

AMA IMPACT

Report 2021

(1st january – 31 december 2021)

Extra Financial Performance Statement from the AMA Group (D.P.E.F)



OUR CEO WORDS



"In 2021, I wanted to officially commit AMA to a societal and environmental responsibility approach. A team, a budget, and partners have made it possible to develop a strategy and deploy actions in France and in our subsidiaries.

From the outset, we joined the Global Compact community and we have just renewed our commitment to them.

We fully share their commitment to defend the 10 principles based on respect for human rights, international labor laws and the fight against corruption.

AMA and its employees have also chosen to contribute to the following six sustainable development goals

- Health and well-being in the workplace
- Quality education
- Gender equality
- Decent Work and Economic Growth
- Industry, Innovation, and Infrastructure
- Climate Action

Finally, on the Executive Committee, we have 5 women and 5 men who, together with the teams and the support of the Board of Directors, have defined AMA's purpose:

"Enhance professional's life while preserving the planet."

This first year has been rich, and the groundwork has been laid to defend the values and principles that will allow us, together, I am convinced, to participate in a better world, more tolerant, more equitable, concerned with preserving our planet.

Here is a summary of the first projects undertaken, enjoy reading" Christian Guillemot, AMA CEO.



PROSPECTIVES INFORMATION

This information is not historical data and should not be interpreted as a guarantee that the facts and data stated will occur. They are based on indicators and assumptions considered reasonable by AMA's governance but are subject to change due to uncertainties related to the economic, financial, competitive, and regulatory environment. The forward-looking information shared is given only as of the date of writing.

SUMMARY

Our DNA

- Our "raison d'être", our purpose
- Our values
- Our governance
- Our culture

Our CSR approaches

- Philosophy and governance
- Our materiality matrix
- Our contribution to the sustainable development goals
- Measuring our impact through the B-Corp pillars
- Risk mapping
- Third-party assessment

Our commitments

- UN Global Compact
- Responsible purchasing
- Science Based Target initiatives
- Our partner NGO's
- Harassment Prevention
- The fight against corruption

CSR in 2021 and our objectives in 2022

- Promoting well-being in the workplace
- Improving our environmental impact
- Engaging ethically and responsibly with our stakeholders
- Enhance professional's life in the field by offering innovative solutions

OUR DNA

Our raison d'être

"raison d'être"
(n.) a reason for existing"

It refers to the societal utility of the company. At AMA, it combines our business with a social and environmental contribution.

→ Enhance professional's life while preserving the planet

This is the raison d'être that has been shaped and chosen at AMA.

- **Easing the professionals' life:** Our job as developers of software solutions, passionate about innovation, has the ambition to bring a real improvement in the daily life of professionals in the field, by allowing them to communicate better. In the health sector, our solutions are also useful for people in need of care, for example by improving medical diagnosis in the event of an accident, or by providing access to care for people living in isolated areas without specialized medical facilities.
- **By preserving the planet:** Another benefit of using our XpertEye solution is the reduction of travel, and thus of CO2 emissions, through the collaboration of remote professionals. This is a concrete consequence that we would like to measure more precisely with the help of our customers.

A collaborative work to define our "raison d'être"

Defining its raison d'être was part of AMA's path to building its CSR approach. This exercise, guided by the Déclic agency, was the result of several collaborative work sessions. First, the members of the board of directors brainstormed, then the CSR team and our CEO Christian Guillemot refined the proposals, and then the employees voted on the two final proposals. The raison d'être was finally debated by the members of the supervisory boards. It will be included in our statutes at the next general meeting of the group.

Our values

They bring us together and contribute to our performance.

Team spirit is our first value, it allows our teams spread over three continents to share ideas, best practices and to be enriched by our differences.

Agility, if it is a quality, a strength, is considered at AMA as a value, it is a way of being, it is to be able to appreciate opportunities, to be favorable to change, to adapt, a mobility necessary to innovate.

Passion for technology is what allows us to seek performance and create the products of tomorrow. Every AMAnaute is a **passionate person**.

Customer orientation is a value shared by all AMAmates. The customer is the essential stakeholder. Talking and listening to our customers' problems is what allows us to develop solutions in line with their needs and we are committed to this daily.



Our governance

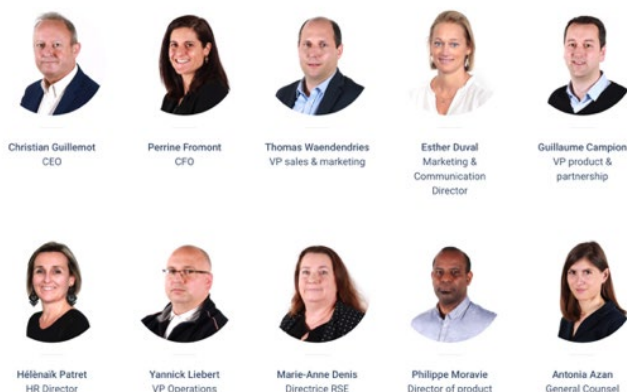
The steering of our CSR approach is **collaborative**. The impetus comes from our chairman and his commitment has led him to entrust the responsibility for the deployment of CSR to a member of the board of directors; Thus testifying to the importance for him and the company of the societal and environmental impact to which AMA wishes to contribute.

No less than 7 boards of directors dedicated sessions exclusively to CSR strategy were held in 2021.

Each of the directors and managers have encouraged volunteers within their teams to become CSR coordinators, thus enabling them to actively participate in the setting and deployment of the approach. In this way, a better representation of employees has enriched the construction of the approach and enhanced project adoption.

Finally, the supervisory board participated in the final touch of the raison d'être, also guiding the axes of commitment.

As far as external stakeholders are concerned, an annual consultation of all our partners, commitments with local NGO's, the support of experts in sustainable purchasing, and the coaching of experts such as the **Good Planet Foundation** and the **Déclic agency** are all supports that have enabled us to set targets, measure, strengthen and adapt our projects with a relevant perspective.



Our Culture

AMA has always cultivated a pioneering spirit, driven by its passion for new technologies and its desire to innovate. This is a constant in our DNA and one of the elements that contribute to making AMA a "Great Place to work" where challenge is a lever for performance. A place where several professions coexist and where we follow a philosophy common to all Tech companies: **trusting the skill of people.**



Finally, the notion of knowing how to get along and doing well together is a constant and is reflected in the care taken to onboard new AMAmates. Once a month, the new AMAmates meet for a week, every afternoon, to exchange views with Christian Guillemot, AMA's founder, and president, who shares his history and vision of the company and the XpertEye project. Then it's Perrine's turn, director of the corporate team, to present her team and her functions. Then as CSR Director, I present the actions undertaken and the next projects to come. During the presentation, spontaneous discussions takes place on topics that are important to AMA, such as prevention of corruption, harassment, and the fight against all forms of discrimination. The IT division also plays a preventive role in terms of cyber security during integration. The sales department will share its vision of the market and the product department will train each new employee in the XpertEye solution developed within AMA.



