



RESPONSIBLE
COMPANY

2021

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Moving forwards with EPSA for Good

NOTE

Throughout this document, there are references to how EPSA is contributing to the 2030 Sustainable Development Goals (SDGs).

The United Nations SDGs are «A CALL FOR ACTION BY ALL COUNTRIES – poor, rich and middle-income – to promote prosperity while protecting the planet.

They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.»

(Source un.org)



ABOUT EPSA

EPSA is a creator and producer of sustainable corporate performance. It is the partner of choice for any organisation wanting to boost its performance and profitability. With an international presence, a thousand staff and its own integrated digital solution, EPSA is the only player to offer comprehensive support through seven key extra business areas.

The EPSA Group is now taking up the new challenge of incorporating CSR solutions into each of its business areas to ensure that what it offers meets today's needs and caters for tomorrow.

NOTRE VISION

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The coronavirus pandemic has EXPEDITED BUSINESSES' CORPORATE SOCIAL RESPONSIBILITY across all entities from SMEs to major corporate groups.

Although already known about in principle for years, the realisation the world really can come to a halt overnight made companies and the general public truly realise that we are responsible for ensuring a sense of social, environmental and ecological balance.

As a result, **there is now soaring demand from citizen-consumers for tangible action to be taken: a demand that businesses will be forced to meet. And one major challenge will be turning this yearning for CSR policy into action.**

For over two years, we have been working hard at EPSA on our goal of being a BUSINESS WITH SIGNIFICANT HUMAN ADDED VALUE.

With eight in ten staff now considering our Group to be «responsible», we can confirm this transformation takes time but is necessary. Working simultaneously on our contribution to the public good with the EPSA Foundation, and our social, environmental and digital externalities governed by policy, we can now take up the challenge of incorporating sustainable solutions into each of our business areas to continue ensuring what we offer meets today's needs and caters for tomorrow.



MATTHIEU GUFFLET
FOUNDER CEO
EPSA FOUNDATION
PRESIDENT



CÉDRIC LAROYENNE
CSR DIRECTOR
EXECUTIVE OFFICER
EPSA FOUNDATION

WHAT WE'RE DOING



The EPSA Foundation launched in 2019. It aims to support and develop any public-interest initiative or project of a social nature contributing collectively to **supporting vulnerable people with accessing or staying in employment** in order to facilitate their personal development, independence and social (re)integration. The fund also allows for activities to support philanthropic, educational and humanitarian projects, and initiatives that help protect the environment by working with our ecosystem on the ecological transition and, more generally, on any public-interest project in line with the UN's 2030 Sustainable Development Goals.

THE EPSA FOUNDATION HOPES TO CONTRIBUTE TO A WORLD WITH SIGNIFICANT HUMAN ADDED VALUE by working with young people to create a world that is more considerate of the environment and by supporting vulnerable people a little later in life to join or rejoin the working world. The endowment fund will therefore help a whole generation prepare for the future.



WHAT WE'RE DOING

INSERTION PROFESSIONNELLE

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WHAT WE BELIEVE

Supporting vulnerable people with accessing or staying in employment to facilitate their personal development, independence and social (re)integration is a priority for any company.

And for service companies, **human capital is the driving force: the main asset to protect.**

EQUAL OPPORTUNITIES WHEN IT COMES TO THE LABOUR MARKET ARE THEREFORE A PRIORITY.



WHAT WE'RE DOING

The EPSA Foundation funds and provides voluntary skills-sharing for four charity partners working on equal opportunities, the employability of people struggling to find employment, and access to entrepreneurship.

It has also been signed up to the Pact with Neighbourhoods for All Businesses (PaQte) since 2018.



