

**GROUP CORPORATE  
SOCIAL AND  
ENVIRONMENTAL  
RESPONSIBILITY**

**2022-2023**



# SUSTAINABILITY

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# GROUP CORPORATE SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

**2022-2023**

This document is a reproduction of Chapter 6, as well as pages 12 and 13 of Chapter 1 of the Universal Registration Document 2022-2023. The original French version of the Universal Registration Document was filed with the *Autorité des marchés financiers* (AMF, French Financial Markets Authority) on October 31 2023 in accordance with Article 212-13 of the AMF General Regulations.

All documents are available on the Company's website at [www.claranova.com](http://www.claranova.com).

In this Document, the term **"Group"** refers to Claranova and its subsidiaries, while the terms **"Claranova"** and the **"Company"** refer to Claranova as an entity.

This Document contains information about the Company's objectives and development strategy. Such information may be identified by the use of the future and conditional tenses and by forward-looking terms such as "consider", "envisage", "think", "target", "expect", "intend", "should", "aim", "estimate", "believe", "wish" and "may" or, in certain cases, the negative form of these terms, or similar expressions.

The reader's attention is drawn to the fact that these objectives and development strategy depend on circumstances and events which may or may not occur.

These objectives and development strategy are not historical data and should not be considered to give any assurance that the stated events and data will occur, the assumptions confirmed, or the objectives attained. By their nature, these objectives may not be achieved and the statements and information presented in this Document may prove incorrect, without the Company being required in any way to provide an update, subject to applicable regulations and, particularly, the AMF General Regulations.

This Document also contains information about the Company's business and the market and industry in which it operates. This information notably stems from studies conducted by internal and external sources (analysts' reports, specialized studies, sector publications, and any other information published by market research firms, companies and government agencies). The Company considers that this information presents a true and fair view of the market and industry in which it operates and accurately reflects its competitive position. However, while this information is considered reliable, it has not been independently verified by the Company.

*The English language version of this report is a free translation of the original document prepared in French. Only the French version of the Universal Registration Document has been filed with the AMF. It is therefore the only legally binding version.*

## 1 Our responsibility

### 1.1 Our CSR approach

#### Record sales driven by fully-focused teams

As it pursues its growth trajectory, Claranova has continued to grow and achieved record sales of half a billion euros, while remaining fully committed to respecting its social and environmental values. With a diversified portfolio of activities and committed, highly-skilled teams, Claranova uses innovation to facilitate day-to-day tasks of its customers. Recognizing

the importance of environmental issues, the Group is also committed to harnessing its culture of innovation to reduce its carbon footprint and that of the people who use its products. For this purpose, the Group has strengthened its CSR policy, notably by establishing a CSR committee to spearhead Claranova's environmental and social policy.

#### Developing a Group CSR approach

Claranova applies a CSR approach designed to generate growth and profitability that can be shared with stakeholders. Since 2019, the organization of Claranova's CSR approach at the Group level has involved:

- analyzing its CSR risks (See Paragraph 1.2);
- developing new CSR key performance indicators;

- creating CSR guidelines and a reporting tool;
- creating and mobilizing a network of CSR officers.

#### CSR advances in FY 2022-2023

The Group continued to implement its CSR approach in the period, in line with its different sustainability commitments (employment, society and the environment). Its policies and actions in this area are focused on three priorities: human resources, social impact and environmental footprint. In particular, Avanquest strengthened its human resources policy in 2023.

#### Reinforcing CSR governance

CSR is promoted at the highest level of Group management. The Board of Directors' Audit Committee ensures the relevance and integrity of the information published in the Group's NFS. It also validates the Group's risk mapping, which includes CSR risks. In October 2023, this Audit Committee, along with the CSR Committee, received training on the CSRD<sup>(1)</sup>, which will come into force from 2024. Starting next year, the Audit Committee will also be responsible for monitoring sustainability reporting.

To strengthen CSR governance, the Board of Directors has established a CSR Committee in FY 2022-2023 (See section 3.1.3.5 of the Universal Registration Document 2022-2023). The missions of the CSR Committee are to:

- assess the relevance of the Group's CSR commitments with respect to the challenges specific to its business;
- oversee the implementation of the Group's CSR policy;
- examine the Group's reporting procedures for non-financial information;
- examine the reports of Claranova SE and all subsidiaries that meet legal and regulatory CSR obligations, and assess their consistency with the CSR commitments made by each entity.

#### Double materiality assessment

In 2023, Claranova Group initiated its double materiality analysis, anticipating one of the major prerequisites of the CSRD.

Claranova has considered the entire spectrum of issues applicable to all sectors, as well as material sector-specific issues listed by SASB<sup>(2)</sup> for the software & IT and e-commerce sectors, sector-specific issues and issues arising from the Group's CSR risk mapping.

An analysis of the underlying impacts, risks and opportunities was carried out for each issue, to enable internal and external stakeholders to assess its materiality. Through individual interviews, stakeholders rated the impact materiality (impact of the Group's activities on people and the environment) and financial materiality (risks and opportunities generated by the environment and people on the Group's financial performance) of these issues. For this purpose, a scale for rating magnitude and occurrence was used, in conjunction with scales and criteria consistent with the Group's risk rating method.

The results of the double materiality analysis will be published in the Non-Financial Statement (NFS) for FY 2023-2024.

#### Carbon footprint

As another major step forward, the Group has started to produce its first carbon assessment report. The measurement of the Group's CO<sub>2</sub> emissions will be published in FY 2023-2024 NFS. This will make it possible to define policies, reduction targets and action plans at Group level.

By adopting these structural improvements to its CSR approach, Claranova confirms its determination to move forward with its roadmap. The Group will continue to roll out new policies and action plans, particularly in the areas of environmental protection and vigilance.

(1) The European Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS) will be phased in starting in January 2024.

(2) The Sustainability Accounting Standards Board (SASB) is an American non-profit organization that develops sustainability accounting standards for non-financial reporting.

## 1.2 Our CSR risks

### Major CSR risk identification methodology

Since 2020, the CSR Risk Assessment Committee has been comprised of members of the Finance, CSR, Legal, Communications, Operations and Data protection departments. This committee annually updates the CSR risk mapping method. In FY 2022-2023, this risk map was re-validated in accordance with the revised Group risk map.

The two scales for rating respectively the severity of impacts and their frequency of occurrence are based on quantitative and qualitative assessment criteria. Each scale has four levels. The severity rating scale includes impacts on:

- financial results and the Group's ability to finance its activities;
- customer relations and impact on revenue;
- human capital and the impact on employee engagement;
- relations with stakeholders and the environment, and remediation or repair costs for people or the environment.

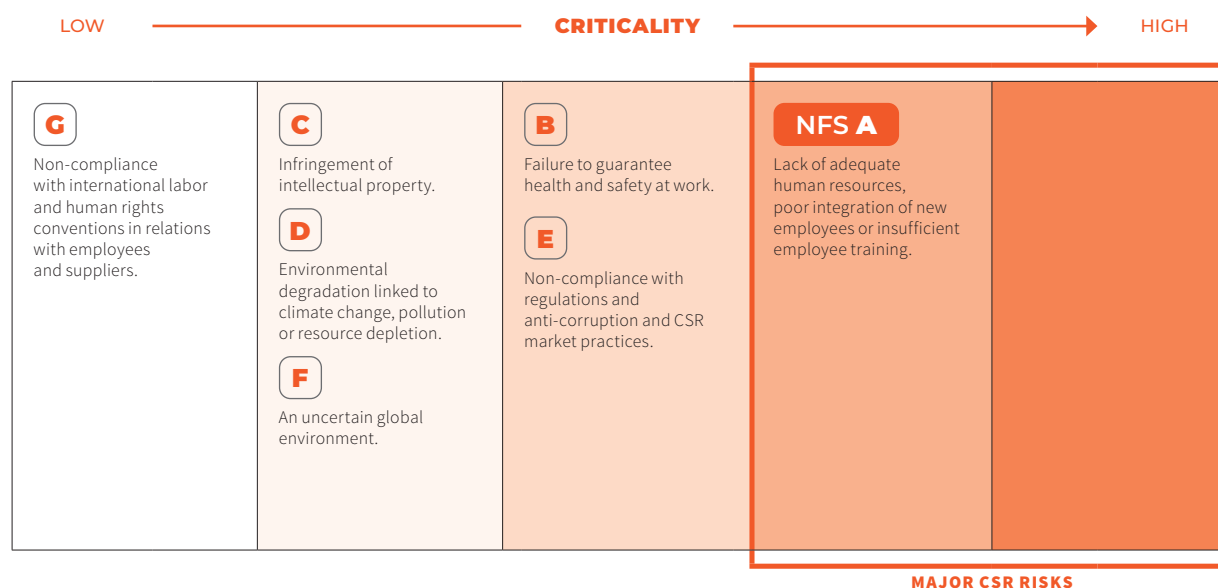
The Committee established and updated a list of CSR risks specific to its activities, based on an analysis of Group businesses, the publicly reported risks within its competitive universe, its

business model and its interactions with stakeholders. The Committee also ensures consistency between the Group risk universes (see Chapter 4 of the FY 2022-2023 universal registration document) and CSR risks. Committee members then produced a description and analysis of each risk: its nature and potential manifestations, factors relating to Claranova's business model and the Group's relations with stakeholders, its potential impacts for the Group and its stakeholders and the probability and frequency of occurrence. They also reviewed existing policies and processes in the company that could help control some or all of the risk or its consequences for the Group and its stakeholders.

Finally, the Committee has updated the method for rating net CSR risks with respect to impact and frequency for Claranova and its stakeholders. The development of this rating was based on a consensus building approach. In the event of diverging conclusions for short, medium and long-term timeframes, or depending on the assessment criteria, the Committee took a prudent approach by adopting the highest rating.