OUR CSR Approach

Governance and Philosophy

Favoring collective intelligence is the constant in our approach. It was therefore natural for us to start by setting up a network of CSR coordinators, based on volunteers.

To make it as representative as possible, each team was offered the opportunity to participate in the deployment of the CSR strategy. Currently, 17 coordinators meet every month to share and discuss the roadmap and the optimization of its application.

Involving the company's governance is also mandatory. CSR deployment impacts each company process. That's why, board of director, and our CEO were also involved in the various stages of developing the strategy.



How can we fully involve all our internal stakeholders?

We believe in collective intelligence but soliciting our stakeholders on our CSR approach requires anticipation and method. At AMA, we proceeded as follows:

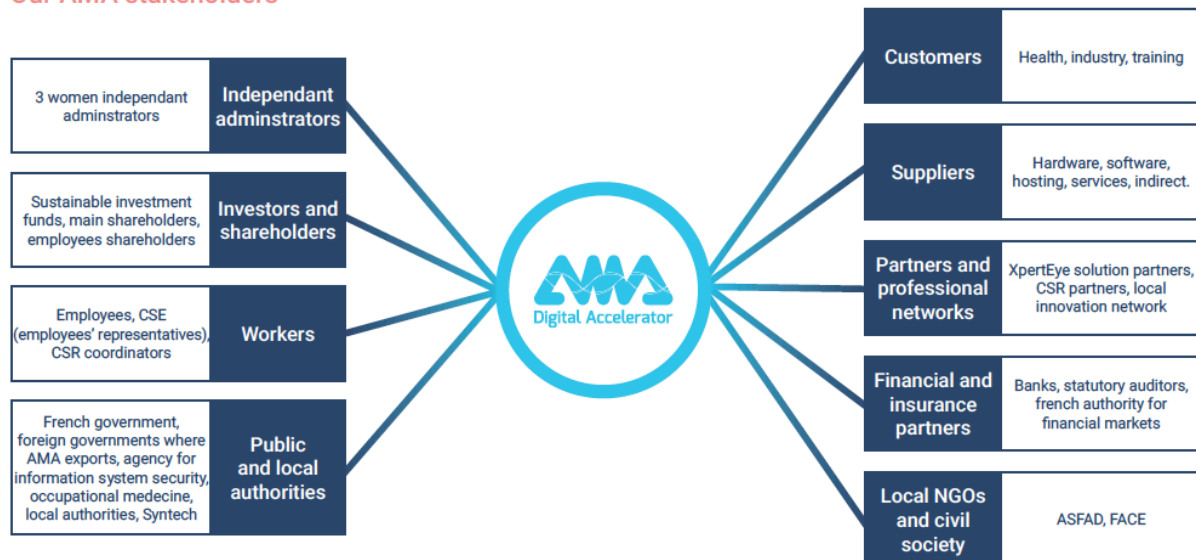
- ✓ By measuring the existing situation, a first carbon assessment and a social assessment
- ✓ By defining a concrete roadmap, a common vision,
- ✓ By joining a recognized community such as the UN Global Compact
- ✓ By seeking a demanding, international reference such as the B-Corp label,
- ✓ By surrounding ourselves with experts such as the Good Planet Foundation and the agency of CSR experts, Déclic
- ✓ By objectifying our actions and following performance indicators.

Among our values, we mention customer orientation, the requirement to satisfy their needs. Thus, since the beginning of the development of XpertEye, the solution developed by AMA, we have adopted a co-construction approach, questioning our clients on the expected areas of improvement. Naturally, as soon as we set up our CSR approach, we consult our partners, suppliers, customers, banks, and service providers to improve.

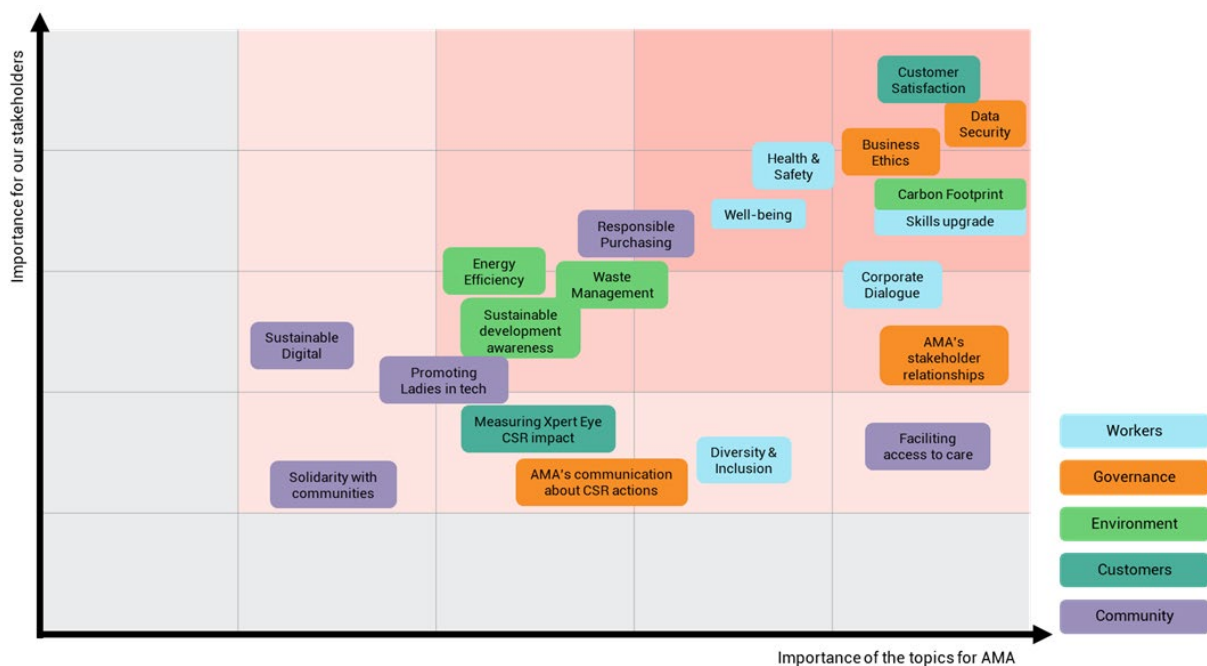
Our materiality matrix

This year, the consultation of our external stakeholders has just been completed and unlike last year when the interviews were conducted by our partner, the agency Déclic, on a sample, this time, all our partners were surveyed.

