Non-Financial Performance Statement

1 General Information

The Non-Financial Performance Statement of the Prodware Group (hereinafter «Prodware Group») is prepared in accordance with applicable regulations.

CSR is overseen by the Vice President of Security and Compliance.

Since 2009, the Prodware Group has adhered to the principles of the United Nations Global Compact, covering corporate social responsibility, sustainable development, environment, and social commitment.

Furthermore, the Prodware Group has decided to rely on the 17 United Nations Sustainable Development Goals (SDGs) to identify its key corporate social responsibility (CSR) issues and to track the performance of its policies, as detailed below.

2 Prodware's Business Model

The Prodware Group, comprising the commercial entities Prodware, WESTPOLE, and Protinus, is a trusted IT partner for private, public, and international organizations.

For these organizations, digital transformation is a powerful opportunity to boost productivity, enhance both customer (CX) and employee (UX) experiences, and streamline or digitize business processes. The Prodware Group's mission is to collaboratively explore these opportunities and implement them through its diverse expertise in Business Applications, Collaboration, Data, AI, Infrastructure, Cloud, Cybersecurity, and IT Distribution.

Our services are supported by leading technology partners in the industry, including software vendors such as Microsoft, Sage, Oracle, and IBM, as well as hardware manufacturers like Dell and Lenovo. We also collaborate with major Cloud service providers like Azure and AWS.

The Prodware Group delivers both horizontal and vertical solutions tailored to various sectors, including retail, services, manufacturing, finance, human resources, education, healthcare, and regional, national, and European public administration.

In all these areas, the Prodware Group offers its clients a comprehensive suite of services, including consulting, integration, technical support, hosting, software publishing, ongoing support, and managed services.

The Group's business model is as follows:

Digital Industry Trends

Digital transformation is both an opportunity and an imperative for growth, profitability, and long-term sustainability.

> It enables companies to reinvent and optimize:
> › Customer and employee journeys/experiences,
> › Business processes (accelerating decision-making and production cycles),
> › Products and services (integrating innovative technologies),
> › Business models..

> Through the mastery and adoption of innovative technologies such as:
> › Cloud solutions and hybrid infrastructure
> › The Internet of Things, Big Data, Artificial Intelligence
> › Modern business and collaboration solutions
> › Low-code/No-code development
> › Cybersecurity solutions

OUR ECOSYSTEM

Our employees
› 1 400 talents across 12 countries

A solid group
› +30 years' experience
› Listed on the stick market since 2006
› 3 brands to efficiently address specific market expectations

Innovation – our DNA
› 101 in-house IP solutions propres addressing specific industries and businesses
› A majority of engineers make up our workforce

Our customers & Partners
› 15 000 SMB customers, mid-sized, large accounts and public sector organizations
› Long-standing partnerships with leading IT players

Our values
› Adhérent Global Compact
› Code éthique
› Nos engagements sociétaux

OUR 360° VALUE PROPOSITION

### Support across the entire digital transformation journey

1 Imagine & Plan
› Strategic and Business Consulting
› IT and Digital Transformation Strategy

2 Design & Implement
› IT Procurement
› Expert services
› Business applications
› Software development & vendor
› Innovation: AI, RAG, RPA, Bots, Low Code
› Data: BI, Big Data, Predictions
› Cybersecurity
› Textbox 90, Zone de texte›
  Cloud & Smart infrastructure
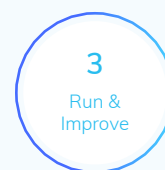
3 Run & Improve
› Continuous Improvement and Optimization
› Support, Managed Services, Technical Assistance, Local/Global, 24/7

GLOBAL PARTNER IN DIGITAL TRANSFORMATION

> The needs of organizations and technologies are evolving rapidly, creating new challenges for our clients, their businesses, and their IT departments.

