2018

ENVIRONMENTAL REPORT

ESKER®

INTRODUCTION

This environmental report presents the evaluation of Esker's sustainable development performance. It describes our progress on operational performance compared to the objectives defined in the environmental policy. It demonstrates our drive to invest in managing our environmental impact in a socially responsible way and our commitment to reducing our carbon footprint by applying eco-efficient methods in our daily activities.

While Esker is not an industrial company, we, like all companies, have an environmental impact, which we strive to reduce through continuous improvement. Our efforts are focused on:

- **Resource conservation at our mail production facility in Décines**
- **The data centres we use**
- **The buildings we occupy**
- **Our employees' travel**

This report was prepared in compliance with the GRI G4 recommendations and we certify that it meets the essential criteria. It was preceded by an internal materiality study of the departments covered.

PARAMETERS OF THE ENVIRONMENTAL REPORT

Greenhouse Gas (GHG) Emissions

BACKGROUND

GHG emissions were assessed based on the ISO 14064-1 to 3 standard, using the data available in ADEME's (the French Environment & Energy Management Agency) Carbone® database and the Digital and Information & Communication Technologies (DICT) sector guide available on the ADEME website.

In line with the ISO 14064-1 recommendations, the data from Esker's GHG evaluation is based on the following principles:

- Relevance
- Completeness
- Consistency
- Exactness
- Transparency

Esker is not currently under a legal obligation to produce a GHG emissions inventory. It has chosen to carry out this study to demonstrate its awareness of and commitment to climate change prevention efforts.

Esker decided to measure all three emission categories:

- **Category 1:** direct emissions from sources controlled by the company
- **Category 2:** indirect energy-related emissions (electricity, heat and steam consumption)
- **Category 3:** other indirect emissions

PERIOD COVERED

The study covers the period from 1 January, 2018 to 31 December, 2018. This year will serve as a baseline to assess future changes in Esker's GHG emissions or removals.

PURPOSE

This study is intended to identify relevant and significant factors in Esker's activities in order to manage and limit:

- Pollution
- Greenhouse gas emissions
- Energy consumption
- Waste management

While promoting:

