



Part of Dun & Bradstreet's  
Worldwide Network

2023

# Corporate Social Responsibility Report

Smart insights to shape your future

# Our contribution to sustainable development

## Message from our CEO



“

In my capacity as CEO of Altares Group, I am committed to living up to our Group's environmental, social and governance responsibilities by undertaking positive action and reducing negative impacts. At Altares, we promote transparency, ethics, and integrity in everything we do. Our Group is particularly concerned with equal opportunities and inclusion in all areas and at all levels of our company. We have adopted sustainable practices, such as energy efficiency and rational use of digital resources, to reduce our environmental footprint. It is my duty to continue to steer the Altares Group forward, while ensuring that it makes a significant contribution to the economic and ethical prosperity of society.

”

*Luc Querton, CEO, Altares Group*

# Table of contents

<b>Message from our CEO</b>	<b>2</b>
Altares Group’s CSR priorities and key actions	5
<b>Governance</b>	<b>8</b>
Altares governance structure	10
Our commitment to compliance with laws and regulations	11
Code of Ethics	11
Governance and data protection	12
CSR legal context	13
CSR matrix and risk assessment	14
Materiality matrix	16

<b>Social responsibility</b>	<b>19</b>
Career development opportunities and diversity	20
Length of employment	21
Onboarding and training	21
Anti-harassment policy	22
Recruitment policy	23
Flexible work organisation	24
Individual interviews, feedback, and assessments	24
Employee health and safety	25
Employee benefits	26
Community involvement: actions of the CSR working group	26
Gender equality	27
Altares Group statistics	28
<b>Environment</b>	<b>29</b>
Practical solutions that can have a positive impact on the climate	30
Carbon footprint	32
Data and information Technology	34
Sustainable procurement policy	34
<b>Our ESG assessment solutions</b>	<b>36</b>
The D&B ESG Intelligence solution	37
Expected future developments for this offering	38
Our initiatives to raise corporate awareness of CSR issues	39
<b>Conclusion</b>	<b>40</b>

# Altares Group’s CSR priorities and key actions

Altares’ CSR programme has a dual focus: firstly, we have implemented an in-house, group-wide programme that incorporates all of our sites, employees and partners; and secondly, we raise companies’ awareness by using our presence on the ESG scoring market. Altares accomplishes this not only with and for its employees, it also assists the business community in determining how their work impacts the environment and society as a whole.

This programme is based on the following lines of action:

- **ethical and transparent business conduct**
- **data protection and cybersecurity measures**
- **promoting diversity, gender equality and inclusion**
- **training and professional development**
- **healthy, safe working environment in compliance with international labour laws**
- **responses to climate challenges appropriate to the scale of Altares**
- **raising corporate awareness through events, webinars, and regular publications such as our quarterly corporate ESG barometer.**



ecovadis



cybervadis

Altares assesses its CSR performance using international benchmarks, including the GRI and ISO 26002 standards. In addition, Altares has been a member of Global Compact since January 2021, and a signatory of the Diversity Charter since December 2012.

Pillar	Field of action	1 NO POVERTY	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY
Human rights	Promoting equal opportunities				X
Human rights	Commitment to developing each person's skills			X	X
Human rights	Providing a safe and healthy workplace		X		
Human rights	Promoting well-being at work		X		
Human rights	Respecting freedom of association and the right to collective bargaining				X
Environment	Developing environmentally friendly technology				
Environment	Managing waste				
Environment	Reducing greenhouse gas emissions				
Environment	Protecting biodiversity				
Governance	Combating corruption and promoting ethical and transparent corporate practices				
Governance	Committing to responsible purchasing				
Governance	Being an integral part of the local community	X	X		
Governance	Protecting and securing data				

We also opted for EcoVadis certification, for which we earned a silver medal and are in the 85th percentile of companies in our sector after scoring 64/100 in 2023 (based on 2022 data), a 4-point improvement on the previous year. In 2023, this analysis was supplemented by a CyberVadis assessment, resulting in a score of 743/1000.

7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	15 LIFE ON LAND	16 PEACE AND JUSTICE STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
		X						
	X	X						
	X							
	X							
							X	
X				X	X			X
				X	X			X
X				X	X			
					X	X		X
	X						X	
	X	X					X	X
		X	X					
	X						X	





# Governance

Altares provides companies with the knowledge they need to make informed decisions and grow their businesses sustainably. Altares is responsible for the way data is gathered, processed, and then made available to its clients. This explains why data governance is crucial to Altares' CSR strategy.

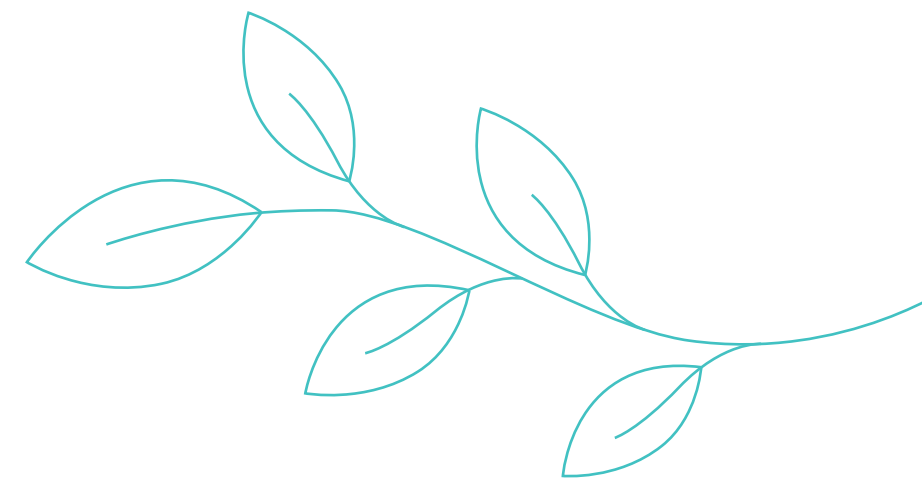
Our data processing follows Dun & Bradstreet's Data Quality Management process, for which Altares is the exclusive partner in France, Benelux and North Africa.

Altares recognises that the scores it develops to predict the future of companies (including the risk of failure within 12 months) – can impact organisations and their employees.

We take care to guarantee the quality of the mathematical models on which our scores are based and to maintain them at the highest degree of reliability. We also ensure that our database is secure against cyberattacks, complies with anti-corruption legislation, follows data protection laws, and respects privacy.

