

IMPACT REPORT 2024

JULY 2025

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 a 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 is a clear 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 GHG emissions at the group level, including all our subsidiaries.

This was the starting point of a common and unifying challenge aiming to follow a decarbonization path toward achieving net zero.

For several years, the creation of a social project financing initiative dedicated to supporting associations with which our employees are involved has been a point of pride and an effective way to measure the true impact.



Charles BESSON

CEO



2024 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



1,740
Full-Time Equivalents



+250
employees are
shareholders



2024 ESG Objectives



Enhance Group GHG emissions calculation methodology



Fix ESG remuneration targets for the Group CEO



Ensure that all contracted direct suppliers have signed our Sustainable Purchasing Charter



Enhance Group compliance policies and procedures



Continue financing social projects



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:
Score : 64/100



Questel Orbit Inc:
Score : 75/100

Next steps 2025

➤ Continuous improvement of the Ecovadis score

Charters & policies

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



[CSR Charter](#)



[Anti-bribery and corruption Policy](#)



[Whistleblower Policy](#)



[Sustainable Purchasing Charter](#)



[Ethical Marketing Charter](#)



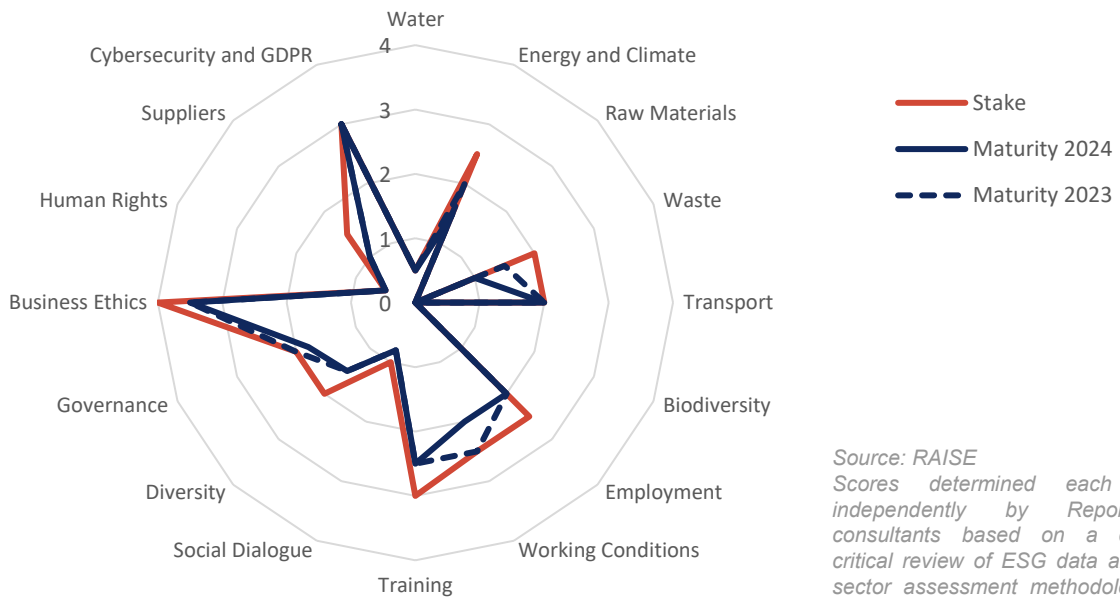
[Supplier Diversity Policy](#)



CSR achievements

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 in quality and security :

ISO 17100



ISO 13485



Since 2022

ISO 9001



ISO 27001



Since 2022

ISO 18587



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 as to secure compliance within the areas mentioned above.

• 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.

CSR activities were formalized in 2020 with the constitution of a dedicated team. In 2021, an ESG committee was formed. The committee is composed of representatives from our investors group. 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



Charles Besson
(President)
CEO
QUESTEL



Anna Avetisyan Jule
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



Governance

• 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.

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

ACTION

- ✓ Monthly cybersecurity e-learning at the Group level

ISO 27001



Since 2022

• 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.

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.

ACTION

- ✓ Introduced of International sanctions compliance guidelines
- ✓ Onboarding of sanctions and adverse media screening tool



[Anti-bribery and corruption policy](#)



[Whistleblower Policy](#)

Achieved in 2024

- ✓ Group Third Party Risk Management Procedure
- ✓ Monthly mandatory cybersecurity e-learning

