

Communication on Progress AMA 2021





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Rennes, February 28th, 2022.

AMA became a member of the Global Compact in March 2021.

Through this membership, all our employees and I are demonstrating our daily commitment to respecting women and men in all circumstances in both professional and private relationships.

Ethics are at the heart of our partnerships, and we are in symbiosis with the 10 principles of this pact proposed by the United Nations. It is our responsibility to defend human rights, to apply and respect international labor and environmental standards, and to engage in the fight against corruption.

We are pleased to compile our CSR best practices in this first report. You will find our *raison d'être*, our values, our commitments, our actions during this first year and our objectives based on the 10 founding principles of the Global Compact. We also share it with our stakeholders, with whom we work daily.

In a constant process of progress, we wish with enthusiasm to continue our contribution to sustainable development by renewing our partnership with the Global Compact.

Letter of renewal of commitment to the Global Compact

Honorable Secretary General,

I am pleased to reaffirm AMA's support for the ten principles of the United Nations Global Compact regarding respect for human rights, international labor standards, environmental protection and anti-corruption.

With this letter of renewal, I am expressing our commitment to integrate these principles into our company's strategy, culture and daily operations, and to push them forward in our scope of influence. Also, to participate in collaborative projects that promote the United Nations' major development goals, in particular the Sustainable Development Goals.

We also agree that one of our obligations under the United Nations Global Compact is to publish an annual Communication on Progress (COP), describing our company's efforts to implement the ten Global Compact principles. Our COP is integrated into our non-financial report, which we will publish every year, starting in 2022.

I remain at your disposal for any additional information you may require.

Yours sincerely,

Christian Guillemot, CEO





Proud member of the UN Global Compact Network UK



HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Make sure that they are not complicit in human rights abuses



LABOUR

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour

Principle 6: The elimination of discrimination in respect of employment and occupation



ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Undertake initiatives to promote greater environmental responsibility

Principle 9: Encourage the development and diffusion of environmentally friendly technologies



ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

1. AMA, providing a smart workplace for deskless workers

1.1 Our core activities

AMA's XpertEye suite focuses on applications such as assisted reality, dynamic workflow management, and online scheduling.

These cutting-edge solutions combine skill-based expertise with head-mounted technologies to share real-time data and knowledge between experts and remote workers. Our market leading XpertEye Assisted Reality platform has been deployed in more than 100 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling, and workflow management.

These unequaled remote interactive collaboration solutions empower our customers to improve productivity, speed up resolution time, and maximize uptime.

Our presence worldwide – with offices in Canada, China, France, Germany, Hong Kong, Romania, Spain, Italia, Tokyo, UK and the USA – allows us to work in every time zone and reach our customers wherever they are.



1.2 XpertEye, a solution with CSR assets

XpertEye enhances collaboration between professionals by connecting them anytime, anywhere in healthcare or industry for training, mentoring, audit or maintenance purposes. While most video conferencing tools quickly prove their limits outside the office, AMA's smart workplace allows experts and frontline workers to collaborate remotely on any device via a secure software platform, perfectly tailored to each business.

This allows them to increase work efficiency, simplify knowledge transfer and decrease environmental footprint by reducing travels.



1.3 Our values

Our team is bound together by our four core values.

Team spirit

We work together as one team; we share ideas and best practices. We help our colleagues grow personally and professionally, we celebrate milestones together and have fun in what we do.



Agility

We value agility in our decision-making, in our planning, in our delivery. We move quickly, adapt to change and embrace new opportunities.

Passion

We are driven by our passion for digital technologies and innovation. It's that passion that makes us excel and shape the products of the future.

Customer-centric

We are in it for the long haul. Customer focus is deeply embedded in our mindset. Listening and understanding your needs is essential to develop the right solutions, to deliver on time and on cost.

1.4 Our purpose / raison d'être

« Enhance professionals' life while preserving the planet »

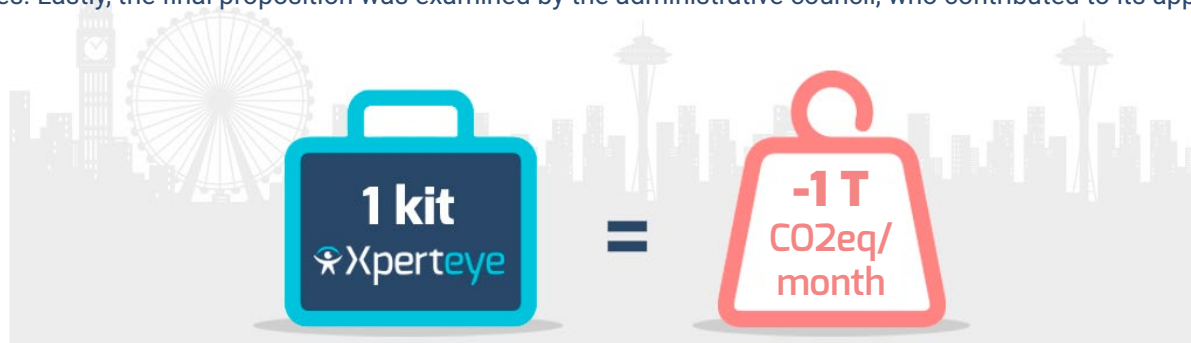
Enhance professionals' life: We put together our software developer expertise and our passion for innovation towards a unique objective: enhance on field professionals' day to day work life, by helping them better communicating with their peers. In the healthcare sector, our solution is also useful to the people who need care: for example, for a medical diagnosis about a car crash, or when contributing to bringing care to people living in areas with few healthcare specialists.

While preserving the planet: Our XpertEye solution results in cutting business trips, and thus CO2 emissions, by allowing professionals to communicate remotely. It is a tangible consequence that we want to measure more precisely with the help of our customers.

