eProseed

WE SIMPLIFY COMPLEXITY.

SUSTAINABILITY
REPORT 2017-2018

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MESSAGE FROM THE CEO

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

Geoffroy de Lamalle,
CEO of eProseed

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

"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

13 in countries

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

19 Excellence Oracle Awards

100% Privately-held

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

Sustainability at eProseed
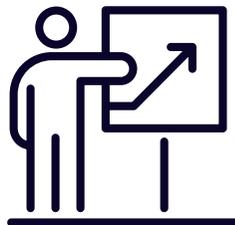
2017 Support to the Ten Principles of UN Global Compact

16 Non-financial performance indicators

5 UN Sustainable Development Goals eProseed contribute to

7 Pillars of the sustainable strategy

8 Members of the CSR Committee

5 Stakeholder groups reached out to for the engagement program
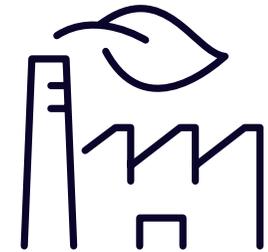
Enabling sustainable strategy

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	**Anti-corruption** 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	**Labour** Principle 3
	Keep investing in expertise and knowledge	Integrate technology as a strategic business drive	**Human Rights** Principles 1, 2
	Taking care of our 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 OUR 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 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.
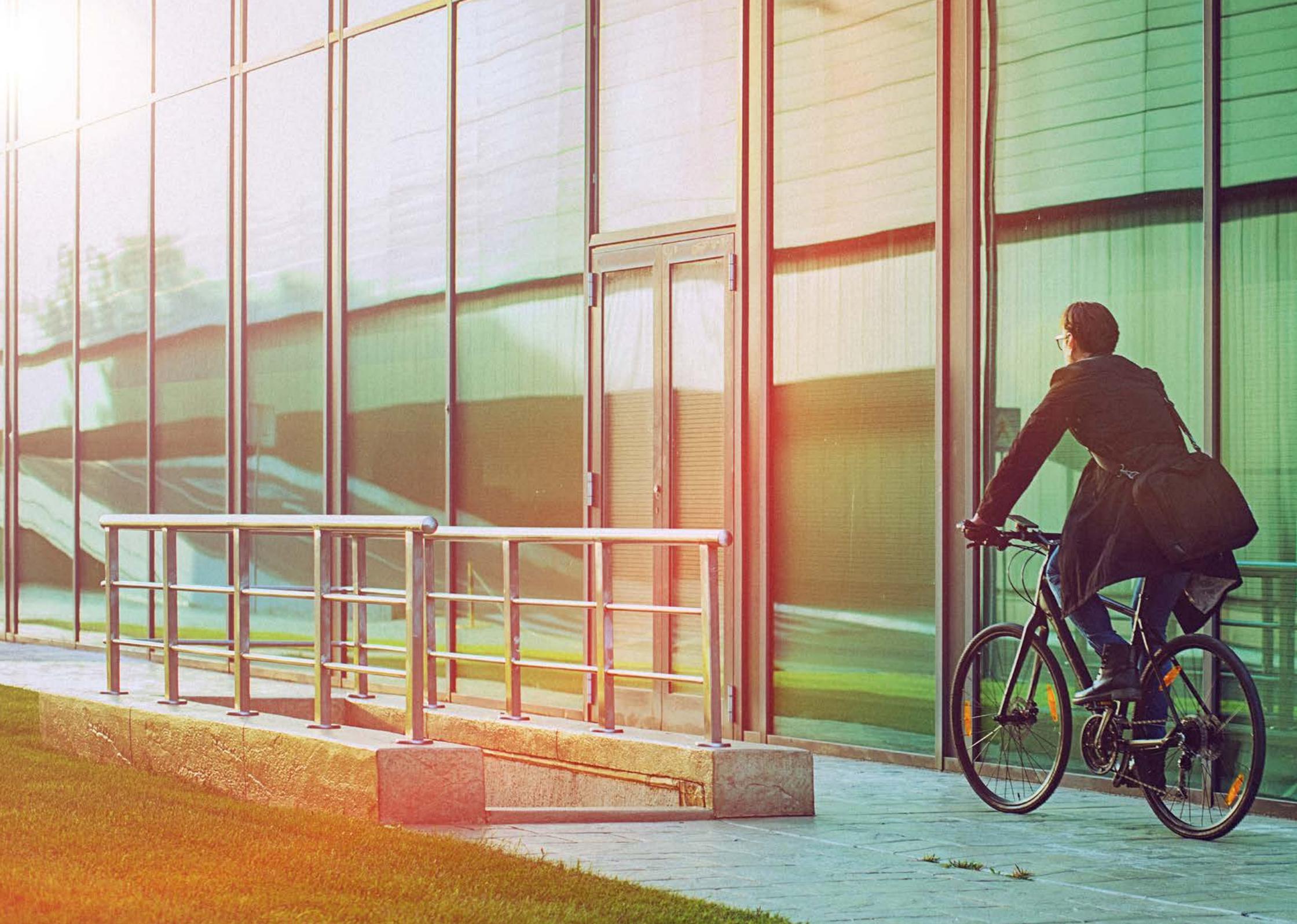
1 | ABOUT ePROSEED

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

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
Specialized

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

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

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.

