

The image features a dark blue background with a series of diagonal, glowing green and white lines on the left side, creating a sense of motion and technology. The Questel logo is positioned in the top right corner.

Questel

**GROUP
SUSTAINABILITY
REPORT
2025**

Questel Mission

Questel's [mission](#) is to empower innovators, creators, researchers, legal professionals, and businesses to maximize the value of their knowledge and intellectual assets. In an increasingly knowledge-driven economy, we help organizations navigate complexity, protect what makes them unique, and transform ideas into lasting value.

Through innovative technologies, expert services, and a global network of specialists, we simplify critical processes, support informed decision-making, and enable our clients to focus on innovation, growth, and long-term success. We are committed to delivering these solutions in an efficient, secure, and sustainable manner, creating value for both our clients and society.

Questel Vision

Questel envisions a world where innovation, knowledge, and creativity are recognized, protected, and rewarded for the benefit of businesses and society alike. We aspire to be the trusted partner of organizations navigating the knowledge economy, helping them transform intellectual assets into sustainable sources of growth, competitiveness, and long-term value creation.

Our vision extends beyond business performance. We believe that sustainable success is built on responsible governance, ethical business conduct, respect for people, and environmental stewardship. As we continue to grow internationally, we are committed to embedding sustainability into our strategy, operations, and decision-making processes.

Letter from CEO

Since 2019, sustainability has been an integral part of how Questel creates long-term value. As our business continues to grow internationally, our operating foundations, including how we govern sustainability and compliance, must scale with the same discipline as our technology and client relationships.

Over the past two years, we have focused on making the Group's ESG framework more rigorous rather than more visible. We strengthened our carbon accounting methodology in full alignment with the GHG Protocol and conducted peer benchmarking. This work is helping us build a credible decarbonization roadmap. Carbon performance will be integrated into the Group's strategic performance indicators, giving it the same visibility as our financial metrics.

We are working to strengthen the ESG governance across the Group by integrating ESG considerations into respective department's own roadmap rather than keeping it centralized in a single function. To support responsible growth, we continue to strengthen our compliance and ESG framework, expand ISO 27001 certification and EcoVadis assessments, and improve reporting consistency across the Group.

The years ahead will require the same discipline, accountability, and long-term thinking that have guided Questel's growth to date. As we continue to engage with clients, business partners, and shareholders, their expectations will help shape our priorities alongside our own ambitions. Building a stronger and more sustainable Questel is an essential part of creating lasting value for all our stakeholders.



Frédéric Beylier

CEO

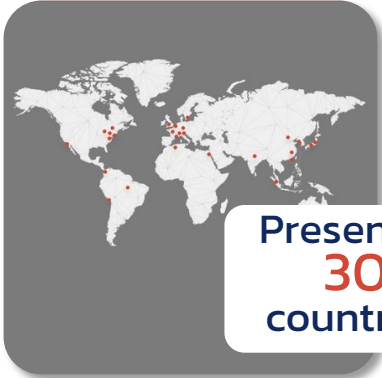


Questel at a glance

2025 KEY FIGURES



More than
20,000
clients



Present in
30
countries



More than
1,200
local translators



1.5 million
users



More than
1,000
local agents



+1,870
FTE



+270
employees are
shareholders



2025 ESG Objectives



Reinforce Group GHG emissions calculation methodology

100%

Achieved*



Suggest decarbonization trajectories aligned with the Paris Agreement

50%

Achieved*



Group-wide Third-Party Code of Conduct implementation

50%

Achieved*



Group-wide Code of Conduct implementation and updates

58%

Achieved



ISO 27001 certification Online Brand Protection and Domain Name Management services

Achieved



Continue financing social projects

Achieved

*Objectives linked to the Group CEO ESG remuneration



2026 ESG Objectives

01

Definition of Scope 1 & Scope 2 decarbonization plan aligned with the Paris Agreement*



02

ISO 27001 certification scope extension to IPMS solutions*



03

Internal Code of conduct implementation at the Group level



04

Enhance Group ESG Governance by establishing a network of ESG contacts per department*



05

Continue financing employee-supported social initiatives



*Objectives linked to the Group CEO ESG remuneration



ESG achievements

EcoVadis

Every year, we participate in the EcoVadis assessment and continuously improve our processes and policies to maintain and enhance our scores.