Our AMA stakeholders



Using a survey format, we invited our internal and external stakeholders to prioritize the 20 CSR issues identified for AMA. This allowed us to better understand their expectations and to develop our Materiality Matrix. This matrix allows us to identify the priority issues to be considered in our CSR strategy, by crossing the most important issues for our stakeholders with the most important ones for the company's activity, according to our management committee.



When reading our matrix, we notice a convergence of topics, which means that our expectations are rather in line with those of our stakeholders. We have thus identified seven issues to be highlighted in our CSR approach, whose performance has been evaluated by our employees:

PRIORITIES ISSUES	AMA'S PERFORMANCE ACCORDING TO ITS EMPLOYEES
CUSTOMER SATISFACTION	★★★★☆ Note moyenne : 3,49
DATA SECURITY	★★★★☆ Note moyenne : 4,10
BUSINESS ETHICS	★★★★☆ Note moyenne : 3,74
HEALTH & SAFETY IN THE WORPLACE	★★★★☆ Note moyenne : 3,86
AMA CARBON FOOT PRINT	★★★★☆ Note moyenne : 3,31
QUALITY LIFE AT WORK AND EMPLOYEES WELL-BEING	★★★★☆ Note moyenne : 3,54
SKILLS DEVELOPMENT	★★★★☆ Note moyenne : 3,27

Other issues, identified as very important for AMA's activity, also stand out in the matrix, namely social dialogue, dialogue with our stakeholders and facilitating access to care.

Our contribution to the Sustainable Development Goals

6 sustainable development goals have been chosen by the members of the board of directors, to contribute to the three goals pursued by the UN member countries, namely

- Fight against inequalities, exclusion, and injustices
- Facing the climate challenge
- Ending extreme poverty.

At AMA, they are the reference in the commitments carried out in each of the territories where AMA is established. At the group level, the approach is the same in terms of commitment to the territory, always motivating its involvement in connection with the criteria of our 6 sustainable development objectives, such as the AMAmates in Shanghai who have joined the "**Ladies who Tech**" program, promoting women's Tech jobs. Or joining the Science Based Target community with **ambitious reduction targets** to contribute to this community's goal of keeping **the temperature rise below 1.5° by 2100**, to fight against climate change, our choice of target n°13.



Enabling everyone to live in good health and promoting the well-being of everyone at all ages

As our XpertEye solution is used in the health sector, we naturally wanted to contribute to this objective. Different use cases have been developed: surgical assistance, tele-regulation for EMS, telemedicine, tele-consultation, remote mentoring, or remote training. In the past, we have provided XpertEye kits to doctors from an NGO in Guatemala, to facilitate the transfer of medical skills to local doctors, and to provide care solutions for people in need. Currently, XpertEye facilitates the medical monitoring of prisoners, or the management of patients suffering from chronic wounds in medical deserts. At AMA, the well-being of our teams is a priority and a major pillar of our CSR commitments:

- We cover 100% of health insurance for AMA users and their children,
- We provide the best computer equipment to work in the best conditions,
- We organize events throughout the year to maintain a good atmosphere and team spirit,
- We offer a sports/cultural pass to AMAmates, including a reimbursement of the cost of sports licenses or cultural events.



Ensuring equal access to quality education for all and promoting lifelong learning opportunities

At AMA, we encourage continuous training throughout one's career. At each annual interview, employees can express their wishes for training. In the R&D division, we have set up the R&D Academy, an internal mentoring system in which employees can share their skills with their peers. A preparation time is dedicated to the employee who is going to train his or her colleagues, and the training is recorded so that it can benefit others.

With the local association FACE (Fondation Agir Contre l'Exclusion), we would like to give young people from underprivileged neighborhoods the opportunity to discover the world of tech companies, by hosting interns from the 9th grade. The idea is that they will be able to discover several jobs during the week, by spending time in different departments. We are convinced that companies have a role to play in the career guidance of young people. We also have partnerships with local universities and schools to hire interns. In general, interns are recruited with the objective of offering them a permanent contract following their first professional experience.



Achieving gender equality and facilitating the autonomy of all women and girls

A first example to illustrate our commitment to this theme is the **parity in our board of directors**: 5 women and 5 men are part of it.

The digital sector is a predominantly male sector, however we are committed to banning all forms of discrimination against women in our recruitment process, as well as in our professional development within the company.

Through our partnership with the FACE association, we are involved in the Wi-Filles program, with the aim of talking to young girls from disadvantaged neighborhoods about our Tech jobs. We want to inspire them with "role models" to show that it is possible for women to have successful careers in this sector.

In 2021, we have also decided to support ASFAD, another local association that welcomes and guides women and their children who are victims of domestic violence. A donation has been made to contribute to the creation of a women's house, which will include social and medical care. Other projects involving AMAmtes are to come in 2022.



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

AMA contributes to economic growth by improving the efficiency of its customers. We try to favor local suppliers whenever possible.

Regarding decent work, as our president says, "Our most valuable asset is our employees. They are at the heart of our company's success and that of our customers." In addition to respecting labor laws, we have for example implemented in 2021, more flexibility in the workplace with flextime, reduced working hours and telecommuting when the position allows.



Building a resilient infrastructure, promoting sustainable industrialization that benefits all, and fostering innovation

Innovation is in our company's DNA, so it was obvious that we would contribute to this goal first. Our XpertEye solution allows companies to gain efficiency, reducing downtime and related costs, while using innovative technology. Our solution simplifies the transfer of skills through distance learning and tele-mentoring. Our goal is to continue to innovate by responding to the needs of field professionals through the constant development of new versions of our solution.



Take urgent action to combat climate change and its impacts

Our XpertEye solution facilitates communication between field professionals and remote experts, thereby reducing expert travel. These avoided CO2 emissions allow our customers to reduce their carbon footprint. We have estimated that the avoided emissions related to the kits sold in 2020 represent 55,000 tons of CO2.

In addition, we have completed our carbon footprint for the year 2020 and 2021 and will do so every year, to monitor the impact of our reduction actions. We have set ambitious reduction targets as part of the Science Based Targets Initiative. For more information, see Chapter 5 on the environment. Finally, we want to raise awareness of climate change among AMAmates. In 2021, we organized several workshops during the Sustainable Development week. The CSR team will continue to organize events of this type to talk about this essential and crucial theme for our planet.