- Conservation of resources
- Renewable energy sources

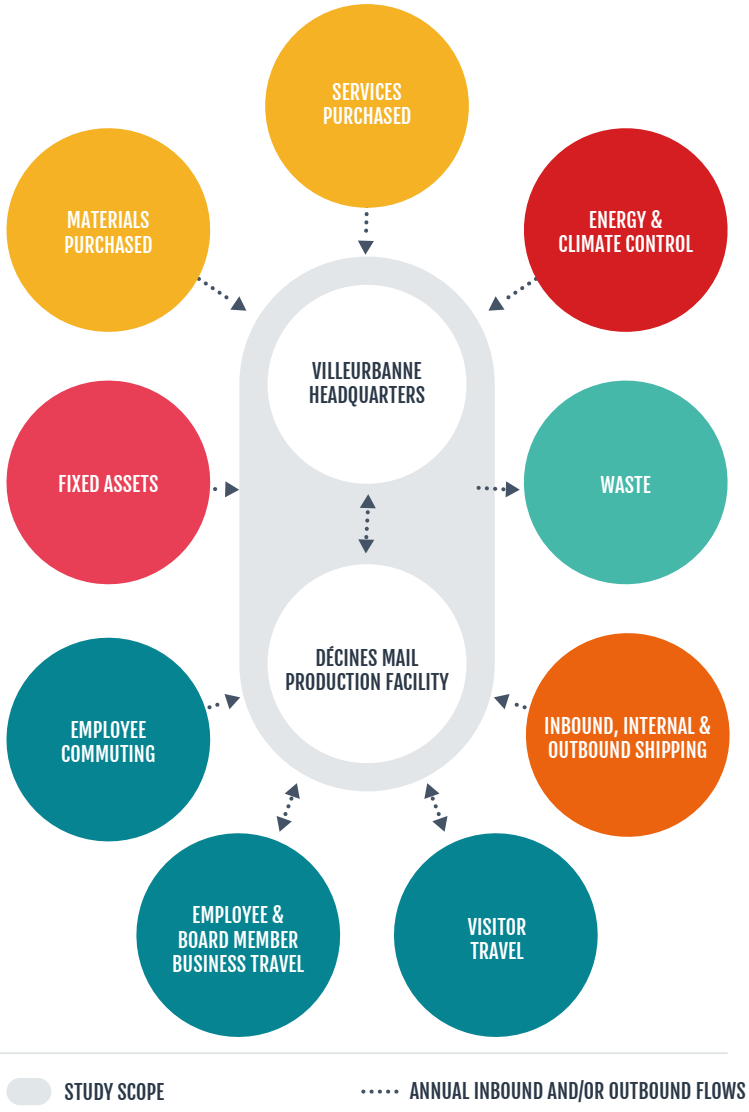
SCOPE OF DATA USED & METHODOLOGY

In line with the ISO 14064-1 recommendations, the scope of the study is the scope under the organisation's operational control, namely the following physical sites:

- Corporate headquarters located at Cristal Parc, 113 boulevard de la bataille de Stalingrad, 69100 Villeurbanne
- France mail production facility located at 2 rue de Catalogne, 69150 Décines Charpieu
- The CalvaEDI offices, located at 6 Rue du Dr Laurent, 75013 Paris

The scope therefore includes Esker's activities carried out at its headquarters and at its mail production facility. The following sources will be assessed by this study:

- **Energy and air conditioning:** emissions generated by the buildings' and production equipment's energy consumption (mainly electricity and natural gas) and refrigerant leaks from air conditioning units
- **Inbound elements (materials and services purchased):** emissions related to purchases of raw materials and services (e.g., hosting, maintenance, etc.)
- **Fixed assets:** emissions generated by the production of goods treated as fixed assets for the duration of use (e.g., IT equipment, machines, vehicles, etc.)
- **Employee travel:** emissions generated by employee commuting and business travel. Customer travel to sites is not included as Esker receives few or no customer visits
- **Shipping:** emissions generated by inbound shipping (from suppliers to the company) and outbound shipping (envelopes sent from the mail production facility to end customers)
- **Waste:** emissions linked to end-of-life processing generated by all headquarters and mail production facility activities



DETAILED RESULTS OF CATEGORY 1, 2 & 3 GHG MEASUREMENTS & ANALYSIS OF THE RESULTS

While Esker is not subject to the GHG emissions accounting regulations, it has committed to include all three emissions categories in this study (only the first two are required by regulations) to ensure full transparency.

The results of Esker's GHG emissions evaluation show that category 3 emissions account for over 95% of its footprint.

Infrastructure IT transactions used by Esker for internal operations and for its automation solutions were not included in the GHG evaluation as no ADEME-approved frame of reference exists.

For each category, the table below lists the emission sources, examples of specific sources, the measurement method used and the GHG emissions results calculated.

CATEGORY	EMISSION SOURCES		EXAMPLE OF EMISSION SOURCES	INCLUDED (Y/N)	JUSTIFICATION & MEASUREMENT METHOD	KG. CO2 E PER CATEGORY	KG. CO2 E PER CATEGORY	T. CO2 E PER CATEGORY
Cat. 1: Direct GHG emissions	1	Emissions from stationary combustion	Natural gas and fuel oil combustion (generators and boilers)	Yes	Data taken from the natural gas bills for heating at the Décines facility	24 545	230 892	231
	2	Direct emissions from mobile combustion engines	Diesel, petrol and propane combustion (vehicles, machines)	Yes	Data based on fuel consumption by company vehicles used for employee business travel	206 277		
	3	Direct emissions from non-energy procedures	Non-combustion industrial procedures, including chemical reactions or other sources	No	None of our manufacturing procedures involve combustion due to chemical reactions or other processes	0		
	4	Direct fugitive emissions	Refrigerant leaks, for example	Yes	Data taken from the air conditioning system maintenance reports	70		
	5	Emissions from biomass (soil and forests)	Biomass linked to soil, wetlands or forestry activities	No	No activities involving biomass	0		
Cat. 2: Energy-related indirect emissions	6	Indirect emissions from electricity consumption	Emissions linked to electricity production for the company	Yes	Data taken from the electricity bills provided by the electricity provider. The counting system does not distinguish between uses (e.g., heating, production, etc.)	10 469	10 469	10
	7	Indirect emissions from steam, heating or cooling consumption	Emissions linked to steam, heating and cooling for the company	No	No steam consumption	0		

