eProseed
WE SIMPLIFY COMPLEXITY.

SUSTAINABILITY REPORT 2019

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MESSAGE FROM THE CEO

AT EPROSEED, WE BELIEVE THAT TECHNOLOGY AND INNOVATION ARE THE MAIN DRIVERS FOR SOCIAL, ECONOMIC AND ENVIRONMENTAL ADVANCEMENTS.

We conduct our business in an ethical and socially responsible manner, in a way that benefits our customers, employees, partners, suppliers and the wider community.

We make great turnkey and end-to-end solutions helping public sector authorities and private businesses with streamlined processes and data management capabilities to steer better decisions based on accurate predictive analysis.

Our core component to make this happen is our dedicated and diverse team of people. In 2017, I took the decision to adhere to the Ten Principles of the United Nations Global Compact (UNGC) in the areas of Human Rights, Labour, Environment and Anti-Corruption and I am convinced these principles help reinforce the foundations necessary for reaching our goals.

I hope you will enjoy reading our second annual Communication on Progress and Sustainability report. You will be able to discover what actions eProseed undertakes to integrate the UNGC principles into its business strategy, culture and daily operations. eProseed actively engages with its stakeholders to share this information, along with the global ambitions and aims we have.

" **eProseed is committed to build a better future for the next generation and beyond.** *"*

Geoffroy de Lamalle,
CEO of eProseed

At eProseed, we are explorers and innovators, we seek to see business through the eyes of the customer, regardless of nationality or culture, and strive to make their expertise and commitment, along with eProseed's products, contribute to the digitised global economy.

When we speak about environment in the ICT industry, we often refer to the efficiency of the systems and the related power consumption. Obviously, it's something that eProseed already considers as criteria when choosing an infrastructure topology on premise or in the Cloud.

eProseed's ambition is also to offer environmentally and socially sustainable products and services. As a middle-size company, we would like to embrace circular economy models to realise society-wide benefits and work towards a positive future for all.

Bottom line, my wish is to make eProseed a corporate brand that stands for equitable opportunities for all of its stakeholders, internal and external.
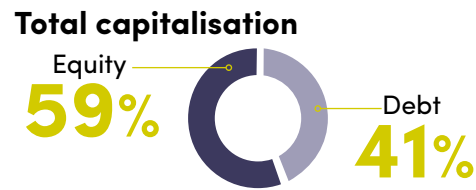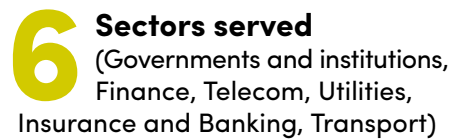
As a proof of its engagement, eProseed is proud to have been awarded by INDR (Institut National pour le Développement durable et la Responsabilité sociale des entreprises) in Luxembourg, with the ESR (Entreprise Socialement Responsable) label. This guarantees the trust and the credibility of our sustainability governance through a transparent labelling process and an external validation done by independent experts.

eProseed is committed to building a better future for the next generation and beyond. If you would like to share your feedback with us, please feel free to write us at csr@eproseed.com.

Innovate where others follow!

Endorsement of the UN Global Compact principles in 2017 signified the start of a transformation process which focused on developing the organisational alignment, leadership and innovative-thinking required to integrate sustainability into how eProseed does business. This journey continues with this second Sustainability Report, a product of the work of all of eProseed's units and departments, supported by the experts of Forethix. In order to ensure a robust methodological approach, eProseed engaged in this transparency journey leveraging on the GRI standards for extra-financial performance reporting.

eProseed in numbers

160 people serving customers

in **13** countries

6 Sectors served (Governments and institutions, Finance, Telecom, Utilities, Insurance and Banking, Transport)

Total capitalisation
Equity **59%**
Debt **41%**

€44,6M In sales representing a

77% increase compared to 2018

representing **30.729** days of consultancy

21 Excellence Awards

154 Suppliers

100% Privately-held

Sustainability at eProseed

2017 Support to the Ten Principles of UN Global Compact

14 Non-financial performance indicators

5 UN Sustainable Development Goals eProseed contribute to

7 Pillars of the sustainable strategy

8 Members of the CSR Committee

5 Stakeholder groups reached out to for the engagement program

Methodological note: *When preparing this second sustainability report, we added disclosure GRI 102-7 iv to enhance compliance with GRI Standards requirements.*

Enabling sustainable strategy

By committing to a responsible approach, eProseed does not only aim to meet the expectations of its stakeholders. The approach also aims to successfully integrate sustainable development into the integrated management model. This starts with the day-to-day management, operations, products, solutions and services. This model also applies to societal and environmental impact considerations.

eProseed's commitments to the Ten UNGC Principles are related to a macro-sectoral context and aims to contribute fully on the most relevant topics.

COMMITMENTS	PILLARS OF SUSTAINABLE STRATEGY	MACROCONTEXT	UN Global Compact Ten Principles
DELIVERING RESPONSIBLE PRODUCTS, SOLUTIONS AND SERVICES	Commit to an ethical approach of doing business	Answering the stakeholders expectations across the entire value chain	**Labour** Principle 4
	Envision a long-term business model	Implement new technologies addressing legacy technologies	**Anti-corruption** Principle 10
A RESPONSIBLE AND INCLUSIVE MANAGEMENT	Facilitate inclusive dialogue	Listening to the stakeholders	**Labour** Principle 3
	Keep investing in expertise and knowledge	Integrate technology as a strategic business drive	**Human Rights** Principles 1, 2
	Taking care of all employees	Talent shortage	**Labour** Principles 3, 5, 6
	Leveraging on diversity to foster innovation and be close to customers	Global digitalised world	**Labour** Principle 6
CONSIDERING IMPACT ON LOCAL COMMUNITIES AND THE ENVIRONMENT	Using natural resources wisely	CO_2 cost of data Exploiting the increasing amount of data to create value	**Environment** Principles 7, 8, 9

UN Global Compact Principle 4 "Labour"
eProseed is in the process of implementing a "Human Rights Policy" and a "Sustainable Procurement Policy" in order to reflect its commitment to eliminate all forms of forced and compulsory labour in its operations and throughout its supply chain. eProseed does comply with all regulations applicable in Luxembourg regarding labour and has not received any claim internally or from its supervisory entity.

1 | ABOUT ePROSEED

1.1 | PRODUCTS, SOLUTIONS & SERVICES

Innovate where others follow!

eProseed is a leading provider for ICT solutions and delivers integration services to enable customers to boost IT flexibility, to enhance business agility and to increase competitiveness. eProseed's team consists of experts in all ICT global leading technologies: Oracle, IBM, SAP and many others.

eProseed's team of experts, enables organisations to deploy software stacks at low risk, with controlled costs, and enjoy all the benefits of their solution quickly. eProseed's track record of success across Financial Services, Telecommunications and Public Sector customers, consists of multiple successful go-lives.

PRODUCTS & CUSTOMERS

eProseed offers a range of innovative business solutions to help solve complex industry challenges. The main products are dedicated to support Supervisory Authorities in their regulatory activities by providing a comprehensive and integrated platform. During the last 9 years, eProseed focused on financial supervision solutions to better support Central Banks and Financial Regulators.

eProseed offers an integrated platform with plug-and-play modules such as:

- Banking supervision
- Pension and Insurance supervision
- Securities and Markets supervision
- Payment supervision
- Payroll and Income Tax supervision
- Property and Land Tax supervision
- Consumption Tax supervision
- ...

eProseed products provide a 360° view of key data across legacy systems. The vision focuses on 3 key pillars:

• Monitoring Key Performance and Risk Indicators: the eProseed products allow supervisory authorities to provide and monitor their Key Performance and Risk Indicators. Based on thresholds and algorithms, the platform triggers alerts and workflows of onsite/offsite inspection processes.

• Data Visualisation & Dashboarding: the eProseed products focus on data management. It provides tools for data collection, validation, enrichment and transformation which allow meaningful data visualisation and dashboarding.

• Predictive Modelling & Benchmarking: on top of this, the platform leverages Machine Learning algorithms (Artificial Intelligence) to provide predictive risk models and capabilities for benchmarking institutions amongst predefined and customised peer groups.

In regards with products of the Public Sector Revenue Management, eProseed's platform covers the end-to-end processes. Indeed, out-of-the-box processes allow the Revenue Management Authority to define the Tax Library, manage the Taxpayers through the CRM module of the platform, send Tax Statements, manage the Tax Collection and all the follow-up processes, and many other processes and integration services.

eProseed Cloud

eProseed FSIP for Central Bank

eProseed FSIP for Fund Management

eProseed FSIP for Financial Institutions

eProseed Foundations

eProseed TopCase

eProseed Deployer

SOLUTIONS

Products are tailored to customer's precise needs. eProseed delivers high-quality, reliable solutions, fully aligned to customer organisation's requirements and its delivery model ensures end-to-end solutions respecting high quality standards including a personalised training and knowledge transfer sessions.

eProseed is focused on partnering with major vendors so that customers will benefit from strong first-hand experience with a wide range of new technologies.
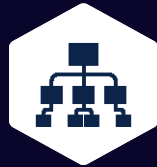
Turnkey End-to-End Solutions

Database & Data Management

IT Modernisation & Consolidation

Middleware

MW

Enterprise Architecture

Digital Transformation

SPECIALISATIONS

eProseed partners with major technology providers such as Oracle, IBM, Swift and SAP so that customers will benefit from strong first-hand experience with a wide range of innovative and reliable technologies.
We are an Oracle Platinum Partner, with a strong set of specialisations (17 specialisations across the entire Oracle product stack) including

Database, Data Integration, Business Process Management, Service-Oriented Architecture. eProseed also offers complementary value added services for management and technology practices such as Identity Access Assessment, Licences Assessment, Concierge Services and tailor-made trainings.

ORACLE Platinum Partner

IBM Business Partner

SAP Partner

SWIFT

SERVICES

eProseed has extensive expertise in all components of Middleware and Hardware including Database management and monitoring. eProseed experts are used to solving challenging cases using highly-mature practices with proven results. They deliver award-winning services and solutions that allow a faster Return On Investments at lower risk and decrease Total Cost of Ownership.

Identity & Access Assessment

Oracle Licenses Assessment

Concierge

Training

1.2 | GLOBAL & LOCAL PRESENCE

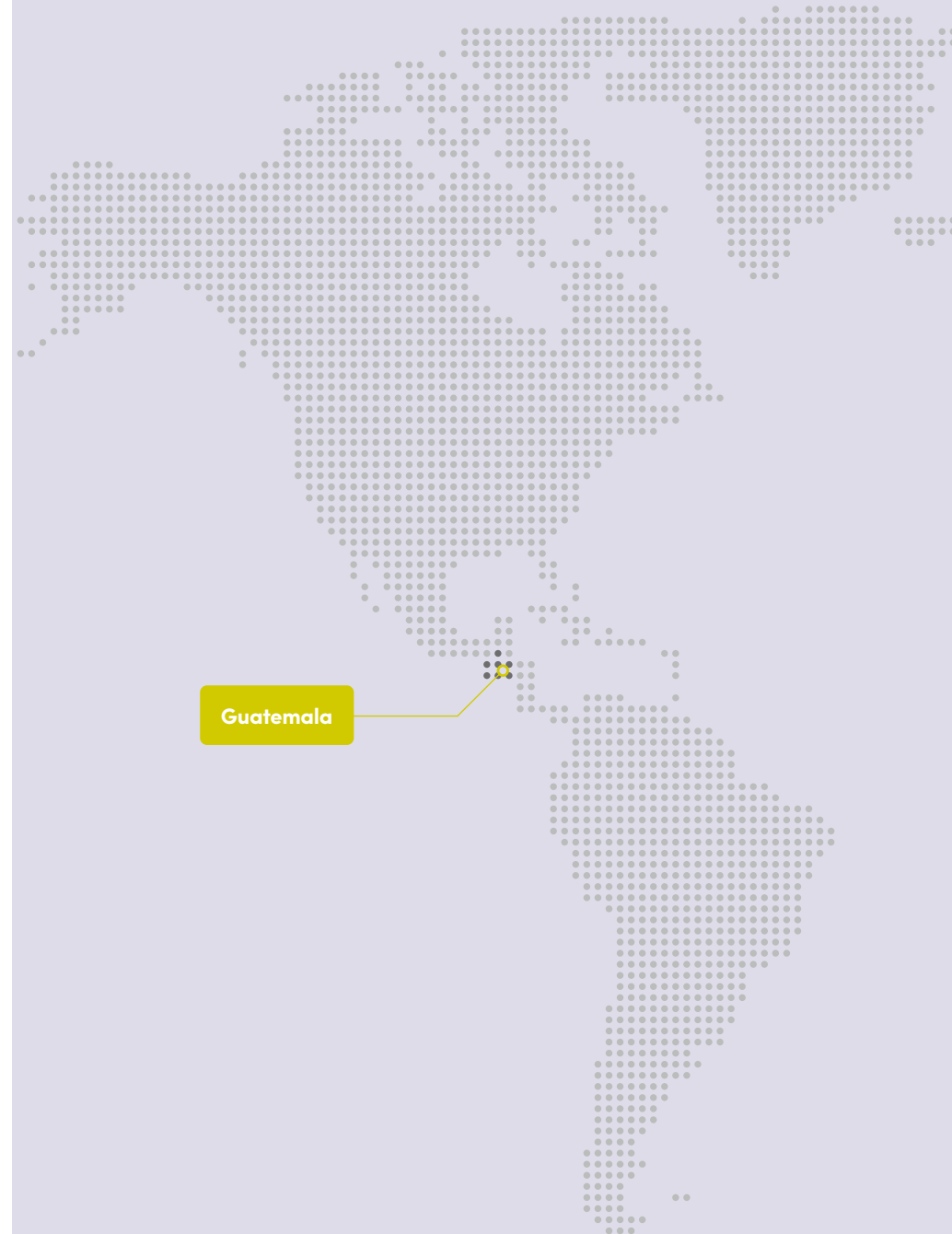## Proximity in all aspects with all customers

eProseed has a GLOCAL (global-local) approach, focusing on proximity in all aspect with all customers.