A collaborative work processes

When we started our CSR path beginning of 2021, one step was the definition of our purpose, or "raison d'être". Finding our "Why" is unifying. In addition, since 2019, the French law PACTE invites any company to define its contribution to the environment and the whole community.

Our CSR partner Agence Déclic helped us in this process. We first gathered the AMA board of directors to brainstorm, then our CEO and the CSR team polished propositions, and the final choice between 2 propositions was given to the AMAmates. Lastly, the final proposition was examined by the administrative council, who contributed to its approval.



2. CSR at AMA: better together

2.1 The way we manage CSR at AMA

CSR is not only 2 people in the CSR team, but it is a whole commitment of all AMAmates, and especially our CEO, the board of directors and our 17 CSR coordinators – in each team and each subsidiary – who are involved in this initiative.

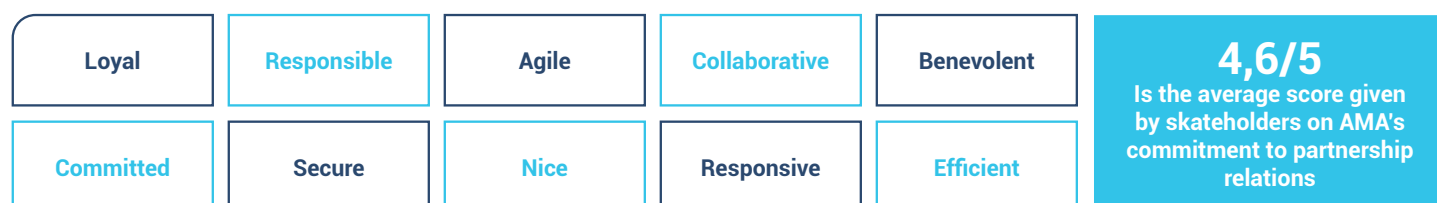


The board of directors was trained to sustainability and how it can be implemented into our business strategy: **6 meetings were dedicated to this topic in 2021.**

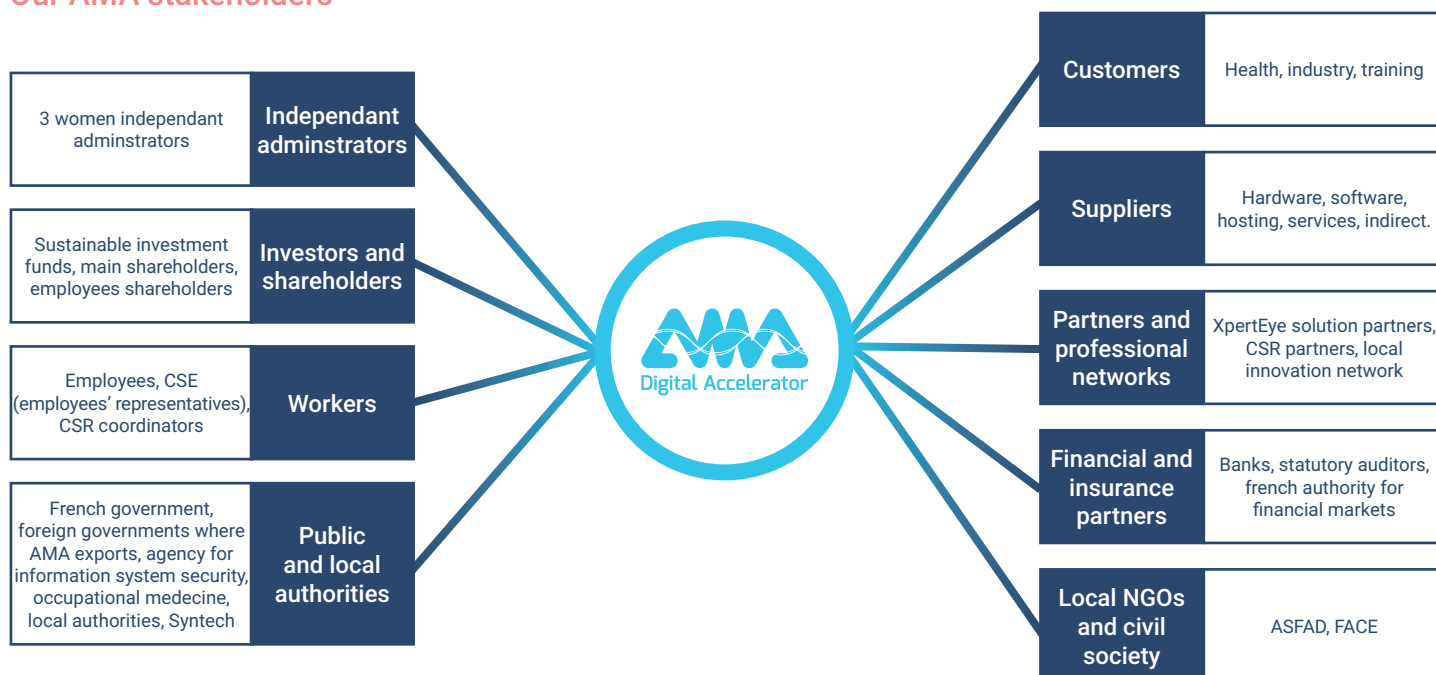
In addition, our stakeholders' opinion matters. Since the beginning of AMA, we ask our customers what could be improved in our solution. Therefore, when we started our CSR initiative, we naturally conducted a stakeholder consultation to gather our stakeholder's point of view about our partner relationship and our CSR initiative. Customers, suppliers, bank and HR partners were interviewed, and a survey was sent to all the AMAmates. We will repeat this process every year. It helps us to improve ourselves, and it gives us more ideas to our CSR strategy.