The CSR Committee meets annually to update the CSR risk map.

### CSR risk mapping ranked by criticality



Claranova's rating system identified one major CSR risk:

**NFS A** Lack of adequate human resources, poor integration of new employees or insufficient employee training.

There were few changes to Claranova's CSR risk map in comparison with last year. Only the criticality of the risk "Non-compliance with regulations and anti-corruption and CSR market practices" was reassessed and raised by one level. This change reflects new European CSR requirements resulting from the introduction of the Corporate Sustainability Reporting Directive (CSRD) and corporate sustainability due diligence.



## Presentation of risks

### **[Risk A]: Lack of adequate human resources, poor integration of new employees or insufficient employee training.**

Claranova's employees are its prime creators of value. Their technical and managerial expertise, impressive execution capacity and collective commitment are Claranova's most important asset. It is their capacity to innovate and take new technologies forward, both operationally and competitively that drive Claranova's growth and profitability.

Claranova is attentive to the risks of insufficiently skilled and motivated employees. The development of its three divisions requires technical experts and talented managers able to keep pace with the Group's accelerated growth. During the remote working period it was difficult to integrate and train new employees, particularly at Claranova SE and Avanquest. During such periods, new balances between private and work life and individual and collective activities must be developed accompanied by a long-term assessment on new working methods. A slowdown in the development of human resources (employee recruitment, integration, training and retention) or in individual or collective employee commitment or motivation would have an adverse effect on Claranova's earnings in the short to medium term.

In particular, the departure of one or more members of the management team of the Group or its subsidiaries could result in the loss of know-how and weaken certain activities, a less realistic medium- and long-term strategic vision and deficiencies in execution that could impair the Group's ability to implement its strategy, in addition to temporary uncertainties that could potentially impact the share price.

### **[Risk B]: Failure to guarantee health and safety at work**

Claranova's teams of highly competent and committed professionals are its most important asset. Guaranteeing their health and safety is therefore a key priority for the Group. A failure in these major areas would be detrimental to the Group. Given the marginal place of product manufacturing in Claranova's activities, the main health and safety risks primarily concern burnout, stress or musculoskeletal disorders. Claranova's growth is a product of the individual and collective efforts of its employees. A serious health or safety incident would adversely affect their well-being, motivation and commitment to the common project and, in so doing, reduce Group's growth momentum.

### **[Risk C]: Infringement of intellectual property**

Claranova owns strong brands and intangible assets created by its IT developers and underpinning its growth in new markets and new regions. For that reason it is attentive to the risk of misappropriation of its brands or violation of its intellectual property rights. An infringement of the Group's intellectual property rights could lead to litigation while the fraudulent misappropriation of software could result in a loss in sales and reputational damage for Claranova.

Le détournement frauduleux d'un logiciel pourrait provoquer une perte de chiffre d'affaires et une atteinte à la réputation de Claranova.

### **[Risk D]: Environmental degradation linked to climate change, pollution or resource depletion**

Claranova is fully aware of the risks of climate change, environmental pollution and resource depletion which currently concern all human activities and monitors developments in this area. The Group also considers that environmental responsibility provides an opportunity for innovation and growth. The Group's environmental impacts mainly relate to photo printing and the production of personalized products by third-party partners and their delivery. Poor control over these impacts would damage both Claranova's image and its commercial development and would likely trigger a loss in interest or even the rejection of Claranova by its stakeholders.

### **[Risk E]: Non-compliance with regulations and anti-corruption and CSR market practices.**

Due to its international dimension and growth across all its markets, Claranova is exposed to the risk of corruption and failure to meet its corporate, social and environmental responsibilities (CSR). This is particularly true in Europe, where CSR regulations are evolving and becoming increasingly complex (European green taxonomy and the upcoming Corporate Sustainability Reporting and Corporate Sustainability Due Diligence directives). A failure would lead to a loss in confidence by third parties, adversely affect Claranova's image and generate potential remediation costs. Indeed, the Group's stakeholders, and in particular investors, are increasingly taking into account extra-financial criteria when assessing the Group's performance. Failure to meet these standards could reduce the availability of financing for the Group, or increase its cost.

### **[Risk F]: An uncertain global environment**

Claranova does not exclude the materialization of a risk of a natural disaster, a health crisis or political upheaval. Such crises affect the private life and health of its employees and customers in addition to having a financial and stock market impact for the Group. In particular, the inflationary context may pose a risk to the growth of the Group as a provider in large part of discretionary consumer-products.

### **[Risk G]: Non-compliance with international labor and human rights conventions in relations with employees and suppliers**

Due to its global presence, Claranova does not exclude the risks of failure to comply with rules for protecting human rights or good labor law practices, and particularly cases of discrimination, contrary to its wishes and despite policies in place. This would result in the violation of the dignity and fundamental rights of the victims which could negatively impact the Group's image and stakeholder confidence.

## NFS table

Business model	CSR risk mapping	Main CSR risks	Reasonable policies and procedures	Performance indicators
See chapter 7 of this document	Major CSR risk identification methodology (See paragraph 1.2 of this document) CSR risk mapping (See paragraph 1.2 of this document)	Lack of adequate human resources, poor integration of new employees or insufficient employee training. <b>NFS A</b>	Employment (See paragraph 2.1 of this document) Training and career support (See paragraph 2.2 of this document)	Total workforce (See paragraph 2.1 of this document) Number of training hours (see section 2.2 of this document) Average number of training hours per employee (See Paragraph 2.2 of this document)

## 2 Being a responsible employer

The Claranova group can only succeed with the support of all the employees of its subsidiaries. Its employees are in consequence among its most valuable assets. And by promoting their personal growth as stakeholders in the Company's long-term project, it also contributes to the Group's success. In this regard, Claranova Management is convinced that good working conditions, skills and career development, recognizing talent, fair treatment, and equal opportunity are vital to the success of the Group's strategic plan. These practices are vectors for the innovation, responsiveness, reliability and expertise that benefit our customers.

In 2023, Avanquest ramped up efforts to strengthen its human resources policy by focusing on harmonizing and continuously improving talent management, creating links between teams and promoting the application of best practices throughout the network. For FY 2023-2024, Avanquest has established three key priorities: compensation, performance management and the employer brand.

### 2.1 Recruitment, employment and diversity **NFS A**

#### Recruitment and employer branding

In a tight job market, particularly in IT, attracting and retaining talent is a top priority. With that objective, the Group strives to ensure that its subsidiaries offer their employees a genuine career path (recruitment, training policy, mobility policy, career management, life balance, etc.), build loyalty and promote team spirit based on a shared culture.

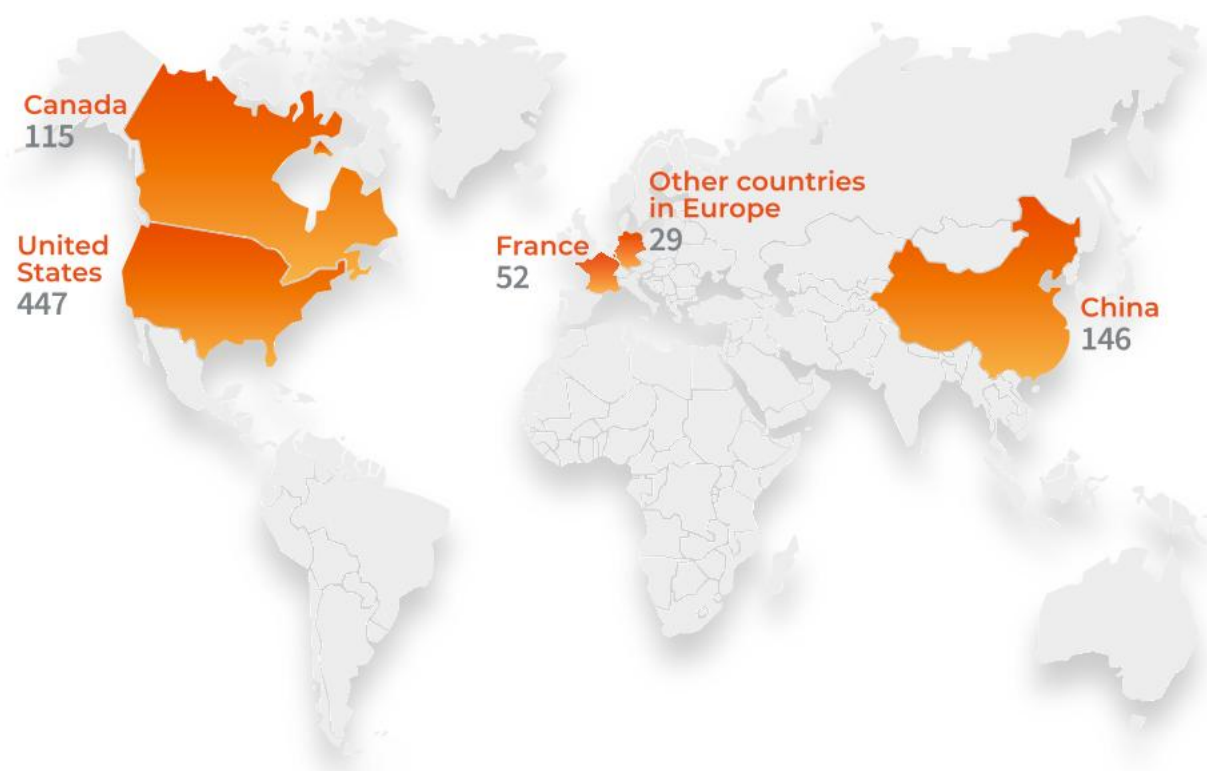
In FY 2022-2023, for example, Avanquest defined four key values: collaboration, innovation, respect and a "solution-focused" mindset. Avanquest has also started to focus on developing its employer brand which plays an important role in attracting and retaining employees.

