

*Questel*

**CSR Impact Report  
(2020)**

## Summary

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

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# Introducing Questel

## Who are we?

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



### AMERICAS

Alexandria US  
Provo US  
Wilmington US  
Montréal CA  
Medellín CO  
São Paulo BR  
Arequipa PE

### EMEA

Paris FR  
Nice FR  
Grenoble FR  
Montpellier FR  
Munich DE  
London UK  
Capurso IT  
Tunis TU

### APAC

Tokyo JP  
Yokohama JP  
Osaka JP  
Shanghai CN  
Tianjin CN  
Taipei TW  
New Delhi IN  
Singapore SG  
Seoul KR

## Shareholders



## For 50 years

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

About us

## Our core values

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

### Courtesy

As the 1<sup>st</sup> step toward respect

“Speak to everyone in the same way. And listen...”

### Honesty

With coworkers, partners and customers of course, but first with ourselves

“Know Thyself”

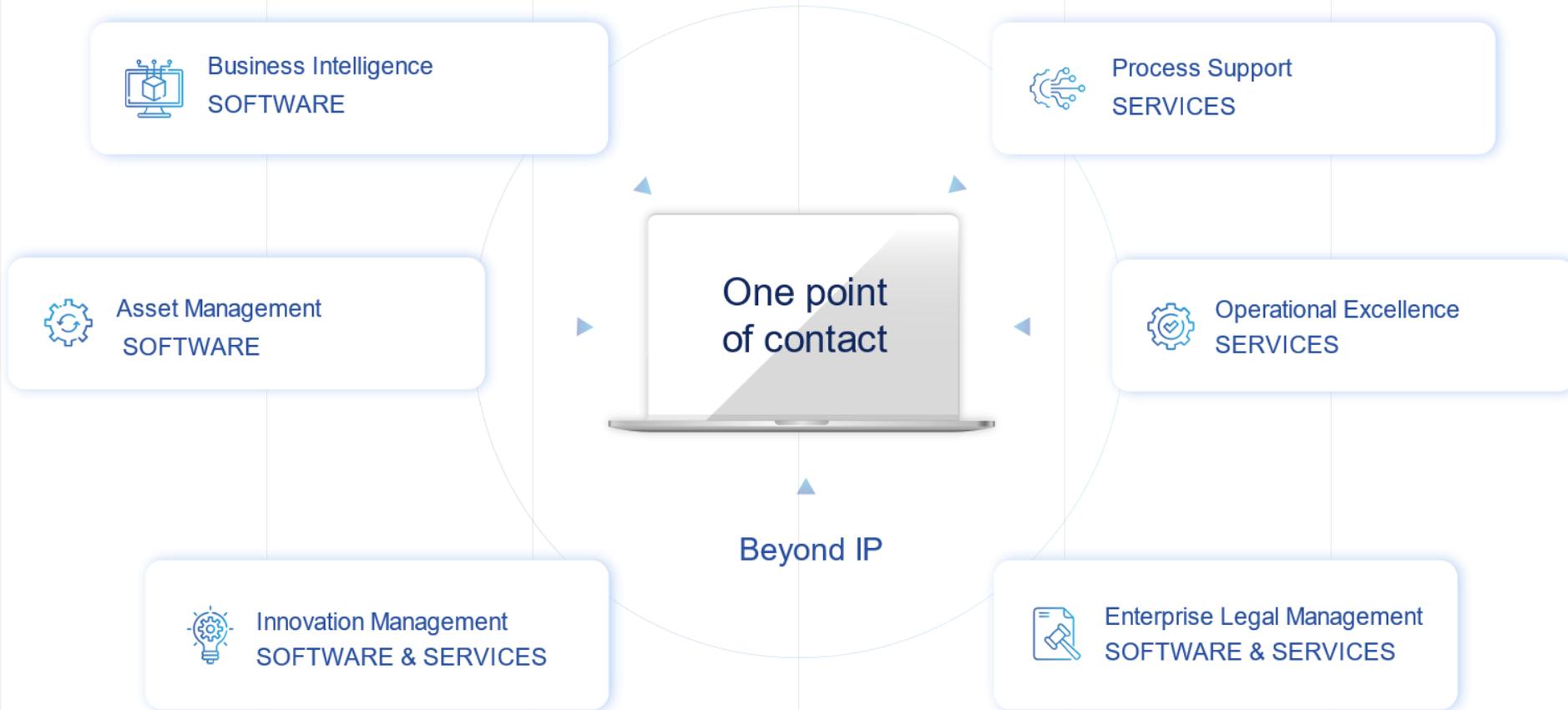
### Courage

To try, to fail, and to try again.

