



Luminess

**CSR
Commitments
Luminess**

September 2023

LUMINESS

A COMMITTED COMPANY



Bruno Vergé

President – CEO of Luminess Group

We are evolving in a society that is transforming, where digital technology and data are at the heart of its uses, and where the role of the human being is essential.

As a major player in data processing, we have a duty to ensure that data is handled ethically and securely, by offering the highest standards throughout the data lifecycle: Data Ethics.

Beyond data, Data Ethics must be an integral part of all our actions. It's not all about technology, and more than ever, the human element must be placed at the heart of usage and development.

We must contribute to the creation of value-added jobs in the regions, and make digital sovereignty a French and European issue. Ethics, trust and responsibility are the cornerstones of our CSR approach.

This is reflected not only in our determination to be an ethically responsible player in the digital industry, but also in our strong social policy, and our awareness of environmental issues.

Our CSR strategy enables us to give meaning to all our actions, and to be perfectly in tune with the expectations of our customers, partners and employees.

Luminess

Leader in BPO as a Service

Luminess is a leading digital services company in data processing and process improvement. A French company with a strong international presence, we are celebrating our 120th anniversary this year. Building on this experience, we combine an industrial BPO approach with the operational excellence of a Digital Services Company, to support our customers in outsourcing and optimizing their business processes.

By combining our innovative Artificial Intelligence technologies with human supervision and strong business expertise, Luminess captures, enriches, verifies and structures data for greater operational efficiency and improved customer experience, while reducing management costs.

Our technological lead, supported by our SaaS platform, enables us to rapidly deploy the latest innovations adapted to business issues.

French mid-cap company

120 years

1 800 employees

8 countries

+250 customers

150M€ revenue



Present in eight countries around the world, the Group employs nearly 1 800 people.

JOUVE
INDIA

FSC Edge

sixredmarbles

Our strategic segments

Luminess supports its customers in their digital applications, and handles a wide range of processes, such as worldwide patent processing, healthcare reimbursement flows for mutual insurance companies, account opening processes and files for banks, digitization of medical records, development of complex Internet portals for the public sector...

All of these projects involve processing large volumes of personal and sensitive data, and require the highest standards. Every year, Luminess analyzes the personal data of over a quarter of the French population to make digital processes smoother and more secure, thanks to the Data Ethics.



4 of France's largest banks place their trust in us

6 top 10 mutuels work with Luminess

40 hospitals use our solutions

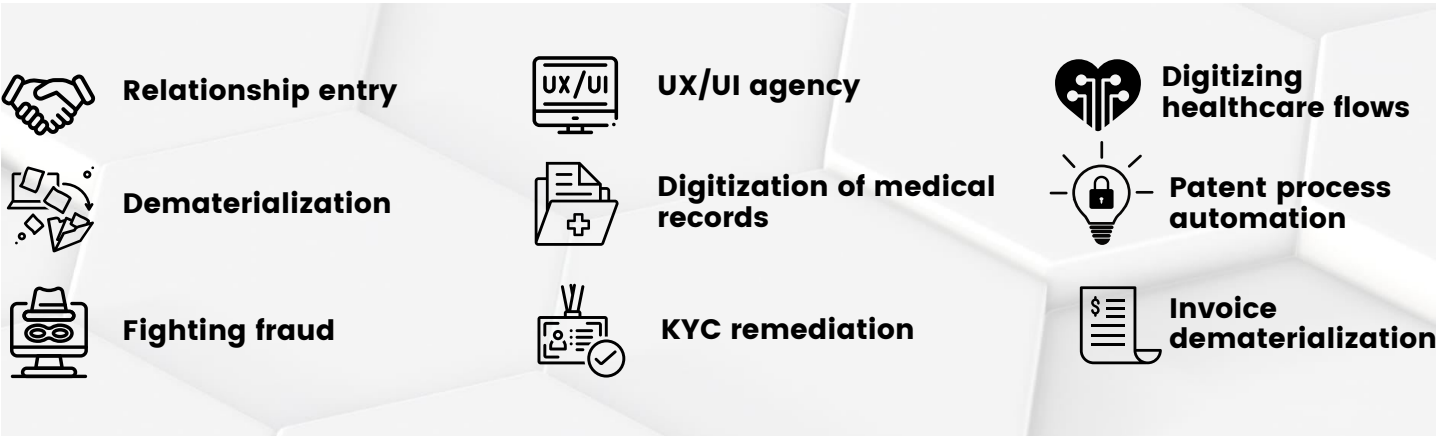
1st and leader in patent processing

1/4 personal and sensitive data on the French population

Our offers

Our solutions cover all our customers' needs, and enable them to address end-to-end digitalization processes. Data Ethics allows us to develop and deploy according to our highest standards, taking into account regulatory, environmental and human issues. In this way, we create value for our customers and guarantee performance, trust and transparency

Streamline the digital relationship, facilitate remediation, step up the fight against fraud, support dematerialization processes, implement data-driven management... Business knowledge, UX/UI expertise and technological innovations, combined with human supervision, enable us to rethink fluid, efficient and secure digital paths.



Executive Committee



Bruno Vergé
President – Chief Executive Officer



François Legaut
Deputy CEO



Judith Mehl
Commitment Department,
Communications,
Institutional Affairs



Etienne Demailly
Finance and Strategy
Department



Vincent Favreau
Sales Department



David Gruson
Health Program
Department



Julien Mirault
Marketing, Technology and
Platform Department



Pascal Manczyk
Human Resources
Department



Nicolas Chevrier
Customer Experience
Department



Adrien De Lestapis
Legal Department

Our ambitions



- To be a leader in digital transformation, while ensuring the highest standards in data processing;
- To guarantee Data Ethics throughout the data lifecycle: collection, storage, recovery, transmission, destruction, while taking into account regulatory, environmental, human and sovereignty issues, and thus guaranteeing the creation of value for our customers, partners and employees,
- To have a strong social policy and provide our employees with a stimulating and enriching experience within a protective framework;
- To contribute to economic and digital sovereignty while protecting the environment.

Our mission



Putting technology and people at the service of innovation within an ethically responsible framework.

Our values



Trust

This is the key to any lasting collaboration: fostering an environment conducive to sharing and surpassing oneself.



Audacity

It's our taste for challenge, curiosity and thinking outside the box to respond ever more effectively to changes and technological developments.



Responsibility

It means doing our utmost to meet our commitments, combining ambition and realism in everything we do.



Excellence

It's the will to constantly surpass ourselves, to continuously innovate and improve our solutions and services.



SUMMARY

I. EMBODYING DATA ETHICS

A) Data Ethics: one reference framework, five pillars

- 1.Regulatory
- 2.Sovereignty
- 3.Environment
- 4.Human
- 5.Value creation

B) A guarantee of safety and trust

C) A commitment involving our suppliers, customers and employees

II. A STRONG SOCIAL POLICY

A) Involving our employees in corporate citizenship

- 1.Promoting diversity and inclusion
- 2.Ensuring gender equality
- 3.Strengthening our ties with associations and the military

B) Giving meaning to our corporate project

- 1.Uniting our employees around our project
- 2.Encouraging value sharing

C) Ensuring an optimal working environment

- 1.Committing to employee health
- 2.Ensuring the safety of our employees

III. ADOPTING A STRONG ENVIRONMENTAL POLICY

A) Strengthening our green IT approach

- 1.Eco-designing our solutions
- 2.Reducing the number of e-mails we send
- 3.Optimizing our energy consumption
- 4.Giving a second life to our IT equipment

B) Promoting sustainable mobility

- 1.Expanding our bicycle-riding communities
- 2.Favoring car-sharing measures
- 3.Generalizing home office work

C) Reducing waste and opt for rational consumption

- 1.Developing our green goodies approach
- 2.Identifying service providers in line with our approach
- 3.Making waste sorting and processing a priority

IV. PROMOTING OUR LOCAL ROOTS

A) Supporting our local roots in France

- 1.A foothold in the local economy
- 2.Partnerships with local schools
- 3.Mobilization to develop the local technology ecosystem
- 4.A stronger link with the local technological ecosystem
- 5.Sports sponsorship

B) Strengthening our presence in foreign subsidiaries

- 1.Anchoring in the technological environment
- 2.Supporting for local populations

C) Developing sponsorship

OUR COMMITTEES

CSR

Under the guidance of the Commitment Director, the Committee oversees and monitors the implementation of the various CSR initiatives carried out within the Luminess Group throughout the year.



Judith Mehl
Commitment
Department



François Legaut
Deputy CEO



Christophe Lasseron
Energy Saving
Ambassador



Pascal Manczyk
Human
Resources
Department



Adrien De Lestapis
Legal Department



Prema Ramalingam
Managing Director
Jouve India



David Goodman
President CEO
FSS Edge



Robin Zaccardo
Chief Experience
Officer
Six Red Marbles



Iulia Bogdana Andrei
General Manager
Luminess
Romania



Mickael Louvel
General Manager
Luminess
Madagascar

DATA ETHICS

Representing all Luminess departments, the Data Ethics Committee is responsible for ensuring compliance with these high standards when processing the data of our customers, partners and employees.

Through Data Ethics Rapporteur, it ensures that processes are properly implemented on our various projects and in all departments.