Questel SAS:
Score : 64/100



Questel Orbit Inc:
Score : 75/100



Thomsen Trampedach:
Score : 75/100

2026 Objective

➤ Continuous improvement of the Ecovadis score

Charters & policies

Our charters and policies are available on [our corporate website](#). They outline our commitments, processes, and actions across all Environmental, Social, and Governance-related matters.



**Employee Handbook/
Code of conduct**



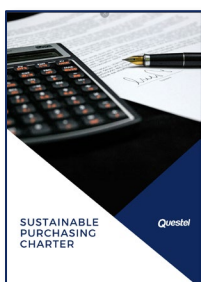
**Anti-bribery and
corruption Policy**



Whistleblower Policy



CSR Charter



**Sustainable
Purchasing Charter**



**Ethical
Marketing Charter**



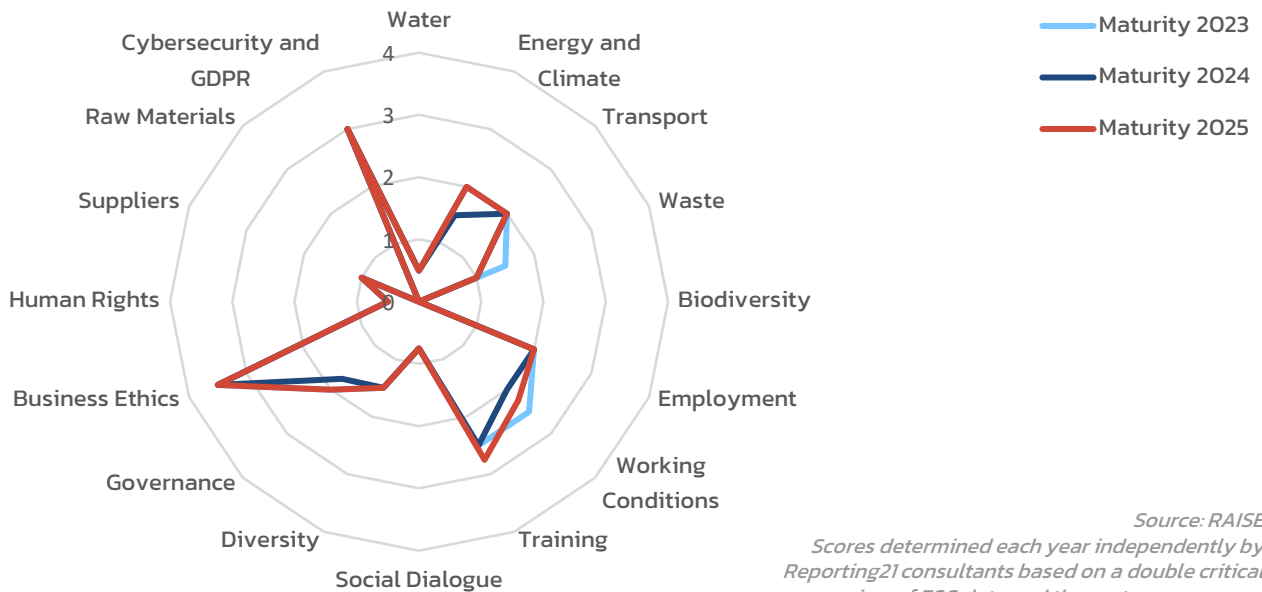
**Supplier
Diversity Policy**



ESG Performance & Certifications

ESG Reporting

Each year, we collect Group-wide KPIs for Questel's sustainability reporting to monitor and improve our ESG performance.



Source: RAISE
Scores determined each year independently by Reporting21 consultants based on a double critical review of ESG data and the sector assessment methodology of the international SASB standard.

Certifications

High standards of quality and security

ISO 27001



2025 scope

- SaaS Product
- Questel Translation and Filing Services
- Language Solutions
- **NEW Online Brand Protection***
- **NEW Domain Name Management***

2026 extension targeted:

- Equinox IPMS solutions

ISO 17100



ISO 9001



ISO 18587



ISO 13485



Since 2022



Since 2020

* Services provided by Thomsen Trampedach.