Guatemala

Netherlands

Sweden

United Kingdom

Luxembourg

Romania

France

Turkey

Portugal

Lebanon

Uganda

United Arab Emirates

Australia

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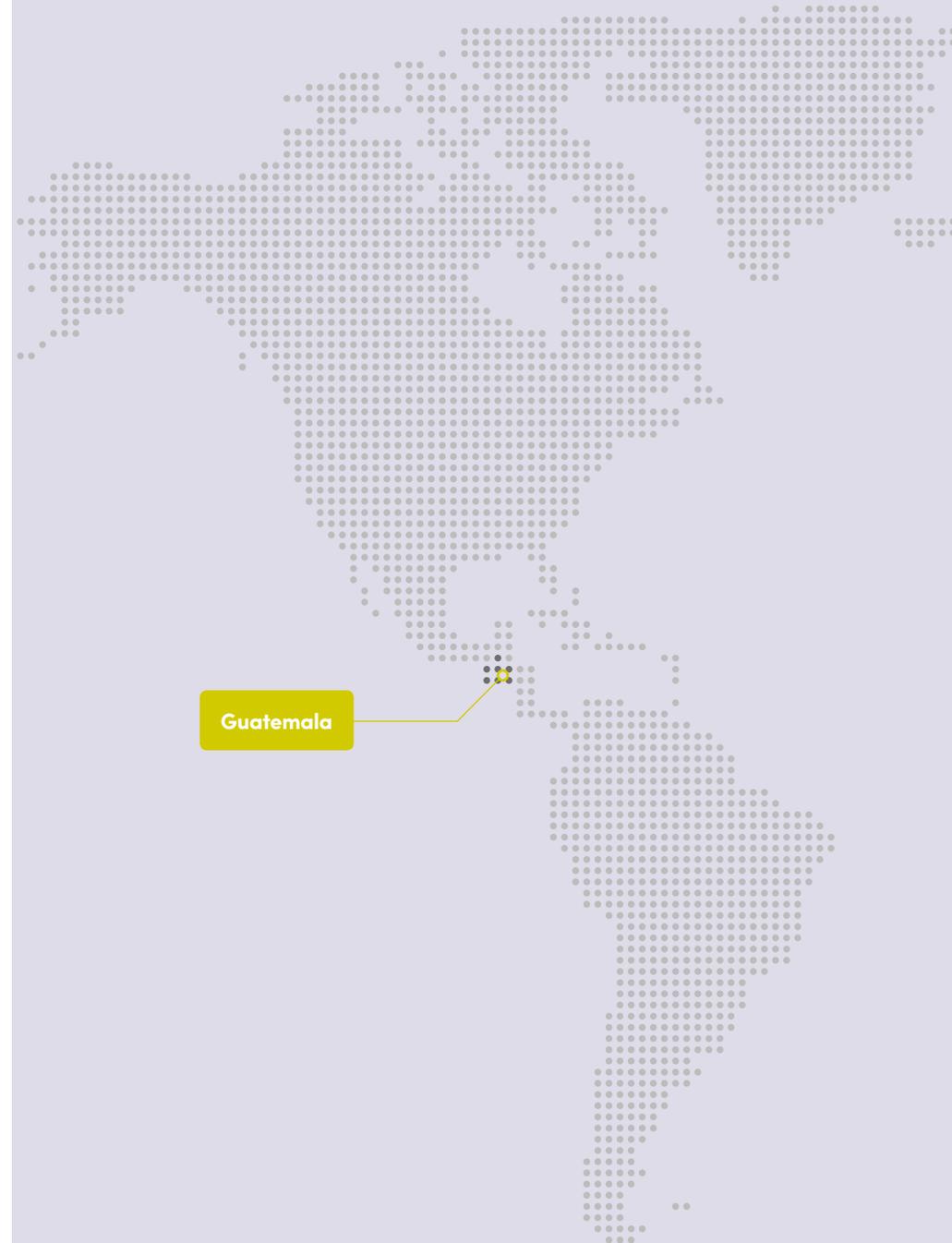
80% of the group's activities come from Luxembourg, United Arab Emirates, the Netherlands and the United Kingdom.

1.3 | GOVERNANCE

FOUNDER & CEO

Geoffroy de Lamalle
CHIEF EXECUTIVE OFFICER

BOARD OF PARTNERS

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

EXECUTIVE COMMITTEE
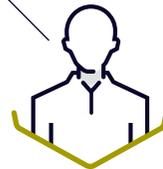
| **Geoffroy de Lamalle**
CHIEF EXECUTIVE OFFICER | **Stéphanie Noël**
CHIEF OPERATING OFFICER | **Fabien Henriet**
CHIEF TECHNOLOGY OFFICER | **Sónia Silva**
CHIEF PEOPLE OFFICER | **Henri Agbodjan**
SALES DIRECTOR |

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 it's 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

MEN   WOMAN

	MEN	WOMAN
PERMANENT CONTRACT	83	18
	120	27
TEMPORARY CONTRACT	0 (None)	0 (None)
	0	0
FULL-TIME	78	15
	115	23
PART-TIME	5	3
	5	4

2017   2018

LUXEMBOURG
HEADQUARTER
58
employees

UTRECHT
21
employees

BUCHAREST
8
employees

LONDON
6
employees

BEIRUT
8
employees

PORTO
27
employees

GUATEMALA
CITY
6
employees

DUBAÏ
12
employees

SYDNEY
1
employee
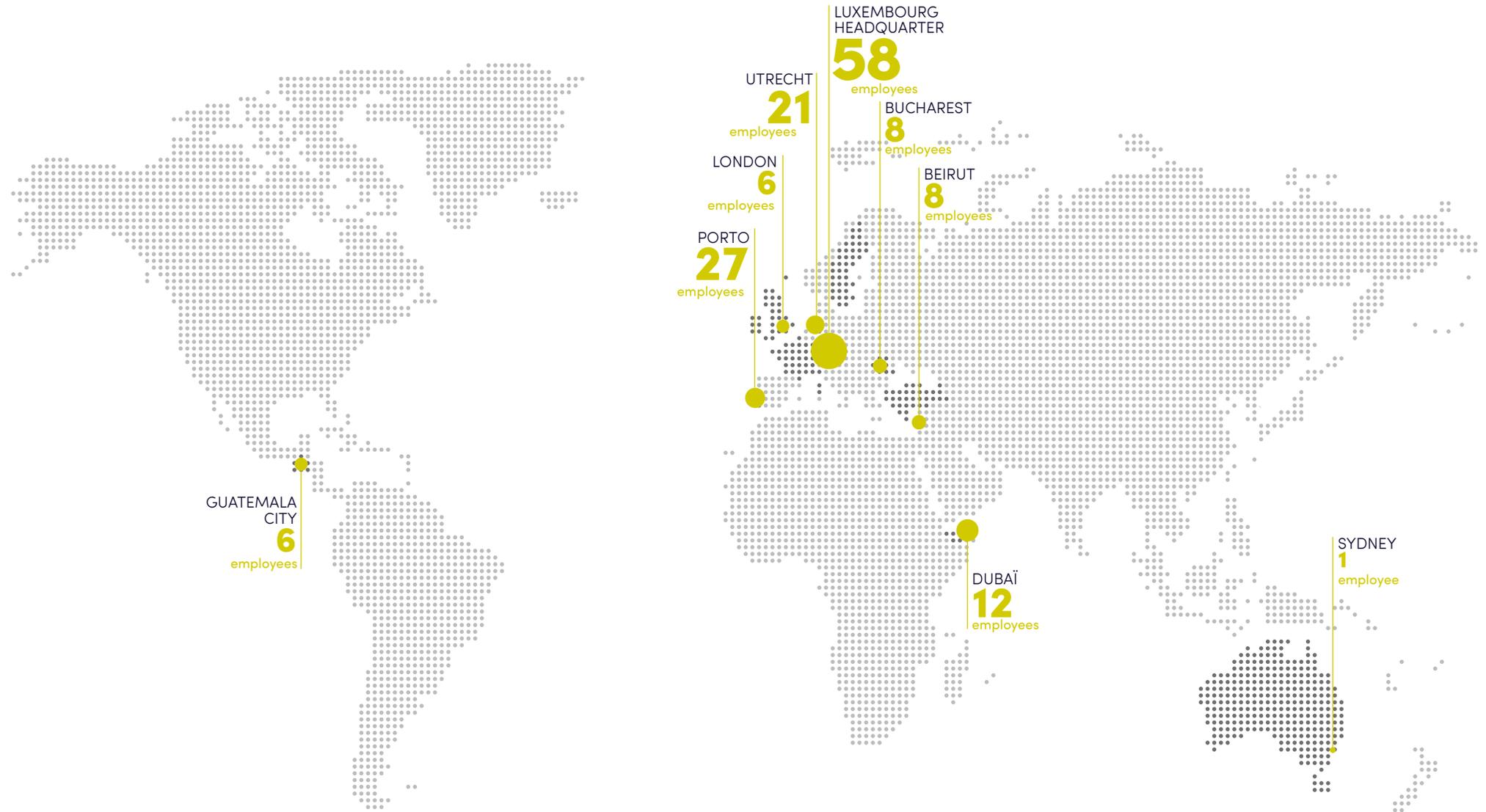
No employees are covered by collective bargaining agreements.