Judith Mehl
Commitment Department,
Communications,
Institutional Affairs



Christophe Lasseron
Quality, Lean and CSR Manager
and Energy Sobriety
Ambassador



Barthélemy Pensel
Key Account Manager Banking
and Insurance



Alexandre Van Den Eede
Head of Production



Clémence Martinot
Head of Data Intelligence
Department



Adrien De Lestapis
Legal Department



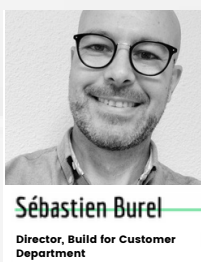
Patricia Libre
Director of HR Operations



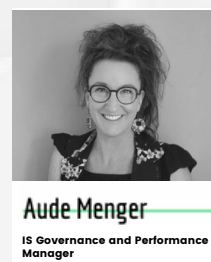
Etienne Vazzoleretto
Product Manager and
Marketing Director



Antoine Fouilleul
Operational Security Manager -
Deputy CISO



Sébastien Burel
Director, Build for Customer
Department



Aude Menger
IS Governance and Performance
Manager



Anthony Joguet
Pre-Sales Capitalization Manager

I. EMBODYING DATA ETHICS



EMBODYING DATA ETHICS



Judith Mehl
Engagement, Communication
and Institutional Affairs

As a leading player in data processing, we have a responsibility to offer a strong framework of trust, and we are proud to carry this new Data Ethique by Luminess brand.

Integrated into all our solutions, practices, management and processes, we are resolutely committed to the deployment of ethical digital business. Data Ethique by Luminess is a virtuous process that creates value for our customers, service providers and employees.

SUM UP

DATA ETHICS BY LUMINESS:

A SET OF REQUIREMENTS COVERING THE ENTIRE DATA LIFECYCLE



ETHICAL DATA: 5 PILLARS AT EACH STAGE OF THE LIFE CYCLE



A GUARANTEE OF SECURITY AND CONFIDENCE



A COMMITMENT INVOLVING OUR SUPPLIERS, CUSTOMERS AND EMPLOYEES

• REGULATORY



• SOVEREIGNTY



• ENVIRONMENT



• HUMAN



EMBODYING DATA ETHICS

As a leading digital player, data is at the heart of our business and our actions. With over 1/4 of the French population's personal and sensitive data processed on our platform, we must guarantee the highest standards for our customers, partners and employees.

It is through our new Data Ethics brand that we are implementing this ethical digital approach.



For us, the Data Ethics goes beyond mere regulatory aspects, and expresses itself through consideration of human, sovereignty and environmental issues throughout the data life cycle: collection, storage, recovery, transmission and destruction.

By introducing this new standard, the Luminess Group commits to a virtuous process of ethical digital processing, a guarantee of trust and quality, and a creator of value for our partners.

At the heart of our commitment: the Human Guarantee of Artificial Intelligence. A strengthened partnership with Ethik-IA, the driving force behind this approach, enables us to be ahead of the curve with the AI Act. As a result, our algorithms are supervised by a human expert, enabling us to guarantee a high level of trust and quality for all the solutions we offer.



Indeed, at Luminess, we are convinced that human beings must be placed at the heart of usage, and that the deployment of technology must be carried out with a growing emphasis on the human element. Deploying the Human Guarantee of Artificial Intelligence is perfectly in line with our values.

But beyond that, Ethical Data enables us to guarantee the implementation and control of best practices throughout the data lifecycle. That's why, from the design to the execution of all our solutions, we integrate "Data Ethique by Luminess". This new benchmark for our data processing enables us to improve performance, transparency and, above all, confidence for our customers. Indeed, by introducing this ethical approach to data processing, we are also creating value for our customers.



+ 1/4

of French people's
personal data
processed

5

pillars of ethical
data

1

Data Ethics
Committee

EMBODYING DATA ETHICS

A) DATA ETHICS: A REFERENCE FRAMEWORK, 5 PILLARS

- **Regulatory**
- **Sovereignty**
- **Environment**
- **Human**
- **Value creator**



1) Regulatory

Collection

- We undertake to collect only useful, relevant and necessary data;
- We undertake to collect data fairly, lawfully and minimally, after informing individuals of the processing that will be carried out on their data.

Processing

- We process data in compliance with the GDPR and the Code de la Santé Publique for health data, processing supervised by a DPO and an RSSI;
- All the data processing actions we implement respect the notions of Privacy by design and Privacy by default;
- We guarantee to process data qualitatively and not quantitatively, within the strict framework of the purpose defined at the time of collection;
- We prohibit any sharing of the data we process;
- We secure access to data to a restricted and identified number of people.

Transmission

- We guarantee to carry out only the necessary transmissions using secure means.

Storage

- We apply the appropriate retention period to each item of data, and beyond that, we undertake to destroy it;
- We guarantee compliance with regulatory and contractual requirements in terms of data security, integrity, confidentiality and IT governance;
- We guarantee an electronic archiving system that ensures the availability, integrity, confidentiality and traceability of electronic archives and data;
- We guarantee the strict confidentiality of collected data.

Destruction

- We guarantee total data deletion.

EMBODYING DATA ETHICS

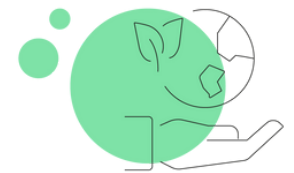
2) Sovereignty

- We are committed to storing all data in a sovereign environment;
- We are committed to offering services that guarantee data processing in France.



3) Environment

- We store data in data centers whose energy consumption we control;
- We are committed to developing solutions that take environmental issues into account.



4) Human

- We are committed to implementing the European directive on artificial intelligence (AI Act) ahead of schedule;
- We are committed to offering solutions that promote accessibility;
- We are committed to showing solidarity with our suppliers;
- We are committed to using suppliers who comply with our Data Ethics policy;
- We are committed to continuously improving the quality of our actions, services and products.



5) Value creator

- Greater transparency, from the design stage and throughout data processing;
- More performance: we are committed to continuous improvement;
- Greater trust: we integrate ethical data processing into all our practices.



EMBODYING DATA ETHICS

B) A GUARANTEE OF SAFETY AND CONFIDENCE

- **A robust information systems security policy**

As a leading player in the digital sector, and guarantor of the highest standards in the treatment of its customers', partners' and employees' data, Luminess pays particular attention to information security issues.

This security approach is an integral part of Luminess's strategy and development, ensuring that our offers and solutions offer the maximum guarantee of low exposure to cyber risk.

Beyond technical solutions, Luminess is committed to an Information Security Management approach, with a strong culture of information risk management, as evidenced by our ISO 9001, ISO 27001 and HDS (Health Data Hosting) certifications.



Our information system security policy is binding on all departments, and outlines the guiding principles in terms of information security, including:

- Implementing information security governance;
- Maintaining service quality, particularly in terms of availability, for hosted customer solutions and our internal needs;
- Protecting internal and customer assets and information (confidentiality and integrity);
- Combating computer malware and cybercrime;
- Contributing to the company's development and transformation;
- Contributing to respecting the rights of individuals with regard to their personal data;
- Providing a foundation for the development of a security culture both internally and with our customers and partners.

It is supplemented by specific policies if more stringent security requirements need to be implemented.

DestruData

Luminess makes a commitment to secure and responsible destruction alongside DestruData.

As an essential step in their digital transformation, the dematerialization of our customers' files must be accompanied by secure, environmentally friendly management of paper documents. In partnership with DestruData, processed paper documents, which can be destroyed, are reduced to flakes which are then used in the manufacture of paper.

Destruction is carried out at our Mayenne site, with DestruData shredding trucks on site. This commitment goes even further, insofar as their vehicles use a natural enzyme in their fuel to reduce particulate emissions into the atmosphere.

DestruData also provides on-site destruction of digital media. Its trucks are equipped with a special unit for the secure destruction of such media. Internal and external hard disks are recycled after erasure.



EMBODYING DATA ETHICS

• A Responsible Purchasing Charter

Since 2021, we have drawn up a Responsible Purchasing Charter. Virtuous in several respects, this charter enables us to ensure that our service providers, our consultations and our suppliers are in line with our CSR strategy. But it is also a mutual commitment enabling us to improve the CSR strategy of these players.

It lists the various reciprocal commitments that all our suppliers must respect, and covers a variety of criteria such as:

- Environmental and social policy;
- Compliance policy;
- Information security policy.

In 2023, 120 suppliers were surveyed on all types of projects: general management, IT, finance, sales, communications, legal, human resources and general services.

Among the 50% of respondents:

Environmental
and social policy



78%
satisfactory or
improving

Compliance
policy



83%
satisfactory or
improving

Information
security policy



74%
satisfactory or
improving

All suppliers surveyed scored below 1.5 (out of 5), and corrective action was requested.

Responsible Supplier
Relations Charter



A member since its creation in 2010, this scheme provides a framework for suppliers relations, guaranteeing the values of solidarity, ethics and trust.

EMBODYING DATA ETHICS

C) A COMMITMENT INVOLVING OUR SUPPLIERS, CUSTOMERS AND EMPLOYEES

• Customer satisfaction

As part of the continuous improvement of its processes, Luminess has made customer satisfaction a central concern.

With this in mind, we carry out an annual survey in which we evaluate two criteria:

- Customer Satisfaction (CSAT) on our strategic sectors and on our offers and solutions;
- Net Promoter Score (NPS).

The results of this survey show a very high level of customer satisfaction with the quality of our services, with nearly 70% of customers being promoters, and an increasing response rate year after year.

• Employee satisfaction

Every year, a satisfaction survey is carried out among our teams at all our sites in France.