#### Employment

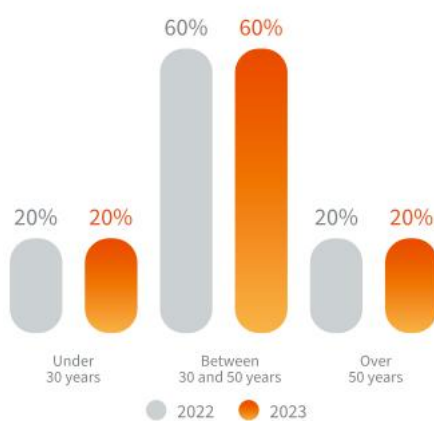
At June 30, 2023, Claranova Group counted 789 employees.

The personalized e-commerce business experiences a sales peak during the end-of-year holiday season (Thanksgiving, Halloween, Black Friday, Christmas) and large numbers of temporary staff are hired to help the Company provide the best customer service possible.

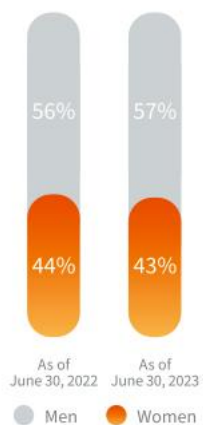
## GEOGRAPHIC BREAKDOWN



### AGE



### GENDER EQUALITY



### TOTAL HEADCOUNT





## Work-Life balance

A proper use of mobile tools helps achieve a good work-life balance. These tools help to improve the quality of life at work by giving workers more flexibility in the management of their schedules. Each entity adapts this vision to the specific needs of its business and its employees.

In France, telecommuting practices are governed by the **Remote Work Charter**, which allows each employee to work remotely not more than two or three days a week, depending on the company.

Also in France, a **Charter on the right to disconnect**, seeks to ensure that rest and vacation time are respected, the proper balance between professional, personal and family life is maintained and employee health is protected. To this purpose,

it defines working hours and periods for disconnection, issues recommendations to prevent information overload, defines the employer's commitment and employee awareness initiatives and establishes a whistleblowing right.

This year, Avanquest led the way in making progress in this area by adopting a remote work charter in France and a hybrid working policy in Canada requiring employees to be physically present two days a week, and available and reachable between 10 am and 4 pm.. The purpose of this hybrid approach is to give employees flexibility, while maintaining human contact.

## Working hours

Working hours and measurement methods vary according to the country and the level of responsibility of each employee.

In France, for example, Avanquest reevaluated working hours for each position, and adapted employment contracts accordingly (introduction of a collective work schedule for

non-management employees, and a fixed number of working days for management employees). For Avanquest employees in Canada, all work contracts are annualized while in Germany a tool is in the process of being developed to monitor working hours.

## DIVERSITY

Fair treatment and equal opportunity are fundamental values for the Group. Claranova does not tolerate any inequality of treatment based on discrimination, in accordance with the French Labor Code<sup>(1)</sup>. By cultivating diversity, the Group creates value and fosters innovation.

Over and above compliance with regulations, Claranova promotes measures in favor of:

- parenthood and gender equality;
- intergenerational transmission of know-how;
- integration and continuing employment of people with disabilities.

Each year, the Group's Board of Directors confirms continued action in these priority areas. Systems are implemented in the subsidiaries, in line with local expectations and challenges.

The Group also promotes the complementarity of cultures. This is essential for Claranova, which, as a French company with an international presence, earns 95% of its revenue outside France. Group entities favor expertise and development potential on recruitment to encourage team diversity.

In the U.S., for example, PlanetArt offers the widest possible range of skills-based job interviews. PlanetArt also provides information on public holidays specific to each culture, particularly in the United States. To the extent possible, the aim is to enable employees to take their vacations on the days they choose, even on days other than public holidays observed by the company.

In Germany, Avanquest has developed a recruitment specifically designed to meet candidates with a variety of profiles, and to introduce them to the company's inclusive culture.

(1) Pursuant to Article L. 1132-1 of the French Labor Code: "No individual may be excluded from a recruitment process or denied access to an internship or training period in a company, and no employee may be sanctioned, dismissed or be the subject of discriminatory measures, directly or indirectly, as defined in Article 1 of French Act<sup>n</sup>2008-496 of May 27, 2008 concerning various measures to adapt community law designed to combat discrimination, notably in terms of compensation, within the meaning of Article L. 3221-3, profit-sharing or share-based compensation, training, reclassification, posting, qualification, classification, professional promotion, transfer or contract renewal based on their origin, gender, customs, sexual orientation, gender identity, age, family situation or pregnancy, genetic profile, a particular vulnerability resulting from their economic situation, apparent or known to the perpetrator, actual or assumed affiliation/non affiliation with a specific ethnic group, nation or race, their political opinions, union or mutualist activities, elective office, religious convictions, physical appearance, their family name, place of residence or bank account, or because of their state of health, loss of autonomy or disability, or ability to express themselves in a language other than French."

## Parenthood and gender equality

Claranova supports parenthood and promotes gender equality. The Group does not tolerate stereotypes which continue to exist in the digital sector. In a climate of confidence between the Company and its employees, Claranova integrates parenthood imperatives in the organization of work time. The ability to occasionally work from home, for example, is explicitly proposed as a way of improving the work-life balance. In accordance with French regulations, maternity and paternity are not an obstacle to promotion. Quite the contrary, Claranova recognizes that one of its duties is to support parenthood by ensuring that promoted staff are able to assume their roles as parents. Claranova is also attentive to strengthening the role of women through recruitment. 44 % of our employees are women.

## Intergenerational transmission of know-how

Claranova Group has developed and maintained know-how in all its areas of activity for many years: a precise understanding of all digital technology sectors (Software, Photo printing, Internet of Things), an ability to innovate in any technological sector, with new products, services and technologies, as well as the ability to implement a variety of different models, by finding the right business model, from a new concept. Through their organization and collaborative working methods, Claranova's teams are committed to

transferring their know-how, particularly to the younger generation, through work-study programs and apprenticeships across all areas of activity. For example, the Group's entities in France maintain relations with schools and regularly employ five or six interns or work-study students.

## Integration and continuing employment of people with disabilities.

Claranova's disability policy promotes job integration and the continuing employment of people with disabilities, in compliance with the legal requirements applicable in the countries where the Group's subsidiaries operate.

In France, for example, job offers expressly indicate the policy of non-discrimination in employment for people with disabilities.

For several outsourced services, the Group's head office calls on sheltered-sector or job-integration companies. The annual office cleaning collects computer equipment and data storage devices. This equipment is either recycled or securely destroyed by a disabled-friendly company committed to sustainable development. Paper collection and recycling is also managed in part by job-integration companies. Moreover, for many years now, the packaging of certain products distributed or produced by Avanquest Software in France has been chiefly handled by a work-based support organization (ESAT).

## 2.2 Training and career development NFS A

### Training

The personal qualities of our employees, their ability to innovate and execute are the Group's main growth drivers. Operating in a constantly changing technology sector, Claranova's subsidiaries strive to offer their employees training and skills development programs. Each person deploys its own training approach founded on a dual objective: considering each employee as an actor in his or her own career path and sharing the internal knowledge and strategic vision of each subsidiary.

Claranova encourages every employee to adopt a proactive approach to training. This means that each employee is responsible for his or her own training requests communicated directly during the course of the year or during individual annual appraisals.

In the United States, PlanetArt offers both compulsory and optional training courses, including some specifically designed for managers. Training opportunities are identified by both managers and employees during annual performance reviews.

At Avanquest in France, a meeting is organized every year between management and employee representatives to discuss the economic and social database (BDES), including the training plan.

In Germany, Avanquest regularly organizes in-house training courses introducing its teams to new technologies, practices and methods. The entity also encourages its employees to participate in external conferences and training courses.

### KEY PERFORMANCE INDICATORS

	FY 2020-2021 <sup>(1)</sup>	FY 2021-2022 <sup>(2)</sup>	FY 2022-2023 <sup>(2) (3)</sup>
Number of training hours	880	1,746	4,160
Average number of training hours per employee	4.71	9.81	6.65

Consolidation scope: (1) all subsidiaries except US and China. (2) all subsidiaries except myDevices and China. (3) reporting for the PlanetArt subsidiary in the US includes training hours for all employees present over the period, including seasonal and temporary staff (206 people).

In FY 2022-2023, the number of training hours per employee declined after the post COVID-19 recovery in FY 2021-2022 (reflecting the resumption of training interrupted during the health crisis in Canada and France plus the acceleration of training programs).

## Career development

In these constantly changing digital and technology sectors, Claranova seeks to conserve the excellence of its employees and attract new talent, both young and experienced, to support its growth. For that reason, Claranova proposes attractive career opportunities and encourages employees to design their own career development projects and paths for advancement within their subsidiary. In this same spirit, at the Group level, Claranova supports internal promotions, personalized career paths, annual performance reviews and the creation of clearly documented job descriptions.

## 2.3 Health and safety at work

### Occupational health and safety prevention

Health, safety and quality of life at work are a priority for Claranova, with protecting its employees a constant concern. The Group adopts a preventive approach as part of its responsibility to employees and its belief in the effectiveness of precautionary measures.

Management of the Group's subsidiaries have identified the main health hazards to which employees are exposed. They concern workstations, the use of screens and office activities and mainly include stress, psychosocial risks and musculoskeletal disorders.

Committees have been set up in France and the United States to prevent these risks, with particular attention paid to psychosocial risks. In Germany, they are monitored by a health and safety officer.