Measuring our impact through the B-Corp pillars

B-Corp is an international CSR label, created in 2007 in the United States, it is already present in 60 countries and is based on 5 pillars



- ✓ Employees
- ✓ Governance
- ✓ Community
- ✓ Environment
- ✓ Customers

At AMA, valued the "Great Place to Work" certification, as an internal investigation helping us to evaluate the margin of progress, to contribute to AMAmates well-being at work. In this same state of mind, to evaluate our CSR approach,, we were looking for a challenging, international label and the B-Corp mantra to "encourage companies to be better for the world" convinced us, to follow their guidances.

The evaluation questionnaire, called BIA (Business Impact Assessment) is available online. 200 questions challenge companies on their social, economic, and environmental practices. 80 points are necessary to validate the label. We submitted our assessment in August 2021. We are still waiting for an auditor. However, the quality of this questionnaire is such that it has served as a tutor for our approach. The numerous expected proofs have also allowed us to prioritize our actions, thus structuring our approach.

Pending evaluation, we will not share the provisional points obtained.

The sharing of this platform with the executive committee, managers and all employees has also been a key element in raising awareness and training AMAmates in CSR.

Risk mapping

We based ourselves on the 5 pillars of the B-Corp label. The territory-community component was observed from the point of view of opportunities.

The objective was to identify the priorities in each of the areas.

Nature OF THE RISK	SEVERITY	PROBABILITY	OVERAL RISK LEVEL
ENVIRONMENT			
If NON-COMPLIANCE WITH ENVIRONMENTAL REGULATIONS (WEEE management, Pact law, climate law, tertiary decree) <i>Effects: Fines, bad reputation</i> Measures taken: -Monitoring of our obligations -Half-yearly declaration of WEEE put on the French market	2	3	6
If FAILURE TO MEET OUR CO2 EMISSIONS REDUCTION COMMITMENTS TO THE SCIENCE BASED TARGETS INITIATIVE <i>Effects: Loss of reputation and credibility, loss of talent, loss or decline in business</i> Measures taken - Annual estimate of our CO2 emissions (Carbon Footprint) - Deployment of the reduction action plan - Attention to the design of buildings - Dialogue with our energy suppliers and other suppliers throughout our value chain	3	2	6
If DEPLETION OF RARE EARTHS FOR PHONE / HARDWARE DESIGN <i>Effects: Too much production compared to the available resources, risk of seeing a scarcity of hardwares necessary for the assembly of the XpertEye kit</i> Preventive measures: - Manage our WEEE, ensure it is recycled to optimize resources/raw materials	3	1	3

CUSTOMERS			
If LOSS OF TENDER IF NO RESPONSE TO CSR COMPONENT Effect: Loss of market Measures taken: - Structure, establish and develop the CSR strategy - Share tangible evidence of our CSR approach, communicate - To be evaluated and labelled	3	1	3
If ETHICAL SCANDAL (ex-manufacturing glasses by exploited populations) Effects: Loss of reputation, loss of confidence and therefore loss of customers Measures taken: - Surveys of the ethical practices of our suppliers, ongoing relationship with our stakeholders	3	2	6
If LISTENING TO CUSTOMERS: DROP IN THE CUS TOMER SATISFACTION INDEX Effects: Loss of customer and decrease in orders Measures taken: - Newsletters relating the latest CSR actions - Considering customer feedback - Satisfaction surveys, polls, dialogue with our stakeholders	3	2	6
EMPLOYEES			
If HARASSMENT CASES Effects: Legal fees and loss of talent Actions Taken: - Information, awareness, training and communication from the onboarding stage - Alert system - Harassment referents on the CSE	4	1	4
If POOR MANAGEMENT OF OCCUPATIONAL HEALTH AND SAFETY Effects: Accident, work stoppage, absenteeism and therefore reduced productivity Measures taken: - DUER or evaluation document - Ergonomics of the workspace - Good equipment, and survey to know the needs of employees - Recommendation of good postures, sharing of guides - Communication during onboarding	2	1	2
If TALENT RETENTION & ATTRACTION Effects: Loss of resources and therefore skills to continue to innovate and update the solution, difficulty in achieving objectives, loss of performance and decline in activity Measures taken: - Collection of expectations and training needs during professional interviews - Increase internal skills - Work on the employer brand with a CSR component (interest of young generations) - Get closer to schools and organizations - Develop the corporate culture: federate, animate, involve, communicate - QWL: flexibility, telecommuting - Regular surveys	4	3	12
GOVERNANCE			
If LACK OF INVOLVEMENT AND COLLABORATION WITH AMANAUTS & LACK OF CSR SKILLS Effects: Reputation damage, investors leaving, share price decline & loss of management support, lack of employee buy-in, disappointment of AMAnauts, loss of talent & loss of shareholder confidence Measures taken: - Support by experts - Evaluation of our approach by third parties, audits - Involvement of the CEO, employees, CODIR and independent directors - Network of employees / CSR coordinators - Regular communication - Ongoing training of the CSR team (trade shows, training, CSR networks)	3	1	3

If CASES OF CORRUPTION Effects: Criminal and financial penalties, scandal: reputation at stake Measures taken: - Risk mapping: identify the types of risks and entry points according to the teams - Clear policy on donations and gifts - Register of solicitations	4	1	4
If LACK OF ETHICS AMONG OUR PARTNERS AND SUPPLIERS Effects: Break in the value chain, scandal: reputation at stake Measures taken: - Code of good conduct - Annual evaluation of suppliers - Purchasing policy: rigorous selection process - Responsible purchasing program - Regular survey of our external stakeholders - Request for third party certifications	3	2	6
OPPORTUNITIES			
COMMUNITY			
OPPORTUNITY: TO INVEST IN OUR TERRITORIES, LOCALLY Effects: Facilitates recruitment, attractive effect that gives positive visibility, pride of employees Measures taken: - Partnerships with associations and local players			
OPPORTUNITY: JOIN NETWORKS WORKING ON INNOVATION Effects: Image positioning as an innovation actor Actions taken: - Joining working networks on 5G, the Poool = French Tech, Orange lab			

Scoring

The rating was conducted in October 2021 by EthiFinance using the Gaïa Research questionnaire on the One-Track platform. AMA's responsibility in terms of governance, environment, human resources and stakeholder relations was assessed.

The procedure used was as follows:

An initial data entry by AMA (online questionnaire).

The environmental data covered the entire AMA group.

For social data, only the French perimeter, which represented 85% of the workforce, was noted.

An interview with Christian Guillemot, our president, was conducted to contextualize the analysis.