This year, our employees' satisfaction with their working environment, management, teams, job content and communication has risen from **9%**

93%

of our customers
are satisfied with
the quality of our
services

59

NPS score

85%

of our
employees are
satisfied

		<i>Lens</i>	<i>Paris</i>	<i>Luminess 1</i>	<i>Luminess 3</i>	<i>Rennes</i>
Participation rate	43%	29%	29%	57%	50%	44%
Content of work	92%	87%	91%	90%	93%	96%
Mission clarity	95%	95%	91%	93%	98%	98%
Sens of usefulness	94%	92%	96%	95%	90%	96%
Manager open to suggestions	88%	92%	96%	80%	84%	96%
Manager available	91%	92%	100%	86%	90%	96%
Perceived autonomy	94%	95%	96%	95%	90%	96%
Perceived recognition	82%	84%	83%	75%	81%	92%
Team atmosphere	92%	95%	87%	93%	84%	98%
Team solidarity	94%	92%	96%	94%	93%	98%
Premises	64%	68%	83%	36%	83%	78%
Equipment	85%	76%	91%	85%	83%	92%
Work organization	86%	87%	83%	85%	83%	90%
Ambassador	72%	68%	87%	62%	78%	78%
Corporate communication	80%	71%	91%	77%	78%	92%
Service Communication	84%	84%	91%	74%	90%	88%
Values	61%	63%	74%	52%	71%	59%

OUR CERTIFICATIONS



Origine France Garantie

This certification ensures the traceability of a product by giving a clear and objective indication of its origin. Two Luminess product ranges are OFG certified:

- Digitization of medical records
- Digitization of healthcare flows in France



Information security management

All Luminess Group activities are certified ISO/CEI 27001 : 2013



Quality management

We ensure quality management and continuous improvement in compliance with the ISO 9001 standard



Health Data Host

The Luminess Group has been awarded HDS certification for both "physical infrastructure hosting" and "outsourced hosting provider"



NF 461 archiving with probative value

The electronic archiving system is certified NF 461, thus conforming to the NF Z42-013 standard



Third-party approval trusted archive

Certified for our archiving and outsourced document management services



Corporate social responsibility

The Luminess Group has been awarded Ecovadis SILVER CSR label



Responsible supplier

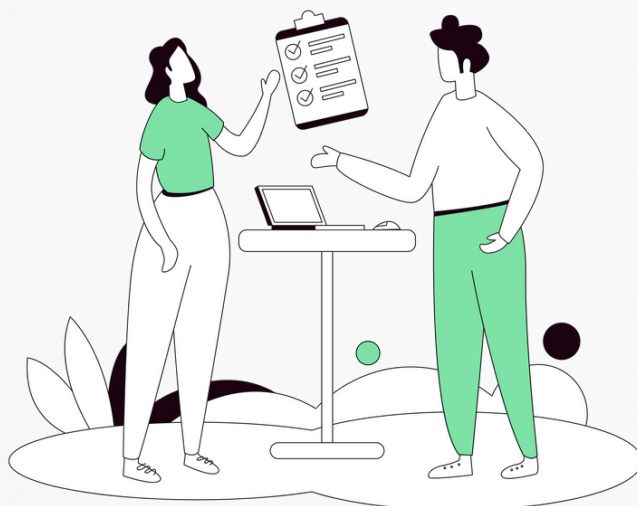
Compliance of our legal file (Art. D8222-5 of the French Labor Code) with official company registration documents and social security contributions



Accessibility of our solutions

Level double A (AA) of the Référentiel Général d'Accessibilité pour les Administrations (RGAA) and the "e-accessible" label for online public services

II. A STRONG SOCIAL POLICY



A STRONG SOCIAL POLICY



Pascal Manczyk
Human Resources Director

Our human capital is our greatest asset in shaping the Group's future. That's why we place the employee experience on the same level as the customer experience. Our ambition: to foster the conditions for a strong corporate culture and make every employee a Luminess ambassador.



SUM UP

A) INVOLVING OUR EMPLOYEES IN CORPORATE CITIZENSHIP

Promoting diversity and inclusion

- Use of ESATs
- Raise awareness among managers and partners

Ensuring gender equality

- Equal training, remuneration, career development
- Equality index 88/100
- +30% more women engineers by 2022

Strengthening our ties with associations and the military

- Partnering with National Defence since 2019
- ProMiles Manifesto



B) GIVING MEANING TO OUR CORPORATE PROJECT

1 Uniting our employees around our project

- + cohesion
- + internal mobility
- + training
- + remote

2 Encouraging value sharing

- Profit-sharing
- Employee participation
- Value-sharing bonus

C) ENSURING AN OPTIMAL WORKING ENVIRONMENT



Ensuring the safety of our employees



Committing to employee health

STRONG COMMITMENTS TO OUR SOCIAL POLICY



A STRONG SOCIAL POLICY

A) INVOLVING OUR EMPLOYEES IN CORPORATE CITIZENSHIP

1) Promoting diversity and inclusion

As a socially responsible company, Luminess has put in place tangible, concrete measures to promote the integration of people with disabilities.

All vacancies are of course open to all candidates. Our recruitment agencies support us in this approach.

But beyond that, we encourage our disabled employees to declare their disability so that we can better support them on a day-to-day basis (workstation adjustments, organization of working hours, etc.). To this end, every year we run an in-house awareness-raising campaign, during the week dedicated to disability from June 19 to 23, to draw the attention of our employees to the importance of declaring a situation that is all too often hidden.

We are also stepping up our partnerships with ESATs, CATs, sheltered workshops and specialized service companies, such as SAM'AIDE in Mayenne and Innov & Co in Lens.

6% of disabled people

STRONG PARTNERSHIPS:

- With social economy companies in our employment areas



- With INTERIM companies sensitive to these issues



- With Café Joyeux to support our events

A STRONG SOCIAL POLICY

2) Ensuring gender equality

We ensure strict equality between our male and female employees in terms of training, remuneration and career development.

As a major player in the digital sector, we face a major challenge in view of the low representation of women in scientific and technological studies.

To meet this challenge, we aim to recruit 5% more women each year than those trained in scientific fields. Year after year, we are proud of our gender equality index, which reflects our commitment to making tech a sector that attracts more and more women.

- **2019: 77**
- **2020: 87**
- **2021: 93**
- **2022: 88**

A growing number of women in management:

- **2018: 22%**
- **2021: 30%**

A **30%** increase in the proportion of women in our IT teams.



Socio-professional category	Gender	2018	2018/2017 trend	2019	2019/2018 trend	2020	2020/2019 trend
Executives	MAN		0,00%	157	0,00%	227	44,59%
	WOMAN		0,00%	44	0,00%	65	47,73%
	Subtotal	0	0,00%	201	0,00%	292	45,27%
Technicians and supervisors	MAN		0,00%	103	0,00%	31	-69,90%
	WOMAN		0,00%	56	0,00%	29	-48,21%
	Subtotal	0	0,00%	159	0,00%	60	-62,26%
Employees	MAN		0,00%	35	0,00%	40	17,65%
	WOMAN		0,00%	102	0,00%	178	74,51%
	Subtotal	0	0,00%	136	0,00%	218	60,29%
Workers	MAN		0,00%	12	0,00%		
	WOMAN		0,00%	87	0,00%		
	Subtotal	0	0,00%	99	0,00%		
Total workforce at December 31		0	0,00%	595	0,00%	570	-4,20%

Partnerships with targeted schools:

ada TECH SCHOOL

Inclusive digital school

And IT schools in our regions:

INSA INSTITUT NATIONAL DES SCIENCES APPLIQUEES RENNES

EPITA ÉCOLE D'INGÉNIEURS EN INFORMATIQUE

epsi

l'école d'ingénierie informatique

esir ÉCOLE SUPÉRIEURE D'INGÉNIEURS DE RENNES

esiea ÉCOLE D'INGÉNIEURS DU MONDE NUMÉRIQUE

A STRONG SOCIAL POLICY

3) Strengthening our ties with associations and the military

Being a good corporate citizen means giving our employees the opportunity to get involved in causes that are close to their hearts, and beyond that, it's an approach initiated by the company to truly exercise its civic responsibility.

Skills sponsorship:

The Group offers employees the opportunity to devote half a day per quarter to associations or foundations whose aim is to help the most vulnerable.

In this way, the transfer of skills or a civic act is taken care of by the company.

Close links with associations:

The Group has been involved with associations for many years.



Solidarity races

Runners, walkers, cyclists and swimmers were invited to cover as many kilometers as possible.

Over **100** people took part, more than **12 000** km were covered, and more than **3 000** euros were donated.

Bleuet de France



Luminess is a partner of the solidarity race organized by the Military Governor of Paris, with proceeds going to the wounded, bereaved families of the armed forces and victims of acts of terrorism.



Transat Jacques Vabre 2023

Luminess sponsors the Label Emmaüs boat for the Transat Jacques Vabre. Label Emmaüs promotes access to training in digital professions for people excluded from mainstream funding schemes, and thus encourages their professional integration.

Luminess Tour

For our 120th anniversary, the aim is to link our various sites by soft mobility. All the kilometers covered will enable the Group to make a donation to Label Emmaüs and to expand our partnership to support digital inclusion.



Green goodies

Include traditional goodies in a more sustainable approach for associations according to our CSR strategy:

- **Emmaüs Connect for digital inclusion;**
- **Femmes@Numériques for gender equality in the workplace;**
- **A French foundation for the environment.**



Visitors are invited to vote on the platform created by our teams for one of these associations, and the company undertakes to donate a sum in proportion to the number of votes cast.

A STRONG SOCIAL POLICY

B) GIVING MEANING TO OUR CORPORATE PROJECT

1) Uniting our employees around our project

Strengthening cohesion

- **An induction day:**

We offer new arrivals an induction day at our historic site and head office in Mayenne. This day is an opportunity to discover the Group's businesses, with comprehensive presentations of Luminess' know-how, skills and offerings by experts. It's also an opportunity to share a convivial moment, meet people from different sites, get to know some of the Group's managers and immerse oneself in the corporate culture.

