

● **CORPORATE**

SOCIAL RESPONSIBILITY

CHARTER

2022

open **S**engage.

open
WE EMPOWER
YOUR DIGITAL WORLD

OUR COMMITMENT, OUR MANIFESTO

We are living in a unique period in human history where digital technology is creating a new world. Digital technologies are transforming every sector of activity, reshaping all social interactions and influencing our lives, our relationship with work, our consumer habits and, more generally, our lifestyles. An unprecedented change that has accelerated spectacularly with the pandemic and which has further reinforced the omnipresence of digital technology.

This new world is full of promise... but risk, too.

Health, education, social inclusion, work, transport, leisure, environmental protection and ecological transition... these are just some of the fields in which digital technology makes possible what was previously unimaginable.

It has immense potential, giving hope not only for extensive progress in the sectors concerned but also, and above all, for improved living conditions for as many people as possible, reduced inequalities and new dynamics of solidarity.

This new world also carries risks because digital technology can, for example, endanger the law and individual freedoms and threaten privacy. Similarly, security cannot be taken for granted. The increase in cyberattacks is a reminder that trust is one of the most important issues of our time.

Companies, public or private, as well as the authorities and all public services have a decisive role to play so that our world can make the most of digital technology and guard against its dangers for the benefit of society as a whole.

Together, we must create a world that does not replicate the defects of the previous one, so that it is more humane, more inclusive, more environmentally friendly. As a player in this revolution, we have set ourselves the mission of helping, accompanying and supporting our customers, public or private, in their contribution to this new world. And to actively contribute to it ourselves.

With **agility**, because it is an extremely mobile, innovative, complex and constantly-evolving world.

With **responsibility** for a world in transition, which we want to be open and respectful of everyone's rights, and in which digital technology must be a tool for freedom and not a means of widespread surveillance.

And finally by demonstrating total **commitment** in the interest of our customers and all of our stakeholders and, beyond that, of society as a whole.

For us, this means that we should not sacrifice ethics for performance, but rather understand that ethics can and should be a performance lever.

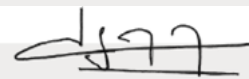
This is how we intend to be the **Trusted Partner** of all our stakeholders.



Frédéric Sebag
Co-President



Guy Mamou-Mani
Co-President

A 'RAISON D'ÊTRE', VALUES



This vision is embodied in our 'raison d'être':

***“Making digital technology the vector of transformation
for a world which respects
human and environmental values”***

We are committed to this. On Open's honour!

Agilité

Adopting a culture and organisation that favour creating values and quick responses, driven by a bold spirit.

Responsabilité

Fulfilling the three dimensions of our societal role (economic, environmental and social) through initiatives that achieve significant and permanent progress, while aligning our actions with our convictions.

Engagement

Satisfying our customers and employees with our excellence and authenticity that look to the future.