CATEGORY	EMISSION SOURCES		EXAMPLE OF EMISSION SOURCES	INCLUDED (Y/N)	JUSTIFICATION & MEASUREMENT METHOD	KG. CO2 E PER CATEGORY	KG. CO2 E PER CATEGORY	T. CO2 E PER CATEGORY
Cat. 3: Other indirect GHG emissions	8	Energy-related emissions not included in categories 1 and 2	Fuel extraction, production and transportation. Emissions related to electricity production and distribution. Extraction, production and transportation of fuel used in production by the company.	No	The company does not engage in these activities	0	1 911 430	1 911
	9	Purchases of products and services	Raw materials (e.g., paper, ink, etc.), hosting and maintenance services, catering	Yes	The data used is taken from supplier orders and invoices	688 849		
	10	Fixed assets	Headquarters and mail production facility production equipment (e.g., IT equipment, printer, vehicles, etc.)	Yes	This data is taken from the list of fixed assets. It was adjusted with the emission factors proposed by the ADEME and CIGREF (a network for large corporations) sector guide, when emission factors were not available in the carbon database (duration of depreciation included in the calculation for each item)	594 423		
	11	Waste	Waste generated by production processes (transportation and processing)	Yes	Quantity and type of waste taken from the waste processing service providers' invoices. Production ink waste is considered SIW at the end-of-life stage (stabilisation and storage) due to the lack of a more precise EF. Because WEEE does not have an EF, the carbon database EF for "SIW - Special Industrial Waste - end-of-life stabilisation and storage" has been applied	-2 407		
	12	Inbound freight shipping	Transportation of raw materials	Yes	Data on this source is estimated based on the annual number of deliveries of paper, envelopes and ink supplied to the mail production facility	82 396		
	13	Business travel	Employee transportation by non-company owned means (e.g., airplane, train, etc.)	Yes	This data is based on employees' expense reports and information provided by the company's travel agency	354 169		
	14	Inbound leased assets	Leased assets like energy consumption and equipment production	No	Item excluded as data was already included under source items 2, 6 and 10	0		
	15	Investments	Sources linked to financial investment-related projects or activities	No	Item excluded as data was already included in categories 1 and 2	0		

	16	Visitor or customer transportation	Energy consumption linked to visitor transportation (e.g., suppliers, clients, etc.)	No	Customer travel to sites is not included as Esker does not receive customer visits	0		
	17	Outbound freight shipping	Transportation and distribution not paid for by the company	No	Emissions generated by shipping the mail produced by the mail production facility to the final customers are not included. Esker is not responsible for these costs; the customer directly pays the mailing costs invoiced by La Poste, the French postal service, which are not included in Esker's turnover (disbursement method). For reference, the GHG emissions generated by these shipments are estimated at 4,030 tonnes. Since March 2012, La Poste has offset all CO2 emissions linked to its mail services by purchasing carbon credits on the voluntary carbon market.	0		
	18	Use of products sold	Energy usage	No	This source is not included in this study. Our products are either postal mail (paper) received by customers, in which case there is no energy consumption to account for, or use of IT solutions that consume energy via servers that are under Esker's full responsibility (item 6 or 9), or under the customers' full responsibility and therefore outside Esker's control	0		
	19	End-of-life of products sold	End-of-life product processing	No	This item is not relevant to Esker given that postal mail (paper) is stored by users and that IT solutions are fully virtual	0		
	20	Downstream franchising	Franchise energy consumption	No	Not applicable for Esker (no franchises).	0		
	21	Downstream leasing	Leased asset energy consumption	No	Item excluded because the data was already included in items 9 and 10	0		
	22	Commuting	Commuting and telecommuting	Yes	Results obtained via a questionnaire sent to all employees. The results were extrapolated to employees who did not respond to the survey. Also note that the lack of EFs for use of electric transportation other than electric cars means the results are not entirely accurate	194 000		
	23	Other emissions	Indirect emissions not covered under previous line items	No	Not relevant, all emissions are accounted for under the other items	0		
TOTAL GHG EMISSIONS (KG CO2 E)						**2 152 791**		
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ORIGIN OF RAW MATERIALS

Emission sources 9 and 17 in the detailed table of results below are correlated. They are directly linked to the purchase and transportation of raw materials used for production by the France mail production facility. The materials involved are mainly paper reels and envelopes. The paper reels are manufactured in Finland, in immediate proximity to sustainably managed conifer forests. The envelopes are produced in France, in Charente and Eure. The paper reels and envelopes are routed directly to the France mail production facility in Décines.

