



CSR REPORT

Smart insights to shape your future

2024 Edition

Solutions

Environment

Social Action

Governance

CSR Strategy

About

Contents

A Word from our CEO	3	Social Action	20
About the Altares Group	4	Staffing and Human Resources Management	
Our Values		Recruitment Policy	
Highlights of the Year		Working Conditions: Occupational Health and Safety	
Our CSR Commitments		Compensation and Benefits	
CSRD Compliance		Training and Skills Development	
The Altares Group's CSR Strategy	9	Equality and Diversity	
Commitments		Social Dialogue	
Certifications		Environment	32
Governance	14	Carbon Footprint	
Code of Ethics		Carbon Emissions from Data Centres	
Gifts and Hospitality Policy		Partners Committed to Sustainable Practices	
Whistleblower System		Head Office Move: a New Step in Environmental Commitment	
Responsible Procurement Charter		The Altares Group's CSR Solutions	40
Personal Data Protection and the Role of the DPO		Future Developments	
Cybersecurity		Raising Awareness of CSR Issues	
Governance Structure			





Faced with growing demands, particularly the coming into force of the CSRD, which has raised environmental, social and governance impact standards, it is our responsibility to respond resolutely to these challenges by consolidating our actions to align economic performance with commitment to sustainability. This involves reducing our carbon footprint, stepping up egalitarian and inclusive practices and ensuring ethical governance at all levels of the Altares Group.

Our commitment is unequivocal: to unite all our stakeholders around a shared responsibility to lessen our environmental impact, contribute to social transformation and place sustainability at the heart of our strategy. To do this, we are working on specific initiatives, such as optimising our internal processes, reducing GHGs and waste, focusing on our employees' wellbeing and promoting transparent dialogue with our stakeholders.

We are convinced that, far from being a constraint, society's green transition is an essential driver for rethinking our economic models, innovating and strengthening our company's resilience and value.

With this conviction, we—employees, partners and clients—must fully take on our role in transforming society. It begins with simple actions: raising awareness among our teams, integrating ESG criteria into our strategic choices and working with partners who share our values.

Let us act together with creativity and determination to transform our commitments into high-impact, sustainable actions and meet the challenges of tomorrow.

Luc Querton, CEO, the Altares Group

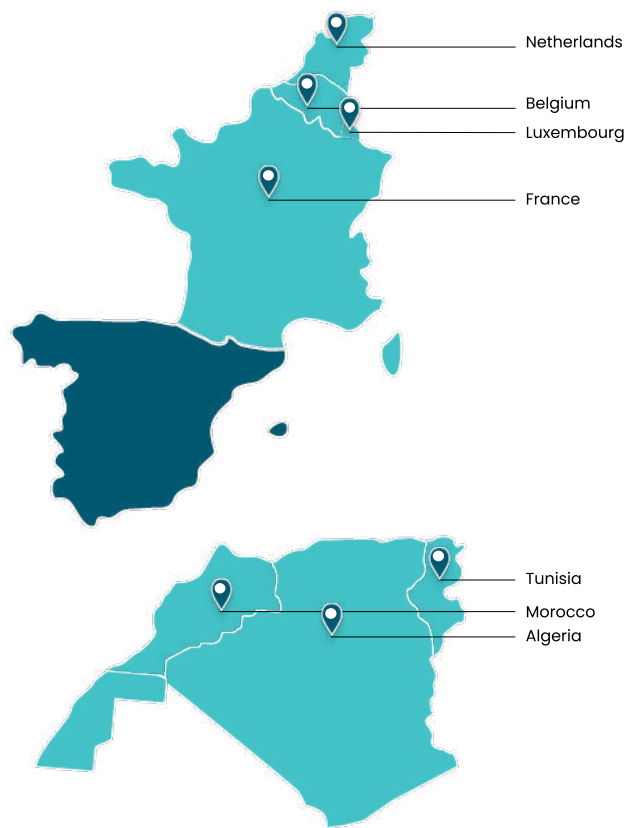


About the Altares Group

As a business data expert, the Altares Group creates decisioning solutions and indicators of the economic and extra-financial health of companies and public bodies within their ecosystem.

An exclusive partner of Dun & Bradstreet, the leading international business information network, in France, Benelux and North Africa, the Altares Group uses a global database of more than 550 million organisations to help economic agents develop sustainably by integrating the essential aspects of compliance and CSR, among others.

The Altares Group’s aim is to contribute ethically to the economic growth of society. To achieve this, the Altares Group sets high standards based on its values, while remaining faithful to its vision: **smart insights to shape your future.**



	€142 M	Turnover
	402	Employees
	7	Countries : France, Belgium,Netherlands, Luxembourg,Algérie, Morocco, Tunisia
	5 000+	Clients
	30 000	Data sources
	550 M	Legal entities in the Altares Dun & Bradstreet Global Database
	D-U-N-S	Our unique identifier for every business in the world.
	2 000	Data quality control points
	240	Countries covered
	5 M+	Daily data updates

Smart insights to shape your future

Within the Altares Group, we provide private and public organisations with resources that help them use their information more effectively by enriching it with our data knowledge so they can better steer their strategic decisions and operational plans. We are convinced of the high added value of data in business transformation processes and development plans.

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.

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.

Our 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.

Innovating

(with passion)

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

Highlights of the Year

Merger with Manageo and creation of the Sales Intelligence by Altares division

Altares reached an important milestone in July 2024 with the creation of its Sales Intelligence by Altares division, the result of the merger with Manageo, its subsidiary specialising in commercial prospecting and B2B digital marketing. The reason for this convergence is the need to deal with all our stakeholders' strategic challenges, ranging from business development to managing their customer risks. This alliance also strengthens corporate culture and the feeling of belonging to a single employer brand.



Moving to La Défense on 1 July 2024: a project undertaken in an eco-friendly way

As part of our commitment to responsible development and management, we chose to move our French headquarters to more modern, sustainable premises. This strategic choice embodies our desire to combine economic performance, social responsibility and our employees' wellbeing.

A relocation in line with our CSR objectives:

Optimised energy performance

The new premises, certified as compliant with the environmental standards in force in France, allow us to significantly reduce our carbon footprint thanks to improved energy and resource management.

Wellbeing at work

Designed to encourage cooperation, inclusion and comfort, these new workspaces include areas for socialising and relaxation and offer access to a sports centre and several restaurants designed to improve our teams' quality of life.

Sustainable mobility

Ideally located near public transport and a railway hub, the new premises encourage eco-friendly means of transport with infrastructure suitable for soft mobility (bicycle parking and electric charging stations).

This relocation is part of a long-term vision aimed at harmonising our activities with our CSR values. It marks an essential step towards reducing our environmental impact while strengthening our attractiveness as a responsible employer.

Our CSR Commitments

OUR ENVIRONMENTAL AND SOCIAL STRATEGIES ARE BASED ON AMBITIOUS TARGETS



Global warming

Reducing our GHG emissions by 30% by 2030.



Optimising waste management and promoting recycling

Reducing non-recycled waste generated by the company by 30% by 2027.



Responsible procurement

Increasing the proportion of purchases made from suppliers who meet environmental and social criteria. By 2027, 80% of suppliers will have to be certified in accordance with recognised standards (such as ISO 14001) and/or demonstrate verified sustainable practices.



Improving diversity and inclusion

Increasing the representation of women in leadership positions within the company and achieving gender parity in management teams by 2027.



Quality of life and working conditions (QLWC)

Maintaining Great Place to Work certification and aiming for an overall employee satisfaction score of 80% by 2027 by focusing on initiatives such as performance recognition, inclusion, work/life balance and professional development opportunities.



CSRD Compliance

a strategic project in progress

The Altares Group has launched a project focused on meeting the new regulatory requirements of the Corporate Sustainability Reporting Directive (CSRD), which imposes strict standards of transparency and reporting on environmental, social and governance matters.

This ongoing project involves all the company's departments with the aim of organising the collection, analysis and communication of data linked to our impacts.

To ensure the success of this approach, the Altares Group relies on the expertise of a specialist external service provider to support it in interpreting the CSRD requirements and implementing the tools needed to manage its commitments.

Beyond the regulatory aspect, this project represents a strategic opportunity for the Altares Group, providing a way to better control its impacts, strengthen its stakeholders' trust and consolidate its position as a responsible player in its business sector.

The first sustainability report in line with CSRD criteria will be published in 2026. This is part of a transparent approach, making actions and results visible and demonstrating the Altares Group's commitment to sustainability.



THE ALTARES GROUP'S CSR STRATEGY

- Commitments
- Certifications

Commitments

As part of its commitment to sustainable and ethical growth, the Altares Group signed up to the United Nations Global Compact in January 2021 and signed the Diversity Charter in December 2012.

By joining the **UN Global Compact**, the Altares Group confirmed its desire to respect and promote the ten fundamental principles established by the Global Compact concerning human rights, international employment standards, the environment and the fight against corruption. Moreover, the company's signing of the **Diversity Charter** is a symbolic and specific commitment to inclusion and non-discrimination.

By adopting this charter, the Altares Group is committed to promoting all forms of diversity: race, gender, disability, sexual orientation and so on. This act marks a desire to create respectful work environments open to all.

It helps promote equal opportunities and combat stereotypes. Diversity thus becomes a strategic lever to enrich corporate culture and improve overall performance.



Certifications

EcoVadis

The Altares Group's commitment to sustainability and responsibility has once again been recognised by EcoVadis. Our company is proud to retain its silver medal with an overall score that has risen to **67 points out of 100**.

This rating places the Altares Group in the top **15%** of companies assessed by EcoVadis over the last **12 months**. It is a performance that demonstrates the Altares Group's ongoing commitment to integrating sustainable practices into all its operations.

As a reminder, the EcoVadis rating methodology measures the quality of a company's sustainability management system through its policies, actions and results.

Details of the score obtained

This year, the Altares Group has maintained its score for **labour and human rights and sustainable procurement**. Progress in **ethics has been significant**, with a score **10** points higher than last year. A slight fall in the **environment score** serves as a reminder of the importance of consolidating our collective efforts, particularly by adopting practices aimed at reducing energy consumption.