> The Prodware Group is able to address all these challenges through its extensive catalog of solutions and AMOE (Assistance à Maîtrise d'Ouvrage Extérieure) and AMOA (Assistance à Maîtrise d'Ouvrage) services.

WE CREATE VALUE

Our customers:
› Strong Revenue Recurrence: Over 50% of RevenueA
› A highly diversified client portfolio: SMBs, mid-market, enterprise, public accounts, and international organizations across all industries and sectors.

Our value proposition:
› An industrialized IT approach to efficiently manage the full range of needs for our SME clients
› Expert or tailored solutions and services for mid-market clients, large private and public accounts, and international organizations
› Recognized expertise in IT distribution to streamline IT procurement for large buyerse

Our key partners:
› Member of Microsoft's Inner Circle (Prodware is one of the top 11 global partners)
› Strategic partnerships with IBM, Dell, Lenovo
› Sage Platinium Partner
› ESRI partner

Our Approach to Human Capital:
› Continuous adaptability to new methods and the needs of our employeess

Our Financial Shareholders:
› The Prodware Group is owned by its founders and executive managers
› Historical financial partners

OUR AREAS OF DEVELOPMENT

With its offering covering the entire IT value chain, its strategic partnerships, diversified markets, and strong presence in Europe, the Prodware Group is well-positioned to pursue its growth path:

› Strengthen and expand high-potential markets.
› Improve internal efficiency and resilience to better serve our clients
› Maintain our leadership in innovation to grow market share in emerging technologies (AI, IoT, Data, Low Code/No Code, Cloud, Cybersecurity, etc.)
› Boost brand awareness and employer branding to continue attracting top clients and talent
› Deepen our commitment to corporate citizenship and environmental responsibility
› Optimize competitiveness across all business areas
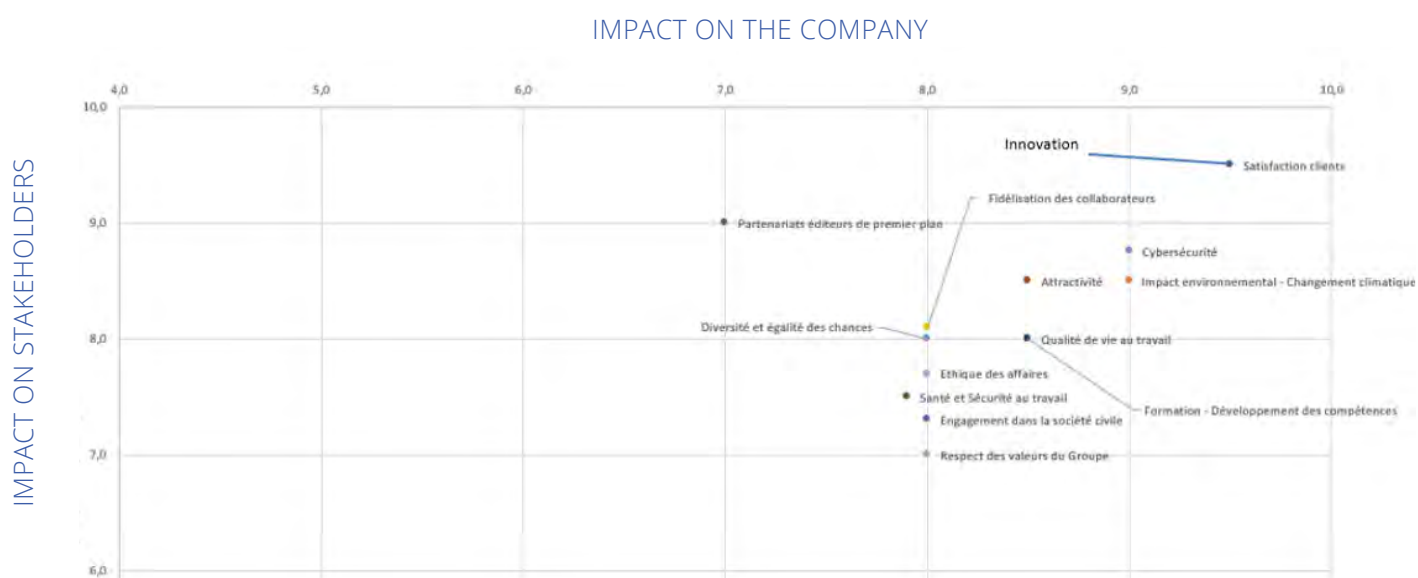› Promote our image as a "great place to be" to enhance employee engagement and recruitment