Governance

Questel is committed to respecting the fundamental principles of CSR in the following areas: human rights and labor standards, the environment, and the fight against corruption, wherever and whenever we do business.

Questel's management is responsible for ensuring its organization operates and behaves in such a way as to secure compliance within the areas mentioned above.

As a result, the below governance structure has been implemented for the oversight of sustainability related topics.





Governance



Board & ESG committee

The Board of Directors is responsible for making the Group's strategic decisions and directives. The constitution of this board takes into account parity and impartiality.

Sustainability activities were formalized in 2020 with the creation of a dedicated ESG team. In 2021, an ESG committee was formed to reinforce the oversight of sustainability matters at Group level.

The ESG committee is composed of representatives from the Group's investors and is chaired by the Group CEO. The Committee meets twice a year to review the Group's ESG strategy, objectives, progress, and key initiatives under the leadership of the Group Financial Compliance and ESG Director. Other employees of Questel Group generally participate at the committee based on the agenda topics.

The decisions of the ESG Committee are reported to the Supervisory Board, ensuring that ESG considerations are integrated into the Group's strategic decision-making and long-term value creation.

ESG committee



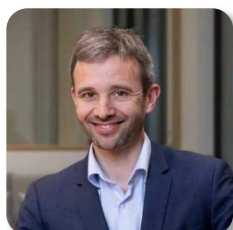
Frédéric Beylier
(President)
CEO
QUESTEL



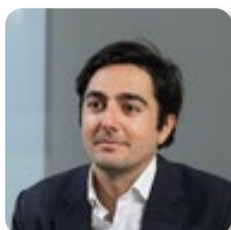
Anna Avetisyan Julé
Group Financial Compliance
and ESG Director
QUESTEL



Aurore Soulié
Sustainability
Manager
RAISE



Renaud Thiard
Director – Portfolio
Performance –
Sustainability & Impact
EURAZEO



Lucas Oppenheim
Private Equity Vice
President
EURAZEO



Massielle Colas
Associate
IK INVESTMENT
PARTNERS



Jovana Stopic
ESG Director
IK INVESTMENT
PARTNERS

KPI

100% attendance rate

of investor representatives at ESG Committee in 2025



Compliance & IT Security

Data privacy & Cyber security

Questel respects the data confidentiality of its employees and customers.

We have designated a Data Protection Officer (DPO) for matters concerning the protection of personal data. A Chief Information Security Officer (CISO) is responsible for cybersecurity risk management at the Group level.

ACTION

- ✓ Monthly cybersecurity e-learning courses at the Group level
Completion rate 86% vs. 82% in 2024

Achieved in 2025

- ✓ ISO 27001:2022 certification renewed
- ✓ ISO 27001:2022 certification scope extended to OBP and Domain Name Management services

2026 Objective

- ISO 27001 scope extension to Equinox

Anti-corruption & Whistleblower policy

At Questel, offering or accepting a bribe, in any form, to or from any person in either the public or private sectors, is prohibited. Within reasonable limits, hospitality and promotional or other business expenditures that seek to maintain cordial relations or present products or services, are recognized as a legitimate part of doing business. Anonymous reporting of perceived corruption, bribery or fraud is encouraged.

A compliance framework has been introduced at Questel Group level to ensure compliance with all applicable anti-corruption laws (French Sapin 2 law, the UK Bribery Act ("UKBA"), the U.S. Foreign Corrupt Practices Act ("FCPA")) and local laws applicable to the Questel Group.