OUR IMPACT

1500+
BENEFICIARIES

60+
MAN DAYS OF VOLUNTARY
skills-sharing

Article1
PRENDRE LE POUVOIR SUR L'AVENIR

PAQTE LE PACTE AVEC LES
QUARTIERS POUR TOUTES
LES ENTREPRISES

la cravate
Solidaire

100000
ENTREPRENEURS

**TERRITOIRES
ZÉRO CHÔMEUR
DE LONGUE
DURÉE**



WHAT WE'RE DOING

MAIN CAUSE 2020-2022

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WHAT WE BELIEVE

To have a social and environmental impact, engagement is needed from staff and a foundation/endowment fund is required for initiatives.

This is why protecting the environment and the ecological transition is the Group's «Main Cause» for 2020-2022, as chosen by over half of our staff.

There is a special focus on RAISING AWARENESS AMONG AND EDUCATING THE YOUNGEST MEMBERS OF SOCIETY ABOUT THIS TOPIC.



WHAT WE'RE DOING

The EPSA Foundation has two goals for its Main Cause.

First, making a significant contribution to resolving environmental issues by taking part in the «Agissons ensemble pour l'environnement» (United for the Environment) campaign facilitated by Make.org.

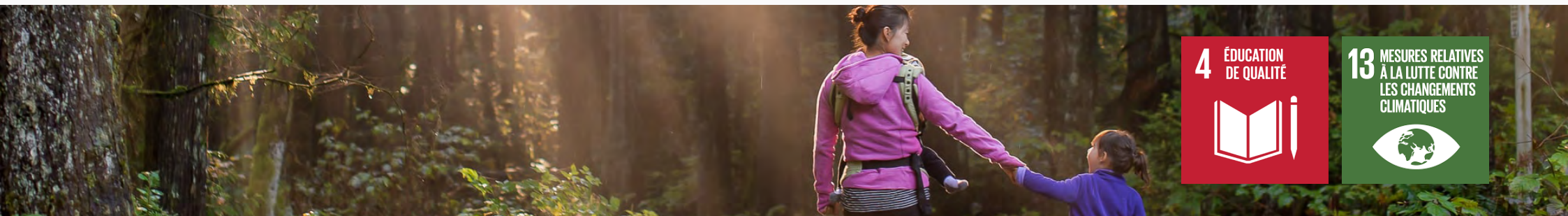
Second, providing funds and volunteers for these three years to support three award-winning entities working to connect children with the environment.



OUR IMPACT

55,000+
BENEFICIARIES

130+
MAN DAYS OF VOLUNTARY
skills-sharing



WHAT WE'RE DOING

CITIZEN DAY

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WHAT WE BELIEVE

BECOMING A CHANGEMAKER involves experience on the ground: an initial step that enables someone to further a cause while learning all about it.

Because engagement is sometimes complex, it can rocket when a company takes simultaneous collective action. There are two main challenges: getting the team involved and having a tangible impact.



WHAT WE'RE DOING

Facilitated by partner Surfrider Foundation Europe, EPSA organised its first Citizen Day. During the morning, Group staff and their families picked up litter in Paris, Lyon, Bucharest and Cologne.

This was the first time this wonderful event took place in France and elsewhere. Hopefully, it will happen each year going forwards.



OUR IMPACT

100+

EPSA VOLUNTEERS
and their families

2570+

LITRES OF LITTER
collected, including 10,000+
cigarette butts

1st Citizen Day in 3 countries



13 MESURES RELATIVES
À LA LUTTE CONTRE
LES CHANGEMENTS
CLIMATIQUES



WHAT WE'RE DOING

WHAT PEOPLE SAY ABOUT THEIR INVOLVEMENT

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JEANNE UNAL DE CAPDENAC
PROJECT MANAGEMENT & PROCUREMENT
CONSULTANT - IT/TELECOMS
EPSA Opérations & Procurement

" My first voluntary skills-sharing with Make.org Foundation began in late November 2020. It was a complete change of perspective and people (the charity and the public), but also a chance to align my soft skills and know-how in project management with those of the Make.org team. I learnt about a wide range of areas like education, energy, transport, packaging, revegetation, agriculture, obsolescence and recycling, and I took away a lot from discussions with partners, including the energy that comes from working on something worthwhile. The experience left me feeling motivated and enthused! "