Our strengths highlighted by EcoVadis

- Since the last assessment, the Altares Group's overall score has increased thanks to implementing new policies (Responsible Procurement Charter, Whistleblower Procedure, etc.).
- The Altares Group has an advanced management system for labour and human rights.
- The Altares Group has an advanced management system for ethics.

It is also important to note that the scores obtained by the Altares Group are significantly above the average for other companies in its sector.

Overall score

Percentile
87th

➔ **67** / 100


Environment

➔ **60** / 100


Labor & Human Rights

➔ **70** / 100

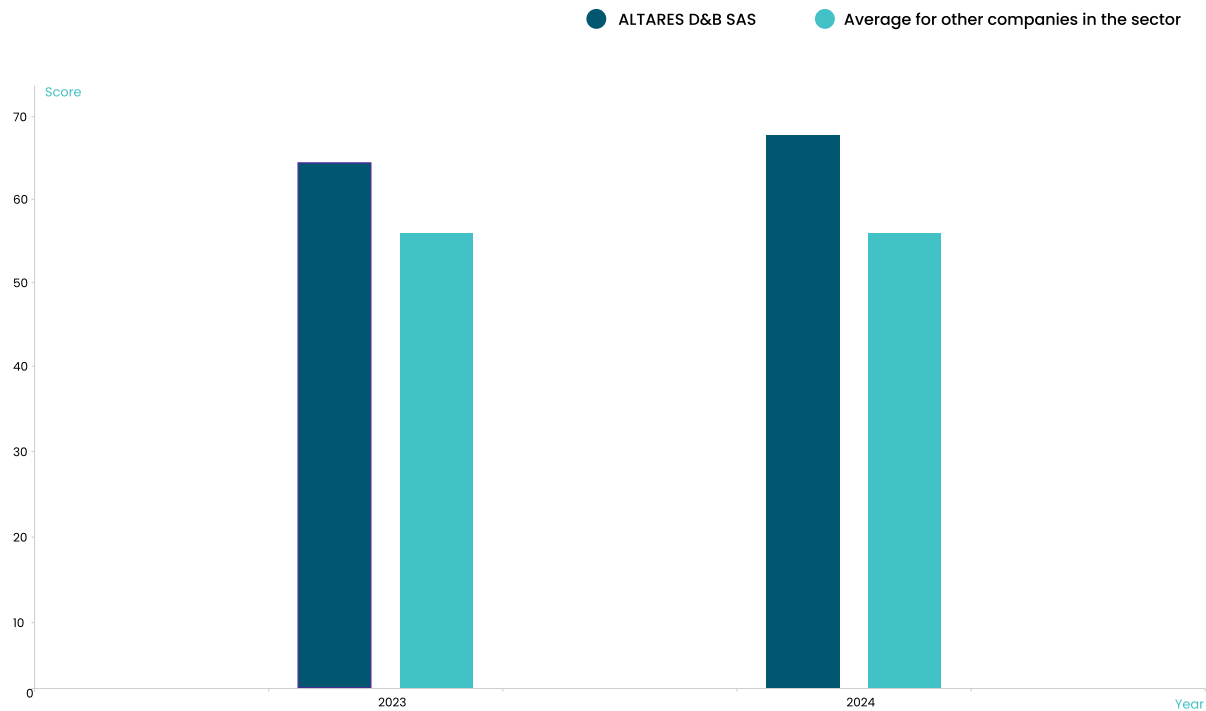

Ethics

➔ **70** / 100


Sustainable Procurement

➔ **50** / 100

EcoVadis score 2024 vs 2023: Altares compared to rivals in its sector



CyberVadis

In 2023, the Altares Group’s commitment to cybersecurity was confirmed by the CyberVadis assessment, obtaining a score of **743 /1000**.

Great Place To Work

The Altares Group was awarded the Great Place to Work® label in December 2024 for its operations in France, Belgium and the Netherlands. This distinction demonstrates our commitment to and engagement with a thriving, inclusive and quality work environment, confirming that the Altares Group is a company where it is good to work, innovate and grow.

Scores obtained by the Altares Group at group level:

- **85%** survey participation rate
- **75%** Great Place to Work
- **72%** average out of all statements





ADVERTISING EXPENSES

Category	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total
Print	15,000	18,000	20,000	22,000	75,000
Radio	10,000	12,000	14,000	16,000	52,000
Television	25,000	30,000	35,000	40,000	130,000
Online	30,000	35,000	40,000	45,000	150,000
Direct Mail	8,000	9,000	10,000	11,000	38,000
Other	2,000	2,000	2,000	2,000	8,000
Total	90,000	106,000	121,000	136,000	453,000

Special Reports

Report	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total
Report A	12,000	15,000	18,000	20,000	65,000
Report B	8,000	10,000	12,000	14,000	44,000
Report C	5,000	6,000	7,000	8,000	26,000
Report D	3,000	4,000	5,000	6,000	18,000
Report E	1,000	1,000	1,000	1,000	4,000
Total	29,000	36,000	43,000	49,000	157,000





GOVERNANCE

- Code of Ethics
- Gifts and Hospitality Policy
- Whistleblower System
- Responsible Procurement Charter
- Personal Data Protection and the Role of the DPO
- Cybersecurity
- Governance Structure

Corporate governance is an essential element of the Altares Group’s approach to social responsibility. It shows the Altares Group’s commitment to adopting transparent, ethical practices that comply with current regulations. Mechanisms such as the Code of Ethics, the Whistleblower Procedure and the Gifts and Hospitality Policy are put in place to prevent risks and encourage responsible conduct. This framework is supported by a sound governance structure with an ethics committee responsible for overseeing our actions and ensuring they are consistent with our values.

Responsibility and Ethics of the Altares Group

At Altares, ethics and responsibility are not just principles; **they lie at the heart of our corporate culture**. These core values guide our employees in their everyday working lives and shape our interactions with our clients, partners and stakeholders.

Our corporate social responsibility (CSR) actions form part of this approach and aim to fully integrate social and environmental issues into our activities. Through this commitment, we confirm our desire to actively contribute to the wellbeing of society and the preservation of the planet while pursuing our business goals.

The Altares Group is thus committed to following the OECD Guidelines, the fundamental conventions of the International Labour Organization (ILO) and the United Nations’ Sustainable Development Goals. Our commitment to sustainable development is also demonstrated by our adherence to the United Nations’ Global Compact.

Code of Ethics

Our commitment is demonstrated above all in our **Code of Ethics**, which sets out the Altares Group’s policy on ethics and compliance by laying down the rules we deem necessary to ensure the sustainable development of our business and to promote integrity in our professional and commercial relationships.

Consequently, the Altares Group applies a policy of zero tolerance of **corruption**, which means we are firmly committed to preventing any kind of corruption and to not accepting any compromise on integrity.



Gifts and Hospitality Policy

To reiterate its commitment to integrity and the rejection of all forms of corruption, the Altares Group has strengthened its ethics system by implementing a Gifts and Hospitality Policy.

The purpose of this policy is to provide a precise definition of authorised values and the rules for approving gifts and hospitality. Its aim is to prevent any risk of conflict of interest or non-compliance with the Group's ethical principles.

To ensure complete transparency, these rules are consolidated by strict traceability measures, including a special register. This systematically records gifts and hospitality whose value exceeds the established ceilings, allowing strict monitoring and better control of practices.

Whistleblower System

To complement our Code of Ethics, we have established a neutral, independent **whistleblower system**, offering all our employees the chance to report any illegal or unethical conduct they witness. This system is based on a detailed procedure specifying how to submit a report, the rules to follow to ensure compliance and the guarantees of protection afforded to whistleblowers, particularly in terms of confidentiality.

The processing of all reports received through this system is handled by the **Altares Group's Legal Director** in association with the **Ethics Committee**.

Responsible Procurement Charter

The Altares Group's Responsible Procurement Charter establishes our procurement strategy, which is based on respect for individuals, communities and the environment.

It details the standards and methods we apply throughout our supply chain to ensure long-term sustainability and reduce our environmental footprint. The main aim of this charter is to share our commitments to sustainable development with our suppliers and to encourage them to actively participate in this process.

Consequently, we have three priorities: **reducing carbon emissions and preserving natural resources; improving social conditions by supporting local economies and promoting diversity; and adopting an economic approach that assesses the full life-cycle costs of products.**

In return, we expect our suppliers to respect international standards on human rights, environmental protection and ethics while integrating responsible management of their resources and ensuring transparency and legal compliance in their practices. With this charter, the Altares Group confirms its commitment to working with partners who share a common vision of sustainable and responsible development.

Personal Data Protection

As part of a responsible and proactive approach, the Altares Group is committed to ensuring transparency and security in the processing of personal data obtained while performing its business activities.

To meet this commitment, the Altares Group has implemented strict policies, controls and monitoring of compliance with applicable laws and regulations on personal data processing.

The Altares Group expects all its employees and stakeholders to follow the rules that ensure a high level of protection for personal data and the privacy of the people whose data they may be required to process.

To support it in implementing and maintaining compliance with the General Data Protection Regulation (GDPR), the Altares Group appointed a Data Protection Officer in March 2018. With a role at the heart of compliance, the DPO is a key player in the personal data governance system. The DPO supports the Altares Group and its employees while ensuring compliance with the GDPR and national data protection laws. Additionally, the DPO serves as the point of contact for individuals regarding their data protection rights, cooperates with the supervisory authorities (such as the CNIL) and acts as the point of contact for all matters related to personal data protection.

A dedicated email address has been set up to contact the DPO and to receive any requests relating to personal data protection: dpo@altares.com



Cybersecurity

To achieve its objectives and support sustainable economic growth, the Altares Group attaches great importance to cybersecurity aspects, making it a reliable partner for all third parties and a model of cyber-efficiency.

