

# CSR REPORT 2023

PUBLIC DOCUMENT

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## GENERAL INFORMATION

### OUR MISSION

As an IT and cyber consulting company, our mission is to provide, anywhere in the world, the best solution by analysing the match between the needs of our customers and your skills and aspirations.

Thus, we help companies meet the challenges of tomorrow, while supporting our employees to flourish. We are a team, a community, a collective... with a common Goal: **to grow and grow our business together.**

Moreover, we are convinced that sustainable growth is possible within Digital Services Companies. Therefore, we work, every day, to reconcile expertise, commercial development, quality of human relations while limiting our environmental impact.

### OUR VALUES

We structure our management and business strategy based on 5 key values: expertise, agility, transparency, equity, and sustainability. These essential values guide us daily and ensure our continuous growth.

All our employees share the same vision as the company and bring these common values to life.

- Expertise: specializing and striving for excellence.
- Agility: Innovate and adapt in all situations.
- Clarity: Engaging and sharing information with all stakeholders.
- Fairness: Embracing and promoting diversity.
- Sustainability: Anticipate the challenges of tomorrow.

## OUR STRATEGY

As written below, we believe that it is possible to reconcile growth and quality of human relations, which contributes to a sustainable growth. To meet this challenge every day, we have implemented a strategic plan based on:



## OUR KEY FIGURES AND LOCATIONS



## OUR ORGANIZATIONAL CHART



Since we have joined the act digital group, our supervisory committee is composed by the 3 shareholders of the Alter Solutions Group:

- Thibaut CHARMEIL: <https://www.linkedin.com/in/thibaut-c-682503/>
- Louis VACHETTE: <https://www.linkedin.com/in/louisvachette/>
- Mathieu PRULHIERE: <https://www.linkedin.com/in/mathieu-prulhiere-609bb675/>

In 2023, **44% of our directors were women**, instead of 40.9% the previous year. Discover our Group Directors below:

### Group level

- President: Louis VACHETTE
- Executive General Manager: Mathieu PRULHIERE
- HR Director: Fanny COHEN
- Financial & Accounting Director: Ismaël AOURI
- Product and Technical Operations Director: Constança GRILO
- Marketing & Communication Director: Maria ALCAPARRA

- CSR & Quality Director: Mélody RIPPERT
- CISO: Mélody RIPPERT

### **France**

- Operation Director: Aurélien GARDES
- Sales Directors: Omar TAZI
- DTS Practice Manager: Thomas DUCOS
- Cyber Practice Manager: Guillaume DEVEAUX

### **Portugal**

- Executive Business Director: Tania COELHO
- Business Directors: Gonçalo GÓIS, Gonçalo RODRIGUES, Gonçalo MOURA, and Laura POMBO

### **Belgium**

- Head of Business: Martim ZILHÃO
- Head of Operations: Nawal HAMMOU

### **Germany**

- General Manager: Thomas FASS
- HR Director: Tanja ZASTROW
- Operation Director: Laura THIEL

### **Poland**

- General Manager: Marta MARKIEL

### OUR FINANCIAL PERFORMANCE

Turn-over per country	2022	2023
Alter Solutions Benelux	5.8 M€	8.5 M€
Alter Solutions Deutschland	7.6 M€	9.5 M€
Alter Solutions España	0.06 M€	0.2 M€
Alter Solutions France	14 M€	15.6 M€
Alter Solutions Maroc	NA	0.3 M€
Alter Solutions Polska	0.5 M€	3.7 M€
Alter Solutions Portugal	24.5 M€	24.7 M€
<b>TOTAL GROUP</b>	<b>49.4 M€</b>	<b>59.3 M€</b>

### OUR CSR KPI

In addition to financial indicators, it is important to monitor our extra-financial performance. This is why we have defined three ESG (Environmental, social, and governance) key indicators at Alter Solutions:

		2023	
		Results	Objectives
Social	% of women	22%	30%
	% of trained people	32%	15%
	Rate of women trained	26%	30%
	Work-related accident rate	0%	0%
	No. of ethical alerts raised	0	2 (maximum)
	Gender index	87	85
	Overall perception (GPTW)	86%	80%
	Trust index (GPTW)	84%	80%








		Results	2023 Objectives
Environmental	Carbon footprint (tons of eCO <sub>2</sub> /M€)	8,88	9 (maximum)
	Water consumption (m <sup>3</sup> /M€)	7,15	8 (maximum)
	Electricity consumption (kWh/M€)	1502	1000 (maximum)
		Results	2023 Objectives
G	% of women in management positions	44%	20%
	% of alerts related to corruption	0	0

### CSR INITIATIVES AND DONATIONS


In 2023, we continued to develop social and environmental initiatives with associations and local partners.