“The journey, rather than the success”

Scope

## End-to-end integrated IP



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# CSR strategy & achievements

## Questel 5-year plan (2020 – 2025)



**50%** of managers are women



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



**50%** of our suppliers are compliant and join our CSR policies



**10** partnerships with major universities around the world



**50%** of offices and servers run on green energy



**-50%** of internal travel CO2 emission per employee



**20%** of new electronics are reconditioned



**100%** of our offices found hardware sustainable waste solutions

CSR achievements

## 2019

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



Mission Lock

integrated into the articles of association in 2019



46% of the group owned by employees



3 learning tools



An employee-sponsored social project



5 social projects around the world



4 charters



EcoVadis: Questel Translation earned silver medal



Discussion with B Lab Europe



Awareness raising on disability conditions



Green goodies



Employees meet quarterly with top management



Priority to videoconferencing & local equipment rental



Track customer satisfaction and feedbacks monitoring

## 2020

We have implemented a dedicated team, tools and processes.



Signatory member of the United Nations Global Compact



ESG reporting for the entire Questel Group



Implementation of a carbon footprint for 2019 and 2020



CSR centralized team



EcoVadis evaluations



Home office 2 days a week



CSR library e-learning program



Social projects Around the world



White paper CO2 emission in IP industry



World IP Day Highlighting the most dynamic clients on tomorrow's green tech



Business continuity & positive mindset during Covid 19 crisis



Use of grinding coffee beans machines

## 2021

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



CSR impact report for the United Nations Global Compact



Metrics analysis Evolution and analysis of the variations of the selected KPIs

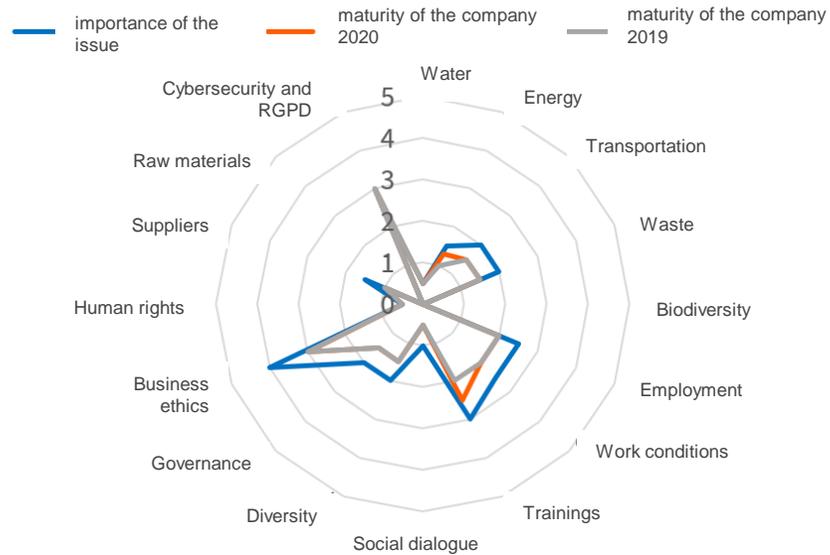


Investors scoring Compliance with 4 investors ESG reporting

## ESG Reporting

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

### Global ESG Maturity 2020



## EcoVadis

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

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



## Social projects funding:

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

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

### Sample of Projects Funded in 2020



#### **New project in Peru**

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



#### **Renewed funding for Mahila Haat project in India**

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

## CSR dedicated team

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



**Pascal Magnier**   
CSR Director  
[pmagnier@questel.com](mailto:pmagnier@questel.com)



**Shoela Asgar**   
CSR Coordinator  
[sasgar@questel.com](mailto:sasgar@questel.com)



**Derek Mock**  
Compliance Manager  
[dmock@questel.com](mailto:dmock@questel.com)

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# UN Global Compact Communication on Progress (CoP)

## UN Global Compact

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

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

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

This year we are publishing our first Communication on Progress (CoP) based on the actions and commitments of our CSR approach.

## UNGC Principle 1



## UNGC Principle 2



## Questel Principle

An important dimension in our eyes is respect for ethics, whether focused toward our employees or toward the thoughtful choice of our suppliers.

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

## Achievements

### Working conditions

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

- In 2020, we had only **1** work accident.

We give priority to the well-being of our employees with benefits, services and policies to help achieve a work-life balance.