The paper reel supplier has the following certifications:

- PEFC
- Ecolabel
- ISO 9001: 2008
- ISO 14001: 2004
- ISO 50001: 2011
- FSC

The top envelope supplier (70%) has the following certifications:

- FSC
- PEFC
- ISO 9001: 2008
- ISO 14001: 2001
- ISO 50001: 2011
- Imprim'Vert
- Ecolabel
- NF Environnement

The second envelope supplier (30%) has the following certifications:

- FSC
- PEFC
- Imprim'vert
- NF Environnement
- Ecovadis
- ISO 9001: 2015
- ISO 14001: 2015

TRAVEL-RELATED EMISSIONS

With regard to commuting, a June 2019 survey of our employees confirmed that over two-thirds of them use more environmentally friendly options than driving (e.g., public transit, walking, cycling, scooter, etc.).

In June 2019, hybrid, petrol and diesel cars accounted for 31.9% of commutes.

Esker aims to implement one work-from-home day each week for all eligible employees in January 2020. This policy will cut greenhouse gas emissions from commuting by 10%-20% in 2020.

Providing all Esker employees with conference call and video conference technology will reduce air travel. Trains are used instead of air travel whenever possible.

OVERVIEW OF GREENHOUSE GAS EMISSIONS IN 2018

Total greenhouse gas emissions across all Esker sites in France in 2018 came to 2,153 tonnes.

Esker selected the number of grams of CO2 emitted per document processed on the Esker on Demand production platform across all media as the indicator to measure its greenhouse gas emissions reduction performance.

In 2018, approximately 219.27 million documents were processed on the Esker on Demand production platform for France, including 42.14 million letters.

The 2018 benchmark indicator is 10 grams of CO2 per document processed.

GREENHOUSE GAS EMISSIONS REDUCTION AND OFFSETTING PLAN

Reduction:

MEASURES IMPLEMENTED	EXPECTED RESULTS	TIMEFRAME	RESPONSIBILITY
Electricity consumption reduced by installing: • Low-energy lighting (dimmable LED panels) • Automatic presence detectors in halls and common areas • Automatic sleep settings for workstations when not in use	• 80% decrease in electricity consumption for lighting • 10% to 40% decrease in workstation electricity consumption	**Already in effect**	General Services
By marketing its paperless services, Esker encourages its customers and prospects to progressively migrate their paper document flows to electronic flows.	• Decrease in the share of sales from postal mail in total consolidated sales	**Already in effect**	Sales
Reduction in GHG emissions from commuting: • Public transport pass reimbursement (50% of pass cost) to encourage employees to take public transit • Mileage allowance for employees who cycle to work • Creation of bicycle parks and scooter storage spaces • Installation of electric bicycle charging stations • Implementation of a mobile app for optimal self-serve parking space management (COPARK). With this solution, Esker employees can check the status of the car park and commute by public transport if parking garage is full • Provision of on-site cafeterias with a refrigerator, sink and microwave so employees who wish to do so can eat at work. The Cristal Parc site company restaurant is within walking distance, as are most stores and cafes in the neighbourhood, so employees can get lunch without taking their car.	• 30% increase in the capacity of our bicycle parks by end 2021 • Installation of an electric bicycle charging station by end 2019	**In progress**	General Services
Reduction in GHG emissions from business travel: • Company car CO2 emissions limited to 160 g/km for petrol engines and 50 g/km for diesel engines • Policy encouraging use of hybrid or electric models • Use of fuels like Excellium (Total), Ultimate (BP), or E10 biofuel recommended to fleet vehicle users, for cleaner engines and decreased consumption and emissions	• Share of hybrid or electrical vehicles in the company car fleet increased to 30% by end 2021 • All company car fleet vehicles replaced with hybrid or electric vehicles by 2025, with the goal of cutting annual CO2 emissions by 83 to 121 tonnes	**In progress**	General Services
Awareness campaigns are regularly run to encourage Esker employees to limit their air travel and take the train instead whenever possible and maximise use of conference calls and video conferencing.	Decrease in emissions generated by business travel	**Already in effect**	General Management
Awareness campaigns for developers on best practices for software eco-design to ensure that they integrate environmental impact criteria from the design step of our IT solutions.	10% to 20% decrease in data centre electricity consumption	**2020**	R&D