A health insurance plan is offered to full-time employees in all Group subsidiaries.

In anticipation of European Corporate Sustainability Reporting Directive (CSRD), Claranova measured the number of employees having completed an annual appraisal which amounted to 751 employees or 95 % of the Group's workforce. Considering that only the myDevices business in the USA did not provide figures for annual appraisals, the survey covered 98 % of the workforce. For those companies that contributed to this survey, 97 % of employees had an annual appraisal.

In 2023, Avanquest adopted a reporting system for all employees on matters relating to workload and moral and sexual harassment. A number of initiatives were implemented to prevent psychosocial risks, including training courses to combat moral harassment.

In France, identified stress factors include the fast pace of the Group's growth, working with subsidiaries in different time zones, the quantity of information processed and the workload. Claranova takes these factors into account individually and with compassion.

In Canada, Avanquest provides employees access to the services of an external company that proposes an integrated approach to mental, physical, social and financial well-being of employees. Each employee is entitled to five sessions per year with a psychologist, lawyer, psychotherapist, dietician, etc. Sports memberships are also reimbursed according to a flat rate amount.

### KEY PERFORMANCE INDICATORS

	FY 2020-2021	FY 2021-2022	FY 2022-2023
Workplace accident frequency rate	0	0	0.6481

Frequency rate (FR) = (number of accidents/hours worked) x 1,000,000.

## 2.4 Employee relations and compliance with conventions

### Promotion of social dialog

Claranova undertakes to encourage freedom of association and promotes social dialog taking into account the interests of all its subsidiaries' employees. Led by the human resources teams at local level, social dialog aims to respond as best as possible to the needs of employees, while complying with regulations, laws and local culture.

In France, formal meetings are held with employee representatives at the legally required intervals. Regular meetings are held in France between the Social and Economic Committee (SEC) and Management, offering meaningful interactive sessions during which all issues may be examined and discussed. A collective agreement, covering the organization of working time and professional equality, was signed in December 1999, in compliance with French law on employee representation.

In Germany, the absence of employee representatives is explained by the small size of the workforce (less than thirty employees). Mediators, appointed on a voluntary basis, act as employee representatives, conveying the concerns of employees when necessary.

In Canada, advisory committees which are not required by law are not very common. Instead, employees formulate their requests directly through a confidential, anonymous web platform. They are invited to freely share their opinion on all issues they consider important.

PlanetArt and Avanquest North America in the United States and China do not monitor issues relating to freedom of association and employee relations.

## Compensation and employee shareholding

In FY 2022-2023, the Group payroll (salaries and bonuses, excluding employer social security contributions and expenses relating to share-based payments) amounted to €76.1 million. To promote employee commitment and motivation, individual wage increases are based on annual performance appraisals for each employee.

Restricted stock unit (actions gratuites) and stock option grants were introduced to motivate and build commitment in employees worldwide. In this way, a certain number of the Group's employees are shareholders of the Company or one of its subsidiaries.

In 2023, Avanquest published its new compensation policy based on the principles of fairness and transparency. Completing this global compensation policy, Avanquest's local salary scales define competitive and fair salaries in each market (by country or by office).

## 3 Having a positive social impact

As a global Internet company, Claranova facilitates access to technologies by offering solutions that combine innovation and ease of use. The Group is committed to having a positive impact on society, based on the quality of its solutions and the benefits they provide, such as preventing accidents and ensuring personal safety by means of connected sensors. Claranova is also responsible for guaranteeing the security of the personal data it collects.

### 3.1 Simple and secure digital access

#### Innovation: a service for our customers and a benefit to society

Claranova implements an innovation policy to monitor market developments and customer needs. These innovations promote employment and social benefits with a focus on four categories:

- **Creation of new products** tailored to customer needs. One illustration is the FreePrints Photobooks app, which makes it quick, easy and affordable to create photo albums directly on your smartphone. Another is InPixio photo software, enabling online users can now crop an image for free by simply dragging and dropping their photos, remove unwanted objects or even completely change the background of a photo in a matter of seconds. And finally, the myDevices platform which offers businesses an infinite number of IoT PnP<sup>(1)</sup> solutions to simplify the management of their connected objects, regardless of their manufacturer or the network used.
- **Incremental or breakthrough innovation.** This makes it possible to constantly improve products keeping pace with developments in the highly competitive markets in which

Claranova is positioned, and to create new services, such as PlanetArt's InkCards application by for example integrating the ChatGPT<sup>®</sup> technology to help users write card messages more easily;

- **development of new models.** Claranova was notably behind a major breakthrough when it proposed the digitalization of photo printing and then developed access to this service by smartphones and tablets;
- **Innovation in marketing and selling.** In the software business for example, the percentage of digital sales has increased from 10 % to 80 % in 10 years. Solutions previously sold primarily in stores can now be purchased together with maintenance contracts on a SaaS (Software as a Service) or PaaS (Platform as a Service) basis.

Claranova is also constantly innovating to improve its control of social media as well as constantly changing search engine algorithms and to develop its cross-selling techniques.

(1) plug and play

## Accessibility and safety: the social benefits of our solutions

With more than 500 software products available in up to 16 languages, Avanquest is one of the world's 10 leading consumer software developers. Avanquest designs simplified functionalities, offers wide price ranges and optimizes the functionality/price ratio of its software in order to make its solutions available to all, individuals, freelancers and small businesses.

It also helps extend the life of computers by providing a range of utility solutions to update and maintain IT tools. Antivirus software protects users and their personal data. Avanquest is also developing an innovative solution to protect Internet users that includes microphone and camera control, VPN and a priori reporting of potentially malicious Internet sites.

Finally, Avanquest helps its customers learn how to use the software. The customer support service identifies customers with potential installation problems who are contacted directly to propose solutions. Numerous tutorial videos are

shared with customers, both embedded in products or posted on social networks. The customer support service shares tips and best practices for using the software on social networks, on the Avanquest blog, the software's built-in chat functionality, and through private messaging in response to user requests.

The Group's IoT business constantly proposes new applications through its unique platform, myDevices, compatible with over 450 different connected devices. Among the current infinite uses, the majority present a recognized societal and environmental benefit. They improve consumption monitoring, product quality and the reliability of installations and much more. The IoT division's innovation also focuses on the myDevices platform itself, which Claranova wants to keep as scalable and secure as possible. Avanquest's software and services offer a line of defense against hackers, cyberthreats and malware, as well as securing online payment systems.

## Personal data protection

Protecting personal data is a top priority for Claranova. On that basis, the Group implements compliance and personal data protection measures for its customers and employees in all its subsidiaries.

All subsidiaries address these issues with the support of a Data Protection Officer (DPO) located in France, at the level of the holding company. This DPO is in direct contact with the compliance and IT security managers, as well as with local Data Protection Coordinators (DPC). The goal is to ensure the Group's compliance with the European General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA) and Law 25 with respect to companies collecting data from Quebec citizens.

In the United States, the Claranova Group adapts the specific regulations of individual states, by carefully assessing the corresponding risks.

2023 marked a milestone with the introduction of global governance for personal data policy, spearheaded by Claranova SE, with the support of its senior management.

The DPO is supported by a network of legal experts in the various territories in which the Group operates, who assist with regulatory oversight and compliance issues requiring specialized regulatory expertise. The DPO also continuously monitors technological and legal developments with a view to bringing practices into line with the most up-to-date standards which are promoted throughout the Group.

A unified portal now exists providing a common reference for personal data-related guidelines and information for all Avanquest subsidiaries' online platforms.

By centralizing governance and procedures for personal data management, the Group has strengthened its intelligence capabilities and ability to anticipate future regulatory developments.

In France, the IT charter has now integrated a critical component covering the protection of personal data. Since FY 2020-2021, the Group has implemented a specific training program for all its employees to inform them about the data protection issues relating to their respective activities. This training, provided in the form of an online video module, is followed by a questionnaire-based assessment to ensure that the content has been fully understood.

Claranova also continues to remain committed to confidentiality and compliance. For example, Group software and websites are regularly audited to ensure compliance with European and international personal data protection policy. The Group's DPO also audits selected subcontractors to ensure their strict compliance with the RGPD and other international personal data protection regulations.

And to further reinforce the Group's internal procedures and their consistent application across all subsidiaries, the DPO is in the process of developing Binding Corporate Rules (BCR). These guidelines are intended to ensure a common methodology and procedures for the processing and protecting of personal data across all Group entities.

In line with the strategic priorities that have been set, the subsidiaries are continuing to roll out their roadmaps, including:

- regular intrusion tests for online platforms integrating payment solutions. These systems are fully compliant with the Payment Card Industry Data Security Standard (PCI DSS), a global benchmark for secure credit card transactions;
- optimizing the management and security of personal data by gradually centralizing the databases;
- the adoption of a leading SaaS platform for personal data protection management and compliance (ONETRUST™) which facilitates the harmonization of tools and procedures across the entire Group;

- a proactive, integrated approach to encryption, security and compliance integrated into the design phase for all developments. This approach covers communications, data management both internally and externally, and the systematic solicitation of consent;
- ongoing efforts to raise awareness and inform employees of their rights and responsibilities with regard to data protection.

In addition, a GDPR dedicated hotline team answers questions about personal data processing from private individuals. Each request is handled with the greatest care and within the time frames imposed by regulations (i.e. a maximum of 30 days).

In 2023, myDevices obtained SOC 2 certification<sup>(1)</sup>, confirming the robustness of its security processes. This certification is testimony to the company's ongoing efforts in the areas of data protection, transparency and secure connections for its users and employees.