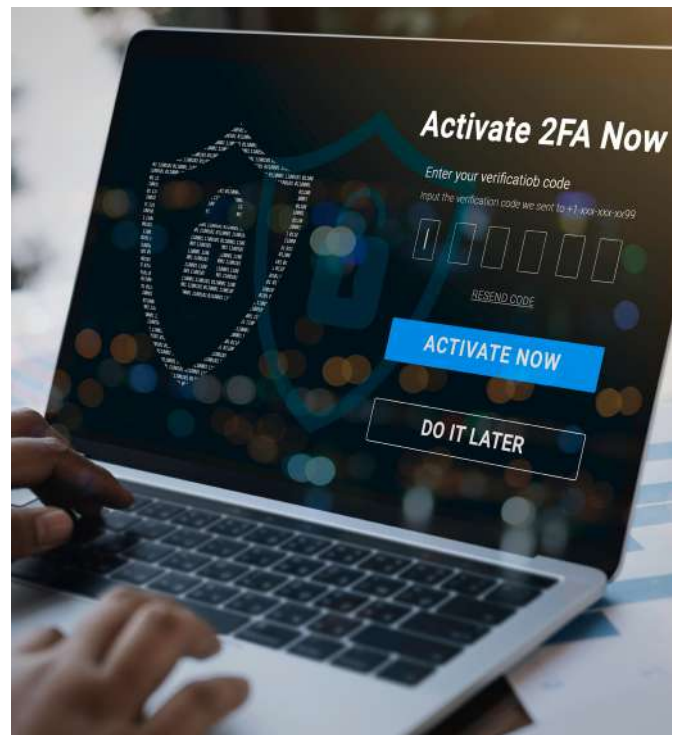
The Altares Group relies on an information systems security policy (**ISSP**), which is mainly based on the **ISO 27001: 2022** standard, as well as on additional frameworks: various ANSSI standards in France, CIS v8, and regulatory standards, such as the GDPR and NISv2/DORA regulations.

The Altares Group continuously implements and manages several strategic programmes to ensure the resilience and security of its operations, such as the **business continuity plan (BCP)** and the **business recovery plan (BRP)** intended to ensure the availability and reliability of critical processes even in the event of major disruption.

The Group is also rolling out **awareness programmes** to strengthen the culture of preparation and vigilance within teams, particularly in the face of cyber risks. These initiatives include regular training and practical exercises to assess reactions to real-life situations.

To test the effectiveness of the measures and continuously improve its systems, the Group also conducts **extensive testing**, such as simulated phishing campaigns. These help identify vulnerabilities, raise employee awareness of cyber threats and refine incident response protocols.

The main achievements of the past year focused on strengthening rules and assets to make us ever better prepared against malicious threats. A strategy has been established for future years to continue current efforts and optimise compliance, particularly concerning third-party risk management.



Governance Structure

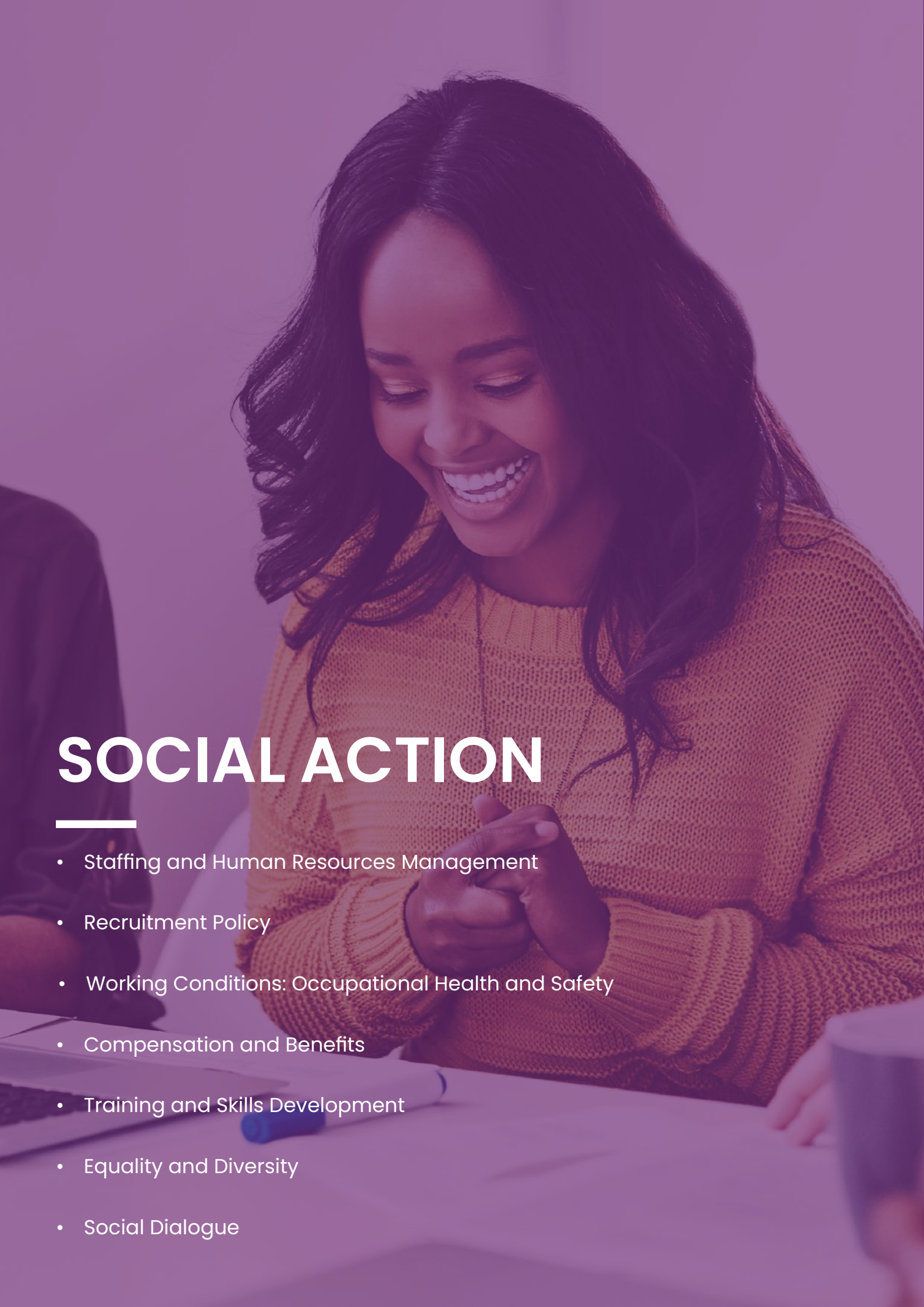
Establishment of an Ethics Committee

As part of its ethical system improvements, the Altares Group has set up an **Ethics Committee**. This Committee ensures compliance with the **Code of Ethics** and its proper implementation.

Its responsibilities are:

- to ensure the broad dissemination of the **Code of Ethics**;
- to ensure the **Code of Ethics** is interpreted properly and to put forward any amendments it deems necessary;
- to draft recommendations on all ethical issues.

The Committee also ensures alerts received under the Whistleblower system are addressed properly. It is chaired by the Legal Director of the Altares Group. Depending on the circumstances, heads of other departments may be invited to join the committee.



SOCIAL ACTION

- Staffing and Human Resources Management
- Recruitment Policy
- Working Conditions: Occupational Health and Safety
- Compensation and Benefits
- Training and Skills Development
- Equality and Diversity
- Social Dialogue

The Altares Group’s CSR approach is based on a shared conviction:

Progress is built together and involves all employees, line managers and staff representatives.

By collecting reliable human resources (HR) data and implementing key performance indicators (KPIs), Altares aims to raise awareness and mobilise all stakeholders for measurable, sustainable actions.

The Altares Group has implemented tools to analyse the development of its HR indicators across all its sites, accompanied by a regular review of these indicators with members of the management team. This data-driven approach allows the Altares Group to raise awareness among all stakeholders and adjust its actions for continuous improvement.

At Altares, we believe in the power of local initiatives that our employees fully support. These often modest yet genuinely heartfelt actions are real drivers of human-scale transformation. Convinced that this transformation stems from simple educational and communication actions on the ground, we encourage specific local initiatives that have emerged and proven their worth in our work environments. Our employees are the best ambassadors.

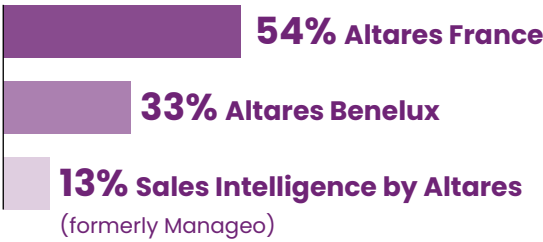
Finally, our constant efforts to express the multiple dimensions of diversity—nationalities, origins, backgrounds, training and experiences—are a source of pride for our teams and continually enrich our plural approaches.

Staffing and Human Resources Management

Staff

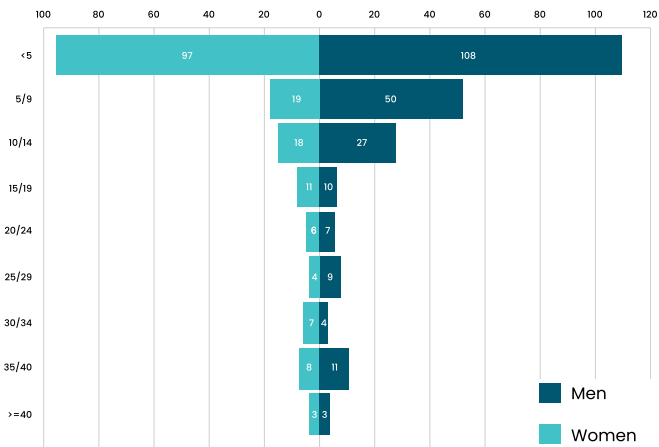
402 workers

(as of 31/12/2023, excluding trainees and holding organisation)



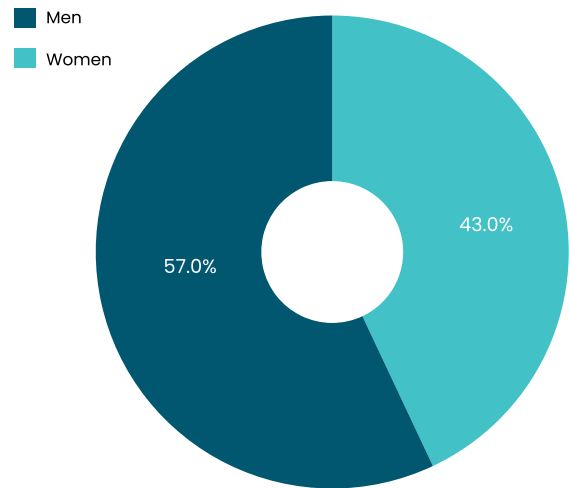
Employment history

The average length of service is **nine** years and is distributed as follows:



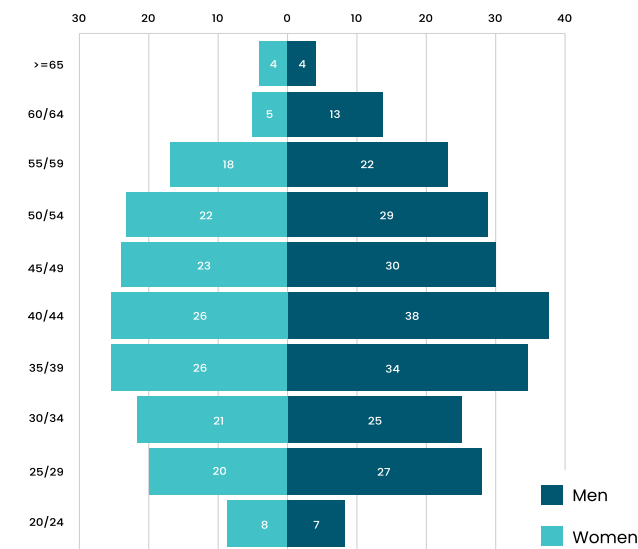
Male-to-female ratio

57% men **43% women**

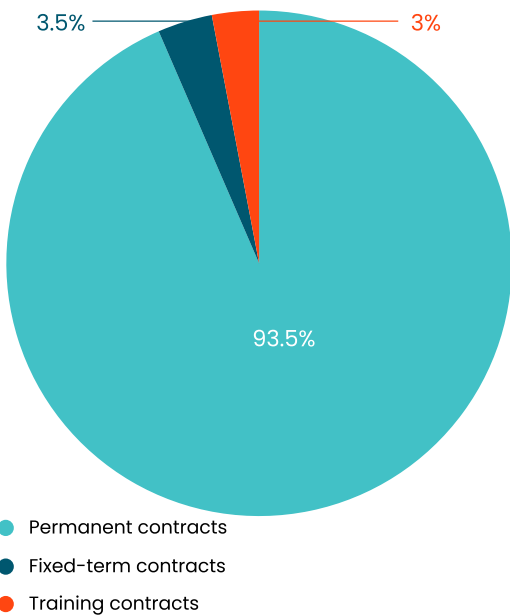


Average age

The average age is **42** and the population is distributed as shown in the following age pyramid:



Types of employment contract



Recruitment Policy

The recruitment policy of Altares is exclusively based on the **candidate's skills and motivation** with no subjective or discriminatory considerations.

To this end, Altares uses the Recrutee platform for all recruitment, which aggregates all applications from all job boards and the career site, including internal applications.

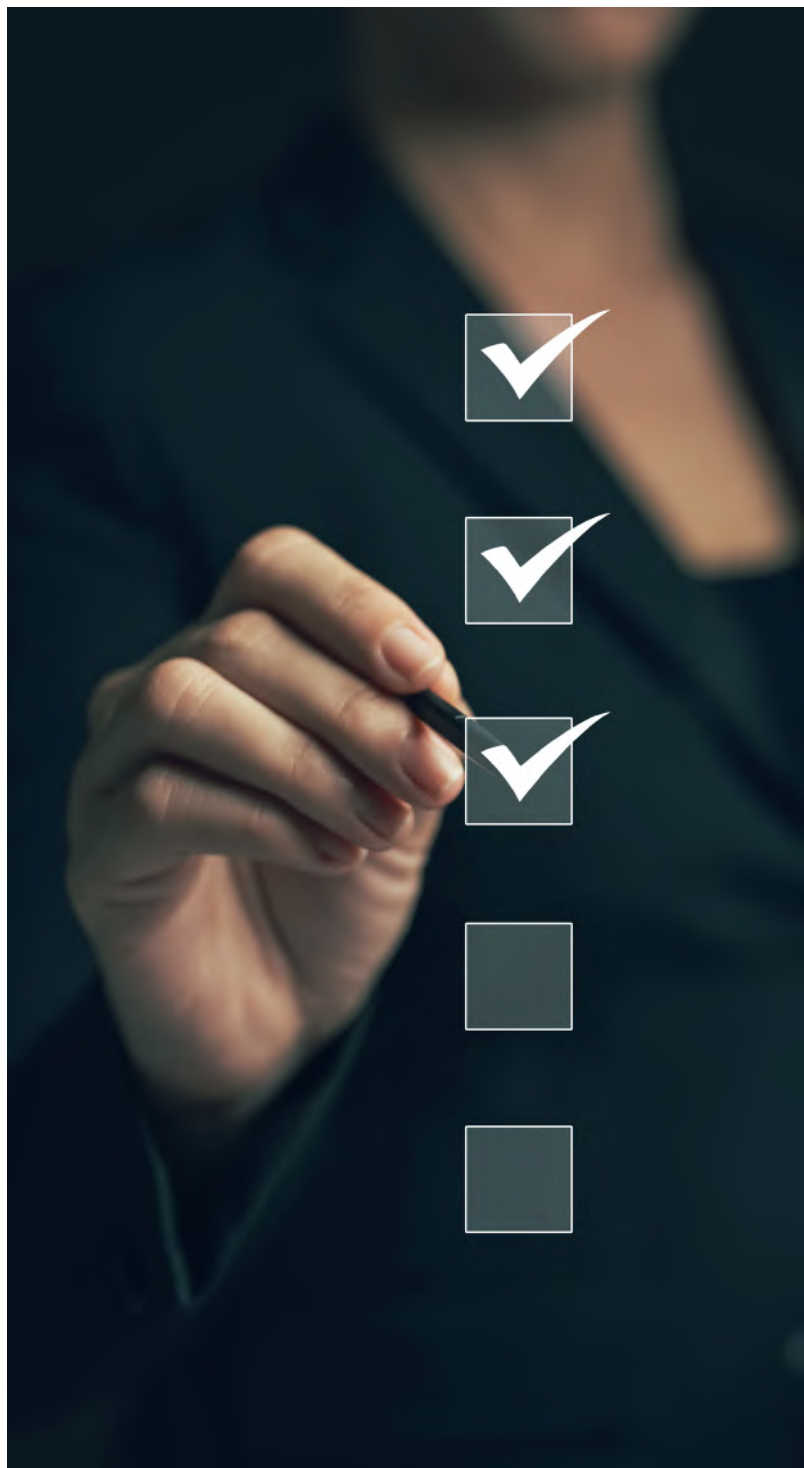
All staff are notified of the positions to be filled so that anyone can apply if they wish. Internal candidates then follow the same recruitment process as external candidates (CV, cover letter, tests and interviews).

Our recruitment process requires each selected candidate to be interviewed by several Altares employees, including a member of the HR department.

During the joint debriefing session, the HR employee ensures that **no discriminatory criteria are considered** (gender, age, nationality, religion, etc.) and leads discussions based on the candidate's skills, experiences, attitude and profile in the position and within the team.

The decision must be unanimous and based on the elements discussed. No discriminatory factors are considered. The salary level for a position is based on the market and the internal Altares remuneration scale. We **ensure an identical level of classification and salary in recruitment for men and women** for the same position and with the same level of experience and education.

We are also committed to encouraging our employees in their professional development on a daily basis and to **promoting their internal mobility towards new roles and responsibilities**.



Working Conditions: Occupational Health and Safety

Altare has implemented several measures to **prevent accidents and occupational diseases** to ensure the health and safety of employees. These measures include regularly training employees in good practices (e.g. workstation ergonomics in the office and at home, the right to disconnect, noise and temperature management in workspaces); applying strict safety procedures (risk assessment document, first-aid procedures and evacuation exercises); and the provision of suitable workstations (dual screens, ergonomic office chairs, footrests, monitor risers and ergonomic mice).

The **prevention of psychosocial risks**, such as stress and burnout, is also one of our priorities at Altare. Awareness-raising actions are carried out to **promote a peaceful work environment**, including psychological support systems (trusted people and a contact person outside the company) and stress management sessions.

A **quality of life at work survey** is conducted each year to identify possible areas for improvement. Through specific initiatives, we ensure that we create a balanced, inclusive work environment suited to everyone's needs.

Flexibility and sustainable mobility

- Implementing a remote work policy in all countries allows our teams to benefit from a hybrid organisation, with two to three days of remote working per week.
- We actively encourage soft mobility by covering part of the costs associated with these environmentally friendly forms of transport.

Adaptable spaces and equipment

- Social areas have been set up for informal meetings, sharing meals and celebrations.
- We have invested in quality ergonomic equipment, including height-adjustable screens, standing desks and phone booths, to ensure the highest standards of comfort in the workplace.

Goodwill and individual support

- We pay particular attention to the significant moments in our employees' lives by extending personalised gestures of support for events such as weddings, births, illness or bereavement.



Socialising and multicultural inclusion

- The Kick-Off Group is a flagship Altares event for furthering multicultural exchange and cohesion between our teams.
- Onboarding new employees is a priority: we offer a structured induction programme, including the appointment of a buddy, a welcome breakfast and tailored training sessions.

Promoting an active life

- To promote good physical and mental health, we encourage our teams to take part in sporting events to improve their wellbeing and team spirit.

These initiatives demonstrate our desire to offer our employees a fulfilling work environment while strengthening our corporate culture based on respect, listening and solidarity.



Compensation and Benefits

An ambitious, fair policy

In 2023, our remuneration policy demonstrated a strong commitment to recognising the work of our employees through significant salary increases and appropriate benefits packages.

Significant pay increases

An overall budget representing up to **5% of the payroll** was allocated to fixed salary increases.

Specific measures have ensured a minimum increase of **4%** for employees meeting seniority and remuneration criteria, promoting a fair reward for their efforts.

In France, **68.5% of employees** have benefited from an increase, while in the Benelux this figure comes to **66%** (including a legal index linking of **11.08%** in Belgium). In the Netherlands, the increases were split into three phases, with a particular focus on the lowest salaries and on recognising exceptional performance.

Additional measures: flexibility and recognition

Employees had the chance to **monetise their unused work time reduction days**, benefitting **79 employees** in France.

Exceptional bonuses, such as the **value-sharing bonus**, were paid in May 2023, with the amounts depending on seniority.