Prodware's Stakeholders

Prodware has mapped out its main strategic stakeholders, recognizing their essential role in supporting the Group's ongoing development. They can be outlined as follows:

Clients ···· Suppliers Soft. Vendors ···· Shareholders ···· Financial Partners ···· Employees ···· Regulators ···· Society

Risks

The risks are summarized in the diagram below:

IMPACT ON THE COMPANY

A detailed description of the risks can be found in Chapter 7 of the annex referenced above.

5 Prodware's CSR Objectives

The Group's objectives have been developed based on its business model, key challenges, and with reference to the following United Nations Sustainable Development Goals (SDGs):

6 Innovation, the DNA of the Group

6.1. AN INNOVATION STRATEGY

The Prodware Group's innovation strategy is managed by the innovation department within each of the Group's three brands.

This department develops innovative and efficient solutions tailored to the horizontal or sector-specific needs of clients, leveraging its expertise and the technological opportunities provided by its partners, including selected startups in collaboration with the 365xScaler incubator.

In addition to its traditional know-how in business applications, Prodware is committed to:

› Software development, by continuing efforts in the development of add-ons and vertical solutions to complement the standard functionalities provided by our software partners and address the business challenges of our clients.
› Data, by developing expertise to enable clients to collect, classify, consolidate, and ensure the reliability of their structured and unstructured data, which can then be leveraged through Business Intelligence or Artificial Intelligence solutions.
› Artificial Intelligence, by promoting specialized personal assistants (e.g., office tools, sales, support, development), automating processes (Robotic Process Automation), and developing specific solutions around technologies such as LLM (Large Language Models), data processing predictions, and more.
› Low-Code/No-Code, by training our clients in this new development concept or providing them with expert resources in this technology.

To better address the challenges of its mid-market, corporate, public sector, and international clients, the WESTPOLE brand invests in:

› Hyperconverged systems and Cloud opportunities, to provide its clients with the benefits of hybrid infrastructure solutions: efficiency, scalability, continuity, financial rationalization, and more.
› Observability, to provide the IT departments of large clients with tools for measuring and optimizing operational performance and financial rationalization of their information systems, leveraging technologies that incorporate artificial intelligence
› Development of rental-based services, offering clients the best technologies through a simplified, managed approach, with pay-per-use models, for services such as storage or backup
› Compliance services, to meet the growing demand from organizations for support on regulations and certifications related to IT security and CSR (Corporate Social Responsibility).

To enhance the customer experience (CX) across its consulting services and the distribution of software, hardware, and services, Protinus is committed to advancing its expertise and leveraging a multi-vendor markFTElace. By harnessing the power of Artificial Intelligence, the brand optimizes data utilization, gains deeper insights into customer needs, and supports Bid Managers in refining, streamlining, and ensuring the accuracy and integrity of their proposals.

Finally, our brands focus on cybersecurity, both to enhance their own cyber resilience and to provide high-quality solutions and services to their clients

6.2. A STRATEGY THAT HAS EARNED RECOGNITION

Prodware's expertise and technical proficiency have once again been acknowledged through certifications from our key partners.

› Microsoft Gold Partner et InnerCircle ;
› Sage Partner Platinium ;
› IBM : Gold Partner.
› Lenovo : Platinium Partner.