KPI

- Whistleblower reports
- Corruption incidents

Achieved in 2025

- ✓ Group Code of Conduct (58% completion rate)
- ✓ Monthly mandatory cybersecurity e-learning
- ✓ 2 compliance trainings (conflict of interest and corruption)

2026 Objective

- Group Code of Conduct (100% completion rate)

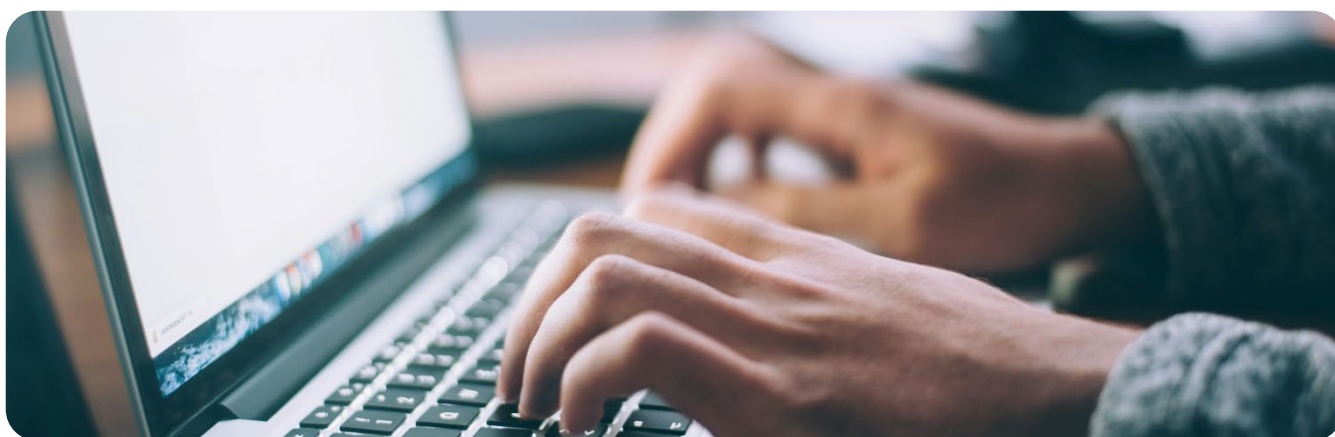


Human Rights & labor standards



An important dimension in our eyes is respect for ethics, whether it be social toward our employees or towards the thoughtful choice of our suppliers.

Questel's management is responsible for ensuring its organization operates and behaves to secure compliance in the areas of human rights, labor rights, environment, and corruption.



Work conditions & well being

We give priority to the well-being of our employees through benefits, services, and measures that promote work/life balance. In fact, in consultation with their manager, employees are encouraged to find a flexible working arrangement that suits them. We believe that employee well-being contributes positively to engagement, performance, and long-term success.

ACTION

- ✓ Supporting breastfeeding mothers with flexible hours.
- ✓ Paid days off for family and significant life events.

KPI

73.6% (+1.5 pts vs. 2024)

Employees are satisfied at work

Response rate +8.2% vs. 2024

3.3 days

of remote work per week on average**

38 %

Full remote employees

*Based on survey respondents only.

**Excluding full remote employees.



Human Rights & labor standards

Forced labor and child labor

Questel adheres to UN Global Compact principles, supporting human rights, non-discrimination, and freedom of association. It promotes working conditions exceeding basic health and safety standards. The company rejects forced or compulsory labor and upholds ethical practices in governance, particularly against corruption and bribery.

Considering the nature of our business, which often involves highly skilled workforces operating in regulated environments, the risk of labor law breaches is low.

Diversity, inclusion and equity

Questel relies on the diversity of its workforce and talent. That distinctiveness is an asset to the group in terms of innovation, performance, and competitiveness. We thrive in a multicultural corporate environment.

We also attach great importance to gender equality in society and the promotion of equal opportunities for women in employment and pay. As such, we are publishing and monitoring women/men equality index for certain entities of the group.

Questel is committed to the issue of disability; our job offers are inclusive, and we strive to facilitate the integration of people with disabilities. In France, we dedicate one week each year to awareness of this issue (including testimonials, videos, posters, etc.).

KPI

No

violations of UNDP and OECD principles

ACTION

- ✓ High-risk third-parties due diligence

KPI

58.4%

Female employees

37.5%

of senior management are women*

10 employees

well-integrated employees with disabilities

ACTION

- ✓ Diversity, inclusion & equity policy
- ✓ Dedicated videos on our e-learning platforms
- ✓ An awareness campaign on disability inclusion

*C-Suite Executives, Directors and VP positions considered



Human Rights & labor standards

Discrimination & harassment

Sexual or psychological harassment in any form is strictly prohibited and may be grounds for suspension or dismissal of an offending officer, director, or employee of Questel. Questel's e-learning subsidiary has developed videos and targeted content used to train teams on these topics.