Headquartered in Luxembourg, eProseed typically operates internationally through its local branches – this facilitates closer day-to-day interactions with customers and provides higher efficiency. eProseed's "right-sourcing" model combines, when appropriate, local and near-shore resources.

Today, eProseed's customers bring its experts to operate in 13 countries (Australia, France, Guatemala, Lebanon, Luxembourg, Netherlands, Portugal, Romania, United Arab Emirates, United Kingdom, Turkey, Uganda, Sweden). For the purpose of this second Sustainability report, the focus is set on transparency efforts and disclosure at eProseed's headquarters and main location: Luxembourg. The first chapter **I. About eProseed** introduces eProseed Group globally. The chapters **II. Sustainability at eProseed** (p. 20 to 29), **III. Settings targets for continuous improvement** (p. 30 to 55) and **IV. About the report** (p. 56 to 68) consequentially only contain elements, information and data related to the Luxembourg office. One of the main area of improvement will be to expand the scope of future reports to include other locations.

Guatemala

Netherlands

Sweden

United Kingdom

Luxembourg

Romania

France

Turkey

Portugal

Lebanon

Uganda

United Arab Emirates

Australia

This second Sustainability report discloses data for the headquarter in Luxembourg.
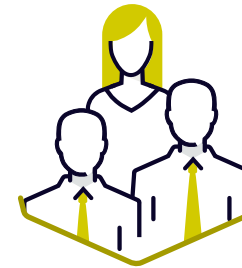
80% of the group's activities come from Luxembourg, United Arab Emirates, the Netherlands and the United Kingdom.

1.3 | GOVERNANCE

FOUNDER & CEO

Geoffroy de Lamalle
CHIEF EXECUTIVE OFFICER

BOARD OF PARTNERS

The partners have a financial stake in the eProseed Group and define with the CEO the main guidelines of the strategy.

EXECUTIVE COMMITTEE

Geoffroy de Lamalle
CHIEF EXECUTIVE OFFICER

Stéphanie Noël
CHIEF OPERATING OFFICER
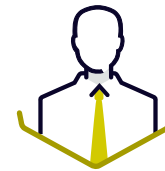
Fabien Henriet
CHIEF TECHNOLOGY OFFICER

Sónia Silva
CHIEF PEOPLE OFFICER
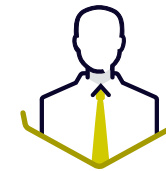
Henri Agbodjan
SALES DIRECTOR

Eric Lippert
VP OF PUBLIC SECTOR AND HOME-LAND SECURITY

MANAGEMENT TEAM

The Executive Committee follows a precautionary approach when assessing risks inherent to its operating model and locations and when managing daily operations or introducing new products.

1.4 | EXPERTISE AT THE SERVICE OF CUSTOMERS

eProseed's expertise supports the delivery of technological solutions and its biggest asset to achieve this is its people. eProseed's people are technology-driven and customer-focused.

eProseed's CTO office is composed of leading experts in their respective fields, who are published authors (technology and integration books, numerous presentations Oracle Open World and other international events, white papers, ...) and take part in Customer Advisory Boards, and numerous Beta programs.

People are the heart of eProseed's business.

eProseed is committed to creating and maintaining a working atmosphere where colleagues can be passionate, engaged and aligned with strategy, living core values every day and bringing values to delighted customers.

*Methodological note on restatement of information:

When preparing this second sustainability report, we noticed that some of the information presented were not correct. The following values disclosed in the 2019 report have been restated compared to the 2018 report:
– Number of men in permanent contract in 2018: 125 instead of 120
– Number of men in full-time employment contract in 2018: 120 instead of 115

NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE AND BY GENDER

MEN   WOMEN

	MEN	WOMEN
PERMANENT CONTRACT	83	18
	125	27
	127*	29
TEMPORARY CONTRACT	0	0
	0	0
	2	2
FULL-TIME	78	15
	120*	23
	124	29
PART-TIME	5	3
	5	4
	5	2

■ 2017   ■ 2018   ■ 2019

LUXEMBOURG
HEADQUARTER
56
employees

UTRECHT
23
employees

BUCHAREST
9
employees

BRUSSELS
1
employee

ISTANBUL
2
employée

LONDON
5
employees

BEIRUT
10
employees

PORTO
30
employees

GUATEMALA
CITY
6
employees

DUBAÏ
17
employees

SYDNEY
1
employee

No employees are covered by collective bargaining agreements.

1.5 | A RECOGNISED PARTNER

eProseed customers have demanded platforms supported by Oracle technologies. So eProseed has developed a robust and **solid business relationship with Oracle** over the last 10 years. The remaining suppliers are contracted for the purpose of corporate activities, they represent in comparison a minor spending. There have been no significant changes to the organisation and its supply chain throughout 2019.

Oracle awarded eProseed "Oracle Fusion Middleware Partner of the Year" 4 times in a row (2010, 2011, 2012, 2013), amongst other awards such as "Oracle Partner of the Year" (2009, 2013, 2014, 2015) and "Oracle PaaS Community Awards" (2015, 2016, 2017, 2018, 2019). As an Oracle focus player, and with years of experience in Oracle technologies, eProseed is the perfect partner in order to solve the challenges at hand.

eProseed has signed a strategic partnership with **IBM – Red Hat,** one of the World's leading provider of cutting-edge technology solutions enabling customers for increased IT efficiency and reliability. IBM – Red Hat is a leading provider of enterprise open source solutions, using a community-powered approach to deliver high-performing Linux, cloud, container, and Kubernetes technologies.

eProseed has a strategic partnership with **SAP**, the market leader in enterprise application software enabling companies of all sizes in all industries to run at their best. Together with SAP we aim at offering our customers with the best business solutions and services.

eProseed has a strategic partnership with **SWIFT**, the World leading provider of innovative interbank financial messaging services, software solutions and communication standards for processing financial transactions in a secure, standardized and reliable environment.

Awarded 21 Excellence Awards in 9 years

1. UKOUG Middleware Partner of the Year 2019
2. Oracle PaaS Partner Community Award 2019 – Outstanding Developer Contribution
3. Oracle PaaS Partner Community Awards 2018 – Outstanding SOA CS Contribution
4. Information Security Awards 2018 – GDPR Initiative of the Year
5. Oracle PaaS Partner Community Awards 2017 - Outstanding SOA CS Contribution
6. Luxembourg ICT Awards 2017 – IT Development Company of the Year
7. Luxembourg Finance Awards 2017– RegTech Solution of the Year
8. Oracle Database Appliance Western Europe Summit 2017 – ODA Regional Partner Award Benelux
9. Oracle Partner Community 2016 – SOA achievement 2016
10. Oracle Cloud Innovation Award 2016 – Cloud Integration category
11. Oracle Partner Community 2015 – Paas4SaaS partner of the year
12. Oracle Partner of the Year 2014 technology – Luxembourg
13. Oracle Global Innovation award 2014, worldwide (Webcenter Suite category)
14. Oracle MENA (Middle East North Africa) Industry Partner of the year 2014
15. European ICT Awards 2014 – European Startup of the year
16. Oracle Partner of the year 2013 – Luxembourg
17. Oracle FMW Innovation Award 2010, Worldwide
18. Oracle Middleware Partner of the year 2010-2012
19. Oracle Benelux industry Partner of the Year 2009

Launched in 2000, the **UN Global Compact** (UNGC) is the largest corporate sustainability initiative in the world, with over 13,000 signatories based in 160 countries. In 2017, eProseed declared its voluntary commitment to align operations and strategies with the ten universally accepted principles of the UNGC. This report aims at being the first Communication on Progress to the UNGC and document its progress to implement the 10 Principles. This commitment takes shape in the areas of human rights, labour, environment and anti–corruption, and engages eProseed to take action in support of UN goals and issues.

IMS (Inspiring More Sustainability) for more than 10 years, has been the leading network of Luxembourg companies involved in Corporate Social Responsibility (CSR). eProseed became an IMS member in 2018. eProseed benefits from the network and expertise of IMS which shares best practices around practical CSR implementation with its members and offers events and trainings year round. IMS has 48 members companies in Luxembourg.

The **INDR** (Institut National pour le Développement durable et la Responsabilité sociale des entreprises) aims to promote responsible business practices in **Luxembourg** by assisting companies of all sizes to align their economic, social, and environmental objectives and recognize those firms which successfully do so.

The **ESR** (Entreprise Socialement Responsable) label enables organisations to structure, formalise and enhance their social responsibility initiatives in order to create shared value for themselves and for society.
The 18th official award ceremony of the ESR label, took place on 3 December 2019 at the Chamber of Commerce, in the presence of Ms. Paulette Lenert, Minister for Consumer Protection and Minister for Cooperation and Humanitarian Action. On this occasion, the ESR label was officially awarded to 38 companies, including eProseed, that commit to a responsible approach according to the INDR's labelling criteria.

"

At eProseed, we have always been convinced that innovation and technology are factors that can have a positive impact on our customer's social and environmental responsibility, whether through digitalisation projects, but also in sectors such as mobility or health. It is internally, among our employees, that we have the opportunity to invest in terms of expertise but above all to promote a cultural diversity within the company, which is a real asset to eProseed's current development. **Human values have always been part of eProseed's strategy, especially in a context of an extremely rapid international growth.** "

Stéphanie Noël, COO

1.6 | VALUES

The following core values are the foundation of the company and are essential to eProseed's responsible business.

EXPLORE

eProseed embraces and promotes **exploration**. eProseed experts are frequently contributing to technological advancements, participating to Oracle Advisory Boards, Beta testing, executing Proof of Technologies, Proof of Concepts, etc. even if they do not have a direct requirement for using the new advancement immediately.
eProseed experts are keen to **explore** and discover new techniques, methods and technologies that will empower them to fulfil their next challenges.

FUN

eProseed's people are known for their legendary passion for what they do, and all this while having **fun**. Work hard, play hard!

LOYAL & RESPECTFUL

eProseed's people are **loyal** and **respectful** to their fellows, customers and partners – eProseed fosters diversity and inclusion.

STRENGTH

eProseed encourages cool, calm, solid **strength** within its teams, no matter how pressured the situation.

INNOVATE

Innovation is key for eProseed. Experts are frequently working at the forefront of technology to establish innovative and elegant solutions to solve complex customer problems.
As such eProseed experts are leading the way by innovating where others follow.

LEARN

eProseed experts **learn** every single day. No matter what they do on a day-to-day basis, they spend time learning new techniques, methods and technologies. Learning is an essential outcome and ingredient of corporate Exploration and Innovation values.

EXPLORE

INNOVATE

FUN

VALUES

LOYAL & RESPECTFUL

LEARN

STRENGTH

2 | SUSTAINABILITY AT ePROSEED

2.1 | THE WORLD AROUND US

Holding regular in-depth reviews of system usage and technological advance is key to the subsistence and future growth of businesses today.

TALENT SHORTAGE

Rapid digitalisation has transformed the job market. Global enterprises especially in ICT, continue to face talent shortages and increasing skills demand from their customers. Recruiting and retaining skilled workers is a challenge that all managers and HR teams are facing. In that context, the continuous training and professional certification of internal experts has become a key aspect of talent management.

CO₂ COST OF DATA

The digital revolution has brought new practices, including "cloud computing".
Having data stored in the "cloud" makes it available for many products at once. Worldwide data is stored in data centers in multiple locations.
Most data centers consume almost as much electricity for IT-related needs, such as cooling or power conversion, as they do for powering the servers themselves. As a result, about 50% of the electricity bill in a data centre is due to air conditioning.
ICT, despite being an intangible sector, has a concrete and considerable role to play in reducing CO_2 consumptions and GHG emissions. For data centres specifically the way the data centre is managing its environmental footprint is critical to reducing negative impacts on a global scale: low or zero emissions can be achieved by sourcing electricity from renewable sources, from the grid or on site.

FAST ADOPTION OF NEW TECHNOLOGIES

Digital change is constant and fast. Technology is one of the main current trends impacting business future across all sectors and regions. The emergence and adoption of these new technologies are disruptive in the sense that they allow new business models to emerge and are adopted extremely fast by end-users.

IMPLEMENT NEW TECHNOLOGIES AND ADDRESS LEGACY TECHNOLOGIES

Organisations need to adopt, experiment, implement and learn from new technologies. Implemented correctly, they will create value, if they are integrated within the wider organisation and address the more fundamental challenges of legacy technologies.

EXPLOITING THE INCREASING AMOUNT OF DATA TO CREATE VALUE

A critical element of how technologies will impact corporations is the huge amount of data being created. Beyond the initial challenge of storing and managing this data, the key dimension to be unlocked is how to extract and interpret from this data insights which can be either monetised or incorporated into key strategic drivers.

INTEGRATE TECHNOLOGY AS A STRATEGIC BUSINESS DRIVER

Technology should not be considered as a mean to achieve cost-reductions or process efficiencies.

Implemented wisely, technology is becoming a source of competitive advantage. Business from any sectors will have to consider themselves as technological or software-driven companies in order to achieve their transition and continue a profitable and sustainable business.

