

IMPACT REPORT 2022

AUGUST 2023

Ambition

Questel works for the efforts of all knowledge producers (creators, innovators, experts, lawyers and researchers) to be rewarded. We imagine and design tomorrow's software and services to help them enforce their rights, increase their impact, and accurately value their intellectual assets.

Vision

Questel considers Corporate Social Responsibility (CSR) to be a broad-based movement that drives companies to take responsibility for the impact of their activities on customers, employees, communities, and the environment. Companies committed to corporate responsibility also agree to abide by international labor and human rights standards.

Mission

Questel's mission is to support its clients in succeeding in the modern knowledge-based economy, by managing their intangible assets in an efficient, secure and sustainable way. Questel has built unique technologies, know-how, and global network of experts, to improve intangible asset management and to streamline administrative tasks.

Core values

COURTESY

HONESTY

COURAGE

EDITO

Since 2019, Questel's strong commitment to CSR has become an integral part of its corporate culture. This is important and motivating because it has successfully contributed to the integration of numerous acquisitions all around the world in recent years.

The strengthening of Questel's mission and its inclusion in the company's articles of association is a strong marker which allows Questel to prepare for the future and ensure continuity in its decisions and commitments.

Our pragmatic approach to CSR has led us to deliver concrete projects based on the analysis of data and the evaluation of expert third parties. In particular, we have implemented tools for calculating our carbon impact on a global scale and for all of our activities and subsidiaries.

This was the starting point of a common and unifying challenge aiming to follow a trajectory of decarbonizing our activities in an effort to achieve net zero.

For several years, the establishment of a social project financing fund, operationally involving an employee, has been an element of pride and the best way to monitor the real impact.



Charles BESSON

CEO



2022 key figures



more than
20,000
clients



present in
30
countries



more than
1,200
local translators



1,5 million
users



more than
300
local agents



more than
1,700
employees



+300
employees are
shareholders



CSR 5-year plan (2020-2025)



50% of
managers
are women



50% of offices and
servers run on
green energy



10 partnerships with
major universities
around the world



100% of our employees
are trained and involved
in our CSR strategy



-50% of internal travel
CO2 emission per
employee



100% of our offices found
hardware sustainable
waste solutions



50% of our suppliers have
signed our CSR policy /
code of conduct



20% of new
electronics are
reconditioned



EcoVadis
assessment
Group deployment



CSR achievements

EcoVadis

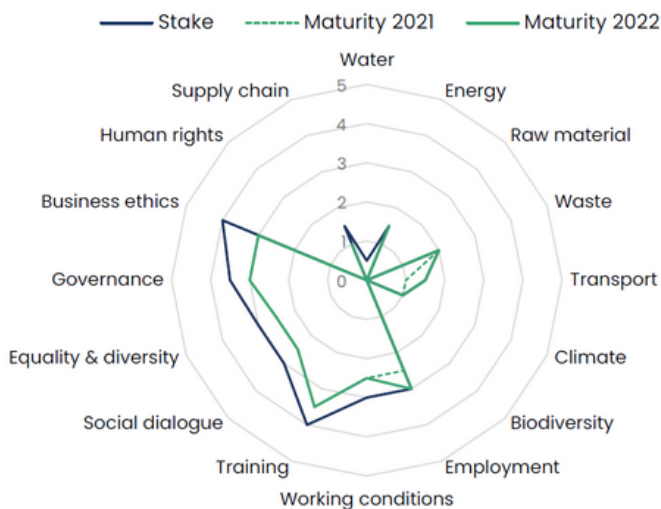
Every year we participate in the EcoVadis assessment and are constantly improving our processes and policies to maintain the scores we have achieved.

Questel SAS and Questel Translations Services have earned the EcoVadis Gold medal ranking.



ESG Reporting

Each year, we collect Group-wide KPIs for Questel's extra-financial reporting as well as that of our shareholders, in order to monitor and improve our ESG performance.



Certifications

High standards in quality, security and corporate social responsibility.



Since 2022



Since 2022



Since 2020



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 to secure compliance within the areas mentioned above.



• Board & 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 by including independent members and customers.

CSR activities were formalized in 2020 with the constitution of a dedicated team. In 2021, an ESG committee was formed. The committee is comprised of representatives from our investors group along with an independent member. The committee meets twice per year to review current and future projects.

Depending on the subjects to be discussed, this committee meeting may include guests such as investors or Questel employees.

ESG committee



Sophie Flak (President)
Managing partner ESG & Digital
EURAZEO



Charlotta Ljundahl
Head of IP
ABB



Déborah Collignon
Associate Director
IK INVESTMENT PARTNERS



Benoît Escher
Sustainability & ESG Manager
RAISE



Lucas Oppenheim
Private Equity Vice President
EURAZEO



Pascal Magnier
Marketing Communications
& CSR Director
QUESTEL



Governance

• Data privacy & Cyber security

Questel respects the data confidentiality of its employees and customers.

We have designated a DPO for all matters concerning the protection of personal data. A CISO is responsible for protecting the entire company from cyber security risks.

Questel obtained the ISO 27001 certification (information systems security), in 2022.

KPI

0
incident



• Anti-corruption and 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.

We are currently enhancing our ABC process. Indeed, Questel's departments have begun drafting the anti-corruption policy as well as a whistleblower policy that will comply 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 each country in which Questel operates.

