

SUSTAINABILITY REPORT 2019

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



Geoffroy de Lamalle,
CEO of eProseed

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.

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.

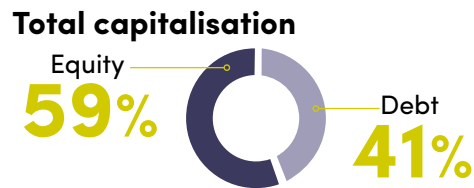
Innovate where others follow!

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



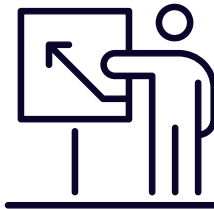
6 Sectors served
(Governments and institutions,
Finance, Telecom, Utilities,
Insurance and Banking, Transport)



€44,6M
In sales representing a

77% increase
compared
to 2018

representing
30.729
days of consultancy



2017
Support to the
Ten Principles of
UN Global Compact

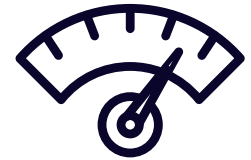


7 Pillars of the
sustainable strategy



Members of the
CSR Committee

14
Non-financial
performance indicators



5 UN Sustainable
Development Goals
eProseed contribute to



Stakeholder groups
reached out to for the
engagement program

Sustainability at eProseed

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.

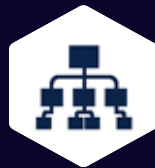
eProseed is focused on partnering with major vendors so that customers will benefit from strong first-hand experience with a wide range of new technologies.



Turnkey End-to-End Solutions



IT Modernisation & Consolidation



Enterprise Architecture



Database & Data Management



Middleware



Digital Transformation

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

SPECIALISATIONS

eProseed is 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, Javascript Extension Toolkit, Application Grid, WebCenter, Identity Governance, Access

Management, Oracle Linux, Solaris, SPARC/T-series, Super Cluster, Exadata and Exalogic. eProseed also offers complementary value-added services for management and technology practices such as Identity Access Assessment, Oracle Licences Assessment, Oracle Concierge Services and tailor-made Oracle Trainings.

ORACLE Platinum Partner
Specialized
Oracle SOA Suite 12c

ORACLE Platinum Partner
Specialized
Oracle WebLogic Server 12c

ORACLE Platinum Partner
Specialized
Oracle Enterprise Manager 12c

ORACLE Platinum Partner
Specialized
Oracle Database 12c

ORACLE Platinum Partner
Specialized
Oracle Business Process Management 12c

ORACLE Platinum Partner
Specialized
Oracle WebCenter Content 11g

ORACLE Platinum Partner
Specialized
Unified Business Process Management 11g

ORACLE Platinum Partner
Specialized
Oracle Application Development Framework 11g

ORACLE Platinum Partner
Specialized
Oracle Application Grid 11g

ORACLE Platinum Partner
Specialized
Oracle WebCenter Portal 11g

ORACLE Platinum Partner
Cloud Standard

ORACLE Platinum Partner
Specialized
SPARC T4-based Servers

ORACLE Platinum Partner
Specialized
Linux 6

ORACLE Platinum Partner
Specialized
Exalogic Elastic Cloud X3-2

ORACLE Platinum Partner
Specialized
Oracle Data Integration 11g

ORACLE Platinum Partner
Specialized
Java Platform - Standard Edition 7

ORACLE Platinum Partner
Specialized
Oracle Business Intelligence Foundation Suite 11g

1.2 | GLOBAL & LOCAL PRESENCE

Proximity in all aspects with all customers

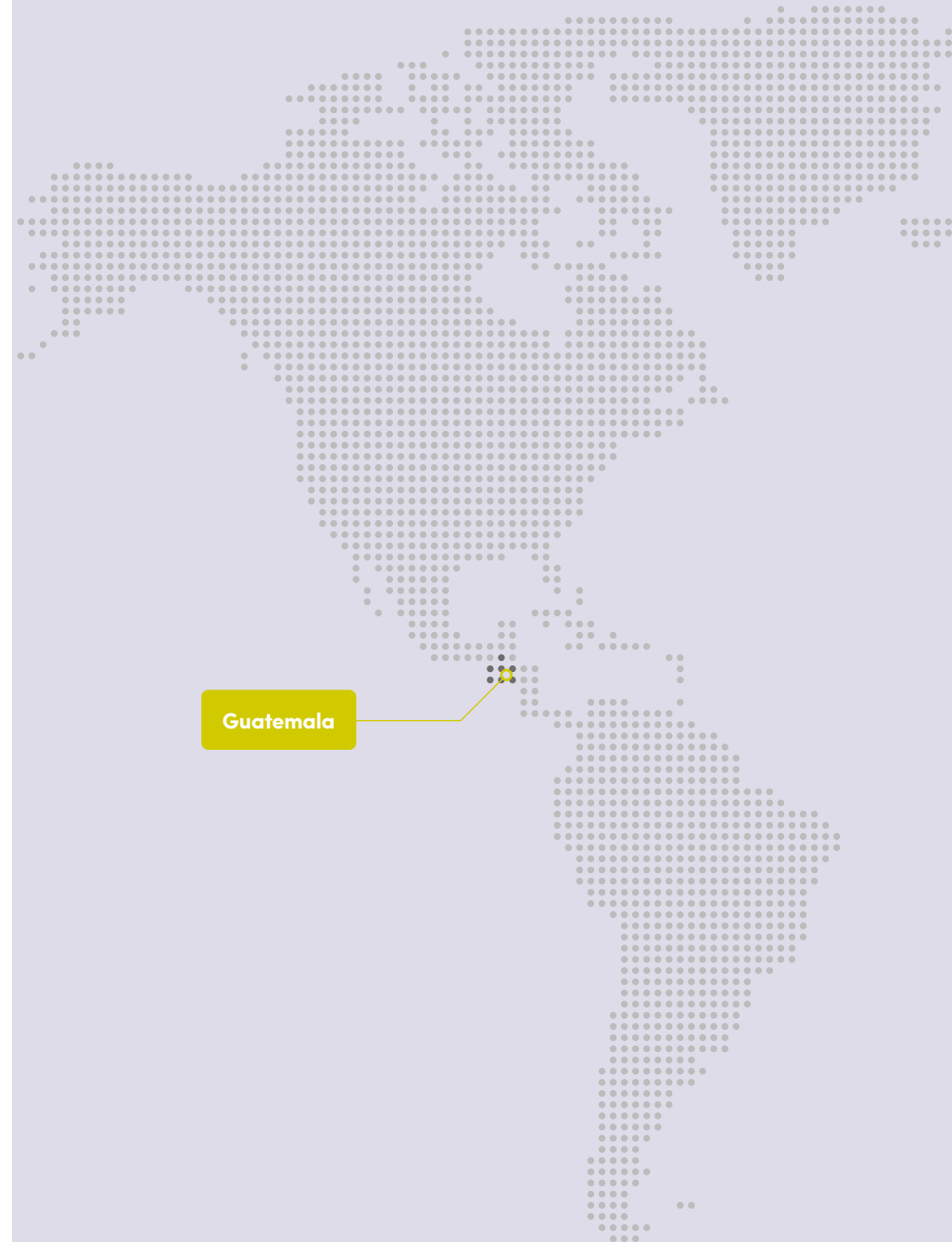
eProseed has a GLOCAL (global-local) approach, focusing on proximity in all aspect with all customers.

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



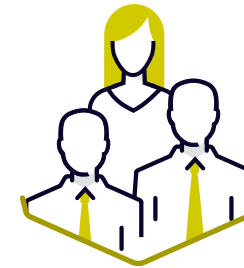
80% of the group's activities come from Luxembourg, United Arab Emirates, the Netherlands and the United Kingdom.

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.

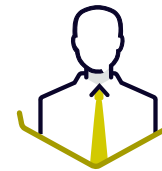
EXECUTIVE COMMITTEE



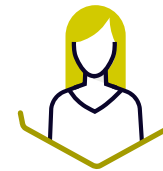
Geoffroy de Lamalle
CHIEF EXECUTIVE OFFICER



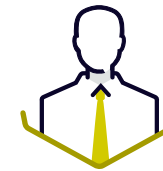
Stéphanie Noël
CHIEF OPERATING OFFICER



Fabien Henriet
CHIEF TECHNOLOGY OFFICER



Sónia Silva
CHIEF PEOPLE OFFICER

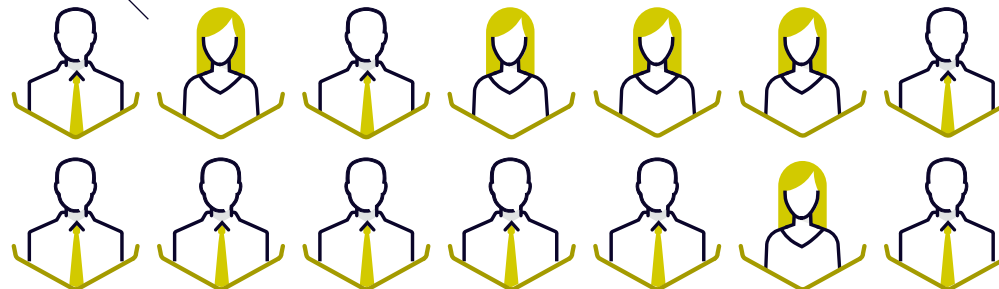


Henri Agbodjan
SALES DIRECTOR



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 (Oracle 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.