#### CSR initiatives within the group

SUBSIDIARY	Initiative description	SDG
	<p><b>Mental health program:</b></p> <p>Contract with an external therapist for monthly sessions with employees, intirely confidential and paid by the German subsidiary.</p> <p>Creation of a monthly internal newsletter with different mental health subjects.</p>	

AS DEUTSCHLAND	<p><b>Partnership:</b></p> <p>Establishment of “green” electricity in all office locations.</p>	
	<p><b>Sponsor:</b></p> <p>Sponsorship of local children sport clubs.</p>	
AS FRANCE	<p><b>Donations:</b></p> <p>Participation in the Green Santa Claus with Secours Populaire, at the end of 2023. Thanks to this initiative, we collected a lot of toys for children.</p>	
	<p><b>Partnerships:</b></p> <p>Partnership with Berlingotte, which creates newborn gifts with an ESAT (Etablissements ou Services d'Aide par le Travail), located in France.</p>	



	<p>Partnership with CEDRE, which is our waste management partner, employing disabled people who cannot access the labour market.</p>	
<p><b>AS PORTUGAL</b></p>	<p><b>Team buildings:</b></p> <p>To combat soil degradation in the Sintra-Cascais Natural Park, we helped to restore an area infested with invasive species. We collaborated with the Oxygen project assisting in the natural regeneration of the soil through thinning and removal of invasive species. The main goal, in addition to restore the soil, was to minimize threat factors (fire, competing vegetation, etc.).</p> <p>In Porto, the goal was basically same: restoring the region's soil but divided into 3 phases:</p> <ul style="list-style-type: none"> <li>• Removal of Invasive Species: Identify, monitor, and remove invasive species.</li> <li>• Staking: Implement protective measures to ensure the safety and preservation of the trees.</li> <li>• Irrigation Pipe Restoration: Assess the current condition of the irrigation pipes and identify</li> </ul>	

	any leaks, damage, or operational issues.	
	<p><b>Partnership:</b></p> <p>Partnership with Oficina da Psicologia, which offers all employees psychological sessions, paid by the company. The sessions are completely anonymous.</p>	 <p>3 GOOD HEALTH AND WELL-BEING</p>

## OUR SOCIAL COMMITMENT

Social challenges faced by companies are various: discrimination, equity, ethics, wellness, disability, among others. At Alter Solutions, we focused our actions on wellness and equity, while continuing to work on ethics, disability at work and non-discrimination.

To tackle these challenges, we included all our stakeholders. Therefore, we have identified 3 categories of stakeholders: our employees, our suppliers, local partners and associations. In this paragraph, we will describe social initiatives made in 2023 with our different stakeholders.

### WITH OUR EMPLOYEES

#### Great Place To Work® certification

In 2023, we worked with Great Place To Work®, which is a certification recognizing employers who create an outstanding employee experience.

We are very proud to get GPTW certification in November 2023 for Alter Solutions Benelux, Alter Solutions Deutschland, Alter Solutions France, and Alter Solutions Portugal for the 2<sup>nd</sup> time, and Alter Solutions Polska for the 1<sup>st</sup> time. This certification brings out the great work which has been done by all Alter Solutions' subsidiaries to create the best work conditions for our employees.



Through this survey, we have measured 5 values. Each values is made of categories, and each categorie gets a percentage according to 4-5 questions asked.

We have also measured our Global Perception, which is a rate of people who agree to say: "globally, Alter Solutions is a good company to work for".



Compared to 2022, we are proud to have increased all our rates as we can see below.

Alter Solutions España and Alter Solutions Maroc did not have enough employees at the time to be able to enter the survey.

	2023	2022
<b>Total respondents</b>	502 ↗	441
<b>Overall Perception</b>	86% ↗	80%
<b>Credibility</b>	84% ↗	79%
<b>Respect</b>	84% ↗	79%
<b>Fairness</b>	82% ↗	78%
<b>Pride</b>	81% ↗	76%
<b>Camaraderie</b>	88% ↗	83%

## Awareness and training

At Alter Solutions, we are really concerned about professional equality between women and men, and we are convinced that we can make a difference through awareness raising and training.