AXEL DAUCHEZ
CEO
Make.org

" EPSA's support is key to achieving our environmental programme's impact goal. The priorities chosen by the 540,000 people who took part in our consultation commit us to developing decisive actions to take. EPSA gives us plenty of support with this ambition through long-term skills-sharing and funds that allow us to carry out our initiatives for eco-delegates. Thank you very much! "

OUR CSR COMMITMENTS

As a fast-growing company for several years, EPSA has a duty to consider the different externalities generated by its business model and operational approach.

Having consulted internal and external stakeholders, EPSA has selected four key focus areas aligned with its economic footprint:

- Governance
- Social
- Environmental
- Digital

THIS SOCIAL RESPONSIBILITY IS NOW TAKEN ON BY THE WHOLE GROUP: by the leadership and top management of the company, and by staff, who are the key drivers.



OUR COMMITMENTS

GOVERNANCE

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WHAT WE BELIEVE

With business governance increasingly regarded and important for growth, it is crucial to have sound principles in place when it comes to ethics, business management and relationships with suppliers, clients and investors.

This aims to prevent behaviour that could damage the company or its stakeholders and consider the IMPACT ON THE AREA AND SOCIETY.



WHAT WE'RE DOING

In 2019, EPSA signed up to the 10 United Nations Global Compact Principles regarding human rights, international labour standards, protecting the environment and anti-corruption.

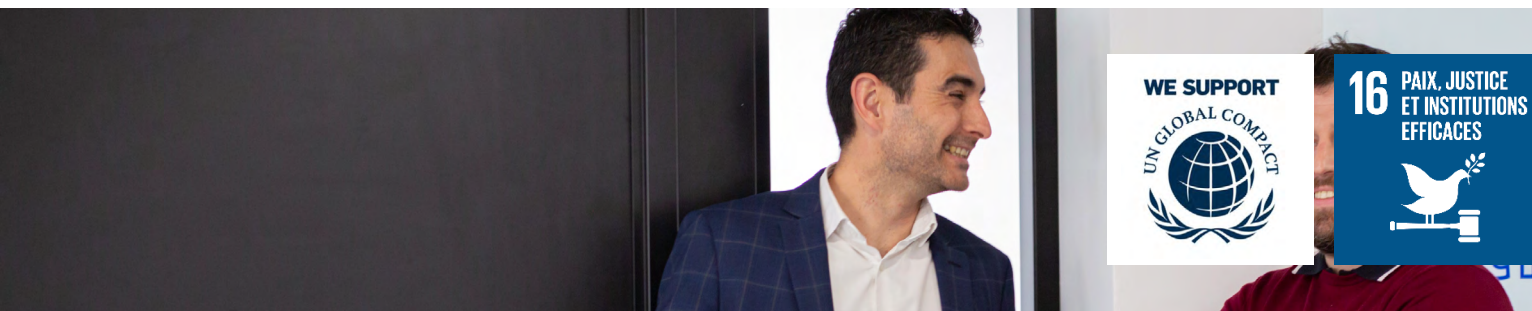
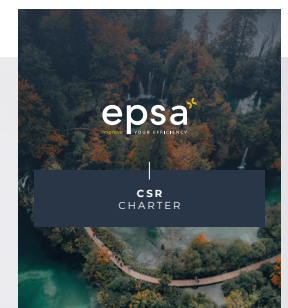
Since then, the business has introduced different policies and training to ensure these values are respected and shared.

Everyone is responsible for abiding by the principles and helping to develop them.



OUR IMPACT

- All leadership and sales staff trained in the anti-corruption policy
- 4+ policies: Group cornerstones that guide and help with proper decision-making



OUR COMMITMENTS

SOCIAL FOOTPRINT

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WHAT WE BELIEVE

A business that wants to perform and must REFLECT THE SOCIETY IN WHICH IT OPERATES.