By providing companies with the financial, regulatory or reputational insights into the risks presented by their third parties and stakeholders, we empower them to do business with integrity and to have a positive impact on society.

Good data governance is essential to running our company efficiently and smoothly.





## Altares governance structure

Altares Group governance is structured as follows:

- **CSR Strategy and Initiatives**

This role establishes the CSR strategy goals, measures and actions to be implemented. The team is responsible for strategic initiatives extending throughout Altares Group, with CSR-related activities such as policy development and deployment, progress monitoring, reporting and certification at the forefront.

- **Data Protection Officer**

The main purpose of this role is to ensure that Altares processes personal data responsibly and in accordance with applicable laws and regulations. The DPO's duties include advising the group on data protection issues; monitoring Altares' compliance with applicable laws and regulations; processing requests from data subjects; informing, raising awareness among, and training personnel; and liaising with regulatory authorities.

- **Executive Committee**

The Executive Committee's main responsibility is to provide coherent leadership for all Altares Group operations in order to promote customer culture, stimulate innovation, and drive operational efficiency. The Executive Committee is responsible for achieving our vision "Smart Insights to Shape your Future", and consists of the executive leaders of each department who report to Altares' CEO.

- **Supervisory Board**

The role of the Supervisory Board is to oversee Altares Group's policies and strategic initiatives. It consists of shareholder representatives, as well as the Group's CEO, Head of Legal Affairs, and Chief Financial Officer.



## Our commitment to compliance with laws and regulations

Altares centres its social and environmental responsibilities on its thinking and processes. CSR actively contributes to the way we work, ensuring that each and every business relationship is entered into according to applicable laws and regulations. At Altares we did not wait for recent regulatory requirements before upholding ethics that guarantee respect for human rights and the environment.

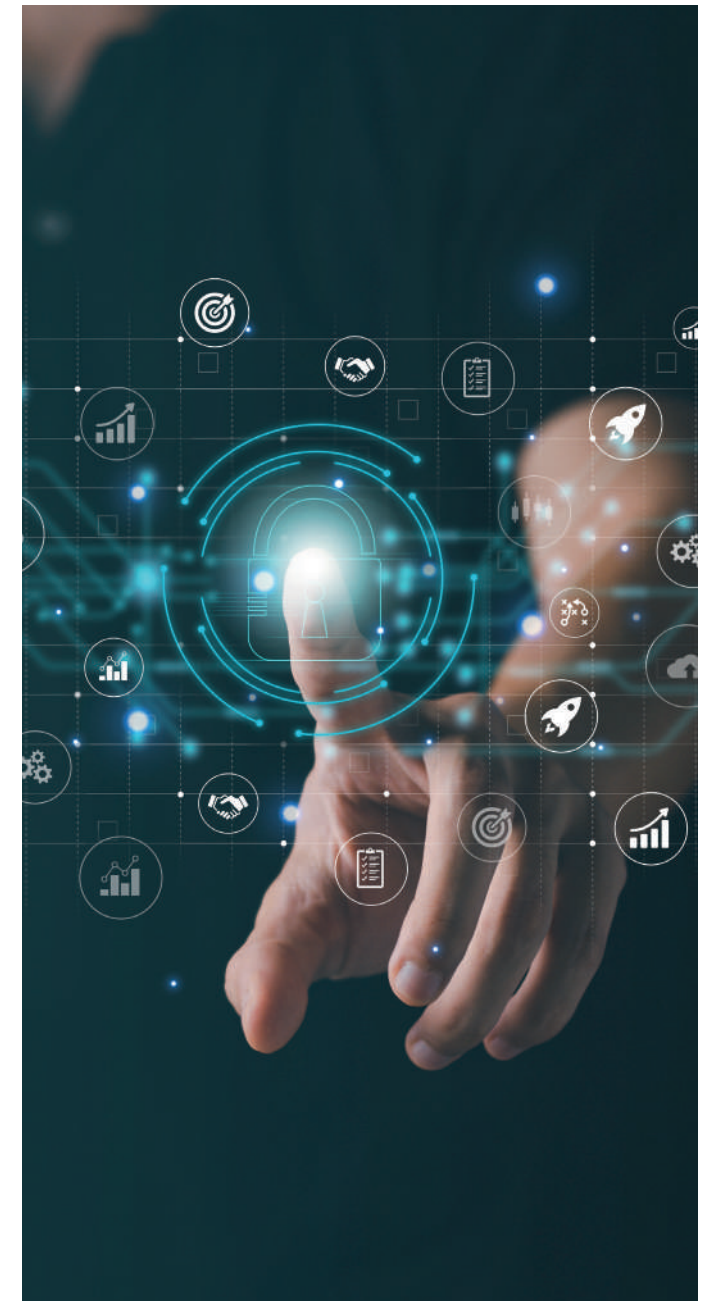
### Code of Ethics

Altares is conscious of the implications involved in making information available to other parties and is therefore aware of its Corporate Social Responsibility duties.

As part of this commitment, Altares relies on the active participation of its employees, who undertake to obey legislation, act in accordance with the company's values, and conduct business with reputable partners.

Altares' Code of Ethics lays down these commitments in concrete terms by specifying expected behaviour and ground rules for compliance and ethics.

As part of this Code, Altares has adopted a neutral, independent whistleblowing policy that allows employees to raise concerns about unlawful or unethical conduct. Any failure to comply with this code may result in disciplinary or remedial action being taken. The Code of Ethics includes recommendations on governance, safeguarding the company's interests, using social media, and conducting business relationships, as well as social and environmental practices. Data protection comes under heightened scrutiny due to Altares' type of activity.



## Governance and Data Protection

Altares Group companies are committed to ensuring that their activities comply with their personal data protection requirements and to allocating the resources needed to do so.

This commitment is reflected in the implementation of technical and human resources, as well as suitable organisational measures that are part of a quality approach, and the application of regulations and their guiding principles.

We would like to remind you that Altares Group's General Data Protection Policy lays down standards of good conduct that every employee should comply with when gathering and processing data.

The main goals of this policy are to:

- foster a culture of data protection throughout Altares Group companies
- encourage the achievement and maintenance of legal compliance
- promote a constant balance between data protection regulatory requirements and the Group's operating limitations
- ensure Altares Group companies' compliance with the principle of self-accountability provided for under relevant personal data protection legislation.