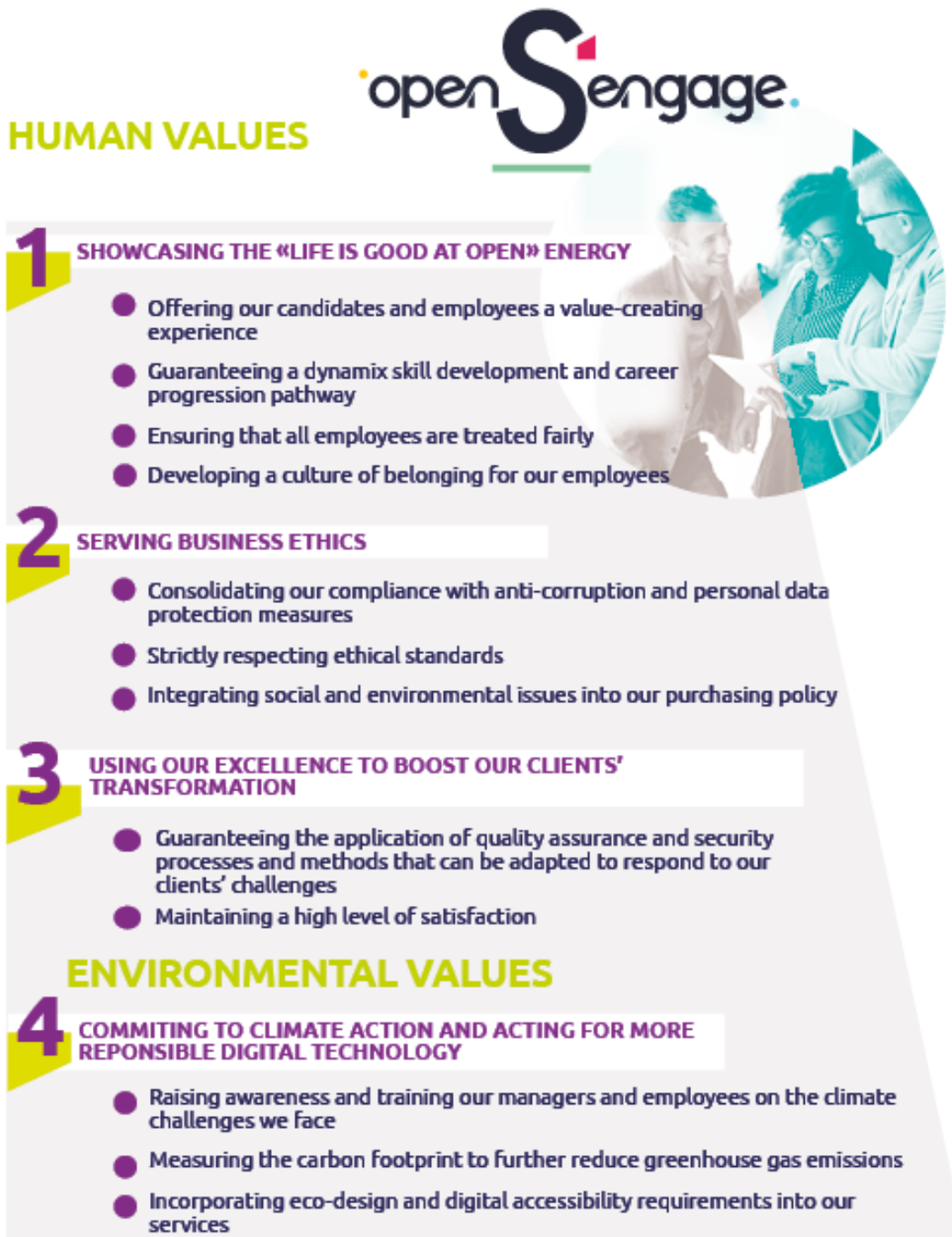


we
A R E
agilité . responsabilité . engagement
open

OUR CSR STRATEGY



- Open has defined its CSR strategy, through its 'raison d'être', by structuring its existing initiatives **in line with** its human and environmental values.
- The company's **CSR strategy** includes 4 ambitions that make up the scope of action, themselves supported by commitments.



Overall score



CAPITALISING ON THE “LIFE IS GOOD AT OPEN” ENERGY



Open believes that job satisfaction is based on the principles of freedom and employee accountability. To this end, Open is committed to allowing people to freely express their individual potential, skills and aspirations, within a context of equal opportunities and resources. Open therefore fosters a workplace culture that is efficient, collaborative and where mutual respect is the norm.

Offer its candidates and employees a value-creating experience

- _ Implement a structured and motivating HR policy
- _ Encourage social cohesion and well-being in the workplace



#HR2024 - the programme for making Open “The place to work”

Ensure a dynamic career and skills development pathway

- _ Develop a managerial culture, a major challenge
- _ Offer a career path, at the heart of Human Capital development
- _ Maintain employees’ technological and business skills at a high level, a real performance lever



Ensure that all of its employees are treated fairly

Inclusion_Integration_Diversity

- _ Maintain and deploy priority measures to combat discrimination: gender equality in the workplace, social integration of people excluded from the labour market through retraining or training, people with disabilities, long-term unemployed
- _ Promoter of access to public procurement for VSEs / SMEs
- _ Health and safety conditions at work

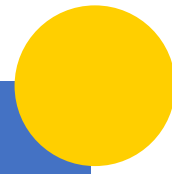


Develop a culture of belonging for employees

- _ Engage employees through various initiatives, such as skills sponsorship



SERVING BUSINESS ETHICS



Ethics is of major importance to Open and to each of its employees. Open is committed to the highest ethical standards and to conducting its business with integrity. Open's managers have a responsibility to set an example through their personal actions and an attitude that reflects their moral values. This example leads them to treat everyone with honesty and respect, be they employees, customers, prospects, suppliers, partners or competitors. The Code of Business Ethics provides a set of guidelines for the way the company does business.

Consolidate our compliance with personal data protection

- _ Deployment of GDPR requirements in the operational procedures of our quality management system
- _ Advanced management awareness of the GDPR in order to ingrain best practices and thus develop a GDPR culture. Concise, practical, 100% digital training. For managers, employees involved and identified as points of contact, working on projects in which the GDPR applies, this training is an opportunity to:
 - support the compliance process at the highest level of the company
 - understand in advance the issues, governance and characteristics of the GDPR and thus control our risks and strengthen our compliance

In January 2022, Open appointed **Catherine Faria**, currently Quality Manager at Open, as its new **Data Protection Officer (DPO)**.