ICT AS AN ENABLER

A European-wide initiative has implemented a "vade mecum" describing the criteria to assess which sectors and activities are considered to be "green": the taxonomy. The analysis* performed by the working group, assesses that ICT sector represented 3.9% of the EU value added, 2.5% of total employment, 15.7% of total R&D and 3.6% of GDP.!
However, based on the estimates published by the 'European Framework Initiative for Energy & Environmental Efficiency in the ICT Sector' ICT currently accounts for 8-10% of European electricity consumption and up to 4% of its carbon emissions.
ICT is considered – in EU's foundation for its sustainability regulatory framework – as a sector which can reduce its negative environmental impact, either:
- through the "greening" of its own activities (ie: data centres, networks and softwares); or
- as an enabler of potential and source of solutions for data-driven specific solutions adressing the challenges of future resource efficiencies.
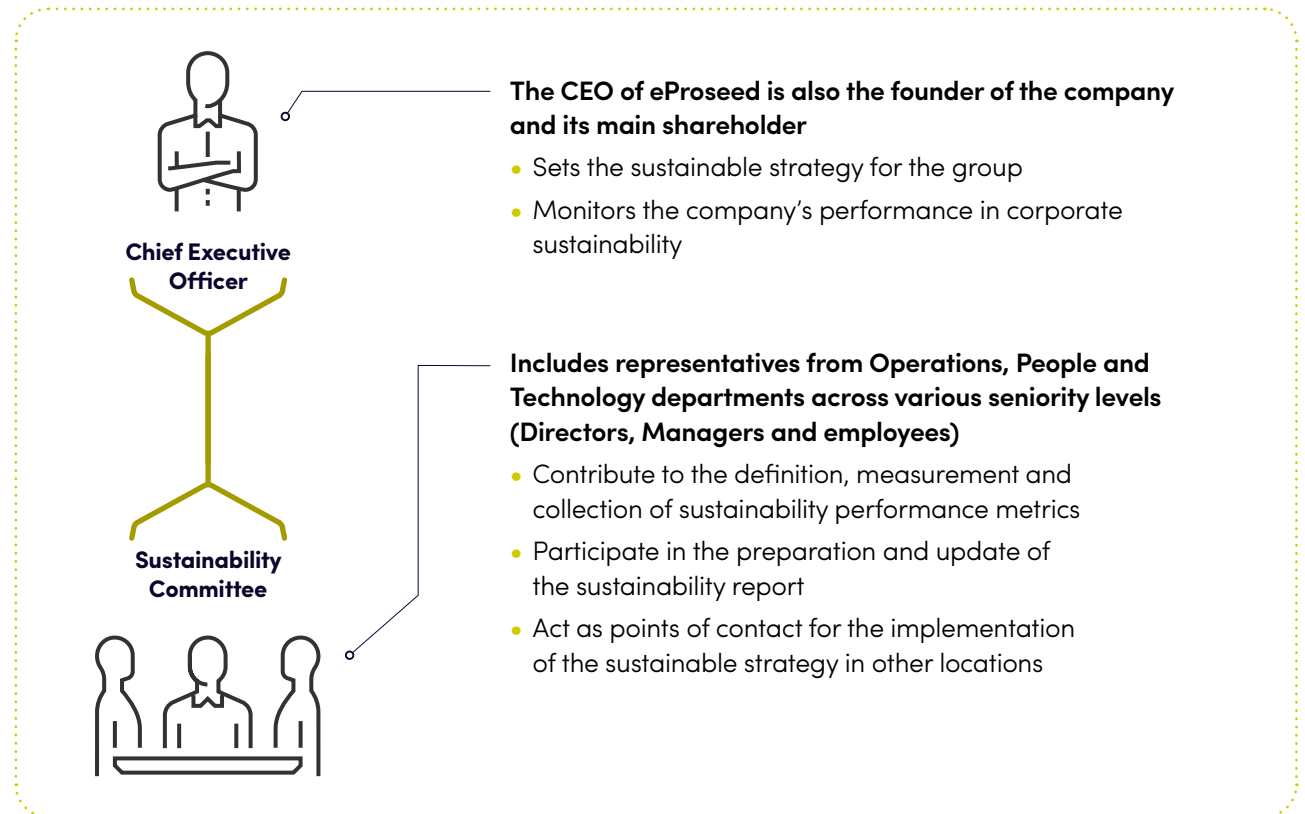
*Source: Taxonomy Technical Report, "Financing a Sustainable Economy", EU technical Expert Group on Sustainable Finance, European Commission's Joint Research Centre analysis on the EU ICT sector, based on 2015 data, June 2019.
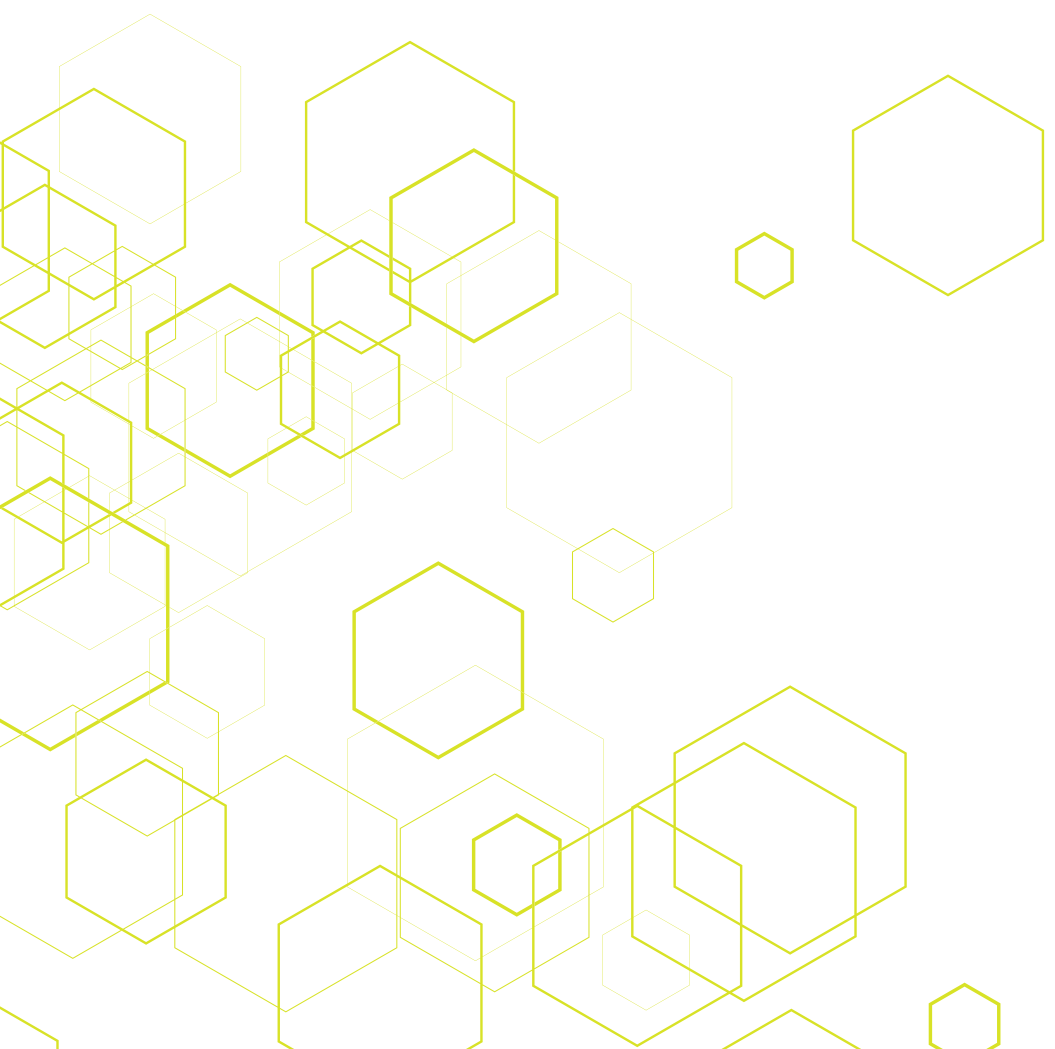
2.2 | THE VALUE OF GOOD GOVERNANCE

Sound governance demonstrates eProseed's integrity and transparency, from the definition of its strategy to the daily delivery of operations and customer services.

In addition to its corporate governance, eProseed has developed a sustainable governance system to support its sustainable strategy in the form of an internal Sustainability Committee.

Together with the support and engagement of internal and external stakeholders, the Sustainability Committee develops programs and actions in line with the strategic pillars of eProseed's vision.

Chief Executive Officer

Sustainability Committee

The CEO of eProseed is also the founder of the company and its main shareholder

- Sets the sustainable strategy for the group
- Monitors the company's performance in corporate sustainability

Includes representatives from Operations, People and Technology departments across various seniority levels (Directors, Managers and employees)

- Contribute to the definition, measurement and collection of sustainability performance metrics
- Participate in the preparation and update of the sustainability report
- Act as points of contact for the implementation of the sustainable strategy in other locations

2.3 | CREATING VALUE FOR STAKEHOLDERS

eProseed believes that effective engagement with stakeholders is key to achieve a successful sustainable strategy.

The Sustainability Committee of eProseed, including its key stakeholders, highlighted its commitment to regular and sustained communication with all stakeholders .

Key objectives are:

- enhance dialogue with customers, suppliers, and business partners to integrate their expectations in the implementation of eProseed's sustainable strategy;

- increase employees' participation in the Sustainable strategy construction; and

- introduce eProseed's sustainable vision into the Company to increase identification and loyalty.

eProseed's stakeholders are an integral part of its strategy. eProseed has multiple stakeholders categorized into 8 groups, which it has identified according to their level of dependence on the organisation and their level of influence on the organisation.

Listed below are eProseed's key stakeholder groups and the ways in which eProseed communicates with each group.

24

LOCAL COMMUNITIES & TERRITORIES

PRODUCTS, SOLUTIONS
& SERVICES

RESPONSIBLE MANAGEMENT

Employees
Daily

Corporate suppliers
*Computer
equipment, fruit
and coffee supplies,
stationary*
Monthly

Other suppliers
*Recruitment
agencies, bank,
building owner*
Monthly

Supervisory entities
ITM*, CNPD**
Unscheduled

Customers
Daily

Key business partners
*Oracle, IBM, SAP,
SWIFT*
Weekly

Media, press
Occasionally

Research &
innovation partners
Universities
Occasionally

eProseed
WE SIMPLIFY COMPLEXITY.

**ITM (Inspection du Travail et des MInes) has an inspection, advisory, mediator and control role in the field of working conditions, including occupational safety and health.
**The National Data Protection Commission (Commission Nationale pour la Protection des Données – CNPD) verifies the legality of the processing of personal data and ensures the respect of personal freedoms and fundamental rights with regard to data protection and privacy.*

As part of its reporting process, eProseed involved a sample of stakeholders in the identification, selection, prioritisation and validation of key sustainability topics.

eProseed develops a dialogue programme with its stakeholders on different levels, as detailed in the annexed table.

The company engages its stakeholders at various levels throughout the year. A particular voice is given to them during the reporting process (identification, prioritisation, content evaluation), through which the committee identifies the expectations and key topics expressed as important and takes them into account in the sustainable strategy.
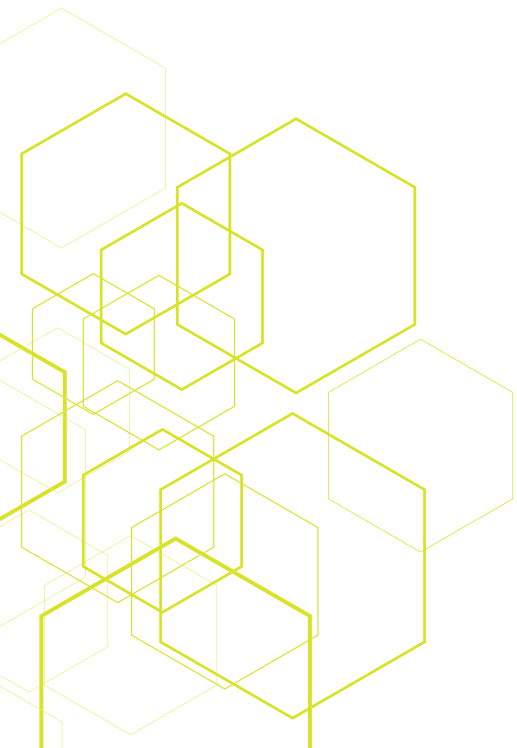
STAKEHOLDER GROUP	APPROACH TO ENGAGEMENT How does eProseed define the nature of the relationship it aims to have with the stakeholders?	COMMUNICATION CHANNELS How often do eProseed exchange with stakeholders?
EMPLOYEES	Involve	Management-employees communication; Online survey; Performance reviews
CUSTOMERS	Involve	CAB: Customer-Advisory-Board (event organised by Oracle); ACE Directors roadshows Conferences; Corporate website and brochures; Contracts negotiations; Business Development Manager visits and oversight; Operational oversight with Project & Delivery Manager
KEY BUSINESS PARTNERS	Involve	CAB: Customer-Advisory-Board (organised by Oracle); Conferences; Contracts negotiations; Business Development Managers visits & oversight; Delivery Manager oversight visits; Obtainment of customer testimonials for the attribution of "Oracle specialisations"
OTHER SUPPLIERS: BANKS	Consult	Funding and financing agreements
OTHER SUPPLIERS: RECRUITMENT AGENCIES	Consult	Passive communication at each opening
SUPERVISORY ENTITIES	Monitor	Unscheduled
CORPORATE SUPPLIERS	Inform	Online survey
MEDIA, PRESS	Monitor	Unscheduled
RESEARCH & INNOVATION PARTNERS	Monitor	Opportunistic; Establishing partnerships for the development and commercialisation of research projects outcomes such as advanced Proof of Concepts; Answering RFPs; Conferences

EXPECTATIONS
What do stakeholders expect from us?