Finally, it is important for us to be advised by experts. In 2021, the Déclic agency helped us giving structure to our CSR initiative and working on the B Corp certification. The Good Planet Foundation helped us completing our carbon footprint analysis and drawing an action plan to reduce our CO2 emissions.

How our stakeholders would define AMA?



Our AMA stakeholders



2.2 6 SDGs we are focusing on

The Sustainable Development Goals (SDGs) are an interesting framework to refer. Nevertheless, it seemed difficult to us to address the 17 SDGs at one time, so we decided, with the board of directors, to focus on 6 of them:



Ensure healthy lives and promote well-being for all at all ages

Our XpertEye solution being used in the healthcare sector, we naturally wanted to contribute to this goal. Use cases include remote training, teleassistance for emergency centers, telemedicine, tele mentoring. In the past, we provided some XpertEye kits to doctors working for an NGO in Guatemala, to bring healthcare to underprivileged person and to mentor local doctors. At the moment, XpertEye eases the follow up of prisoners' health and helps patients suffering from chronic bounds, in isolated areas, being treated at home.

At AMA, the teams' well-being is a priority and a major pillar of our CSR commitments:

- We support 100% of the health insurance cost for our AMAmates and their children,
- We provide the best IT equipment,
- We organize events throughout the year to favor good work atmosphere and team spirit,
- We offer a yearly sport and culture voucher to our AMAmates, so that they can practice a sport or access to culture events.

To learn more about our actions about good working conditions, please refer to chapter 4 Labor.

4 ÉDUCATION DE QUALITÉ



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

At AMA, we favor training throughout the whole career path. At each yearly review, the AMAmate is asked about his training needs. At the R&D department, we also implemented the AMA R&D academy, an internal mentoring system in which AMAmates can share their skills with their peers. A time is dedicated for the AMAteacher, and the training is recorded so that it can be profitable to any other AMAmate. We intend to extend this initiative to the rest of the group.

With the local NGO FACE (fighting against exclusion and discrimination), we want to give the opportunity to young people from underprivileged areas to discover the context of a digital company by welcoming them during their one-week internship. The idea is that they spend some time with several AMAmates to discover different jobs in a digital company. We are convinced that companies have a role to play in opening young people mind about different jobs to help them in their educational and future career choice. We also have partnerships with local universities to hire interns. We usually hire interns with the aim of offering them a permanent contract at the end of their internship.

5 ÉGALITÉ ENTRE LES SEXES



Achieve gender equality and empower all women and girls

A first example to highlight is that our board of directors has an entire parity: 5 women and 5 men are part of it.

Our digital sector is usually a men sector, yet we are committed to non-discrimination against women in the hiring process and throughout their whole career path.

Through our partnership with the NGO FACE, we are involved in the "WiFilles" program. 3 women working at AMA will introduce their educational and career path, and will talk about their day-to-day work life, to a group of young girls from underprivileged areas. We aim at inspiring them with role models in the tech sector.

In 2021, we also decided to support another local NGO helping women and their children suffering from domestic violence. A donation will be offered to contribute to the creation of a women's house, which will include social and medical care. Other projects involving AMAmates will come in 2022.

8 TRAVAIL DÉCENT ET CROISSANCE ÉCONOMIQUE



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

AMA contributes to the economic growth by increasing the work efficiency of its customers. We intend as much as possible to favor local suppliers. Regarding decent work, as our CEO used to say, "our talents are our most important assets and are essential to both our company's and customer's success". Besides respecting the labour law, we implemented, for example, in 2021 more flexibility at work with variable hours and working from home when the position allows it.

9 INDUSTRIE, INNOVATION ET INFRASTRUCTURE



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Innovation is the roots of our company creation; it was then obvious that we contribute to this goal in the first place. Our XpertEye solution enables companies to increase work efficiency by reducing the interruption time and related costs, using an innovative technology. Our solution also simplifies knowledge transfer through remote training and tele mentoring. Our goal is to keep innovating fitting major professional needs by constantly upgrading our solution.

13 MESURES RELATIVES À LA LUTTE CONTRE LES CHANGEMENTS CLIMATIQUES



Take urgent action to address climate change and its impacts

Our XpertEye solution eases communication between on field workers and remote experts, and therefore, it reduces experts' travels. Those avoided CO2 emissions help our customers reducing their carbon footprint. We estimated at 55 000 tons of CO2 equivalent for the kits sold in 2020.

Besides, we calculated our carbon footprint for the year 2020, and we will do so every year, to monitor our efforts to reduce it. We also took ambitious reduction targets, through the Science Based Targets framework. To learn more about it, please refer to chapter 5 related to the environment.

Finally, we want to raise awareness about climate change among the AMAmates. In 2021, we organized several workshops for the Sustainable Development Week. The CSR team will keep organizing such events to talk about this crucial topic.

2.3 Our 4 CSR commitments

Our CSR diagnosis, defining our purpose, prioritizing the most significant CSR topics led us to 4 major commitments we want to achieve in terms of sustainability.



2.4 CSR in 2021 and objectives for 2022

CSR in 2021	Objectives for 2022
<ul style="list-style-type: none"> • Creation of 2 CSR positions, included one at the Executive Committee • Executive Committee training on CSR (7 meetings dedicated) • Global Compact membership • Stakeholders' consultation (external and internal) • Purpose definition • Stakeholder's mapping • Prioritizing most significant CSR topics • Awareness and communication campaigns among AMAmates (sustainable development week, CSR newsletter, etc.) • 2 external partners to help us in shaping our CSR approach (Agence Déclic) and calculating our carbon footprint (Good Planet Foundation) 	<ul style="list-style-type: none"> • Following our action plan according to our 4 CSR commitments and monitoring KPIs • Stakeholders' consultation (external and internal) • Awareness campaigns among AMAmates

3. Human Rights

3.1 Our actions in 2021

Human rights are a critical topic that we naturally want to support. Joining the UN Global Compact is already a strong commitment. As we respect the laws in the countries in which our workforce is located (mainly in developed countries), we decided to focus our efforts on our supply chain. On the other hand, our CEO considers AMAmates as our most valuable assets, so we particularly take care of good working conditions for our AMAmates. This topic will be developed in the chapter Labour.