- **Executive Committee meetings:**

Every three months, the Executive Committee and the Chairman and CEO take part in roadshows at all sites to review the Group's strategy, figures and outlook. Breakfasts, lunches and dinners are regularly organized between meetings of this type. A small format of around ten people conducive to exchanges and sharing.

- **An internal social network:**

On a daily basis, we maintain an open communication channel at all our sites (France and abroad) thanks to our internal social network, Talkspirit, where a wide range of information concerning the major issues facing our Group, as well as local site events, are posted regularly.

- **Daily activities at our sites:**

Representatives at our sites in Rennes, Mayenne, Lens and Paris coordinate and unite teams around common projects: sports and cultural outings, on-site events, as well as major corporate issues such as the Data Ethics committee.

- **A community of cyclists:**

Linking environmental issues and health in the workplace, we support our employees in their efforts to promote soft mobility. Our community of "vélotafeurs" (bicycle commuters) can declare their kilometers and receive an allowance and special equipment. Local outings and bike repair workshops are also organized.

Since 2020, over 10 tonnes of CO₂ have been saved thanks to our "vélotafeurs".



55

"vélotafeurs"

+ 10

tonnes of CO₂
saved thanks to
our "vélotafeurs"

A STRONG SOCIAL POLICY

Strong link with the Army:

Symbolizing the strong bond between Luminess and national defense, this partnership enables Luminess to share its expertise, commitments and decision-making methods with members of the armed forces.

Partner of the French Ministry of Defence since 2019:

This strong commitment materialized by signing an agreement with the French Ministry of the Armed Forces. This agreement creates a link between the French Ministry of Defence and employees wishing to join the military reserves, and facilitates their availability and responsiveness to serve in the National Guard, by committing to release reservist employees for a period of eight days.

To support this civic commitment, Luminess has gone one step further, offering an additional two days financed by the company, and has also set up a "reservist" group insurance policy.



Signatory of the Promilès manifesto:

In order to strengthen its ties with the defense community, the Group is committed to paying special attention to active and reserve personnel, veterans, the wounded and their families.

Agreement
since **2019**

2 operational
reservists



8 citizen
reservists

8 days for
reservists employees

+2 days offered
by the company

A STRONG SOCIAL POLICY

Providing training

Training our employees is one of our top priorities. We operate in a complex, demanding and increasingly competitive environment. Training is key to our performance and growth. It is also a key factor in attracting and retaining staff.

Supporting our teams in developing new technological and managerial skills, and improving their capacity for innovation and know-how, is a challenge we take up year after year, with a training plan tailored to each individual and to the company's needs.

In 2022, 40% of employees were onboarded by training organizations on various themes: innovative technologies, languages, key issues related to our business, and nearly 200 hours of management training were given to our managers.

In 2023, we will prioritize training our managers, in order to strengthen our managerial culture in the service of the company's performance and the development of each employee.

We aim to develop a new management approach that fosters commitment and reinforces confidence in the company project, while aligning our managers with common managerial practices, thanks to the training of all our first-time managers.



Amplifying information

In addition to traditional training, we regularly inform our employees about our expertise and solutions, and give them a voice. We have set up two weekly meetings:

- "Wednesday training", a weekly meeting for each team, where one person/team presents its expertise and challenges. All departments are represented in turn, to inform as many people as possible and reinforce knowledge.
- "The floor to", once a week, on our corporate social network, where an employee is given the floor through a 20-minute video presenting their day-to-day job, projects and missions.

Our employees, who are interested, can access training modules available on the Ecovadis website. Over and above our CSR strategy, this helps raise awareness of the major social, societal and environmental issues that concern companies and employees alike.



100%
of new managers
trained

40%
of trained
employees

200 h
of management
training

87
trainings since
November 2020



90
participants in "The
floor to" since
November 2020



A STRONG SOCIAL POLICY

Rethinking managerial practices

In a societal context undergoing profound change, with new forms of work and new relationships with the company, time and space, we need to support our teams and managers in this transformation. These new practices encourage individual development, give greater meaning to the company's project, and make a major contribution to employee commitment and well-being.

Encouraging teleworking

Adapting to the evolution of our society means being able to offer our employees a working environment in line with their expectations. Our company-wide agreement allows all employees whose jobs permit them to telework up to three days a week.

A fair balance that preserves the necessary social bond within the company while enabling our employees to achieve a better balance between their private and professional lives, with a significant impact on the environment.

Developing internal mobility

We encourage employee mobility: by 2022, more than 10% of Luminess employees will have moved within the company.

By mobility, we mean supporting employees' desire to evolve within the Group towards other areas of expertise or other positions, or to be seconded to our different sites, including abroad, whenever possible.

Facilitating the hiring of our interns and work-study students

The close relationships we have built up with schools enable us to take on a large number of interns and work-study students.

This approach is a long-term one, and our aim is to retain these new talents as long as possible.



2/3

of employees
benefit from 2 to
3 days'
teleworking

+10%

of employees have
benefited from
internal mobility

+50

students hired on
internships or
apprenticeships
contracts in 2022

A STRONG SOCIAL POLICY

2) Encouraging value sharing

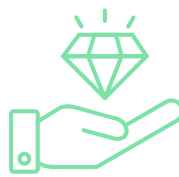
Sharing the value created within our company is a priority. In addition to increasing purchasing power, these schemes also enable our teams to be truly involved in the Group's project.

To this end, we have set up a profit-sharing agreement that is more favourable to our teams than the law. Also, our profit-sharing agreement has evolved and is now based on achieving the company's financial targets, reducing the number of e-mails sent, and reducing accidents in the workplace, and also contributes fully to value sharing. Finally, the value-sharing bonus has been regularly distributed to all eligible employees.

Employees also have the option of investing their employee savings in company shares in a company savings plan (PEE). Voluntary contributions (excluding profit-sharing and incentive schemes) may be matched by the company.



EMPLOYEE PARTICIPATION



**VALUE-SHARING
BONUS**



PROFIT SHARING



A partner committed to responsible savings

As the company that manages our company savings and Group retirement savings plans, Epsens invests in responsible projects:

- Energy transition projects
- Solidarity structures (cooperatives, associations, work-assisted establishments and services...)

It also has a fund dedicated to energy transition and the fight against climate change:

- Renewable energy generation
- Energy transport and storage
- Energy efficiency

It integrates traceability and measurement of its positive impact on the environment into its processes.

A STRONG SOCIAL POLICY

C) ENSURING AN OPTIMAL WORKING ENVIRONMENT

1) Ensuring the safety of our employees

Developing a health and safety policy

We have set up a preventive occupational health and safety policy and ensure that it is constantly applied, to guarantee the safety of our employees.

To this end, a health and safety team and our nurse ensure the well-being of our employees on a daily basis:

- Installation of ergonomic equipment;
- Actions to prevent musculoskeletal disorders, on gestures and postures;
- Preventive actions;
- Smoking awareness campaigns;
- Partnerships on major awareness-raising days: Pink October, Movember, etc.
- Advice on healthy living.

In order to implement actions in line with the needs of our teams, this subject is at the heart of our social dialogue.

Protecting our employees from all types of discrimination

We have a responsibility to protect our employees, to act with integrity and loyalty in our day-to-day business dealings, and to safeguard the company's interests.

To this end, we have drawn up a code of good conduct, which serves as a reminder of the principles of ethics, integrity and probity. Our employees must respect this code to prevent corruption, discrimination, harassment or influence peddling. We have also set up a procedure for reporting any conduct or situation that contravenes the code of conduct.

- Comply with French laws and regulations against acts of corruption and influence peddling and in particular the law adopted on December 9, 2016, amended by the Ordinance of September 18, 2019 ("SAPIN II law") and collectively referred to as the "Anti-Corruption Laws";
- Prevent all kinds of discrimination linked to sexual orientation or gender identity and ensure equal treatment for all employees;
- Allow employees not to have to hide their sexual orientation or gender identity;
- Do not tolerate any act of discrimination or harassment;
- Support employees who are victims of discriminatory comments or acts.

1
dedicated nurse

1
dedicated health and
safety team

**Health and safety
initiatives (France,
Romania, Madagascar)**

Guides/Greenhouse Files
102 trained people

First aiders
61 trained people

Electrical Habilitation
33 trained people

Fire extinguisher handling
39 trained personnel

**Gesture & Posture
awareness training
at all our sites:**

France: **15**
people trained
Romania: **48**
people trained
Madagascar: all
employees

1
code of conduct

1
reporting
procedure

A STRONG SOCIAL POLICY

2) Ensuring the health and QWL of our employees

The health of our employees and their quality of life at work is our main concern. This is why, we have implemented some initiatives at our sites to provide the best possible environment for our teams:

- Development of rest areas at all our sites;
- Provision of recreational equipment (board games, table soccer, table tennis, etc.);
- Site events during QWL week;
- Access to a platform for webinars on corporate well-being;
- Learning relaxation techniques;
- Participation in numerous events at our sites: moments of sharing, games, ecology, sports....



Focus on our sports initiatives

Because the health of our employees also depends on sport, we develop sports initiatives.



Bikers - "Vélotafeurs"

Founded on the initiative of a few employees to cycle to work, this community is now present at all our sites. The Luminess Group supports this initiative by providing mileage allowances and special equipment, which benefits the health of our employees and the planet.