Offsetting:

MEASURES IMPLEMENTED	EXPECTED RESULTS	TIMEFRAME	RESPONSIBILITY
Partnership formed with the social enterprise Reforest'Action to contribute to reforestation projects in Haiti.	Esker has committed to planting six trees for each reel of paper used in the Décines mail production facility, for a minimum of 5,000 trees per year	**Already in effect**	General Management
Esker is progressively reducing the percentage of servers hosted in non-offset data centres and transitioning to data centres with fully offset emissions. The online services used (SaaS/IaaS/PaaS solutions) are provided by responsible companies with a full emissions offset policy. For example, Esker prioritises Salesforce.com's SaaS solutions for its internal IT production and Microsoft's Azure solution for its client IT production because they are run in fully-offset (Carbon Neutral / Net-Zero Greenhouse Gas Emissions) data centres.	• 80% of emissions linked to IT production offset by end 2021	**In progess**	Internal IT and R&D

Best practices:

- Purchasing and depreciation policy includes environmental criteria for IT equipment (purchases of Epeat Bronze or Gold workstations and servers and Energy Star certified screens).
- Esker has asked its catering provider to prioritise local producers and seasonal vegetables to minimise greenhouse gas emissions.

Energy Management

ELECTRICITY

Esker uses electricity for its regular activities, cafeteria and kitchen appliances, and to power and cool its printing and envelope filling equipment. Electricity is also used for lighting and to power office workstations.

Consumption has been decreasing for several years. That decrease is due to the optimisation of our production equipment in Décines, including the replacement of laser printers with inkjet printers, which divided the cost of electricity use per page printed by a factor of more than three.

100% of lighting at the Villeurbanne site is provided by low-energy light bulbs (mainly LED lighting with presence detectors to automatically switch lights on and off in hallways). Since early 2019, over 50% of lighting in the Décines mail production site has been provided by low-energy bulbs, which will be extended to 100% of the building by end 2019.

Esker makes its employees aware of the importance of deleting files and emails to optimise resource storage and to limit electricity consumption by the servers used and the resulting greenhouse gas emissions.

GAS

Esker uses gas to heat the mail production facility in Décines. In winter, gas consumption is optimised using a system that recovers the heat emitted by the printers to redistribute it throughout the building.

In compliance with the regulation on the progressive elimination of substances that deplete the ozone layer (Regulation (EC) No 2037/2000 of the European Parliament and of the Council of 29 June, 2000, effective 2015), Esker has replaced the affected air conditioning equipment. The gases used in the cooling units are on the list of refrigerants recommended by the current regulations and all appropriate precautions are taken when emptying old equipment before scrapping.

MEASURES ALREADY IMPLEMENTED TO IMPROVE ENERGY EFFICIENCY

In building management

- In 2017, the air conditioning units at the Décines mail production facility were replaced with evaporation coolers.
- Esker designed its new Cristal Parc site to use only LED lighting, which lasts longer, uses less energy and does not generate heat .

In IT

- Existing equipment replaced with lower-energy options: all desktop and laptop computers and screens are Epeat Gold certified. All servers are Epeat Bronze certified and all screens are Energy Star certified; All servers are Epeat Bronze certified and all screens are Energy Star certified.
- Workstations automatically switch to sleep mode when not in use with a remote restart procedure.
- Server room at company headquarters has been eliminated and some servers transferred to a hosted service and the rest to the Microsoft Azure public cloud, to:
  - Optimise useful space (square metres freed up)
  - Improve security (physical security, access management, fire protection and supervision)
  - Simplify deployment of new infrastructure
  - Optimise and significantly reduce energy consumption (equipment power supply and cooling)

We draw on our suppliers' experience in data centre management for all points, particularly:

- Alternating hot and cold rows to directly cool racks rather than whole rooms
- Denser racks and optimised wiring to optimise air circulation
- Use of equipment that adapts to the load in real time
- Virtualised servers and use of public cloud services

Renewable Energy

Esker's electricity provider is EDF. In 2017, 7.2% of the electricity used by Esker came from renewable sources (5.3% hydraulic and 1.9% other renewable sources).

In 2018, the provision of one kWh of electricity by EDF generated 22.50 grams of carbon dioxide (CO_2); that is 12.5 times less than the average of major European electricity suppliers, which is about 275 grams per kWh.