1.5 | A RECOGNISED PARTNER

eProseed customers have demanded platforms supported by Oracle technologies. So eProseed has developed a robust and solid business relationship with Oracle over the last 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 Luxemburgish 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.

EXPLORE

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

FUN

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

INNOVATE

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

LOYAL & RESPECTFUL

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

STRENGTH

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

LEARN

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

EXPLORE

INNOVATE

FUN

VALUES

LEARN

LOYAL & RESPECTFUL

STRENGTH

2 | SUSTAINABILITY AT EPROSEED

2.1 | THE WORLD AROUND US

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

TALENT SHORTAGE

Rapid digitalisation has transformed the job market. Global enterprises especially in ICT continue to face talent shortages and increasing skills demand from their 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_2 COST OF DATA

So far, however, there is no consensus on the macro-level impact ICT has on CO_2 emissions. Nonetheless, there is potential for the global ICT sector to contribute, like other sectors, to the global target of reducing CO_2 emissions on the planet. One of the ways in which ICT can be expected to affect CO_2 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_2 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.

Chief Executive Officer

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

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

Sustainability Committee

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

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

2.3 | CREATING VALUE FOR STAKEHOLDERS

eProseed believes that effective engagement with stakeholders is key to 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.

LOCAL COMMUNITIES & TERRITORIES

PRODUCTS, SOLUTIONS
& SERVICES

RESPONSIBLE MANAGEMENT

Employees
Daily

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

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

Supervisory entities
ITM*, CNPD**
Unscheduled

eProseed
WE SIMPLIFY COMPLEXITY.

Customers
Daily

Key business partners
Oracle
Weekly

Media, press
Occasionally

Research &
innovation partners
Universities
Occasionally

**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.
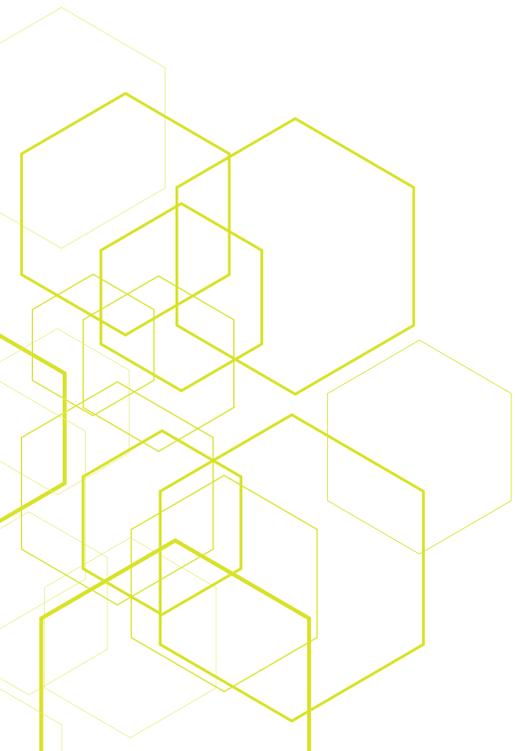
STAKEHOLDER GROUP	APPROACH TO ENGAGEMENT How does eProseed define the nature of the relationship it aims to have with the stakeholders?	COMMUNICATION CHANNELS How often do eProseed exchange with stakeholders?
EMPLOYEES	Involve	Management-employees communication; Online survey; Performance reviews
CUSTOMERS	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)
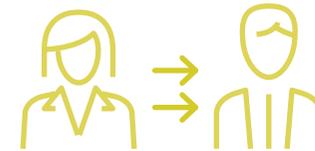
Inform: eProseed will implement a one-way targeted communication with the stakeholders, there is no invitation to reply

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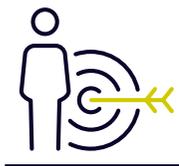
eProseed 2019 objective is to develop further the stakeholder engagement program (purpose, scope, owners) and develop a commitment plan targeting stakeholders priorities

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.

Our responsible business model contributes to those main SDGs

INPUTS

Human & Intellectual
Competencies, time and skills of our workforce
77 employees in 2018, 17 nationalities

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

Supply chain
Creation of indirect economic value through purchasing
50% of suppliers are local (Luxembourg)

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

Environment
Considering impact on natural resources
CO_2 neutral emission building

EXPLORE · FUN · STRENGTH · LEARN · INNOVATE · LOYAL & RESPECTFUL
SOLUTIONS · SERVICES · PRODUCTS
A RESPONSIBLE & INCLUSIVE MANAGEMENT

OUTPUTS

Human & Intellectual
We offer training and career evolutions to all our employees. Maintaining their level of competencies is crucial to their personal development and creates direct value for our customers.
759 hours of training

Financial
We create value for both employees and shareholders. Employees receive wages, salaries and other benefits in kind. We also have a financial contribution towards society through payment of corporate taxes and social contributions. By making a financial profit we ensure the continuity of our business: our benefits are re-invested in innovation products and entering new markets.
Direct economic value generated and distributed: €21.107.140

Supply chain
Whether it's with our business partners through licensing or through the purchasing of office supplies, we contribute indirectly creating value for other companies in our value chain.
€3.935.164 spent with local suppliers