Local sports sponsorship

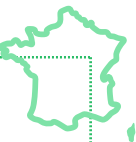
- The Luminess Group sponsors:
- Mayenne volleyball teams (adults and children)
 - Rennes handball team
 - Mayenne runners at various cross-country events throughout the year
 - The 2023 French Judo Team Championships



Sponsoring the **Label Emmaüs boat** in the **Transat Jacques Vabre 2023**

Luminess is sponsoring the Label Emmaüs boat and its two skippers Damien Jenner and Jérôme Lesieur in the Transat Jacques Vabre 2023.

This solidarity project will help finance the digital training scholarship project launched by the Label Emmaüs endowment fund.



Luminess Tour

For the Group's 120th anniversary, a Luminess tour is being organized.

The starting point: to link the 4 Luminess sites by bike for a weekend.

The next step: to get all our employees at all our sites to cover as many kilometers as possible in an attempt to link France, Romania, and why not India, the United States and Madagascar.

All the kilometers covered will enable the Group to make a donation to Label Emmaüs and expand our partnership to support digital inclusion.



United Nations Global Compact

We are committed to sustainably integrating the ten principles of the United Nations Global Compact into our strategy and actions.



International Labor Organization

We are committed to promoting the fundamental conventions promoted by the UN:

- Promote labor rights;
- Establish international labor standards;
- Encourage the creation of decent jobs;
- Develop social protection and strengthen social dialogue in the labor field.

III. ADOPTING A STRONG ENVIRONMENTAL POLICY



ADOPTING A STRONG ENVIRONMENTAL POLICY

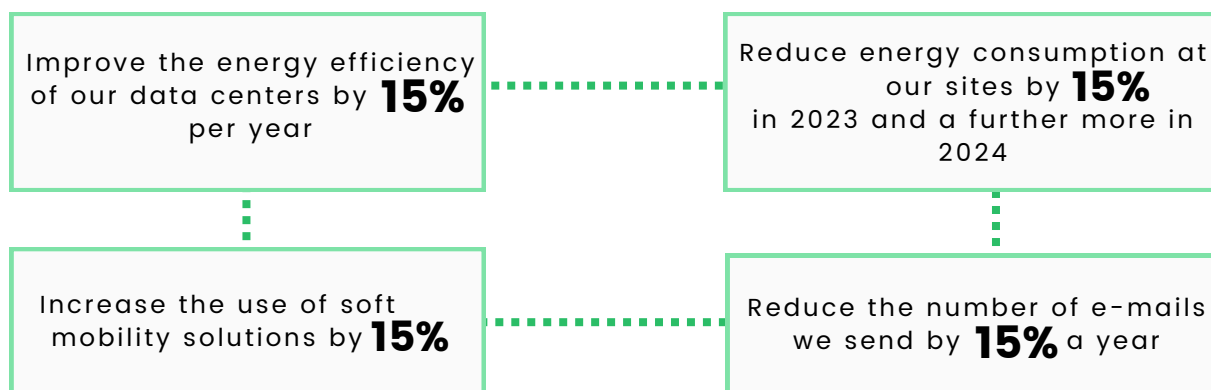


Christophe Lasseron
Quality, Lean and CSR Manager
Energy Sobriety Ambassador

At Luminess, our environmental policy permeates everything we do. With ambitious energy-saving targets, we are committed to spreading a genuine GreenTech vision within our teams, with our partners and our customers, and helping to change practices in depth.

SUM UP

Energy efficiency plan



STRENGTHENING OUR "GREEN IT" APPROACH

- Eco-design
- No Mail Friday
- Optimizing the energy consumption of our infrastructures
- Donation of computer equipment



PROMOTING SOFT AND SUSTAINABLE MOBILITY

- Community of bikers - "vélotafeurs"
- Carpooling with Klaxit
- Widespread teleworking



REDUCING WASTE AND OPT FOR RATIONAL CONSUMPTION

- Developing Green goodies
- Prioritizing waste sorting and treatment
- Identifying service providers in line with our approach

AN APPROACH OBJECTIVELY MEASURED BY STRONG COMMITMENTS



Carbon footprint

Energy audit

ADOPTING A STRONG ENVIRONMENTAL POLICY

A) STRENGTHENING OUR GREEN IT APPROACH

Companies play a major role in our society's energy and environmental transition.

As a 100% digital company, the pollution emitted is no less, and our responsibility is to help our employees, partners and customers commit to a virtuous approach.

We need to rethink our practices and take a long-term view to ensure that all our actions and solutions take account of this major challenge.

To structure this approach, Luminess has appointed an Energy Sobriety Ambassador. Alongside the Director of Commitment, they set precise objectives to be reached in order to commit to a responsible approach.

1) Eco-designing our solutions

A major source of energy expenditure lies in our infrastructures and software.

We take great care to optimize the energy consumption of our two data centers, located in Mayenne and Laval.

We select equipment to improve our energy consumption and carbon dioxide emissions: in particular, we use hyperconvergence technology, which enables a very high density of virtual machines.

For our software, we choose sustainable and efficient technologies:

- Dynamic adaptation of platforms to load, until complete shutdown when not in use;
- Use of caches to limit redundant calculations;
- Limiting the use of unnecessary dependencies.

Power	Electrical power in watts	The more power we consume, the more CO ₂ we emit
Heart (British Thermal Unit)	Heat generation caused by servers	The more heat we generate, the more we have to cool and consume energy to cool it down
Rackspace	Server footprint expressed in RU (Data center rack unit)	The more space used, the lower the density and the larger the footprint of each virtual machine

50 to 70% gains on criteria with an environmental impact

3
optimized
criteria: power,
heat, size

+15%
energy efficiency
for our servers

2
Nutanix clusters
of 34 and 26
nodes

3 000
VMs in our
French
datacenters

ADOPTING A STRONG ENVIRONMENTAL POLICY

2) Reducing the number of e-mails we send

Every day, 10 billion emails are sent around the world in one hour, which corresponds to 4 000 round trips between Paris and New York, with 80% of them never being opened.

Since 2019, Luminess has implemented a strong policy of reducing the number of emails sent: a target of -15% of emails sent by 2023.

Since the introduction of "No-mail Friday", the main objective of which was to reduce the number of e-mails sent internally on Fridays, all practices have been considerably modified:



- Consider the number of recipients;
- Delete the signature when not necessary;
- Send links rather than attachments where possible;
- Reinforce face-to-face contact;
- Preferential use of our internal social network and other collaborative tools.

This objective has been incorporated into our profit-sharing agreements, along with the achievement of results and the number of workplace accidents.

A virtuous approach in many respects, with a strong awareness among our employees of their practices, but also the strengthening of links between our teams.

To support our employees, a charter of best practice for the use of Microsoft tools has been made available.

1 e-mail sent
=
10g of carbon dioxide



-15%
of e-mails sent by
the end of 2023

-15%
reduction in energy
consumption by
2023

Precise objectives set for each year:

2021:	2022:	2023:
580 000 e-mails	560 000 e-mails	540 000 e-mails

=> An estimated saving of 200 kg of carbon dioxide per year

ADOPTING A STRONG ENVIRONMENTAL POLICY

3) Optimizing our energy consumption

For our hardware

Computer workstations:

Automatic sleep mode on production sites.



52 megawatt-hours reduction in 2020 at one site

Servers:

- APM (Advanced Power Management) function
- No dedicated screens (neither CRT nor LCD)
- Virtualization
- Located in 42U racks with self-contained heat exchanger and chilled water supply via external chillers and IP55 watertight rack:
 - o Internally cooled by a 14-17°C water circuit
 - o Temperature regulated at around 24/25°C
 - o Free cooling, to stop compressors at temperatures < 10 - 12°C
 - o Sealed bays



- Regulation of internal cooling according to computing load
- Disk shutdown during periods of inactivity
- Centralized control by the facilities management team on two consoles via the administration network
- Thermal regulation: consumption limited to what is strictly necessary
- Cold production reduced to bare minimum in September and April
- Optimum use of energy

Electrical, refrigeration and IT equipment:

- Centralized, secure supervision via a dedicated network
 - Pooling of resources for architecture implementation
- Datacenter: no in-house personnel



Lower energy costs

On our sites

- Reducing site temperatures to 8° on weekends;
- Optimization of the presence of our employees on our sites, and thus of the temperature, lighting and heated surface area;
- Insulation of our Paris premises;
- Closure of one of our Mayenne sites and relocation of part of our activities to a new building meeting RT2000 standards;
- Relocation of certain sites to more energy-efficient locations in 2023 and 2024;
- Replacement of all lighting with LEDs;
- Regulating heating and air conditioning.

In 2023

-22%

reduction in
consumption at our
Rennes and
Mayenne sites

-20%

reduction in energy
consumption at our
Paris site by 2023

ADOPTING A STRONG ENVIRONMENTAL POLICY

4) Giving a second life to our IT equipment

We have set up an eco-responsible and supportive approach by donating our computer and electronic equipment. This approach is carried out within an ethically responsible framework, and the donated equipment is completely wiped out. Every year, PCs, laptops, monitors, smartphones and Macbooks are given a second life.

When still in good condition, the equipment is distributed to our employees at our sites in Mayenne, Lens, Rennes and Paris.

When it's too old or the teams aren't interested, it's donated to Emmaüs. An opportunity to strengthen our presence with this association, which we support in other ways.



The mobiles collected are tested and personal data erased by an integration.

Refurbished mobiles are sold under the profile of Emmaüs International.



The waste is sent to France where it is recycled.

The profit from the resale goes to Emmaüs International.

These funds finance waste collection in several African countries.