In addition, each country's employee handbook contains a policy against sexual harassment and other forms of harassment, modified to comply with the respective countries' laws, customs, and labor standards.

Health & safety

We ensure that all employees work in a safe and suitable environment at all our sites.

We implement appropriate precautionary measures to prevent workplace hazards and to protect all people on site.

We have published our Group Health and Safety Policy in 2024 as part of our commitment to ensuring a safe and suitable working environment for all.

ACTION

- ✓ Dedicated videos on our e-learning platforms

KPI

- 1 work accident

Actions since 2023

- ✓ Group Whistleblower procedure in compliance with the French Sapin 2 law, the EU Whistleblower Protection Directive and other applicable regulations
- ✓ Preventive measures for stress and noise (distribution of noise-cancelling headphones, rotating teams in offices)
- ✓ Dedicated videos on our e-learning platforms



Human Rights & labor standards

Training

Our skills development policy aims to provide each individual with the means to acquire or maintain their knowledge, know-how and interpersonal skills: all essential factors in the long-term exercise of their responsibilities. In fact, we hold annual interviews to identify our employees' wishes.

In addition, we provide e-learning courses through three main platforms: KnowBe4 (monthly mandatory cybersecurity and anti-bribery training), GoodHabitZ (soft skills), and Executive IP (IP and compliance).

Social Dialogue

We are committed to maintaining open and constructive dialogue with employees and their representatives.

We respect freedom of association and promote collective bargaining to ensure fair, transparent and collaborative workplace relationships.

KPI

3

e-learning platforms

Monthly mandatory cybersecurity e-learning courses

3 new compliance e-learning in 2025

Completion rate 90%

KPI

100% French employees are covered by employee representatives

100% French employees covered by collective agreements

29% German employees are covered by employee representatives*

* German works councils are employee-initiated, not company-established.



Environment



We attach particular importance to respecting the environment and reducing our negative impact. We encourage all stakeholders to commit to sustainable and environmentally friendly behaviors.



Carbon footprint

In 2025, we continued to strengthen the [Questel Group carbon footprint](#) methodology by improving data accuracy and refining estimation approaches where activity data was incomplete. In parallel, we laid the foundations of our decarbonization strategy through internal studies benchmarking our emissions against companies in comparable sectors. We also conducted a detailed assessment of our direct supplier base to identify key suppliers and opportunities for emissions reduction. This analysis helped prioritize future decarbonization initiatives and focus efforts on the areas with the greatest potential impact.

Achieved in 2025

- ✓ Internal critical review of Group GHG emissions via an ESG Benchmark of industry peers
- ✓ Feasibility study of supplier engagement

2026 Objectives

- Further enhancement of the Group GHG emissions calculation methodology
- Definition of a decarbonization strategy



Environment

Environmental KPIs

Metrics	Units	2025			2024	
		Questel Group	Questel SAS	Activity/ Monetary data	Questel Group	Questel SAS

GHG emissions

Scope 1 GHG emissions ¹	tCO ₂ e	168.33	12.84	100% Activity data	157.13	14.63
Scope 2 GHG emissions (Market-based) ¹	tCO ₂ e	294.31	3.87	100% Activity data	426.89	3.98
Scope 2 GHG emissions (Location-based) ¹	tCO ₂ e	333.21	3.87		Not Available	Not Available
Scope 3 GHG emissions	tCO ₂ e	19,098.65	3,600.80	9% Activity data 91% Monetary data	17,031.63	2,670.97
- Scope 3 Upstream GHG emissions	tCO ₂ e	19,098.65	3,600.80		17,031.63	2,670.97
- Scope 3 Downstream GHG emissions	tCO ₂ e	N/A	N/A	N/A	N/A	N/A

Energy consumption

Total energy consumption	MWh	2,595.91	152.88	100% Activity data	2,570.09	164.64
- Electricity consumption	MWh	1,823.11	98.12		1,852.73	101.06
- Natural gas consumption	MWh	529.67	18.70		474.13	27.50
- Fuel consumption	MWh	243.13	36.06		243.23	36.08
Total renewable energy	MWh	303.93	0		250.25	0
Percentage of total energy consumption from renewable sources	%	11.71	0		9.74	0