EthiFinance checked the quality and consistency of the answers at the end of the data entry. During the restitution of the results, a benchmark compared to companies of the same sector of activity and of equivalent size was added to the summary report delivered by EthiFinance.

ÉCHELLE DE MATURITÉ ESG – ETHIFINANCE



MATURITÉ ESG – AMA
65



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<p>GOVERNANCE</p> <p>66</p>	• Risque de dilution des actionnaires minoritaires	67
	• Composition des instances de gouvernance	63
	• Fonctionnement des instances de gouvernance	67
	• Rémunération des dirigeants et administrateurs	50
	• Ethique des affaires	75
	• Politique RSE, enjeux extra-financiers et mise en œuvre de la DPEF	69
<p>SOCIAL</p> <p>71</p>	• Caractéristiques et politique sociale	86
	• Conditions de travail	65
	• Développement des compétences	55
	• Egalité des chances	57
	• Santé et Sécurité	100
<p>ENVIRONNEMENT</p> <p>63</p>	• Politique environnementale et système de management environnemental	25
	• Energie et gaz à effet de serre	68
	• Eau, air, sol et déchets	100
<p>PARTIES PRENANTES EXTERNES</p> <p>50</p>	• Relation avec les fournisseurs	17
	• Relations avec les clients, la société civile et la responsabilité des produits	75

NOTE
GLOBALE
65

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NOTATION	AMA	BENCHMARK	APPRÉCIATION / BENCHMARK
GOUVERNANCE	66	53	●
Risque de dilution des actionnaires minoritaires	67	68	●
Composition des instances de gouvernance	63	64	●
Fonctionnement des instances de gouvernance	67	73	●
Rémunération des dirigeants et administrateurs	50	44	●
Ethique des affaires	75	39	●
Politique RSE, enjeux extra-financiers et conduite des affaires	69	32	●
SOCIAL	71	49	●
Caractéristiques et politique sociale	86	65	●
Conditions de travail	65	43	●
Développement des compétences	55	43	●
Egalités des chances	57	51	●
Santé-sécurité	100	34	●
ENVIRONNEMENT	63	39	●
Politique environnementale et système de management	25	26	●
Energie et GES	68	40	●
Eau, air, sols et déchets	100	59	●
PARTIES PRENANTES EXTERNES	50	31	●
Relation avec les fournisseurs	17	23	●
Relation avec les clients, la société civile et responsabilité des produits	75	38	●
NOTE GLOBALE	65	46	●

Légende: ● Favorable (note > moy. Benchmark) ● Neutre (note +/- = moy. Benchmark) ● Défavorable (note < moy. Benchmark)

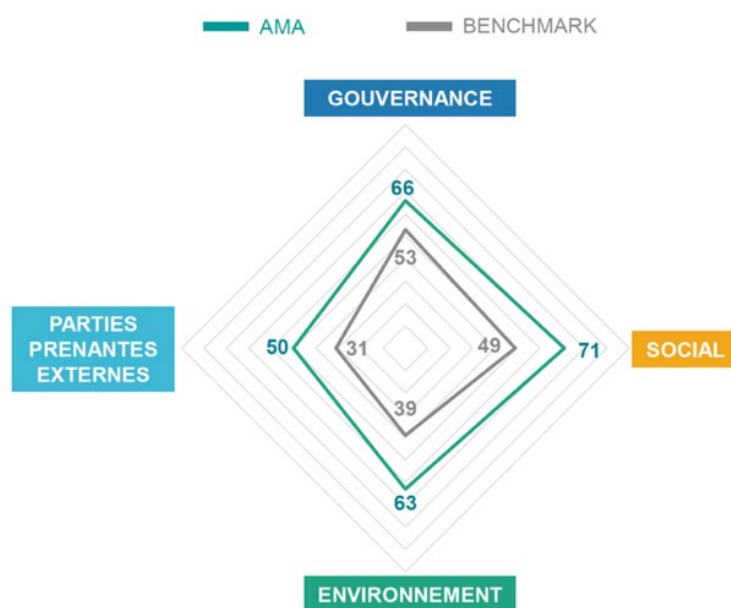
Critères de benchmark* retenus: taille de l'entreprise en nombre de collaborateurs (120), pour le secteur « Service – Outil de planification » *Échantillon de notes 2021, fondées sur des données de 2020

A noter : les notes attribuées aux entreprises considérées dans le benchmark reposent essentiellement sur les seules informations publiques (dialogue faible) contrairement à AMA qui a été accompagné dans sa réponse aux questionnaires via un dialogue avec l'analyste d'EthiFinance.

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SYNTHÈSE BENCHMARK – AMA vs. BENCHMARK



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OUR COMMITMENTS

GLOBAL COMPACT – UNITED NATIONS



The Global Compact is a commitment at the heart of AMA's CSR strategy.

[AMA has been committed to the UN Global Compact since March 8, 2021.](#)

The Global Compact is a universal initiative launched by the United Nations in 2000. It encourages companies around the world to adopt a socially responsible attitude by committing to respect and promote 10 principles relating to human rights, international labor standards, the environment, and the fight against corruption.

The Global Compact is also a way to support the 17 Sustainable Development Goals (SDGs), adopted in September 2015 by the UN, which aim to build a more sustainable and inclusive world by 2030.

We published on March 8, so for the first time our "Communication on Progress" which shows our commitment to the 10 UN principles and our support for the 17 Sustainable Development Goals (SDGs). Among the actions taken to respect labor laws and human rights, the sharing of a code of conduct with our suppliers is truly the first act of our commitment with our external stakeholders, which AMA has put in place.

SUSTAINABLE PURCHASING

In June 2021, we began a training and coaching program with the Rennes Chamber of Commerce. On the one hand, we worked individually on an analysis of our current purchasing practices, to identify what could be improved, and we defined the main issues on which we should focus our efforts. On the other hand, we meet with other local SMEs to share our practices. Working together is always a great help.

As a first step, we started by sharing our code of conduct, identified our critical CSR suppliers and studied the CSR practices of our main suppliers.

We have already interviewed some of them. The next step concerns our suppliers' subcontractors.



On the picture, Magali Chesnel, our coach from the CCI of Rennes, who has accompanied us with kindness and a lot of enthusiasm, throughout this year, with the AMA binomial formed on this responsible purchasing mission, Julie, in Charge of the CSR mission and Dorian, from the AMA Purchasing team

How do we verify the ethical and environmental practices of our suppliers?

