumption were calculated using the 2021 EDF renewable energy emissions factor for the Group's contract in France (market-based methodology), since the 2022 emissions factor was not known on the date of the report. CO_2 emissions from the energy consumed by our international entities were calculated using the emissions factors provided by ADEME (the French environment and energy agency) available on the date of the SNFP.
- CO_2 emissions from leased vehicles only concern France, or 62% of the workforce. The data were obtained from two vehicle leasing firms and then consolidated.

- Group-wide absenteeism was calculated using data from the subsidiaries in France, Morocco, Egypt, Romania, Spain, the UK, Germany, and Chile, which represent 99.97% of the total workforce.
- Datacenters' GHG emissions were calculated by converting their energy consumption into CO_2 emissions using the 2021 emissions factor of energy supplier EDF (market-based methodology), since the 2022 emissions factor was not known on the date of the report. IT energy consumption only refers to the electricity consumed by servers and does not include air conditioning or lighting. Cegedim changed its power supply contract on January 1, 2021. Since then, we have used the emissions factor provided by our renewable energy supplier. Prior to this date we used the ADEME emissions factor for France's energy mix.
- Indicators for the Group-wide 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 (3 out of 851 vehicles, or 0.3%). The scope of the key performance indicator for the passenger car fleet has been expanded and now comprises the entire Group, compared with just France previously. The indicators are related to the average CO_2 rate indicated on the vehicle's technical data sheet and not to the kilometers driven.
- The "% certified eco-friendly office supplies" indicator, previously known as the "% eco-friendly purchases" indicator, now only refers to the percentage in value of labelled or certified products. It no longer includes eco-designed products that have not obtained labels or certifications. See the list of labels and certifications hereafter: FSC, EU Ecolabel, NF Environnement, Blue Angel, PEFC, Nordic Swan, Rain Forest, Max Havelaar, Arbre Vert (Lyreco label).
- The "Increase in the volume of hosted data" and "Increase in number of virtual servers" indicators refer to French operations.
- The success rate of the Code of Ethics e-learning is the number of participants who have successfully completed the course, out of the number of participants. A course is considered successful if 80% of the answers are correct. The indicator takes into account all participants as of 12.31.2022, including those who took the e-learning course in previous years.

The Group intends to continue gradually expanding the scope of these indicators to a larger number of countries and to other sources of emissions.

Non-applicable indicators

The following indicators do not apply to the Group's activities:

- Food waste
- The fight against food insecurity, respect for animal welfare, and ensuring fair, responsible, and sustainable food sources.

Consolidation and internal controls

The Human Resources and Performance departments at the head office of the consolidating entity are responsible for consolidating the data. The initial data validation procedures are carried out by the persons responsible for collecting them. 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.

External audits

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 Statement'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, the independent third-party conducted specific checks regarding the information in the report, such as key indicators used the Group's Statement of Non-Financial Performance. The independent third-party's Assurance Report explaining the verification procedure, together with the auditor's comments and conclusions, are included in this Statement of Non-Financial Performance and in the Group's Universal Registration Document (URD).

The Statutory Auditors review the consistency of the elements relating to EU Taxonomy.

6.10 | Audit report by an independent third party

For the year ended December 31, 2022

To the shareholders,

In our capacity as an independent third party accredited by COFRAC (accreditation number 3-1058; requirements available at www.cofrac.fr), and as a member of the network of Mazars, Cegedim S.A.'s Statutory Auditors, we have conducted work in order to formulate a reasoned opinion expressing a limited assurance conclusion about the historical information (observed or extrapolated) provided in the consolidated statement of non-financial performance, prepared in accordance with the entity's procedures (hereinafter the "Guidelines") for the fiscal year ended December 31, 2022 (hereinafter respectively the "Information" and the "Statement"), presented in the Group's management report pursuant to the provisions of Articles L. 225 102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (Code de commerce).