Conservation of resources

WATER

Water is mainly used in air conditioning equipment, lavatories and kitchens. The decrease in consumption continued throughout this period, particularly thanks to the installation of dual-flush toilets.

Actions implemented since 2016:

- Sensor-operated automatic taps installed on the toilet sinks to limit water use
- Flow restrictors installed on the cafeteria and toilet sink taps
- Esker employees are regularly made aware about reducing their water use on the job
- Cleaning staff are asked to minimise their water use and use low environmental impact cleaning products that require little water
- Leak detection campaigns are undertaken regularly

Waste Management

The main waste generating activity is the Décines mail production facility.

The other sources of waste are catering (packaging and food waste), office activities (paper and other office supplies), technical and architectural modification and maintenance work, and IT (electronic waste).

In 2018, a series of internal changes to our two sites and the significant increase in headcount (+15% in 2018) led to an increase in waste generated during the year. During the period in question, several office floors that host over 300 workstations were renovated. The main types of waste generated include:

- Non-hazardous industrial waste
- Organic waste
- Bulky rubbish; material for recycling (wood, cardboard, ferrous and non-ferrous metal, gravel) is sorted out and sent to the appropriate recycling centres

Examples of preventive measures:

- Esker's service providers have been made aware of the issue of waste through the inclusion of criteria in calls to tender and contracts and joint initiatives included in their services. They do not use cleaning wipes or non-biodegradable products.
- For removals, disposable cardboard boxes have been replaced with reusable moving boxes, reducing cardboard waste
- To reduce paper waste: transition to paperless forms (holiday/overtime compensation requests, public transport reimbursement form, expense reports, annual reviews), reduction in paper, ink, and waste, reduction in the number of printers by eliminating individual printers, installation of shared multipurpose printers, usage tracking, default two-sided printing and greyscale, 75 gram sustainably-produced paper for internal office use
- To reduce other forms of waste:
  - Recycling bins provided in all cafeterias (glass, plastic, cans, paper and cardboard)
  - Collection bin provided for batteries, light bulbs, plastic bottle caps and aluminium coffee capsules
  - Hot drink vending machines no longer distribute disposable cups. Each employee has a company-provided mug to avoid using disposable cups.
  - Spring water dispensers are available in the cafeterias and reception areas to minimise use of plastic water bottles
  - Obsolete IT devices (computers, servers, screens, printers and network equipment) and mobile phones are regularly offered to employees in exchange for charitable donations
  - Office furniture that has been replaced is offered to charities and schools. Over 50% of the furniture replaced during the 2018 headquarters move was reused through this programme.

Since 2017, Esker has contracted waste management to the company Elise. Each piece of waste is covered by a waste tracking slip, in compliance with the applicable regulations (Article R. 5 41-43 of the French Environmental Code). Elise organises collection with all of the waste collection companies which notify it of the weight and percentage recycled. All waste is monitored in the waste registry, as required by the same regulations. An internal monitoring manager has been appointed. The waste is sorted and recycled, or incinerated to generate energy.

FOOD WASTE PREVENTION MEASURES

Dishes are weighed contractually by the catering provider (ELIOR). There is a charge for bread which naturally reduces waste. A consumer awareness-raising day on food waste is organised every year.

Esker also uses the anti-waste option that some caterers offer for events. With this option, the providers package the uneaten refreshments in recycled cardboard boxes, which are then available for pickup on a dedicated table at the end of the event.

DEVELOPING LOCAL FOOD SOURCING

Fruit baskets are delivered to Esker's Villeurbanne and Décines sites weekly. The baskets are assembled locally, using seasonal fruit from local and French market growers whenever available.

Non-perishable sweet and salty certified organic snacks are also available in our cafeterias (e.g., cereal, dried fruit, coffee, chocolate, etc.). Local producers and processors are prioritised for raw materials purchases, when allowed by price and quality considerations. They are provided in bulk or in returnable glass jars to prevent packaging waste. Employees can order organic products online from the same supplier. Deliveries are made by bicycle or electric vehicle.

RAW MATERIALS

The main raw material used by Esker is paper (reels and envelopes used for the Esker on Demand shared mailing service). Several measures have been taken to optimise internal consumption (788 tonnes in 2018, up 146 tonnes compared to 2017 due to increased activity): transition to paperless internal publications, roll-out of multipurpose printers, reduction in the number of printers, default two-sided printing.