For example, in France, on 8 March 2023, we organised our second brainstorming session on gender equality issues. The theme was: “How can we increase the proportion of women recruited by Alter Solutions France?”. After a round-table discussion in which everyone put forward solutions, three solutions caught our attention:

- Mobilise Alter Solutions France employees at trade fairs, company forums and conferences.
- Speak at engineering schools and upstream (company presentations, 3rd year work placements, etc.).
- Work on our careers page and social networks to encourage women to apply to Alter Solutions France.

## WITH OUR SUPPLIERS

All the suppliers selected at a group level are listed below. From the group, only one supplier does not have CSR commitments.

Suppliers	Type	CSR commitments (Y/N)	Local (Y/N)
AXA	Insurance	<u>Y</u>	Y



BOONDMANAGER	ERP	<u>Y</u>	Y
HUBSPOT	Sales	<u>Y</u>	N
LINKEDIN	Recruitment	<u>Y</u>	N
MICROSOFT	IT	<u>Y</u>	N
SMARTRECRUITERS	Recruitment	<u>Y</u>	N
SPENDESK	Expenses	N	Y

### Alter Impact Program

In 2023, we were delighted to launch our volunteering program dedicated to Alter Solutions 'employees. The launch started in July 2023 with France and will continue in 2024 for the rest of the group.

We are all committed to getting involved in causes that affect us. Thanks to the Alter Impact program, it is possible to do this as much as they want during their inter-contract periods. It could be:

- 🙌 A helping hand, by carrying out one-off field actions.
- 🏠 Skills sponsorship, by bringing your personal or professional expertise to an association.
- 💛 Sponsorship, supporting middle school students, high school students, people looking for work, in their professional career.

- 🛒 Collection, by contributing to material donation campaigns.
- 😊 CSR initiatives, by participating in internal actions such as welcoming a 3rd grade intern, making a business presentation to an engineering school, etc.

## Donations


By the end of 2023, our donation had been divided in two parts:

1. One part had been donated to **10.000 Codeurs**, an organization that promotes IT in Africa and fosters the empowerment of young men and women thanks to their IT programs.
2. The other part had been divided according to the choice of Alter Solutions employees, among three highly relevant causes that work at an international level: **Jane Goodall Institute** that creates ecological corridor to restore the African equatorial forest, **Earthwake** that transforms plastic waste into source of energy, **Pure Ocean** that develops innovative research programs for ocean preservation.

This 2<sup>nd</sup> donation was possible thanks to Captain Cause, which is a company that unlock new sources of funding for projects that accelerate the ecological and solidarity transition by connecting companies and associations.

The donation will be distributed proportionally based on the number of people selecting each cause. Here are the results of our donations through Captain Cause's:

- 🌍 Earthwake: 44% support from Alter Solutions led to recycling 123.8kg of challenging plastic waste.
- 🌿 Jane Goodall Institute France: 38% supported the cause, resulting in 538.5 trees planted by young students.

-  Pure Ocean: 17% chose to support this initiative, collecting a remarkable 7269.2 bags of 30L waste.



## OUR ENVIRONMENTAL COMMITMENT

Our commitment to the environment is not new. For many years, we have been making our employees aware of the optimization of resources, the reduction and recovery of waste. Our environmental policy resumes these elements.