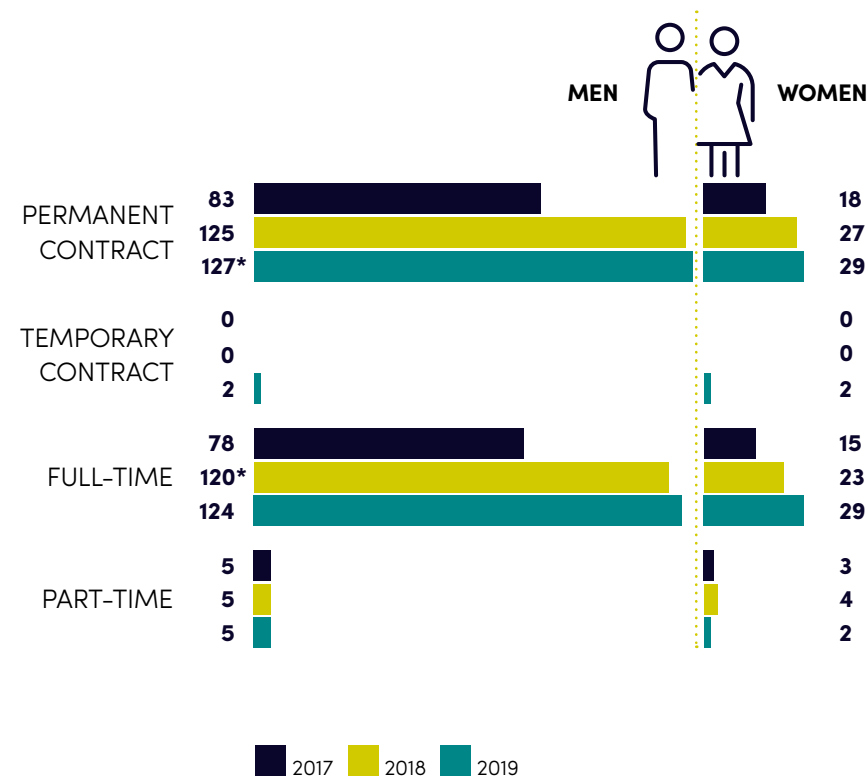
eProseed is committed to creating and maintaining a working atmosphere where colleagues can be passionate, engaged and aligned with strategy, living core values every day and bringing values to delighted customers.

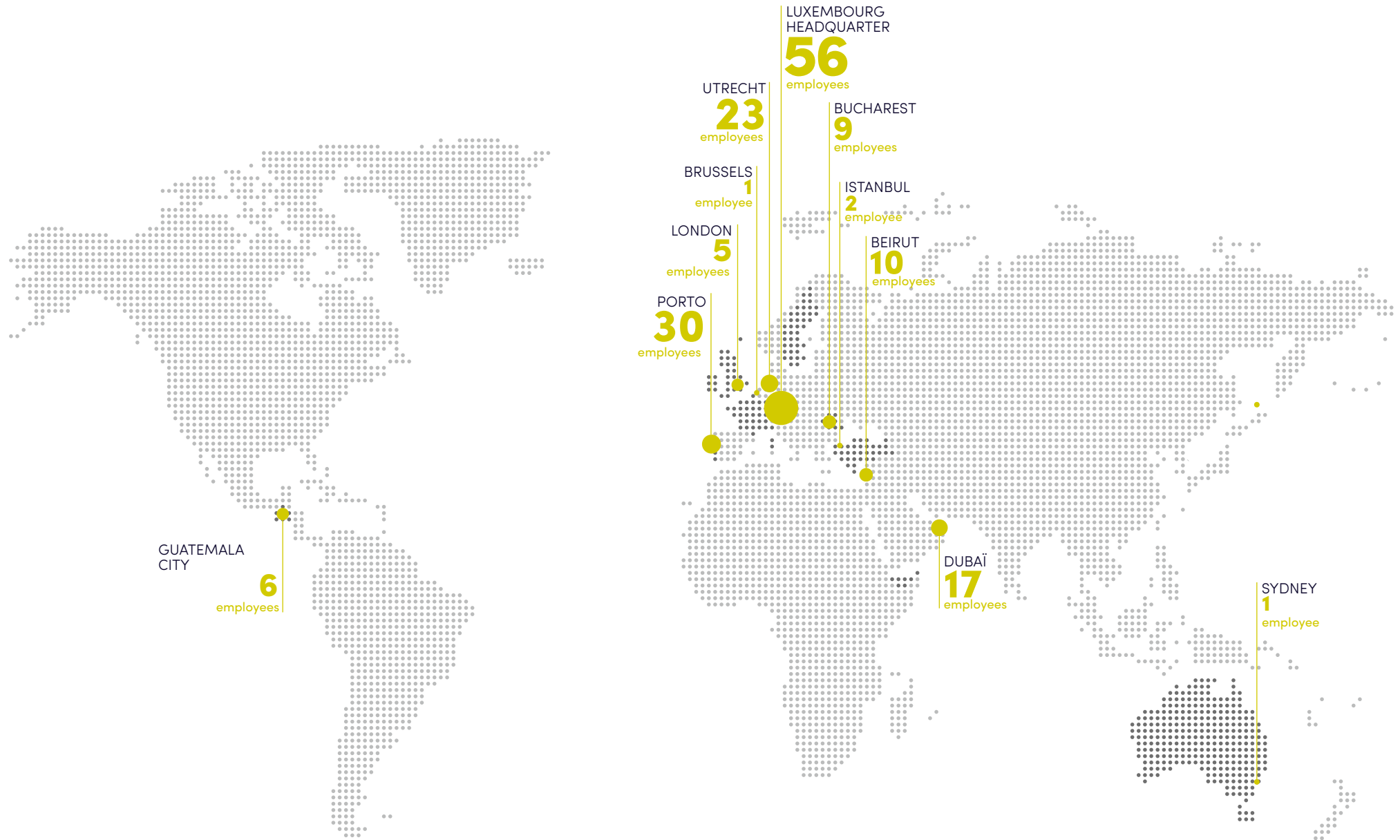
*Methodological note on restatement of information:

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





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.



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.



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.



Awarded 21 Excellence Awards in 9 years

1. Oracle Benelux industry Partner of the Year 2009
2. Oracle FMW Innovation Award 2010, Worldwide
3. Oracle Middleware Partner of the year 2010
4. Oracle Middleware Partner of the year 2011
5. Oracle Middleware Partner of the year 2012
6. Oracle Partner of the year 2013 – Luxembourg
7. Oracle Partner of the Year 2014 technology – Luxembourg
8. Oracle Global Innovation award 2014, worldwide (Webcenter Suite category)
9. Oracle MENA (Middle East North Africa) Industry Partner of the year 2014
10. European ICT Awards 2014 – European Startup of the year
11. Oracle Partner Community 2015 – Paas4SaaS partner of the year
12. Oracle Partner Community 2016 – SOA achievement 2016
13. Oracle Cloud Innovation Award 2016 – Cloud Integration category
14. Oracle PaaS Partner Community Awards 2017 – Outstanding SOA CS Contribution
15. Luxembourg ICT Awards 2017 – IT Development Company of the Year
16. Luxembourg Finance Awards 2017– RegTech Solution of the Year
17. Oracle Database Appliance Western Europe Summit 2017 – ODA Regional Partner Award Benelux
18. Oracle PaaS Partner Community Awards 2018 – Outstanding SOA CS Contribution
19. Information Security Awards 2018 – GDPR Initiative of the Year
20. UKOUG Middleware Partner of the Year 2019
21. Oracle PaaS Partner Community Award 2019 – Outstanding Developer Contribution



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.