Our shared commitment with our suppliers through our code of conduct

Since 2020, we have a code of conduct in which we stated our ethics values. **It covers human rights, child labour and forced labour, working conditions (discrimination, wages and benefits, freedom of association), anti-corruption and bribery.** This code of conduct is shared with our critical suppliers, who send their agreement back by signing this document. It is a first step towards further actions that we intend to implement in the next years, related to suppliers' interviews, evaluation and lastly, for suppliers considered at risk, audits on site.

Our sustainable purchasing approaches



In June 2021, we started a program of training and consulting with the Rennes Chamber of Commerce. On one hand, we worked individually on an analysis about our current purchasing practices to see what could be improved, and we defined the main issues on which we had to put our efforts. On the other hand, we are meeting other local SMEs to share our practices, collective work is always a great help. The first actions included sharing our code of conduct with critical suppliers, defining our CSR critical suppliers, and investigating the CSR practices of our main suppliers. We already interviewed some of our main suppliers to share our CSR practices. One of our suppliers agreed to send a questionnaire about human rights to his proper subcontractors in China.

How do we check our supplier's ethical and fair practices?

AMA is a SME and even if we lack resources and power on big partners, we started, inspired by our purchasing training program in 2021, a social survey we built and ask our partners to share with the manufacturing plants to make sure that even if product is manufactured in far countries where we do not have people to check, they fill up our questions and declare the workers conditions. Last survey was shared with our XpertEye suitcase provider.

3.2 Indicators 2021 and targets for 2022

Indicator	2021
% of critical suppliers who signed our code of conduct	33 %
Number of suppliers evaluated on CSR criteria	0
% of local suppliers	34 %



Objectives for 2022 :

- Keep working on our sustainable purchasing program, helped by the Rennes Chamber of Commerce
- Evaluate more suppliers on their CSR practices, especially on human rights

4. Labor

AMA is an international actor, selling in more than 100 countries, dealing with suppliers everywhere and having teams in 4 continents. So, meeting the International Labor Organization (ILO) expectations is mandatory and almost voluntary. Not only because we follow the rules but because it's our first commitment in our CSR action plan: caring about our employee's well-being and being aligned with our values. So, our actions have been managed externally and internally.

4.1 Actions in 2021

Creation of a CSR coordinators group: 17 volunteers accepted to commit to and participate in the CSR strategy.

- **Scott and Olina** in Shanghai, **Rachel** from Cologne, **Raluca** from Bucharest, **Sonia** from operation's team, **Pierrick** from IT, **Amandine** from HR team, **Dorian** from purchase team, **Eliot** from Corporate Team, **Emie, Maëva, Guillaume S, Morgane and Chloé** from Sales, **Evgenia, Julien C & Mickaël T** from R&D.

Collecting AMAmates' feedback

- In March, with the support of Déclic, our CSR agency partner, we launched a large audit to catch our team feedback and expectations
- We followed the 5 pillars of B-Corp label focused on **workers, governance, customers, community, environment**



Workers

Do you feel that the company is committed to its teams, ensures their satisfaction and respects the work / life balance?	✓ 83 %	✗ 14 %	? 3 %
Do you feel you have enough opportunities to get involved in internal projects?	✓ 79 %	✗ 10 %	? 11 %



Governance

Do you think that the information provided to AMAmates by the decision-making body is sufficient? (ex: financial info, strategic development info...)	✓ 70 %	✗ 28 %	? 2 %
In your opinion, is gender equality respected at all levels of the company?	✓ 79 %	✗ 6 %	? 15 %

Prioritization of topics by collaborators

1 High priority	1. Well-being at work (workstation design, stress management, health and safety, etc.) 2. Good financial management and transparent leadership 3. The development of my skills and support in career management
2	4. Guarantee the quality of delivered solutions and customer 5. Ethical practices with suppliers and customers 6. To be useful to the territories where it is located
3 Low priority	7. Reduce your environmental impact (company) 8. Reduce the environmental impact of the solutions produced (work with the value chain) 9. Carry out sponsorship actions (financial, skills sponsorship, solidarity leave...)

Code of Conduct

Our code of conduct, shared with our suppliers to expect the same standards requirements from our partners. **We focus on following smart guidance and ask our suppliers to fill up those expectations:**

- About Wages and Benefits
- Human rights – Modern Day Slavery and Child Labor
- Forced Labor - Physical Coercion
- Freedom of Association

Attribution of company shares



In summer 2021, AMA did its IPO and the AMAmates were invited to subscribe to shares earlier. Our chairman wanted to associate them to the company success by offering early access to company shares.

Election of employee representatives and establishment of the **Social & Economic committee**.

Prevent & Fight against all type of harassment inside AMA:

- 3 AMAmates are referents: **Marion (R&D), Muriel (Sales and AMA SA) and Laëtitia (Operations)**.



- A dedicated training session has been followed by them and the 10 directors at the same time, proving the attention level for AMA governance
- Raising awareness and brainstorming about the action plan to set up, was the main target
- Each new AMAmate, while participating to the onboarding, is sensibilized to the topic and receive the contact's name inside its team
- Our CEO, Christian Guillemot, also sent an email reminding AMA commitment to prevent any kind of harassment and its personal determination
- HR teams also decided to highlight AMA position on the topic while they first shared company rules.