## KEY PERFORMANCE INDICATORS

	FY 2020-2021	FY 2021-2022	FY 2022-2023
% of subsidiaries with a Data Protection Coordinator (DPC)	80%	80%	100%
% of subsidiaries covered by the GDPR risk mapping	100%	100%	100%
% of customer inquiries concerning personal data	3%	0.38%	0.55%

## 3.2 Fair practices and anti-corruption measures

Claranova and its managers are committed to preventing all forms of corruption and influence peddling in its commercial operations. Group management is implementing an anti-corruption program to anticipate and detect acts of corruption and influence peddling in France and other countries in accordance with Article 17 of the French Sapin II law<sup>(2)</sup>. Due to its rapid development and growth in recent years, Claranova group is now subject to these regulations.

Claranova developed a **corruption and influence peddling risk map**. Specific maps, for the head office and for each business unit, were produced by Claranova's Executive Management, the Legal Department, managers and employees on the basis of interviews and questionnaires. These cover on this basis all Group businesses, geographic areas and procedures.

Local analysis of gross and net risks focused on around 15 potential corruption instruments and controls with respect to implementation were assessed including notably gifts, invitations, facilitation payments, sponsoring activities, charitable works, favors on recruitment or the selection of service providers

and suppliers, acts of corruption and influence peddling performed by intermediaries, joint venture or consortium partners, contracts with multiple obligations, royalties, discounts and rebates, free gifts and sales, sales with right of return or repayment, merger-acquisition transactions and financial instruments. This took into account various quantitative data.

The risk map made it possible to develop remediation plans capable of being adapted to the level of residual risk. It is updated annually.

Claranova is in the process of adopting an Anti-Corruption Code of Conduct and an internal whistleblowing system, in accordance with the recommendations of the French Anti-Corruption Agency (AFA). The Code of Conduct is intended to provide a general framework for all Group employees on issues related to corruption, with specific and illustrative examples specifically designed to help develop a concrete understanding of the issues. The internal whistleblowing system will also ensure that each Group employee has a secure and independent framework to report any incident of corruption within the Group.

(1) SOC 2 (System and Organization Controls 2) is the data management security compliance standard.

(2) Article 17 of Law No. 2016-1691 of December 9, 2016 on transparency, the fight against corruption and the modernization of the economy, also known as the Sapin II law.



### 3.3 Regional, economic and social impact of the Company's business activities

#### Outsourcing and supplier relations

Claranova Group's main suppliers are printers, software developers and logistics service providers.

Claranova gives preference to local suppliers whenever possible, particularly for general purchases. The Group also wishes to gradually incorporate environmental and social criteria in the selection of suppliers and service providers.

In France, for many years now, Claranova has called on the services of ESAT Suzanne Lawson, a sheltered-work organization managed by the Association des Papillons Blancs des Rives de Seine. This organization, which employs people with disabilities, performs a large amount of packaging work for Avanquest Software. The Group's head office also outsources the recycling of its IT equipment (computers, magnetic media, batteries, etc.) to the sheltered services company, APR2. Tricycle Environnement, a recycling and re-employment company, also collects and sorts the other materials.

#### War in Ukraine

The Group adopted strong measures to ensure the safety of its subcontractors working in Ukraine as soon as the war was declared. Avanquest has communicated with its Ukrainian partners almost every day, answering questions and ensuring transparency with regard to the initiatives and decisions taken by the Group. A crisis management committee was formed consisting of members of management and the head of the

Kharkiv office in Ukraine. The Group immediately took steps to find a safe location in Poland, while opening temporary facilities in Lviv (an area in Ukraine considered to represent a lower risk), for its partners wishing to leave Kharkiv. Subcontractors able to leave Ukraine were eventually relocated to Krakow, where around 40 of them have been working since July 2023.

#### Supporting community-based organizations and local education

As an engaged corporate citizen, Claranova concretely contributes to the regions where it operates through partnerships with the community-based organizations.

This year, in Canada, Avanquest participated in financing the Leucan Foundation, which provides support for children with cancer and their families. Avanquest has also supported the Cancer Research Society.

## 4 Limiting our environmental footprint

### 4.1 Managing the environmental impact of our business

The service activities provided by Claranova group subsidiaries have a limited direct impact on the environment, compared to industrial activities. On the other hand, technological innovation reduces, in certain activities, the environmental impact of products, their logistics chain or the activities of its customers ( See Section 4.2 of this document).

In the medium-term, Claranova's goal is to develop a Group-wide environmental strategy. This approach is designed to harmonize the ecological initiatives of our subsidiaries, particularly in terms of sustainable sourcing, eco-responsible manufacturing and virtuous shipping practices.

#### Climate change – Carbon footprint

Mindful of its responsibility in contributing to the fight against climate change, Claranova seeks to control and reduce its CO<sub>2</sub> emissions by closely monitoring the various sources as close as possible.

Initiated this year, the Group's carbon assessment report will be completed by the end of 2023.

This first carbon assessment report will provide the Group with a baseline year for its CO<sub>2</sub> emissions, and enable it to build a carbon trajectory with specific reduction targets.

Greenhouse gas emissions of the Group are linked to producing and shipping personalized photo products sold by the PlanetArt division. Most of the production and all transport for this business is assured by subcontractors. These suppliers are selected in accordance with a strict Code of Conduct that imposes exacting environmental standards.

Finally, because of the Group's international dimension which requires frequent meetings and exchanges with all subsidiaries and other stakeholders, travel represents one of the main environmental impacts. To reduce the impact of such meetings, the Group has adopted several rules of conduct:

- reduce travel in favor of videoconferencing and telephone meetings; and
- or, where this is not possible, give preference to travel by train.

The level of CO<sub>2</sub> emissions is a selection criteria when renewing the vehicle fleet. No vehicles powered exclusively by fossil fuel have been ordered in the last five years in France, with preference given to hybrid and electric vehicles, which now make up the entire fleet. Electric car charging stations are in consequence available at the Group's headquarters. Parking spaces for bicycles and two wheels are also available, in addition to electric recharging stations.

The Group's French premises are equipped with motion-sensor LED lighting, and the heating and air-conditioning systems are carefully managed. The building is HQE™ certified, which recognizes the environmental performance of the building, its maintenance and upkeep, and the use of its occupants. This certification confirms a commitment to reduce consumption by precisely monitoring consumption and technical management of the building.

Simple rules are in place to comply with the French government's energy conservation plan launched on October 6, 2022 (heating set at 19°C in office spaces when occupied, lowering the temperature when unoccupied, air-conditioning set at 26°C and above at workstations, occupancy sensors for lighting).

The environmental addendum to the lease for these premises, more commonly referred to as the green lease, establishes a partnership between the tenant and the lessor to evaluate energy consumption and implement an energy savings program.

## KEY PERFORMANCE INDICATORS

In France and Luxembourg, the only entities using a business travel agency, the carbon footprint of each employee's business travel is measured and an annual report on CO<sub>2</sub> emissions has been published for over seven years:

	FY 2016-2017	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
CO <sub>2</sub> emissions relating to travel (kg CO <sub>2</sub> )	180,000	162,000	295,000	160,000	5,000	37,000	52,000

Following the resumption of face-to-face meetings and exhibitions, even though there has been an upturn in travel, CO<sub>2</sub> emissions since 2022 remain well below the levels of previous years before the COVID-19 health crisis and lockdown measures. This year as well, the large majority of team, board and partner meetings continued to be held through videoconferencing.

Optimized management of energy consumption, energy efficiency and the use of renewable energies represent key elements of the Group's strategy. Although each Claranova subsidiary is independent with respect to energy initiatives, and has its own specific indicators, the Group is planning to adopt a global approach. This aim will be achieved by means of incentives and awareness-raising initiatives designed to harmonize practices and optimize the Group's energy footprint.

## Other environmental impacts of our activities

The Group does not produce or sell any toxic products. Moreover, the services provided are located in offices, with very limited risks in this regard. Most of the Group's environmental impacts are indirect, generated by subcontractors who manufacture and distribute the products of the PlanetArt division.

The Group is in the process of formalizing its environmental policy, in accordance with CSRD requirements. No site-specific or consolidated data are available in the absence of a centralized data collection system.

Nonetheless, Claranova monitors the environmental impact of its own activities. In this respect, the majority of the Group's servers are hosted by Amazon Web Services (AWS) or Microsoft (Azure) which will be powered entirely from renewable energy sources by 2025. The Group also attaches considerable importance to the environmental impact of its suppliers during the selection process, notably by giving preference to FSC® certified suppliers when the offering is available, which is the case for the majority of the paper sales by Avanquest and above all for PlanetArt's photo printing and photo album activities in Europe.

## 4.2 Factoring in the environmental impact of our activities

The Group also pays considerable attention to environmental impact when selecting suppliers, and in particular hosting service providers or printers. Because PlanetArt's production and shipping are outsourced, the environmental impact of this business is largely indirect and for the most part dependent on subcontractors. The migration of selected Avanquest software to the SaaS model means that software no longer needs to be installed on one's computer and can be operated entirely on the web. And by adopting PaaS and SaaS solutions, the customer pays only for the amount of services actually used.

The number of software services leased is thus adapted to the number of users in real time. As a result, when this number decreases, so does the number of subscriptions. This means that energy consumption related to data storage and downloading remains proportional to the level of software usage. The myDevices solutions contribute to a better resource use, waste and emissions reduction and a longer equipment life. Measuring these impacts enhances the environmental management of business and is being extended to more and more activities.