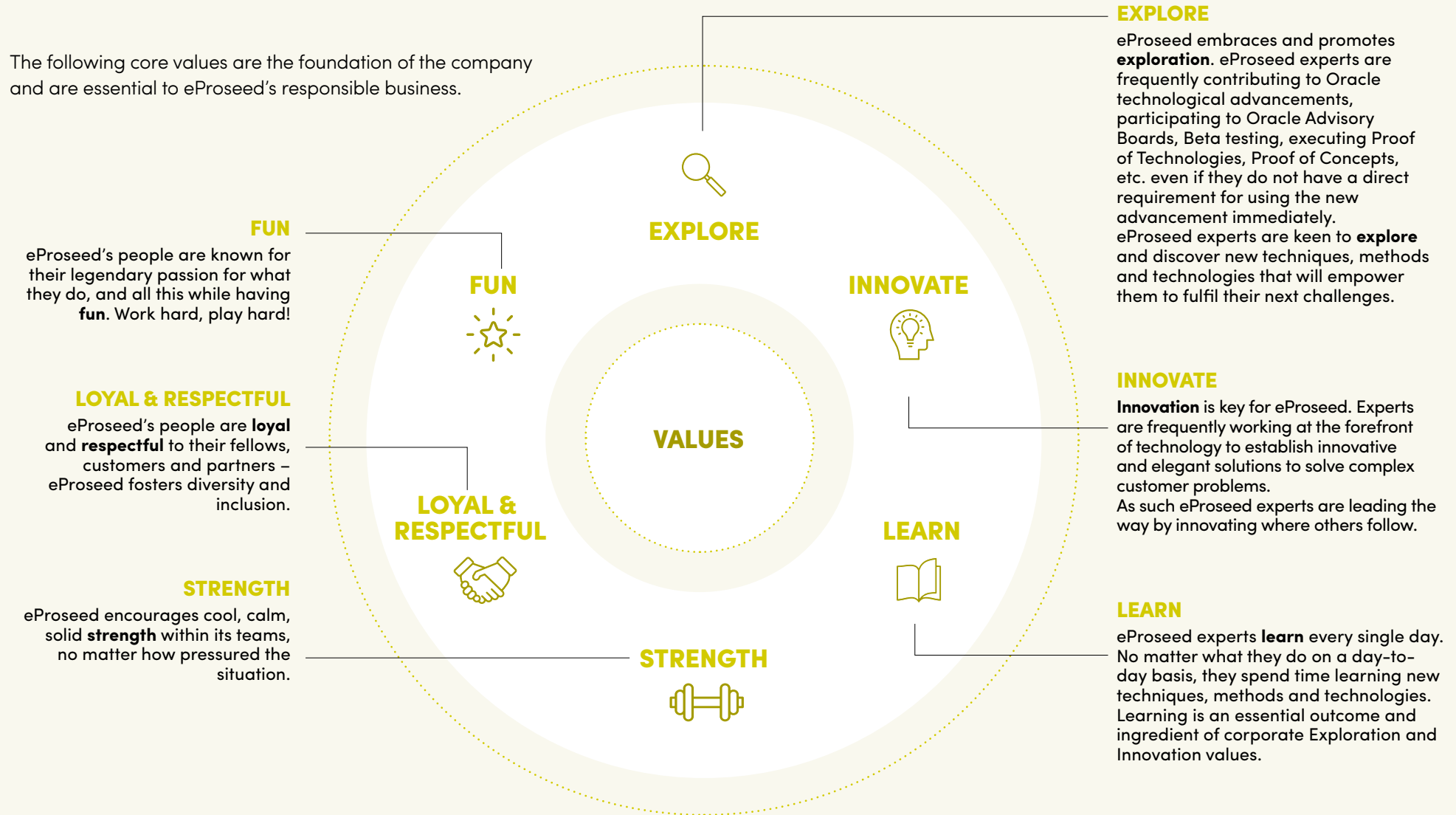


At eProseed, we have always been convinced that innovation and technology are factors that can have a positive impact on our clients' social and environmental responsibility, whether through digitalisation projects, but also in sectors such as mobility or health. It is internally, among our employees, 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.







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 clients. 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 CO₂ 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 addressing the challenges of future resource efficiencies.

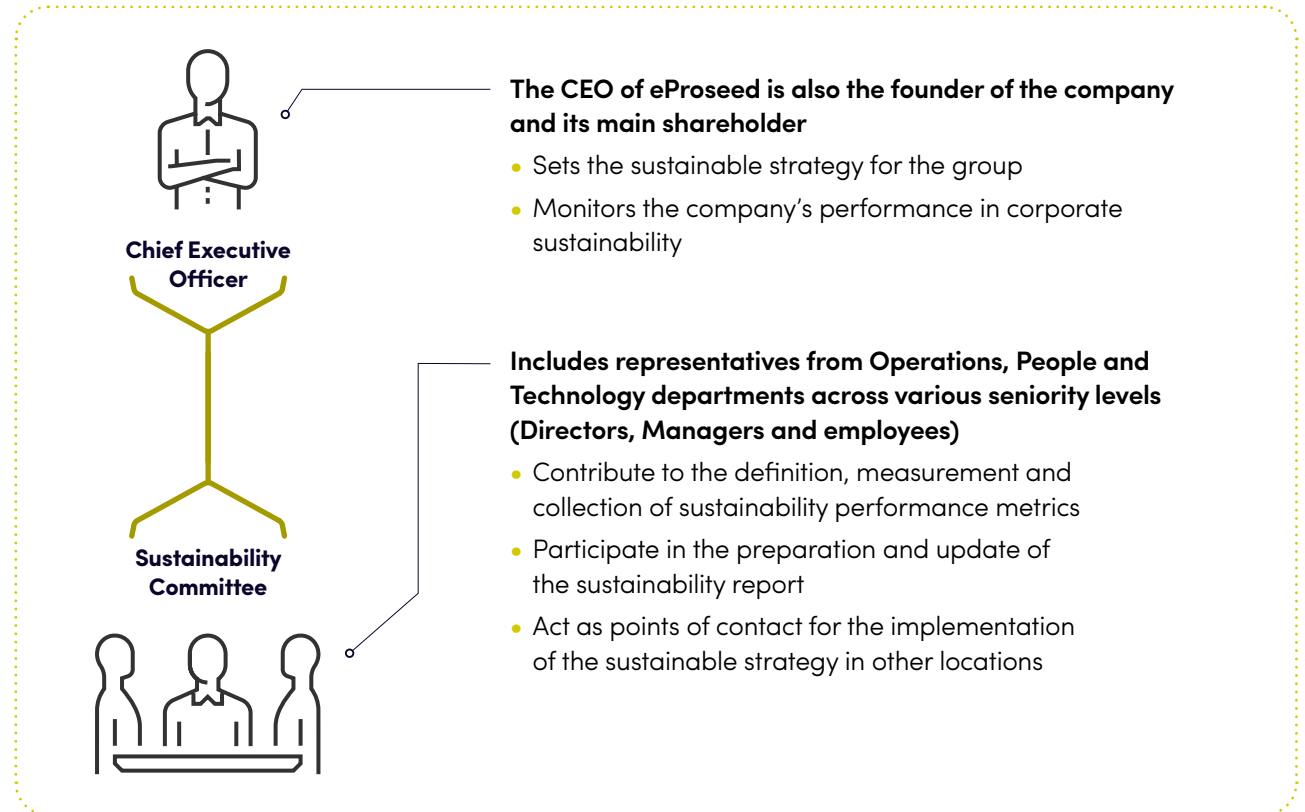
*Source: Taxonomy Technical Report, "Financing a Sustainable Economy", EU technical Expert Group on Sustainable Finance, European Commission's Joint Research Centre analysis on the EU ICT sector, based on 2015 data, June 2019.

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 client 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.



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.



*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 client 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

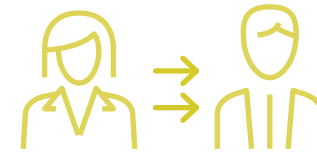
Fair and transparent selection process
Payment of invoices in due time

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)



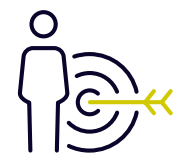
Inform: eProseed will implement a one-way targeted communication with the stakeholders, there is no invitation to reply