While managing social footprint is key, this must be done within a cohesive approach to HR and diversity must be taken into account.

Equality for different genders, people with disabilities... The company is keen to respect individuals and combat all forms of discrimination.



WHAT WE'RE DOING

EPSA promotes equality for different genders and people with disabilities, and combats all other forms of discrimination in professional contact at all levels of the company. To this end, the Group finalised its Diversity policy in 2020.

With a diversity network, female leadership training, disability management courses, diversity e-learning, variable remuneration for directors based on CSR/social footprint criteria, and more, diversity at EPSA encompasses many initiatives that are becoming part of the company culture, in line with each team and sector of activity.



OUR IMPACT

- Operations & Procurement EPSA Disability Agreement since 2020
- 35% of staff trained in integrating people with disabilities into teams
- 40+ volunteers in the EPSA Equality network for gender
- 53% women, 47% men



OUR COMMITMENTS

ENVIRONMENTAL FOOTPRINT

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WHAT WE BELIEVE

Protecting the environment safeguards all economic players' potential.

Given the climate crisis, **the business must quickly devise and ACTIVATE AN OPERATING MODEL THAT USES LESS CARBON based on the Paris Agreement to mitigate the consequences of climate change.**



WHAT WE'RE DOING

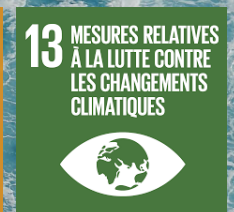
While the Group's activity generates less pollution than other sectors by nature, EPSA aims to reduce its carbon footprint based on an initial carbon assessment in 2020 (Scope 3).

The company runs the «EPSAGreen» awareness-raising programme and uses an ISO 14001 management system to measure and control the main generators of carbon emissions such as mobility and building energy efficiency.



OUR IMPACT

- 200 staff involved in Fresque du Climat events, Fresque Océane, the «Océan» challenge, etc.
- 98% recycling quality
- Energy performance monitored at all sites
- 1 restrictive travel policy to limit carbon emissions



OUR COMMITMENTS

RESPONSIBLE USE OF DIGITAL TOOLS

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WHAT WE BELIEVE

Digital transformation has become a necessity for becoming and staying competitive. However, the social and environmental effects can be underestimated.

Digital tools can also promote inclusion and must be carefully designed to control the business's energy footprint and limit the impact on the planet.



WHAT WE'RE DOING

All EPSA Group staff use digital tools at work as their main apparatus. The company is committed to responsible use and has relevant processes in place at every stage of the lifecycle for IT equipment and its usage.

Over the past two years, CSR criteria have been added to the specifications for new PCs, a partnership for managing IT equipment at the end of its life has launched with a company employing disabled staff, and a Cloud solution in France has been selected.



OUR IMPACT

- 200 pieces of IT equipment given to ATF Gaia, a company employing disabled staff and specialising in reusing IT equipment
- 46% of this equipment (screens, PCs, CPUs, etc.) has been reconditioned and the rest has been recycled
- 250+ website accessibility problems solved





AMÉLIE DUCROCQ
ASSOCIATE AND SPONSOR
EPSA Equality

" The business has come a long way in the past 20 years, and so have professional relations and staff aspirations. To sustain EPSA's performance, there needs to be collaboration between male and female staff; it's important to explore issues around diversity and equality between genders, sexes and backgrounds; and this should be given time and energy so each day we can be proud of our team, break (bad) habits and change for the good of the company and the people who work here."



ALLAN JUFFIN
PROCUREMENT DIRECTOR
EPSA MarketPlace

" This year, our environmental policy at EPSA agencies has focused on raising colleagues' awareness about protecting marine ecosystems and on introducing waste-sorting and cartridge recycling. As a result, everyone has realised that everything we do counts and wants to play their part in protecting our environment to leave the planet cleaner for future generations."