Esker is committed to using PEFC or FSC-certified paper as its raw material. The paper used has European Ecolabel certification. The manufacturer of the inkjet printers that represent the majority of the equipment in the Décines facility recommends using 90 gram paper. We have switched to 80 gram paper, cutting paper consumption by more than 12%. We do not plan to use lower weight or recycled paper because testing has shown that they do not meet our customers' quality criteria.

Pollution

WASTE PREVENTION & REPARATION

The nature of its activity means that Esker does not emit water or ground pollution. Esker requires its cleaning service provider to use environmentally friendly products whenever possible.

In compliance with the regulations, wastewater from the company restaurant is filtered through a regularly emptied grease tank. Runoff from the Cristal Parc car park is directed to a retention tank for hydrocarbon-contaminated water, which is emptied by the building maintenance contractor.

NOISE POLLUTION

Suppliers (of cooling units, air treatment units, and evaporation coolers) are evaluated based on their products' noise pollution performance. Their performance is confirmed by an acoustics specialist. Esker also contracts with an acoustics firm to measure potential noise for employees during work on its sites. The results are presented to the Employee Health and Safety Committee.

Operators at the Décines mail production facility are provided with custom thermoformed ear protection for maximum effectiveness.

Cafeterias, kitchens and meeting rooms are equipped with sound screens to minimise disturbances in the neighbouring offices. Mobile sound screens are also installed in the customer support department's open space.

ELECTROMAGNETIC RADIATION

Company mobile phones with 3G/4G modems are provided to some Esker employees. The equipment provided complies with the legal exposure limit of 2 W/kg for the head and torso (SAR).

Esker's sites have Wi-Fi networks. The radiation levels emitted by the Wi-Fi equipment comply with the European standards.

PARTICLE POLLUTION

A high level of fine particulates in the air affects pulmonary functions and increases the risk of cardiovascular diseases and lung cancer. This has a direct effect on the reduction of life expectancy. Our actions in favour of reducing pollution are reducing the emission and concentration of certain particulates. We encourage our employees to use eco-friendly transportation by offering reimbursement of TCL (the Lyon public transportation) passes and mileage allowance for employees who cycle to work, and by making cycle parks available on our premises. Our company vehicle fleet is progressively being replaced by hybrid gas or electric vehicles.

CORPORATE SOCIAL RESPONSIBILITY (CSR) DAY

Esker offers all of its employees an annual community service day. This day is a day of work spent serving a charity, cause or specific initiative.

Esker employees' contributions through this programme fit into one of the three pillars of our CSR policy:

- Environmental dedication
- Education and training
- Community and development

CERTIFICATIONS

The Décines mail production facility has been ISO 9001 certified since April 2017 and ISO 14001 certified since April 2019.

The ISO 14001 standard provides a robust framework for us to control our environmental impact and constantly improve our environmental performance.

It recognises years of efforts to protect the environment and offers our clients proof of quality. The ISO 14001 certification process is a unifying project, one that structures our work and is highly appreciated by employees who share our commitment to the environment.

APPLICATION OF THE RECOMMENDATIONS FROM THE ADEME'S "REDUCTION ACTION" DOCUMENTS

Insofar as possible, Esker applies the DICT-specific recommendations described in the ADEME's "Reduction Actions" document. Esker has already partially or wholly implemented 20 of the ADEME's 28 recommendations:

Recommendation 1 · Data centre: pool physical environments

Recommendation 2 · Data centre: remove unnecessary infrastructure

Recommendation 3 · Data centre: inventory physical elements

Recommendation 4 · Data centre: system urbanisation

Recommendation 5 · Data centre: implement a free cooling system

Recommendation 9 · Data centre: improve equipment energy efficiency

Recommendation 10 · Work environment: configure energy management options

Recommendation 11 · Work environment: workstation sleep/off policy

Recommendation 12 · Work environment: extend equipment's lifespan

Recommendation 14 · Work environment: prioritise eco-designed equipment

Recommendation 16 · Work environment: consolidate individual printers to multipurpose department printers

Recommendation 17 · Work environment: configure printers by default

Recommendation 18 · Work environment: prioritise certified recycled printer consumables (application partially limited to the use of certified consumables)