### Internet of Things: solutions to reduce our customers' environmental impact

The **myDevices platform**, Claranova's IoT activity, simplifies the management of connected devices for professionals. This platform is based on a catalog of **over 1,000 connected devices** produced by 175 different manufacturers. It enables companies of all sizes to connect and interact with their pool of connected devices, irrespective of the type of sensor, its manufacturer or the communication network used (LoRaWan, Sigfox, Bluetooth, 5G, NB IoT, LTE-M, etc.). The myDevices platform offers a quick and easy way to deploy an infinite range of IoT solutions in any business sector (hospitality, retail, manufacturing, chemicals, agriculture, logistics, services, etc.) or application field.

myDevices' IoT solutions and connectivity contribute to a better environmental management of economic activity and facilitate reporting of company energy data. In particular, they make it possible to monitor and analyze consumption based on activity and occupancy data, extend equipment service life, ensure the proper functioning of servers, rationalize travel, etc. These functionalities and mixed applications offer concrete environmental benefits:

- energy efficiency;
- the reduction of greenhouse gas emission;
- optimization of water consumption;
- better use of resources;
- the reduction of waste.

**Occupancy measurements and presence detection** capabilities ensure the accurate account of the actual occupancy of a given space (office, meeting room, etc.). This makes it possible to analyze data on consumption or define a service policy, in particular for cleaning, according to the level of use. The **occupancy measurement** application also facilitates compliance with health standards and identifies the occupancy rate of company spaces, a particularly useful feature in a period of remote working practices in order to adapt services to usage and occupancy, and to manage building operations based on data (cleaning, heating, lighting, etc.).

The **meter reading solution** provides for online metering and facilitates the declaration of consumption data on the ADEME platform. A sub-metering functionality identifies major consumption aggregates, and analyzes the consumption data with respect to data from the occupancy and luminosity sensors.

**Remote real estate management** helps optimize maintenance interventions, communicate good practices to occupants through detailed reporting, and detect leaks.

With SimplySense (temperature monitoring) a **connected cold room** allows a restaurant manager to act very quickly when there is a breakdown, preventing the loss of foodstuffs stored. In addition, food safety is improved by ensuring cold chain continuity which is more reliable than one-off or manual verifications. Monitoring the humidity and temperature of a datacenter helps prevent costly repairs or replacement of equipment in case of failure.

The **predictive maintenance of industrial equipment** gathers data on the performance of industrial equipment (such as hydraulic pumps in water treatment plants) and produces a dashboard on the state of operation of the various machines. This makes it possible to anticipate breakdowns and equipment orders, save on maintenance costs and maintain systems in optimal working order.

**Air quality** monitoring solutions (remoteaq.com) are in particular demand for public areas, such as schools. These provide real-time information on air quality and the containment level: temperature, hygrometry, rate of CO<sub>2</sub> and volatile organic compounds (VOCs). Through these indicators, it is possible to adopt corrective measures when necessary to ensure good air quality.

Finally, connected rodent traps placed in grain warehouses, for example, can be used to detect the rodent populations before they attain sizes that are difficult to manage, offering a **non-toxic solution of fighting infestations**.

Convinced of the positive environmental impact of these solutions, myDevices works with specialized companies to quantify the resulting reductions in CO<sub>2</sub> emissions.

## 5 EU Taxonomy Indicators

### 5.1 General background and scope for FY 2022-2023

In 2018, the European Commission launched the Sustainable Finance Action Plan (SFAP) establishing a framework to encourage sustainable investments in the European Union, to achieve the goals of the European Green Pact and a carbon neutral Europe by 2050. In June 2020, the European Parliament adopted Regulation (EU) 2020/852, known as the European Taxonomy, as part of this broader effort. As a company registered and headquartered in the European Union, this new regulation thus applies to Claranova. The European Taxonomy is a system for classifying economic activities according to their contribution to six environmental objectives:

- climate change mitigation;
- climate change adaptation;
- sustainable use and protection of water and marine resources;
- transition to a circular economy;
- pollution prevention and control;
- protection and restoration of biodiversity and ecosystems.

According to Article 8 of the Climate Delegated Act formally adopted in 2021, for the first year of the European Taxonomy's application, disclosure of key performance indicators is required only for the first two objectives relating to climate change. This delegated act defines the content, required information and calculation method for the indicators associated with this disclosure. The required indicators are limited respectively to the percentages of revenue, capital expenditure (CAPEX) and operating expenditure (OPEX) associated with EU Taxonomy-eligible economic activities and covering the fiscal year..

An economic activity is eligible when explicitly described in the list included at this stage in the Regulation and likely to contribute substantially to at least one of the 6 environmental objectives. Whenever these activities comply with the technical screening criteria, cause no significant harm to any of the other environmental objectives and comply with the minimum social safeguards that will be defined by the European Commission, they will be considered as aligned EU Taxonomy-aligned.

### 5.2 EU Taxonomy indicators methodology

#### Key methodological steps to identify eligible revenue

Among the 13 sectors covered, two were identified as relevant revenue generating business lines at Group level:

- Information and communication:
  - Activity 1: Data-driven solutions for GHG emissions reductions (climate change mitigation, Activity 8.2);
- Professional, scientific and technical activities:
  - Activities 2: Professional services related to energy performance of buildings (climate change mitigation, activity 9.3).

These two activities are exercised by the myDevices division. Based on the total weight of this activity in the Claranova Group's consolidated revenue (less than 2 % of FY 2022-2023 consolidated revenue), these activities are deemed non-material at the Group level. The impact of these two activities on the Group's revenue is regularly reassessed.

## Main methodological steps for identifying eligible operating expenses

Operating expenses for Taxonomy-eligible economic activities include only the following types of direct costs not capitalized as assets:

- research and development;
- building renovation measures;
- short-term leases (less than one year in accordance with IFRS 16);
- maintenance and repair;
- any other direct expenditures relating to the day-to-day servicing of assets of property, plant and equipment by the Undertaking necessary to ensure the continued and effective functioning of such assets;
- training and other human resources adaptation needs.

The other indirect costs such as general expenses, sale, marketing or administration costs, staff costs and depreciation and amortization are excluded from eligible operating expenses.

The delegated act defines three types of operating expenses to be considered as potentially eligible:

- operating expenses related to assets or processes associated with EU Taxonomy-eligible economic activities;
- operating expenses part of the capital expenditures plan to expand EU Taxonomy-eligible economic activities or allow EU Taxonomy-eligible economic activities to become Taxonomy-eligible within a predefined timeframe;
- operating expenses related to the purchase of outputs from EU Taxonomy-eligible economic activities.

As eligible economic activities are not significant at the Group level as indicated above, the assessment of EU Taxonomy-eligible economic activities has focused on those measures that may have an impact on the operating expenses mentioned above.

## Key methodological steps to identify eligible capital expenditures

EU Taxonomy-eligible capital expenditures, are defined as additions to tangible and intangible assets during the year under review, before depreciation, amortization and any remeasurements accounted in compliance with relevant IAS and IFRS standards.

The delegated act defines three types of capital expenditures considered as potentially eligible:

- capital expenditures related to assets or processes that are associated with EU Taxonomy-eligible economic activities;
- capital expenditures that are part of a plan to expand EU Taxonomy-aligned economic activities or allow EU Taxonomy-eligible economic activities to become EU Taxonomy-aligned within a predefined timeframe;

- capital expenditures related to the purchase of output from EU Taxonomy-eligible economic activities, and individual measures enabling the target activities to become low-carbon or to lead to greenhouse gas reductions, (...) provided that such measures are implemented and operational within 18 months.

Among the 13 sectors of the EU Taxonomy, two categories of capital expenditures have been identified as relevant:

- section 6: Transport (long-term vehicle leasing);
- section 7: Construction and real estate (long-term offices and building leasing).

## 5.3 Quantitative indicators

### EU Taxonomy-eligible and aligned revenue for FY 2022-2023

Eligible revenue and aligned revenue represent the proportion of Claranova's revenue-generating activities that are EU Taxonomy eligible and aligned (See Paragraph 5.2 of this document).

Claranova's EU Taxonomy-eligible revenue for FY 2022-2023 is zero.

Economic activities	Codes	Cur- rency (€m)	Substantial contribution criteria							DNSH criteria (Do No Significant Harm)										E/T
			Absolute turnover	Proportion of turnover	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum safeguards	Taxonomy-aligned proportion of turnover year N	Taxonomy-aligned proportion of turnover year N-1	
			%	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																				
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																				
Revenue of taxonomy-aligned activities (A.1.)	NA	0	0%	0%	0%	0%	0%	0%	0%	0%	NA	NA	NA	NA	NA	NA	NA	0%	0%	NA
<b>A.2. Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																				
Revenue of not Taxonomy-aligned activities (A.2.)	NA	0	0%																	
Total A (A.1. + A.2.)	NA	0	0%															0%	0	
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																				
Revenue of Taxonomy-non-eligible activities (B)	NA	507	100%																	
Total A + B	NA	507	100%																	



## Eligible and aligned operating expenses for FY 2022-2023

Eligible and aligned capital expenditures represent the proportion of Claranova's operating expenses that are EU Taxonomy eligible and aligned (See Paragraph 5.2 of this document).

It should be noted that these are capital expenditures in EU Taxonomy-eligible and aligned activities, whether or not produced by the Group (this includes, for example, car rentals, even though Claranova does not generate transport revenues). Capital expenditures from the Group's eligible revenue-generating activities (Activities 1 and 2) for the period are not significant.