OUR BUSINESS & IMPACT SOLUTIONS

It is a real challenge to incorporate solutions with a social or environmental impact into every business area.

DEVELOPING AN OFFERING THAT MEETS TODAY'S NEEDS AND CATERS FOR TOMORROW is a key aspect and a solution that represents a sustainable way of tackling the challenges of our time.





WHAT WE BELIEVE

In France, disability remains the leading cause of discrimination, and the workplace is the prime setting for this discrimination to occur.

At the EPSA Group, all roles in Outsourcing (procurement outsourcing) and Consulting (operational consulting for procurement) can be filled by people with a disability.



OUR SOLUTIONS

The EPSA Group includes a **COMPANY EMPLOYING DISABLED STAFF, which combines economic performance with social impact.**

OUTSOURCING

Third-party procurement to reduce the supplier pool, which saves time and money

CONSULTING

Providing consultants specialising in procurement (purchasers, technical and industrial buyers, etc.)

EXTRA OFFERING

Collecting all beneficiary unit evidence from EAs and ESATs helping people with disabilities into work



OUR IMPACT

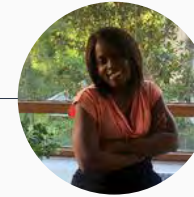
- 20 staff, 16 with a disability
- €20M+ turnover
- First «entreprise adaptée» employing disabled staff in this sector





NATHALIE,
CLIENT MULTIACCOUNT
DEPARTMENT TEAM LEAD

"Buyzeway is a unique workplace where I find a sense of professional balance with my disability. I really appreciate how the team adapts and accepts me with my workplace adjustments. You don't always have this at big companies, or in conventional working environments, where you can soon feel detached."



PATRICIA,
BUSINESS MANAGER

"When you say disability, people think of the severest conditions. Our working environment allows other staff to develop a new perspective about disability; to realise we have skills and can produce work equal to anyone else's if we can access certain workplace adjustments. When you're surrounded by a welcoming team who understand and listen, by people who support you, this indirectly improves your work."

HOW WE SEE THE FUTURE

Our whole ecosystem needs action that goes beyond sometimes opportunistic tokenism, throwaway CSR talk or just signing a charter that does not commit businesses to any great degree. There is a major challenge at stake as achieving economic, environmental and social goals can sometimes lead to contradictory decisions being made. Yet, we have moved on from focusing on deeply held personal beliefs, and are now trying to develop what we do: our staff, our clients and our partners expect our engagement to trickle durably through our company culture, our practices and our processes, right down to our offerings and services that boost operational performance.

We know EPSA is transforming fast in the right direction. Our subsidiary EPSA MarketPlace was awarded the EcoVadis Gold Medal, which is proof of this and puts us in the top 5% of «responsible» companies. And we are on the way to something new: 2022 WILL MARK A NEW CHAPTER WITH ALL ELEMENTS OF OUR VISION AND ITS IMPLEMENTATION COMING TOGETHER UNDER A SINGLE BANNER: EPSA FOR GOOD. **EPSA FOR GOOD.**

EPSA for Good will also allow us to work on areas like our new carbon assessment, a low-carbon trajectory with Science-Based Targets, renewing our Diversity Label, choosing a new Main Cause for the EPSA Foundation, increasing our staff's involvement with CSR activities, developing our offerings in responsible procurement consulting, decarbonisation, environmental performance and sustainable development, and funding the energy transition. Finally, we will be taking our transformation international with early initiatives to be consolidated in the USA, Germany, Romania, Belgium and Spain.

This will, of course, take conviction and engagement. But above all, it will require managing in the coming years to align CSR drivers and tools with the business's economic performance for sustainable growth.