Profit sharing and participation: Share the success

Budgets for profit sharing and participation have been distributed, allowing employees to place their funds in a **Company Savings Plan**, thereby strengthening their involvement in the success of the business.

Commitment to equity and talent retention

The proportion of employees who benefited from a pay rise in 2023 demonstrates our inclusive approach: in France, **24% of women** and **20% of men** saw their remuneration increased. In the Benelux countries, there were increases for **60% of women** and **69% of men**, thus reducing disparities.

Individual increases were given to reward exceptional performance, project successes or to help retain key talent. In 2023, these actions illustrate our desire to invest in our employees, to support them in their professional development and to improve their financial wellbeing in a challenging economic context.

Training and Skills Development

The training platform: LinkedIn Learning

Altares is pleased to offer LinkedIn Learning licences to all its employees, an initiative giving everyone access to a vast library of online training. The LinkedIn Learning platform offers content suitable for all levels and covers a wide range of skills, from project management to personal development. The platform supports continuous learning and the acquisition of new skills so that each employee can develop at their own pace and remain competitive in a constantly changing environment. By investing in the skills development of its teams, Altares promotes their development and innovation within the company.

Using LinkedIn Learning in 2023:

- **57% of employees** have taken at least one training session on the platform;
- **529 hours** of training courses taken on LinkedIn Learning in 2023;
- Average of **2h 30m** per employee.

The individual assessment tool: Javelo

Altares has implemented a structured process for monitoring and evaluating individual performance to support the professional development of its employees and ensure the best possible collective performance. Regular monitoring of assessments, recorded in Javelo, a dedicated online platform, makes it possible to identify everyone's strengths, set clear objectives and provide personalised support.

Performance evaluation is not only an opportunity to review activities and results, but also a chance for dialogue, recognition and to adjust ambitions. It contributes to valuing individual efforts while aligning each employee's aspirations with the company's objectives. Together, we are building a future where everyone can thrive and excel.

Youth training: work-study students and trainees

Altares promotes the training of tomorrow's talent, actively recruits employees on work-study contracts (apprenticeships and vocational training) and supports trainees.

- In 2023, Altares trained **23 work-study students** and **10 trainees** at group level.

Computer security training

The Altares Security Department organised several cyberattack awareness training courses, essential for protecting company data and systems. This training covers key topics such as phishing and keeping confidential information secure, as well as best practices for making workstations secure. Employees are trained to identify common threats, adopt safe online behaviour and use strong passwords. These training sessions help reduce the risks of cyberattacks and strengthen cybersecurity within Altares.

CSR awareness

Altares product teams and the ESG initiatives group have worked together to create training modules on LinkedIn Learning aimed at raising employee awareness of corporate social responsibility (CSR) issues. These training courses cover key themes, such as sustainable development, professional ethics and environmental impact. The objective is twofold: firstly, to equip employees with the knowledge and tools they need to understand CSR issues and integrate responsible practices into their daily working lives; and, secondly, to inform them about its own ESG services and how they meet its clients' needs, particularly in assessing the ESG performance of business partners.



LOCAL ACTIONS

Altares France

- **16%** of employees benefitted from the onboarding programme for new arrivals, with training provided by Altares experts.
- **11%** of employees have benefitted from individual training in professional skills, particularly IT.
- Training sessions for line managers (2022–2023).

Sales Intelligence by Altares (formerly Manageo)

- **22%** of employees benefitted from at least one training course in 2023.

Altares Benelux

- Additional budget was allocated to professional training and personal development training.
- Preventive training was given for line managers on absenteeism.

Equality and Diversity

Egapro Index

As of 1 March 2024 for the 2023 financial year:

86/100.

Parity/Diversity

In 2023, Altares was once again a partner at the parity conference, an event highlighting the importance of equality between women and men in our society and our businesses. This value we share runs through our HR processes and policy on a daily basis.

Disability Policy

Altares consolidated its commitment to the integration and employment of people with disabilities. During Disability Week, the company organises communication and awareness-raising actions to promote inclusion and diversity. Activities and workshops are offered to raise awareness among employees about the issues of parity, diversity and disability by promoting a better understanding of the experiences of people with disabilities. Communication campaigns highlight good inclusion practices and promote accessibility initiatives. The company also works with local associations to promote the integration of people with disabilities. These actions strengthen our collective commitment to a more equal and supportive work environment.

LOCAL ACTIONS

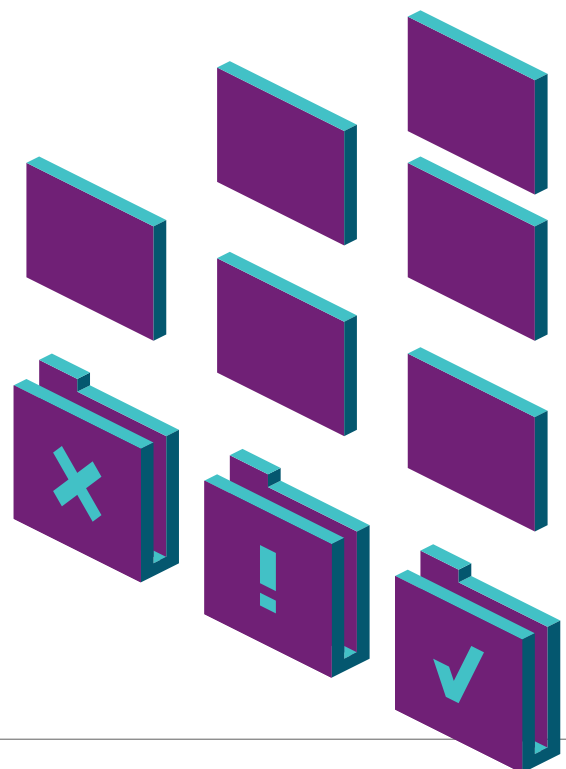
Altares France

Altares France implemented a disability at work awareness campaign during Disability Week.

3.45% of the Altares workforce are people with disabilities, with **7.53** beneficiaries (compared to a legal target set at 13). Altares France has also purchased office supplies, promotional products and Christmas gift baskets for employees from disability-friendly companies employing people with disabilities.

Sales Intelligence by Altares (formerly Manageo)

Manageo has maintained its partnership with an organisation to support employees in their process of recognising the situation of people with disabilities. This support is financed by the company. In 2023, Manageo supported the preparation of one **Recognition of Disabled Worker Status** file and financed workstation adjustments. Manageo had **4.24** beneficiaries (compared to the legal target set at 3). This represented an 8% employment rate of people with disabilities.

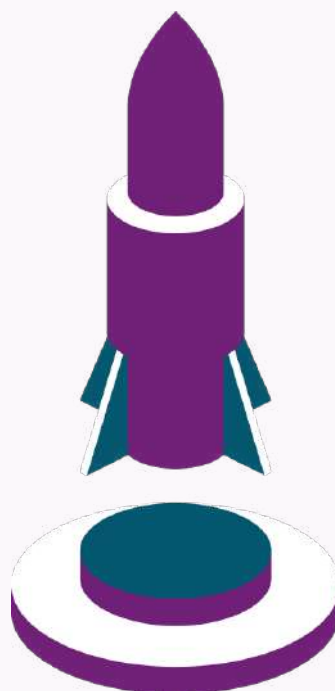


Social Dialogue

Bimonthly meetings are held with local union delegations in France, the Netherlands and Belgium to maintain open and constructive communication on issues related to working conditions. These discussions make it possible to address employee concerns, discuss possible improvements and find suitable solutions together. Union delegations play an essential role in representing employees and maintaining a peaceful social climate within the company. This partnership helps to strengthen transparency and mutual trust.

Social Commitment

The company's social commitment is based on specific actions aimed at contributing positively to the community and the environment. By supporting local initiatives, educational projects and social causes, Altares actively participates in collective wellbeing. Altares also promotes partnerships with associations to promote values of solidarity, equality and sustainable development. Sponsorship and volunteering activities are also carried out to encourage employees to get involved in projects of general interest. This commitment to society shows a desire for social responsibility and a positive impact beyond the professional context.



LOCAL ACTIONS

Altaires France

A group of volunteers coordinates the local CSR initiatives and organises activities and awareness-raising actions, including:

- Christmas toy drive
- 'yellow coins collection operation' to help children in hospital
- coffee grounds recycling
- awareness of several CSR issues

Altaires also welcomed **11 trainees** on work placements and/or professional retraining to help them understand the range of jobs within the company and the specific features of the world of data.

Sales Intelligence by Altaires (formerly Manageo)

The company has renewed its partnership with the association Remise en Jeux, which collects broken or incomplete toys and gives them a new lease of life.

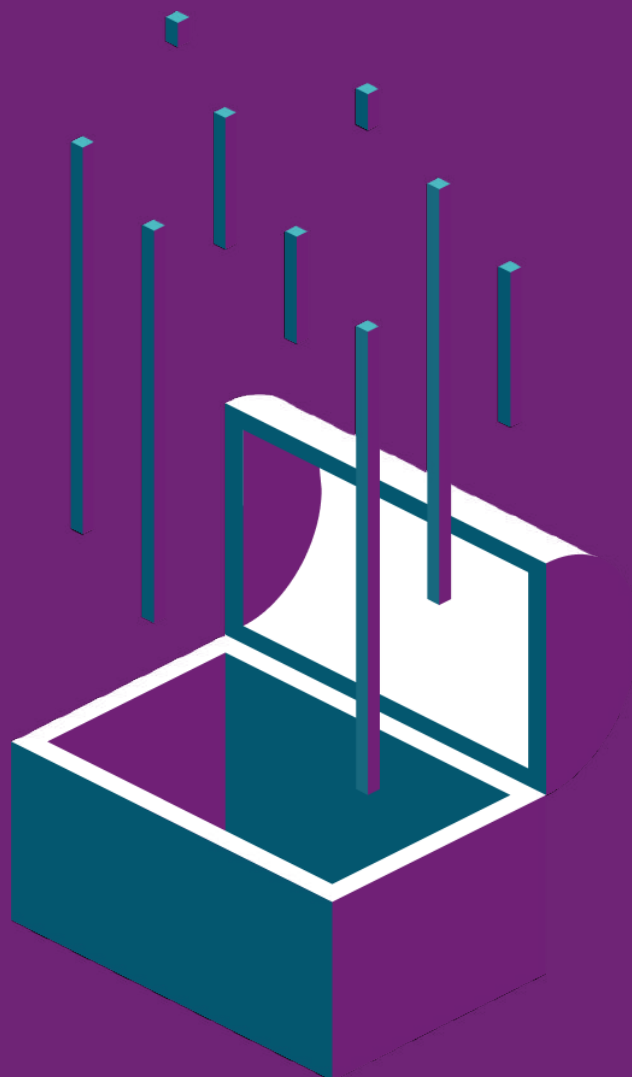
This initiative has three aims:

- to contribute to the protection of the environment by enabling second-hand toys to be reused,
- to promote the employment of people who need integration into the world of work,
- to contribute to a charitable action to help the most disadvantaged children.

