



# **SUSTAINABILITY REPORT 2017-2018**

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**“eProseed  
is committed  
to building 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 are committed to conduct our business in an ethical and socially responsible manner, in a way that benefits our customers, employees, partners, suppliers and the wider community, which has a positive impact on the local communities where eProseed is present.

Therefore, I am pleased to confirm that eProseed reaffirms its support of the Ten Principles of the United Nations Global Compact (UNGC) in the areas of Human Rights, Labour, Environment and Anti-Corruption. This first Sustainability report embeds our first annual Communication on Progress, in which we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Private businesses – especially those with global ambitions like eProseed – must take shared responsibility for achieving a better world, notably by anchoring deeply the values promoted by the UNGC deep into the fabric of their organisations. An essential component is people within the business; the workforce.



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.

Concerned about the environmental consequences, we at eProseed have selected Oracle Cloud Infrastructure to support our ICT systems. We believe that Oracle provides a sustainable computing platform, which is both efficient and renewable. eProseed also contributes to our Customer's efficiency by building optimised solutions and products and by reducing our Customer's data footprint.

More recently, we have become a member of IMS (Inspiring More Sustainability). IMS has been working and building a sound reputation for more than 10 years in Luxembourg. IMS is a not-for-profit organisation which helps companies such as eProseed to implement sustainability best-practices and implement better supplier selection processes. With IMS membership, we also benefit from improved knowledge and expertise through IMS's vast network.

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](mailto: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. The beginning of this journey starts with this first 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

**147**  
people serving  
customers

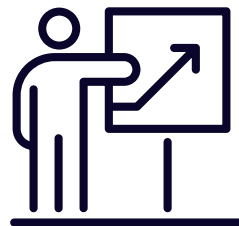
 in **13**  
countries

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

**€25,2M**  
In sales representing a  
**47%** increase  
compared  
to 2017

**19**  
Excellence  
Oracle  
Awards

**100%**  
Privately-held



**2017**  
Support to the  
Ten Principles of  
UN Global Compact



**7** Pillars of the  
sustainable strategy



Members of the  
CSR Committee

**16**  
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

our 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 OUR 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	<b>Anti-corruption</b> Principle 10
	Envision a long-term business model	Implement new technologies addressing legacy technologies	
A RESPONSIBLE AND INCLUSIVE MANAGEMENT	Facilitate inclusive dialogue	Listening to the stakeholders	<b>Labour</b> Principle 3
	Keep investing in expertise and knowledge	Integrate technology as a strategic business drive	<b>Human Rights</b> Principles 1, 2
	Taking care of our employees	Talent shortage	<b>Labour</b> Principles 3, 5, 6
	Leveraging on diversity to foster innovation and be close to customers	Global digitalised world	<b>Labour</b> Principle 6
CONSIDERING OUR IMPACT ON LOCAL COMMUNITIES AND THE ENVIRONMENT	Using natural resources wisely	CO <sub>2</sub> cost of data Exploiting the increasing amount of data to create value	<b>Environment</b> Principles 7, 8, 9

### UN Global Compact Principle 4 "Labour"

eProseed does not currently have an internal policy reflecting its commitment to eliminate all forms of forced and compulsory labour in its operations and through 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.





A person is riding a bicycle, their silhouette reflected in a large glass window. The reflection is clear, showing the person's posture and the bike's wheels. The background outside the window is a bright, hazy outdoor scene, possibly a park or a street with trees. The overall tone is warm and slightly desaturated.

# 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

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. Our vision focuses on 3 key pillars:

- **Monitoring Key Performance and Risk Indicators:** the eProseed product allows 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 product focuses 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

Our products, are tailored to our customer's precise needs. eProseed delivers high-quality, reliable solutions, fully aligned to customer organization'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.



End-to-End Solutions



Database  
& Data Management



IT Modernization  
& Consolidation



Fusion Middleware



Enterprise Architecture



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



Oracle  
Concierge



Oracle  
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

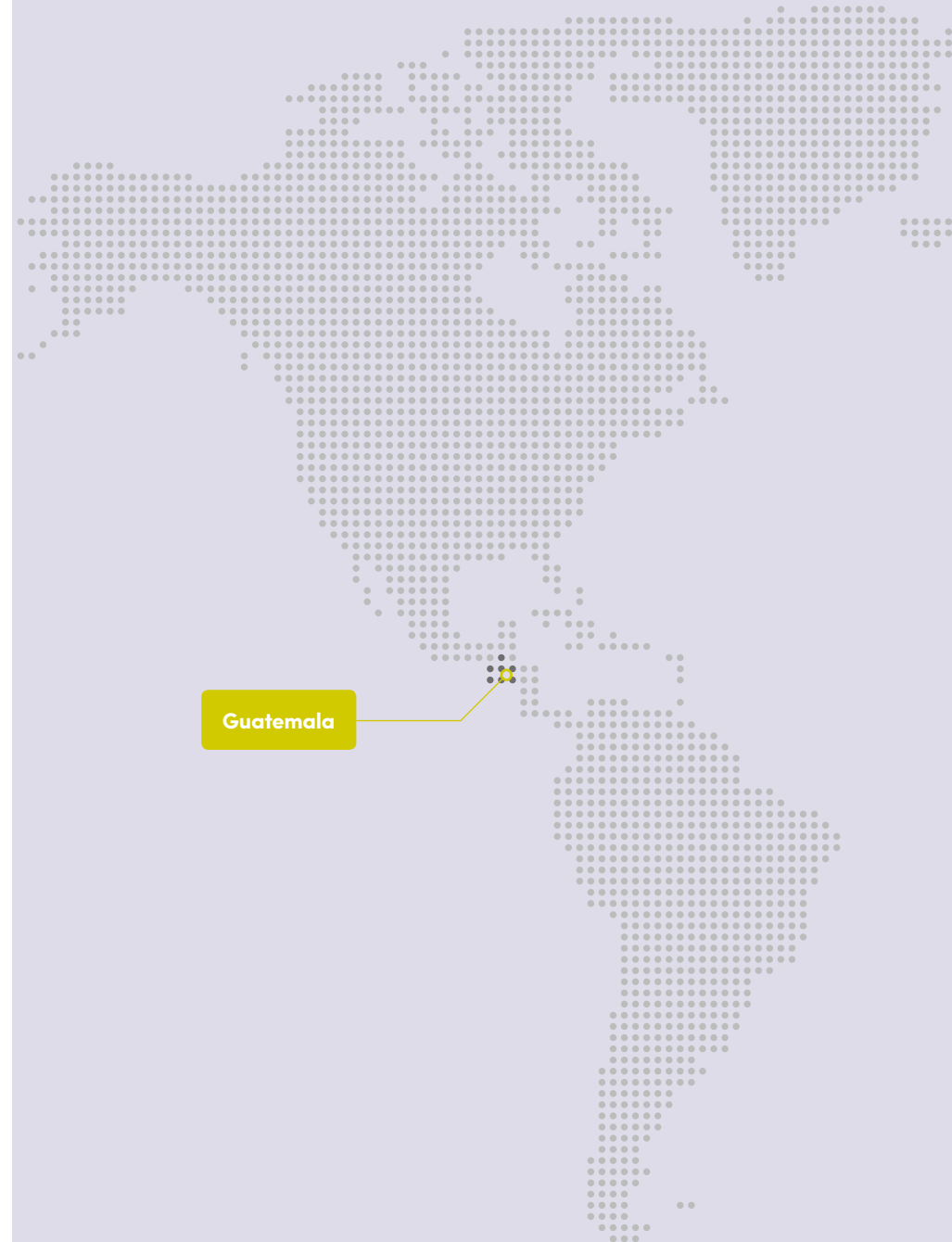
eProseed has a GLOCAL (global-local) approach, focusing on proximity in all aspect with all customers.

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 operates in 13 countries (Australia, France, Guatemala, Lebanon, Luxembourg, Netherlands, Portugal, Romania, United

Arab Emirates, United Kingdom, Turkey, Uganda, Sweden).

For the purpose of this first 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 (pages 21 to 29), II. Settings targets for continuous improvement (pages 31 to 54) and IV. About the report (pages 57 to 68) consequentially only contain elements, narratives and data related to the Luxembourg office. One of the main area of improvement for the next reporting will be to include other locations.