The purpose of Altares' General Data Protection Policy is not to cover all conceivable circumstances without limitation, but rather to lay down the general rules to be followed in terms of personal data protection.

It applies insofar as there are no conflicting provisions in any regulations that related to our line of business. It may also change based on the prevailing legal and regulatory situation.



## CSR Legal Context

Article 225 of France's Grenelle II Law (Law No. 2010-788) of 12 July 2010 and its implementing decree of 24 April 2012 establish and make mandatory the following transparency standards for social and environmental issues:

- publication in the company's management report of social, environmental and societal information included in the decree as well as any explanations for the lack of a CSR risk management policy;
- independent third-party verification of the compliance and accuracy of the non-financial performance statement.

As of 1 August 2017, pursuant to French Order No. 2017-1180 of 19 July 2017 amending the legal framework for the disclosure of non-financial information in order to align it with the provisions of the EU CSR Directive No. 2014/95 of 22 October 2014, a non-financial performance statement has replaced the CSR report and has become a strategic management tool for businesses due to its succinctness, accessibility, and focus on relevant information.

Altares has written a body of policies and procedures encompassing the Group's CSR Strategy, Code of Ethics, Social Policy, Societal and Environmental Policy, and Recruitment Policy. These procedures are updated regularly and shared with all Altares employees.



CSR matrix and risk assessment

To build its CSR programme, Altares drew on the international ISO 26000 standard and enlisted the help of an expert consultancy. The first step was to establish a matrix of CSR risks and issues.

This matrix was created to help identify the CSR issues to be addressed depending on their importance and how they are managed by the Group.

CSR Materiality Matrix	Stakes importance assessment
	<div>1 Disregard around this stake would not have any impact on the company</div> <div>2 Mismanagement of this stake could slightly affect the company</div> <div>3 Disregard around this stakes would affect some of the company projects</div> <div>4 Negligence around this stakes could conduct to a substantial impact on the company ongoing and future projects</div> <div>5 Inattention of this stakes could question the overall company purpose and lead to its closure</div>
I - SOCIAL ASPECTS	
1.1 - EMPLOYMENT	3,33
1 - Overall workforces & collaborators distribution (age pyramid, gender)	2
2 - Enrolment	4
2 - Staff remuneration & proposed evolutions	4

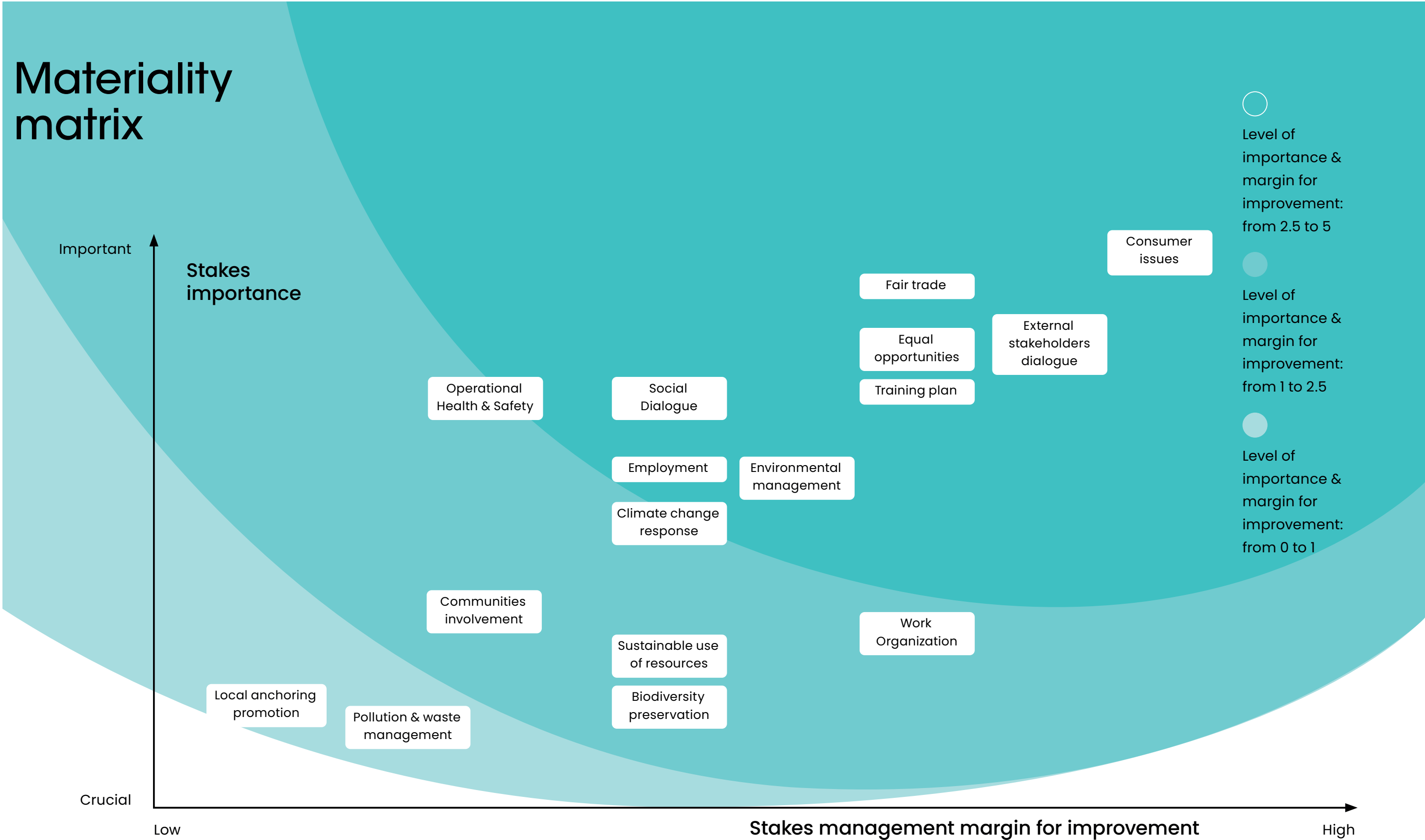
The table below illustrates the methodology used. Each issue was broken down into specific topics, then linked to one or more risks, and finally assessed using a variety of criteria. These lines of analysis are as follows: the importance of each issue for Altares, the extent to which they are controlled, and their likelihood of occurrence.