Economic activities	Codes	Cur- rency (€m)	Substantial contribution criteria								DNSH criteria (Do No Significant Harm)								Taxonomy-aligned proportion of Capex year N	Taxonomy-aligned proportion of Capex year N-1	Category (enabling)	Category (transitional)
			Absolute Capex	Proportion of turnover	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum safeguards	%				
A. TAXONOMY-ELIGIBLE ACTIVITIES																						
A.1. Environmentally sustainable activities (Taxonomy-aligned)																						
None		0	0%	0%	0%	0%	0%	0%	0%	0%	NA	NA	NA	NA	NA	NA	0%	0%	NA	NA		
CapEx of environ- mentally sustainable activities (Taxonomy- aligned) (A.1.)	NA	0	0%	0%	0%	0%	0%	0%	0%								0%	NA	NA	NA		
A.2. Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																						
None	NA	0	0																			
CapEx of Taxonomy-eli gible but not environ- mentally sustainable activities (not Taxonomy- aligned activities) (A.2.)	NA	0	0%														0%					
Total A (A.1. + A.2.)	NA	0	0%														0%	NA				
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																						
CapEx of Taxonomy- non-eligible activities (B)	NA	5.9	100%																			
Total A + B	NA	5.9	100%																			

## Eligible operating expenses (OPEX) for FY 2022-2023

In FY 2022-2023, total EU Taxonomy eligible operating expenses represent less than 10 % of the Group's total consolidated operating expenses. For that reason, the Company has applied the materiality exemption provided for under European Taxonomy rules and chosen not to present this indicator.

Economic activities	Codes	Cur- rency (€m)	Substantial contribution criteria							DNSH criteria (Do No Significant Harm)										Category (enabling)	Category (transitional)
			Absolute Opex	Proportion of Opex	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum safeguards	Taxonomy-aligned proportion of Opex year N	Taxonomy-aligned proportion of Opex year N-1		
			%	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	NA	NA
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																					
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																					
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1.)	NA	0	0%	0%	0%	0%	0%	0%	0%	0%	NA	NA	NA	NA	NA	NA	NA	0%	0%	NA	NA
<b>A.2. Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																					
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2.)	NA	0	0%															0%	0%	NA	NA
Total A (A.1. + A.2.)	NA	0	0%															0%	0%	NA	NA
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																					
OpEx of Taxonomy-non-eligible activities (B)	NA	470.5	100%																		
Total A + B	NA	470.5	100%																		

## 6 Methodology

Corporate social responsibility data or non-financial indicators are reported by all Group entities (presented in Note 3.2 "Scope of consolidation as at June 30, 2023" in Chapter 2 of the Universal Registration Document 2022-2023) to Executive Management, which centralizes this information. In line with

the Group's decentralized organization model, the data is not always consolidated as the regulations and definitions (notably for employment-related information) can vary between regions. Operational effectiveness at a local level is prioritized.

### Group scope

As a diversified international technology Group, Claranova manages and coordinates a portfolio of majority interests in digital companies with strong growth potential.

The Group's companies operate in international markets (for further information, please refer to the legal organization chart published in Section 1.1 of the Universal Registration Document 2022-2023), and their employees can be found as follows:

- PlanetArt, the personalized objects e-commerce business: United States, China;
- Avanquest, the software publishing business: France, Germany, Canada, United States;
- myDevices, an Internet of Things business: United States;
- Claranova, the holding company: France, Luxembourg.

### Note on the employment reporting scope

Data for the following indicators include all subsidiaries except myDevices in the United States and PlanetArt in China, which represented 21% of the Group's workforce at June 30, 2023: number of training hours, average number of training hours per employee. Data for the following indicator include all subsidiaries except myDevices, USA, which accounted for 2% of the workforce in FY 2022-2023: number of employees having completed an annual performance appraisal.

To ensure a comprehensive coverage of its subsidiaries, Claranova has strengthened its CSR governance in FY 2022-2023. In particular, the Group has set up a CSR Committee within the Board of Directors ( See Paragraph 1.1. of this Chapter).

The CSR Committee assists the Board of Directors and its specialized committees in defining, reviewing and monitoring the Company's strategy and policies in the areas of

employee-related, social and environmental responsibility. The Committee's mission is to ensure that the Company's policy in these areas is gradually implemented and ramped up.

As a result of its central role and direct links with the Human Resources Department and other Operational Departments of the Geographical Entities, Group Executive Management is ideally positioned to collect and verify the data circulated by the local entities. It provides a list of the data and indicators to be supplied.

Employment-related, environmental and social data is requested from the subsidiaries each year by Group Management at the end of each fiscal year. Data consistency (compared with data from prior years and financial management data) is verified locally and then centrally.

## 7 Business model

As a diversified global technology company, Claranova manages and coordinates a portfolio of majority interests in digital companies with strong growth potential. Supported by a team combining several decades of experience in the world of technology, Claranova has acquired a unique know-how in successfully turning around, creating and developing innovative companies.

### Our Expertise



### Our Strategy



claranova™



#### Technological excellence

Claranova's management teams combine decades of experience in the world of technology, entrepreneurship and investing in digital companies



#### Skill in execution

Claranova's success is based on a unique expertise in turning around, creating and developing innovative technological companies with potential for worldwide growth



#### Managing strong growth

With a nearly five-fold increase in revenue in seven years, Claranova has a successful track record of developing in a high-growth environment both organically and by integrating new businesses worth several tens of millions of euros



#### A DNA of value creation

Claranova relies on the very best technology, develops innovative value propositions and identifies the relevant business models to rapidly create lasting value.

### A strategy for investment and creation of value based on 3 pillars:

#### 1. Creating and identifying undervalued assets

- In the technology sector of high potential vertical markets
- In digital services created or acquired capable of being deployed at a worldwide level
- Based on freemium business models with strong recurring revenue potential
- Largely focused on B2C

#### 2. Creation of operating and financial value

- Strategic and operational redeployment
- Through organic growth or acquisitions
- Strategic, commercial or financial partnerships

#### 3. Externalization of value created

- Investment horizon of 5 to 10 years, varying according to the maturity of the asset and the opportunities identified to maximize the value created
- Wide range of options for externalizing value: IPO, partial or total sale to financial or industrial investors, merger, etc.

With annual revenue of more than a half billion euros in FY 2022-2023, Claranova has proven its capacity to turn a simple idea into a worldwide success in just a few short years. Present in approximately 15 countries and leveraging the technology expertise of nearly 800 employees worldwide, Claranova is a truly international company, with 95 % of its revenue derived from outside France.

Claranova's portfolio of companies is organized into three unique technology platforms operating in all major digital sectors. As an e-commerce leader in personalized objects, Claranova also stands out for its technological expertise in software publishing and distribution and the management of the Internet of Things, through its PlanetArt, Avanquest and myDevices businesses. These three technology divisions share a common vision: empowering people through innovation by providing simple and intuitive digital solutions that facilitate everyday access to the very best of technology.

## Our Business Portfolio



## Our Value Creation

### One Group, three technology platforms



**E-COMMERCE OF  
PERSONALIZED OBJECTS**



#### For growth

- FY 2022-2023 revenue: €507m
- EBITDA\*: €33m
- A cash position of €67m



#### For our employees

- 789 employees
- 43% women (44% in 2021-2022)
- €76m of value shared with our employees (payroll)



#### For our customers

- Nearly 3.5 billion photos printed
- Tens of millions of users of our software
- Thousands of sites equipped with our IoT solutions around the world

\* EBITDA (Earnings before interest, taxes, depreciation and amortization) is a non-GAAP aggregate used to measure the operating performance of the businesses. EBITDA is equal to recurring operating income before the impairment of share-based payments, including related social security contributions, and the IFRS 16 impact on the recognition of leases.

## 8 Report of the independent third-party entity on the consolidated non-financial statement

Fiscal year ended June 30, 2023

*This is a free English translation of the Independent third party's report issued of the original report issued in the French language and it is provided solely for the convenience of English speaking users. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.*

To the General Meeting,

In our capacity as an independent third party, accredited by the COFRAC under number No. 3-1681 (scope of accreditation available on the website [www.cofrac.fr](http://www.cofrac.fr)), and as a member of the network of one of the statutory auditors of your company (hereinafter "entity"), we conducted our work aiming at providing a conclusion expressing a limited level of assurance on the compliance of the consolidated non-financial statement for the year ended June 30, 2023 (hereinafter the "Statement") with the provisions of Article R. 225-105 of the French Commercial Code (Code de Commerce) and on the fairness of the historical information (whether observed or extrapolated) provided pursuant to 3° of I and II of Article R. 225-105 of the French Commercial Code (hereinafter the "Information") prepared in accordance with the entity's procedures (hereinafter the "Guidelines"), included in the management report pursuant to the requirements of Articles L. 225-102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (Code de Commerce).

### Conclusion

Based on our procedures as described in the section "Nature and scope of the procedures" and the evidence we have obtained, no material misstatements have come to our attention that cause us to believe that the non-financial statement does not comply with the applicable regulatory provisions and that the Information, taken as a whole, is not fairly presented in accordance with the Guidelines.

### Comments

Without modifying the above conclusion and in accordance with the requirements of Article A. 225-3 of the French Commercial Code, we have the following comments:

China, which accounts for 19% of the total workforce, is excluded from the reporting scope for the number of training hours.

For the United States, which accounts for 75% of the total workforce, the reporting scope for the number of training hours includes training hours attended by temporary personnel, accounting for 46% of total employees in this country.

### Preparation of the non-financial statement

The absence of a generally accepted and commonly used reference framework or established practices on which to base the assessment and measurement of the Information enables the use of different but acceptable measurement techniques that may impact comparability between entities and over time.

In consequence, the Information should be read and understood with reference to the Guidelines, the material elements of which are set out in the Statement.

### Limitations inherent in the preparation of information

The Information may be subject to uncertainty inherent in the state of scientific or economic knowledge and in the quality of the external data used. Certain information is sensitive to the methodological choices, assumptions and/or estimates made in preparing it and presented in the Statement.