**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.

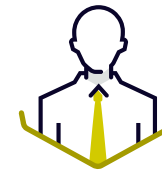
## EXECUTIVE COMMITTEE



**Geoffroy de Lamalle**  
CHIEF EXECUTIVE OFFICER



**Stéphanie Noël**  
CHIEF OPERATING OFFICER



**Fabien Henriët**  
CHIEF TECHNOLOGY OFFICER



**Sónia Silva**  
CHIEF PEOPLE OFFICER



**Henri Agbodjan**  
SALES DIRECTOR

## 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

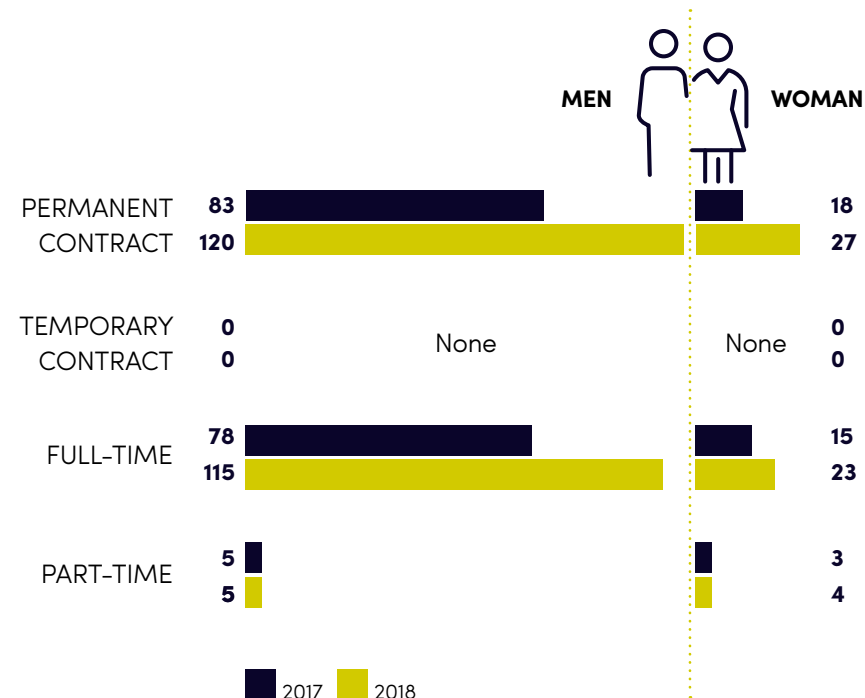
eProseed's expertise supports the delivery of technological solutions and its biggest asset to achieve this is its people. eProseed's people are technology-driven and customer-focused.

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 Oracle Beta programs.

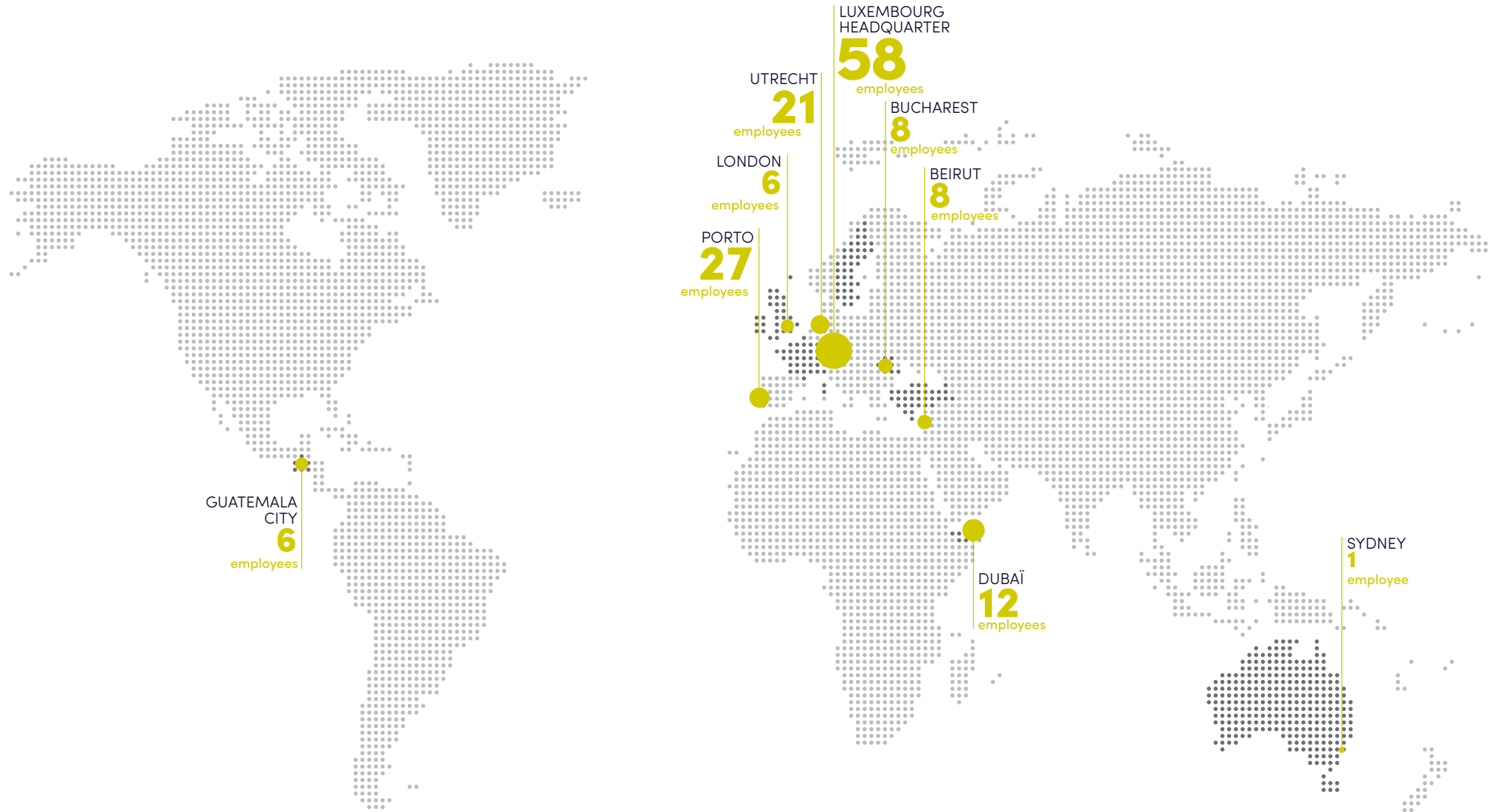
## People are the heart of eProseed's business.

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.

## NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE (FULL-TIME AND PART-TIME) 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 9 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 2017 and 2018.



In 2017, eProseed declared its voluntary commitment to align operations and strategies with the ten universally accepted principles of the United Nations Global Compact. This report aims at being the first Communication on Progress to the United Nations Global Compact (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.

Launched in 2000, the UN Global Compact is the largest corporate sustainability initiative in the world, with over 12,000 signatories based in 145 countries.

eProseed became an IMS (Inspiring More Sustainability) member in 2018. The company 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 is the Luxembourgish representative for CSR Europe. It is Europe's leading corporate social responsibility organisation. IMS has 48 members companies and 42 national organisations for CSR. CSR brings together more than 10,000 companies world-wide.



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). As an Oracle-only focus player, and with years of experience in Oracle technologies, eProseed is the perfect partner in order to solve the challenges at hand.