Below are some examples of what we implement for our AMAmates well-being at work:

- Adopting flexible working hours:
We offer a reduction of the working hours and offer a possibility of teleworking, and we double collaborator's equipment to work in the best conditions at home like at the office,
- We try to set up internal events and activities to enhance team cohesion caring about health current crisis
- We encourage subsidiaries to participate to local initiatives like committing with PlantMyTree in Germany, or Ladies Who Tech in China



- 24 AMAmates in 5 teams participated in October to the companies relay Green Marathon in Rennes:



- We organize monthly on-boarding to facilitate the integration of new arrivals with privileged sessions with board of directors to share culture as well as activity
- We launch internal surveys to identify needs and improvements to be made
- We promote gender equality and women in the tech sector partnering with local NGO's:

FACE (France) is fighting against discrimination and exclusion. We are partnering with them on the WiFilles program and internships for teenagers aged 15. The WiFilles program aims to give female role models in the digital sector to young girls from underprivileged areas. The internships program intends to give the opportunity to teenagers to follow an interesting internship in the tech sector.

ASFAD (France) is an association helping women and their children suffering domestic violence. We are going to support the restoration of their welcome hall in 2022. In November 2021, AMAmates in Rennes were invited to donate toys and books for the children Christmas fundraiser.



Ladies Who Tech in Shanghai promotes women working in the tech sector.

4.2 Indicators 2021 and targets for 2022

Indicator	2021
Number of workers	171
Workforce growth compared with past year	+ 57
Employee's turnover	17,68 %
Number of staff representative	8
Number of employees being harassment point of contact	3
Rate of absenteeism	1,56 %
% Of permanent employees	92,98 %
% Of non-permanent employees	7,02 %
Number of interns hired on a permanent contract after their internship	1
Satisfaction rate	3.9 / 5
% Of men	63,16 %
% Of women	36,84 %
% Of men with a management position (managing a team or having the responsibility of a department without managing people)	28,70 %
% Of women with a management position (managing a team or having the responsibility of a department without managing people)	31,74 %
Number of nationalities	17
% Of employees aged less than 30	33,33 %
% Of employees aged more than 50	5,85 %
% of new employees who participated in an onboarding	64
Satisfaction rate relating to onboarding	4,68 / 5



Objectives for 2022 :

- Working on an alert system for any harassment case
- Training sessions for managers to raise awareness about harassment
- Non-discrimination training for HR team and management team
- Internal study about AMAmates satisfaction

5. Environment

5.1 Our actions in 2021

Assessing our carbon footprint and taking ambitious targets in line with the Paris Agreement

Beginning of 2021, we assessed our first carbon footprint for the year 2020. This analysis provided valuable insights and helped us to focus our actions to reduce our carbon footprint.

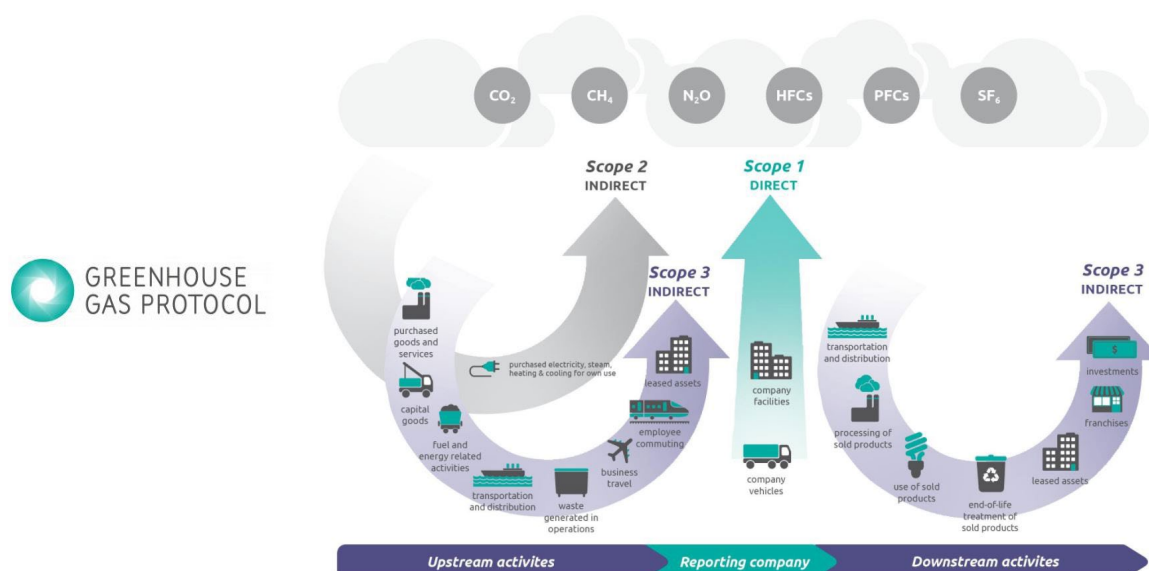
Accompanied by the Good Planet Foundation, we have collected data on AMA's energy consumption at the Group level, but also all the data on the activities in AMA's value chain:

- Firstly, the purchase of goods and services,
- The transport of these goods,
- Staff travel,
- Office equipment (IT and supplies)
- And lastly, the use of the XpertEye solution, the transport related to product shipment, business travel and waste.