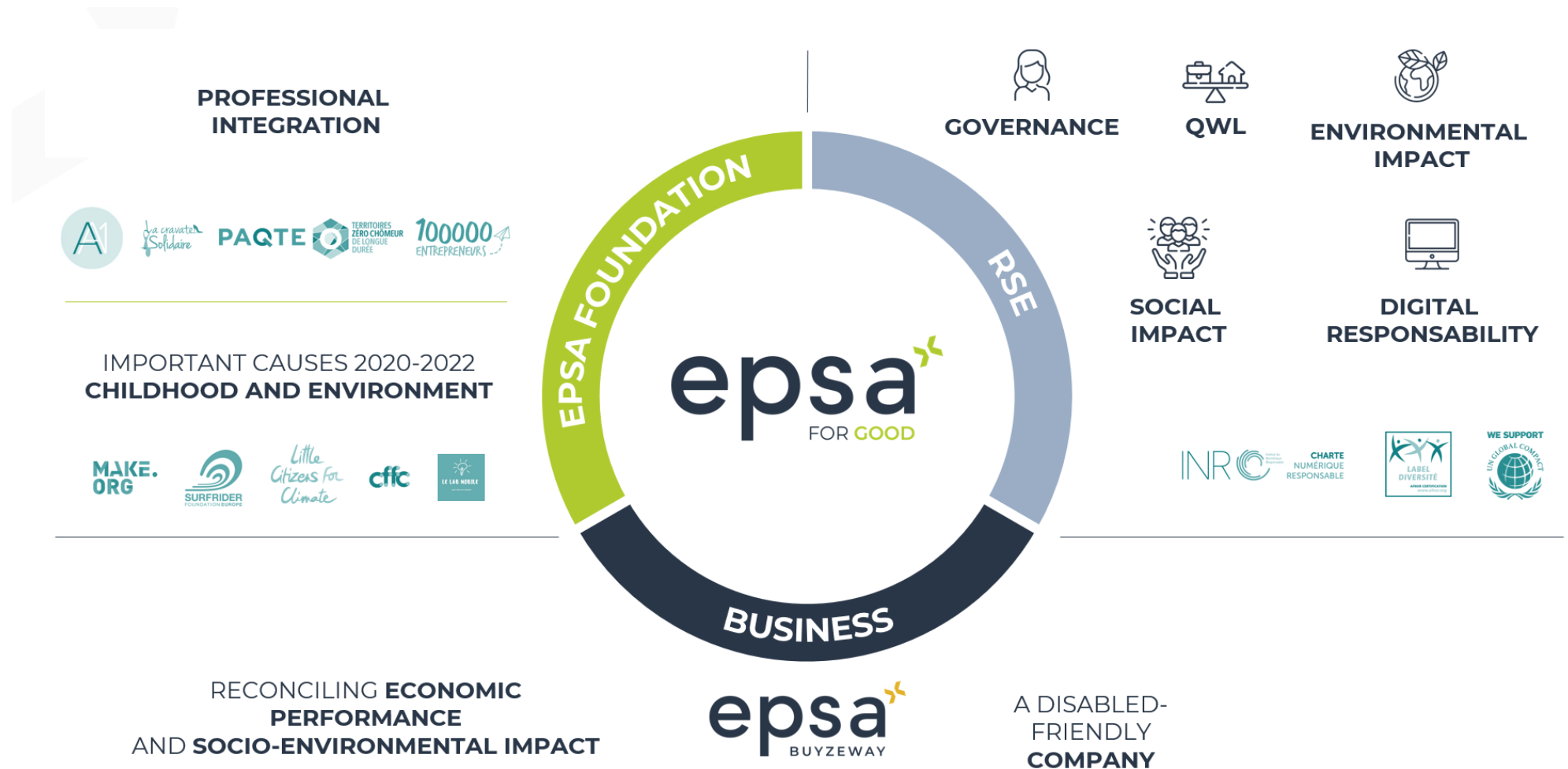


NICOLAS GONÇALVES
FRANCE EPSA CEO

SUMMARY

EPSA, A RESPONSIBLE BUSINESS

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