7 Human Capital at the Heart of Prodware's Strategy

The Prodware Group supports its clients in creating value by combining its expertise with market opportunities in the IT sector. The success of this mission relies on its employees, who are the most valuable asset of the group. Human capital is therefore at the heart of the Group's strategy.

This strategy is implemented through ongoing, measurable actions with the following objectives:

Enhancing attractiveness through:
› An HR policy focused on employees and a strong employer brand
› A controlled recruitment and talent retention strategy

Talent development through:
- › A commitment to employee well-being
- › Ongoing employee training, aligned with the needs of the Group
- › Career development and mobility opportunities

Employee retention strategies including:
- › Compensation schemes focused on performance

7.1. HUMAN CAPITAL – KEY INDICATORS

7.1.1. Scope of the CSR Group

The 2024 Prodware Group reporting includes all entities of Prodware SA, except for the CapLease entity for HR data. The business functions have been grouped into three categories:

- › Commercial
- › Professional Services
- › General and Administration

The «Customer services» category from previous reports has been incorporated into the «Professional Services» category.

7.1.2. Scope of the Prodware Group

The scope of reporting for corporate social responsibility (CSR) has been expanded in 2024 to include:

- › Protinus IT BV in the Netherlands, acquired in October 2023, as well as Nut Consulting in Spain, acquired in December 2023.
- › Prodware Morocco and CKL Consulting in Germany.

For certain indicators, a like-for-like comparison is provided. This comparison is based on 2023 data, enriched with information from Protinus IT BV, Prodware Morocco, Nut Consulting, and CKL Consulting.

As a result, the CSR scope for 2024 covers 99.93% of the total employees of the Prodware Group, representing an increase of 6.93% compared to 2023.

Company	2024	2023 Like-for-Like Scope	2023 published
Prodware Group	1 412	1 400	1 300
Prodware	1 156	1 127	1 096
Protinus	72	69	-
WESTPOLE	184	204	204

7.1.3. Employee Headcount Calculation

In the following sections, the Prodware Group uses the average headcount as the «reference index» for preparing this non-financial performance declaration (DPEF). This average headcount, expressed as full-time equivalents (FTE), is calculated based on the time spent during the year and the percentage of working time.

The total average headcount for the group in 2024 is 1,412 people, compared to 1,400 people on a comparable scope in 2023 (1 300 FTEs published in 2023). The average headcount shows a slight increase on a comparable scope (+0.9) and a rise of +8.64% compared to the published scope in 2023.

7.1.4. Key Indicators

The following indicators summarize key data for the Prodware Group:

› 96.8% of the Prodware Group's average workforce consists of permanent employees, i.e., those on indefinite-term contracts (or equivalent depending on the country). This figure has remained stable since 2023.
› Prodware France (27.1%), Prodware Spain (25%), and Prodware Germany (12.6%) contribute most significantly to the total average workforce of the Prodware Group in 2024
› 30.6% of the average workforce is female, which is almost identical to the previous year (30.7%).
› 57.6% of the Prodware Group's average workforce is under 45 years old, showing a slight decrease of 1% compared to the published scope in 2023.
› 55.9% of Prodware's workforce is under 45 years old, with 58.9% for WESTPOLE and 80.4% for Protinus.
› 72.4% of full-time equivalents (FTEs) belong to the Professional Services category (down from 75% in the published scope of 2023).
› The average age is 41 years, which remains constant compared to the previous year.

Further details on these indicators are provided in Annex 1 of the declaration. We will now elaborate on some key indicators.

7.1.5. Parity

The female workforce in the Prodware Group remains stable, as shown in the table below:

Prodware Group	2024	2023 Published	2022	2021
FTE Women	432	399	316	296
% FTE Women	30.6%	30.7%	30.0%	29.4%

It is worth noting that the gender diversity rate within Protinus is slightly higher, reaching 32% for 2024.