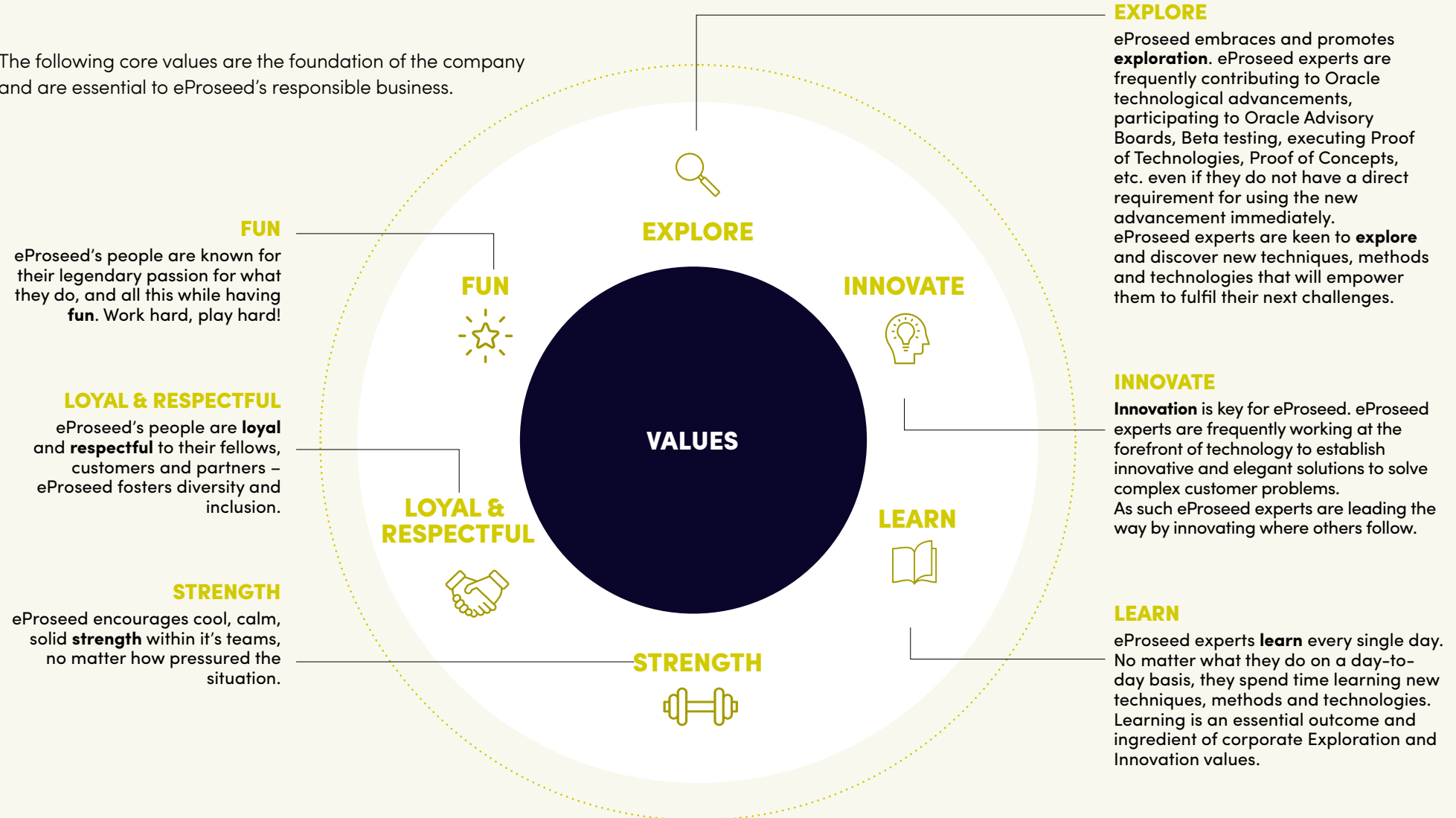


## Awarded 19 Excellence Awards in 8 years

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

# 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.

## **CO<sub>2</sub> COST OF DATA**

So far, however, there is no consensus on the macro-level impact ICT has on CO<sub>2</sub> emissions. Nonetheless, there is potential for the global ICT sector to contribute, like other sectors, to the global target of reducing CO<sub>2</sub> emissions on the planet. One of the ways in which ICT can be expected to affect CO<sub>2</sub> emissions is by the direct effects of energy consumption in production, distribution and use of ICT. Estimates of the direct effects of the global ICT sector amount to 1,4% of overall global CO<sub>2</sub> emissions (*Lundén, 2018*).

With the increasing amount of data being generated through the exponential development of systems, applications and other digital tools, there is an

inherent risk that this could lead to greater energy consumption and therefore greater emissions.

## **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**

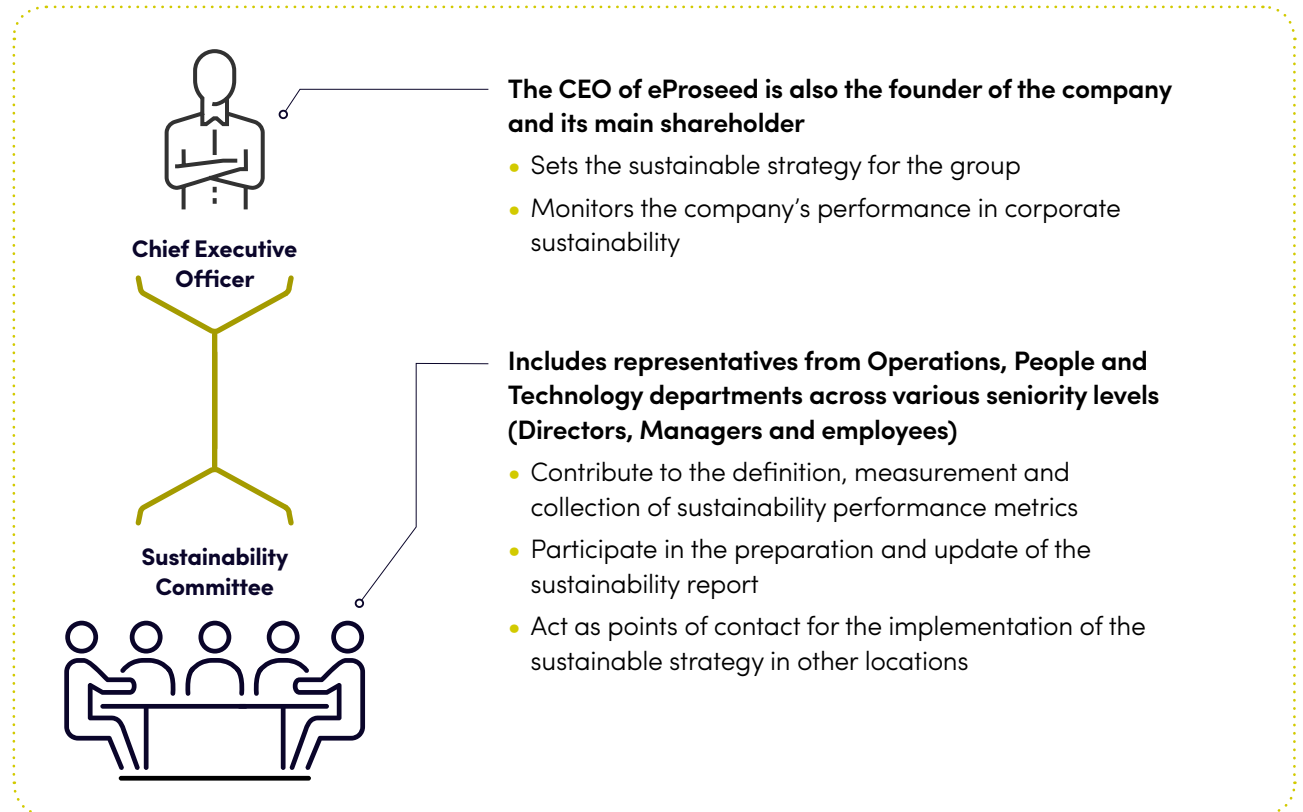
Technology should not be considered as a means to achieve cost-reductions or process efficiencies. Implemented wisely, technology is becoming a source of competitive advantage. Business from any sectors will have to consider themselves as technological or software-driven companies in order to achieve their transition and continue a profitable and sustainable business.

## 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 achieving a successful sustainable strategy.

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

Our key objectives being:

- 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 organization.

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.

<b>STAKEHOLDER GROUP</b>	<b>APPROACH TO ENGAGEMENT</b> How does eProseed define the nature of the relationship it aims to have with the stakeholders?	<b>COMMUNICATION CHANNELS</b> How often do eProseed exchange with stakeholders?
<b>EMPLOYEES</b>	Involve	Management-employees communication; Online survey; Performance reviews
<b>CUSTOMERS</b>	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
<b>KEY BUSINESS PARTNERS</b>	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"
<b>OTHER SUPPLIERS: BANKS</b>	Consult	Funding and financing agreements
<b>OTHER SUPPLIERS: RECRUITMENT AGENCIES</b>	Consult	Passive communication at each opening
<b>SUPERVISORY ENTITIES</b>	Monitor	Unscheduled
<b>CORPORATE SUPPLIERS</b>	Inform	Online survey
<b>MEDIA, PRESS</b>	Monitor	Unscheduled
<b>RESEARCH &amp; INNOVATION PARTNERS</b>	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

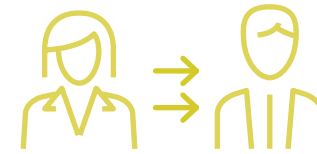
Fair and transparent selection process  
Payment of invoices in due time

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)



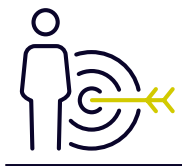
**Inform:** eProseed will implement a one-way targeted communication with the stakeholders, there is no invitation to reply



**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



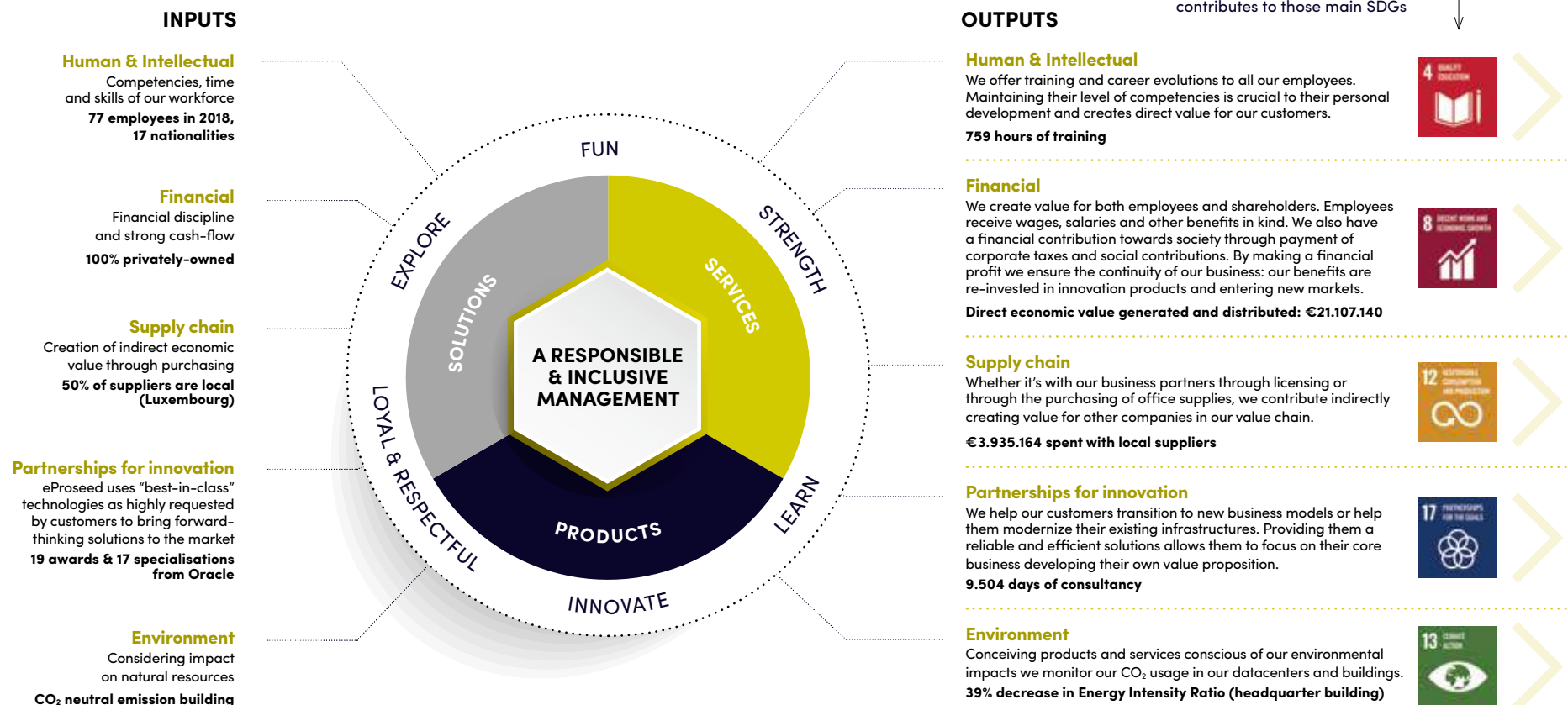
*eProseed 2019 objective is to develop further the stakeholder engagement program (purpose, scope, owners) and develop a commitment plan targeting stakeholders priorities*