Water, Waste, environmental risks

Total water consumption ²	m ³	38,566.90	5,202.96	100% Activity data	38,389.06	4,817.64
Total weight of hazardous waste	t	0	0		0	0
Total weight of non-hazardous waste ³	t	161.03	25.11		148.47	23.25
Percentage of operational sites assessed on specific environmental risks	%	100	100	-	100	100

¹ A portion of the Scope 1 and Scope 2 data (natural gas and electricity consumption from offices) has been estimated using activity data and proxies from comparable office locations.

² Offices consumptions with missing data were estimated based on FTE.

³ Waste generation for each division was estimated based on FTE.



Environment

Carbon footprint

Questel's carbon footprint is primarily driven by Scope 3 emissions, reflecting the service-based nature of its activities. Most emissions arise from the procurement of professional and IT services, even though supplier travel related to services provided to Questel remains very limited.

The 12% increase in Scope 3 emissions compared to 2024 was primarily driven by business growth, increased procurement activity, and refinements in data collection and estimation methodologies. The following section presents Questel's 2025 GHG emissions and energy consumption profile.

Internal benchmarking and a review of publicly available data from companies in the professional services sector did not allow for reliable comparisons of GHG emissions due to significant methodological differences and data quality.

These studies nevertheless indicate that, within professional services firms, the main sources of Scope 3 emissions are typically business travel, employee commuting, and purchased services. As the emissions linked to purchased services largely reflect the operating model of the service providers themselves, SMEs with limited business travel, predominantly remote workforces, and low-energy-consumption equipment are expected to generate substantially lower emissions than those estimated through spend-based methodologies.

Spend-based methodologies may result in higher estimated emissions than approaches based on supplier-specific activity data. Questel will continue to improve the accuracy of its carbon footprint calculations as more granular data becomes available.

KPI

	Scope 1	Scope 2	Scope 3
Group 19.56 ktCO₂eq	168.33 tCO ₂ eq	- Market-based: 294.31 tCO ₂ eq - Location-based: 333.21 tCO ₂ eq	19.10 ktCO ₂ eq
Questel SAS 3.62 ktCO₂eq	12.84 tCO ₂ eq	- Market-based: 3.87 tCO ₂ eq - Location-based: 3.87 tCO ₂ eq	3.60 ktCO ₂ eq



Environment

Business travel

Our teams travel all over the world to attend trade fairs and conferences, and to meet our customers. During these trips, we strive to limit our environmental footprint by changing habits and finding lower-emission travel alternatives.

For managing and optimizing transportation within our organization we have implemented an internal travel policy with the intent of improving employee travel practices while adopting better habits for the planet, and ensuring safety, and efficiency in transportation practices.

ACTION

- ✓ Reducing transportation use with an average of 3.3 days of remote work per week
- ✓ Giving priority to rail for journeys of less than 4 hours
- ✓ Using videoconferencing to avoid travel
- ✓ Offering eco-friendly goodies

Waste management

Electronic equipment: As a company operating in the IT sector, our main waste products are those produced by our electronic equipment. We ensure that our devices are stored securely to ensure a longer lifecycle, and we promote a circular economy for equipment (reuse, recycle, donate).

Recycling policy: Employees have been notified of the collection boxes that have been set up for sorting and recycling waste in certain offices.

ACTION

- ✓ Reducing the number of individual cellphones
- ✓ No more disposable plastic cups

KPI

3.3 days

of remote work per week on average, limiting commuting

161.03 t

of non-hazardous waste generated by the Group

0 t

of hazardous waste generated by the Group



Environment

Green IT

Questel's employees are aware of our IT-related eco-responsible commitments and measures as outlined in the environment section of our CSR charter.

We are aware that because they are energy-intensive, our information systems and their use (data center and data storage) must be streamlined and improved to reduce our carbon footprint.

In line with our CSR Charter and our commitments, we prioritize environmentally friendly solutions for data storage, including the use of renewable energy and energy consumption reduction. We also ensure that our corporate website is designed to minimize energy usage. In addition, we implement responsible practices in the management of our IT equipment, including repair, donation, and responsible end-of-life disposal.