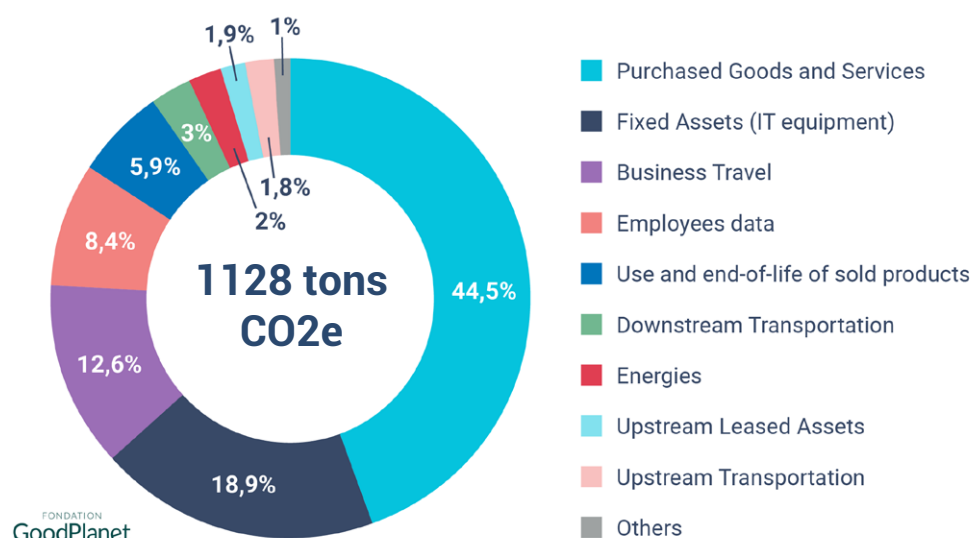
Each team fully contributed, aware of the value of this analysis and of the subsequent optimization, according to the estimated results.

In other words, we have estimated our carbon footprint on scopes 1, 2 and 3.

For the calculation of our carbon footprint, we have followed an internationally recognized methodology: the Greenhouse gas (GHG) protocol.



1,128 tons of CO₂e were emitted in 2020. The results point out that the purchases of goods and services, as well as our IT equipment, weigh the most in terms of carbon metrics. This is followed by business travel and the commuting of AMAmates.

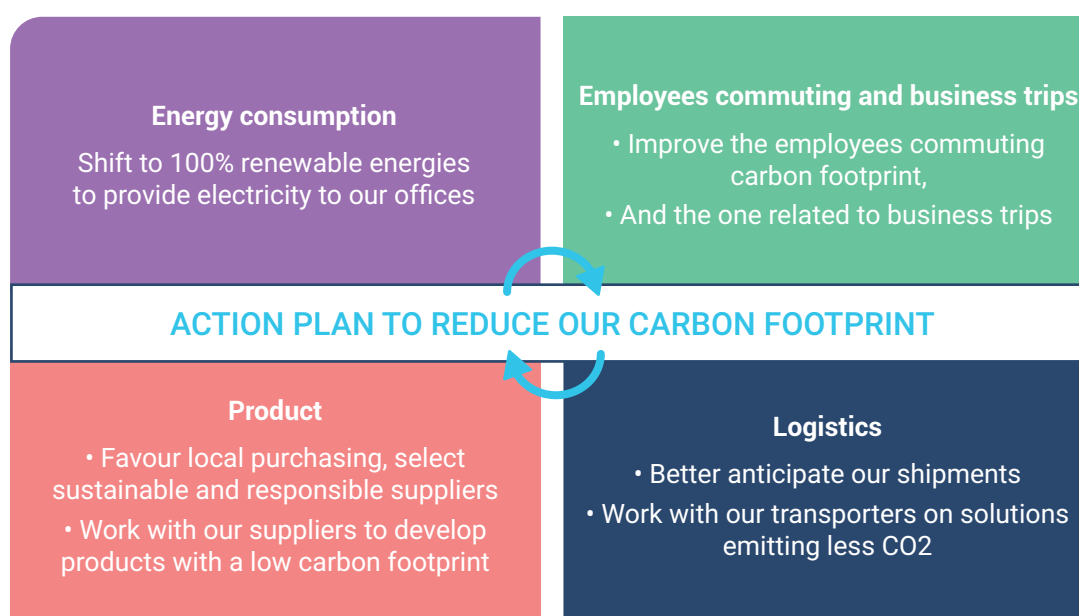




This carbon footprint assessment was a starting point to build our climate strategy. **Therefore, we committed, through the recognized framework Science Based Targets, to reduce our CO2 emissions from scope 1 and 2 by 42% by 2030.** This is in line with the Paris Agreement that 175 countries signed with the aim of maintaining the world temperatures under 1.5°C. As far as scope 3 is concerned, we are still working on a target that could be both realistic and feasible, in line with our economic growth objectives.

We are investing into a carbon footprint tool that will help us automating our data collection and following our targeted trajectory and action plan.

These targets set up; we draw an action plan to reduce as much as possible our carbon footprint. Our actions are structured into 4 aims:



Our XpertEye solution allows our customers to reduce their carbon footprint, thanks to the travels avoided

One of the main advantages of our XpertEye solution is to enhance the communication and knowledge sharing between remote workers and experts. By avoiding the experts travels on field, the XpertEye use enable to avoid CO2 emissions.

A first estimation of the amount of CO2 emissions avoided was produced by our partner Good Planet Foundation. It emphasizes that 55 000 tons of CO2 equivalent were avoided (and will be avoided) through the entire kit usage duration (25 months). At a kit scale, this represents 12 tons of CO2 eq per kit per year.

Yet, we want to be more precise on this estimation. Thus, we are working with volunteer customers to evaluate the CO2 emissions avoided for specific use cases.

Waste management



We sort our waste for recycling: paper, glass, batteries, cardboard, plastics, polystyrene. The paper is collected by La Feuille d'Erable, a local work integration social enterprise.