Recommendation 19 · Waste management: collect printer consumables

Recommendation 20 · Waste management: WEEE reconditioning

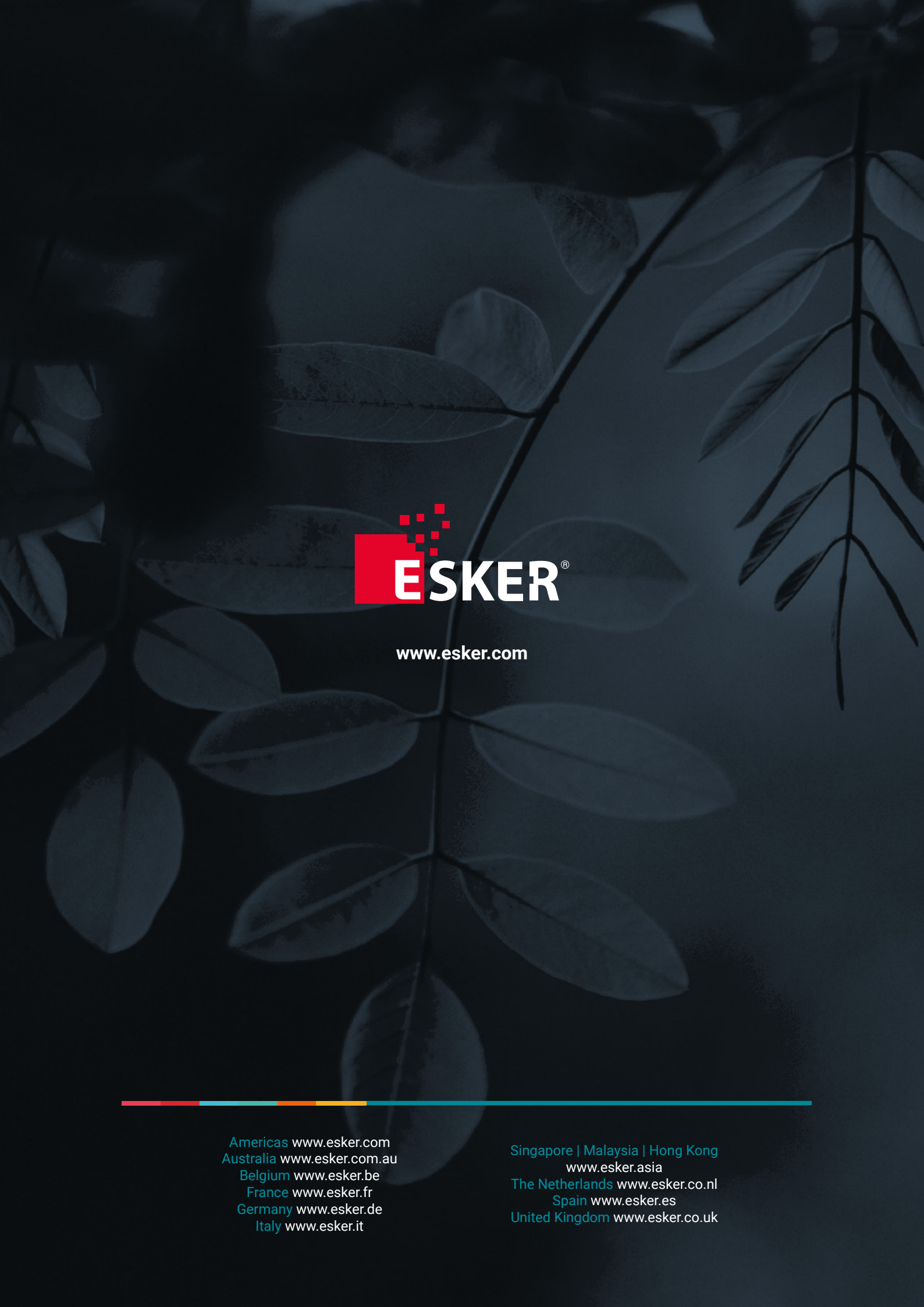
Recommendation 21 · Network services: control infrastructure energy use

Recommendation 22 · Network services: mobile phone collection

Recommendation 23 · Network services: extend the useful life of devices and accessories

Recommendation 25 · GHG management: integrate a Green IT approach into the organisation's GHG strategy

Recommendation 27 · People management: raising awareness and encouraging change among DICT users



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