## 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 13 non-financial indicators

## UNGC-Measurement of outcomes

	Keep investing and retain expertise and knowledge	GRI 404-1   GRI 401-1	<ul style="list-style-type: none"> <li>Stand out thanks to expertise</li> <li>Create jobs and retain employees</li> </ul>
	Envision a long-term business model	GRI-201-1	<ul style="list-style-type: none"> <li>A financially strong business model, able to invest to adapt to the changing technology landscape</li> </ul>
	Taking care of employees	GRI 403-10   GRI 202-1	<ul style="list-style-type: none"> <li>Consider the sedentary nature of professions in the well-being of employees</li> <li>Giving work its true value</li> </ul>
	Commit to an ethical approach of doing business	GRI 418-1   GRI 204-1	<ul style="list-style-type: none"> <li>Guarantee the confidentiality of customers' data</li> <li>Foster relationships with local suppliers</li> <li>Listening for: appropriate responses for employees, tailor-made solutions for customers, increased transparency towards external stakeholders</li> <li>Be transparent and give visibility</li> </ul>
	Facilitate inclusive dialogue	GRI 102-43   GRI 402-1	<ul style="list-style-type: none"> <li>Building cohesion setting the example</li> <li>Break free from professional biases towards men and women</li> <li>Consider the needs of all generations</li> </ul>
	Leveraging on diversity to foster innovation and be close to customers	GRI-405-1	
	Using natural resources wisely	GRI 302-1   GRI 305-1	<ul style="list-style-type: none"> <li>Environmental impact comes from within and without our organisation</li> <li>A trade-off between proximity to the customers and the environmental impact of travels</li> </ul>

During the preparation of this report, eProseed conducted 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



## KEEP INVESTING AND RETAIN EXPERTISE AND KNOWLEDGE

### Stand out thanks to expertise



#### Why is it important?

eProseed is mostly 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 plan and certification progress are part of eProseed's career management strategy and are reviewed with its employees through the yearly appraisal cycle.

#### Evolution of management mechanisms

Every year, eProseed increases the amount of training performed by the employees of eProseed. Indeed, online e-learning platforms are provided to collaborators which allow them to get access to educational contents at their convenience. eProseed has also automated the reporting of employee certification and encourages staying at the cutting edge of innovation.

It's important to note that the e-learning platforms used by eProseed have poor monitoring and reporting regarding its use. It's therefore excluded from the performance measures of 2018.

### Target for improvement

eProseed is mostly an innovative solution provider, however Cloud technologies and services are becoming more and more mature. As key objective for 2019 is to stay on top, therefore eProseed has accepted the challenge to become an Oracle Cloud Select Partner with 20+ Cloud implementation specialists and will focus a big portion of turnover on innovative technologies.

### Means to achieve target

As an Oracle Partner, Oracle University and Oracle Partner Enablement teams can also support with educational materials. eProseed also ensures close monitoring of Oracle events and close collaboration with Oracle Product Management teams, where employees can get the chance to learn new techniques, technologies and how to apply that on concrete use cases. Internal knowledge sessions are organised on a regular basis to share knowledge and experience internally.



### Performance

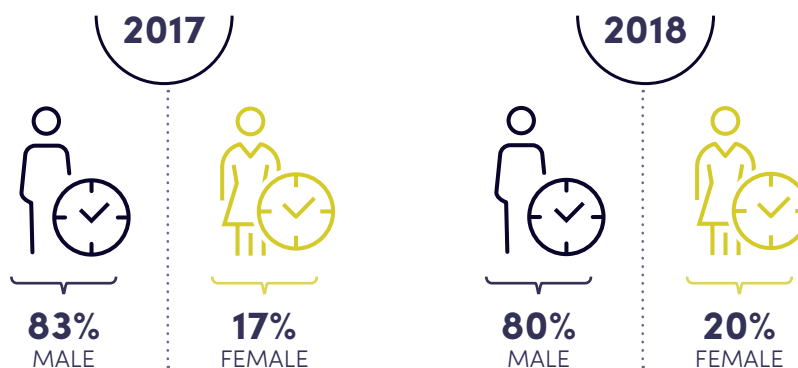
The number of hours of training offered by eProseed to its employees is proportional to the gender distribution. It demonstrates eProseed shows equal treatment of men and women in the distribution of training hours.

## 9154 hours of training in 2018

### Total number of employees



### Proportion of training hours offered to employees





## 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 throughout service excellency and technical expertise.



**Importance**  
Primary



**Stakeholders**  
Employees

#### Management mechanisms

eProseed has less than 10 years of existence and grew significantly over 2017 and 2018. Unfortunately, HR processes did not evolve at the same pace and were time consuming given the manual workload attached to it. Acquisition of new talents was driven by reactive and short-term needs of resources. Until 2018, a yearly appraisal process was the only tool for talent management at eProseed. In a continuous growth mode, a yearly process is not sufficiently focused to properly follow-up the career paths of our employees and meet expectations from collaborators. Similarly, the HR department had a limited process to proactively identify positions at risk, leading to a case-by-case management of the talent management process.

#### Evolution of management mechanisms

In 2018, eProseed started to build a global capacity plan in order to anticipate better the need of resources and enhance the acquisition process. On the talent management front, a full review of objectives was done for all collaborators. Associated to SMART objectives and related KPIs, we observed a significant positive impact for our collaborators, helping them to project themselves in their career evolution. 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.



## Performance

### Target for improvement

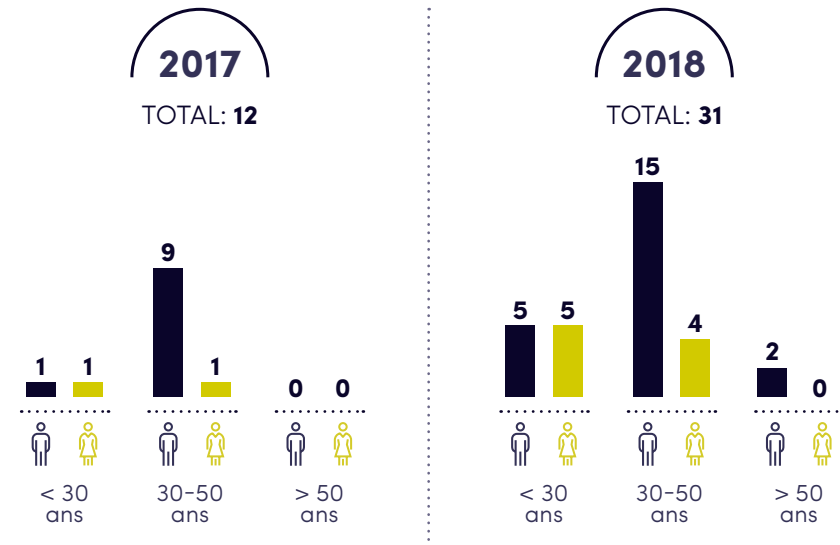
A first version of the capacity planning helped to optimise the workload. To improve this asset, it must get correlated to the sales pipeline; providing the HR department a better forecast of the resourcing needs. eProseed aims to set up a “continuous” appraisal process to increase the agility in the 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

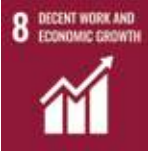
# 31

## NEW EMPLOYEES IN 2018



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 KPI 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 to have a more complete view in the first half of 2020.





## 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 KPI's and choose an accountable executive to monitor it;
- Provide quarterly reports to partners in order to refine the 2019-2022 strategy.



## Performance

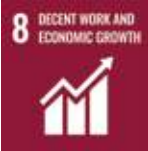
The direct economic value generated and distributed (EVG&D) by eProseed in 2018



increased of  
**48%**  
compared to 2017.