Conclusion

Based on the procedures we implemented, as described below in the section "Nature and scope of work", and on the information collected, we did not identify any material misstatement that causes us to believe that the statement of non-financial performance is not in accordance with the regulatory provisions nor that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines.

Preparation of the consolidated statement of non-financial performance

As there is neither a generally accepted and commonly used reference framework, nor a set of established practices for assessing and measuring the Information, we have used different but acceptable measuring methods, that may affect comparisons between entities and over time.

The Information should therefore be read and understood in reference to the Guidelines, the significant elements of which are set out in Section 6.9 "Methodological Note" of the Statement.

Inherent limitations to preparing the Information

As shown in the Statement, information may be subject to inherent uncertainties pertaining to the level of scientific or economic knowledge and the quality of the external data used. Some information can be affected by the choices of methodology, assumptions, and/or estimates used to prepare it and present it in the Statement.

The Company's responsibility

The Board of Directors is responsible for:

- selecting or establishing appropriate criteria for the preparation of the Information;
- preparing the Statement, in accordance with legal and regulatory requirements, 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 and the information referred to in Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation);
- implementing such internal control as it determines is necessary to enable the preparation of Information that is free from material misstatement, whether due to fraud or error.

The Statement has been prepared in accordance with the aforementioned entity's Guidelines.

The independent third-party auditor's responsibility

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 (Code de commerce).
- the truthfulness of the historical information (observed or extrapolated) provided in accordance with Point 3 of Paragraphs I and II of Article R. 225-105 of the French Commercial Code, i.e., the outcomes of the policies, including key performance indicators, and the measures implemented with respect to the principal risks.

As it is our duty to formulate an independent conclusion on the Information as prepared by management, we are not authorized to be involved in preparing this Information, as this could compromise our independence.

It is not our responsibility to comment on:

- the entity's compliance with other applicable legal and regulatory provisions, in particular regarding the information required under Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation), the French duty of care law, and anti-corruption and tax evasion legislation;
- the truthfulness of the information provided under Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation);
- the compliance of products and services with applicable regulations.

Regulatory requirements and applicable professional standards

Our work described below was carried out 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 in lieu of a verification program, and with ISAE 3000 (revised).

Independence and quality control

Our independence is enshrined in the provisions of Article L. 822-11 of the French Commercial Code and in the Code of Ethics (Code de déontologie) of French Statutory Auditors. In addition, we have implemented a system of quality control that includes documented policies and procedures designed to ensure compliance with applicable legal and regulatory requirements, ethics rules, and the professional guidelines of the French Institute of Statutory Auditors ("CNCC") for this type of engagement.

Means and resources

Our work was carried out by a team of four people in February and March 2022 and took a total of three weeks.

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

Nature and scope of work

We planned and performed our work taking into account the risk of material misstatement with regard to the Information.

We believe that the procedures carried out, based on our professional judgement, are sufficient to provide a basis for our limited assurance conclusion:

- 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 covers every social and environmental information category required under 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 Paragraph 2 of Article L. 225-102-1 III.
- 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 process used to select and approve the principal risks, as well as 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, within the limits specified in the Statement;
- 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 or other selection methods, 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 at group level and with a selection of contributing entities and covered between 62% 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.

The procedures implemented for a limited assurance engagement are less extensive than those required for a reasonable assurance engagement performed in compliance with the professional guidelines of the French Institute of Statutory Auditors ("CNCC"). A higher level of assurance would have required more extensive verifications.
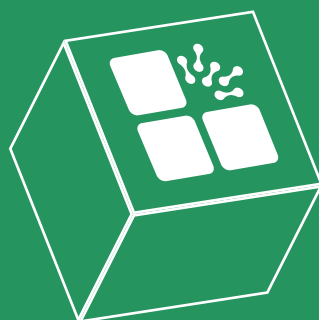
The independent third-party auditor.

MAZARS SAS

Paris La Défense, April 11, 2023

Jean-Philippe MATHOREZ	Edwige REY
Partner	CSR & Sustainable Development Partner