Competencies evaluation and personal development
Measures promoting work-life balance
Value sharing mechanism in remuneration packages
Involvement and consultation of employees
Work-life balance

Access to trained and certified experts
Delivery of qualitative counsel and advice
Projects & missions delivered on-time

Demonstration of expertise from Oracle qualified
consultants
Execution of projects in line with the Oracle
methodology

Financial discipline and responsible investments

Transparent description of the recruitment needs

Respect of local laws and regulations
Fairness in treatment of employees or data privacy

Fair and transparent selection process
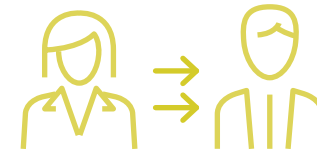Payment of invoices in due time

Transparent information about sustainable performance

Expertise and technical skills
Regional presence for commercialisation and
distribution

ENGAGEMENT PROGRAM

Monitor: eProseed and the stakeholders keep in touch through public communication (media, website)

Inform: eProseed will implement a one-way targeted communication with the stakeholders, there is no invitation to reply

Consult: eProseed will implement a limited two-way communication with the stakeholders, where eProseed asks questions and the stakeholder answers

Involve: eProseed will implement a two-way communication with the stakeholder, with the objective to learn on both sides but stakeholders and eProseed act independently
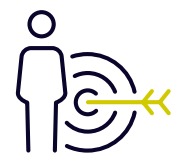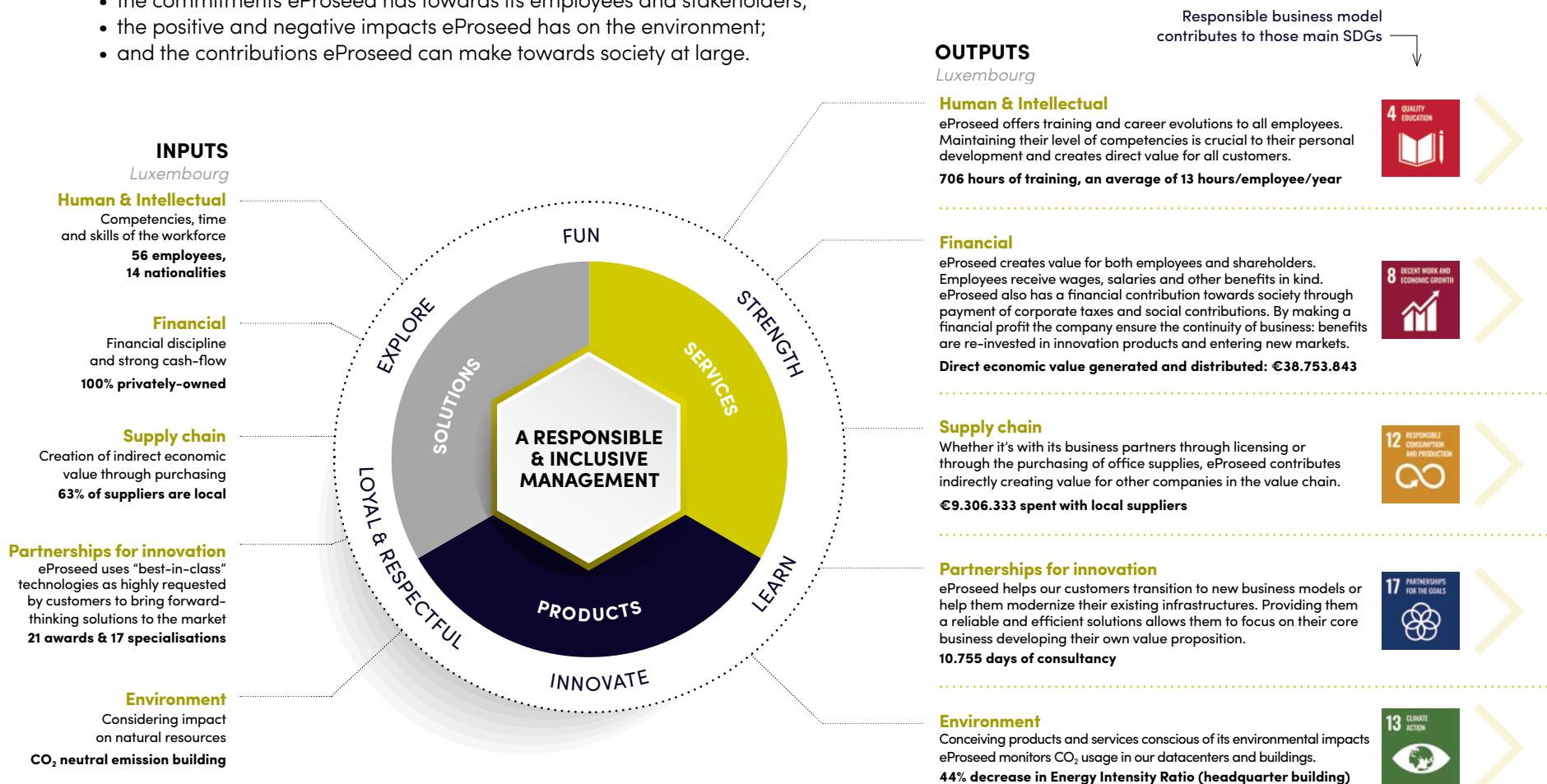
eProseed 2020 objective is to formalise the stakeholder engagement program and to build and run the commitment plan considering the stakeholders priorities.

2.4 | EPROSEED'S SHARED VALUE FRAMEWORK

For eProseed, operating a responsible business model means delivering its corporate goals considering:

- the commitments eProseed has towards its employees and stakeholders;
- the positive and negative impacts eProseed has on the environment;
- and the contributions eProseed can make towards society at large.

Responsible business model contributes to those main SDGs

INPUTS
Luxembourg

Human & Intellectual
Competencies, time and skills of the workforce
56 employees, 14 nationalities

Financial
Financial discipline and strong cash-flow
100% privately-owned

Supply chain
Creation of indirect economic value through purchasing
63% of suppliers are local

Partnerships for innovation
eProseed uses "best-in-class" technologies as highly requested by customers to bring forward-thinking solutions to the market
21 awards & 17 specialisations

Environment
Considering impact on natural resources
CO_2 neutral emission building

EXPLORE · FUN · STRENGTH · LEARN · INNOVATE · LOYAL & RESPECTFUL

SOLUTIONS · SERVICES · PRODUCTS

A RESPONSIBLE & INCLUSIVE MANAGEMENT

OUTPUTS
Luxembourg

Human & Intellectual
eProseed offers training and career evolutions to all employees. Maintaining their level of competencies is crucial to their personal development and creates direct value for all customers.
706 hours of training, an average of 13 hours/employee/year

Financial
eProseed creates value for both employees and shareholders. Employees receive wages, salaries and other benefits in kind. eProseed also has a financial contribution towards society through payment of corporate taxes and social contributions. By making a financial profit the company ensure the continuity of business: benefits are re-invested in innovation products and entering new markets.
Direct economic value generated and distributed: €38.753.843

Supply chain
Whether it's with its business partners through licensing or through the purchasing of office supplies, eProseed contributes indirectly creating value for other companies in the value chain.
€9.306.333 spent with local suppliers

Partnerships for innovation
eProseed helps our customers transition to new business models or help them modernize their existing infrastructures. Providing them a reliable and efficient solutions allows them to focus on their core business developing their own value proposition.
10.755 days of consultancy

Environment
Conceiving products and services conscious of its environmental impacts eProseed monitors CO_2 usage in our datacenters and buildings.
44% decrease in Energy Intensity Ratio (headquarter building)

4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

13 CLIMATE ACTION

SUSTAINABLE DEVELOPMENT GOALS

eProseed responsible strategy allows to contribute mainly to 5 SDGs and monitors its performance with 14 non-financial indicators

		page

Keep investing and retain expertise and knowledge (SDG 4 QUALITY EDUCATION)

- Stand out thanks to expertise — GRI 404-1 — 33
- Create jobs and retain employees — GRI 401-1 — 35

Envision a long-term business model / **Taking care of employees** (SDG 8 DECENT WORK AND ECONOMIC GROWTH)

- A financially strong business model, able to invest to adapt to the changing technology landscape — GRI-201-1 — 37
- Consider the sedentary nature of professions in the well-being of employees — GRI 403-2 — 39
- Giving work its true value — GRI 202-1 — 41

Commit to an ethical approach of doing business (SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION)

- Guarantee the confidentiality of customers' data — GRI 418-1 — 42
- Foster relationships with local suppliers — GRI 204-1 — 43

Facilitate inclusive dialogue / **Leveraging on diversity to foster innovation and be close to customers** (SDG 17 PARTNERSHIPS FOR THE GOALS)

- Listening for: appropriate responses for employees, tailor-made solutions for customers, increased transparency towards external stakeholders — GRI 102-43 — 44
- Be transparent and give visibility — GRI 402-1 — 45
- Building cohesion setting the example — GRI-405-1 — 46
- Break free from professional biases towards men and women
- Consider the needs of all generations — 47
- Get a different perspective through different cultures
- Equilibrium in the remuneration of women and men

Using natural resources wisely (SDG 13 CLIMATE ACTION)

- Environmental impact comes from inside and outside the organisation — GRI 302-1/GRI 302-2/GRI 302-3 — 49
- A trade-off between proximity to the customers and the environmental impact of travels — GRI 305-3 — 50

During the preparation of the first Sustainability report (2018) eProseed conducted an analysis with its stakeholders. This analysis showed the priorities amongst the topics to be reported considering the sustainability challenges, issues and impacts.

Each of the priority topics identified for this sustainable strategic approach, can be linked to concrete contributions from the United Nations Sustainable Development Goals (SDGs). The Sustainable Development Goals are the blueprint part of the 2030 Agenda for Sustainable Development, an international commitment from all countries part of the United Nations to achieve a better and more sustainable future for all. The SDGs address the global challenges the World faces, including those related to poverty, inequality, climate, environmental degradation, prosperity, peace and justice.

3 | SETTING TARGETS FOR CONTINUOUS IMPROVEMENTS

3.1 | KEY ACHIEVEMENTS AND MANAGEMENT APPROACH

4 QUALITY EDUCATION

KEEP INVESTING AND RETAIN EXPERTISE AND KNOWLEDGE

Standout, thanks to expertise

Why is it important?

eProseed is an innovative company and always promotes state-of-the-art ICT technologies and methodologies. Therefore, education and trainings are key elements for eProseed's people to be a differentiator to eProseed's competitors.

Importance
Primary

Stakeholders
Employees

Management mechanisms

Training plans and certification progress are part of eProseed's career management strategy and are reviewed with employees through the yearly appraisal cycle.

Evolution of management mechanisms

Every year, eProseed increases its investments in terms of education programs dedicated to employees. e-learning platforms are provided to collaborators which allow them to get access to educational content at their convenience.
To better support eProseed 's customers in their digitalisation programs more than 15 employees have been certified as Cloud implementation specialists in 2019. To ensure high and harmonized levels of knowledge for a maximum of colleagues, several sessions have been organized to share the best and most innovative practices.

Target for improvement

eProseed solutions require more and more different types of technologies to ensure turnkey solutions delivered on customer side. That is why eProseed decided in 2019 to embrace additional technological stacks alongside the Oracle one. To maintain the same outstanding level of expertise in the others stacks, eProseed will adapt its technical competency matrix and its training programs.

Means to achieve target

To cope with these additional technologies and its continuous growth, eProseed will adapt its corporate structure into business units in which development capabilities will be based on technologies grouping same type of technical skills. This new organisational model will ease knowledge sharing and will allow definition of more specific training programs.

Performance

The number of hours of training offered by eProseed to its employees is proportional to the gender distribution. It demonstrates eProseed shows equal treatment of men and women in the distribution of training hours.

706 hours of training in 2019

Total number of training hours

2017 → 550 h
2018 → 774 h
2019 → 706 h

Average number of training hours per employee per year
(breakdown by gender)
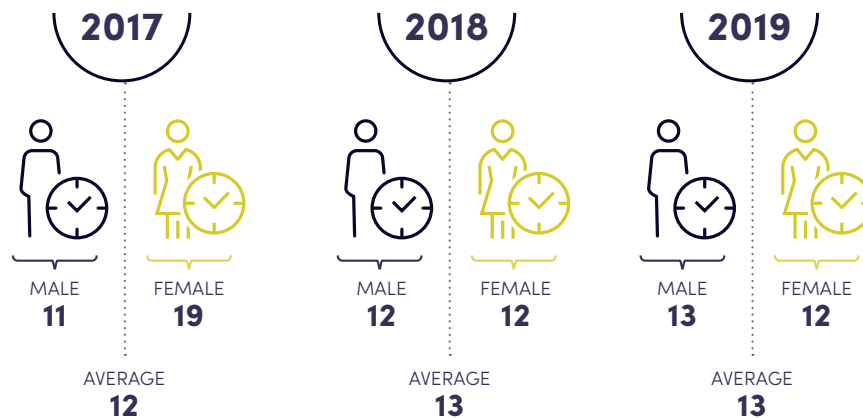
2017		2018		2019	
MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
11	**19**	**12**	**12**	**13**	**12**
AVERAGE **12**		AVERAGE **13**		AVERAGE **13**	

Methodological note on restatement of information:

When preparing this second sustainability report, we noticed that some of the information presented here were not correct. The following values disclosed in the 2019 report have been restated compared to the 2018 report.

Number of training hours: 550h in 2017 and 774h in 2018 instead of 9.154hw which was the aggregated value of both years, from which all self-paced webinar learning has been excluded.

4 QUALITY EDUCATION

KEEP INVESTING AND RETAIN EXPERTISE AND KNOWLEDGE

Create jobs and retain employees

Why is it important?

In a service company and solution integrator such as eProseed, the most important resources are human and intellectual capital. eProseed has always aimed at covering the end-to-end talent management process –from acquisition to leave– as this drives efficient and sustainable investments, creating customer satisfaction through service excellence and technical expertise.

Importance
Primary

Stakeholders
Employees

Management mechanisms

eProseed was established less than 10 years ago and has grown significantly over these 3 last years. Unfortunately, HR processes did not evolve at the same pace and were time consuming given the manual workload attached to it. In 2019, to properly follow up the career paths of employees and meet their expectations in terms of goals and personal development, the yearly appraisal process has been reviewed and has included a better definition of SMART objectives for each team member.
eProseed developed a capacity plan in order to anticipate better the resource needs and enhance the acquisition process.