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

The direct economic value eProseed generated for stakeholders in the reporting period included the following:		Stakeholder group	2017	2018
<b>Direct economic value generated</b>	Revenues	Wide variety of stakeholders	10.694.589 €	21.107.140 €
<b>Direct economic value distributed</b>	Operating costs	Suppliers	6.918.723 €	13.899.772 €
	Payments to providers of capital	Shareholders	0€	0€
	Payments to government	Government authorities and citizens	377.689 €	576.185 €
	Employee wages and benefits	Employees	2.365.435 €	3.489.879 €
	Community investments	N/A	0€	0€
	Total		9.661.847 €	17.965.837 €
<b>Direct Economic Value Generated and Distributed (EVG&amp;D)</b>			<b>20.356.436 €</b>	<b>39.072.977 €</b>
<b>Financial assistance received from government</b>			57.382 €	49.872 €



## 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

Although for existing initiatives it appears that eProseed is not entirely proactive on this matter.

#### Evolution of management mechanisms

The company promotes the participation in sport events and also encourages people to eat BIO and fair-trade fruits by providing some during the working week.

#### Target for improvement

There is a clear intention to improve focus on this by executing new initiatives in the coming year.

#### 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 travel insurance for employees.



## Performance

Number of work-related injuries:

**ZERO**

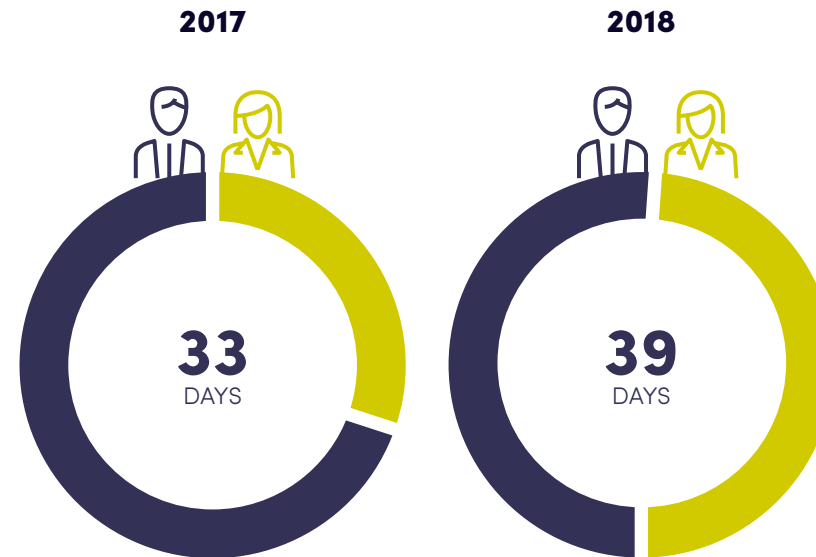
The number and rate of fatalities as a result of work-related injury:

**ZERO**

Rate of sick leaves for non-work-related reasons =  
(Number of sick leaves for non-work related reasons /  
Number of hours worked)

a decrease of  
**20%**  
↓  
compared to 2017.

## NUMBER OF SICK LEAVES FOR NON-WORK RELATED REASONS



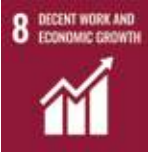
NUMBER OF HOURS WORKED

Year	Number of Hours Worked
2017	7046
2018	9504

RATE OF SICK LEAVES  
FOR NON-WORK-  
RELATED REASONS  
-20%

Year	Rate of Sick Leaves
2017	0,0033
2018	0,0027





## 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 that is constantly evolving. The management team has also implemented a new system for recording salaries, performance reviews, including overtime hours, other elements of compensation, and 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 AVERAGE ENTRY SALARY

(most junior level not considering interns or apprentices)

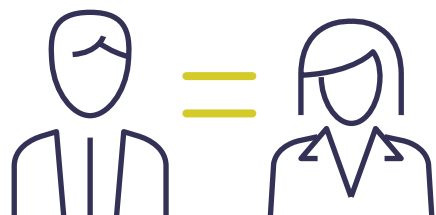
↑ AT EPROSEED IS  
**150%** HIGHER  
 THAN THE LOCAL MINIMUM WAGE\*

*\*The local minimum wage in Luxembourg in 2018 was €2.450.*

#### THE AVERAGE ENTRY SALARY

(most junior level not considering interns or apprentices)

IS THE **SAME BETWEEN MEN AND WOMEN** IN 2018 COMPARED TO 2017.





## COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

### Guarantee the confidentiality of customers' data



#### Why is it important?

In a more and more regulated world, an ethical approach is mandatory. In May 2018, the General Data Protection Regulations were implemented, with the aim to reinforce the need for confidential and ethic handling of information... This is not something new especially within Luxembourgish legislation around the financial sector, PSF (Professionel du Secteur Financier, CSSF (Commission de Surveillance du Secteur Financier) circulars, etc.



**Importance**  
Primary



**Stakeholders**  
Customers

#### Management mechanisms

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

#### Evolution of management mechanisms

During 2018, eProseed investigated how best to gain certification in respect of best management practise. It appeared that a number of different ISO certifications might be best to reassure customers... PSF certification was also highlighted as a first concrete step and extremely valuable in Luxembourg.

#### Target for improvement

For 2019, eProseed has a clear objective: to actually become a PSF certified support company. This will guarantee for all customers of the financial sector that eProseed operates systems containing confidential information ethically and with strict confidentiality.



#### 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 (e.g. company cars: eProseed switched from a Belgium based dealer to a Luxembourg based one). 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 on local suppliers

**+14%**

FROM 2017 TO 2018

#### Means to achieve target:

eProseed is continuing to use local partners with any supply needs. The company will continue to fulfil its commitments with local suppliers in due time and with fairness.





## 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 a 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 68).



## FACILITATE INCLUSIVE DIALOGUE

### Be transparent and give visibility



#### 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 scheme within the company shows that communication is mainly downstream communication. Plans to favour upstream communication have been drawn up and will be executed imminently.

#### Evolution of management mechanisms

In order to favour upstream 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 communication from bottom to top.



#### 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.

17 PARTNERSHIPS  
FOR THE GOALS

## LEVERAGING ON DIVERSITY TO FOSTER INNOVATION AND BE CLOSE TO OUR 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 aspect with all customers.



**Importance**  
Primary



**Stakeholders**  
Employees & customers

### Management mechanisms

In 2018 the HR department at eProseed conducted a study regarding HR processes and Human Capital Management in order to identify areas for improvement. The outcome of the study showed that eProseed could automate most processes in order for HR to focus more on their fellow employees and their career management and less on manual activities.

### Evolution of management mechanisms

Back in 2017, most of HR processes were manually executed. In late 2018, eProseed decided to choose an HCM (Human Capital Management) tool to better support most of those HR processes. On top of this, eProseed promoted French courses to ease the integration of its non-French speaking employees.

### Target for improvement

eProseed wants to reinforce its GLOCAL approach and to become more and more a global company. Because it is important to be close to its customers, eProseed looks to share and promote various cultural values.

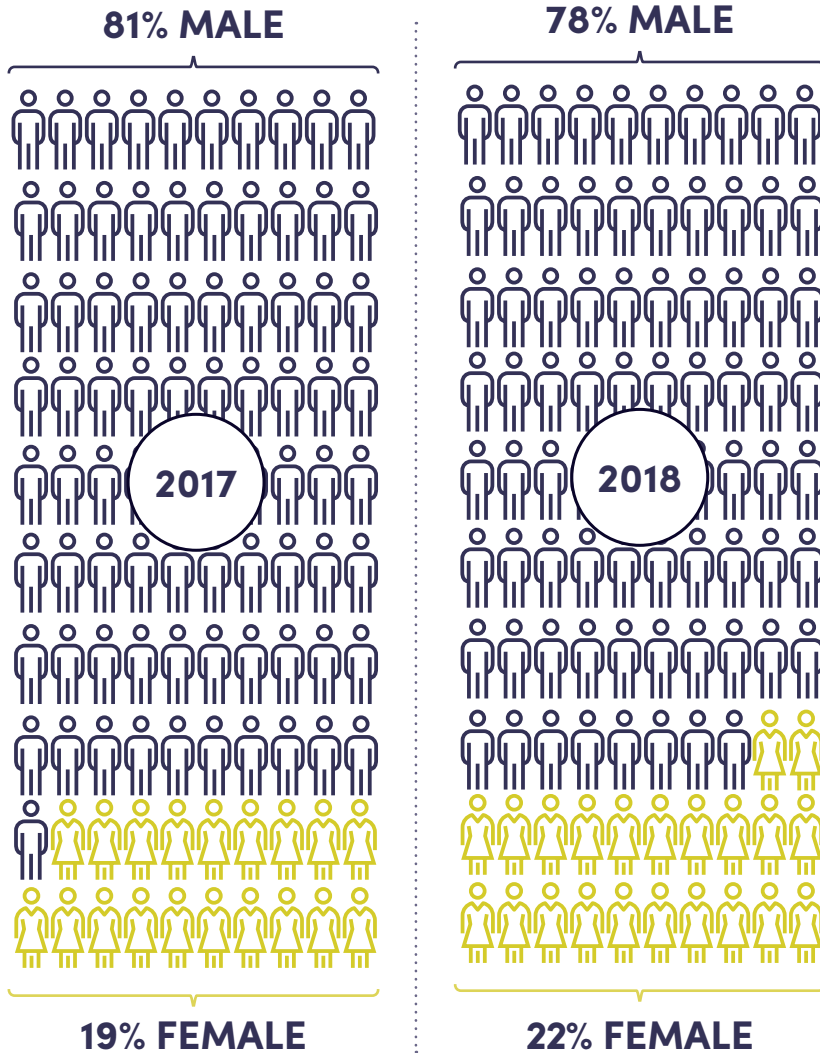
### Means to achieve target:

eProseed plans to grow geographically and deploy strategic regional offices close to its customers. The ultimate target is to bring the expertise locally as fast as possible.