The risk matrix is shown on the next page.

Identified associated stakes	Company ongoing performance	Associated risk likelihood assessment	Stakes management capacity
Ex: Know-how & expertise loss	<div>0 Non relevant</div> <div>1 Excellent: Company is exemplary in its area</div> <div>2 Company performance goes beyond regulatory expectations</div> <div>3 Company performance is strictly compliant to regulation and has identified some key margin for improvement</div> <div>4 Company performance leads to minor identified non compliance cases</div> <div>5 Company performance leads to major non-conformity</div>	<div>0 None</div> <div>1 Extremely low</div> <div>2 Low</div> <div>3 Moderate</div> <div>4 Strong</div> <div>5 Extremely strong</div>	
	2,67	3	2,83
KNOWLEDGE TRANSFER: Losing key skills, competencies	2	2	
TURNOVER: Costs & times involved in the enrollment process	3	4	
INFLATION	3	5	



The matrix below identifies which CSR issues Altares should treat as a priority.



In order to fulfil its vision “Smart Insights to Shape your Future”, Altares Group endeavours to uphold and champion four core values.

### Committing together to achieving our vision

All Altares teams are fully committed to projects that enable us to meet our clients’ challenges. We’re proud to belong to a united group and, wherever we are located, to respond with the same high standards and commitment to the challenges our customers entrust to us.

### Being ambitious for our clients and employees

Customer satisfaction is our primary concern. We innovate and evolve together. We challenge ourselves every day to adapt to each need, each request and each project.

### Trusting each other and what we do

We believe that integrity, quality and expertise are the foundations of trust. We trust our ability to generate sustainable success. We trust our teams to work hard every day to collect, process and analyse the data that we provide you with. We build long-term relationships with our clients in complete transparency.

### Innovating with passion

We keep a close eye on trends, technological innovations and new talent. We want to stay ahead of our market and position ourselves as both a trusted third party and opinion leader.

# Social responsibility

As a party to the Diversity Charter, Altares' priorities include diversity, equal opportunity, and employee development.

Our employees, based in France, Belgium, the Netherlands and Morocco, are essential to the Group's growth and performance.

We have a workforce of talented, creative team members, with very rich and varied career paths. Onboarding and training new arrivals is a priority if we are to ensure they are successfully integrated into the Group.

We have implemented some measures, listed below, to improve our recruitment process and attract skilled people of all origins, beliefs, gender, and personal circumstances.

We provide Altares Group employees with opportunities to further their careers, through both geographical and internal mobility in various roles. Our social strategy also focuses on flexibility, which has been developed considerably in recent years as a result of distance working and the deployment of software solutions that make it easier to meet and share information remotely.

Every day we make efforts to build a strong company culture that fosters commitment and encourages people to work alongside one another while respecting diversity and equal opportunities.

## Career development opportunities and diversity

We are dedicated to working regularly with our employees to nurture their professional development and encourage in-house mobility to new roles and responsibilities.

Altares signed the Diversity Charter in December 2012, thereby going beyond the regulatory and legal framework in the fight against discrimination. For Altares, the term "diversity" has always taken various forms.

Diversity is something the women and men of Altares experience on a daily basis, and it is expressed as a matter of course. The only criteria that matter are the applicant's skills and motivation, regardless of their social or ethnic background, height, size, gender, religion, age, traditional or atypical career path, places of education and residence, disability, etc.

Our diversity goes hand in hand with core principles such as respect, fairness, cooperation, and ensuring accountability for one's words and actions. In other words, our adherence to the Diversity Charter is simply the formal expression of how the men and women of Altares conduct themselves on a daily basis. Our actions can be seen every day, in the way we manage our teams, recruit, train, and integrate our employees.

### Employment of disabled workers

The company has set itself the goal of raising employee awareness about the various forms of disability at work.

Measures to make Altares more appealing to applicants with disabilities are also being investigated. In time these policies should also apply at our subsidiaries in Belgium and the Netherlands, countries where the ratio of disabled workers is not yet measured.

Altares also places orders for supplies with vocational rehabilitation companies.



## Employment history

These statistics highlight one of Altares' competitive advantages in the job market: a diverse workplace that attracts applicants from all walks of life, combined with a stable workforce who have long average years of service, which together guarantee that expertise is developed and reinforced by adhering to the Group's values and work ethic.

AGE RANGES	%
< 30	15%
30-40	28%
40-50	30%
> 50	28%

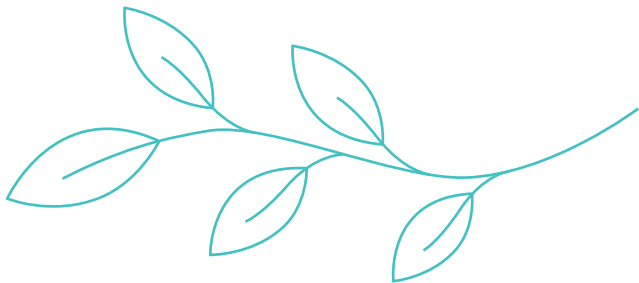
## Onboarding and training

At Altares, we place the utmost importance on the professional and personal growth of all our employees.

Staff have access to a range of resources for vocational training, including:

- **Onboarding and integration:** an onboarding programme has been set up to help new arrivals settle into their job. Consisting of several different modules, it introduces new employees to experienced colleagues who can each explain what their work involves.
- **Cybersecurity awareness raising:** a cybersecurity awareness-raising programme has been rolled out across the Group over the past two years. Employees have access to e-learning training modules that help them understand IT security concerns and the best practices to adopt.

EMPLOYMENT HISTORY	%
0-5	56%
5-10	13%
10-15	11%
15-20	7%
20-25	5%
25-30	3%
30-35	1%
35-40	2%
40-45	2%
>45	0%





- **Skills development:** each employee has been given a LinkedIn Learning licence so that they can create their own training programme drawing on the platform's wide range of content on professional and personal topics. This type of training emphasises the employee's autonomy with the ability to select the subject, pace, and level of training, as well as their relationship with their manager, whose role is to guide the employee towards training that is relevant to recognised areas for development.
- **Manager training:** regular training courses help leaders advance in their career while also ensuring that teams are managed professionally.
- **Change management:** team training courses are organised to assist transformation projects, develop individual skills, and underpin the company's technical growth.
- **Work-study programmes:** thanks to the continued availability of subsidies to foster work-study programmes in France, we have pursued our policy of training students in order to establish a pool of talent and anticipate future recruiting needs.