+70
people benefited
from computer
equipment
in good condition

+150
mobiles and
tablets collected
during the
Chamber of
Commerce and
Industry Mayenne x
Orange operation

An operation carried out in collaboration with the Mayenne Chamber of Commerce and Industry and Orange.

Obsolete company or employee equipment is collected, reconditioned in a social integration workshop in France, a member of the Emmaüs Movement, then resold in an emerging country as a second-hand model.

If it can no longer be used, it is recycled, the hazardous materials treated and the metals recovered.

Profits from the operation are donated to Emmaüs International, which uses the funds to set up mobile waste collection workshops in various African countries.

ADOPTING A STRONG ENVIRONMENTAL POLICY

B) PROMOTING A SOFT AND SUSTAINABLE MOBILITY

To help limit our impact on the environment, we have put in place a policy for reducing mobility wherever possible and supporting our employees in the use of soft mobility.

Increasing our cycling community by 15% by 2023



This community, founded on the initiative of employees, is present at all our sites. The Luminess Group strongly supports this initiative by paying mileage allowances and providing suitable equipment. An initiative that benefits the health of our employees and the planet.

Encouraging carpooling



To help our employees carpool more effectively, the Luminess Group has signed a partnership agreement with Klaxit. This initiative makes it easier to put people in touch with each other, and remunerates both the driver and the carpooler.

Offering a sustainable mobility package



Replacing our vehicle fleet



With electric and hybrid vehicles.

Offering telecommuting



Favoring the use of public transport



Enable our employees to telework up to 3 days a week.

-70

tons of CO₂ in 2020
with commuting
and
telecommuting

55

"vélotafeurs" in
2022

"Vélotafeurs"
community:

**1 268 kg carbon
dioxide
equivalent
saved in 2020**

**5 837 kg carbon
dioxide
equivalent
saved in 2022**

ADOPTING A STRONG ENVIRONMENTAL POLICY

C) REDUCING WASTE AND OPT FOR RATIONAL CONSUMPTION

1) Developing our Green goodies approach

In 2021, Luminess initiated a "Green Goodies" approach to replace "traditional" goodies with donations to benefit associations when we are present at trade shows.

This involves visitors to our stand voting for an association of their choice from among three identified, whose missions are in line with those of our Group: digital inclusion, professional diversity and the environment.

Every year, Luminess transforms these votes into donations, and is thus part of an eco-responsible and sustainable approach that supports our CSR strategy and meets society's expectations. In this way, we limit the production and consequent waste of non-essential supplies.



Against a backdrop of talent shortages, women are still not sufficiently attracted to the digital professions. We need to encourage them to take up digital skills, promote their development of expertise, and help them anticipate changes in the job market, where innovation will be essential. Femmes@Numérique promotes the role of women in the sector

The GoodPlanet Foundation deploys awareness-raising and field programs in favor of ecology and living together.

- "Action Carbone Solidaire" supports environmental and solidarity projects (agroecology, sustainable energy, waste recovery, etc.);
- GoodPlanet school, dedicated to awareness-raising workshops for the general public, schools, companies and associations;
- The first place dedicated to ecology and humanism in Paris, to build a more sustainable and united world in a spirit of sharing and benevolence.



Emmaüs Connect has been working to combat digital exclusion since 2013, giving people in socially and digitally precarious situations access to the online tools that have become indispensable.



The association works on three aspects of digital insecurity: access to equipment, access to connection resources and support in acquiring essential skills.

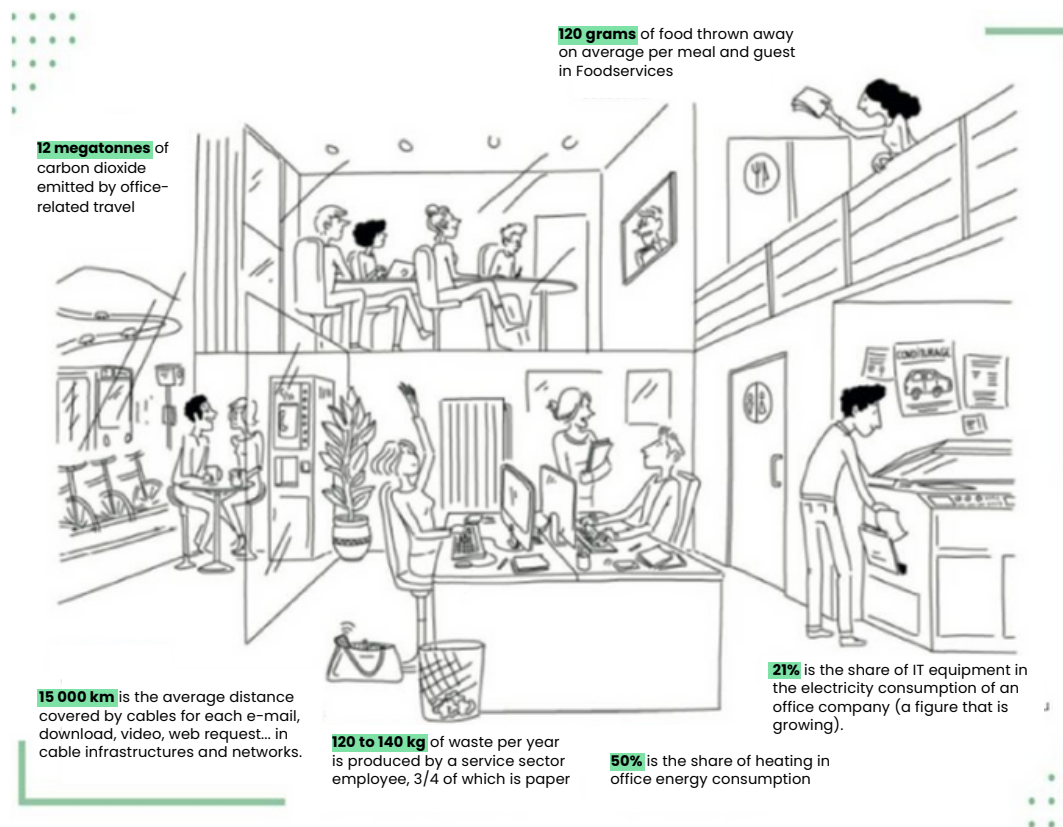
It has set up a support system that has benefited over 135 000 people. It also offers training courses for social players and public service operators, with the aim of scaling up digital inclusion across the country.

ADOPTING A STRONG ENVIRONMENTAL POLICY

2) Making waste sorting and processing a priority

Luminess has set up a sorting and collection system for all its waste at all its sites:

- Electrical waste;
- Electronic waste;
- Used ink cartridges;
- Paper;
- Household waste.



A goal: to reduce the volume of waste by a further 20% our waste

Fewer prints

Reduced use of disposable cups


Recovering waste and contributing to social integration

Luminess Lens has set up a partnership with the Recup'Tri association, which offers part-time integration contracts to combat social exclusion and recycle paper/cardboard waste from its supplier invoice dematerialization activity. A further commitment to the environment and professional integration.



ADOPTING A STRONG ENVIRONMENTAL POLICY

3) Working with a responsible energy supplier

VATTENFALL  In 2021, Luminess changed its energy supplier to one more committed to environmental issues.

Vattenfall is one of Europe's largest producers and suppliers of electricity, gas and heat, with a strong ambition to achieve carbon neutrality by 2050 and contribute to a fossil-free world within a generation.

Its energy mix has been transforming over the past few years, and today comprises almost 33% renewable energies: wind, solar, hydro, biomass...

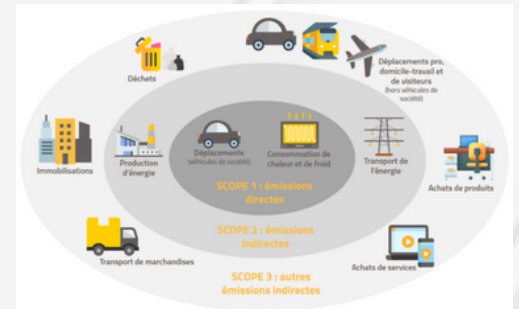
Vattenfall was also awarded the Platinum level in its latest CSR assessment by Ecovadis.

OUR COMMITMENTS



Greenhouse gas balance sheet

Luminess has renewed its Greenhouse gas balance sheet in 2021 for scopes 1 and 2.



Energy audit

Luminess carried out an energy audit in 2022, following the requirements of NF EN 16247 standards and covering at least 80% of energy bills.



Luminess has been a signatory of the Planet Tech'Care charter since 2021.

This charter supports companies committed to a responsible digital approach, which undertake in particular to measure and reduce the environmental impacts of their digital products and services, and to raise employee awareness so that everyone contributes to reducing the impact of digital on the environment.

IV. PROMOTING OUR LOCAL ROOTS



PROMOTING OUR LOCAL ROOTS



François Légaut
Deputy CEO

Founded in 1903 in Mayenne, our mid-cap company now employs over 1 800 people in 8 countries. In France, our teams are based in Mayenne, Lens, Rennes and Paris. In addition to being the DNA of our Group, our local roots are a real asset to which we are very attached, and which we deploy in all the countries where we are present.

SUM UP

A) SUPPORTING OUR LOCAL ROOTS IN FRANCE

Contributing to economic sovereignty

Mobilizing the local technology ecosystem

Developing partnerships with local schools



Developing sports sponsorship



B) STRENGTHENING OUR PRESENCE IN FOREIGN SUBSIDIARIES



Luminess
Advanced Digital Business Process

FSC Edge



sixredmarbles

JOUVE
India

C) DEVELOPING SPONSORSHIP



PROMOTING OUR LOCAL ROOTS



A French company, founded in Mayenne in 1903, Luminess's mission is to contribute to digital sovereignty.