AMA is a small business, and while we lack resources and power over our larger partners, inspired by our training program, we have launched a survey of good social and environmental practices in factories. We ask our partners to share this survey with their manufacturing plants to ensure that, even if the product is made in distant countries where we have no control over the workforce, they answer our questions and report the conditions of the workers. The latest survey was shared with our XpertEye case supplier. In terms of carbon footprint, 30% of the protective foam built into the case is made from recycled materials. We have also started an eco-design process with our supplier. A prototype is currently being developed to extend the use of recycled materials.

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

SCIENCES BASED TARGETS initiatives

They represent greenhouse gas emission reduction targets that provide companies with a trajectory aligned with climate science to achieve the goals set by the Paris Agreement. AMA has committed to reducing Green House Gas emissions from our Scope 1 and 2 by 42% by 2030 and to measure and reduce our Scope 3. Scope 1 corresponds to emissions resulting from the combustion of fossil fuels. Scope 2 is related to the consumption of electricity and heat. Scope 3 corresponds to other indirect emissions, at AMA, those related to the transport of goods upstream and downstream, as well as those related to the travel of AMAnautes.



OUR PARTNERS NGO's

There are two of them.

ASFAD, which welcomes in families who are victims of domestic violence. AMA initially proposed a sponsorship of skills and a donation for the renovation of their reception area. The AMAmates, in their own way, wanted to participate by organizing a toy collection.



FACE, which fights against exclusion and promotes equal opportunities. We are working in partnership with them on the Wi-Filles program and internships for teenagers aged 15. The Wi-Filles program aims to highlight female figures working in the digital sector to young girls from priority neighborhoods. The internship program gives teenagers the opportunity to take up an interesting internship in the digital sector.



FIGHTING CORRUPTION

AMA takes a **zero-tolerance** approach to bribery and corruption and is committed to acting with professionalism, fairness, and integrity in all its business transactions and relationships, regardless of where it operates.

Our actions in 2021

We are emphasizing anti-corruption and ethical behavior in contracts with business partners and in our supply chain by offering to sign our code of conduct.

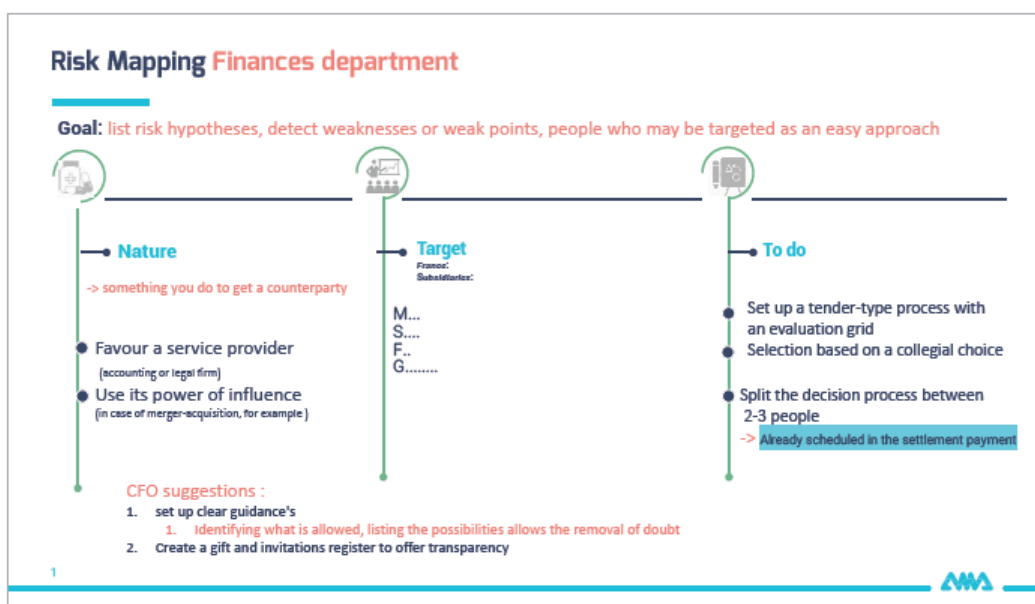
We have carried out a **risk mapping**:

A one-on-one meeting with each director and the person responsible for supplier management resulted in a risk map. **After sharing definitions and educating our managers** on the different forms of corruption that the company may face, we focused with each manager on 3 key points:

- The type of scenario that could occur depending on the division involved.
- The people in the team who, because of their role, could be approached.
- What measures already exist and how to complement them

A **gift and entertainment policy** has been put in place: The goal is really to guide, engage all AMAmates and share tips to help combat corruption.

A **gift and entertainment registry** has been created: The idea is again to give a tool to help AMA members feel confident and united against corruption.



HARASSMENT PREVENTION

This message from our President, Christian Guillemot, sent with the subject line - AMA values - shows the importance of this commitment:

"Dear all,

Team spirit is one of our values at AMA and I am convinced that we are all very attached to it. This team spirit can only flourish if we respect each other, contributes to our quality of life at work and obviously contributes to our overall performance.

Recently, we made a commitment to the United Nations, through the Global Compact <https://www.globalcompact-france.org/p-28-les-10-principes> and to the ASFAD association <https://www.asfad.fr/lasfad/> which takes care of women who are victims of domestic violence.

These various actions and those to come have led us and will lead us to demonstrate and formalize more and more our strong and constant commitments as a company to our social and environmental responsibility.

In this spirit, I would like to affirm that I, like all of AMA's management, am also very sensitive to all forms of harassment.

Consequently, if AMA is confronted with attitudes comparable to moral or sexual harassment, these attitudes will be treated with the utmost seriousness and firmness.

The managers, members of the Management Committee and myself, by mutual agreement, wish to make it known through this message that **we will apply zero tolerance to sexist behavior, discrimination, and harassment.**

In cases of harassment, victims are not always able to report suffering, **so I encourage you to report any inappropriate actions.** In a "Great Place to Work" company such as ours, it is really everyone's responsibility to prevent this kind of attitude and I know I can count on you.

An awareness plan has been launched with the CSE, HR and the CSR team.

Within AMA, **three volunteer referents** have been appointed by the Works Councils and will communicate their contacts within the various teams. Of course, you can also choose to contact HR, your manager, or a member of management directly.

For my part, I am at your disposal for any subject you may wish to discuss.

Yours sincerely Christian "

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



A dedicated training session was attended by the referents and the 10 directors, demonstrating the level of AMA's governance involvement.

- The main objective was to brainstorm on the action plan to be put in place and to raise awareness
- Each new AMA employee is made aware of the subject and receives the name of the harassment referent for his/her team at the time of his/her "onboarding".
- The HR teams also decided to highlight AMA's position on the subject when sharing the company's internal regulations.