## Anti-harassment policy

Workplace harassment in any form, as well as discriminatory or defamatory remarks, whether directed at a staff member or a third party, are strictly prohibited.

A neutral, independent whistleblowing system allows all company employees to report any unlawful or unethical conduct they may encounter. Any employee who witnesses or who becomes aware of a breach of the Code of Ethics is required to report it, without fear of retaliation.



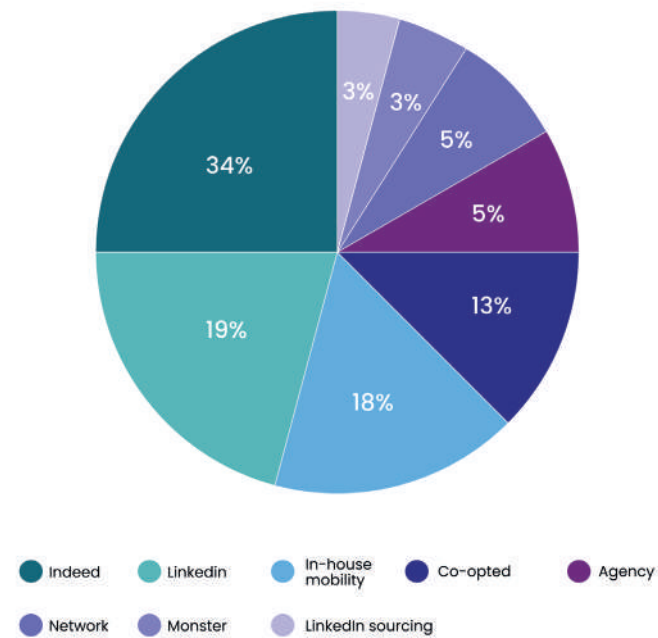
Reports can be sent to a manager, human resources, the legal department, senior management, or made via the professional whistleblowing hotline. If necessary, reported cases may remain anonymous.

## Recruitment policy

Altares' recruitment policy only assesses the applicant's skills and motivation and does not take any subjective or discriminatory factors into account. To achieve this, we use the RECRUTEER platform, which lets us pool all applications submitted via job boards, recruitment agencies (if applicable), or our careers website, including for in-house positions. All staff are informed of any vacancies, which means that everyone can apply. In-house applicants then go through the same recruitment process as outside candidates.

The salary of a position is determined according to the job market and the company's in-house pay scale. In recruitment, we make sure that women and men with identical levels of experience and training are given the same classification and salary.

Where applicants are recruited from





## Flexible work organisation

Altares strives to provide employees with flexible working conditions. In particular, the company has organised a streamlined work schedule that enables individuals to request and take advantage of two or three days of remote working every week, depending on their geographical location. This approach reduces CO<sub>2</sub> emissions by curtailing commuting, and also helps make the company more attractive to job seekers, as well as improving current employees' satisfaction with their working conditions and work-life balance.

Altares also ensures a balance is maintained between remote working and in-office days, in order to preserve social ties and the informal relationships that are part of company culture.

## Individual interviews, feedback, and assessments

Employees have an annual interview and midyear goal review with their manager in order to monitor their participation in long-term projects that extend beyond their day-to-day tasks.

Every two years, a vocational interview is held to discuss career development as well as medium- and long-term goals.



## Employee health and safety

100% of employees are protected by health and insurance policies.

In France, all employees are required to take out the company's mandatory supplementary health insurance, unless they can prove that they are covered by another family insurance plan.

A well-established relationship with our occupational health organisation means that employees who experience difficulties can receive specialist advice.

Volunteer employees are trained in workplace first aid, as well as in fire safety.

Work-related risk analyses are carried out for the purposes of the Occupational Risk Assessment Single Document (DUERP).

In the Netherlands, we follow the legal directives of the RI&E. This means we comply with these recommendations:

- requirement to appoint confidential counsellors
- voluntary training courses for confidential counsellors
- up-to-date training for employees on the Company Emergency Plan
- medical check-up every five years
- absenteeism management training for executives
- vocational training for all employees
- digital monitoring of home offices
- supply of furniture for home offices

In Belgium, employees benefit from:

- hospital costs insurance
- income protection insurance
- updated confidential counsellors training





## Employee benefits

A package of individual pay raises is determined every financial year to encourage employee development and to remain competitive in the job market.

Altares has also been able to take advantage of purchasing power support schemes proposed by the French government (particularly value sharing bonuses).

Transport subsidies supplement these statutory measures.

## Community involvement: initiatives by the CSR working group

In France, a volunteer-based CSR working group was formed in 2021, aimed at raising awareness and bringing employees together to support initiatives in favour of the environment, human rights, and good causes. Every year the Group's employees work with a charity and organise a toy drive for Christmas. Clothing collections were also carried out for victims of the war in Ukraine.

Altares also collects small change for the Hôpitaux de France Foundation, which improves conditions for children and teenagers in hospital and matches donations made by employees.

The CSR working group also ran a campaign to raise employee awareness about wasting water.

In this way, the Group plays an active part in ensuring that Altares' commitment to its Corporate Social Responsibility grows stronger every day.