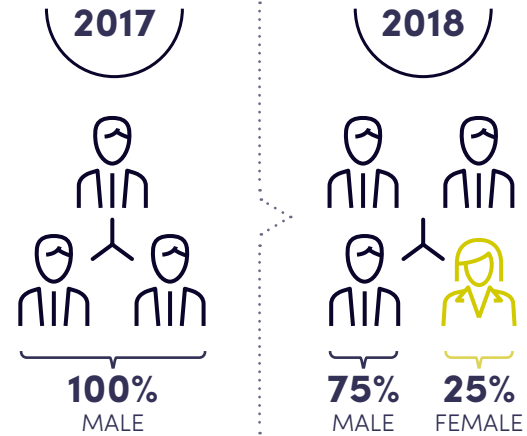
## Performance

### Break free of professional biases for men and women



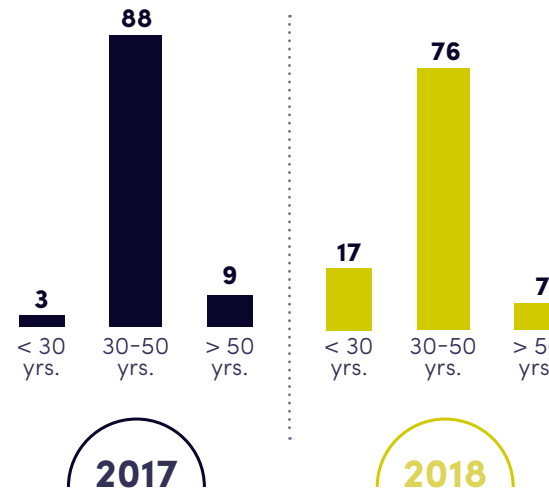
### Building cohesion setting the example

#### EXECUTIVE COMMITTEE



### Consider the needs of all generations

#### WORKFORCE



### Get a different perspective through different cultures





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<sub>2</sub>e emissions and everyone should contribute to it.



**Importance**  
Secondary



**Stakeholders**  
Civil society, Local communities, Customers, Suppliers

#### 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<sub>2</sub>e emissions.



#### Performance

↓ **39%**  
**DECREASE**

in Energy Intensity Ratio\* of the **HEADQUARTERS** building between 2017 and 2018

↓ **30%**  
**DECREASE**

in Energy Intensity Ratio\* of the **DATA CENTRE** between 2017 and 2018

#### 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.

\*The Energy Intensity Ratio is computed based on the total energy consumption of the building, as a ratio of the volume of activity.

13 CLIMATE ACTION



## USING NATURAL RESOURCES WISELY

eProseed identified "Emissions" as a secondary material topic, in the context of emissions in the home-to-work trips of its employees and emissions in its business travels. In this case, our emissions do not come from sources owned or controlled by the company. Therefore, the disclosures related to Direct (Scope 1) GHG emissions can be considered "not applicable". Nonetheless eProseed disclosed an alternative performance indicator.

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



### 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 CO2e emissions.



**Importance**  
Secondary



**Stakeholders**  
Civil society, Local communities, Customers, Suppliers

### Management mechanisms

As most employees are consultants and working outside of the premises for clients, it's difficult to reduce the impact in the environment. However, eProseed does encourage people to avoid travel, using conference calls and a more flexible working pattern to allow usage of public transport.

### Evolution of management mechanisms

eProseed offers to the employees a transportation allowance which allows them to use a company car or public transportation.

Regarding the fleet, the selection of company cars does not give preference at the moment for more ecologic models.

### Target for improvement

eProseed sustainability committee will encourage alternative energies as quickly as possible and support initiatives that promote energy transition.



### Performance

In proportion of the activity, the number of kilometres travelled


**REMAINS STABLE**  
**1.103.760**  
**kms in 2018**

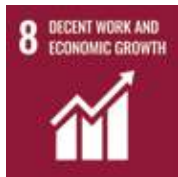
representing a 2% increase compared with 2017, when the activity (number of employees and number of consultancy days increased by 30%).

### Means to achieve target:

eProseed will promote the utilisation of bicycles by its employees to move to and from the office and also car-pooling.

## 3.2 | GOALS FOR 2019-2020

2018 Performance				2019-2020 Targets	
	<b>Stand out thanks to expertise</b>	See Page 32-33	9154	Hours of training	Become an Oracle Cloud Select Partner with 20+ Cloud implementation specialists. Focus a big portion of turnover on innovative technologies
			Proportional	Proportion of training offered to men and women	Definition of an action plan to implement assessment quotation mechanism including sustainability criteria in the appraisal process
	<b>Create jobs and retain employees</b>	See Page 34-35	31	Number of new employees	Finalise the implementation of Oracle HCM Suite to allow a full reporting of the talent management cycle to the Executive Committee.



## 2018 Performance

## 2019-2020 Targets

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

See  
Page  
36-37

39.072.977 €

Direct economic value generated and distributed

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

**Consider the sedentary nature of the professions in the well-being of employees**

See  
Page  
38-39

ZERO

Number of work-related injuries/fatalities

Involve an occupational therapist to raise awareness about work postures and adjust the ergonomics of the workstations to individual needs

<0%

Days of absence/Total number of days worked

Have a sports coach intervene during lunch hour at regular intervals

**Giving work its true value**

See  
Page  
40-41

+150%

Average entry salary vs. local minimum wage

Implement the measuring mechanism to adequately monitor the gender equilibrium in remuneration packages

See  
Page  
40-41

Equivalent

Average entry salary for men/women

Provide training to employees on preventing discrimination and human rights violations

## 2018 Performance

## 2019-2020 Targets



**Guarantee the confidentiality of customers' data**

See Page 42

ZERO

Number of complaints

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**

See Page 43

50%

Proportion of local suppliers

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**

See Page 44

5

Number of stakeholder groups reached out for consultation

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.