Altaires Benelux

Each employee has the opportunity to spend two working days per year volunteering to support causes close to their hearts. This initiative allows everyone to get involved in charitable projects while strengthening social ties and cohesion within the company.

Partnership with the association **Toys 'n Wrap Rotterdam** for the collection of toys for the St Nicholas and Christmas celebrations: Five boxes filled with toys collected from employees + 15 pallets of new toys donated by Altaires.





ENVIRONMENT

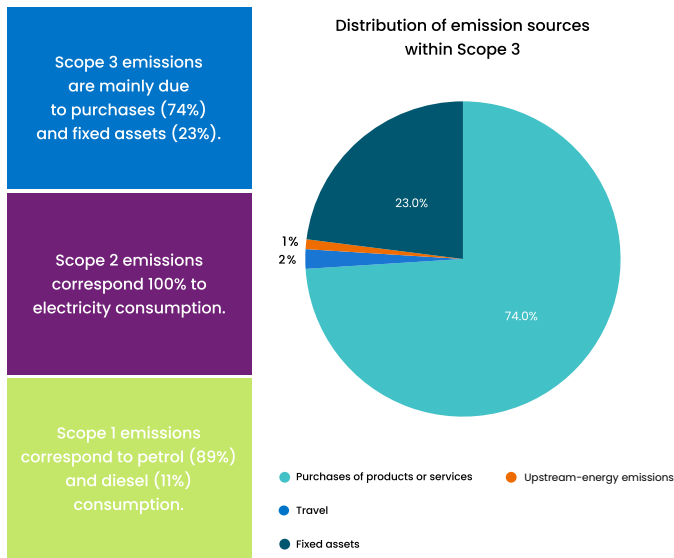
- Carbon Footprint
- Carbon Emissions from Data Centres
- Partners Committed to Sustainable Practices
- Head Office Move: a New Step in Environmental Commitment

As part of its commitment to the environment, the Altares Group is actively seeking to reduce its carbon footprint and integrate sustainable practices at all levels of the organisation. This includes an assessment of its emissions, including those linked to its technological infrastructures, and working with committed partners to promote common green initiatives. The Altares Group has also taken an important step by transferring its headquarters to more modern, sustainable premises, demonstrating its desire to strengthen its social responsibility performance and specifically reduce its environmental impact.

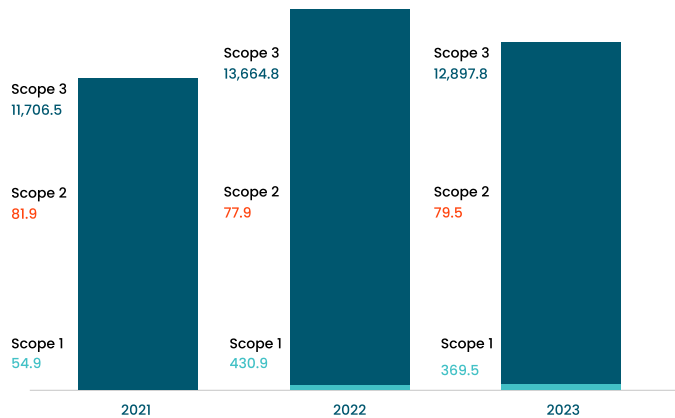
Carbon Footprint

The Altares Group assesses its carbon footprint every two years, covering scopes 1, 2 and 3. This analysis is conducted by an independent third party.

Distribution of emission sources within Scope 3

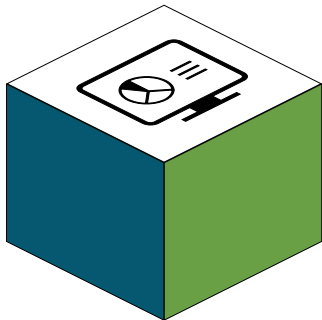


Measuring carbon footprint



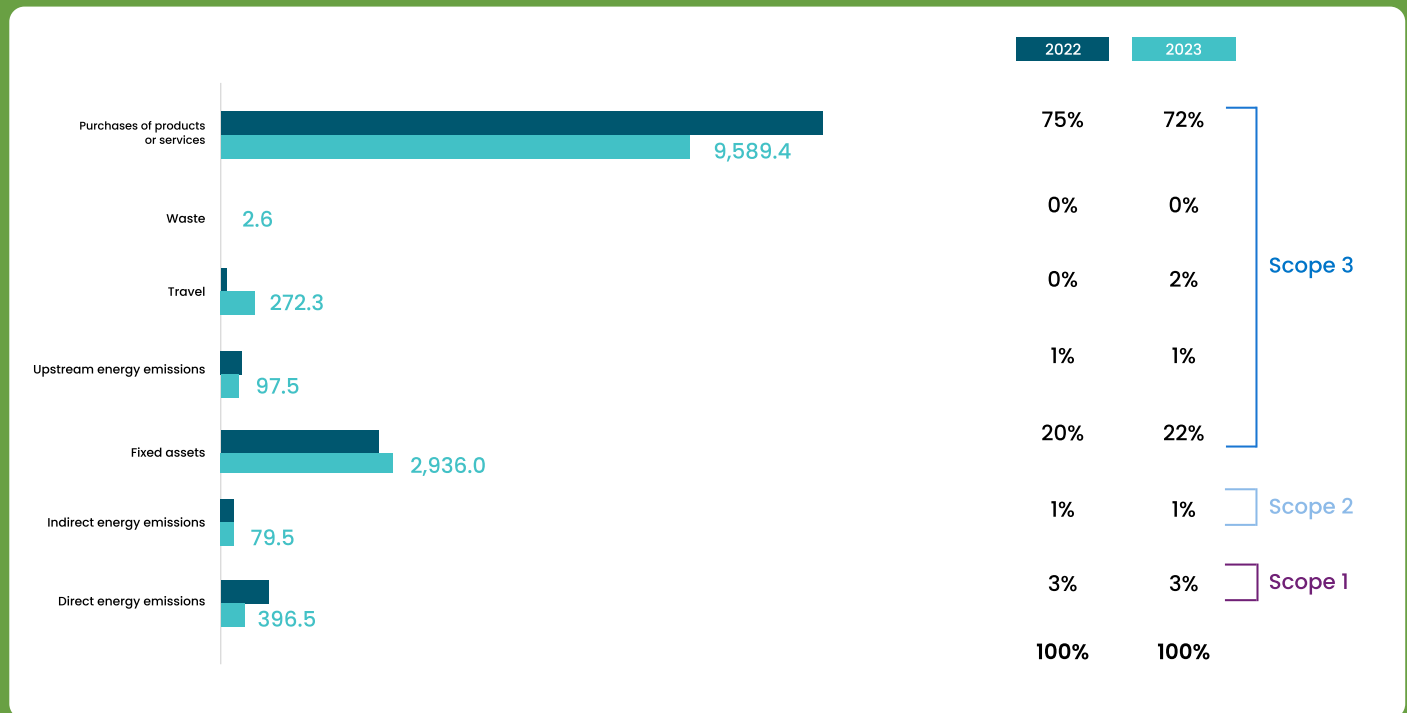
Analysis of the main changes

- **Scope 1 and 2:** Scope 1 and 2 emissions fell by 8% and increased by 2%, respectively, between 2022 and 2023. The reduction in Scope 1 is explained by a 26% drop in diesel-associated emissions.
- **Scope 3 :** The 6% decrease in Scope 3 emissions is mainly explained by the 62% fall in emissions linked to purchases of storage capacity.
- Most emissions are linked to purchases of data and databases (39% of total emissions), which increased slightly (+6%), and to depreciation provisions (22% of total emissions).