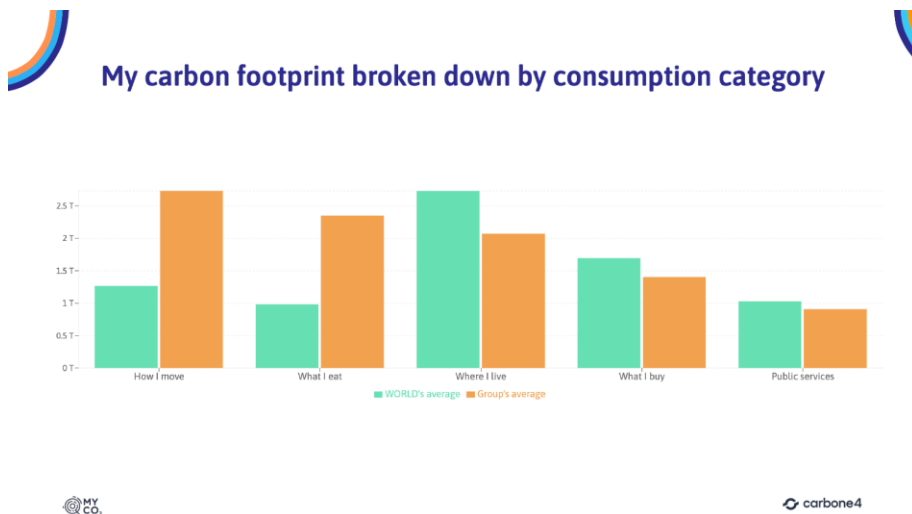
### GREEN IT

Like every year, Alter Solutions took part in Digital Cleanup Week. What's new in 2023 is that the entire group got involved. So, after a week, all subsidiaries were able to delete **804 GB of useless data** while at the same time **raising employee awareness of responsible digital practices**.

### MY CO2 CONFERENCE

On April 21<sup>st</sup>, our first MyCO2 workshop took place in Lisbon (Portugal) with 25 employees. This conference raised awareness among a large number of people in an interactive way and helped to calculate the personal carbon footprint of our employees, while providing them with a powerful, dynamic visualization tool.

Here is the results after the workshop where our employees were able to compare their average with the world's average.



## GREEN MOBILITY

Alter Solutions Benelux has launched a new initiative, in collaboration with Ubike, that allows all Alter Solutions Benelux's employees to lease an electric bike and deduct it on their gross salary. Additionally, the bike can become your propriety after 36 months with a limited cost.

Cherry on the cake: Alter Solutions Benelux refunds for the kilometers they do on their commute to work and back!

## ECOTREE PARTNERSHIP

In 2023, Alter Solutions has launched its partnership with **EcoTree, the European leader in Nature-based solutions**. This project is in line with our CSR approach undertaken, in particular our **humble contribution to the fight against global warming**, namely, to act in the creation of carbon sinks while participating in the preservation of the French forest and its biodiversity.

### What does the partnership with EcoTree consist of?

The project we have just launched consists of contributing to the creation of a carbon sink, thanks to the **restoration of part of the Montplonne forest** located in Eastern France (55). Specifically, the funding provided to EcoTree allows them to ensure the sustainable management of the forest.

### Why did you choose EcoTree?

First, we worked on the carbon footprint (scope 1, 2 and 3) of our French entity\* to know our level of GHG emissions. Then, we thought about how to contribute to global carbon neutrality on our level. There are various levers: reducing emissions, avoiding emissions, innovating to offer new services, eco-designing the products we work on and working protection and restoration of the forest ecosystem.

So, Alter Solutions choose to engage as soon as possible in a forestry project since it is a very long-term contribution project. At the same time, Alter Solutions is working on their reduction actions because we are convinced that these actions

(reduction and sequestration) are complementary

Once we thought about prioritising our environmental approach, we had to identify a partner who could support us in our carbon sequestration project, without really knowing what solutions existed. After several exchanges with different companies, EcoTree quickly stood out because of its forestry, biodiversity and carbon projects located in France and Europe and its sustainable approach, which is based on four major principles: «close-to-nature» silviculture\*\*, without the use of chemicals; irregular forest management (different ages); the choice of multi-species trees; and the implementation of projects to promote biodiversity.

Moreover, they are the only ones to have shown us, in concrete terms, the actions carried out.

*\*In 2021, we have calculated approximately 100 tons of CO2eq for Alter Solutions France.*

*\*\*This is a rational approach to the exploitation of forests that allows for their sustainable development.*

### **What does EcoTree do?**

The actions carried out by EcoTree are diverse. One part concerns **silviculture**, i.e. how to restore a forest which has unfortunately been cut down or sanitized and which is damaged. This is particularly the case in the Montplonne forest, where sanitary cuts have been carried out to combat the spread of bark beetles. This is where EcoTree's expertise comes into play with a view to reforesting the damaged plots via mixed stands, for example.

Another type of action involves encouraging the **growth of trees of different ages** to promote forest biodiversity and avoid clear-cutting at the end of the cycle.

Finally, **EcoTree works with ecologists** to carry out inventories in the forests and determine which species need to be protected and what work needs to be put in place for the ecosystems to re-establish themselves. This includes creating wetlands, niches nesting boxes, and making sure there are enough dead trees for birds, insects, etc.

## CONCLUSION

2023 was a great year to consolidate our CSR strategy and keep moving on social and environmental actions. Indeed, at Alter Solutions, we are convinced that all actions have impact at all levels of the company, that is why we encourage all to take part to our CSR strategy.