ACTION

- ✓ Inventory of our IT infrastructure and the types of energy used, as a preliminary step before implementing a renewable energy transition strategy.

KPI

2,595.91

MWh of total Group energy consumption in 2025

11.71%

of Group energy consumption from renewable sources

100%

of operational sites assessed on environmental risks



Sustainable procurement

Questel recognizes that responsible procurement plays a key role in creating positive environmental, social, and governance impacts throughout its value chain. We are committed to integrating sustainability considerations into our purchasing decisions and fostering responsible business practices among our suppliers and partners.

To support this commitment, Questel has implemented several initiatives that help us identify, assess, and address sustainability risks and opportunities while promoting transparency, accountability, and continuous improvement across our supply chain.



Supplier sustainability requirements

In 2022, Questel introduced its [Sustainable Purchasing Charter](#) to align supplier practices with our environmental, social, and ethical commitments. As part of our commitment to continuous improvement, all newly contracted direct suppliers are required to accept the Charter prior to any collaboration with Questel. We also aim to gradually extend its adoption to all key suppliers.

In addition, Questel has strengthened its contractual framework by incorporating Compliance and ESG clauses into supplier agreements that have been reinforced since 2022 with material enhancements in 2025. These clauses formalize our sustainability expectations and require suppliers to uphold standards related to environmental protection, human rights, and business ethics.

KPI

100%

contracted direct suppliers since 2024 have accepted the Sustainable Purchasing Charter

100%

direct supplier contracts since 2024 contain anti-corruption and sustainability requirements.

2026 Objectives

Reinforcement of compliance and ESG contractual requirements of all the newly onboarded suppliers.



Sustainable procurement

Supplier ESG risk assessment

To strengthen responsible sourcing practices, Questel conducts ESG risk assessments on suppliers operating in countries identified as higher risk by the Group.

These assessments are supported by adverse media screenings performed through an external screening platform, helping identify and monitor potential ESG-related risks within our supply chain.

KPI

TOP 100 Suppliers

ESG Risk assessment through a dedicated screening tool

TOP 30 Suppliers

ESG maturity assessment

Supplier onboarding and training

As part of its supplier onboarding process, Questel integrates ESG and compliance-related questions to assess potential sustainability risks and encourage alignment with its responsible business standards.

To further promote sustainable procurement practices, Questel has also developed awareness materials covering key ESG topics, including climate impact, decarbonization, and corporate social responsibility, helping suppliers better understand and support the Group's sustainability commitments.

2026 Objective

TOP 30 Suppliers

ESG awareness raising through a dedicated CSR communication



Social initiatives funding

Questel supports employee-sponsored social initiatives that benefit either children or the sustainable development of local communities around the world. We invest in two new projects each year and finance each project recurrently.

Questel also encourages and supports other forms of charity (volunteering time and participating in local causes), by providing any necessary equipment, etc.

Our projects contribute to the following sustainability objectives:



+280 000 €

donated since 2019

4 Initiatives financed in 2025

across three continents, contributing to stronger communities, greater social equity, more sustainable use of resources, and climate resilience, while supporting 8 UN SDGs.

New Hope **PERU**

Mission: Providing residential care and long-term support for vulnerable and abandoned children, while promoting family reintegration, adoption, and foster care solutions.

Asociacion de las Bienaventuranzas **PERU**

Mission: Supporting vulnerable children, adults, and elderly people through access to care, education, healthcare, housing, and essential services.

Mahila Haat **INDIA**

Mission: Empowering women and marginalized communities through education, livelihoods, social inclusion, and sustainable development initiatives. **Financed project:** restore traditional water source and implement a rain harvesting system to maintain water sustainability.

Brand Action – World Central Kitchen **UNITED STATES**

Mission: providing meals and food relief to communities affected by disasters worldwide.

ESG, Financial Compliance & QSM dedicated teams



Anna AVETISYAN
Group Financial Compliance
and ESG Director



Corentin BOUCLIER
ESG Specialist



Kate MONTBELLO
Director, Quality
Standards Manager