

# 40 COMMITMENTS FOR THE FUTURE

## Human rights

## Working conditions

## Fair practice

## Environment

## Customer support

## Local development

- Awareness-raising activities for the general public
- Participation in educational and social projects
- Charitable donations
- Referencing of professional integration establishments
- Diversity within management

- Portion of internal promotion within management
- 3% of payroll allocated to training
- Météorage employee satisfaction rating > 80%
- Permanent contract rate > 80%
- Absenteeism rate half than the national average
- Executive positions within workforce > 50%
- Generational balance
- Part-time agreement requested > 90%
- Job descriptions and annual evaluations incorporating CSR approach
- First-aid training (SST) available to all
- Purchase of a defibrillator and a first-aid kit
- Organization of events dedicated to quality of life at work

- Average payment time from our suppliers < 15 days
- Annual check of performance measurements: measurement campaign, scientific collaboration, etc.
- Transparent and detailed offers
- Number of suppliers committed to CSR and / or sustainable development

- 0 new paper customer files
- 50% of invoices digitized as of 2022
- Halving our electricity consumption by 2023
- > 6,000 km commuted by bicycle / bus each year
- Waste recycling in offices
- Mileage allowance for bicycle commuting

- Customer satisfaction rate > 8/10
- Repeat subscription rate > 95%
- 70% of customer requests for product developments addressed
- Timely customer support response rate > 98%
- Customer support satisfaction rate > 8/10
- Availability rate of our services > 99%
- Tutorials for 100% of our subscription products

- 80% local suppliers
- At least 2 local interns hired per year, including 1 secondary school student
- Visits to schools, high schools, charities and leadership clubs
- Participation in networks (trade unions, professional organizations, CCI, etc.)
- Sponsorship of local clubs and charities