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

Environment
Conceiving products and services conscious of our environmental impacts we monitor our CO_2 usage in our datacenters and buildings.
39% decrease in Energy Intensity Ratio (headquarter building)

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

SDG	Topic	GRI	Outcomes
4 QUALITY EDUCATION	Keep investing and retain expertise and knowledge	GRI 404-1 I GRI 401-1	• Stand out thanks to expertise • Create jobs and retain employees
8 DECENT WORK AND ECONOMIC GROWTH	Envision a long-term business model	GRI-201-1	• A financially strong business model, able to invest to adapt to the changing technology landscape
	Taking care of employees	GRI 403-2 I GRI 202-1	• Consider the sedentary nature of professions in the well-being of employees • Giving work its true value
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Commit to an ethical approach of doing business	GRI 418-1 I GRI 204-1	• Guarantee the confidentiality of customers' data • Foster relationships with local suppliers • Listening for: appropriate responses for employees, tailor-made solutions for customers, increased transparency towards external stakeholders • Be transparent and give visibility
17 PARTNERSHIPS FOR THE GOALS	Facilitate inclusive dialogue	GRI 102-43 I GRI 402-1	• Building cohesion setting the example • Break free from professional biases towards men and women
	Leveraging on diversity to foster innovation and be close to customers	GRI-405-1	• Consider the needs of all generations
13 CLIMATE ACTION	Using natural resources wisely	GRI 302 I GRI 305-3	• Environmental impact comes from within and without our organisation • A trade-off between proximity to the customers and the environmental impact of travels

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

4 QUALITY EDUCATION

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

2017		2018	
87% MALE	**13%** FEMALE	**80%** MALE	**20%** FEMALE

Proportion of training hours offered to employees

2017		2018	
83% MALE	**17%** FEMALE	**80%** MALE	**20%** FEMALE

4 QUALITY EDUCATION
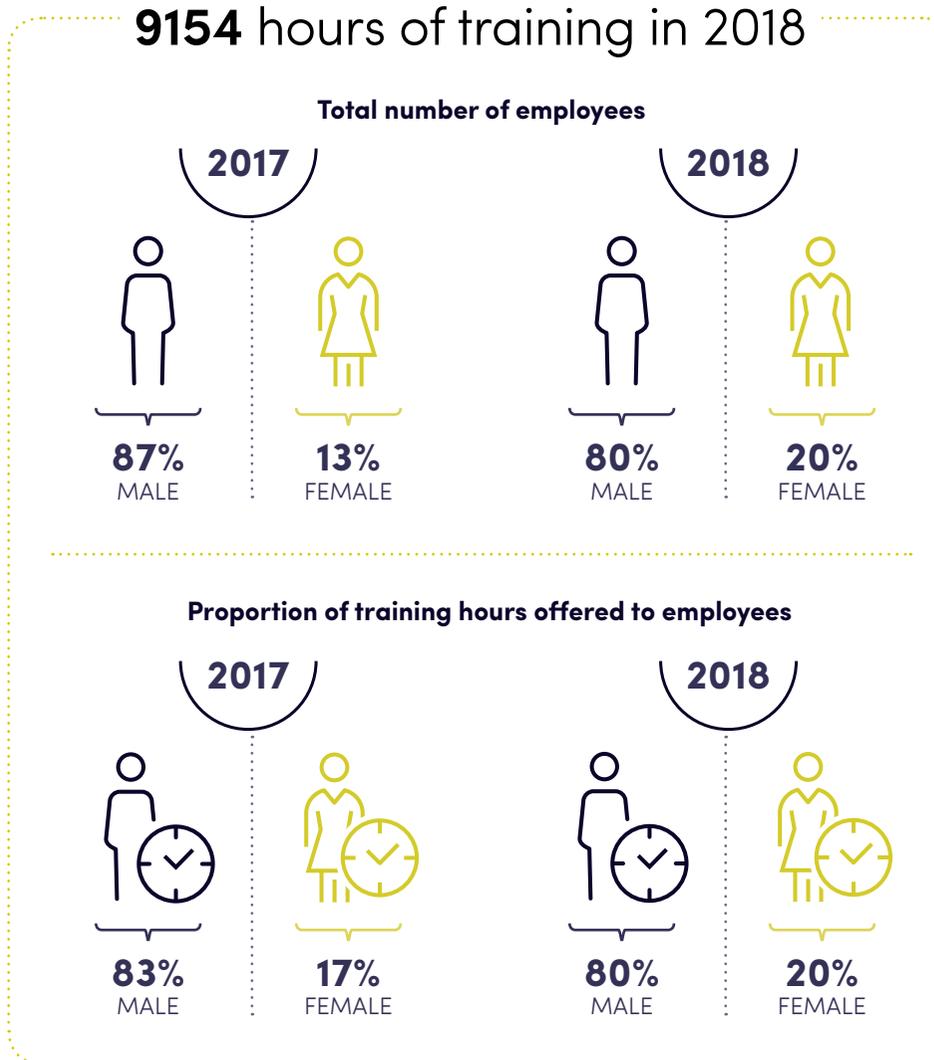
KEEP INVESTING AND RETAIN EXPERTISE AND KNOWLEDGE

Create jobs and retain employees

Why is it important?

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

2017
TOTAL: **12**

	< 30 ans	30-50 ans	> 50 ans
Male	1	9	0
Female	1	1	0

2018
TOTAL: **31**

	< 30 ans	30-50 ans	> 50 ans
Male	5	15	2
Female	5	4	0
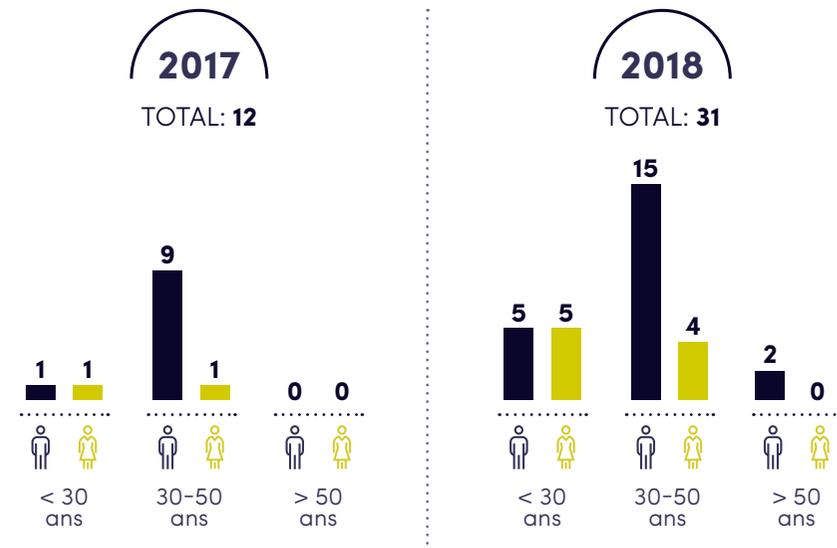
Oracle HCM Suite is still an ongoing project at eProseed and therefore the analytical module is not entirely ready. HR department defines a set of KPI in order to monitor the talent acquisition, the talent management and ultimately the staff turnover. So far, the reporting provided to the members of the Executive Committee covers the first aspect and eProseed foresees to have a more complete view in the first half of 2020.