Ratios	2022	2023
tCO2/€M turnover	111.4	100.00
tCO2e/FTE	36.8	33.1

Details of the main tCO2eq emission items

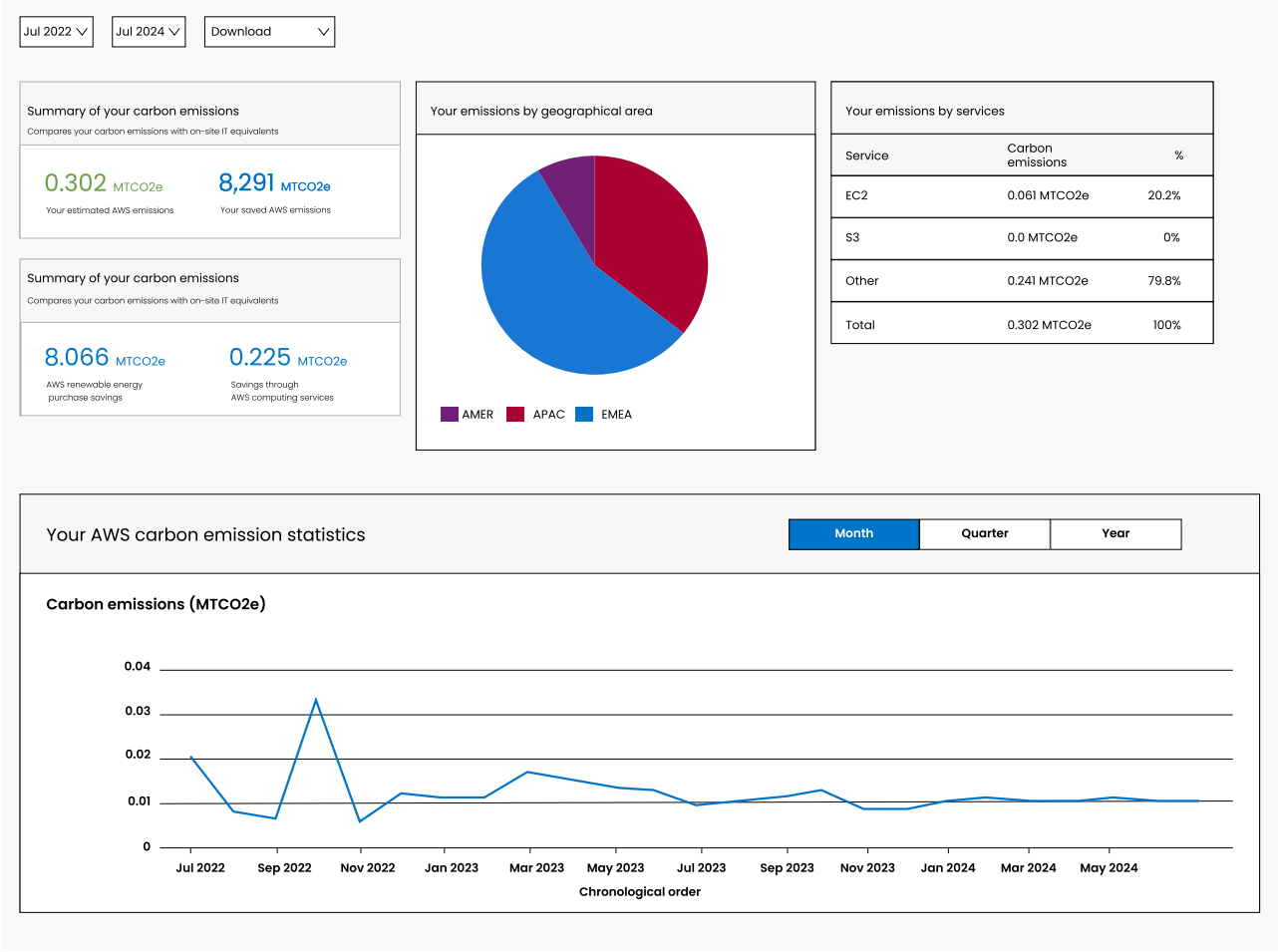


Carbon Sheet 2023 Altares

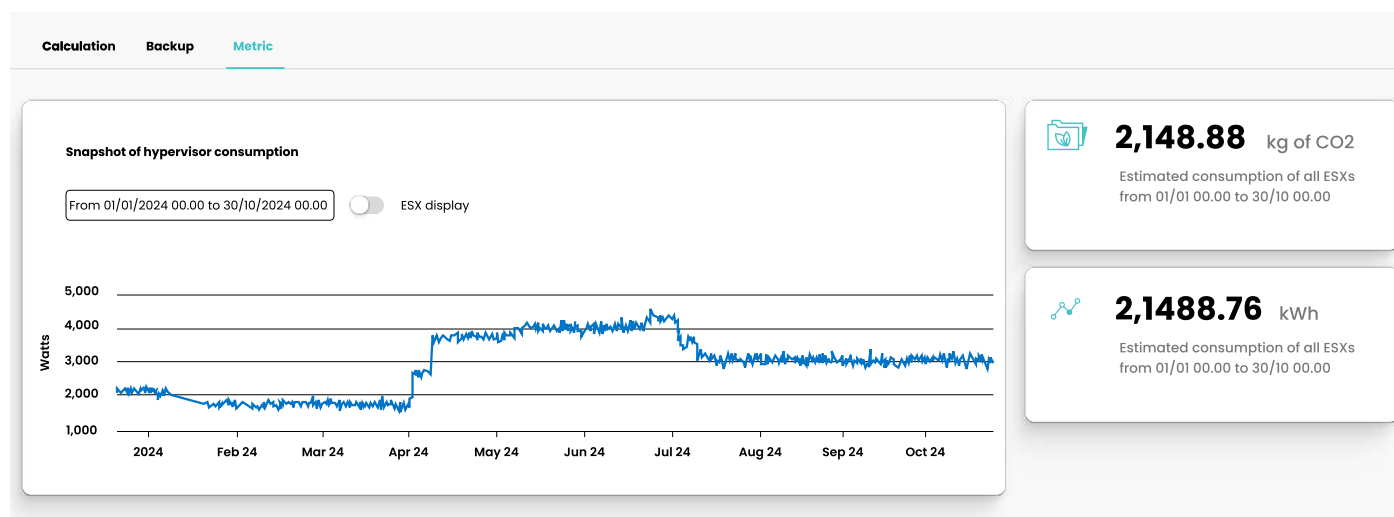
Scopes	Categories	Emissions	2022 (tCO2eq)	2023 (tCO2eq)
Scope 1	Direct energy emissions	Petrol combustion	369.9	351.5
		Diesel combustion	61.0	45.0
Total Scope 1			430.9	396.5
Scope 2	Indirect energy emissions	Electricity	77.9	79.5
Total Scope 2			77.9	79.5
Scope 3	Purchases of products or services	Development and infrastructure costs	1,978.5	2,151.8
		Subcontracting costs	1,054.2	947.9
		Expenditure on services and consulting	-	272.8
		Data and databases	4,907.2	5,188.4
		Total storage capacity	2,735.7	1,028.5
	Waste	Other	-	0.0
		Paper	-	2.5
	Travel	Home to work	1.8	133.0
		Business – planes	3.8	7.7
		Business – trains	2.6	2.8
		Business – cars	59.8	128.8
	Upstream energy emissions	Electricity – upstream	7.8	7.5
		Petrol – upstream	83.1	78.9
		Diesel – upstream	14.9	11.0
	Fixed assets	Allowance for annual depreciation	2,815.4	2,936.0
Total Scope 3			13,664.8	12,897.8

Carbon emissions from our data centres

Public cloud consumption (AWS)



Private cloud consumption (Neurones)



Partners committed to sustainable practices

CEDRE – destruction of waste paper, NHIW and WEEE

Altarex works with **Cèdre**, a partner recognised for its commitment to the environment and social responsibility. In two cleanup operations at its former site in Colombes, Altarex worked jointly to optimise waste recycling while respecting current environmental standards.

Cèdre has received 'EA' (disability-friendly company) approval, consolidating the role it plays in hiring people with disabilities. Its CSR commitment also earned it the EcoVadis silver medal in 2024, demonstrating its sustainable and responsible performance.

This partnership guarantees transparent waste management, with comprehensive solutions, including transport to specialised sites, sorting and secure destruction, repurposing and recycling, as well as strict traceability and detailed reporting.



D CUBE – destruction of ‘confidential’ paper documents

Altares works with **D Cube**, a company committed to the secure and responsible destruction of confidential documents while actively contributing to preserving the environment. Thanks to this collaboration, Altares has recycled:

- in 2023, **1,740 kg of paper**, representing a saving of **69.9 kg of CO2 per tonne** and the equivalent of **17 trees saved**.
- to October 2024, **1,470 kg** of paper, representing a saving of **40 kg of CO2 per tonne** and the equivalent of **14 trees saved**.

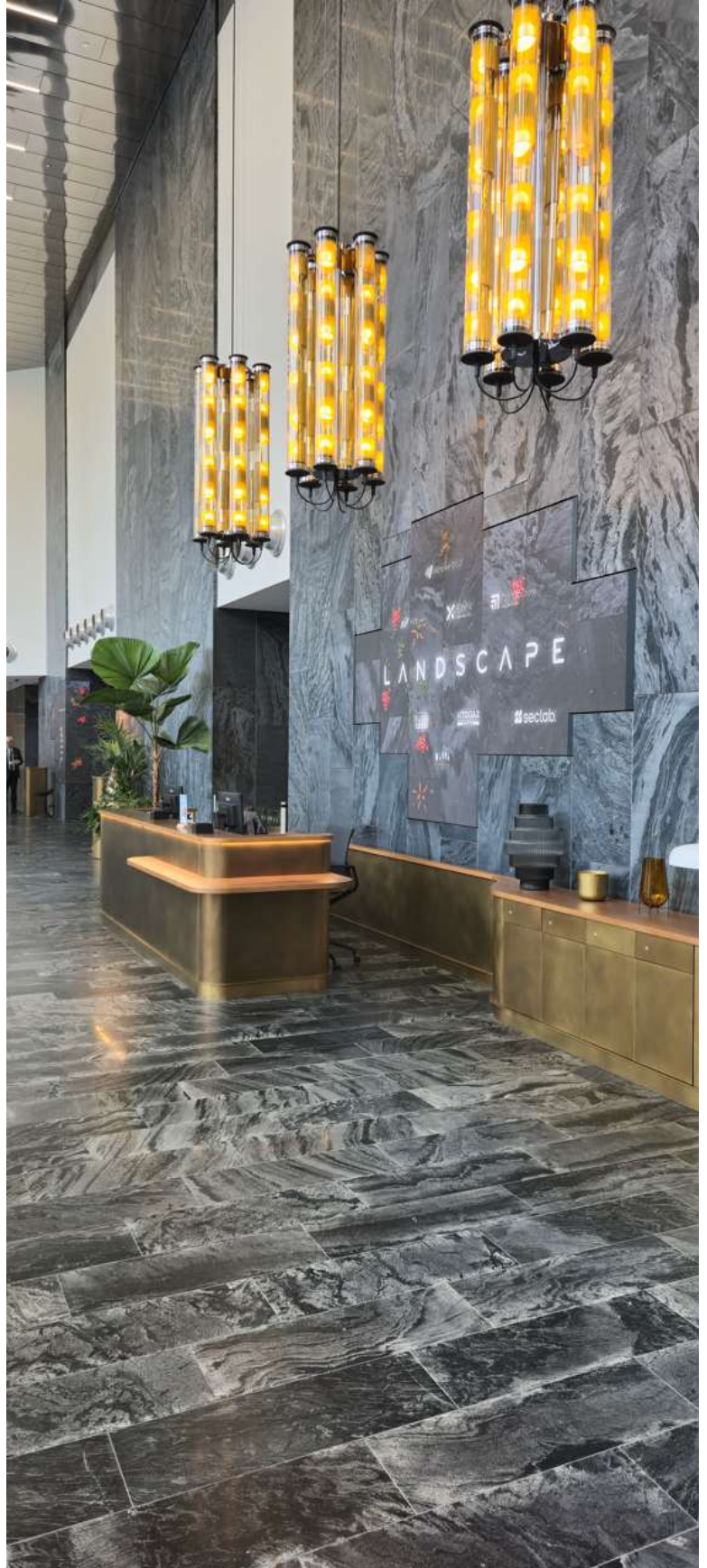
D Cube goes even further by supporting reforestation initiatives, particularly in Madagascar, where more than **43,300 trees** have already been planted.