Evolution of management mechanisms

After recording and tracking a full year of capacity planning data, eProseed is able to better anticipate its needs in terms of resources. Skills set, seniority level and numbers of resources can be planned in advance to absorb activity peaks and/or specific missions.
Drive teams with clear and SMART objectives has already shown effects on team members motivation. To support the end-to-end talent management process, eProseed implemented exit interviews. Indeed, talent retention is key for a company like eProseed and it is therefore important to capture any information that can contribute to improve the collaboration with employees.

Target for improvement

A first version of the capacity planning helped to optimise the workload. To improve this asset, it must get correlated to the sales pipeline; providing the HR department with a better forecast of the resourcing needs. eProseed aims to set up a "continuous" appraisal process to increase the agility in the feedback loops to HR and Management teams and respond better to the growing demand. As aforementioned, HR is currently collecting feedback during exit interviews. eProseed believes that this information is really valuable and the Executive Committee is constantly monitoring this in order to enhance or adapt internal procedures.

Means to achieve target

eProseed selected the Oracle Suite for Human Capital Management (HCM Suite) in order to support all HR processes and to focus more on the collaborators (including a suite of modules supporting each step of the talent management cycle, such as Talent Acquisition, Employee On boarding, Project Portfolio Management, Time Tracking, Employee Performance Management and Exit Interview Process). The suite will allow us to track more efficiently the different HR processes and to provide a complete reporting solution for the Executive Committee. The implementation started in 2019 and shall be finalised in 2020.

Performance

7

NEW EMPLOYEES IN 2019

2017
TOTAL: **12**

	< 30 yrs.	30–50 yrs.	> 50 yrs.
male	1	9	0
female	1	1	0

2018
TOTAL: **31**

	< 30 yrs.	30–50 yrs.	> 50 yrs.
male	5	15	2
female	5	4	0

2019
TOTAL: **7**

	< 30 yrs.	30–50 yrs.	> 50 yrs.
male	0	6	1
female	0	0	0

Oracle HCM Suite is still an ongoing project at eProseed and therefore the analytical module is not entirely ready. HR department defines a set of KPIs in order to monitor the talent acquisition, the talent management and ultimately the staff turnover. So far, the reporting provided to the members of the Executive Committee covers the first aspect and eProseed foresees having a more complete view in the first half of 2020. The tool allows eProseed's management team to optimise the resources for accomplishing the future and on-going projects.

8 DECENT WORK AND ECONOMIC GROWTH

ENVISION A LONG-TERM BUSINESS MODEL

A financially strong business model, able to invest to adapt to the changing technology landscape

Why is it important?

As a profitable company, eProseed aims to create value for itself but also for its customers. Financial success is necessary for eProseed and all business to meet sustainability goals now and in the future. Indeed, economic performance KPIs are the main ones that eProseed's executive committee looks to in order to take appropriate decisions and launch initiatives and investments. Financial performance also directly affects other stakeholders, such as employees, local communities and investors.

Importance
Primary

Stakeholders
Employees, Customers, Suppliers

Management mechanisms

Over the years, eProseed has grown significantly. Nevertheless, eProseed can increase its performance and increase its efficiency as it delivers solutions and products.

Evolution of management mechanisms

eProseed decided to set up an executive committee to follow-up and steer the company's activities to achieve and meet the objectives set by the eProseed Partners. The executive committee is responsible for implementing the strategy fulfilling the long-term objectives.

Target for improvement

The implementation of eProseed target operating model has started allowing the more detailed definition of performance and efficiency of teams to deliver products and solutions for the customers.

To enhance eProseed's commitment to Sustainability Governance, CSR committee enlarges its engagement and extends the sustainable strategy to other locations.

Means to achieve target

The Executive Committee will:
- Deploy the new target operating model;
- Implement KPIs allocated to an accountable executive to monitor them and define relevant processes and tools to monitor the performance;
- Provide quarterly reports to partners in order to refine the 2020–2022 strategy;
- Deployment and extension of CSR Committee footprint;
- eProseed will appoint a CSR Manager.

Performance

The direct economic value generated and distributed (EVG&D) by eProseed in 2019 remains stable compared to 2018.

Information on the creation and distribution of economic value provides a basic indication of how an organisation has created wealth for stakeholders.

The direct economic value eProseed generated for stakeholders in the reporting period included the following:

		Stakeholder group	2017	2018	2019
Direct economic value generated	Revenues	Wide variety of stakeholders	10.694.589 €	21.107.140 €	20.291.803 €
Economic value distributed	Operating costs	Suppliers	6.918.723 €	13.899.772 €	15.459.635 €
	Payments to providers of capital	Shareholders	0€	0€	0€
	Payments to government	Government authorities and citizens	377.689 €	576.185 €	483.166 €
	Employee wages and benefits	Employees	2.365.435 €	3.489.879 €	3.604.260 €
	Community investments	N/A	0€	0€	0€
	Total		9.661.847 €	17.965.837 €	19.547.061 €
Economic value retained			1.032.742 €	3.141.303 €	744.742 €

8 DECENT WORK AND ECONOMIC GROWTH
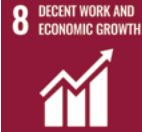
TAKING CARE OF EMPLOYEES

Consider the sedentary nature of eProseed professions in the well-being of its employees

Why is it important?

Being a mostly sedentary profession it's important for eProseed to provide the conditions needed for a healthy and safe work environment.

Importance
Primary

Stakeholders
Employees, Supervisory entity (ITM)

Management mechanisms

In relation to existing initiatives it appears that eProseed is not entirely proactive on this matter.

Evolution of management mechanisms

eProseed promotes sport events, provides free entrance to gyms and also encourages people to eat BIO and fair-trade fruits by providing some twice a week.
The company also increased the travel insurance for employees.

Target for improvement

There is a clear intention to improve focus on this by executing new initiatives in the coming year. Due to continued growth, eProseed has planned to look for new office spaces to welcome current teams and new incomers.

Means to achieve target:

eProseed plans to provide free entrance to gyms, raise the frequency of delivery of free healthy food for employees, increase the insurance package for employees and extend these initiatives to other locations than Luxembourg. The future layout of offices will ease mobility and the selection of some furniture will include ergonomic standards. The location of the new buildings will also be defined to reduce travel time for most of employees.

Performance

Number of work-related injuries:

ONE

Number of fatalities:

ZERO

Any accident, fatal or non-fatal, arising or occurring in the course of work. Accidents on the way to and from work are included, journeys for professional reasons are included. We only consider major accidents for the calculation of work-related injures, i.e. any accident that leads to incapacity for work with a medical certificate.

For accidents on the way to work, we only consider an accident when it consists at least of a material damage and has been subject to a reporting to the ITM (Inspection du Travail et des MInes) and the AAA (Association d'assurance accident).

Death of a worker arising from an occupational illness or injury sustained or contracted while performing work.

Injury rate:

2017: not available
2018: 0,00%
2019: 0,01%

Frequency of injuries, relative to the total time worked by all employees

Occupational illnesses rate:

2017: 0,00%
2018: 0,00%
2019: 0,00%

Frequency of occupational illnesses (illnesses arising from a work situation) relative to the total time worked by all employees

Lost day rate:

2017: 0,00%
2018: 0,00%
2019: 0,02%

Number of lost days due to occupational illnesses and work-related injuries, relative to the total number of hours scheduled to be worked by all employees

Absentee rate:

2017: 0,20%
2018: 2,18%
2019: 2,47%

Measure of days lost due to absences of any kind (work-related or not), expressed as a percentage of total days scheduled to be worked by all employees

NUMBER OF DAYS SICK LEAVE FOR NON-WORK RELATED REASONS
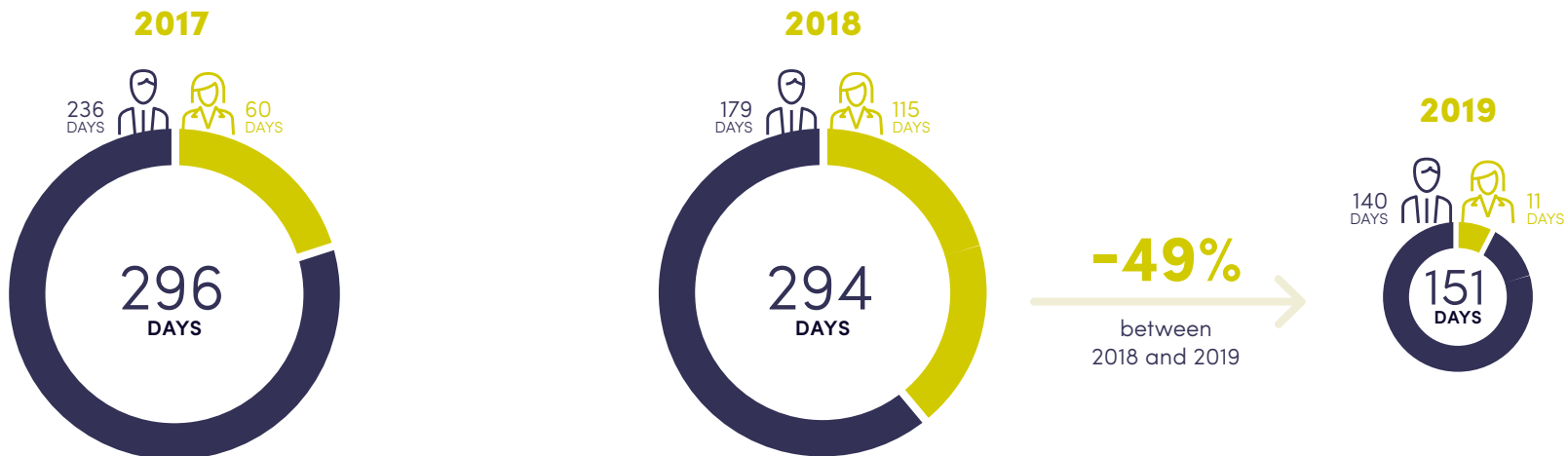
2017

236 DAYS   60 DAYS

296 **DAYS**

2018

179 DAYS   115 DAYS

294 **DAYS**

-49%
between 2018 and 2019

2019

140 DAYS   11 DAYS

151 **DAYS**

Methodological note on restatement of information:

When preparing this second sustainability report, we noticed that some of the information presented here were not correct. The following values disclosed in the 2019 report have been restated compared to the 2018 report: Number of days sick leave for non-work related reasons: 296 days instead of 33 in 2017, 294 days instead of 39 in 2018.

8 DECENT WORK AND ECONOMIC GROWTH
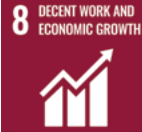
TAKING CARE OF EMPLOYEES

Giving work its true value

Why is it important?
The wages and salaries are determined by local relevant competitive market data rather than by legally defined minimum wages. It's important for eProseed to be aware of the current market to offer competitive salaries as employees are its main assets.

Importance
Primary

Stakeholders
Employees

Management mechanisms
eProseed is a non-discriminatory employer and is hiring and promoting employees based only on the qualifications and skills required for the work. The company strives for a diverse workforce and aims to find the best suited candidates who share the same open values.

Evolution of management mechanisms
As eProseed is growing fast, it is important to comply with applicable minimum wage legislation and to keep reviewing as the market is constantly evolving. The management team has also implemented a new system for recording salaries, performance reviews, including overtime hours and other elements of compensation, and to provide legally mandated benefits.

Target for improvement
eProseed wants to maintain its attractiveness by offering innovative benefits and maintaining comparative benchmarks with its peers.

Means to achieve target
The HR department will continue to conduct market evolution studies, refine benchmarks and extend this to other geographies.

Performance

The average entry LEVEL WAGE at eProseed is

1,5 TIMES HIGHER

THAN THE LOCAL MINIMUM WAGE*

(intern or apprentice wages are not considered entry level wages.)

*The local minimum wage in Luxembourg in 2019 was €2.508.

The average entry level wage for men is
43% HIGHER than the local minimum wage

The average entry level wage for women is
68% HIGHER than the local minimum wage
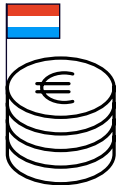
LUXEMBOURG WAGE

ENTRY LEVEL MEN

ENTRY LEVEL WOMEN

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

Guarantee the confidentiality of customers' data

Why is it important?

In a more and more regulated environnement, eProseed must comply with local regulations in Luxembourg and international regulations. The company must also support its customers to comply with their specific regulations and circulars to avoid any non compliant behaviours or any reputational risks materialising.

Importance
Primary

Stakeholders
Customers

Management mechanisms

eProseed has not implemented monitoring so far. However, eProseed is paying special attention to data handling in respect of local and international regulations.

Evolution of management mechanisms

During 2019, eProseed investigated how best to gain certification in respect of best management practice. It appeared that a number of different ISO certifications might be good standards to meet to reassure customers. PSF ("Professionals of the Financial Sector") certification was also highlighted as a first concrete step and is well respected in Luxembourg.

Target for improvement

eProseed will finalize the administrative aspects to become a PSF certified support company. This will guarantee for customers of the financial sector that eProseed operates systems containing confidential information ethically and with strict confidentiality. The methods and processes of this PSF certification are the first steps to enter into ISO 27001.
eProseed will strengthen GDPR compliance to ensure personal data (including customer data) are adequately managed and protected.

Performance

Number of complaints received concerning breaches (leaks, thefts or losses) of customer privacy:

ZERO

Means to achieve target:

eProseed will work with a consultancy bureau to finalise the PSF certification. This company will have the required expertise and will guide eProseed through this journey and help to implement the monitoring and metrics to achieve the required standard. eProseed will appoint a DPO and deploy key components of GDPR.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

Foster relationships with local suppliers

Why is it important?
eProseed's GLOCAL (global but local) strategy ensures that only suppliers that respect the highest standards and that provide value to the local environment will be engaged.