As a leader in the digital sector, Luminess's core business is to bring digital sovereignty to life by offering its customers solutions designed and developed in France, objectified by the Origine France Garantie label, hosted in a sovereign environment in our own data centers in Mayenne and Laval, or through a partnership with Outscale and its SecNumCloud.

But sovereignty also means economic sovereignty. Luminess is present in Mayenne, Rennes, Lens and Paris, and is committed to supporting its ecosystem, contributing to the local economy and the attractiveness of these regions through attractive job offers and partnerships with numerous associations and schools.



PROMOTING OUR LOCAL ROOTS

A) CONTRIBUTING TO ECONOMIC SOVEREIGNTY

1) A dynamic job market



With more than 600 employees in France, Luminess contributes to the vitality of the regions where the Group operates:

- **Paris: 100 employees**
- **Mayenne: 300**
- **Rennes: 120**
- **Lens: 120**

Our fast-growing Group has a very strong employment dynamic, with a wide range of skills. Every year, nearly **100 people** are hired in Paris, Mayenne, Rennes and Lens.

Multiple IT skills:

- DevOps
- Web
- Waas
- Agility
- Data
- AI

Dedicated business resources:

- Business engineer
- Marketing
- CSR
- Production operators

Support functions:

- Finance
- Human resources
- Communication
- Institutional affairs

2) A strategy of local partnerships

With our suppliers

Since 2021, as part of this same approach, Luminess has been deploying a reinforced partnership strategy in the regions where we are present.

As far as our suppliers are concerned, we give priority to those located close to our sites, be they SMEs or local branches of major groups.

=> **Nearly 50%** of our suppliers are located close to our sites.

PROMOTING OUR LOCAL ROOTS

With structures promoting integration

In order to amplify our policy of inclusion, we are developing strong partnerships with ESATs or specialized companies close to our sites, to enable people recognized as disabled workers who do not have the capacity to access an ordinary job or an adapted company, to join our teams:

- Sam'aide, an adapted company based in Mayenne;
- Innove and co, an adapted company near Lens;
- Recup'Tri in Lens, which manages our paper and cardboard waste and offers part-time integration contracts to combat social exclusion.

We also work with Café Joyeux, which accompanies us on our various customer events.

With local associations

Beehives in Mayenne

We have set up a partnership with the Syndicat Apicole (beekeeping union) of Mayenne. Each year:

- Four colonies will be installed on our Mayenne site;
- Conferences on beekeeping will be organized for employees;
- Participation in honey extraction and colony setting.

A partnership that allows each of our employees to receive a share of the honey production, which while contributing to the local economy demonstrates Luminess' commitment to the local ecosystem and biodiversity.

Charitable associations

Every year, through our sports challenges, we support local associations.



Origine France Garantie label

Contributing to economic sovereignty also means objectifying it through certification. Luminess is one of the first digital companies to obtain this label for our two strategic offers: digitization of healthcare flows in France and digitization of medical records.

PROMOTING OUR LOCAL ROOTS

3) Partnerships with local schools



INSA RENNES

Since October 2022, Luminess has been sponsoring INSA's IT class of 2024.

A partner since 2014, this sponsorship strengthens our relationship with INSA and gives 75 students a better understanding of the business world.

Working alongside Luminess teams, students will have the opportunity to discover our expertise and work on projects at the cutting edge of technology.

Against a backdrop of growth, this partnership symbolizes the Group's desire to maintain close ties with the younger generation, and supports our dynamic recruitment drive.

75

INSA students in the sponsored class

INSA partnership since

2014

2

year partnership with EPITA

EPITA PARIS

Luminess is partnering EPITA for the 2nd year running.

For one week in a row, presentations by representatives of all the departments concerned will take place within EPITA's Healthcare Major.

This is an opportunity for students to learn about the challenges of digitalization and the deployment of AI in healthcare, while at the same time showcasing our Group's expertise.



This course provides students with a 360° view of the technological, regulatory, ethical and societal challenges facing our healthcare system and public health issues.

PROMOTING OUR LOCAL ROOTS

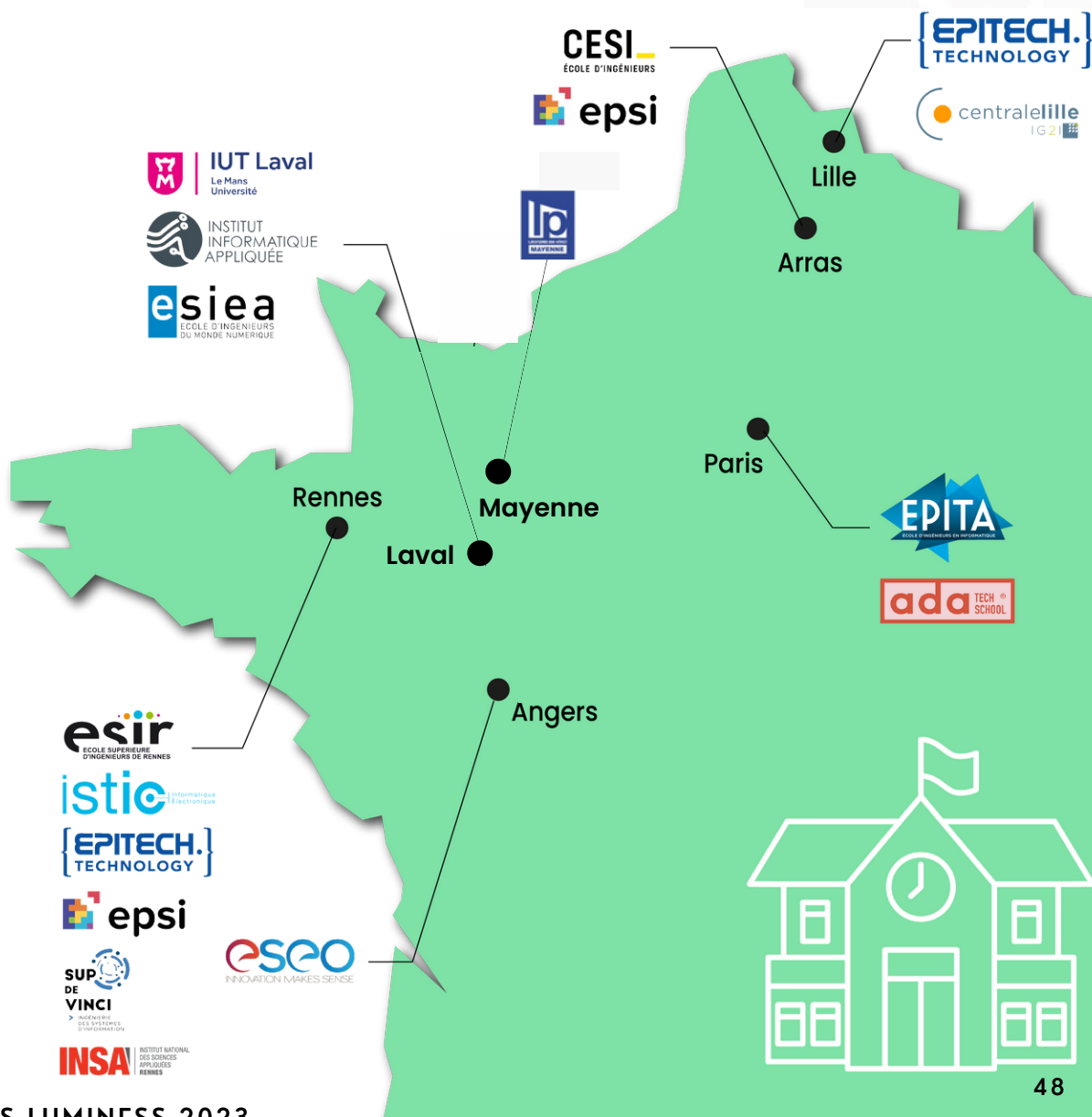
In addition to these targeted partnerships, the Group also contributes to the development of several schools related to our business.



Every year, Luminess is delighted to welcome **around fifty** students on internship or work-study placements.

17
schools
involved

+50
work-study
students and
interns hired in
2022



PROMOTING OUR LOCAL ROOTS

4) A stronger link with the local technological ecosystem

FRENCH TECH LAVAL

Luminess is a partner of Laval's French Tech. French Tech creates links in the digital ecosystem, helping local companies to develop their networks through events and direct contact with digital service providers in the Mayenne area, thanks to the geographical proximity between all the players.



LAVAL MAYENNE TECHNOPOLE

Luminess has been working for several years with Laval Mayenne Technopole to develop digital technology throughout the Mayenne region.

LMT promotes meetings between local companies and students, through the organization of numerous events.

By contributing to these events, the Luminess Group is strengthening its local roots and helping to develop a digital culture and create jobs in this sector.

Among its events, Luminess is involved in the organization of the West Data Festival, the 1st festival in the Greater West of France for mastering the challenges of data management, which is gaining in importance year after year.



AGILE TOUR RENNES AND LAVAL

Luminess sponsors the Agile Tour in Rennes and Laval.

Two annual gatherings to discuss agile methods, learning and collaboration.



VILLAGE BY CA LAVAL

Luminess has once again renewed its partnership with Village by CA Laval, part of Crédit Agricole's start-up gas pedal network, for 2022.

A place for digital players to share expertise and know-how, Luminess's partnership provides financial support and guidance for start-ups hosted by the Village by CA Laval.