- For instance, **2** days of telecommuting per week, support for breastfeeding mothers up to 12 months after birth with flexible working hours, sports activities, time off for family or important family events, etc.).

We have measured the satisfaction rate of our employees through an anonymous survey.

- **88%** of the respondents are happy to work for Questel!

We encourage employees to become shareholders.

- During the 2020 LBO, **40%** of Questel employees became shareholders.

### Commitments to Suppliers

When it's possible, we choose local suppliers and those who have the same ethical and CSR policies as Questel.

Our [supplier diversity policy](#) is available on our website.

### Data Privacy

Questel respects the data confidentiality of its employees and customers.

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

## Areas for improvement

### Suppliers

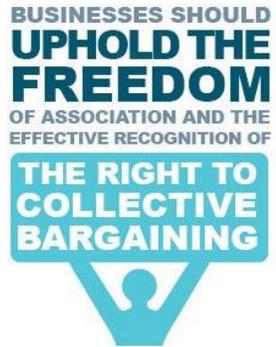
Our objective is as follows:

#### CSR 5-year objective

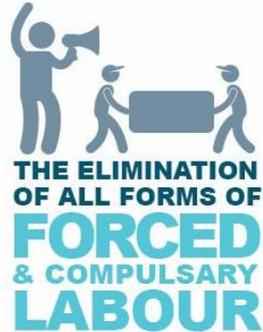


**50%** of our suppliers are compliant and join our CSR policies

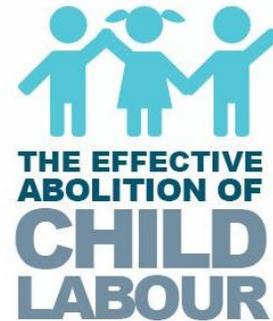
### UNGC Principle 3



### UNGC Principle 4



### UNGC Principle 5



### UNGC Principle 6



### Questel Principle

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

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

## Achievements

### Internal the Code of Ethics

At Questel, each employee is expected to respect the [code of ethics](#) available on our website and the local internal regulation.

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

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

### Diversity

We thrive in a multicultural company environment.

We also attach importance to gender parity in society and the promotion of equal opportunities for women in employment and pay; we have implemented a women-men equality plan.

➤ In 2020, we had **51%** female employees and **27%** female managers

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

➤ We have **6** well-integrated people with disabilities in our workforce

## Trainings

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

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

➤ In 2020, **45%** of our workforce received trainings.

## Areas for improvement

### Diversity

Achieving parity among managers

#### CSR 5-year objective



**50%** of managers are women

## Trainings

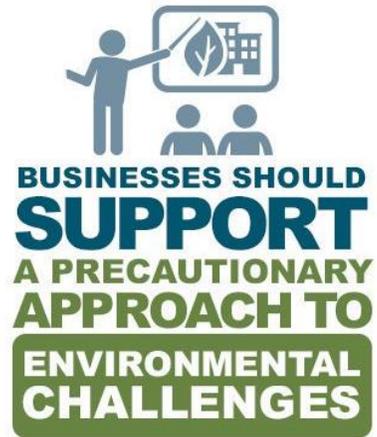
Implementing a CSR an awareness program

#### CSR 5-year objective



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

## UNGC Principle 7



## UNGC Principle 8



## UNGC Principle 9



## Questel Principle

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

## Achievements

### Waste management

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

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

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

### Transportation policy

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

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

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

### Green IT

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

We have written and distributed a [white paper](#) on how different improvement directions could be considered to reduce the impact of IT processes on climate change.

## Areas for improvement

### Eco-design

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

### Circular economy

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

#### CSR 5-year objectives



**20%** of new electronics are reconditioned



**100%** of our offices found hardware sustainable waste solutions

## Carbon footprint

We have set up a group and subsidiary carbon footprint plant, have identified emission sources and policies to reduce them, such as running offices and servers on green energy, reducing internal travel CO2 emission per employee, etc.

### CSR 5-year objectives



**50%** of offices and servers run on green energy



**-50%** of internal travel CO2 emission per employee

Fight against corruption

## UNGC Principle 10



### Questel Principle

At Questel, offering or accepting a bribe, in any form, to or from any person in either the public or private sectors, is prohibited. Reasonable hospitality and promotional or other business expenditures that seek to maintain cordial relations or present products or services are recognized as a legitimate part of doing business. Anonymous reporting of perceived corruption, bribery or fraud is encouraged.

## Achievements

### Governance

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

### Information and Training

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

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

## Areas for improvement

### Trainings

We will implement an awareness program

#### CSR 5-year objective



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