Importance
Primary

Stakeholders
Suppliers

Management mechanisms
Although eProseed has some initiatives to promote local suppliers, eProseed needs to improve.

Evolution of management mechanisms
Over time, the purchasing department has built good working relationships with well established local suppliers. eProseed aims for purchases to help local ecosystems. Some providers have relationships with eProseed since its foundation.

Target for improvement
Main target is to continue leveraging local partners to fulfill eProseed's needs. It's also important to ensure the well-being of suppliers' (payment schedules, stability in business, etc.) and reduce environmental impact.

Performance

Increase in spending with local suppliers

21%
INCREASE
between 2018 and 2019.

Portion of spending with local suppliers:

2017: 43%
2018: 50%
2019: 60%

Means to achieve target:
eProseed is continuing to use local partners where possible, for any supply needs.
The company will continue to fulfil its commitments with local suppliers in due time and with fairness and deploy such practices consistently across geographies.

17 PARTNERSHIPS FOR THE GOALS

FACILITATE INCLUSIVE DIALOGUE

Listening for: appropriate responses for the employees, tailor-made solutions for customers, increased transparency towards the external stakeholders

In essence, eProseed is a company that operates through strong and sustainable partnerships with different vendors. One good example is the collaboration with Oracle that has been one of the pillars of eProseed's growth. It is therefore in the eProseed DNA to consider relationships in the form of exchanges, collaborations, sharing of ideas and co-development.

The approach to stakeholder engagement is detailed in the chapter 2.3 Creating value for stakeholders (pages 24 to 27 and the methodology used in the reporting approach is explained in the methodological note 4. About the report (pages 56 to 62).

17 PARTNERSHIPS FOR THE GOALS

FACILITATE INCLUSIVE DIALOGUE

Be transparent and open

Why is it important?

eProseed's people are the main workforce and are delivering value to the company. Therefore, it's important for management to get the entire commitment of all employees in order to achieve common goals.

Importance
Primary

Stakeholders
Employees

Management mechanisms

Although this topic is key to eProseed, the analysis of the communication channels within the company shows that communication is mainly top down. Plans to favour bottom-up communication have been established and will be executed imminently.

Evolution of management mechanisms

In order to favour bottom-up communication and bidirectional feedback between management and collaborators, an executive point of contact has been appointed. Monthly breakfast sessions have been organised in order to have an open discussion with the employees regarding relevant topics of the moment.

Target for improvement

eProseed encourages and puts in place mechanisms to facilitate bottom-up communication channels.

Performance

Notice period regarding operational changes

4
WEEKS

Means to achieve target:

To achieve this target, management will participate in team building events. eProseed also has an open-door policy for management. eProseed believes that it is important to organise worldwide staff events to exchange information about eProseed and its goals during which round tables are organised to address questions and collect feedback. eProseed will work on enhancing homeworking framework.

17 PARTNERSHIPS FOR THE GOALS

LEVERAGING ON DIVERSITY TO FOSTER INNOVATION AND BE CLOSE TO CUSTOMERS

Why is it important?

eProseed is a growing global international company and has customers all around the world and therefore it is important to recreate the same melting pot within the company. Indeed, eProseed is promoting a GLOCAL (global-local) approach with customers which brings proximity in all aspects with all customers.

Importance
Primary

Stakeholders
Employees & customers

Means to achieve target:

Some studies will be done to decide the locations of new offices depending on prospects' needs and new innovation centers inside or outside Europe. More professional events will be identified to increase local market presence of eProseed. Corporate events will be encouraged within local offices or cross offices to ease cultural exchanges.

Management mechanisms

Main differentiators of eProseed are the GLOCAL approach and the high level of expertise. These two drivers allow the company to establish offices close to its customers and close to well known technological centers of excellence wherever they are located. The results of this strategy create a lot of diversity in terms of cultures, education backgrounds and technical expertise.

Through many world-wide professional events, eProseed is promoting and sharing this expertise by sending its team members to present its most innovative cases.

Evolution of management mechanisms

To support its growth, eProseed opened a new office in Istanbul and reinforced its team in Abu Dhabi.

Internal mobility of team members is actively promoted to strengthen relationships between the different teams and encourage them to discover new cultures and work environments. But also to bring the best expertise closer to customers. Participation to professional events has been expanded to include more collaborators allowing them to share their knowhow and to be inspired by the most recent and innovative technologies.

Target for improvement

2019 eProseed's strategy is also looking to establish new offices in 2020 to reinforce its GLOCAL approach and to stay close to technical innovation centers. Sharing technical expertise is aligned with sharing various cultural values which is reflected in the company's core values.

eProseed World event has been organised in February 2019 in Luxembourg. This event was a perfect example of highlighting diversity within the company. 90% of the team members were able to join this 2 day event from all over the world and had the chance to present their local office to the rest of the employees.
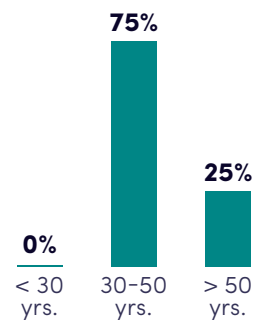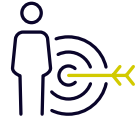
Building cohesion setting the example

EXECUTIVE COMMITTEE

2019

75% MALE   **25%** FEMALE

75%

0%
< 30 yrs.

30-50 yrs.

25%
> 50 yrs.
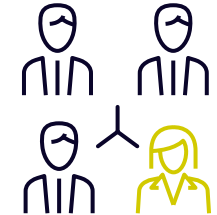
Performance

Break free of professional biases for men and women

81% MALE — 2017
79% MALE — 2018
82% MALE — 2019
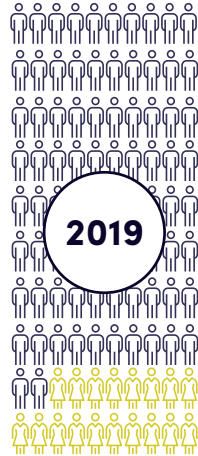
19% FEMALE — 2017
21% FEMALE — 2018
18% FEMALE — 2019

Get a different perspective through different cultures

	2017	2018	2019
BELGIAN	23%	25%	29%
FRENCH	18%	20%	16%
BRAZILIAN	9%	20%	13%
INDIAN	2%	7%	7%
PORTUGUESE	5%	7%	7%
EGYPTIAN	2%	5%	5%
HUNGARIAN	4%	4%	5%
MOROCCAN	4%	4%	5%
ITALIAN	2%	4%	4%
ENGLISH	2%	2%	2%
ESTONIAN	2%	2%	2%
GERMAN	2%	2%	2%
SPANISH	0%	2%	2%
UKRANIAN	0%	5%	2%
ALGERIAN	2%	2%	0%
POLISH	2%	0%	0%
SYRIAN	2%	2%	0%
TURKISH	2%	2%	0%

Consider the needs of all generations

EMPLOYEES*

2017:
- < 30 yrs.: 2%
- 30–50 yrs.: 93%
- > 50 yrs.: 4%

2018:
- < 30 yrs.: 17%
- 30–50 yrs.: 73%
- > 50 yrs.: 10%
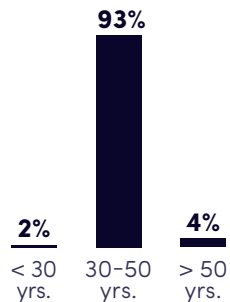
2019:
- < 30 yrs.: 13%
- 30–50 yrs.: 75%
- > 50 yrs.: 13%
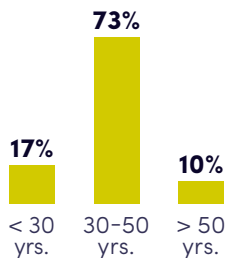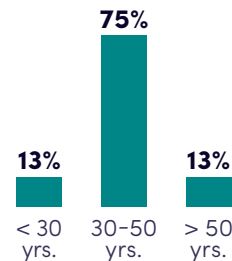
Executive Committee, Senior Management, Consultants and Operational staff
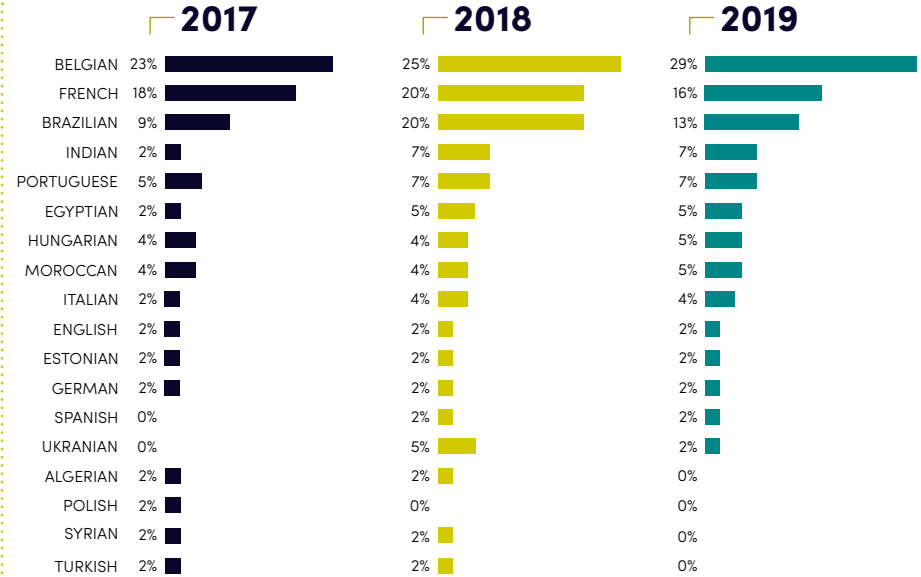
Equilibrium in remuneration of women and men

	2018 (men)	2018 (women)	2019 (men)	2019 (women)
Executive Committee	85%	115%	97%	109%
Senior Management	94%	106%	99%	105%
Consultants and Operational staff	102%	98%	103%	87%

Ratio of remuneration of women and men compared to the average remuneration of each employee category.

Methodological note on restatement of information:

When preparing this second sustainability report, we noticed that some of the information presented here were not correct. The values disclosed in the 2019 report have been restated compared to the 2018 report for the: Breakdown of employees by age and by nationality.

13 CLIMATE ACTION

USING NATURAL RESOURCES WISELY

Environmental impact comes from within and without the organisation

Why is it important?
eProseed is concerned about climate change for future generations. eProseed believes that climate change is an important topic for the whole planet. eProseed is convinced that technology and innovation will contribute to reducing CO_2 emissions and everyone should contribute to it.

Importance
Secondary

Stakeholders
Civil society, Local communities, Customers, Suppliers

Means to achieve target:
The main objective for 2020 is to continue to reduce the consumption of energy in datacentres and to optimise eProseed solutions and products to reduce electrical consumption and storage footprint. On the other hand, eProseed will foster green mobility through policies and fiscal benefits and will integrate environmental aspects in the selection and furnishing of the new offices.

Management mechanisms
As an ICT company, eProseed relies on servers to support its activities. Technical choices are also selected depending on environmental impacts. eProseed decided to establish its headquarters in a fully green location. The building systems take their energy from solar panels, wind turbines and a solar water heating system. The building also benefits from rain-water harvesting for toilet usage, automatic shade systems to prevent sun raising the temperature in the offices and a Geothermal AC system.

Evolution of management mechanisms
Despite its importance, eProseed was not very proactive on this topic. Nevertheless, some initiatives have been implemented in the area of recycling.

Target for improvement
eProseed will optimise the use of its datacentres and will continue to work on innovative solutions to reduce CO_2 emissions.

Performance

Methodology and assumptions:

The energy consumption **within the organisation** includes the electricity consumption of eProseed's headquarter building in Luxembourg. The measurements are based on information provided by the building owner.

The energy consumption **outside the organisation** includes the fuel consumption of the cars made available by eProseed to its employees through an operational leasing arrangement. The measures are based on the information provided by the leasing company. The energy consumption of the Datacentre is also included in the organisation's external consumption (for data specific to eProseed's internal usage as well as the storage of customer's data). The measurements are based on the information provided by the company hosting the Datacentre.

The energy consumption resulting from business travels by plane or train of employees has been excluded, as eProseed does not have the information systems or processes in place to collect this data.

Methodological note:
The conversion factors used are:
1 liter diesel = 10,74 kwh
1 liter petrol = 9,63 kwh

INSIDE

3% ↑
INCREASE

in the **electricity consumption within the organisation** (from headquarter's building) between 2018 and 2019.

2018: 19.500 kwh
2019: 20.000 kwh

OUTSIDE

26% ↓
DECREASE

in **energy consumption outside the organisation** between 2018 and 2019.

Electricity consumption outside the organisation (from Datacentre):
2018: 38.000 kwh
2019: 42.500 kwh

Fuel consumption outside the organisation (from employees commuting):
2018: 1.191.964 kwh
2019: 877.899 kwh

= 35% ↓
DECREASE

in Energy Intensity Ratio* from **inside** and **outside** the organisation between 2018 and 2019.

13 CLIMATE ACTION

USING NATURAL RESOURCES WISELY

A trade-off between proximity to customers and environmental impact of travel

Why is it important?

Following its GLOCAL approach, eProseed fosters proximity with customers to be efficient in the creation of solutions. The obvious consequence also sits in the reduction of CO_2 emissions.

Importance
Secondary

Stakeholders
Civil society, Local communities, Customers, Suppliers

Management mechanisms

eProseed is mainly providing services in the location the company is present and the executive committee considers the operating model whenever it happens to work with a customer in a region not yet covered. eProseed also includes criteria such as the CO_2 emissions in the choice of company cars and considers alternative transport options.

Evolution of management mechanisms

eProseed invested in a video conference system to foster the relationship with the customers and the teams in the other locations.
The strategy of the corporation is to also grow the teams and the overall competences in order to have better relays in all our premises and to reduce the travel of the most senior collaborators.