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

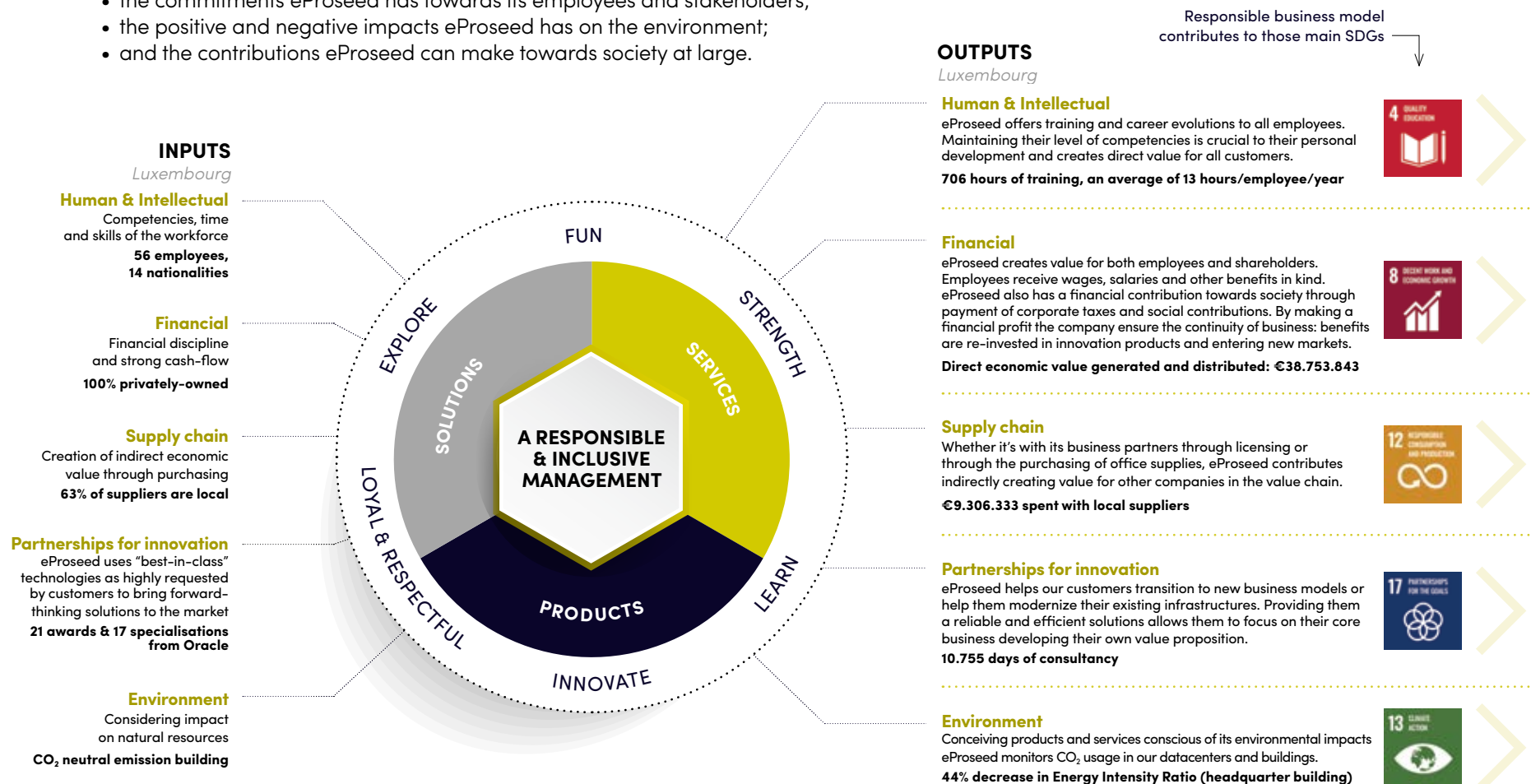


eProseed 2020 objective is to formalise the stakeholder engagement program and to build and run the commitment plan considering the stakeholders priorities.

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.



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

- Stand out thanks to expertise
- Create jobs and retain employees

GRI 404-1 33
GRI 401-1 35



Envision a long-term business model

Taking care of employees

- A financially strong business model, able to invest to adapt to the changing technology landscape
- Consider the sedentary nature of professions in the well-being of employees
- Giving work its true value

GRI-201-1 37
GRI 403-2 39
GRI 202-1 41



Commit to an ethical approach of doing business

- Guarantee the confidentiality of customers' data
- Foster relationships with local suppliers

GRI 418-1 42
GRI 204-1 43



Facilitate inclusive dialogue

Leveraging on diversity to foster innovation and be close to customers

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

GRI 102-43 44
GRI 402-1 45
GRI-405-1 46
47



Using natural resources wisely

- 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.



A woman with dark hair is shown in profile, looking down. She is wearing a blue top and large hoop earrings. The background is dark with colorful bokeh lights in shades of yellow, orange, red, and blue.

3

**SETTING TARGETS
FOR CONTINUOUS
IMPROVEMENTS**

3.1 | KEY ACHIEVEMENTS AND MANAGEMENT APPROACH



KEEP INVESTING AND RETAIN EXPERTISE AND KNOWLEDGE

Standout, thanks to



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

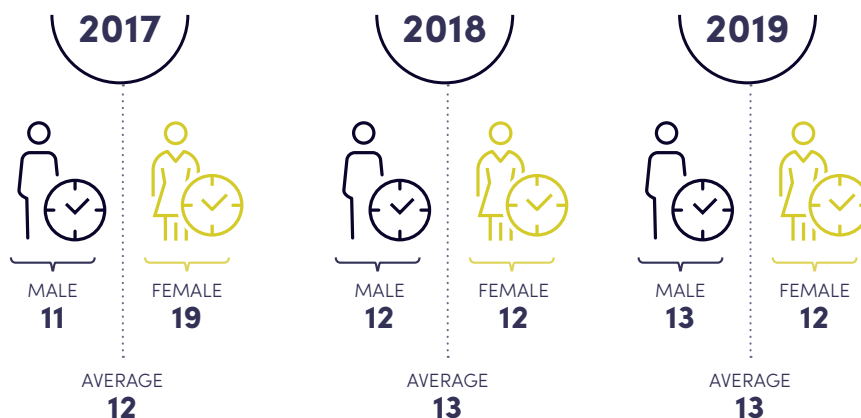


2017 → 550 h

2018 → 774 h

2019 → 706 h

Average number of training hours per employee per year (breakdown by gender)



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.



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 client 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.



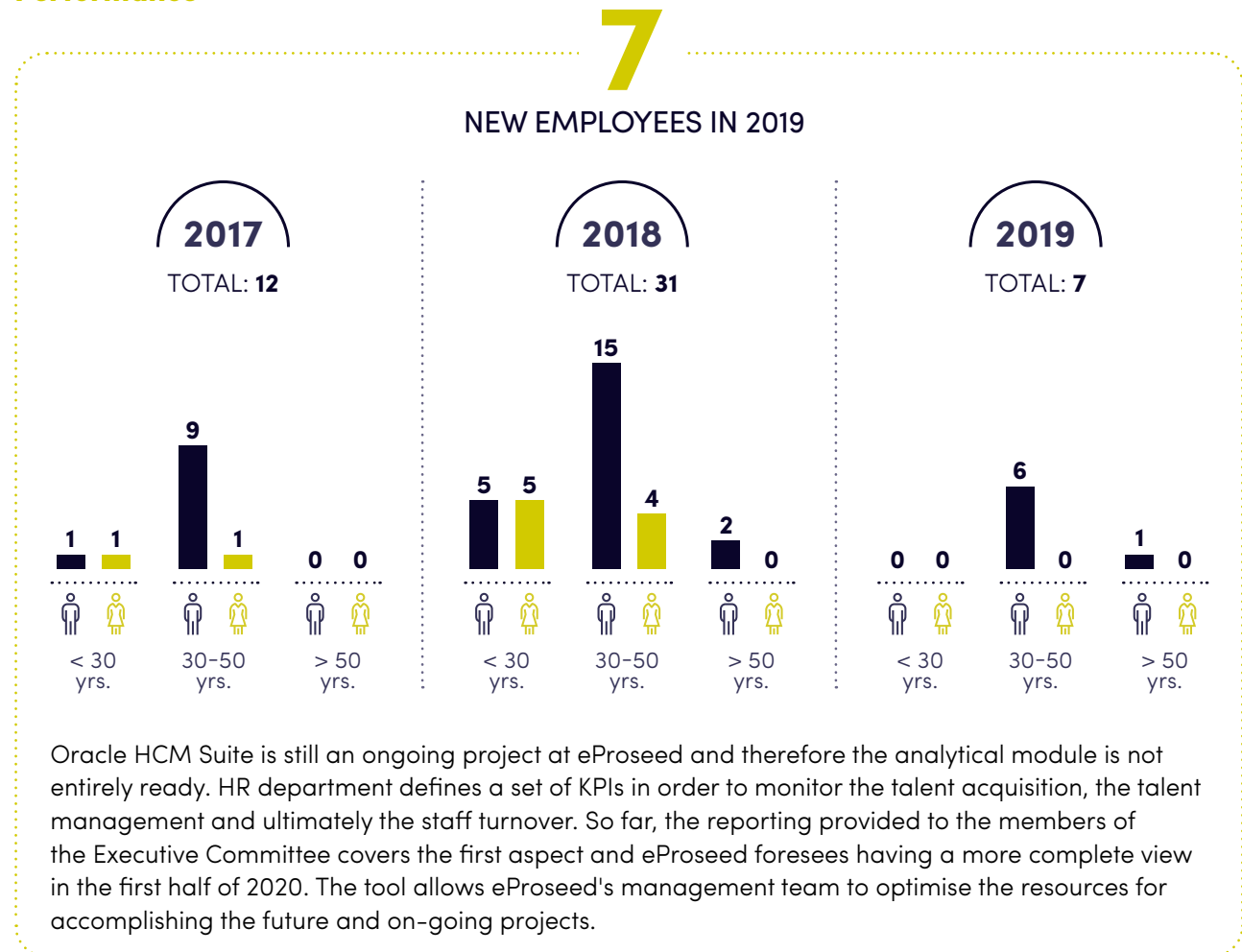
Target for improvement

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. This comprehensive suite offers 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.