Gender Diversity Rate by Brand	2024	%
Prodware	354	30.6%
WESTPOLE	55	29.9%
Protinus	23	32.3%

The increase in the proportion of women within the Prodware Group must continue to accelerate in order to achieve the goal of 35% female representation in the workforce within the next four years.

7.1.6. Professional Categories

In 2024, the Prodware Group revised and standardized the job classification system across its countries and entities. This led to the reclassification of several roles under the «Professional Services» category to better align with the various job types within the Prodware Group. This updated classification system was then applied to adjust the data previously published in 2023.

Prodware Group	2024	2023 published	2022	2021
Commercial	14%	11%	11%	11%
G&A	13%	14%	16%	15%
Professional Services	72%	75%	73%	71%

The percentage of women remains stable compared to previous years, with a higher concentration in the G&A category.

% of women in each category/headcount of category	2024	2023	2022	2021
Commercial /Sales	33%	36%	41%	40%
G&A	56%	54%	42%	50%
Professional Services	25%	26%	26%	23%

7.1.7. Average Age

The average age within the Prodware Group remains stable (41.4 compared to 41.55 years in the published 2023 data).

Average Age	2024
Total Prodware Group	41.4
Prodware	41.8
WESTPOLE	41.7
Protinus	34.4

7.2. ATTRACTIVENESS OF THE GROUP

7.2.1. Employer Brand

Strengthening the employer brand is a strategic priority across all subsidiaries of the Prodware Group, including Prodware, WESTPOLE, and Protinus. At Prodware, the credo "The Place to Be and to Work With" is actively being brought to life as part of this initiative.

The brands actively share their digital and in-person initiatives—those of the Prodware Group as well as those driven by individual employees—across a variety of internal and external communication channels.

Our entities are also deeply engaged in their local communities through participation in associations, seminars, and events organized by both public and private partners. These actions contribute to positioning the Prodware Group as a leading player not only economically, but also socially.

To foster engagement, the Group leverages key social media platforms to connect with its communities—especially LinkedIn and Microsoft Viva Learning.

Furthermore, thanks to the 'Content Factory', the Prodware Group has significantly boosted its visibility through:
› Opinion pieces and columns are regularly published across a wide range of media outlets—targeting diverse audiences, from technical and economic sectors to the general public.
› The Group also gains visibility through interviews featured on television channels and in specialized publications such as BFM, Solutions Numériques, Channel News, and others.

In addition, a partnership has been established with selected entities through the Women in Dynamics initiative. This commitment aims to foster an inclusive work environment and promote equal opportunities for all.

7.2.2. Attracting the Best Talents

7.2.2.1. Hiring

In 2024, the Prodware Group made 292 new hires.

This represents a slight decrease compared to 2023, where the total number of hires was 309, as previously published.

Number of new hires	2024	2023 published
Total Prodware Group	292	309
Number of women hired	97	110
% of women hired	33%	36%

Hiring breakdown by Brand for 2024:

› Prodware - 221 new hires (32% women).
› WESTPOLE - 43 new hires (40% women).
› Protinus - 28 new hires (32% women).

The Prodware entities with the highest hiring rates for 2024 are as follows:
- Spain, with 92 hires, 32% of whom are women.
- Germany, with 53 hires, 28% of whom are women.
- France, with 48 hires, 33% of whom are women.

› The Prodware brand accounts for 76% of the Group's hires, a figure consistent with the previous year. Prodware Spain continues its strong momentum, representing 32% of the hires, followed by Prodware Germany (18%) and Prodware France (16%). WESTPOLE contributes 15% of the Group's hires, while Protinus accounts for 10%.

› 33% of the hires are women, reflecting a slight decrease compared to 2023 (35.6%). However, this figure remains higher than the rates recorded in 2022 and 2021, which were 32% and 28.3%, respectively.

› Hires remain predominantly concentrated in the «Professional Services» category, accounting for 71% of total hires. This represents a notable increase compared to 2023 (67%) and 56.6% within the 2022 CSR scope. The «Commercial» category follows with 20% of the hires, up from 12.9% in 2023.