Target for improvement

eProseed will continue the ongoing transformation and strategy and reduce non essential travel that is having significant impact on the environment.

Means to achieve target:

eProseed will promote video conferencing and car-pooling as much as possible. eProseed will work on enhancing homeworking framework.
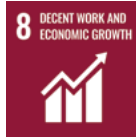
Performance

Indirect (Scope 3) GHG emissions

12%
DECREASE

Between 2018 and 2019.

2018: 480 Teq CO_2
2019: 421 Teq CO_2

The indirect emissions of eProseed are based on the GHG emissions of the cars made available by eProseed to its employees through an operational leasing. The measures are based on an average number of kilometers traveled per employee for its daily commuting.

Methodological note:
The conversion factors used are based on the CO_2 compensation tool provided by myclimate.org for an average-sized gasoil car.

3.2 | GOALS FOR 2020-2022

		Performance				2020-2022 Targets
	Units	**2018**	**2019**	**Evolution**		

4 QUALITY EDUCATION

Stand out thanks to expertise

	Units	2018	2019	Evolution		2020-2022 Targets
	Total hours of training	774*	706	STABILITY		eProseed decided in 2019 to embrace additional technological stacks on top of the Oracle one. To maintain the same outstanding level of expertise than the Oracle one's in the others stacks, eProseed will adapt its technical competencies matrix and its training programs.
	Average hours of training per employee per year	13 hrs	13 hrs	STABILITY	See Page 33	
	Proportion of training offered to men and women	Proportional	Proportional	STABILITY		Definition of an action plan to implement assessment quotation mechanism including sustainability criteria in the appraisal process.
Create jobs and retain employees	Number of new employees	31	7	REGRESSION	See Page 35	Finalise the implementation of Oracle HCM Suite to allow a full reporting of the talent management cycle to the Executive Committee. Integrate HCM with other sales management and project management tools to support robust capacity management.

2018 information restated.

	Performance					2020–2022 Targets
	Units	**2018**	**2019**	**Evolution**		

8 DECENT WORK AND ECONOMIC GROWTH

A financially strong business model, able to invest to adapt to the changing technology landscape	Direct economic value generated and distributed	€39.072.977	€38.753.843	STABILITY	See Page 37	Implementation of economic KPI's and responsible executive to monitor it. Quarterly report to partners and refining of the strategy 2019–2022. Implementation of CSR action plan to other locations. Appointment of a CSR Manager. Publish a Code of Ethics and Business Conduct that, at a minimum, incorporates the requirements of Oracle's "Partner Code of Ethics" and the laws applicable to business.
Consider the sedentary nature of the professions in the well-being of employees	Number of work-related injuries	ZERO	ONE	STABILITY	See Page 39	Involve an occupational therapist to raise awareness about work postures and adjust the ergonomics of the workstations to individual needs especially in the context of offices furnishing.
	Number of fatalities	ZERO	ZERO	STABILITY		
	Injury rate Occupational illnesses rate Lost day rate Absentee rate	0,00% 0,00% 0,00% 2,18%	0,01% 0,00% 0,02% 2,47%	STABILITY		
	Number of sick-leaves for non-professional reasons	294 days	151 days	IMPROVEMENT		
Giving work its true value	Average entry salary vs. local minimum wage	149%	155%	STABILITY	See Page 41	Implement the measuring mechanism to adequately monitor the gender equilibrium in remuneration packages in the different offices.
	Average entry salary for men/women vs. local minimum wage	51% 48%	43% 68%	STABILITY	See Page 41	

| | | Performance | | | | 2020-2022 Targets |

	Units	2018	2019	Evolution		

SDG 12 – RESPONSIBLE CONSUMPTION AND PRODUCTION

Guarantee the confidentiality of customers' data — Number of complaints — 2018: ZERO — 2019: ZERO — Evolution: STABILITY — See Page 42

Targets:
Implement a privacy policy describing how eProseed addresses confidentiality of data in general usage (website, sales and marketing activities), delivery of its productions, solutions and services (handling of customers' data), recruiting (handling of candidates' personal data).

Implement GDPR governance and procedures (with a focus on employee training and awareness).

Foster relationships with local suppliers — Proportion of spending with local suppliers — 2018: 50% — 2019: 60% — Evolution: IMPROVEMENT — See Page 43

Targets:
Ask suppliers who participated in the consultation for this report to participate to a joint collaborative workshop with the aim to assess the report impact and exchange on their future expectations.

Implement a sustainable procurement policy including a selection methodology for new suppliers and an assessment methodology for existing suppliers on social and environmental criteria.

SDG 17 – PARTNERSHIPS FOR THE GOALS

Listening for: appropriate responses for the employees, tailor-made solutions for the customers, increased transparency towards external stakeholders — Number of stakeholder groups reached out for consultation — 2018: 5 — 2019: 5* — Evolution: STABILITY — See Page 44

Targets:
Progressively and continuously expand the commitment of internal and external stakeholders through dedicated sustainable development programs to raise awareness, provide trainings, and share best practices.

Integrate materiality analysis approaches at each site, especially in locations outside of Europe.

Create an evaluation committee composed of external stakeholders in order to jointly develop the content of future reports.

No additional stakeholder consultation program took place in 2019.

	Units	2018	2019	Evolution	
Be transparent and give visibility	Notice period regarding operational changes	4 weeks	4 weeks	STABILITY	See Page 45
Building cohesion setting the example	Gender diversity at Board level	75% / 25%	75% / 25%	STABILITY	See Page 46
Break free of professional biases towards men and women	Gender diversity at employee level	79%* / 21%*	83% / 18%	STABILITY	
Consider the needs of all generations	Age diversity at employee Board level (m/f)	0% (<30 yrs) 100% (30-50 yrs) 0% (>50 yrs)	0% (<30 yrs) 75% (30-50 yrs) 25% (>50 yrs)	IMPROVEMENT	See Page 47
	Age diversity at employee level (m/f)	17% (<30 yrs) 76% (30-50 yrs) 7% (>50 yrs)	13% (<30 yrs) 75% (30-50 yrs) 13% (>50 yrs)	IMPROVEMENT	

2020-2022 Targets

Expand the boundaries of the reporting to gradually integrate other countries in the reporting perimeter.

Refine the data collection internal tool for sustainability metrics in order to quantify and report on the 2020 progress against the targets set.

Engage further internal employees in the understanding and appropriation of the sustainable strategy by creating 1-pager fact sheets per SDG to present eProseed's impact, contribution indicator and progress.

Review internal HR policies and draft a dedicated Human Rights policy to integrate eProseed's commitment towards UNGC Principle 4 to uphold the elimination of forced and compulsory labour in its operations and supply chain.

Provide training to employees on preventing discrimination and Human Rights Violations.

Facilitate internal communication across team members via workshops addressing the topic of "understanding yourself to understand others better".

2018 information restated.

54

		Performance				2020-2022 Targets
	Units	**2018**	**2019**	**Evolution**		
Get a different perspective through different cultures (17 PARTNERSHIPS FOR THE GOALS)	Number of nationalities	17*	14	REGRESSION	See Page 47	Participate in local initiatives around CSR and sustainability in order to exchange with peers and share own practices and experiences.
Environmental impact comes from within and without the organisation (13 CLIMATE ACTION)	Energy consumption inside the organisation (headquarter building)	19.500 kwh	20.000 kwh	STABILITY	See Page 49	Decommissioning most of the datacentres moving them to the Cloud. Integrate environmental aspects in the selection and furnishing of the new offices.
	Energy consumption outside the organisation (data centres)	38.000 kwh	42.500 kwh	REGRESSION		
	Energy consumption outside the organisation (fuel consumption)	1.191.964 kwh	877.899 kwh	IMPROVEMENT		
	Energy Intensity Ratio (compared to the increase in volume of activity)	NA	–35%	IMPROVEMENT		
A trade-off between proximity to customers and the environmental impact of travels	Indirect (Scope 3) GHG emissions. Derivated from the number of kms driven during commuting	480 Teq CO_2	421 Teq CO_2	IMPROVEMENT	See Page 50	Implement a monitoring framework covering the entire scope of emissions for regular professional trips and business trips. Collaborate with the leasing company about incentive mechanisms for a greener vehicle float or alternative means (electric bikes). Implement a sustainable procurement policy including a selection methodology for new suppliers and an assessment methodology for existing suppliers on social and environmental criteria. Enhance existing work practices policies including homeworking framework.

2018 information restated.

4 | ABOUT THE REPORT

4.1 REPORTING BOUNDARIES, PERIOD AND CONTENT

This report covers the activities and sustainability performance of eProseed's headquarters in Luxembourg for the calendar year from January 1, 2019 to December 31, 2019. Subsidiaries have not been included in this first report, except in the first chapter 1. About eProseed (pages 8 to 19). Expanding the scope of sustainability reporting to gradually includes main operational sites and key subsidiaries is part of the continuous improvement towards greater transparency.

eProseed aims to publish its Sustainability Report every year, in order to continue working towards its objectives of sustainable growth and to transparently disclose the company's progress in its sustainable management and performance, as well as a communication channel to actively engage with all stakeholder groups.

Only content that is material to eProseed's strategy, performance, reputation or ability to create value has been included in this Sustainability report.

eProseed's most recent previous report covers the period from January 1, 2017 to December 31, 2018. The report is available here.

4.2 SOURCES OF INFORMATION

All data and information presented in this report derive from recording procedures and management system databases applied by eProseed. In case the data is processed or based on assumptions, a reference regarding the way or the method of calculation is given, according to GRI Standards.

4.3 RESTATEMENTS OF INFORMATION

For this second Sustainability report, there has been no restatement of information or changes in material topics or boundaries.

4.4 GRI CONTENT PRINCIPLES NOTE

This report has been prepared in accordance with the GRI Standards: Core option.

In preparation of its first Sustainability report for 2017–2018, eProseed conducted a materiality analysis, between May 2019 and July 2019, to identify the priority topics to report on according to the stakeholder inclusiveness principle.

There has been no significant changes in the material topics identified, the materiality matrix is hence the same.

4.5 | METHODOLOGY

The materiality analysis process used to prepare stakeholder engagement program, consisted of the following 6 steps:

Step 1:
TOPIC IDENTIFICATION

In order to create a list of sustainable development topics to consider in the stakeholder consultations, the methodology is based on:

- A documentary analysis encompassing existing initiatives as well as the GRI Sustainability Reporting Standards.
- A comparative sectoral study of peers offering equivalent IT services, based on their publicly available sustainable development reports.

50 topics were identified and subsequently underwent an impact analysis and a stakeholder assessment. Those 50 topics are listed on page 61 in eProseed's materiality matrix.

Step 2:
ANALYSIS OF THE SIGNIFICANCE OF ECONOMIC, SOCIAL, AND ENVIRONMENTAL IMPACTS

The significance of the economic, social, and environmental impacts of eProseed's activities was first assessed through a quantitative evaluation questionnaire. A quantitative survey was sent internally in order to collect the maximum number of responses. Out of the 77 invited participants, 20 responded, bringing the participation rate to 26%.

Two assessment criteria were taken into account:

- The impact level (from 1 – not significant to 4 – very significant);
- The proficiency level (from 1 – very high proficiency to 4 – low proficiency).

A rating scale of 1 to 4 was used to avoid averaging.

The criteria were weighted identically (without a multiplier), giving each participant the same weight. The position of the areas on the matrix's X axis corresponds to the average results for the two criteria. The result of eProseed's materiality matrix is disclosed on page 61.

Step 3:
SUSTAINABILITY IMPACT ASSESSMENT AND CONTRIBUTIONS TO THE SDGs

In order to refine the impact analysis carried out as part of developing the materiality matrix, a risk and opportunity analysis for the shared-value framework chain created with members of eProseed's internal Sustainability Committee. This was done according to UNGC and GRI recommendations *(Integrating the SDGs into corporate reporting: a practical guide, 2018)* in order to identify contributions to the SDGs. An assessment scale from 1 (low) to 4 (very significant) was used to assess the positive and negative impacts throughout the value chain.

Step 4:
IDENTIFICATION AND SELECTION OF STAKEHOLDERS

The internal and external stakeholder groups were first profiled by the Sustainability Committee in charge of producing the report, in accordance with the AA1000SES methodology.

Stakeholders were then positioned in eProseed's sphere of influence (their influence on the organisation and how their interactions relate to the company's responsible management, delivery of products, solutions and services, and shared value creation commitments) against their sphere of dependence (how the organisation/the stakeholder are dependent on each other).

Step 5:
STAKEHOLDER CONSULTATION

For this first stakeholder engagement exercise, eProseed selected 16 external stakeholders. A qualitative questionnaire was then sent to each stakeholder representatives to assess their perception of eProseed's priority areas in its sustainable management and the topics they perceived as most relevant.

The participation rate increased to 32%, with responses received from 5 stakeholder groups.

Only one rating criterion, the level of significance of the topics, was considered. A rating scale of 1 to 4 was used to avoid averaging.

The stakeholders were weighted identically (without a multiplier) to give each participant equal importance.

The pie chart below illustrates the breakdown of internal and external stakeholders which were reached out to during the consultation.