8 DECENT WORK AND ECONOMIC GROWTH
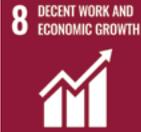
ENVISION A LONG-TERM BUSINESS MODEL

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

Why is it important?

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

Importance
Primary

Stakeholders
Employees, Customers, Suppliers

Management mechanisms

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

Evolution of management mechanisms

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

Target for improvement

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
Direct economic value generated	Revenues	Wide variety of stakeholders	10.694.589 €	21.107.140 €
Direct economic value distributed	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 €
Direct Economic Value Generated and Distributed (EVG&D)			**20.356.436 €**	**39.072.977 €**
Financial assistance received from government			57.382 €	49.872 €

8 DECENT WORK AND ECONOMIC GROWTH
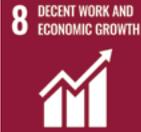
TAKING CARE OF EMPLOYEES

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

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

Importance
Primary

Stakeholders
Employees, Supervisory entity (ITM)

Management mechanisms
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

2017

33
DAYS

2018

39
DAYS

NUMBER OF HOURS WORKED

7046   **9504**

RATE OF SICK LEAVES FOR NON-WORK-RELATED REASONS

-20%

0,0033   **0,0027**

8 DECENT WORK AND ECONOMIC GROWTH
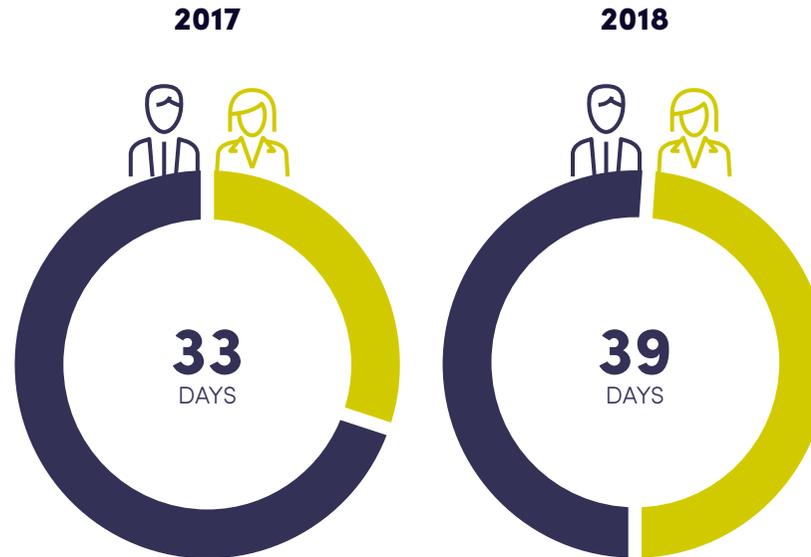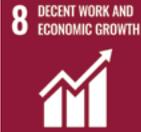
TAKING CARE OF EMPLOYEES

Giving work its true value

Why is it important?

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

Importance
Primary

Stakeholders
Employees

Management mechanisms

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

Evolution of management mechanisms

As eProseed is growing fast, it is important to comply with applicable minimum wage legislation and to keep reviewing as the market 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.
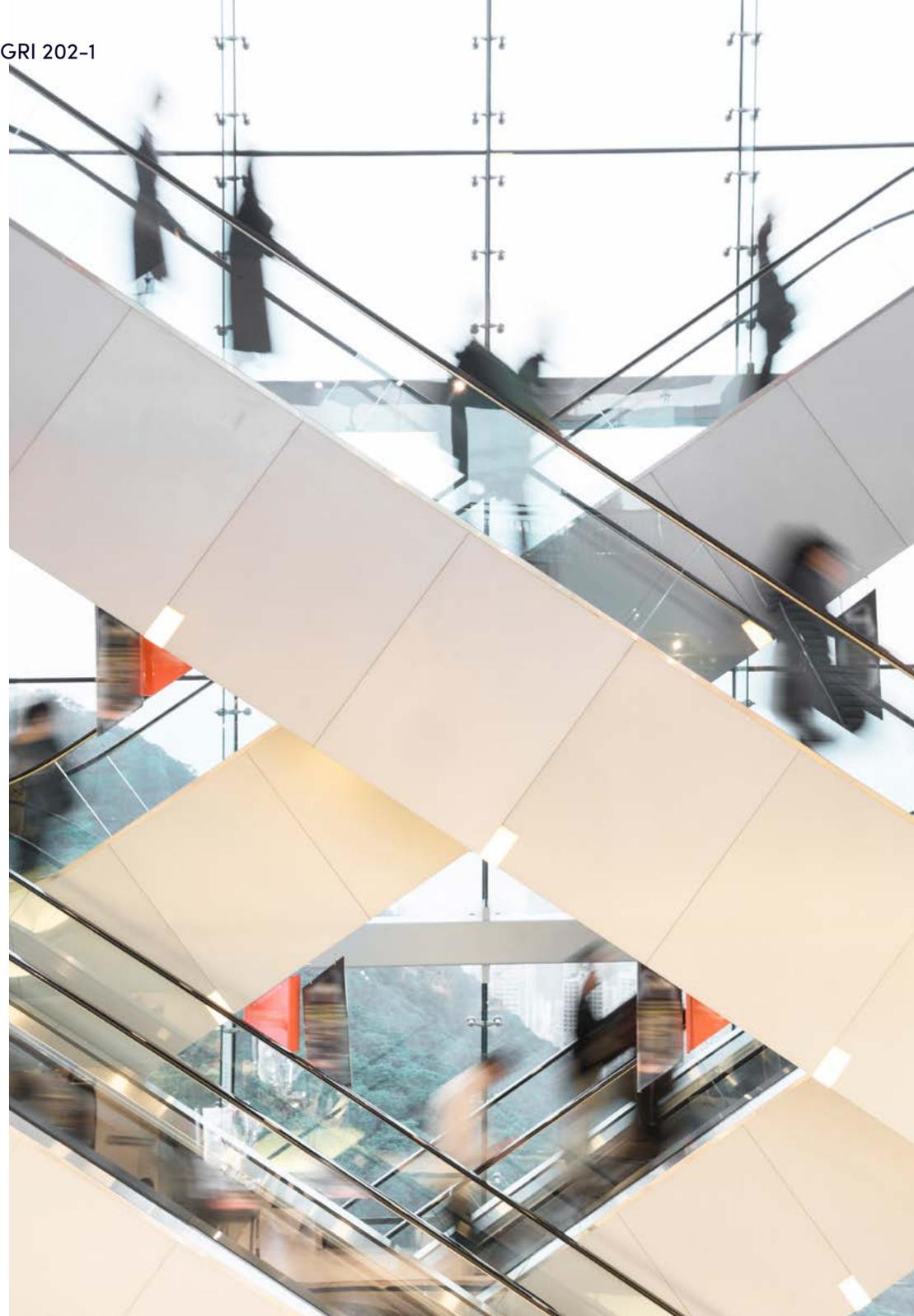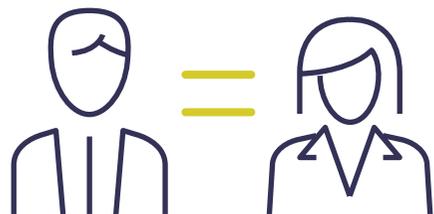
COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