CSR 2021 ACTIONS AND 2022 TARGETS

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

Our commitments

Our CSR diagnosis, the definition of our raison d'être, and the prioritization of our CSR challenges have enabled us to define 4 major areas of commitment that we want to achieve in terms of CSR.



Promote the wellbeing of all AMAMates

Culture and integration
Quality of life in the workplace
Training and skills development
Diversity and inclusion



Improve our environmental impact

Our carbon footprint
Reduce CO2 emissions from our customers
Waste management
Raise AMAMates awareness about sustainable development



Engage in a responsible and ethical manner with our stakeholders

Anti-corruption
Responsible procurement
Local engagement
Stakeholder consultation



Enhance professionals' lives by offering innovative solutions

Innovation
Customer satisfaction
Data security
Simplify access to care

PROMOTING AMAMATE'S WELL-BEING

➔ Culture and integration

Our CEO Christian Guillemot regularly reminds us that "our employees are our most precious asset".

Taking care of the quality of the integration of our newbies is a daily concern at AMA. Every month, an on-boarding session is organized for the latest AMA employees. It consists of a meeting with our president, followed by exchanges with each member of the CODIR, and ended by a technical training session on our XpertEye solution.

➔ Quality of life at work

“The Great Place to Work label” received in 2019 encourages us to continuously improve to promote the well-being, professional fulfillment of AMAmates and the success of the company. We want them to feel good in the company: provision of high-performance equipment, convivial moments throughout the year, etc.

We promote well-being and support sports activities by offering a sports and culture pass and participation in sports events. In October 2021, 24 AMAnautes divided into 5 teams took turns running the 42.195 km of the tenth edition of the Rennes green marathon. This second participation was a success with great moments of shared conviviality and 220 new trees planted: 1 tree was planted for every kilometer covered.



➔ Training and skills development

We want to enable our employees to continue to train throughout their professional careers. For example, in the R&D division, peer-to-peer training sessions within the AMA Academy are offered regularly to enable some to share their knowledge and others to acquire new skills.

➔ Diversity and inclusion

We are committed to promoting diversity in our teams, starting with our CODIR, which is composed of 5 men and 5 women. In addition, 38% of management positions are held by women, who represent 36% of the workforce in a digital sector that is still very male-dominated.

We are also committed to encouraging young girls to enter the digital sector through the Wi-Filles program run by the FACE NGO's, through which women engineers from AMA present their jobs and careers. Through our participation in this program, we also want to promote equal opportunities.

We are an international group, present on 3 continents. The cultural diversity within our group is a richness and we have more than 15 nationalities working together.

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

Improving our environmental impact

➔ Carbon impact: measuring and reducing our carbon footprint

We are currently estimating our **2021 carbon footprint**. The 2020 assessment was the starting point for building our climate strategy. By joining the Sciences Based Target Initiatives, we are objectifying our **reduction action plan**. With the expertise of our partner, the Good Planet Foundation, we have set a **target of 42% reduction by 2030 on our scope 1 and 2**. The objective for scope 3 is still under consideration, to establish realistic objectives in line with our growth targets. With the acquisition of the automation tool of our partner SAMI, we are strengthening our approach and refining the measurement of our carbon footprint.

Once again, a collective work was carried out with the support of our coordinators, and it is indeed 4 items on which our reduction efforts will focus

- ✓ Energy consumption
- ✓ Travel (home and work)
- ✓ Products
- ✓ Logistics

➔ Emissions avoided by our customers

Our XpertEye solution allows our customers to reduce their carbon footprint by avoiding travel. An initial estimate made by our partner Good Planet revealed that in 2020, 55,000 tons of CO2 eq were avoided, which on a kit scale and brought back to a month, gives an assumption of **1 ton of CO2 eq are avoided per kit in activity, each month**. To refine the estimate, we would like to work with our customers on concrete scenarios and share use cases.

➔ Managing our waste

AMA develops a software solution that is delivered to the customer as a kit with hardware such as connected glasses or cell phones and electronic cables. Therefore, we are vigilant about the **treatment of WEEE: waste electrical and electronic equipment**.

We process our declarations of placing on the market with the approved eco-organization Ecologic. Internally, our teams work on high-tech office equipment to guarantee high performance in terms of innovation. When changing equipment, we favor reuse because what is obsolete for our use can still be useful to others.

Therefore, we donate obsolete IT equipment to local rehabilitation associations. 93% of our laptops and 94% of our monitors are eco-certified and

We repair as much as possible our IT equipment before giving it away.

Recycling boxes for old telephones are available in each AMA office and are collected by the integration company, Les Ateliers du Bocage.

➔ Raising awareness among our employees daily

Internally, with the support of our coordinators and our regional organizations, we **organize awareness workshops** and one-off events such as "clean ups". Outdoor and internal cleaning operations on our emails. On the European sustainable development week, AMAmates in France and in the subsidiaries were able to participate in various initiatives: Clean Up moment (in Rennes and Cologne), awareness of good IT practices and digital eco-actions (Rennes, Bucharest, Shanghai), challenge to clean up one's email inbox (14 GB deleted, equivalent to 271 kg of CO2 avoided!), Mobility challenge with Rennes Metropole.


An awareness-raising campaign on the fate of waste in the Rennes Metropole agglomeration was carried out in 2021.

The AMAmates of Cologne wanted to join a local reforestation program, finance 100 plantations and even participate in the Lüdenscheid forest.





Indicator	2021
CO2 emissions on scopes 1, 2 and 3	1 128 tCO2 eq (2020)
CO2 emissions intensity (tCO2 eq / annual turnover)	17% (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

Committing to responsible and ethical behaviour with our stakeholders

➔ Anti-corruption

Aligned with our adherence to the UN Global Compact, we have initiated an action plan to initially raise awareness among members of the management, to carry out a risk mapping, a policy regarding gifts and invitations as well as a declaration register. Training for our managers and governance is also planned.

➔ Responsible purchasing

Our commitment begins in our relationships with our partners. That's why we share with our critical suppliers our code of conduct, to ensure that we share the same ethical values.

This code of conduct is based on the 10 principles relating to the respect of human rights and labor laws contained in the UN Global Compact, to which we adhere. AMA is particularly sensitive to the fight against child labor and the fight against corruption.

Accompanied by the CCI 35, we are implementing a responsible purchasing approach, with the exchange of best practices within a group of ten Breton SMEs.

For our internal purchases, we are committed to buying local products (coffee, etc.) or eco-labeled products (paper, cleaning products).