Key business partners 1

Corporate suppliers 6

Executive Management 3

Customers 9

Employees 77
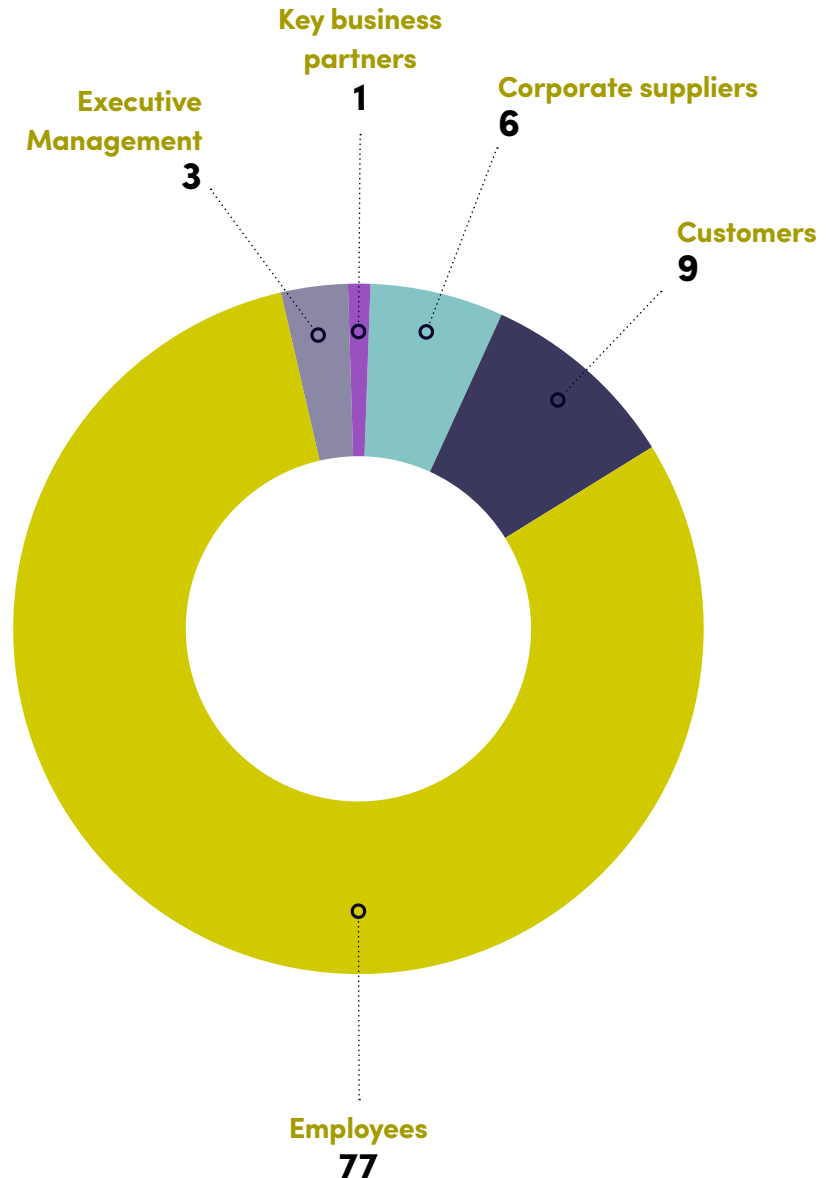
Step 6:
SELECTION OF TOPICS

Through analysing the activities' economic, social, and environmental impacts and consulting internal and external stakeholders, the following materiality matrix was created:

eProseed's materiality matrix
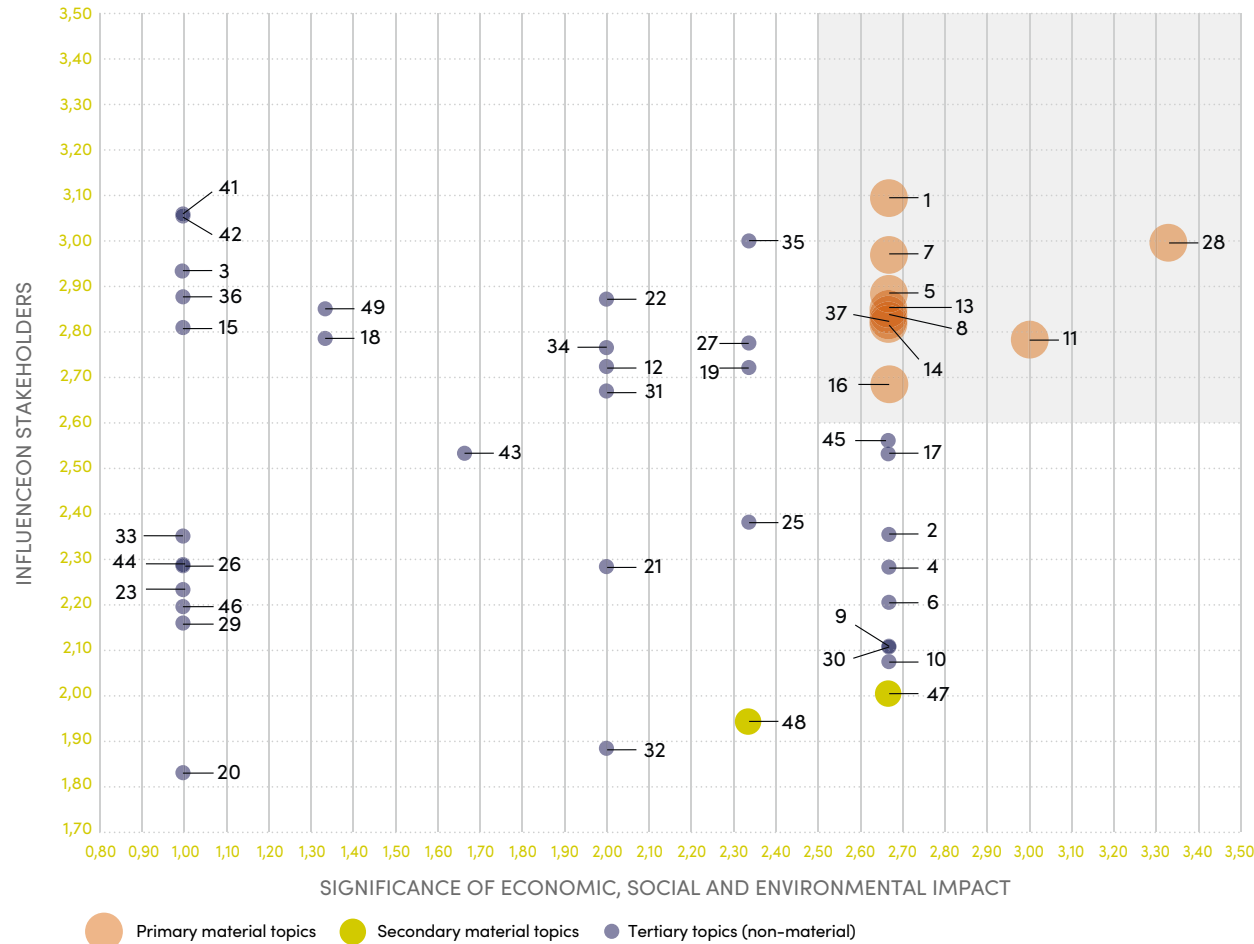
The primary material topics are identified in bold in this list, they correspond to the dots in orange in the grey area.

1 **Competencies evaluation and personal development**
2 Measures promoting and facilitating work-life balance
3 Remuneration and value sharing mechanisms
4 Internal communication
5 **Involvement and consultation of employees**
6 Work organisation
7 **Health and well-being at work**
8 **Labour-Management relations (governance of employees' representation bodies & communication)**
9 Professional mobility
10 Continuous training and education
11 **Diversity at work (equal treatment and measures against discriminations)**
12 Fair and ethical recruitments
13 **Safety at work**
14 **Energy reduction and optimisation (home-to-work trips)**
15 Evaluation of suppliers in ethical and social matters
16 **Reduction of payment delays towards suppliers**
17 Evaluation of suppliers in environmental matters
18 Energy reduction and optimisation (business trips)
19 Energy reductions and optimisation (building management, energy saving computer equipment)
20 Reduction and optimisation of office supplies (office supplies, printers, paper, furniture, etc.)
21 Raise awareness and train partners in social responsibility and sustainable development
22 Encourage ethical business behaviours
23 Raise awareness of human rights among partners
24 Develop collaborations and partnerships to promote social responsibility topics
25 Participatory decision-making

26 Handling mechanism and transparency of internal claims
27 Transparency in management and governance structure (roles and responsibilities, risk management, etc.)
28 **Privacy data protection**
29 Diversity across various seniority levels
30 Regulatory compliance and legal monitoring
31 Combating conflicts of interest
32 Equal remuneration for men and women
33 Customer satisfaction
34 Knowledge sharing to external parties (e.g.: with customers)
35 Privacy & confidentiality of customers data
36 Product innovation
37 **Economic performance (financially strong business model, able to invest to adapt to the changing technology landscape)**
38 Reduction and optimisation of energy consumption in: data centres
39 Reduction and optimisation of energy consumption in: energetical impact of data (developments, configurations and code optimisation)
40 Digital assets security (protection against external attacks)
41 Operational excellence: timeliness in the delivery of services
42 Operational excellence: quality in the delivery of services
43 Social responsibility: operations with local community engagement
44 Social responsibility: Screening suppliers on their social assessment
45 Environmental footprint: Screening suppliers on their environmental assessment
46 Indirect economic impacts
47 **Environmental footprint: Reduction of GHG emissions**
48 **Environmental footprint: Reduction of energy consumption**
49 Environmental footprint: Waste management
50 Environmental footprint: Water management

Primary topics were established using a materiality threshold determined collectively by the eProseed Sustainability Committee.

- The materiality threshold defining the **primary material topics** (orange dots within the grey area) corresponds to coordinates greater than or equal to (horizontal axis: 2,50, vertical axis: 2,60)

- The **secondary material topics** (green dots in the white area) were selected collectively by the Sustainability Committee in order to set performance targets on environmental aspects even though the significance and impact on stakeholders was not rated as primarily important.

- The tertiary topics (purple dots in the white area) are the least important and were not included in the scope of this report.

NEXT STEPS

eProseed's sustainable strategy is based on a process of continuous improvement and dialogue with stakeholders through a progressive stakeholder engagement program. This program will be further developed and periodically renewed to continually involve new categories of stakeholders as part of the reporting process.

4.6 | REVIEW & APPROVAL

Production of this second Sustainability report is overseen by a dedicated CSR Committee at eProseed. The members of eProseed's CSR Committee are drawn from eProseed's Management, Human Resources, Technology and Operations teams. eProseed has conducted an internal verification of the information provided in this report. Content is reviewed by the Sustainability Committee and approved by the CEO before publication. The objectives for the assurance process included:

- Accuracy and completeness of data
- Reliability of systems used to measure and record data
- Reliability of the extra-financial indicators and ratios compiled from underlying data
- Adherence to the GRI Standards
- Presentation of a complete and fair picture in the report as a whole

4.7 | GRI CONTENT INDEX

Logo GRI

For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

GENERAL DISCLOSURES			
GRI STANDARD	**DESCRIPTION**	**OMISSION**	**PAGE NUMBER**
GRI 101: FOUNDATION 2016 **GRI 102: GENERAL DISCLOSURES 2016**			
ORGANIZATIONAL PROFILE			
GRI 102–1	Name of the organization		68
GRI 102–2	Activities, brands, products, and services		10, 11
GRI 102–3	Location of headquarters		12, 13
GRI 102–4	Location of operations		12, 13
GRI 102–5	Ownership and legal form		68
GRI 102–6	Markets served		6, 10, 12, 13
GRI 102–7	Scale of the organization		6, 12
GRI 102–8	Information on employees and other workers		15, 16
GRI 102–9	Supply chain		6, 17, 43
GRI 102–10	Significant changes to the organization and its supply chain		17
GRI 102–11	Precautionary Principle or approach		14
GRI 102–12	External initiatives		17, 18
GRI 102–13	Membership of associations		17, 18
STRATEGY			
GRI 102–14	Statement from senior decision–maker		4, 5
ETHICS AND INTEGRITY			
GRI 102–16	Values, principles, standards, and norms of behavior		19
GOVERNANCE			
GRI 102–18	Governance structure		14, 23

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
STAKEHOLDER ENGAGEMENT			
GRI 102–40	List of stakeholder groups		25
GRI 102–41	Collective bargaining agreements		16
GRI 102–42	Identifying and selecting stakeholders		24, 59, 60
GRI 102–43	Approach to stakeholder engagement		24, 25, 26, 27, 44, 59, 60
GRI 102–44	Key topics and concerns raised		27
REPORTING PRACTICE			
GRI 102–45	Entities included in the consolidated financial statements		58
GRI 102–46	Defining report content and topic Boundaries		29, 58
GRI 102–47	List of material topics		61
GRI 102–48	Restatements of information		58
GRI 102–49	Changes in reporting		58
GRI 102–50	Reporting period		58
GRI 102–51	Date of most recent report		58
GRI 102–52	Reporting cycle		58
GRI 102–53	Contact point for questions regarding the report		57, 68
GRI 102–54	Claims of reporting in accordance with the GRI Standards		57, 58
GRI 102–55	GRI content index		63, 64, 65, 66, 67
GRI 102–56	External assurance		62
MATERIAL TOPICS			
ECONOMY			
MATERIAL TOPIC – GRI 201: ECONOMIC PERFORMANCE 2016 GRI 103: MANAGEMENT APPROACH 2016			
GRI 103–1	Explanation of the material topic and its Boundary		36
GRI 103–2	The management approach and its components		36
GRI 103–3	Evaluation of the management approach		36, 37
GRI 201–1	Direct economic value generated and distributed		37

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
MATERIAL TOPIC – GRI 202: MARKET PRESENCE 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
GRI 103–1	Explanation of the material topic and its Boundary		40
GRI 103–2	The management approach and its components		40
GRI 103–3	Evaluation of the management approach		40, 41
GRI 202–1	Ratios of standard entry level wage by gender compared to local minimum wage		41
MATERIAL TOPIC – GRI 204: PROCUREMENT PRACTICES 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
GRI 103–1	Explanation of the material topic and its Boundary		43
GRI 103–2	The management approach and its components		43
GRI 103–3	Evaluation of the management approach		43
GRI 204–1	Proportion of spending on local suppliers		43
ENVIRONMENT			
MATERIAL TOPIC – GRI 302: ENERGY 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
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