Performance





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

eProseed will implement a new target operating model which will allow the more detailed definition of performance and efficiency of teams to deliver products and solutions for the customers.

Means to achieve target

The Executive committee will:

- Implement a new target operating model;
- Define economic KPIs and choose an accountable executive to monitor them;
- Provide quarterly reports to partners in order to refine the 2020-2022 strategy.



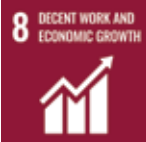
Performance

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 €



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. The future layout of offices will ease mobility and the selection of some furnitures will include ergonomic standards. The location of the new building has been also defined to reduce travel time for most of employees.

Means to achieve target:

eProseed plans to provide free entrance to gyms, raise the frequency of delivery of free healthy food for employees, and increase the insurance package for employees.



Performance

Number of work-related injuries:

ONE

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 injuries, 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).

Number of fatalities:

ZERO

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%

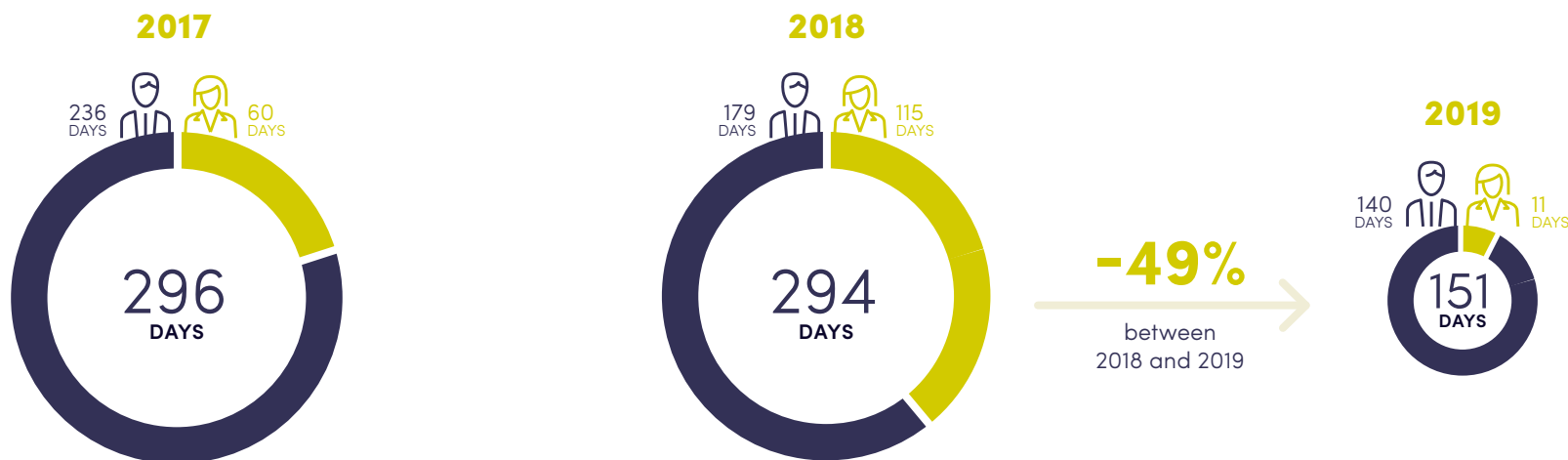
Number of lost days due to occupational illnesses and work-related injuries, relative to the total number of hours scheduled to be worked by all employees

Absentee rate:

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

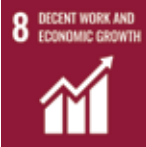
Measure of days lost due to absences of any kind (work-related or not), expressed as a percentage of total days scheduled to be worked by all employees

NUMBER OF DAYS SICK LEAVE FOR NON-WORK RELATED REASONS



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.



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 and refine benchmarks.



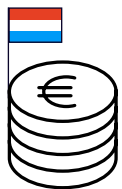
Performance



*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





COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

Guarantee the confidentiality of customers' data



Why is it important?

In a more and more regulated environment, 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.



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 regarding 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.



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.).



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.

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).



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 events to exchange information about eProseed and its goals during which round tables will be held and feedback, encouraged.



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

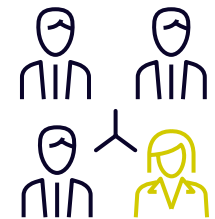
2019 eProseed's strategy is also looking to establish new offices in 2020 to reinforce its GLOCAL approach and to stay close to technical innovation centers. Sharing technical expertise is aligned with sharing various cultural values which is reflected in the company's core values.

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.

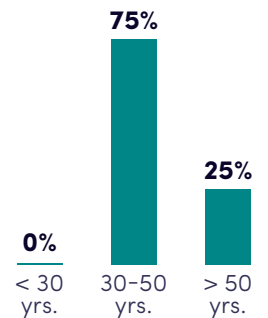
Building cohesion setting the example

EXECUTIVE COMMITTEE

2019



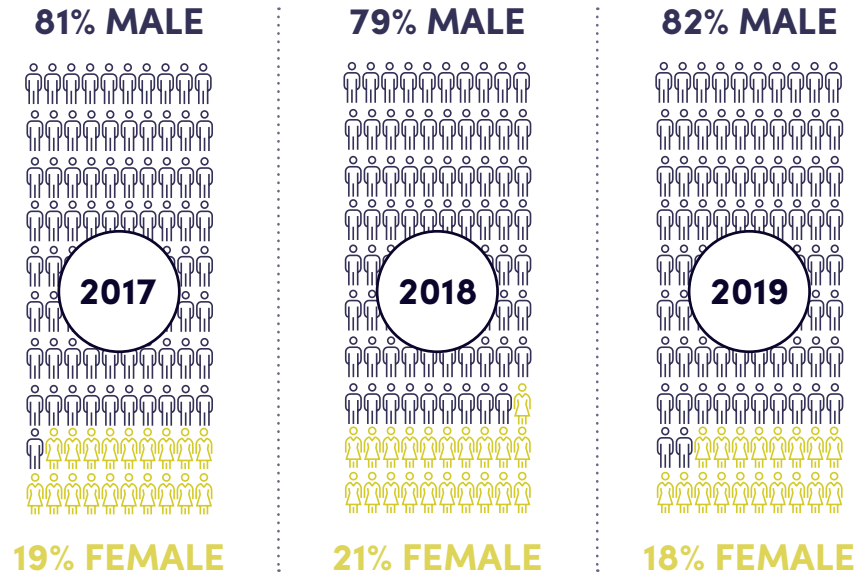
75% MALE
25% FEMALE



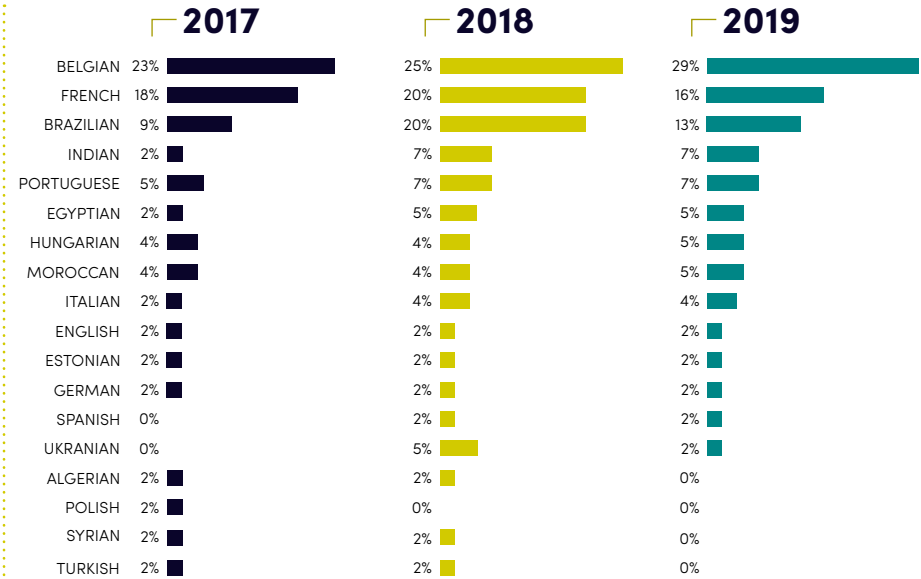


Performance

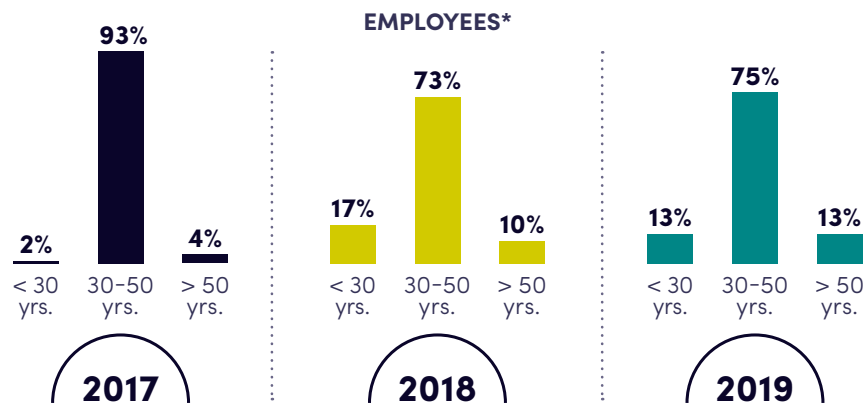
Break free of professional biases for men and women



Get a different perspective through different cultures



Consider the needs of all generations



*Executive Committee, Senior Management, Consultants and Operational staff

Equilibrium in remuneration of women and men

	2018		2019	
	Male (%)	Female (%)	Male (%)	Female (%)
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.