Head Office Move: a New Step in Environmental Commitment

The relocation of the Altares headquarters in France to an eco-friendly building, certified to the strictest environmental standards, symbolises our ambition to combine innovation, sustainability and performance. This project, designed and implemented in an eco-friendly way, demonstrates our desire to significantly reduce our green footprint while offering a modern, sustainable work environment.

This commitment extends well beyond infrastructure: it is accompanied by a new automotive policy aimed at promoting less polluting vehicles as well as a subscription to a green energy contract, demonstrating our transition towards more environmentally friendly practices.



Eco-friendly actions performed as part of the move: 'Project Saphir'

As part of 'Project Saphir', the name given to the relocation plan, Altares has implemented several actions aimed at reducing its environmental impact and at promoting a sustainable approach through renovation, recycling, use of public transport and the adoption of green energy.

Green move: furniture refurbishment

When moving from Colombes (the Yard building) to La Défense (Landscape building), the Saphir team favoured a short-circuit approach. Rather than destroying its furniture and buying new replacements, Altares requested the services of a company specialised in furniture sanding and refurbishing. Consequently, **60%** of the furniture from Colombes was moved to the new site and the surplus furniture, in good condition, was resold on the second-hand market.

Recycling coffee grounds

In the interests of waste management, Altares has continued its coffee grounds recycling initiative. Initially managed by Les Joyeux Recycleurs, an eco-friendly network, this activity now continues on the La Défense site using the supplier Pleyce, which transforms the coffee grounds into compost, in a short circuit.

Promoting the use of public transport

Altares aims to encourage its employees to favour public transport over using cars. The La Défense site, reached by various forms of transport (train, RER, tram, bus), makes it easier to transition towards greener travel habits.

Commitment to green energy

The Landscape building has adopted a 100% green energy policy for its electricity supply. In line with this commitment, tenants are required to follow this process.

Altares has therefore signed a green pilot contract with Dalkia to ensure the supply of green energy for its facilities.

The Landscape building in La Défense, our new headquarters

Environmental certifications:

The Landscape building has been awarded the following environmental certifications and energy labels:

- **'NF – Tertiary Buildings under renovation – HQE® approach'** certification 2015, for buildings under renovation, 'Exceptional' level
- **BREEAM** certification with the reference **'BREEAM international 2015 Refurbishment'**, Very good level
- **WELL Building Standard v1 / May 2016 Core & Shell, Gold** level certification, following prerequisites and adaptations undertaken by the tenant
- **BBC Effinergie Rénovation Label for low-energy buildings**
- **WiredScore Gold Level**

Our automobile policy

Our new, more eco-friendly automobile policy, committed to energy transition, has been in place since July 2023. Altares therefore plans to renew its entire vehicle fleet within the next **12 to 18** months with more environmentally friendly models.

Specific statistical impacts on the company's automobile fleet in one year.

- In France, at the end of 2023, hybrid and electric vehicles represented **3.5%** of the fleet; they represented **17.5%** at the end of 2024.
- In line with the efforts already made, Altares has cut the CO2 threshold to **125 g** max. in the proposed models.
- In Belgium and the Netherlands, the aim is to have no more combustion-powered vehicles in the fleet by the end of 2025.

ALTARES GROUP CSR SOLUTIONS

- Future Developments
- Raising Awareness of CSR Issues



Environmental, social and governance (ESG) issues are often complex to assess. However, **having reliable data on business partners under a CSR approach is a major strategic asset**. Working with high-performing organisations on ESG criteria not only strengthens the company's resilience, it also contributes to its overall positive impact. The Altares Group supports companies in their sustainable transition by providing precise visibility on the ESG performance of their business partners.

Therefore, the **Altares Group assesses the ESG performance of economic agents** using globally recognised frameworks, including SASB, CDP, GRI, TCFD and the UN SDGs, and classifies companies by sector using the SICS® classification.

The first step—data collection—begins with Dun & Bradstreet's proprietary global database, enriched with information from government sources, public documents, news articles and licensed third-party data, such as sustainability reports and GHG emissions data. Companies can take part in collecting ESG data via the channels offered by Dun & Bradstreet, which will then feed into the ESG ranking algorithms.

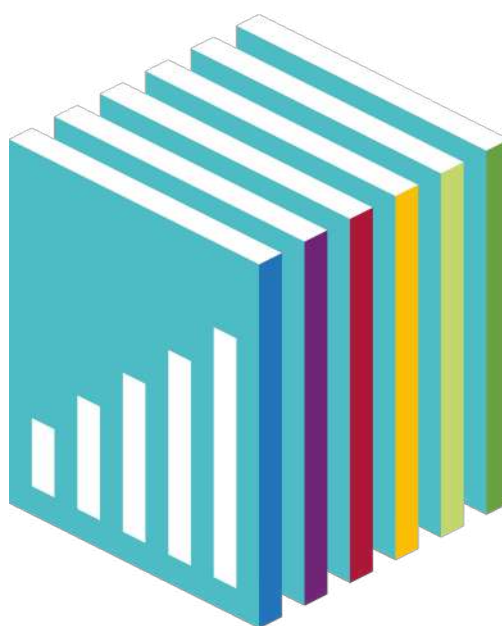
The ESG rankings of Altares are calculated by normalising and standardising various metrics to allow relevant comparisons. Specific weightings are applied depending on the materiality of the topics for each sector. Topic scores range from 1 to 100, contributing to theme scores (1–3) and final ESG scores (E, S, G, and overall ESG) on a scale of 1 to 5, where 5 represents the highest risk.

The Altares Group allows companies to assess not only their own CSR performance, but also that of their suppliers, customers and partners. These assessments are instantly accessible in SaaS solutions and can be easily integrated into various business systems (CRM, SRM, ERP, MDM, etc.).

Various features make effective decision-making easier. The efforts Altares make focus on the wealth of information delivered to its customers to measure and act on their environmental and social impact:

- instant summarised assessments
- sector comparisons and transparency of the sources used
- portfolio segmentation to compare company performance
- customised questionnaires to obtain detailed information and refine scores based on responses

In 2024, the Altares Group also introduced real and modelled data on GHG emissions, thus adding to the range of information it offers.



Future Developments

The Altares Group is committed to making ESG information accessible to as many people as possible and to supporting operational teams in integrating CSR criteria into the evaluation of third parties (prospects, customers, suppliers and partners).

The Altares Group is also working to expand its local sources to improve data accuracy and coverage, with a major update to its methodology planned for January 2025. This update will be guided by the latest materiality standards in the framework developed by the **Sustainability Accounting Standards Board (SASB)**.

Planned improvements include new features to collect ad hoc information and documents to provide a more comprehensive analysis of suppliers and partners.

Finally, the Altares teams are studying the showcasing of ESG-transparent companies with the **D&B ESG Registered™ label**—a recognised badge demonstrating their commitment to ESG data disclosure. This recognition will be documented in the D&B Data Cloud, the world's most comprehensive source of business data, used by more than 90% of Fortune 500 companies.



Raising Awareness of CSR Issues

Since the launch of its ESG Intelligence solutions in 2022, the Altares Group has been actively engaged in ongoing actions to raise awareness of CSR issues.

Through organising events, webinars and publishing dedicated white papers, our ambition is to **contribute to collective awareness**, encouraging companies to begin specific steps towards a more ethical and sustainable economy.

Reporting on the implications of CSR, laws and regulations and supporting companies depending on their resources and objectives help create a positive dynamic that goes beyond the Altares ecosystem and benefits society as a whole.

Altares offers various tools and resources to support companies in their CSR initiatives:

The CSR-ESG White Paper

A document that traces the main stages and key events that have shaped CSR guidelines and explains why they have become major issues in society.

[CSR White Paper link](#)



The CSR Barometer

An overview of the CSR performance of companies in France and around the world to give a better understanding of current trends:

[CSR Barometer link](#)



Free CSR Diagnosis

An analysis tool for assessing the ESG risks associated with its company's customer or supplier portfolio, broken down by subject and compared to the sector average.

[Link to CSR Diagnosis](#)



Thanks to these initiatives, the Altares Group supports companies at every step of their CSR transition for a sustainable collective impact.

Conclusion

Over the past year, the Altares Group has implemented several targeted initiatives to strengthen its commitment to social and environmental responsibility.

In the area of ethics and compliance, we have made substantial improvements to our internal processes. These actions include reviewing and introducing specific policies, such as the new rules on Gifts and Hospitality, updating the Whistleblowers Procedure and our Code of Ethics and drawing up a Responsible Procurement Charter. These measures aim to further transparency, improve governance and ensure ethical conduct within the Group.

At the same time, moving our head office was a key step in our eco-friendly approach. This project is part of a strategy aimed at improving the energy efficiency of our infrastructure, in line with our environmental commitments. The choice of our new location, better served by public transport, was also motivated by our desire to promote a more sustainable lifestyle for our employees. The workspace has also been redesigned to offer more comfortable modern working conditions while optimising energy use.

Although significant progress has been made, we recognise that continuing sustained efforts are essential to achieve our long-term goals. With this in mind, and in response to increasing regulatory requirements, we have begun a process of compliance with the CSRD (Corporate Sustainability Reporting Directive).

This framework allows us to strengthen the transparency of our CSR actions by providing clear, verifiable information on our environmental and social performance. Ultimately, a sustainability report in line with European standards will not only give a comprehensive account of our results, it will also contribute to a sustainable impact on our environment and society.



Part of Dun & Bradstreet's
Worldwide Network

Paris

Tour Landscape
6, Place des Degrés
CS 40344
92045 LA DEFENSE CEDEX
France
+33 (0)1 41 37 50 00

www.altares.com

Brussels

Inter Access Park
Pontbeekstraat 4 1702
Dilbeek, Belgium +32
(0)2 481 83 00

www.altares.be

www.altares.lu

Rotterdam

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

www.altares.nl