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.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

COMMIT TO AN ETHICAL APPROACH OF DOING BUSINESS

Foster relationships with local suppliers

Why is it important?

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

Importance
Primary

Stakeholders
Suppliers

Management mechanisms

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

Evolution of management mechanisms

Over time, the purchasing department has built good working relationships with well established local suppliers. eProseed aims for purchases to help local ecosystems (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).

17 PARTNERSHIPS FOR THE GOALS

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

81% MALE
2017
19% FEMALE

78% MALE
2018
22% FEMALE
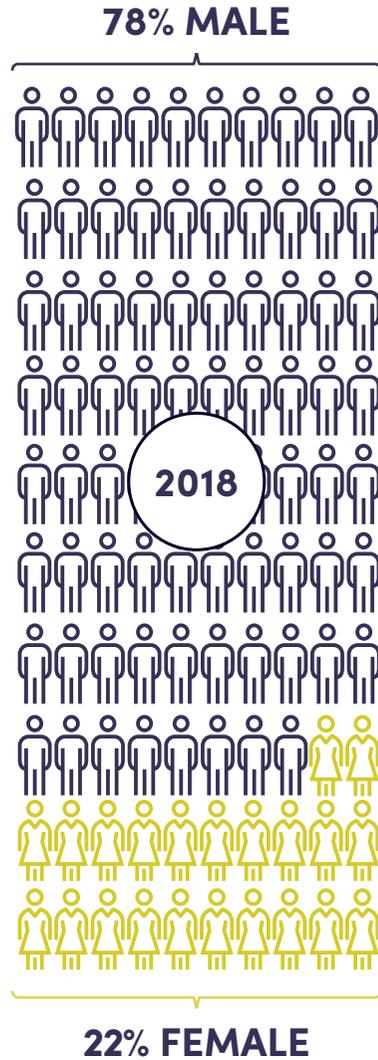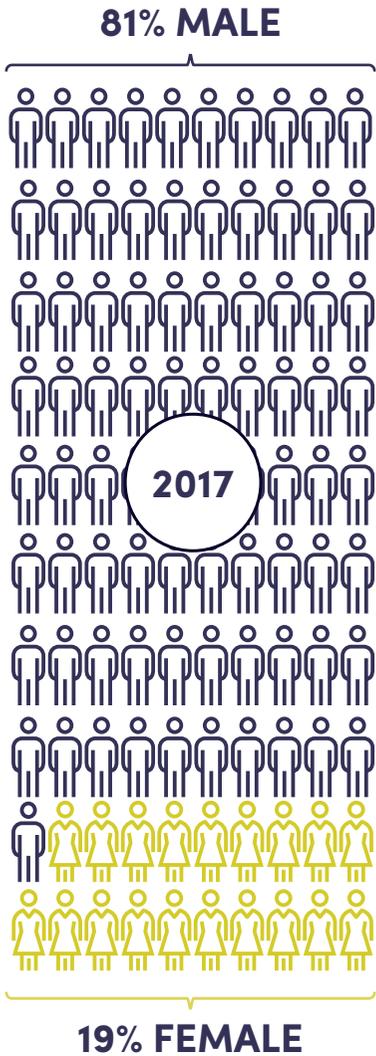
Building cohesion setting the example

EXECUTIVE COMMITTEE
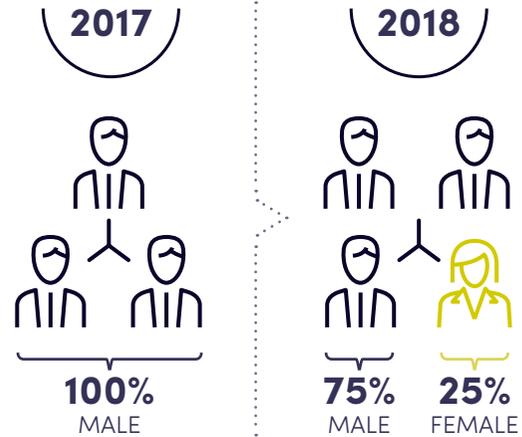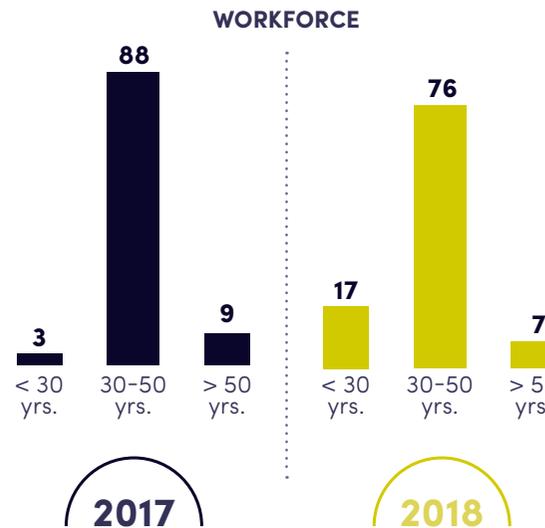
2017

100% MALE

2018

75% MALE **25%** FEMALE

Consider the needs of all generations

WORKFORCE

	2017			2018	
< 30 yrs.	30-50 yrs.	> 50 yrs.	< 30 yrs.	30-50 yrs.	> 50 yrs.
3	88	9	17	76	7

2017 **2018**

Get a different perspective through different cultures

French
Belgian
Brazilian
Romanian
Indian
Egyptian
Portuguese
Italian
Ukranian
Hungarian
Moroccan
Algerian
Estonian
German
Turkish
English
Luxembourgish
Spanish
Polish

0   5   10   15   20   25   30

■ 2017   ■ 2018

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 CO2e 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 CO2e emissions.