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 CO₂ emissions and everyone should contribute to it.



Importance
Secondary



Stakeholders
Civil society, Local communities,
Customers, Suppliers

Means to achieve target:

The main objective for 2019 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.

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 CO₂ 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.

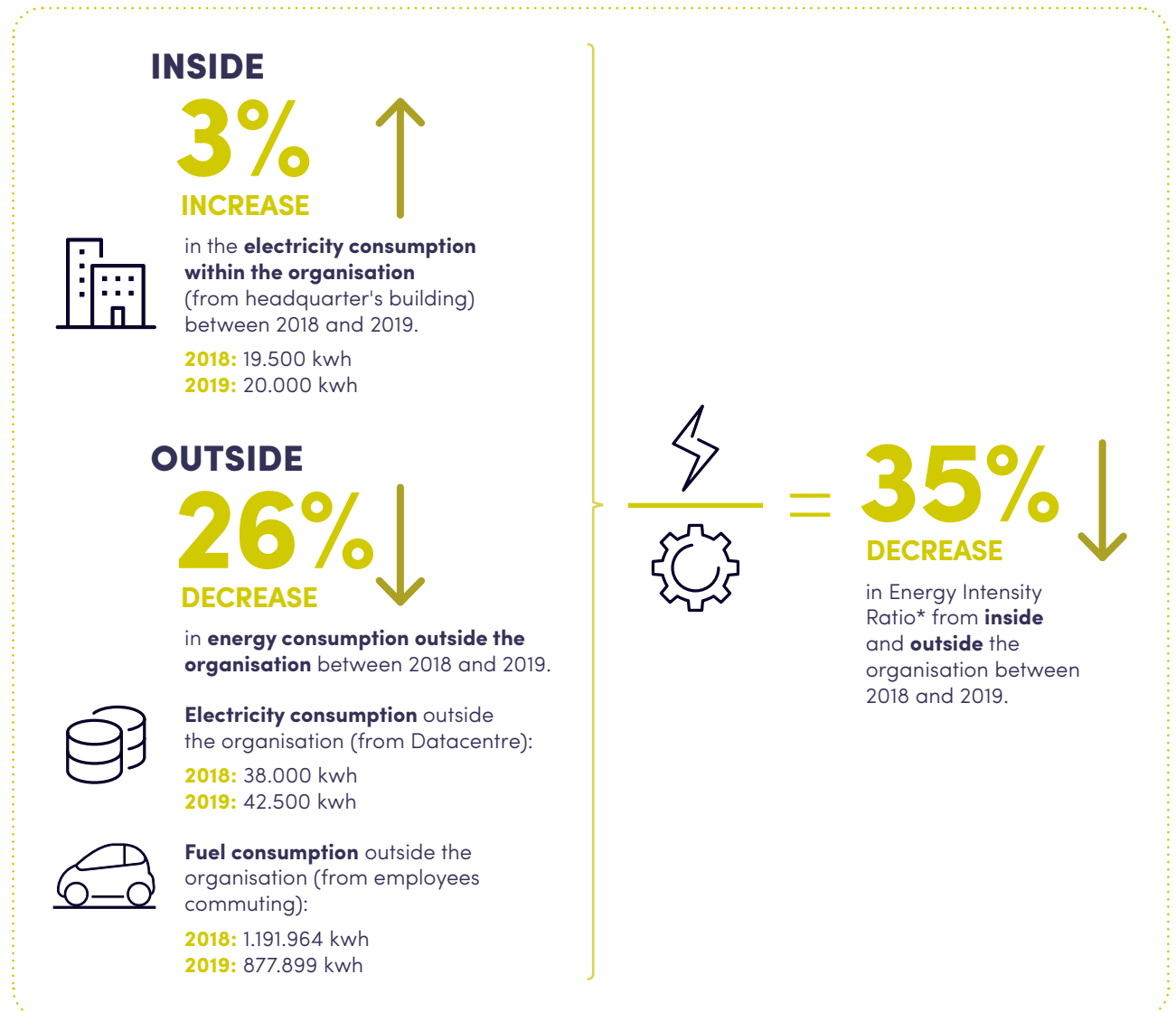
The energy consumption resulting from business travels by plane or train of employees has been excluded, as eProseed does not have the information systems or processes in place to collect this data.

Methodological note:

The conversion factors used are:

1 liter diesel = 10,74 kwh

1 liter petrol = 9,63 kwh





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 CO₂ 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 CO₂ 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.



Performance

Indirect (Scope 3)
GHG emissions

12% ↓
DECREASE

Between 2018 and 2019.

2018: 480 Teq CO₂
2019: 421 Teq CO₂

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 CO₂ compensation tool provided by myclimate.org for an average-sized gasoil car.

Means to achieve target:

eProseed will promote video conferencing and car-pooling as much as possible.

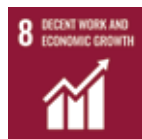
3.2 | GOALS FOR 2020-2022

Performance				2020-2022 Targets	
	Units	2018	2019	Evolution	
Stand out thanks to expertise	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	
	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.

*2018 information restated.

Performance

2020-2022 Targets





	Units	2018	2019	Evolution		
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	Definition of economic KPI's and responsible executive to monitor it Quarterly report to partners and refining of the strategy 2019-2022 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
	Number of work-related injuries	ZERO	ONE	 STABILITY		
Consider the sedentary nature of the professions in the well-being of employees	Number of fatalities	ZERO	ZERO	 STABILITY		
	Injury rate	0,00%	0,01%			
	Occupational illnesses rate	0,00%	0,00%	 STABILITY	See Page 39	Involve an occupational therapist to raise awareness about work postures and adjust the ergonomics of the workstations to individual needs
	Lost day rate	0,00%	0,02%			
	Absentee rate	2,18%	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
	Average entry salary for men/women vs. local minimum wage	51% 48%	43% 68%	 STABILITY	See Page 41	Provide training to employees on preventing discrimination and human rights violations


Performance

2020-2022 Targets



	Units	2018	2019	Evolution	
Guarantee the confidentiality of customers' data	Number of complaints	ZERO	ZERO	 STABILITY	See Page 42 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)
Foster relationships with local suppliers	Proportion of spending with local suppliers	50%	60%	 IMPROVEMENT	See Page 43 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
















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	5	5*	 STABILITY	See Page 44 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.
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*No additional stakeholder consultation program took place in 2019.



Performance

2020-2022 Targets

	Units	2018	2019	Evolution	
Be transparent and give visibility	Notice period regarding operational changes	4 weeks	4 weeks	 STABILITY	See Page 45
					<p>Expand the boundaries of the reporting to gradually integrate other countries in the reporting perimeter</p> <p>Refine the data collection internal tool for sustainability metrics in order to quantify and report on the 2019 progress against the targets set</p> <p>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</p>
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	

*2018 information restated.

Performance

2020-2022 Targets



Get a different perspective through different cultures

Units 2018 2019 Evolution

Number of nationalities 17* 14



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

Energy consumption inside the organisation (headquarter building) 19.500 kwh 20.000 kwh



Energy consumption outside the organisation (data centres) 38.000 kwh 42.500 kwh



See Page 49

Decommissioning most of the datacentres moving them to the Cloud

Energy consumption outside the organisation (fuel consumption) 1.191.964 kwh 877.899 kwh



Energy Intensity Ratio (compared to the increase in volume of activity) NA -35%



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 CO₂ 421 Teq CO₂



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

*2018 information restated.

GRI 102-53

Contact point for questions regarding this report: csr@eproseed.com

GRI 102-54

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

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](#).

4.3

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.

4.2

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.