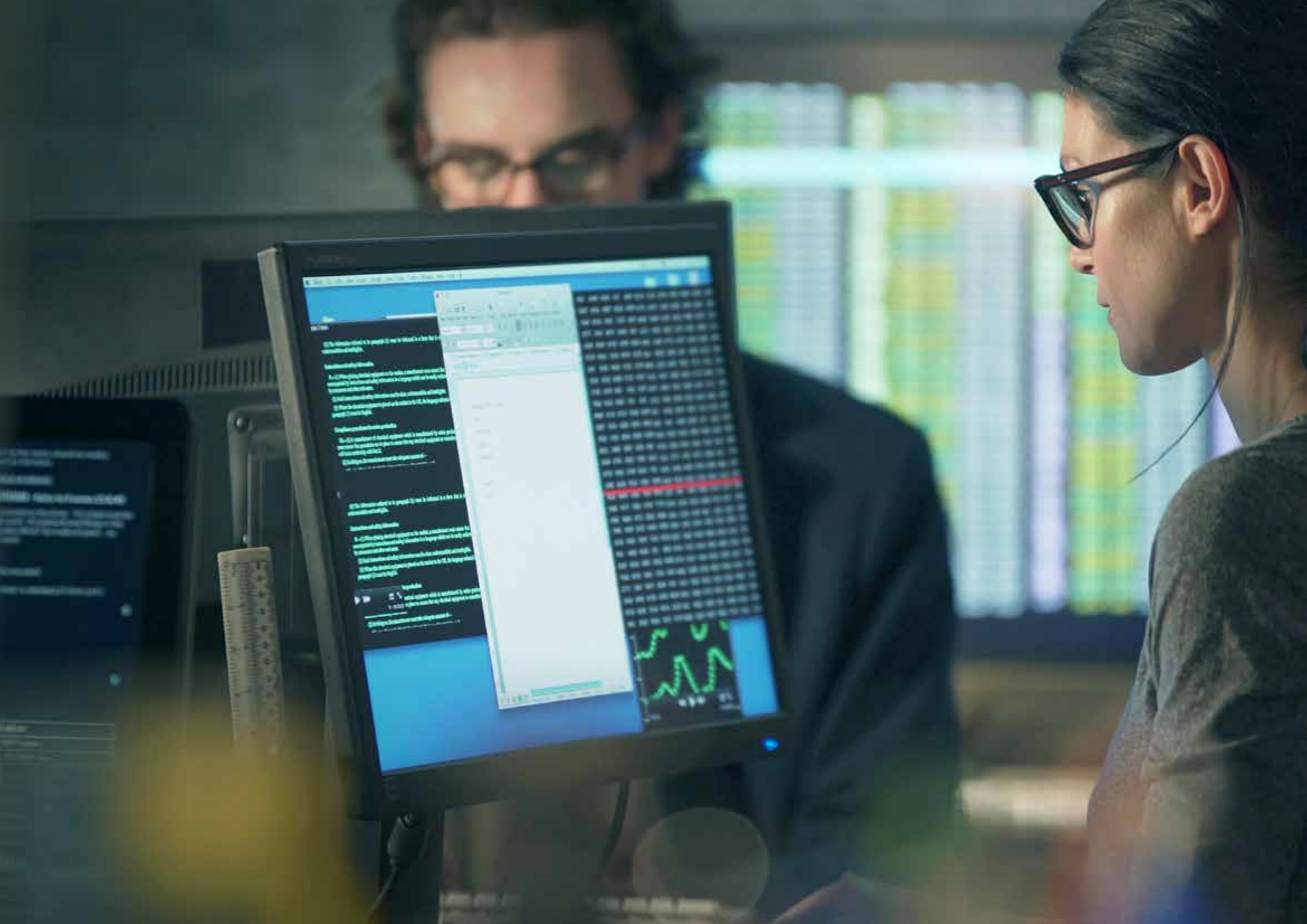
## 2018 Performance

## 2019-2020 Targets

<b>Be transparent and give visibility</b>	See Page 45	4 weeks	Notice period regarding operational changes	<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>
<b>Building cohesion setting the example</b>	See Page 47	 75%  25%	Gender diversity at Board level (m/f)	Review internal HR policies to integrate eProseed's commitment towards UNGC Principle 4 to uphold the elimination of forced and compulsory labour in its operations and supply chain.
<b>Break free of professional biases towards men and women</b>	See Page 47	 78%  22%	Gender diversity at employee level (m/f)	Facilitate internal communication across team members via workshops addressing the topic of "understanding yourself to understand others better"
<b>Consider the needs of all generations</b>	See Page 47	17% (<30 yrs) 76% (30-50 yrs) 7% (>50 yrs)	Age diversity at employee level (m/f)	
<b>Get a different perspective through different cultures</b>	See Page 47	18	Nationalities	Participate in local initiatives around CSR and sustainability in order to exchange with peers and share own practices and experiences



2018 Performance			2019-2020 Targets	
<b>Environmental impact comes from within and without the organization</b>	See Page 48	19.500kWh 38.000kWh	Energy consumption of building Energy consumption of data centre	Decommissioning most of the datacentres moving them to the Cloud
<b>A trade-off between proximity to customers and the environmental impact of travels</b>	See Page 49	1.103.760 kms	Number of kms driven by employees in their cars during home-to-work trips	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









GRI 102-53  
GRI 102-54

Contact point for questions regarding this report: [csr@eproseed.com](mailto:csr@eproseed.com)  
This Sustainability 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, 2017 to December 31, 2018. 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' strategy, performance, reputation or ability to create value has been included in this Sustainability report.

## 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

As it is the first Sustainability report, there has been no restatement of information or changes in material topics or boundaries.

## 4.4

### GRI CONTENT PRINCIPLES NOTE

This Sustainability report has been prepared in accordance with the GRI standards – core option.

In preparation for this report, 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, with the support of the sustainability advisory firm: Forethix.

The methodological approach supported by Forethix has focused on identifying, selecting, and ranking priority areas to report on, based on consultation with internal and external stakeholders.

## 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 Global Reporting Initiative's 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 organization 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 organization/the stakeholder are dependent on each other).

**Step 5:****STAKEHOLDER CONSULTATION**

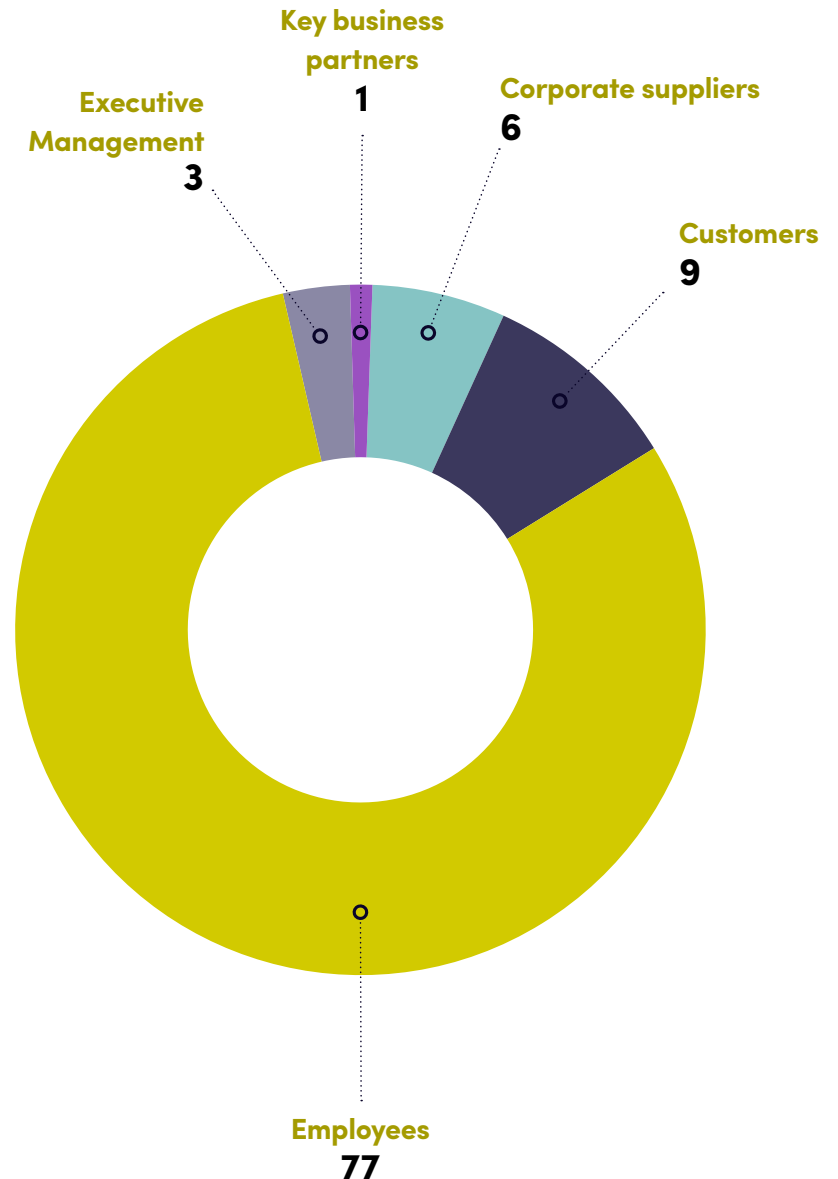
For this first stakeholder engagement exercise, eProseed selected 16 external stakeholders. A qualitative questionnaire was then sent to each stakeholder representatives to assess their perception of eProseed's priority areas in its sustainable management and the topics they perceived as most relevant.

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.

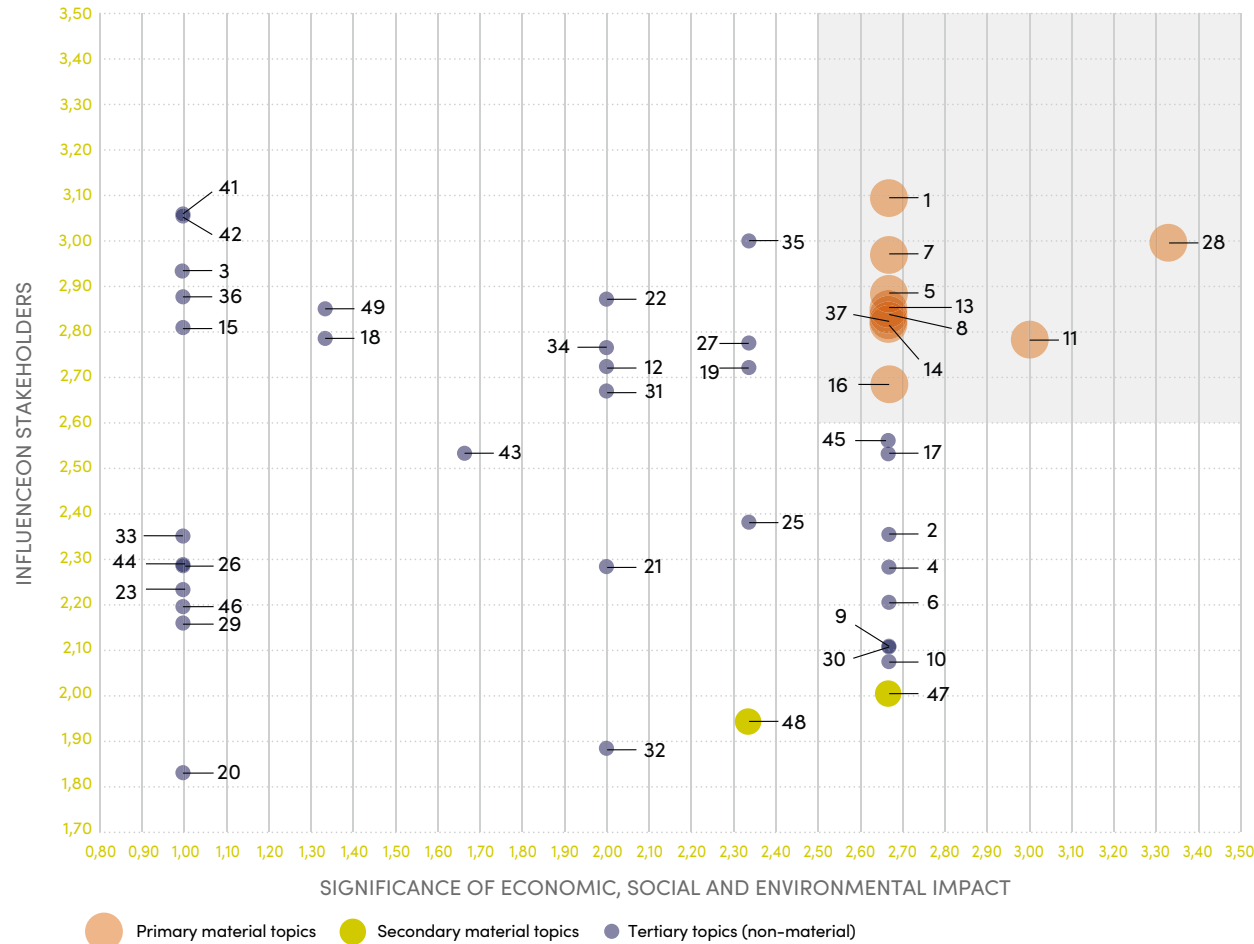
The pie chart below illustrates the breakdown of internal and external stakeholders which were reached out to during the consultation.