Consolidate our anti-corruption compliance

- _ Training of managers to raise their awareness and train them in anti-corruption rules, recognise high-risk situations on a daily basis, acquire best practices, etc.
- _ Continuous deployment of dedicated actions: Code of Conduct, Gift & Hospitality Policy, Internal Whistleblowing System, Disciplinary Sanctions, etc.

Integration of social and environmental issues into the purchasing policy

To be a responsible purchaser and for the company's CSR policy to succeed, Open must ensure that its supplier partners work in the same direction and share the same areas for improvement in terms of environmental and social issues and business ethics.



Charte
RELATIONS FOURNISSEURS
ET ACHATS RESPONSABLES
SIGNATAIRE

SERVING OUR CUSTOMERS' TRANSFORMATION WITH EXCELLENCE



Open relies on high-performance management systems to conduct its activities successfully. These systems guarantee that the company provides services of the highest quality.

Maintain a high level of customer satisfaction

- _ Increase our customers' satisfaction
- _ Measure the level of customer satisfaction with services with commitments such as technical assistance.

Guarantee that top-quality methods and processes are applied that can be adapted to our customers' requirements

- _ Secure contract production
- _ Improve the overall efficiency of our teams



Deploy operational excellence demonstrated through

- _ an efficient industrial production system, with a distributed production organisation
- _ industrial processes
- _ recognised business and technological expertise
- _ a common set of innovative tools based on its secure and performance-accelerating CI/CD Boost byOpen platform



Serving our customers with excellence is one of the strategic priorities of Open's social commitment. We are committed to paying close attention to the continuous improvement of our services and our customers' satisfaction. This drives us to ask our customers to evaluate our progress in this area and to better identify the key concerns we should monitor. This action is a natural part of our certification process.



Valérie Benvenuto, Managing Director



COMMITTING TO CLIMATE ACTION AND ACTING FOR A MORE RESPONSIBLE DIGITAL TECHNOLOGY



Scientific studies estimate that digital technology is responsible for 2.1 to 3.9% of global GHG emissions. Open is doing everything it can to reduce its carbon footprint, comply with environmental legislation and standards and continuously improve the environmental performance of its activities.

Open is a member of the Institut du Numérique Responsable and a signatory of the Responsible Digital Charter. As a signatory of the Planet Tech'Care Manifesto and the French Business Climate Pledge, Open reinforces its commitment to a more Responsible Digital future.



Our commitment is based on best practices, some of which are already in use: Strategy and governance | Awareness and training | Measurement and evaluation | Usage phase, administration and configuration | Digital services | End of use.

Our 'raison d'être' guides us towards the implementation of a Responsible Digital approach, an approach aimed at significantly reducing the social and economic environmental footprint of the company's information system and its business.

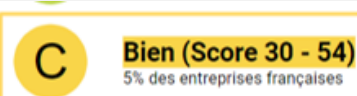
Awareness and Training

Raising awareness of climate issues among our managers and employees and providing training



Measurement and Evaluation

Measuring the carbon footprint to further reduce GHG emissions



Open's current Greenly Climate Score is C (45 points)

End of use

Prevention and recycling measures, other forms of waste recovery and disposal

Reforestation and participation in Net Zero contribution projects



Digital services: Eco-design and Accessibility

Incorporating eco-design and digital accessibility requirements into our services



● Acting in accordance with HUMAN RIGHTS

_ By joining the United Nations Global Compact, Open is committed to respecting and promoting the fundamental rights set out in the Universal Declaration of Human Rights, human dignity and human worth and equal rights for women and men.

● Complying with labour standards

_ Open demonstrates honesty and integrity in its dealings with customers, suppliers and other third parties. This requires our behaviour to be beyond reproach at all times.

_ Actions must not be tainted by discrimination, slander, defamation or harassment. Everybody should be treated equally, regardless of their race, colour, beliefs, religion, country of origin, age, gender, marital status, legal status as a foreigner, non-work-related physical or mental disability, veteran status, sexual identity or any other basis prohibited by law.

_ Inappropriate conduct cannot be excused on the grounds that it was imposed or ordered by someone else.

● Respecting confidentiality requirements

_ Open does not use a customer's or a supplier's confidential or intellectual property information or disclose it to third parties.

_ Furthermore, Open takes appropriate measures – including securing documents, limiting access to computers and electronic media and applying appropriate methods of disposal – to prevent unauthorised access to such information.

● Honouring fair business relationships

Open does not take unfair advantage of anyone through manipulation, concealment, misuse of privileged information, alteration of proven facts or any other unfair commercial practice.