› It is worth noting that the proportion of female hires in the «Professional Services» category stands at 30.4%, a traditionally male-dominated field.

› The high proportion of female hires in the G&A category (65.4%) highlights a polarization within this group. Efforts towards greater gender balance will be necessary moving forward.

7.2.2.2. Onboarding

New employees follow an onboarding program designed to help them understand the company. This program introduces the company's values, mission, and strategy.

Subsequently, a personalized learning program is created for each employee to assist them in adapting to their role and familiarizing themselves with the organization. To support this, training materials and activities are provided to help them acquire the skills and knowledge needed to excel in their respective roles.

7.2.3. Talent Skill Building

7.2.3.1. Knowledge Sharing

Each year, the Prodware Group conducts a comprehensive analysis of training needs, which serves as the foundation for developing tailored training plans for each country.

These plans specify the necessary training sessions for employees, outline the internal and external resources involved, and define the expected outcomes.

Alongside general training in areas such as soft skills, standards, and frameworks, particular focus is placed on the training and certifications required to uphold the partnership levels with our construction, software, and hosting partners. These training programs are also aligned with the results of the annual evaluation process, which helps identify, enhance, or validate the training needs of employees.

To foster internal knowledge sharing, a Knowledge Management System (Learning Management System) is utilized. This system, which is regularly updated, provides employees access to both technical ("hard skills") and non-technical ("soft skills") content. In 2024, this platform recorded 1,422 hours of training, reflecting an increase of 153 hours compared to 2023.

In total, the Group invested 22,160 training hours in 2024, compared to 19,914 hours in 2023 (21,702 hours for a comparable scope). Notably, 87% of these hours were dedicated to Prodware entities.

Overall, the total number of training hours increased by 2% in 2024, with WESTPOLE seeing a remarkable 54% rise and Protinus experiencing a 13% growth.

7.2.3.2. Talent Management

Career management for employees is governed by a structured process within the Prodware Group.

At a minimum, each employee undergoes an annual performance review, which allows for the identification of achievements, areas for improvement, and any desired or necessary training.

«Performance Reviews» are also held between Human Resources and division managers, enabling the development of division-specific performance improvement plans for employees with insufficient results, retention strategies for top performers, and, where necessary, recruitment plans for the division.

7.2.4. Work-Life Balance

Since the 2021 health crisis, remote work has become a significant shift, and it continues to be widely embraced across the countries of the Prodware Group. Practices vary, with some entities and roles offering employees and their managers substantial freedom to decide the proportion of remote work, while others impose limits on the number of days employees can work remotely.

For instance, in France and the Netherlands, a charter has been signed with social partners allowing up to two days of remote work per week, subject to managerial approval.

Another important aspect of work-life balance is the percentage of employees working part-time.

The average number of full-time equivalent (FTE) part-time employees is 152, representing 10.77% in 2024, compared to 7.72% in the published 2023 data. This flexibility in work hours generally helps employees achieve a better balance between their professional and personal lives. Additionally, 38% of part-time workers are men, compared to 40.8% in the published 2023 data.

7.3. EMPLOYEE RETENTION

7.3.1. A Survey Addressed to All Prodware Employees

For several years, Prodware has been conducting an employee survey called 'Speak your Mind,' which seeks to gather feedback from all staff members. The aim of this initiative is to enhance both satisfaction and engagement within the company.

Some of the survey topics are consistent each year, focusing on employees' personal experiences, their relationships with their managers, and their perceptions of the Prodware Group.

Other areas are adjusted based on our evolving strategy, market changes, or to assess the impact of newly implemented policies.

In 2024, the participation rate reached 71%.