### The entity's responsibility

The Board of Directors is responsible for:

selecting or determining the appropriate criteria for the preparation of the Information;

- preparing a Statement in accordance with legal and regulatory requirements, including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies applied with regard to these risks as well as the results of these policies, including key performance indicators and, in addition, the information required by Article 8 of Regulation (EU) 2020/852 (green taxonomy);
- and implementing the internal control procedures it deems necessary to ensure that the Information is free from material misstatement, whether due to fraud or error.
- The Statement has been prepared by applying the Company's Guidelines as referred to above.



## Responsibility of the independent third party

Based on our work, our role is to formulate a reasoned opinion expressing moderate assurance as to:

- the Statement's compliance with the provisions of Article R. 225-105 of the French Commercial Code;
- the accuracy of the historical information (observed or extrapolated) provided in accordance with 3° of I and II of Article R. 225-105 of the French Commercial Code, i.e. the outcomes, including key performance indicators, and the measures implemented considering the principal risks (hereinafter the "Information").

As it is our responsibility to issue an independent conclusion on the Information prepared by management, we are not authorized to participate in the preparation of the Information, as this could compromise our independence. It is not our responsibility to provide a conclusion on:

It is not our responsibility to provide a conclusion on:

- the Company's compliance with other applicable legal and regulatory provisions (particularly with regard to the information set out in Article 8 of Regulation (EU) 2020/852 (green taxonomy), the duty of vigilance and the fight against corruption and tax evasion);
- the fairness of information set-out in Article 8 of Regulation (EU) 2020/852 (green taxonomy); and tax evasion;
- compliance of products and services with applicable regulations.

## Applicable regulatory provisions and professional guidance

We performed the work described below in accordance with Articles A. 225-1 et seq. of the French Commercial Code, the professional guidance issued by the French Institute of Statutory Auditors (Compagnie Nationale des Commissaires aux Comptes) relating to this engagement and acting as the verification program and with the international standard ISAE 3000 (revised)<sup>(1)</sup>.

## Independence and quality control

Our independence is defined in the provisions of L. 822-11 of the French Code of Commerce and the profession's Code of Conduct. We have also implemented a quality control system comprising documented policies and procedures for ensuring compliance with the codes of ethics, professional doctrine and applicable legal and regulatory texts.

## Means and resources

Our work was carried out by a team of four people between September and October 2023 over a period totaling three weeks.

In the performance of this engagement, we obtained assistance from our specialists in the fields of sustainable development and social responsibility. We met with the individuals responsible for preparing the Statement representing in particular the human resources, health and safety departments.

## Nature and scope of our work

We planned and performed our work taking account of the risk of material misstatement of the Information.

In our opinion, the procedures we have performed in the exercise of our professional judgment enable us to provide a limited level of assurance conclusion:

- we obtained an understanding of the entity's activities and the description of the principal risks associated;
- we assessed the appropriateness of the Guidelines regarding their relevance, exhaustiveness, reliability, neutrality and comprehensibility, taking into account, where applicable, best practices in the sector;
- we verified that the Statement includes each category of social and environmental information set out in Article L. 225-102-1-III;
- we verified that the Statement provides the information required under Article R. 225-105-II of the French Commercial Code, where relevant with respect to the principal risks, and includes, where applicable, an explanation for the absence of the information required under Article L. 225-102-1-III, paragraph 2 of the French Commercial Code;
- we verified that the Statement presents the business model and a description of principal risks associated with the entity's activity, including where relevant and proportionate, the risks associated with their business relationships, their products or services, as well as their policies, measures and the outcomes thereof, including key performance indicators associated to the principal risks;

(1) ISAE 3000 (revised) - ISAE 3000 - Assurance engagements other than audits or reviews of historical financial information

- we referred to documentary sources and conducted interviews to:
  - assess the process used to identify and confirm the principal risks as well as the consistency of the outcomes, including the key performance indicators used, with respect to the principal risks and the policies presented,
  - corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in Appendix 1. For certain risks (lack of adequate human resources, poor integration of new employees or inadequate training of employees and inadequate health and safety measures in the workplace), our work was carried out on the consolidating entity. For the other risks, our work was carried out on the consolidating entity and on a selection of entities listed hereafter: PlanetArt China;
- we verified that the Statement covers the scope of consolidation, i.e. all the consolidated entities in accordance with Article L. 233-16 of the French Commercial Code within the limitations set out in the Statement;
- we obtained an understanding of internal control and risk management procedures the entity has put in place and assessed the data collection process to ensure the completeness and fairness of the Information;
- for the key performance indicators and other quantitative outcomes that we considered to be the most important presented in Appendix 1, we implemented:
  - analytical procedures consisting in verifying the correct consolidation of collected data as well as the consistency of changes in them,
  - substantive tests, based on sampling or another means of selection, that consisted in verifying the proper application of definitions and procedures and reconciling data with supporting documents. This work was carried out on a selection of contributing entities listed above and covers 19% of the consolidated data selected for these tests (19% of the workforce at June 30, 2023);
- we assessed the overall consistency of the Statement in relation to our knowledge of the company.

The procedures performed for a limited assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with the professional doctrine whereas a higher level of assurance would have required more extensive audit work.

Paris-La Défense, October 31, 2023

Independent third party

**Ernst & Young et Associés**

Christophe Schmeitzky

Partner, Sustainable Development

## Appendix 1: Most important Non-Financial information

### EMPLOYEE INFORMATION

Quantitative information (including key performance indicators)	Qualitative information (measures and outcomes)
Number of employees <ul style="list-style-type: none"> <li>• Breakdown by gender</li> <li>• Breakdown by age</li> <li>• Employees working from home (partial and total)</li> <li>• Number of training hours</li> <li>• Hours worked</li> <li>• Number of lost-time accidents</li> <li>• Number of occupational diseases</li> <li>• Number of lost days due to workplace accidents</li> </ul>	Measures implemented for the employment and recruitment of employees <ul style="list-style-type: none"> <li>- Training program for Canadian employees</li> <li>- Measures relating to health and safety at work</li> </ul>

### SOCIAL INFORMATION

Quantitative information (including key performance indicators)	Qualitative information (measures and outcomes)
<ul style="list-style-type: none"> <li>• Percentage of subsidiaries with a Data Processing Coordinator (DPC)</li> <li>• Percentage of subsidiaries covered by the GDPR risk mapping</li> <li>• Percentage of customer inquiries concerning personal data</li> </ul>	Personal data protection roadmap and measures implemented matière de protection des données personnelles

## 9 Glossary

### AMF:

The French Securities Regulator (AMF–*Autorité des marchés financiers*) is an independent public authority which has the status of a financially independent legal entity, tasked with protecting savings invested in financial instruments, informing investors and ensuring the proper functioning of the financial instruments markets in France.

### B2B (BioB):

Business-to-Business qualifies a commercial activity between two companies.

### B2C (BioC):

Business-to-Consumer qualifies a commercial activity between a company and a consumer who is the end-users of its products or services.

### Black Friday:

Name given in the United States on the Friday following the celebration of Thanksgiving at the approach of Christmas and which historically represents the day of the year when the commercial activity is the most important. A large part of merchants benefit of this moment to offer significant sales.

### CSR:

Corporate Social Responsibility. refers to taking into account by companies social and ethical issues in their activities.

### CSRD:

Corporate Sustainability Reporting Directive, a European Directive on corporate sustainability sustainability reporting.

### Data Protection Officer (DPO):

Person in charge of personal data protection within an organization.

### E-commerce:

Electronic commerce or internet commerce, refers to the buying and selling of goods or services using the internet.

### FSC®:

Forest Stewardship Council. International organization promoting responsible forest management.

### GDPR:

Data Protection Regulation, a European regulatory framework for data processing.

### Hospitality:

In the hotel industry, hospitality refers to quality services to treat clients as guests (services individualized, implementation of tools to automate tasks that keep staff away from customers,...).

### IoT:

Internet of Things, global infrastructure for the Information Society, which provides advanced services by interconnecting objects (physical or virtual) through existing or evolving interoperable information and communication technologies (definition of the International Telecommunication Union).

### LoRa™:

Wireless long-distance telecommunication technology deployed via a Low-Power Wide-Area Network (LoRaWAN) as part of the Internet of Things.

### LTE-M (Long-Term Evolution for Machines):

A low power and long range communication standard dedicated to the Internet of Things.

### Mobile apps:

Software package for mobile phones.

### NB-IoT (Narrowband IoT):

A low-power and long-range communication standard dedicated to the Internet of Things.

### NFS:

Non-Financial Statement reporting.

### PaaS:

Platform as a Service is a cloud computing model aimed primarily at professionals and especially developers. This cloud computing model integrates the hardware infrastructure and software tools to design, test and deploy online applications and services from the cloud.

### Personalized e-commerce:

All digital printing, photo and personalized gifts.

### Right to disconnect:

The employee's right to disconnect from professional digital tool (smartphone, computer, tablet, email, software etc.) during non-work hours.

### Royalties:

Payments that repeatedly occur in exchange of operating rights (licenses, copyrights, trademarks) or the rights to use a service.

### SaaS:

Software as a Service. Method of software delivery and licensing in which software is accessed online via a subscription.

### Sapin II:

Law on transparency, anti-corruption and economic modernization. Applies to French companies with more than 500 employees and revenues of more than 100 million euros.

### Sigfox:

Low power wide-reaching signal telecommunications network used to send small amounts of data between objects without a cell phone.

### Smartphone:

Mobile phone with advanced features similar to those of a computer (internet browsing, video playback, office tools, etc.).

### Software:

All programs, processes and instructions for computer hardware to execute.

### VPN (Virtual Private Network):

Service allowing to navigate on the web in a confidential and secure way by passing the internet connection through a server.

Design and production:  **côté corp.**  
Part of the ProC network

**Photo credits:** Adobe Stock

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