## Gender equality

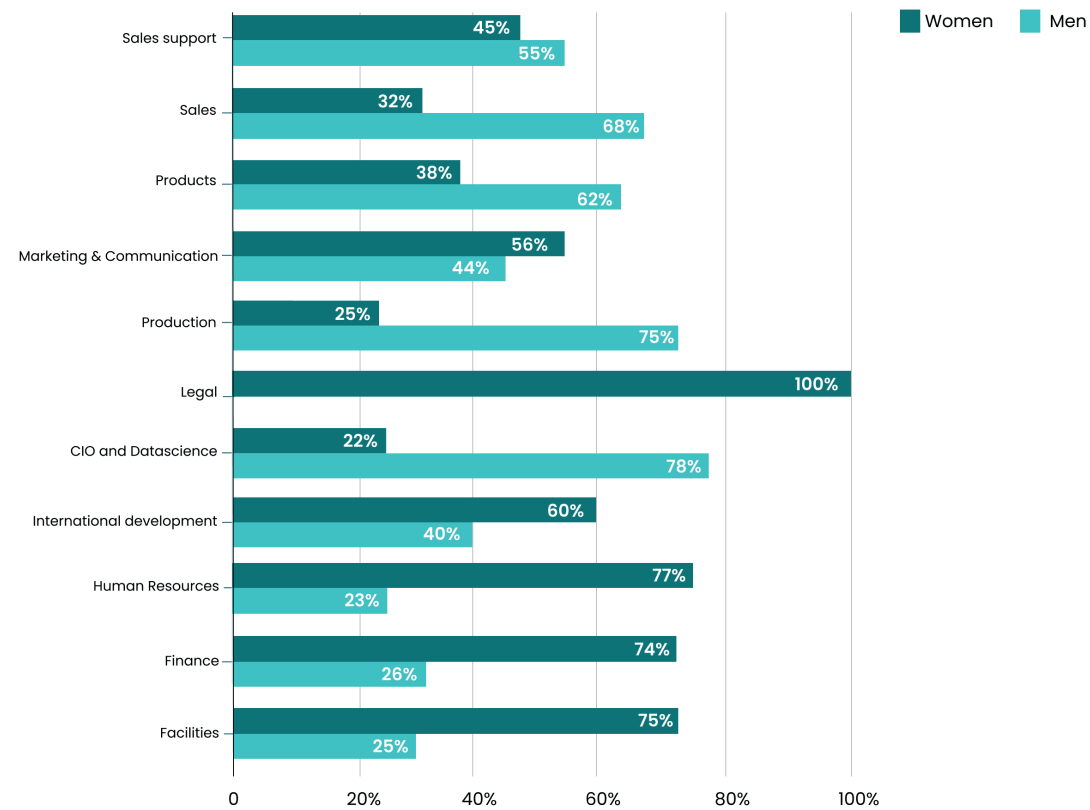
Altares continues to pursue its policy seeking to achieve gender equality in all spheres of employment and remuneration.

In France, the country's professional equality index can be used to calculate the difference in earnings between women and men. In 2022, Altares' score was 86/100 (compared with 76/100 in 2020, and 88/100 in 2021).




- The following tools are used to achieve gender equality:
- equal access to all job vacancies for applicants, whether they are in-house or from outside, regardless of their gender
  - promotion within the company, in particular to management and executive positions
  - individual pay rise plans, following a study aimed at identifying any wage disparities
  - regular monitoring of related indicators.


## Workforce by department showing female/male ratio (Group data)






Altares Group statistics

 **395** employees, of whom **41%** women and **59%** men

 **59** employees aged **55 or over**,  
representing more than **15%** of employees

 **43** average age of employees

**35%** female managers, i.e. **28** female managers  
**Vs** **52** male managers

 **9** women senior executives or head of department out of a total of **24**,  
i.e. **38%** women

Training

**235** people trained in business and management subjects

**355** people trained on IT security

**13,921** hours of training in total



# Environment

The environmental aspect of CSR is key for the Altares Group, which, in recent years, has targeted efforts on limiting its impact.

Through specific communication campaigns and training sessions, Altares employees are actively encouraged to embrace best practices and are supported in changing their behaviour.



## Practical solutions that can have a positive impact on the climate

### Awareness of environmentally friendly practices

Altares staff have been made aware of CSR issues and eco-friendly practices to be adopted not only as employees but also as private individuals in their everyday lives. More than 70 employees have attended training courses on the following topics:

- CSR basics, defining terms, historical background, overview of various stakeholders and the role(s) they play, carbon footprints.
- Presentation of European and international legislation, regulations and frameworks.
- Looking beyond any regulatory requirements they may have, essential reasons why businesses must take action and measure their CSR impact include improved performance as well as their financial, reputational, and social impact.

### Reducing energy consumption

Employees were made aware of the energy consumption in their offices in order to encourage a change in behaviour. Following government recommendations, heating has been lowered to 19°C in winter, while air conditioning is limited to 26°C during hot weather. Office ceiling light bulbs have been replaced by energy-saving LEDs and presence detectors have been installed to further optimise energy consumption.



### Waste reduction

Altares is committed to the well-being of its employees on a day-to-day basis, while respecting environmental and social issues. Single-use plastic has been eliminated from our premises: disposable tableware has been swapped for washable alternatives, and bottled water has been replaced by filtered tap water. What is more, the coffee used in our dispensers is sourced from environmentally responsible suppliers and all grounds are recycled. Environmental awareness-raising campaigns are carried out, and CSR training has been shared throughout the Altares Group (France, Netherlands, Belgium) so that all team members of the company are involved.

Paper recycling is also carried out on our premises, ensuring all documents – particularly confidential ones – are shredded. This initiative has led to 38,300 trees being planted since the beginning of 2023, 5,000 more than in 2021.

### Travel policies

In order to reduce greenhouse gas emissions, the company has been gradually upgrading its fleet of leased vehicles in favour of hybrid and electric models. In the Benelux countries, where infrastructure and habits are more bicycle-friendly, we have introduced a mobility allowance as an incentive for employees to use greener means of transport.

Altares has also taken steps to reduce the amount of business trips, and whenever possible rail travel is preferred to flying.

Carbon footprint

Every two years, Altares measures its carbon footprint across Scopes 1, 2 and 3. This assessment is carried out by an independent third party. The difference between 2021 and 2022 figures can be explained by a change in the scope of the activities assessed. The results are for Altares Group as a whole.