The results, released at the start of the year, highlighted:

Employee Satisfaction Rating (on a scale of 1 to 10)	2024
Percentage of employees who gave a score of 9 or 10 (NPS)	57%
Percentage of employees who gave a score between 6 and 8 (NPS)	31%
Percentage of employees who gave a score between 0 and 6 (NPS)	12%

Employees who gave a score between 9 and 10 are considered satisfied according to the Net Promoter Score (NPS). Those who rated between 6 and 8 are deemed neutral, while scores below 6 indicate dissatisfied employees.

Analyzing the results, particularly by themes, countries, and age groups, helps managers identify the necessary steps for continuous improvement.

7.3.2. PSRs and MSDs

Psychosocial Risks (PSR) refer to work situations where stress, internal violence (such as harassment), and external violence (such as assaults) can negatively impact the mental and physical health of employees.

Musculoskeletal Disorders (MSDs) are conditions affecting the muscles, tendons, and nerves, typically caused by repetitive movements, prolonged postures, or intense physical exertion.

Psychosocial and musculoskeletal risks are addressed through the various health and safety policies implemented across the Prodware Group.

For example, mental health and stress management sessions are provided to all employees at Prodware Germany.

The Prodware Group offers ergonomic equipment to its employees to promote their well-being.

Furthermore, participating in physical activities plays a key role in preventing MSDs and PSRs. Numerous initiatives are in place, with countries such as Prodware France, WESTPOLE, and Prodware Spain providing sports activities to their teams.

7.3.3. Average Tenure

The average tenure within the Prodware Group is 6.59 years. Compared to the published data from 2023, which showed an average of 6.41 years, this represents a slight increase. The average tenure by company is as follows: Prodware has an average of 7.29 years, WESTPOLE 3.94 years, and Protinus 3.03 years. In terms of functions, the highest average tenure is found in General and Administrative (G&A) services, with 8.92 years, followed by Professional Services with 6.43 years, and Commercial functions with 5.43 years.

7.3.4. Absenteeism

The absenteeism within the Group amounts to 18 610 days, compared to 15 559 days in the published data for 2023. This increase is primarily due to the integration of Protinus and a rise in the number of parental and maternity leave days.

Number of absenteeism days	2024	Breakdown
Total Prodware Group	18 610	
Prodware	15 550	84%
WESTPOLE	1 820	10%
Protinus	1 240	7%

Breakdown of absenteeism days for the Prodware Group (%)	2024	2023 published
Work-related injury leave	0%	0%
Lost days due to work-related accidents	1%	2%
Maternity leave and paternity leave	11%	10%
Parental Leave	12%	6%
Sick Leave	67%	75%
Other	9%	8%

7.3.5. Gender Pay

The gender pay ratios are calculated by comparing the average salary of women to the average salary of men. In 2024, this ratio stands at 0.81, compared to 0.80 in 2023, according to the published data. Prodware Belgium, WESTPOLE Italy, and Protinus show the best results in terms of pay equality, closely followed by Prodware Spain.

Pay Ratio	2024
Prodware Group	0.81
Prodware	0.79
WESTPOLE	0.88
Protinus	0.92

Pay Ratio	2024	2023	2022	2021	2020
Prodware Group	0.81	0.80	0.81	0.77	0.74

7.3.6. Employee Exits

In 2024, the company recorded a total of 341 employee exits, up from 283 in the published 2023 data.

Of these, resignations accounted for 40% of total exits—marking a notable decline from the 54% reported in the 2023 CSR scope.

7.3.7. Turnover

The turnover rate for the 2024 fiscal year at the Prodware Group stands at 22%. This increase is primarily attributed to the newly integrated entities, WESTPOLE and Protinus. For Prodware entities alone, the turnover rate is 21%, compared to 19.6% in the 2023 published scope.