Next steps 2025

- Group Code of Conduct

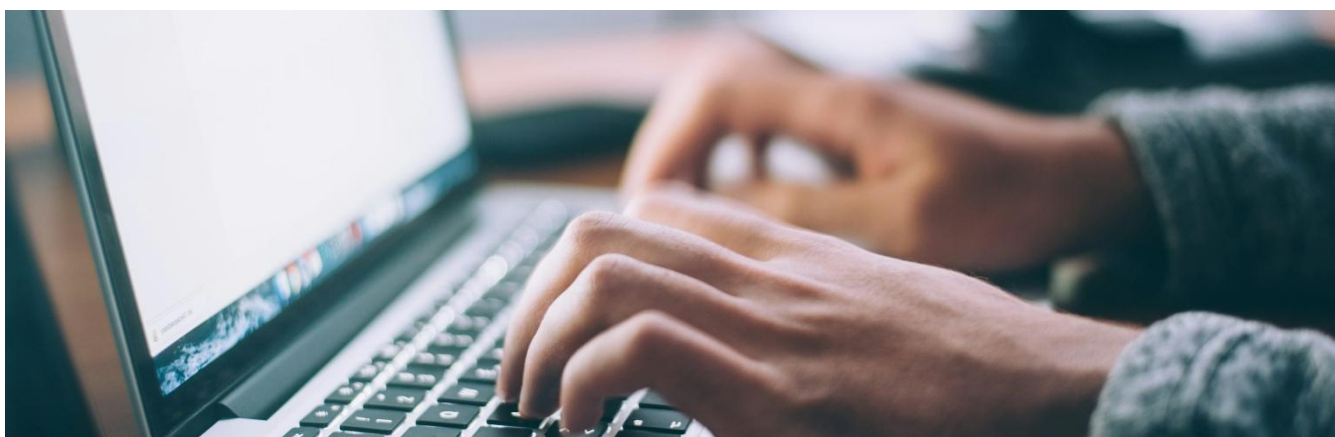


Human Rights & labor standards



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 a happy employee will be more productive.

KPI

72%

Employees are happy at work*

3,6 days

of remote work per week on average

ACTION

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

*Based on survey respondents only.



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

0%

children working at Questel

0

violations of UNDP and OECD principles

ACTION

- ✓ High-risk third-parties due diligence

KPI

58%

Women employees

34,4%

of managers are women*

12 employees

well-integrated employees with disabilities

ACTION

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

*Employees with C-level 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.

ACTION

- ✓ Dedicated videos on our e-learning platforms

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.

KPI

1
work accident

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

We 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

- ✓ 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 team in offices...)
- ✓ Dedicated videos on our e-learning platforms

Achieved in 2024

- ✓ 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 identify our employees' wishes.

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

• Supply chain

In 2022, Questel published its new Sustainable Purchasing Charter, designed to align our suppliers' practices with our values and commitments regarding environmental, social, and ethical standards. As part of our commitment to continuous improvement, all newly contracted direct suppliers are now required to sign the Charter prior to beginning any collaboration with Questel. We also aim to gradually extend its adoption to all key suppliers.

Furthermore, to promote a sustainable supply chain, we prioritize working with local suppliers whenever possible.

• 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

3

e-learning platforms

Monthly

mandatory cybersecurity e-learning

KPI

100%

contracted direct suppliers in 2024 have signed the Sustainable Purchasing Charter

KPI

100% 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 environmentally friendly behaviors.



• Carbon footprint

In 2024, we calculated the full carbon footprint of the Questel Group, including Scopes 1, 2, and 3. To ensure the robustness of our methodology and data, we commissioned an external CSR agency to conduct a critical review of the results.

Following this review, we refined our approach and completed a detailed GHG emissions assessment for the year 2024. This will serve as the base for defining a decarbonization strategy.

KPI

Group	Scope 1	Scope 2	Scope 3
16,78 ktCO₂eq	147,38 tCO ₂ eq	404,71 tCO ₂ eq	16,23 ktCO ₂ eq
Questel SAS			
2,44 ktCO₂eq	12,89 tCO ₂ eq	3,91 tCO ₂ eq	2,42 ktCO ₂ eq

Achieved in 2024

- ✓ Enhanced GHG emissions calculation for scope 1, 2 and 3

Next steps 2025

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



Environment

• Travel policy

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

ACTION

- ✓ Reducing transportation use with an average of 3.6 days of remote work 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 lower-emission 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 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

• 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, we prioritize environmentally friendly solutions for data storage, including the use of renewable energy and energy consumption reduction, as well as for IT equipment, through repair, donation, and responsible disposal.

ACTION

- ✓ Inventory of our IT infrastructure and the types of energy used, as a preliminary step before switching to renewable energy

Achieved in 2024

- ✓ a new corporate 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 contribute to the following sustainability objectives:



+225 000 €

donated to our social
projects since 2019

2 new

projects financed
in 2024

Association des Amis de l'INPE



New Hope Peru



ESG & QSM dedicated teams



Anna AVETISYAN

Group Financial Compliance
and ESG Director



Corentin BOUCLIER

ESG Specialist



Shoela ASGAR

CSR Coordinator



Kate MONTBELLO

Director, Quality
Standards Manager



Derek Mock

Senior Director, Customer Experience,
former Senior Director, Quality
Standards Manager