We also enable the AMAmates to give away their old phones for recycling. It is an operation in partnership with Ecologic, a French eco-organism for WEEE (Waste from Electric and Electrical Equipment), and Les Ateliers du Bocage, another work integration social enterprise.

Also, a webinar on waste management was provided by the local administration. It was followed by many AMAmates, and it was a good opportunity to learn how our rubbish was recycled by the local waste treatment operator, and it gave us tips to produce as less as possible waste. We also learnt that the waste that is not recycled was mainly incinerated, and that the energy produced was reused to power the local hospital.

Finally, we got compliant with the WEEE French regulation by declaring all Electric and Electrical Equipment that we sold, for years 2018, 2019 and 2020. Indeed, our software solution can be sold with hardware: a smartphone on which the solution is installed, smart glasses and other connected objects. This report is necessary to calculate a fee that we paid to contribute to the recycling process of WEEE in France. We are also responsible for the XpertEye kit end of life, and we inform our customers about recycling points when they do not use the kit anymore. We can also take back the kit if the customer does not know where to recycle it.

Raising awareness about sustainability among AMAmates

As we wrote in the first part, sustainability is not only 2 people in the CSR department, but an involvement of all AMAmates. This said, it is important for us to talk about sustainable issues and enable the AMAmates to contribute to reduce their impact on the environment. We communicate through our internal network "Steeple" throughout the year about sustainability: earth day, week for waste reduction, Human Rights Day, overshoot day, explanations about CSR, carbon footprint, etc.

The European Sustainable Development Week – from the 20th to the 24th of September 2021 – was the perfect week to talk about sustainability at AMA and to introduce our last projects to the AMAmates:

- Part of the World Clean Up Day, we organized a clean up next to our office, a few AMAmates participated, as well as our CEO! 42 kgs of waste were collected in 2 hours, we were impressed to find so many different types of waste, in such quantity. Our German teammates also participated in their local area!



- We organized a quiz about ecofriendly IT good practices, which ended with a challenge to clean up our email box. 14 Go were deleted, the equivalent of 271 kg of CO2! The quiz was also organized in our Romanian, German and Chinese teams.



- We invited 2 local NGOs who were new partners, to talk about their action, and how AMAmates could contribute to their projects:

ASFAD who help women and their children suffering domestic violence



FACE who fights against discrimination and exclusion, by for example helping young people from disadvantaged areas to find their professional way



- We joined a mobility challenge organized by the city of Rennes, to commute with a different way than the car: walk, bicycle, public transportation, car sharing when coming from far away.

The environmental impact of our Information System

Being a digital company made us think about our environmental impact from a digital point of view.

We conducted an environmental impact study about our information system. It emphasized that the main environmental impact comes from the manufacturing of our IT equipment. Consequently, we will have to focus on the IT equipment we buy, select it with environmental certifications and extend their lifespan.

We also realized with this study that we already had existing good practices:

- Giving the obsolete IT equipment to local NGOs,
- 93% of our laptops and 94% of our screens are eco-certified,
- We repair as much as possible our IT equipment before giving it away

Environmental impact from our suppliers

Through our sustainable purchasing program, we want to evaluate our suppliers' best practices in terms of environment as well as ethics or working conditions. We included in our supplier's survey questions about environmental practices.

In addition, we are starting an eco-design project with our suitcase supplier, to add more recycled material into our suitcase.

5.2 Indicators 2021 and targets for 2022

Indicator	2021
CO2 emissions on scopes 1, 2 and 3	1 128 tCO2 eq (2020)
CO2 emissions intensity (tCO2 eq / annual turnover)	176 (2020)
% of renewable energy	0%
% of recycled waste	50,2 %
Number of awareness actions per year	4
% of obsolete IT equipment given to local NGO	100%
% of IT equipment eco-certified (computers, laptops, screens and smartphones)	75 %
% of employees using an ecofriendly way of transport (bicycle, public transportation, walk) to commute	33 %



Objectives for 2022 :

- Automating our carbon footprint calculation
- Building up CO2 emissions avoided methodology with volunteer customers
- Car sharing and green mobility project for AMAmates
- Awareness events: environmental impacts of the digital, climate change awareness workshops, sustainable development week
- Switch company cars into hybrid or electrical cars (obj 2022 and 2023)
- Electricity from renewable energies (obj 2022 and 2023)
- Ecodesign project with our suitcase supplier

6. Anti-corruption

The Company takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever it operates.

6.1 Our actions in 2021

- We highlight anti-corruption and ethical behavior in contracts with business partners and in our supply chain signing up to our code of conduct