4.5 | 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

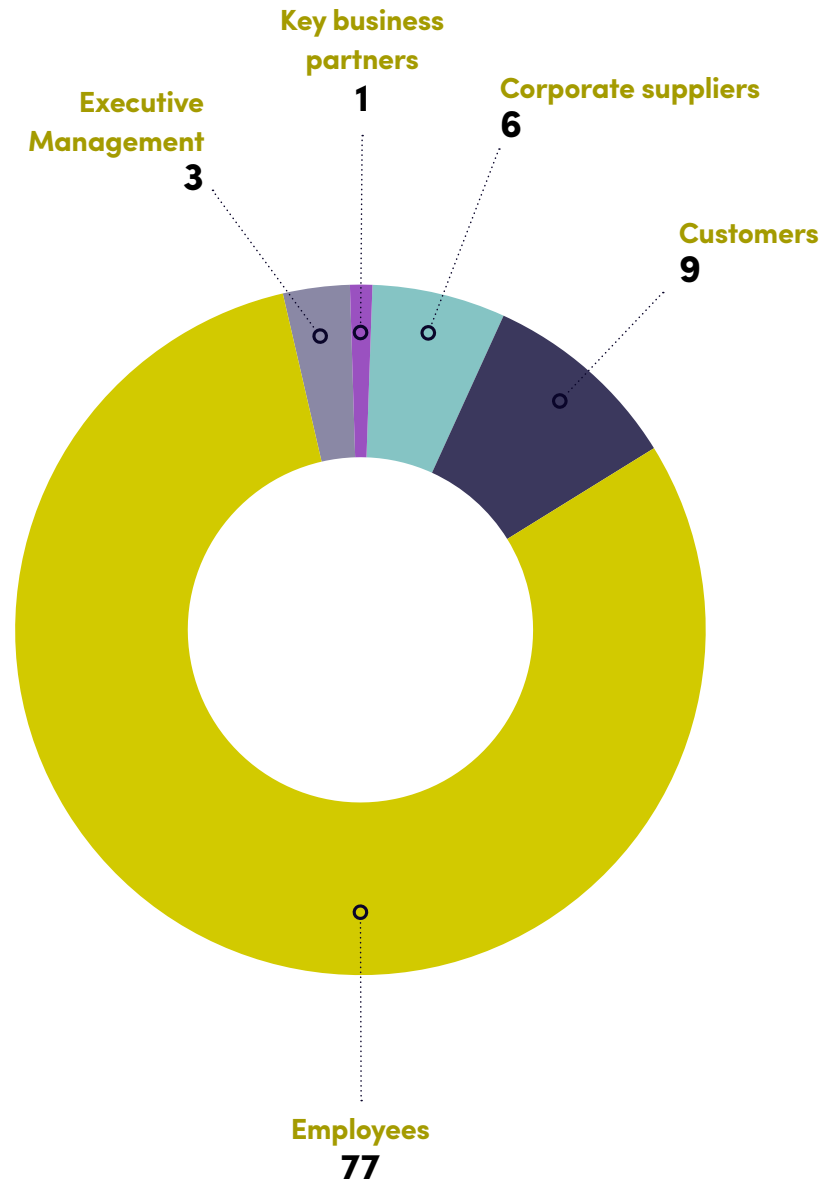
For this first stakeholder engagement exercise, eProseed selected 16 external stakeholders. A qualitative questionnaire was then sent to each stakeholder representatives to assess their perception of eProseed's priority areas in its sustainable management and the topics they perceived as most relevant.

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.

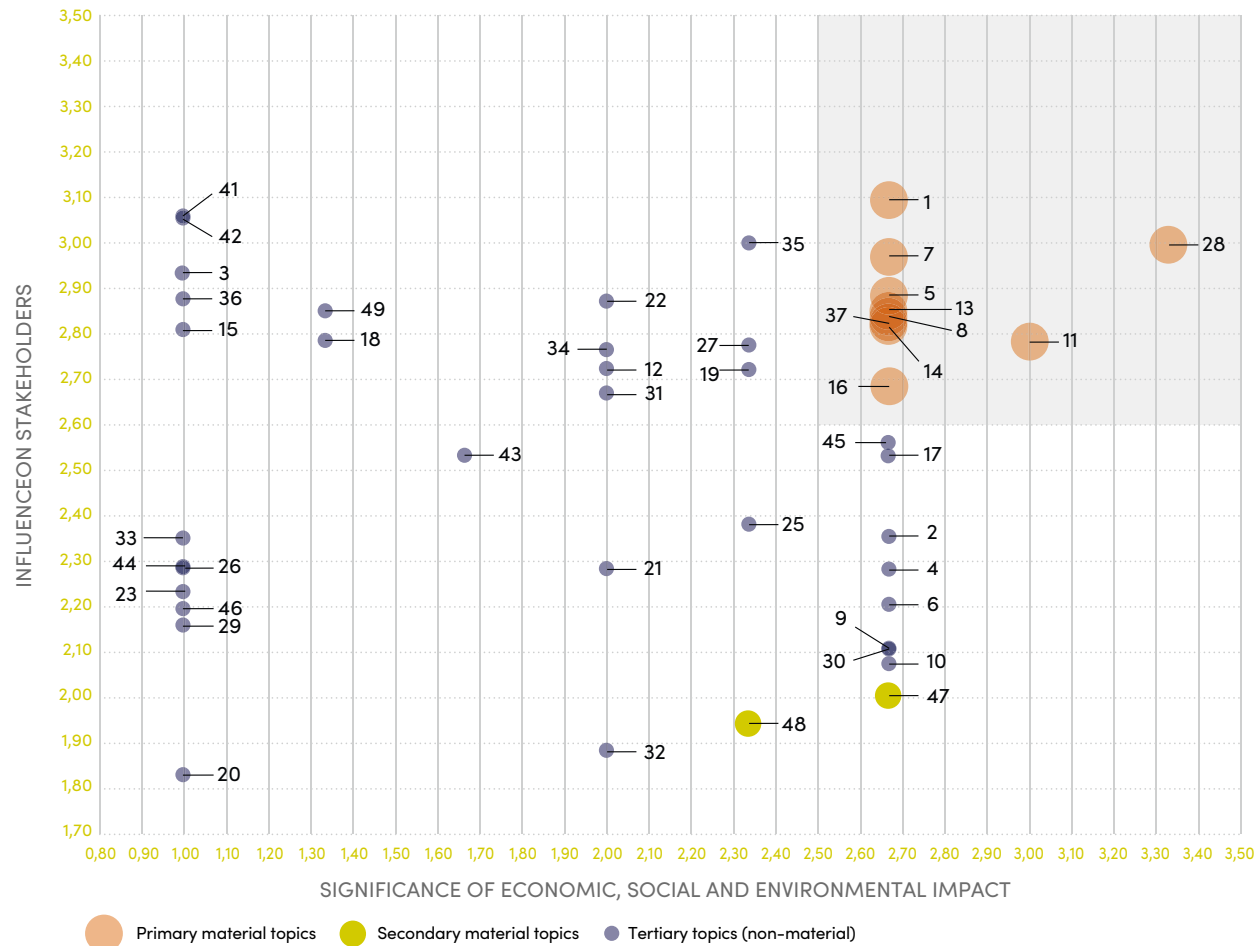
The pie chart below illustrates the breakdown of internal and external stakeholders which were reached out to during the consultation.



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
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GRI 102-4	Location of operations		12
GRI 102-5	Ownership and legal form		68
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GRI 102-8	Information on employees and other workers		15, 16
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GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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GRI 102-42	Identifying and selecting stakeholders		24, 59, 60
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GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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METHODOLOGICAL GUIDANCE

[Forethix S.à r.l.](#)

PHOTOGRAPHY

[eProseed](#)