PROMOTING OUR LOCAL ROOTS

NUMÉRIQU'ELLES LENS

Set up on the initiative of the gender-equality mission, this forum is aimed at middle and high school girls from the Académie d'Amiens. On the Louvre Lens Vallée premises, Luminess Lens teams presented the Group's digital professions. Around a hundred girls were introduced to digital training and careers during the day.

Numériqu'
ELLES

A great opportunity to promote the digital professions to women, who are still under-represented in this sector.

PÔLE EMPLOI LENS

To introduce jobseekers to the digital professions, the Lens site is opening its doors during Digital Week to present the Group, its expertise, professions and opportunities.



PROMOTING OUR LOCAL ROOTS

5) Sports sponsorship

The Luminess Group sponsors its sportsmen and women in various projects based at our sites:

- **Cross Corporate of Mayenne:** a dozen races throughout the year brought together employees from numerous Mayenne companies. A variety of distances were covered, with some fifteen Mayenne employees taking part.
- **Solidarity Race of Bleuets de France:** organized in Paris by the Military Governor of Paris, the race brought together part of the Executive Committee and their children.
- **Luminess Tour:** to mark the Group's 120th anniversary, a group of cyclists will cycle to four sites in France. The launch of a soft mobility challenge, in which all employees at all our sites are invited to cover as many kilometers as possible by walking, running, cycling, swimming, scootering... All kilometers covered will be donated to Label Emmaüs, enabling us to expand our partnership in support of digital inclusion.



Luminess is also committed to local sport and sponsors several teams:

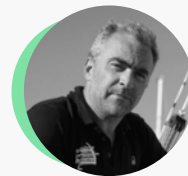
- Mayenne volleyball teams (adults and children);
- Rennes handball team.

This year, the Group is a partner of the French Judo Championships to be held in Laval on May 27 and 28.

Focus on: sponsoring the Label Emmaüs boat for the Transat Jacques Vabre 2023



Jérôme Lesieur



Damien Jenner

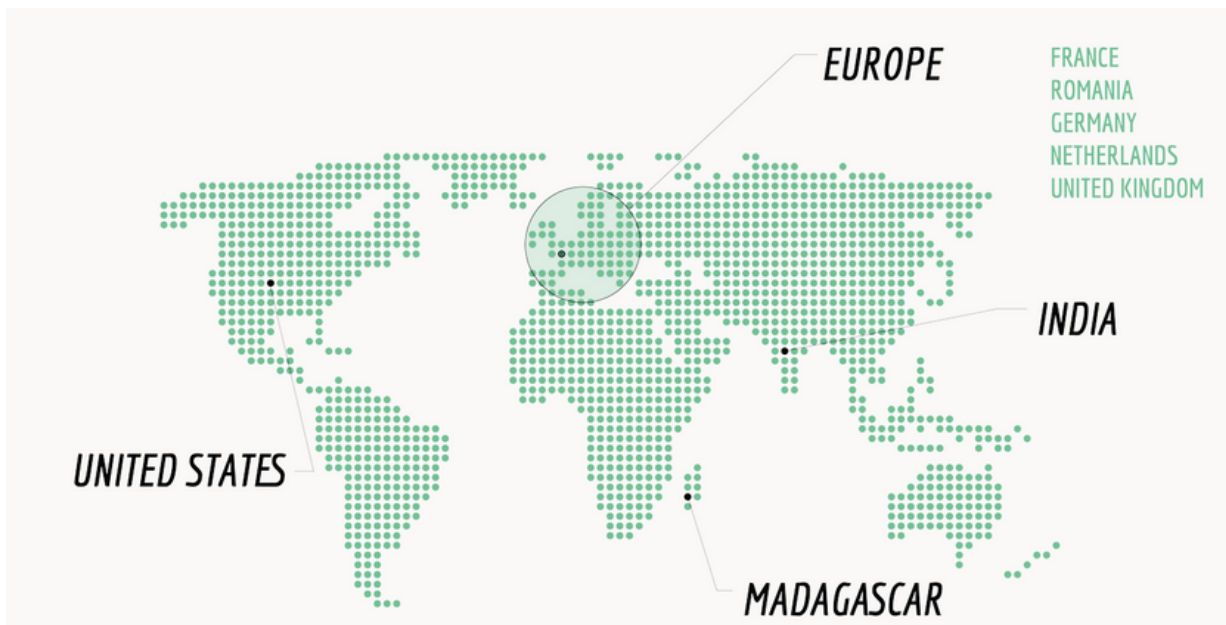
This year, Luminess is sponsoring the Label Emmaüs boat and its two skippers Damien Jenner and Jérôme Lesieur in the Transat Jacques Vabre 2023. This tripartite project will help finance the digital professions training scholarship project launched by the Label Emmaüs endowment fund.

The Emmaüs Label is a cooperative that uses digital technology to develop an economy that includes, shares and preserves. In particular, the label promotes access to training in digital professions for people excluded from mainstream funding schemes, enabling them to enter the workforce.

PROMOTING OUR LOCAL ROOTS

B) STRENGTHENING OUR PRESENCE IN FOREIGN SUBSIDIARIES

The Luminess Group is present in Europe (Romania, Germany, Netherlands, United Kingdom), the United States, India and Madagascar. Thanks to this international dimension, we are able to deploy a CSR strategy that is similar to and adapted to the needs of all our sites.



1) Anchoring in the technological environment

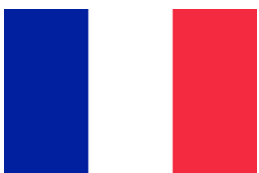
Our sites in Madagascar and Romania are partners of French Tech, which identifies and promotes players with strong growth potential and international appeal.

This is a real asset for the Group's recognition on a global scale, and for our subsidiaries, which benefit from a high profile and high-quality support.



2) Supporting local populations

We regularly set up solidarity funds to support local populations in difficulty.



During the COVID crisis, we organized a solidarity run between the teams at our French sites. Runners, walkers, cyclists and swimmers were invited to cover as many kilometers as possible for the benefit of the Resto du Cœur.

Over 100 people took part, and more than 12 000 km were covered, raising 3 000 euros for the Resto du Cœur in Mayenne.

PROMOTING OUR LOCAL ROOTS



At the start of the conflict between Russia and Ukraine, we set up a kitty among our employees to support the Romanians in the immediate vicinity of the conflict.

Funded by the company, this fund was donated to MSF Romania.



We raised 5 000 euros, which were donated to our subsidiary and redistributed to local associations.

+ 3 000
euros paid for
France

2 000
euros donated for
Romania

5 000
euros donated for
Madagascar

"It was with great gratitude and emotion that the leaders of the Akamasoa, Akany-Avoko and M.A.D associations welcomed the donations: 6 500 kilos of rice, 1 500 kilos of legumes, 300 liters of oil and detergent products were distributed by these associations."

Mickael Louvel, Director of Luminess Madagascar

3) Maintaining relations between our subsidiaries

We are committed to maintaining relations between all our sites in France and abroad, as part of a true Group approach. Our in-house social network, Talkspirit, is at the heart of the system, creating links and providing regular information on Group and site news: recruitment, business news, information for our employees on our expertise and offers, sporting events, the good news of the week...

Luminess
Advanced Digital Business Process

FSC Edge

talkspirit

sixredmarbles

JOUVE
India

PROMOTING OUR LOCAL ROOTS

C) DEVELOPING SPONSORSHIP



CRÉSUS®
FÉDÉRATION FRANÇAISE
DES CHAMBRES RÉGIONALES
DU SURENDETTEMENT SOCIAL

To combat overindebtedness

Luminess is participating in a skills sponsorship program to support the digital transformation of the Crésus federation, notably by creating and hosting the new website, and designing a new mobile application.

Developing culture

Luminess is a cultural partner and patron of the Giverny Museum



ANNEX

OUR CERTIFICATIONS



Origine France Garantie

This certification ensures the traceability of a product by giving a clear and objective indication of its origin. Two Luminess product ranges are OFG certified:

- Digitization of medical records
- Digitization of healthcare flows in France



Information security management

All Luminess Group activities are certified ISO/CEI 27001 : 2013



Quality management

We ensure quality management and continuous improvement in compliance with the ISO 9001 standard



Health Data Host

The Luminess Group has been awarded HDS certification for both "physical infrastructure hosting" and "outsourced hosting provider"



NF 461 archiving with probative value

The electronic archiving system is certified NF 461, thus conforming to the NF Z42-013 standard



Third-party approval trusted archive

Certified for our archiving and outsourced document management services



Corporate social responsibility

The Luminess Group has been awarded Ecovadis SILVER CSR label



Responsible supplier

Compliance of our legal file (Art. D8222-5 of the French Labor Code) with official company registration documents and social security contributions



Accessibility of our solutions

Level double A (AA) of the Référentiel Général d'Accessibilité pour les Administrations (RGAA) and the "e-accessible" label for online public services

OUR CERTIFICATIONS



SIAF approval

Luminess has obtained SIAF approval for the storage of current and intermediate public archives, using its JAS archiving system hosted by the Mayenne and Laval server centers.



United Nations Global Compact

We are committed to sustainably integrating the ten principles of the United Nations Global Compact into our strategy and actions.



International Labor Organization

We are committed to promoting the fundamental conventions promoted by the UN:

- Promote labor rights;
- Establish international labor standards;
- Encourage the creation of decent jobs;
- Develop social protection and strengthen social dialogue in the labor field.



Panet Tech'Care

Luminess has been a signatory of the Planet Tech'Care charter since 2021.

This charter supports companies committed to a responsible digital approach, which undertake in particular to measure and reduce the environmental impacts of their digital products and services, and to raise employee awareness so that everyone contributes to reducing the impact of digital on the environment.