● Ensuring that our commercial activities are honest and above board

_ Open always seeks to offer products and services of value which effectively meet the needs and demands of our customers at a reasonable price.

_ Open never uses misrepresentation or lies about its products and services or the customer's needs in order to make a sale. Spreading rumours, even indirectly, about competitors, their products or their financial situation is strictly forbidden.

● Avoiding all conflicts of interest

_ A conflict of interest occurs when someone derives, or appears to derive, a personal benefit from a decision or a professional situation.

_ Open's managers avoid any personal activity, association or investment which could be construed as colouring their judgement with regards to the best interests of the Open Group. They do not take advantage of their position with Open, or their links with Open, for personal gain. Everyone avoids the very appearance of such a conflict.

● Preventing corruption

_ A bribe is something of value which is given in order to influence a discretionary decision.

_ A bribe may include a payment to secure the awarding of a contract, to influence the outcome of an audit or inspection by a monitoring authority, or to influence legislation regarding taxes or other matters.

_ Open never promises or gives, directly or indirectly, tips, bribes, back-handers, rewards or other advantages to members of government agencies or any other organisation.

2021 PERFORMANCE INDICATORS

CSR commitments	Indicators	2021	2020	Scope
Economic	Revenue (lm)	336	296	Open Group
	Operating profit (lm)	18,6	12,7	Open Group
	Net profit of activities (lm)	10,9	5	Open Group
Using our excellence to boost	Client satisfaction rate Services with contracts (%)	95	92	IT Services
	Client satisfaction rate Technical assistant (%)	93	90	IT Services
	Total headcount	3 821	3 516	Open Group
	Female population (%)	27	28	Open Group
	Female recruits in permanent contracts (%)	26	27	Open Group
	Average age - F (years)	39	40	Open Group
	Average age - M (years)	40	40	Open Group
	Recruitment 2021	320	593	Open Group
	Co-opting rate (Permanent contract productives) (%)	18	25	Open SAS
	Turnover rate (%)	21,8	18,4	Open Group
	Number of employees trained (%)	58	49	Open SAS
	Number of training days	8,475	7 396	Open SAS
	Absence rate (%)	3.44	3,40	Open UES
	Number of accidents resulting in sick leave (including commuting accidents)	11	14	Open UES
	Frequency rate of accidents resulting in sick leave (%)	1.84	2,53	Open UES
Showcasing the "Life is good at Open" energy	Severity rate of accidents resulting in sick leave (%)	0.34	0,40	Open UES
	Number of commuting accidents resulting in sick leave	5	14	Open UES
	Proportion of women in the trained workforce (%)	27	27	Open UES
	Proportion of women promoted (%)	27	26	Open UES
	Disability Policy: Recruitment	4	3	Open UES
	Disability Policy: Employment rate (%)	1.60	1,43	Open UES
	Skill sponsorship (Number of days)	1,045	873,5	Open UES
	Skill sponsorship (Number of charities supported)	42	38	Open UES
	Skill sponsorship (Number of consultants involved)	90	83	Open UES
	Subcontracting (%)	14.8	13,5	Open Group
	Paper/cardboard recycling (tonnes)	0,2	0,4	Lambersart
	EEED recycling (tonnes)	8.4	1.8	Lannion, Toulouse, Nantes, Tours
	Water consumption (m ³)	742	1582	Tours, Lambersart, Lannion
	Electricity consumption (MWh)	1,117	1 313	11 of the 14 Open SAS sites: Aix-en-Provence, Chassagneville du Poitou, Lannion, Lille, Nantes, Metz, Molenbeek, Strasbourg, Toulouse, Tours, Villorbonne.
Serving Business Ethics	Vehicle fleet (number of vehicles)	101	100	Open Group
	CO2 rate for the whole fleet (g/km)	99	101	Open Group
	Vehicle fleet CO2 emissions* (tCO2e)	265	280	Open Group
	Air travel CO2 emissions* (tCO2e)	18.60	31,7	Open Group
	Rail travel CO2 emissions* (tCO2e)	4.36	4,88	Open Group
	Airborne CO2 emissions (tCO2e)	5 244	-	Open France
	CO2 emissions per employee (teq CO2/employee)	1	-	Open France
	CO2 emissions from service purchases (tCO2e)	2 320	-	Open France
	CO2 emissions from digital factors (tCO2e)	1 040	-	Open France
	CO2 emissions from travel (tCO2e)	755	-	Open France
Committing to climate action and acting for a more responsible digital technology	CO2 emissions from fixed assets (tCO2e)	754	-	Open France

Scope	% of overall workforce
Open UES	91%
Open SAS	88%
Open France	97%
IT Services	90%
Overall temporary contract workforce	98%



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