ACTION

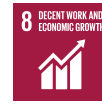
- ✓ introduced guidelines for the international sanctions approach and process
- ✓ onboarding of sanctions and adverse media screening tool

anti-corruption guidelines

Next steps 2023 > Standalone ABC policy
> Standalone whistleblower policy



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, an employee is encouraged to find a flexible working arrangement that suits them. We believe that a happy employee will be more productive.

KPI

72%

are happy at work

2 days

of home office per week

ACTION

- ✓ Supporting breastfeeding mothers with flexible hours
- ✓ Paid days-off for the family or important family events
- ✓ Wellness program



Human Rights & labor standards

• Forced labor and child labor

We always ensure that our employees have in place a contract signed by both parties, in a language they understand, and detailing salary and working conditions.

We have banned the employment of people under the legal working age of 16, except for the purpose training or internships.

• Diversity, inclusion and equity

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

We also attach great importance to gender parity in society and the promotion of equal opportunities for women in employment and pay. AS such, we have implemented a women/men equality plan.

Questel is sensitive 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 on this topic (including testimonials, videos, posters, etc.).

KPI

0%

children working at Questel

KPI

56%

of women

46%

of women manager

13 people

with disabilities well-integrated

ACTION

- ✓ dedicated videos on our e-learning platforms
- ✓ 1 week disability awareness campaign

Next steps 2023 > Diversity, inclusion & equity policy



Human Rights & labor standards

• Discrimination & harassment

Sexual or personal 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 country laws, customs, and labor standards.

ACTION

- ✓ Dedicated videos on our e-learning platforms
- ✓ 1 week awareness campaign on harassment in the workplace

• Health & safety

We ensure that all employees work in a safe and suitable environment on site.

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

We are currently drafting on a Group Safety and Work policy.

KPI

2
accidents of work

[CSR policy](#)

ACTION

- ✓ Provision of protective equipment to all impacted employees (mask and gel during covid, special office equipment...)
- ✓ Preventive measure for stress and noises (distribution of noise-cancelling headphones, rotating team in offices...)
- ✓ Dedicated videos on our e-learning platforms

Next steps 2023 > Group Health & Safety policy



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 learn of our employees' wishes.

In addition, we have several e-learning platforms that offer various training courses (e.g., personal development, IP, information security, CSR, etc.).

KPI

2

e-learning platforms

• Supply chain

In 2022, we updated our CSR commitment policy, and we are currently in the process of having the policy signed by our strategic suppliers (agents and translators). This document outlines our values and commitment to the environment, social, and ethical issues. We ask our suppliers to agree to it in the same way as a contract

When ever possible, we choose local suppliers and those who have the same ethic and CSR policies as Questel.

KPI

6,5%

of our strategic suppliers have signed the commitments

Supplier diversity policy

• Promote social dialogue

We ensure that all employees work in a safe and suitable environment on site.

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

KPI

100% Dutch & French employees

are covered by employee representatives

100% French employees covered by collective agreements



Environment



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



• Carbon footprint

In 2021, we subscribed Sweep (a tool developed by a French company) with a goal of calculating the carbon footprint of the entire Questel group and each of its subsidiaries.

In 2022 the objective was to calculate Scope 1 and 2 for the entire Group and to calculate Scope 1, 2, and 3 for Questel SAS.

KPI

	Scope 1	Scope 2	Scope 3
Group 657.86 tCO₂eq	171.75 tCO ₂ eq	486.12 tCO ₂ eq	—
Questel SAS 330.31 tCO₂eq	15.99 tCO ₂ eq	10.03 tCO ₂ eq	304.30 tCO ₂ eq

Next steps 2023 > Scope 1, 2, 3 for the entire Group
> Define our decarbonization strategy



Environment

• Transportation policy

For managing and optimizing transportation within your organization we have implemented an internal transportation policy with the intent of improving our teams' journeys while adopting better habits for the planet, and ensure safety, and efficiency in transportation practices

ACTION

- ✓ reducing transportation use with 2 days of home office per week
- ✓ giving priority to rail for journeys of less than 4 hours,
- ✓ using videoconferencing to avoid travel.

• "Green" events

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 less emissive travel alternatives.

ACTION

- ✓ renting equipment locally instead of shipping it
- ✓ encouraging our workforce to travel with goodies to events
- ✓ working with local businesses for business cards, etc.
- ✓ offering eco-friendly goodies



Environment

• 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 equipment is stored securely to ensure a longer lifecycle, and we promote a circular economy for equipment (reuse, recycle, donate).

ACTION

- ✓ reducing the number of individual cellphones
- ✓ no more disposable plastic cups

Recycling policy:

Employees have been notified of the collection boxes that have been set up for sorting and recycling waste in most offices.

• 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.

ACTION

- ✓ France data center runs on green energy

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. It is one of our big challenges.

In our internal newsletters and social media posts, we share "green tips" (i.e., deleting emails from the trash, turning off computers instead of putting them on standby, etc.).

Next steps 2023 > a new website that uses less energy



Social projects funding

Questel supports employee-sponsored social projects 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 meet the following sustainability objectives:



+50 000 €

donated to our
social projects

2 new

projects financed
in 2022

New Hope Peru



Volunteer Lawyers for Justice



CSR dedicated team



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