We have begun an eco-design process for the case containing the XpertEye kit. Currently, 30% of the internal foam composition is made of recycled material.

➔ Solidarity in our territories

We wish to contribute to the development of our territories, through various forms of sponsorship (financial donation, but also sponsorship of skills).

At the end of 2021, AMA signed a sponsorship agreement with ASFAD and will contribute to the renovation of its reception area for women and children who are victims of domestic violence.

Alongside the FACE association, we are committed to promoting our Tech professions to young girls from disadvantaged neighborhoods, via the Wi-Filles program.

In Shanghai, our local team participates in the events of the "Ladies Who Tech" movement

In Germany, our team on site participates in a reforestation program.

In Bucharest, our local team has chosen to donate its next taxes to an association.

➔ Consulting with our stakeholders

We are committed to working with and consulting our stakeholders. A first consultation rich in information was carried out in March 2021 and the second is currently being circulated. A sample of customers, suppliers, service providers, financial partners and HR firms were listened to. New interviews are currently being conducted as part of our responsible purchasing program. Internally, workshops and a survey have enabled AMAnautes to share their expectations. Each month, they could move the lines by being a force of proposal relayed by the CSR coordinator who operates within each team. #bettertogether

KPI's	2021
Number of directors made aware of corruption fight at AMA	100%
Suppliers part who signed the code of conduct	33%
Number of external stakeholders' answers received	34
Number of employees answers received	71



Targets for 2022 :

- Measure customer satisfaction
- Auditing our suppliers according to iso 27001 and CSR criteria
- Raise awareness among all managers on the prevention of corruption
- Signing of the code of conduct by all our critical suppliers
- Extend our solidarity commitments to the territories of our subsidiaries

Enhance professional's life, in the field by offering innovative solutions

Innovation is the core of AMA's business and is a prerequisite for the company's long-term survival.


The action undertaken on this last aspect validates **the transverse function** of the CSR team and globally the method of collaboration undertaken with all the teams, in the long term.

How can we measure customer satisfaction, innovation, or data security without working with our teams on the front line of these issues?

The selection of indicators and objectives, as well as their follow-up, are actions that cannot be carried out without the support of research and development, sales teams and our IT team. It is a daily collaboration, the stakes concern all the strata of the company. Our actions are part of a continuous improvement process.

Our customer' satisfaction is a permanent objective and once again requires regular surveys and actions to maintain the high level. **The notion of responsibility here takes on its full meaning.**

Measuring customer satisfaction is essential to ensure AMA's performance and to be aligned with the customer orientation that is one of our values.

It is with the feedback of our customers that we continue to innovate, to progress to bring a high value-added solution to their daily problems. We are therefore delighted to have obtained **ISO 9001**  certification.

This internationally recognized standard ensures that AMA's products and services meet our customers' needs through an effective quality management system.

We have developed and implemented the quality management system to.

- ✓ improve overall performance
- ✓ maintain a high level of quality and strong customer service.

Ensuring data security is key in the use of the XpertEye solution, at our customers' sites, in the medical field as well as in the industrial world. The XpertEye solution allows our customers to collaborate remotely, and their communications must be secure. Therefore, obtaining the **ISO 27001 certification** is required for the development of the company.

RESULTS

Training, raising awareness, federating, consulting, listening, surrounding ourselves with experts, communicating, adhering, evaluating, structuring, and prioritizing have been the major issues in our daily work to establish our CSR strategy.

The 17 AMAmates who voluntarily became active coordinators, the involvement of our governance, the support of the Déclic agency for the B-Corp labeling project and the support of the Good Planet Foundation for the evaluation of our first carbon footprint are some of the highlights. EthiFinance Scoring and the requirements of the B-Corp label have contributed to frame our approach through the audit.

With hindsight, we can identify areas for improvement and are aware of the issues that will take longer to implement.

The main areas for improvement are the indicators to be consolidated, objectified, and monitored.

Clearly, the subjects involving our external parties remain more difficult to master in terms of time. One example is the joint study with our customers on the emissions avoided when using the solution.

The B-Corp label, submitted in August 2021, is still awaiting evaluation and here again, AMA does not control the deadlines, the international label being a victim of its success.

2023 will be a year of action, with most of the files in gestation in 2021 and validated in 2022 being adopted and operational in 2023.

Organizing the follow-up, the animation of the process, monitoring the indicators and the impacts will be key to the credibility of our approach which is essential.

This first year has certainly been intense, characterized by strong mobilization and determination. And 2022 is already in a sustained rhythm and a great dynamic. The proof if it were needed, with this DPEF carried out beyond the legal framework, in a voluntary manner.

GRATITUDE

My first thanks go to our president, **Christian Guillemot**, who entrusted me with this mission at the end of 2020 and who has been an essential support, not hesitating to participate actively in the field, by our side during Clean Up Day, choosing to support the cause of fighting violence against women, participating in workshops to raise awareness of the prevention of harassment in the workplace, or being present during the various stages of restitution, such as that of the results of the carbon footprint assessment, and who gave me access to the members of the board of directors at the time of the vote of the reason for the existence



*My teammates, **Julie and Mairéad** who have been demanding and inspiring allies.*

My colleagues on the management committee have never failed me and have patiently accepted 7 CODIRS entirely devoted to CSR. They have been a force of proposal and a real support, whether it be to open to their teams the possibility of being part of the network of coordinators or to participate in the collection of the carbon footprint.

A special mention to the **purchasing team** and the **HR team** who have been solicited very often, have invited us to trainings, such as the recent one on inclusion and diversity.

Muriel, Laëtitia and Marion, the CSE harassment referents, are also very willing partners, and I would like to thank them for agreeing to share collective work sessions.

Our guides, **Pierre**, and **Julien** from the Good Planet Foundation and the Déclic agency, with their empathy and expertise, were able to guide us in our first steps

Finally, **Chloé**, **Guillaume**, **Maëva**, **Emie**, **Morgane**, **Evgenia**, **Julien**, **Mikaël**, **Sonia**, **Amandine**, **Dorian**, **Pierrick**, **Rachel**, **Oline**, **Scott**, **Raluca** and now **Francesca**, **Maiwenn**, **Eliot** and **Sarah**, your presence by our side as CSR coordinators is precious. You have actively participated in setting up an action plan to reduce our CO2 emissions, we are now working on developing our actions in line with the objectives of sustainable development, after having worked on a beautiful week of activities for the quality of life at work, from the bottom of my heart, I thank you.



#Bettertogether is clearly in the culture of AMAmates, and they have proven it throughout this year.



Your feedback is welcome and will contribute to our search for improvement. You can write to us at csr@ama.bzh