DESIGN & LAYOUT

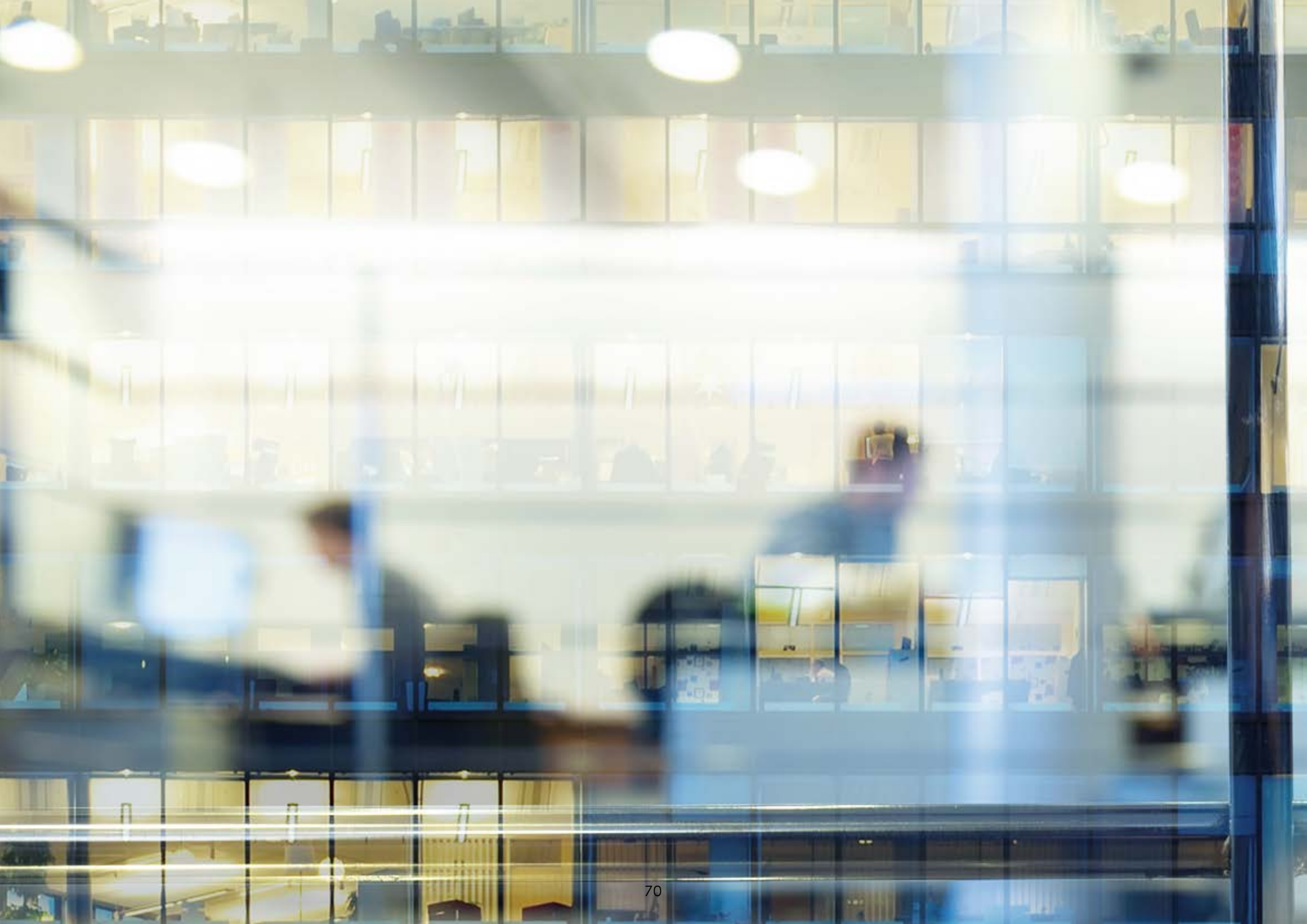
[Saysouk graphic design](#)

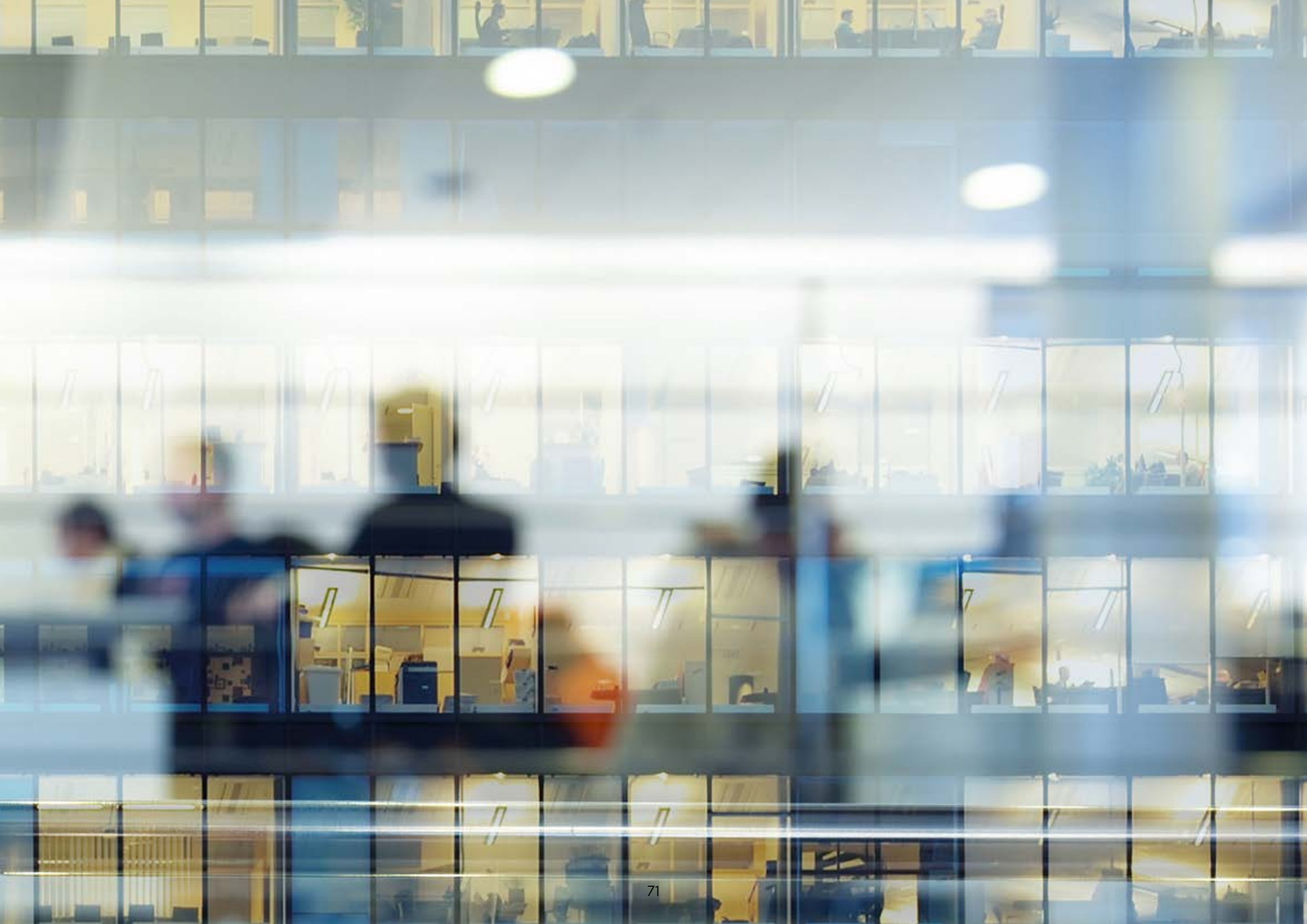
PRINTING & PRODUCTION

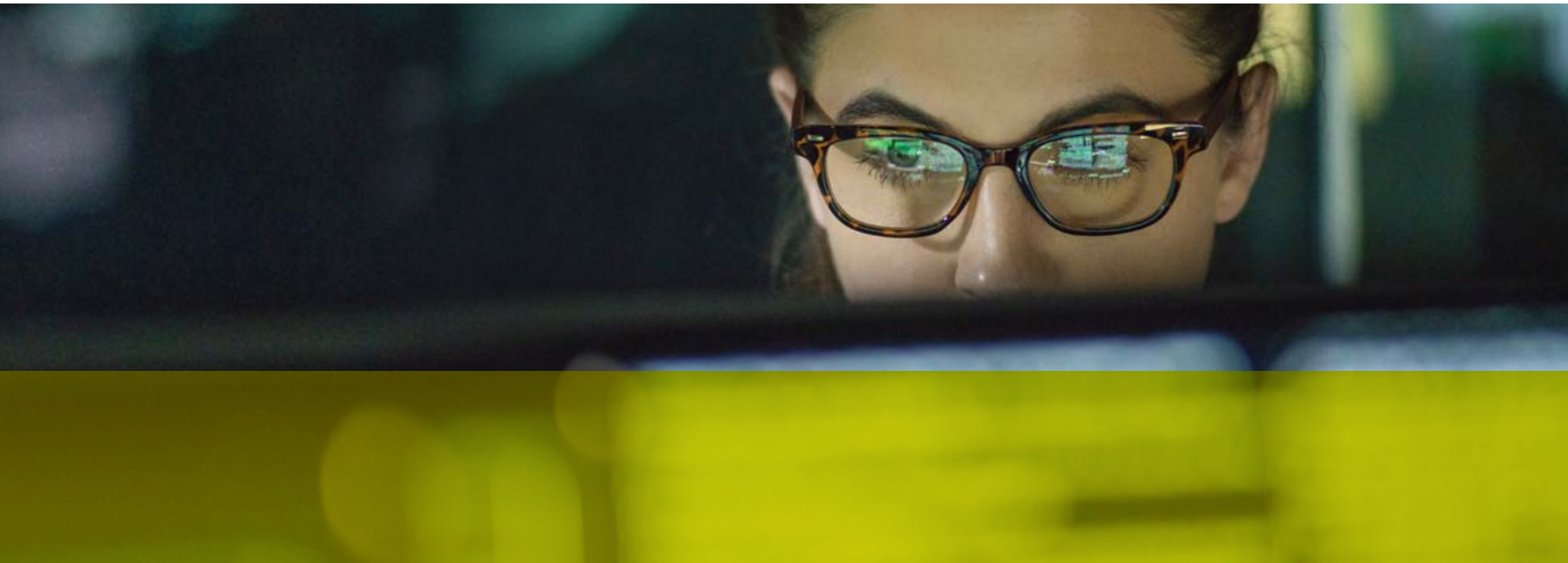
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