Scopes	Categories	Emissions	2020	2021		
			tCO2eq	tCO2eq	% of emissions	Scope of sales in %
Scope 1	Energy	Petrol – Fuel	265.10	14.60	0.1%	54%
		Diesel – Fuel	109.50	40.30	0.3%	54%
Scope 2	Energy	Electricity	92.30	81.90	1%	0%
Scope 3	Upstream	Petrol – Upstream	59.50	3.30	0.03%	54%
		Diesel – Upstream	26.80	9.90	0.1%	54%
		Petrol – Upstream	9.20	8.20	0.1%	0%
	Procurement	Data and database	4,978.10	4,785.90	40%	94%
		Development costs and infrastructure	1,923.30	1,652.10	14%	0%
		Subcontracting costs	896.90	1,043.50	9%	0%
		Services and consultancy costs	317.90	242	2%	0%
		Total storage capacity	2,673.70	2,748	23%	100%
	Travel	Home – Office	135.30	-	-	0%
		Business – Aircraft	2.70	0.70	0.01%	0%
		Business – Train	1.20	1.20	0.01%	0%
		Business – Vehicle	285.60	182.60	2%	0%
	Fixed assets	Annual depreciation charge	886.80	1,029.10	9%	99%
TOTAL			12,663.90	11,843.20	100%	

2022			tCO2eq	tCO2eq	% of emissions
tCO2eq	% of emissions	Scope of sales in %	A in value	A in %	A in pps
369.90	3%	0%	+ 355.30	+ 2,430%	2.40
61	0.4%	0%	+ 20.70	+ 51%	0.10
77.90	1%	69%	- 4	- 5	- 0.20
83.10	1%	0%	+ 79.80	+ 2,432%	0.50
14.90	0.1%	0%	+ 5.10	+ 51%	0
7.80	0.1%	69%	- 0.40	- 5 %	0
4,907.20	34%	0%	+ 121.30	+ 3%	- 6.3
1,978.50	14%	0%	+ 326.40	+ 20%	- 0.2
1,054.20	7%	0%	+ 10.70	+ 1%	-1.5
224	2%	0%	- 18.10	- 7%	- 0.5
2,735.70	19%	0%	- 12.30	- 0 %	- 4.2
1.80	0.01%	0%	+ 1.80		0
3.80	0.03%	0%	+ 3.10	+ 446%	0
2.60	0.02%	0%	+ 1.50	+ 128%	0
59.80	0.4%	0%	- 122.90	- 67%	- 1.10
2,815.40	20%	0%	+ 1,786.30	+ 174%	10.90
14,397.50	100%	0%	+ 2,554.30	+ 22%	





# Data and Information Technology

## Cybersecurity

Altares recognises that cybersecurity issues can directly affect both the company and its clients. The Group's Information Systems Security Policy is based on industry standards such as the CIS Framework and ISO 27000, in order to define, apply, assess and improve the effectiveness of strategies and procedures in place.

Altares screens suppliers for cybersecurity using a questionnaire, which is then reviewed against each project's security analysis. Suppliers' certifications are important to Altares and its partners, as they ensure a certain degree of maturity.

## Business continuity plan

Altares works only with carefully selected infrastructure and technological solution providers who ensure continuity of service, or whose operations can be taken over by the Group if necessary. The business continuity plan is tested annually, for each type of environment, thereby ensuring ongoing improvement. Altares relies on third party stakeholders such as a Security Operations Centre (SOC) to ensure suitable teams are present should a disruptive incident occur. Processes to manage crises and security incidents have been documented and tested.

## IT infrastructure sustainability

Altares chooses technology infrastructure partners who provide hosting in highly energy efficient data centres. To cut its energy consumption and carbon footprint, Altares has introduced automatic shut-down of unused servers at night and at weekends.

Altares has been implementing a plan to streamline its IT system servers for the past three years. We have launched a containerisation project to migrate legacy applications to microservices infrastructure. The result is a significant reduction in the number of servers and therefore in energy consumption.

## Sustainable procurement policy

As a key stakeholder in the business information sector, we realise our purchasing decisions could impact the environment, reputations, and society as a whole. Our Sustainable Procurement Policy sets out how we aim to contribute positively to society and the environment while continuing to deliver operational excellence. It is based on the following principles:

- Supplier selection: we are committed to working with suppliers who share our values of social and environmental responsibility. We assess their commitment to sustainability, ethics, and human rights.

- Reducing environmental impact: we aim to minimise our carbon footprint by encouraging the use of greener technology and products, and by limiting waste.
- Human rights: we require our suppliers to respect their employees' fundamental rights, which includes ensuring fair working conditions and freedom from discrimination.
- Diversity and inclusion: we promote inclusion by encouraging the choice of vocational rehabilitation companies when purchasing office equipment and supplies.



We also assessed our suppliers based on Dun & Bradstreet's environmental, social and governance score, ranking the data gathered on 31 topics. Each area is ranked from 1 (best performance) to 5 (worst performance). Altares suppliers scored an average of 2, which is within the mean for the industry. This score only concerned our French subsidiary's suppliers.







# Our ESG assessment solutions

Alongside greater global awareness of the climate emergency, the world of public and private investment has also been a driving force behind increased use of CSR in business practices. A number of studies have shown that businesses that truly integrate environmental, social and governance criteria into their strategy perform best and are less likely to fail. Global initiatives (e.g. ISSB, Global Compact, etc.) and European Union regulations (CSRD, SFRD, etc.) are encouraging more businesses to implement action plans, measure their results, and make this information public.

The Altares and Dun & Bradstreet worldwide network teams have a decades-long history of providing their clients with in-depth knowledge of the third parties they interact with, ensuring they develop fast, profitably, ethically and in compliance with regulatory requirements.

As businesses have become more transparent about their environmental, social and governance practices, Altares has been able to collect this new data and to develop an ESG score now awarded to more than 80 million companies worldwide.

## The D&B ESG Intelligence solution

The ESG score is the product of two years of research and development as well as thousands of new data sources gathered worldwide, and, as of end-September 2023, has been assigned to more than 80 million companies. Altares mainly uses SASB and other cutting-edge standards (CDP, GRI, TCFD, UN SDG, etc.) to assess companies' environmental, social and governance (ESG) performance and to categorise them within their respective SICs® business sector.

ENVIRONMENTAL		SOCIAL		GOVERNANCE	
THEMES	TOPICS	THEMES	TOPICS	THEMES	TOPICS
Natural Resources	Energy Management	Human Capital	Labor Relations	Corporate governance	Business Ethics
	Water Management		Health and Safety		Board Accountability
	Materials Sourcing and Management		Training and Education		Shareholder Rights
	Waste and Hazards Management		Diversity and Inclusion		Business Transparency
	Land use and biodiversity		Human Rights Abuses	Corporate behaviors	Corporate Compliance Behaviors
	Pollution Prevention and Management	Product Quality Management	Cyber Risk		Governance-Related Certifications
			Product Quality Management		
GHG Emissions and Climate	GHG Emissions	Customer Engagement	Product and Services	Business resilience	Business Resilience and Stability
	Climate Risk		Data Privacy		
Environmental Risk	Environmental Compliance	Community Engagement	Corporate Philanthropy		
Environmental Opportunities	Environmental Opportunities	Supplier Engagement	Community Engagement		
	Environmental Certifications		Supplier Engagement		
		Certifications	Social-related Certifications		