Performance

↓ 39% DECREASE
in Energy Intensity Ratio* of the **HEADQUARTERS** building between 2017 and 2018

↓ 30% DECREASE
in Energy Intensity Ratio* of the **DATACENTRE** between 2017 and 2018

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

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.

USING NATURAL RESOURCES WISELY

eProseed identified '"Emissions" as a secondary material topics. However, eProseed's emissions do not come from sources owned or controlled by the company. Therefore, the disclosures related to GRI 305-1 Direct (Scope 1) GHG emissions can be considered "not applicable".

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 CO_2e 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 kilometers 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**
Stand out thanks to expertise	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
Create jobs and retain employees	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.

4 QUALITY EDUCATION

	2018 Performance			**2019–2020 Targets**

8 DECENT WORK AND ECONOMIC GROWTH

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
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**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
17 PARTNERSHIPS FOR THE GOALS	**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

17 PARTNERSHIPS FOR THE GOALS

	2018 Performance			2019-2020 Targets
Be transparent and give visibility	See Page 45	4 weeks	Notice period regarding operational changes	Expand the boundaries of the reporting to gradually integrate other countries in the reporting perimeter Refine the data collection internal tool for sustainability metrics in order to quantify and report on the 2019 progress against the targets set Engage further internal employees in the understanding and appropriation of the sustainable strategy by creating 1-pager fact sheets per SDG to present eProseed's impact, contribution indicator and progress
Building cohesion setting the example	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.
Break free of professional biases towards men and women	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"
Consider the needs of all generations	See Page 47	17% (<30 yrs) 76% (30-50 yrs) 7% (>50 yrs)	Age diversity at employee level (m/f)	
Get a different perspective through different cultures	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**
13 CLIMATE ACTION					
	Environmental impact comes from within and without the organization	See Page 48	19.500kwH	Energy consumption of building	Decommissioning most of the datacentres moving them to the Cloud
			38.000kwH	Energy consumption of data centre	
	A trade-off between proximity to customers and the environmental impact of travels	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

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 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 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 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.

Key business partners
1

Corporate suppliers
6

Executive Management
3

Customers
9

Employees
77
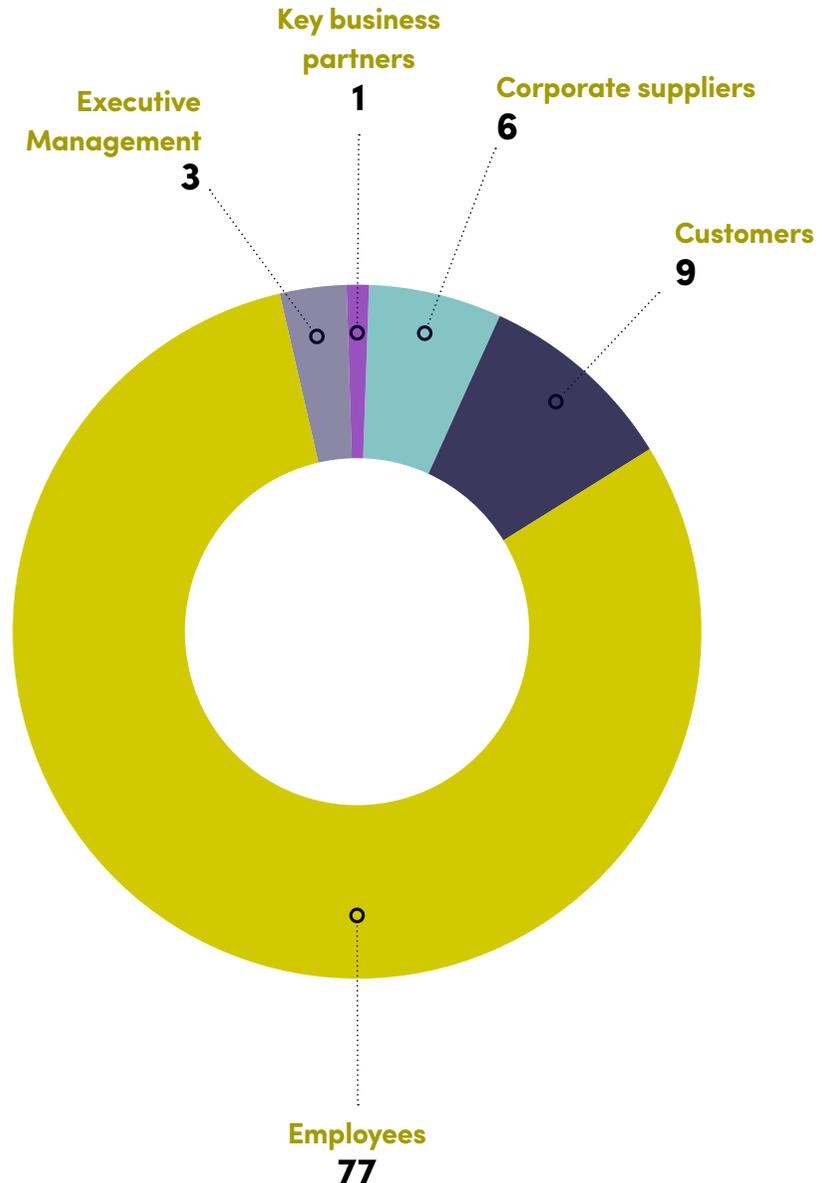
Step 6:
SELECTION OF TOPICS