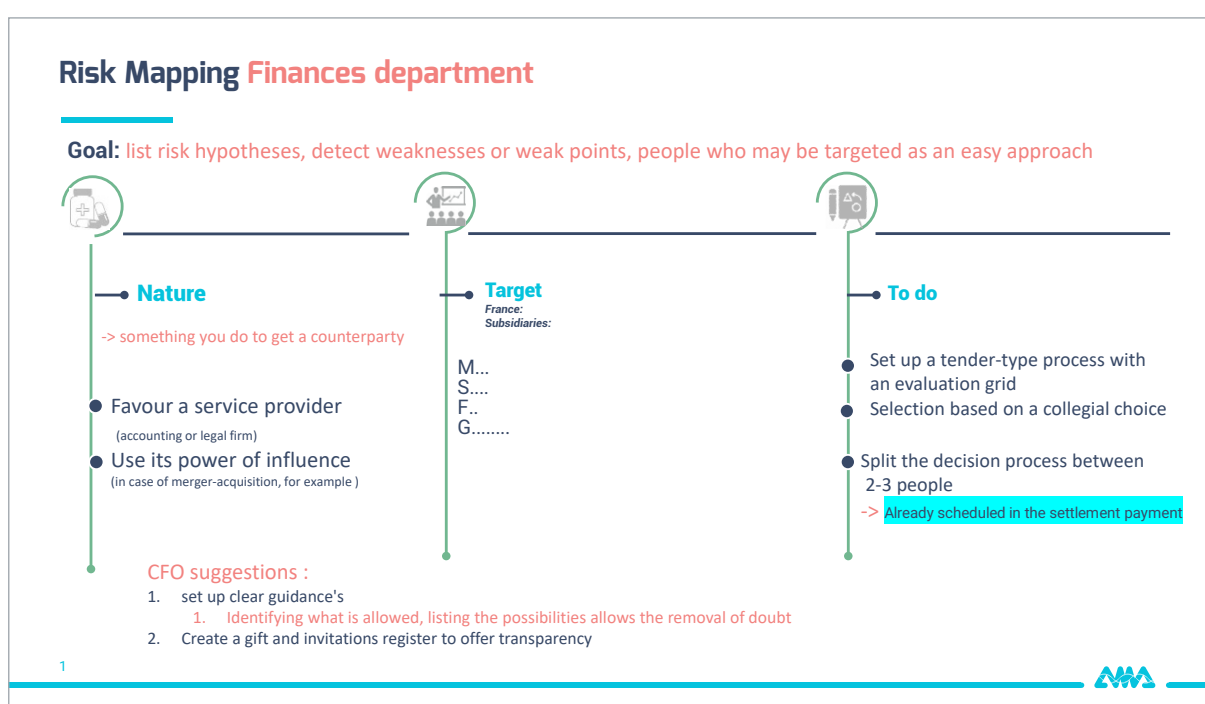
- We designed our risk mapping:

We adopted a fair methodology, choosing to set up one to one meeting with the board of directors extended to the supplier brand manager. After sharing definitions and raising awareness on different corruption forms the company could face up, with each manager, we focused on 3 key points:

Scenarios that could happen according to the department concerned

People in the team who mostly could meet the case due to their role

Process already existing and new ones to add



- A gift and invitation policy has been set up:
The target is really to educate and involve all the AMAmates and share guidance's to help fighting the corruption.
- A gift and invitation registry has been created:
The idea again is to give a tool to help AMA people feel confident and united against bribery.

6.2 Indicators 2021 and targets 2022

Indicator	2021
% Of directors associate to build the risk cartography	100 %
Number of managers informed about the actions plans	12
Number of potential situations reported	0
Number of corruption cases	0



Objectives for 2022 :

- Communicate to all AMA teams about our commitment and internal warning procedure:
 - Campaign on our social platform Steeple
 - Using the onboarding to share AMA commitment against corruption
- Training:
 - For the managers
 - Subsidiaries
- Alert warning system set up

7. Conclusion

2021 was an enriching and intense first year in our sustainable path. We have been surrounded by experts, that we really want to thank:

- **Agence Déclic**, for assisting us in shaping our CSR strategy
- **Good Planet foundation**, for assisting us in our first carbon footprint assessment

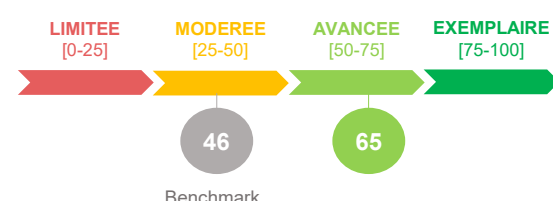
Becoming member of the UN Global Compact helped us to shape this process and to advance on Human Rights topics as well as the environmental side, with several webinars and guides available. Listening to other companies' sustainable paths was enriching; it gave us best practices or strengthened the direction we had already taken.

In 2022, we will keep moving forward with all our AMAmates, that we want to include as much as possible in our sustainable path. We are pleased to continue our commitment towards the UN Global Compact 10 principles and the Sustainable Development Goals, as there will be constantly new projects to follow.

As a first recognition of our CSR initiative, we were evaluated by the non-financial rating agency Ethifinance. We are very proud of the score of 65 / 100, as a sign that we are on the right tracks. It drives us keeping up into this direction.

EXECUTIVE SUMMARY – SYNTHÈSE

ÉCHELLE DE MATURITÉ ESG



La présente notation extra-financière de AMA, portant sur l'année 2020, est évaluée à **65/100**, ce qui correspond à un niveau de performance « **Avancé** » sur l'échelle de notes Ethifinance.

Soit, un **niveau de maturité ESG supérieur** à ce que l'on observe dans des entreprises comparables (en termes d'effectifs et de secteur d'activité).

- A noter que la notation globale du benchmark repose sur les informations rendues publiques par les entreprises.
- AMA a pu enrichir sa note ESG via un dialogue avec les analystes d'Ethifinance et la communication d'informations consolidées en interne.

Pour l'essentiel, la note de AMA est impactée à la baisse par **l'absence de formalisation et de pilotage de politiques sur l'ensemble des piliers RSE**. Cependant une vraie dynamique est observable en 2021 suite à la **création d'un service RSE et d'un réseau de référents dans les différentes directions métiers**. De nombreux projets en cours de déploiement permettront à l'entreprise d'accroître de façon significative sa performance extra-financière.

La structuration d'une stratégie RSE (en s'appuyant notamment sur le label B-Corp) va permettre à AMA de construire un cadre cohérent entre les nombreuses initiatives déjà menées et de déployer une vision stratégique. La mise en place de ce pilotage opérationnel et transverse via un organe dédié va permettre, par ailleurs, de capitaliser sur les bases existantes, de déployer de nouvelles pratiques innovantes et de communiquer auprès de l'ensemble de ses parties prenantes.

As we are paying attention to our stakeholders' comments and suggestions, we would love to hear from you at csr@ama.bzh.