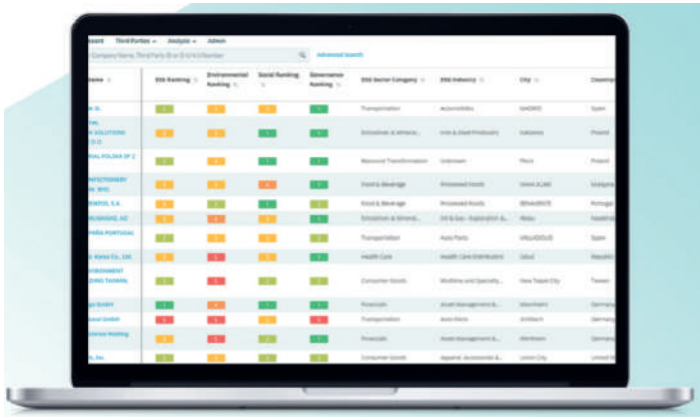
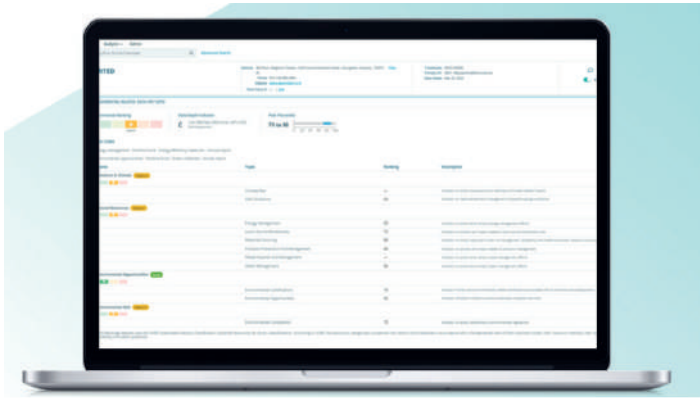
The score is based on aggregating data collected at granular level, which is then consolidated by sector, and finally by topic after being weighted according to SASB guidelines. This average determines the final evaluation of each ESG pillar, as well as the overall score.

Scores are established on a scale of 1 to 5, with 1 referring to the best performing company, and 5 referring to the worst performing company.

Altares' ESG solutions let our clients assess their own CSR performance – as well as that of their suppliers, clients, and key partners – in order to implement best practices. These evaluations are easily available and can be integrated directly into a wide range of business systems and applications (CRM, SRM, ERP, MDM, etc.).

Various features make effective decision-making easier. We focus our efforts on providing our clients with a wealth of information to help them measure and manage their environmental and social impacts:

- instantly available, concise evaluations
- cross-sector comparisons and information about the sources used
- Third-party portfolio segmentation with which to compare partners' performance
- sending questionnaires to your partners in order to complete and fine-tune evaluations, with an updated score based on their answers.



### Expected future developments for this offering

Altares aims to make this service available to as many businesses as possible and to make it easier for clients' various operational departments to take CSR into consideration when evaluating third party prospects, clients, suppliers, and partners. This is why we fully intend to integrate ESG into our compliance risk management platform as well as our CRM and ERP connectors.

### Our initiatives to raise corporate awareness of CSR issues



In recent years a number of events have been organised to raise companies' awareness about CSR issues and to provide them with the strategies and resources they need to make progress. In Paris on 22 June 2023, Altares organised its 7th Compliance and ESG Conference, a half-day event held in partnership with key stakeholders in the sector such as EcoVadis, the UN Global Compact, and Positive Company. Nearly 200 people gathered to discuss the convergence of compliance and ESG data.

In 2022 a white paper on CSR was also drafted and published, and so far has already been downloaded more than 500 times. Most recently, in 2023 Altares published the first corporate ESG barometer. It provides a comparison between France and the rest of the world, as well as an analysis by business sector and company size.



# Conclusion

2022 was a year of significant progress, particularly in the areas of social responsibility, data protection, and raising employee awareness. We are proud of the progress we have made and remain aware of the challenges that lie ahead. Our commitment to CSR continues to shape our efforts in two key areas: performance measurement and responsible sourcing.

We have identified our ESG indicators and established processes to collect, analyse, and report on them. This has helped us better understand our impact on society and the environment, as well as to identify areas for improvement. It is vital that we continue our efforts to perfect and improve the relevance and availability of these indicators.

We have made progress in incorporating sustainability criteria into our procurement decisions. This has meant reducing our environmental impact, encouraging ethical ways of doing business, and partnering with suppliers who share our values. We are keen to persist, strengthen and improve recording of our efforts, deepening our formal engagement with our suppliers, and seeking fresh opportunities with ethical partners.

Our CSR actions are aligned with our values: making joint commitments with our employees, partners, clients and stakeholders; establishing business relationships based on mutual trust and respect; innovating to meet our CSR obligations and, finally, being bold with our ambition to build a more sustainable, ethical and responsible future.



Altares was evaluated by EcoVadis and received a silver medal for its performance.



Part of Dun & Bradstreet's  
Worldwide Network

### Paris

Campus Equilibre  
Immeuble Le Yard  
58 avenue Jean Jaurès  
92700 Colombes  
France  
+33 (0)1 41 37 50 00

[www.altares.com](http://www.altares.com)

### Brussels

Pontbeekstraat 4  
1702 Dilbeek  
Belgium  
+32 (0)2 481 83 00

[www.altares.be](http://www.altares.be)

[www.altares.lu](http://www.altares.lu)

### Rotterdam

Otto Reuchlinweg 1094  
3072 MD Rotterdam  
Netherlands  
+ 31 (0)10 710 95 60

[www.altares.nl](http://www.altares.nl)

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#### Altares-D&B,

Campus Equilibre, Immeuble Le Yard, 52/58 Ave Jean Jaurès, 92700 Colombes | Phone: + 33 (0)141 375 000 |  
A simplified joint stock company with capital of €2.404,714.02 | Nanterre Trade & Companies Register No. B 572 14 199 | Company registration No. 572 14 199 |  
VAT FR 89 572 14 199 NAF 7022Z | D-U-N-S® Number 275454064 | Email: [contact@altares.com](mailto:contact@altares.com) | [www.altares.com](http://www.altares.com)