## 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.

- Competencies evaluation and personal development**
- Measures promoting and facilitating work-life balance
- Remuneration and value sharing mechanisms
- Internal communication
- Involvement and consultation of employees**
- Work organization
- Health and well-being at work**
- Labour-Management relations (governance of employees' representation bodies & communication)**
- Professional mobility
- Continuous training and education
- Diversity at work (equal treatment and measures against discriminations)**
- Fair and ethical recruitments
- Safety at work**
- Energy reduction and optimisation (home-to-work trips)**
- Evaluation of suppliers in ethical and social matters
- Reduction of payment delays towards suppliers**
- Evaluation of suppliers in environmental matters
- Energy reduction and optimisation (business trips)
- Energy reductions and optimisation (building management, energy saving computer equipment)
- Reduction and optimisation of office supplies (office supplies, printers, paper, furniture, etc.)
- Raise awareness and train partners in social responsibility and sustainable development
- Encourage ethical business behaviours
- Raise awareness of human rights among partners
- Develop collaborations and partnerships to promote social responsibility topics
- Participatory decision-making
- Handling mechanism and transparency of internal claims
- Transparency in management and governance structure (roles and responsibilities, risk management, etc.)
- Privacy data protection**
- Diversity across various seniority levels
- Regulatory compliance and legal monitoring
- Combating conflicts of interest
- Equal remuneration for men and women
- Customer satisfaction
- Knowledge sharing to external parties (e.g.: with customers)
- Privacy & confidentiality of customers data
- Product innovation
- Economic performance (financially strong business model, able to invest to adapt to the changing technology landscape)**
- Reduction and optimisation of energy consumption in: data centres
- Reduction and optimisation of energy consumption in: energetical impact of data (developments, configurations and code optimisation)
- Digital assets security (protection against external attacks)
- Operational excellence: timeliness in the delivery of services
- Operational excellence: quality in the delivery of services
- Social responsibility: operations with local community engagement
- Social responsibility: Screening suppliers on their social assessment
- Environmental footprint: Screening suppliers on their environmental assessment
- Indirect economic impacts
- Environmental footprint: Reduction of GHG emissions**
- Environmental footprint: Reduction of energy consumption**
- Environmental footprint: Waste management
- 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 as detailed on page XX and periodically renewed to continually involve new categories of stakeholders as part of the reporting process.

# 4.6

## REVIEW & APPROVAL

Production of this first 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 our assurance process included:

- Accuracy and completeness of data
- Reliability of systems used to measure and record data
- Reliability of 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

## GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GENERAL DISCLOSURES			
GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
GRI 101: FOUNDATION 2016			
GRI 102: GENERAL DISCLOSURES 2016			
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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
GRI 102-4	Location of operations		12
GRI 102-5	Ownership and legal form		5
GRI 102-6	Markets served		6, 12, 13
GRI 102-7	Scale of the organization		6, 12
GRI 102-8	Information on employees and other workers		16, 17
GRI 102-9	Supply chain		18
GRI 102-10	Significant changes to the organization and its supply chain		18
GRI 102-11	Precautionary Principle or approach		14
GRI 102-12	External initiatives		18
GRI 102-13	Membership of associations		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		23

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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GRI 102-41	Collective bargaining agreements		17
GRI 102-42	Identifying and selecting stakeholders		24, 59, 60
GRI 102-43	Approach to stakeholder engagement		24, 25, 26, 44, 59, 60
GRI 102-44	Key topics and concerns raised		27
<b>REPORTING PRACTICES</b>			
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GRI 102-46	Defining report content and topic Boundaries		29, 58, 59
GRI 102-47	List of material topics		7, 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		68
GRI 102-53	Contact point for questions regarding the report		57
GRI 102-54	Claims of reporting in accordance with the GRI Standards		57, 58
GRI 102-55	GRI content index		63
GRI 102-56	External assurance		62
<b>MATERIAL TOPICS</b>			
<b>ECONOMY</b>			
<b>MATERIAL TOPIC: GRI 201 - ECONOMIC PERFORMANCE 2016</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>			
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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
<b>MATERIAL TOPIC: GRI 202 – MARKET PRESENCE 2016</b> <b>GRI 102: MANAGEMENT APPROACH 2016</b>			
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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		43
<b>MATERIAL TOPIC: GRI 204 – PROCUREMENT PRACTICES 2016</b> <b>GRI 103: MANAGEMENT APPROACH 2016</b>			
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
<b>ENVIRONMENT</b>			
<b>MATERIAL TOPIC: GRI 302 – ENERGY 2016</b> <b>GRI 103: MANAGEMENT APPROACH 2016</b>			
GRI 103-1	Explanation of the material topic and its Boundary		48
GRI 103-2	The management approach and its components		48
GRI 103-3	Evaluation of the management approach		48
GRI 302-1	Energy consumption within the organization		48
<b>MATERIAL TOPIC: GRI 305 – EMISSIONS 2016</b> <b>GRI 103: MANAGEMENT APPROACH 2016</b>			
GRI 103-1	Explanation of the material topic and its Boundary		49
GRI 103-2	The management approach and its components		49
GRI 103-3	Evaluation of the management approach		49
GRI 305-1	Direct (Scope 1) GHG emissions	NOT APPLICABLE : eProseed identified "Emissions" as a secondary material topics, in the context of emissions in the home-to-work trips of its employees and emissions in its business travels. In this case, eProseed's emissions do not come from sources owned or controlled by the company. Therefore, the disclosures related to Direct (Scope 1) GHG emissions can be considered "not applicable. Nonetheless eProseed disclosed an alternative performance indicator.	49

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
<b>SOCIAL</b>			
<b>MATERIAL TOPIC: GRI 401 - EMPLOYMENT 2016</b>			
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GRI 103-3	Evaluation of the management approach		34, 35
GRI 401-1	New employee hires and employee turnover		35
<b>MATERIAL TOPIC: GRI 402 - LABOR/MANAGEMENT RELATIONS 2016</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>			
GRI 103-1	Explanation of the material topic and its Boundary		45
GRI 103-2	The management approach and its components		45
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GRI 402-1	Minimum notice periods regarding operational changes		45
<b>MATERIAL TOPIC: GRI 403 - OCCUPATIONAL HEALTH AND SAFETY 2018</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>			
GRI 103-1	Explanation of the material topic and its Boundary		38
GRI 103-2	The management approach and its components		38
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GRI 403-10	Work related ill-health		38
<b>MATERIAL TOPIC: GRI 404 - TRAINING AND EDUCATION 2016</b>			
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GRI 103-1	Explanation of the material topic and its Boundary		32
GRI 103-2	The management approach and its components		32
GRI 103-3	Evaluation of the management approach		33
GRI 404-1	Average hours of training per year per employee		33

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
<b>MATERIAL TOPIC: GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY 2016</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>			
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GRI 103-2	The management approach and its components		46
GRI 103-3	Evaluation of the management approach		46,47
GRI 405-1	Diversity of governance bodies and employees		47
<b>MATERIAL TOPIC: GRI 418 – CUSTOMER PRIVACY 2016</b>			
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GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		42



# ACKNOWLEDGEMENTS

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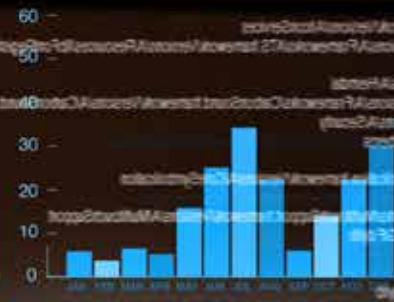
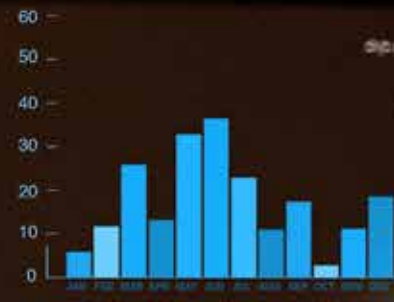
Forme juridique : Société Anonyme

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