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

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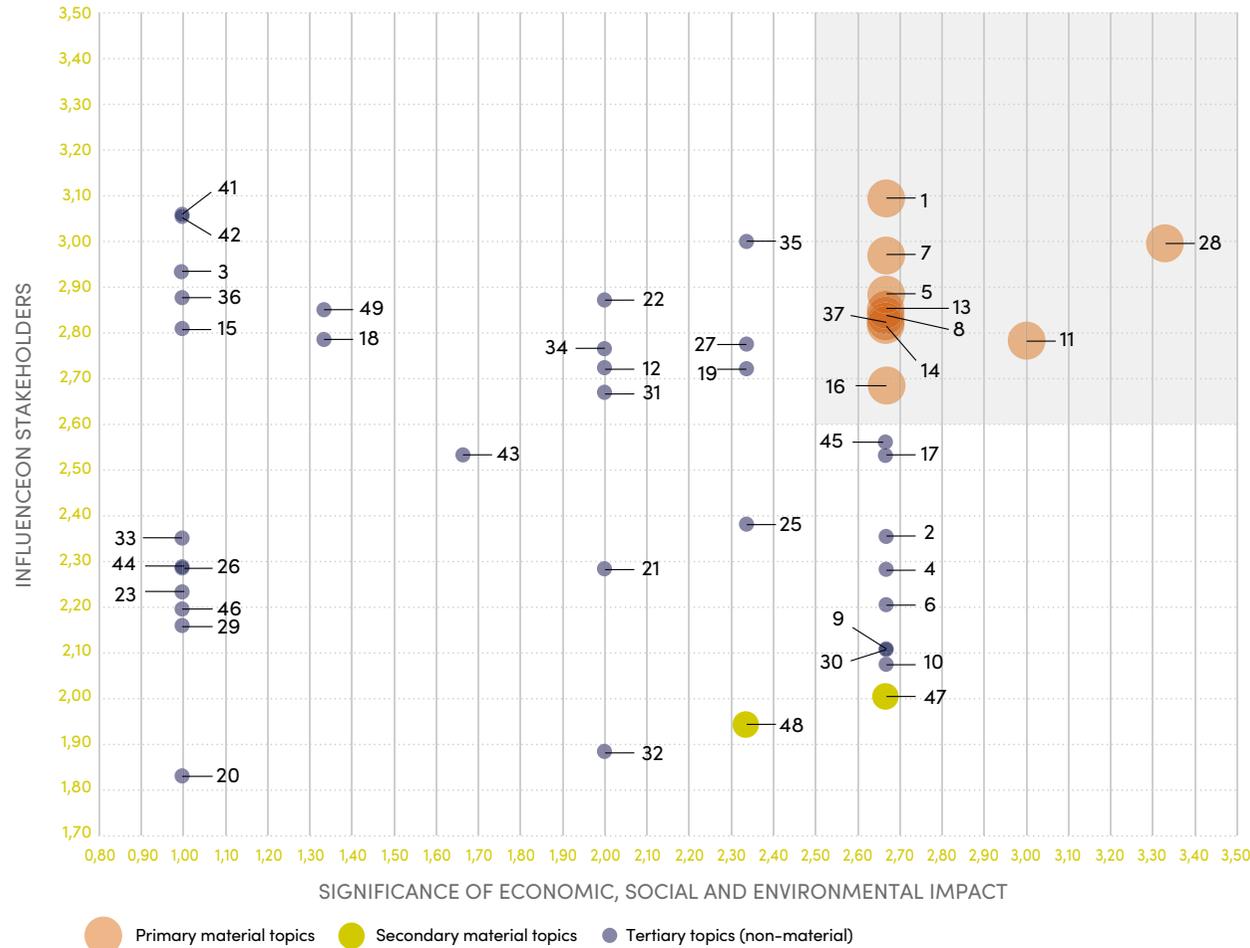
The primary material topics are identified in bold in this list, they correspond to the dots in orange in the grey area.

1 **Competencies evaluation and personal development**
2 Measures promoting and facilitating work-life balance
3 Remuneration and value sharing mechanisms
4 Internal communication
5 **Involvement and consultation of employees**
6 Work organization
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 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 rations 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

Content Index
eProseed
Oct 2019 **Service**

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

	GENERAL DISCLOSURES		
GRI STANDARD	**DESCRIPTION**	**OMISSION**	**PAGE NUMBER**
GRI 101: FOUNDATION 2016 **GRI 102: GENERAL DISCLOSURES 2016**			
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GRI 102-4	Location of operations		12
GRI 102-5	Ownership and legal form		68
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
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GRI 102-13	Membership of associations		18
	STRATEGY		
GRI 102-14	Statement from senior decision-maker		4, 5
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GRI 102-16	Values, principles, standards, and norms of behavior		19
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GRI 102-18	Governance structure		14, 23

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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GRI 102–43	Approach to stakeholder engagement		24, 25, 26, 44, 59, 60
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GRI 103–1	Explanation of the material topic and its Boundary		36
GRI 103–2	The management approach and its components		36
GRI 103–3	Evaluation of the management approach		36, 37
GRI 201–1	Direct economic value generated and distributed		37

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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GRI 103–1	Explanation of the material topic and its Boundary		40
GRI 103–2	The management approach and its components		40
GRI 103–3	Evaluation of the management approach		40, 41
GRI 202–1	Ratios of standard entry level wage by gender compared to local minimum wage		41
MATERIAL TOPIC: GRI 204 – PROCUREMENT PRACTICES 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
GRI 103–1	Explanation of the material topic and its Boundary		43
GRI 103–2	The management approach and its components		43
GRI 103–3	Evaluation of the management approach		43
GRI 204–1	Proportion of spending on local suppliers		43
ENVIRONMENT			
MATERIAL TOPIC: GRI 302 – ENERGY 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
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
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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. However, eProseed's emissions do not come from sources owned or controlled by the company. Therefore, the disclosures related to GRI 305-1 Direct (Scope 1) GHG emissions can be considered "not applicable".	
GRI 305–3	Other indirect (Scope 3) GHG emissions		49

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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MATERIAL TOPIC: GRI 403 – OCCUPATIONAL HEALTH AND SAFETY 2016 **GRI 103: MANAGEMENT APPROACH 2016**			
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 403–2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work–related fatalities		39
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GRI 103–2	The management approach and its components		32
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GRI 404–1	Average hours of training per year per employee		33

GRI STANDARD	DESCRIPTION	OMISSION	PAGE NUMBER
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GRI 103–1	Explanation of the material topic and its Boundary		46
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GRI 103–3	Evaluation of the management approach		46,47
GRI 405–1	Diversity of governance bodies and employees		47
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GRI 103–2	The management approach and its components		42
GRI 103–3	Evaluation of the management approach		42
GRI 418–1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		42

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eProseed Europe SA is a privately-held company established in 2003, which started its activities in November 2009 under the commercial laws of Luxembourg as a Société Anonyme (RCSL : B96487). All interests in the company are held by its CEO and members of Management Board, all of whom are individuals.

eProseed
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