Turnover	2024
Prodware Group	22%
WESTPOLE	28%
Protinus	30%
Prodware	21%

APPENDIX 1

Average Workforce – Prodware Group (FTE)	2023 published	Prodware Group – Comparable Scope 2023	MEN	WOMEN	Total 2024
	1 300	1 400	980	432	1 412

FTE	Total 2024	MEN	WOMEN
Prodware Group	**1 412**	**980**	**432**
Prodware	1 156	803	354
WESTPOLE	184	129	55
Protinus	72	49	23

Average Workforce by Age Group	Total 2024	MEN	WOMEN
Total	**1 412**	**980**	**432**
-25 years old	75	56	18
25-34 years old	368	268	100
35-44 years old	370	245	125
45-54 years old	385	263	123
55-64 years old	214	148	65

Average Workforce by Gender & Job Category	Total 2024	MEN	WOMEN
Total	**1 412**	**980**	**432**
Commercial	202	134	67
Professional Services	1 023	763	260
General & administration	187	83	105

Average Tenure	Total 2024	MEN	WOMEN
Prodware Group	**7**	**7**	**6**
Prodware	7,3	7,4	7,1
WESTPOLE	3,9	4,2	3,4
Protinus	3,0	3,1	2,8

Prodware Group Headcount at Year-End	Total 2024	MEN	WOMEN
Prodware Group	**1 418**	**987**	**431**
Prodware	1 163	811	352
WESTPOLE	177	125	52
Protinus	78	51	27

APPENDIX 2

New Hires	2024	MEN	WOMEN
Prodware Group	**292**	**195**	**97**
Prodware	221	150	71
WESTPOLE	43	26	17
Protinus	28	19	9

Hires per Category	2024	MEN	WOMEN
Total	**292**	**195**	**97**
Commercial	59	42	17
Professional Services	207	144	63
General & adminis-tration	26	9	17

Exits	2024	MEN	WOMEN	2023 published
Prodware Group	**341**	**221**	**120**	**283**
Prodware	257	167	90	208
WESTPOLE	70	42	28	75
Protinus	14	12	2	NC

Exits	2024	2023 published
Of which resignations	40%	54%
Of which terminations	19%	27%
Of which negotiated severances	10%	9%

Turnover	2024
Prodware Group	**22%**
Prodware	21%
WESTPOLE	28%
Protinus	30%

8 The Group's Impact on the Environment & Local Communities

The Prodware Group, primarily operating in the tertiary sector, has an environmental impact that mainly stems from its purchasing activities.

Nonetheless, the Group is committed to integrating environmental considerations into its daily operations through continuous improvement efforts.

The Group's offices are located in urban areas, none of which are owned by Prodware. As such, the company is not involved in issues related to «sustainable land use» or biodiversity. Water usage is limited to sanitary needs, and while its consumption is included in the rental costs, it is negligible and cannot be measured. Additionally, Prodware does not face challenges related to food waste, as it does not have corporate dining facilities, nor does it generate noise pollution.

In terms of sustainability initiatives, Prodware Germany has organized a tree-planting campaign with its employees, and Prodware Netherlands operates a company car fleet that is 60% hybrid or electric.

Both Prodware Germany and the Netherlands also promote eco-friendly transportation options by offering bicycle rentals to employees.

8.1 CARBON FOOTPRINT

2023/2024 Comparison

When comparing data between 2023 and 2024, it is essential to consider methodological changes, scope adjustments, and the inclusion of new emission categories as outlined below. The scope of the previous Carbon Footprint Assessment (Bilan Carbone) included the following entities: Prodware Germany, England, Belgium, Spain, France, Czech Republic, Georgia, Netherlands, WESTPOLE Belgium, WESTPOLE Luxembourg, WESTPOLE Italy, and partially WESTPOLE France.

The scopes considered were Scope 1, Scope 2, and partial Scope 3. Here is a summary of the emission categories in 2023:

› Offices: energy-related emissions;
› Vehicles: emissions from travel;
› Travel: emissions from trains, planes, taxis, hotels, and meals;
› IT and services: three main suppliers report their CO2 emissions. For others, the financial factors from ADEME are used.

In 2024, the Prodware Group conducted a GHG (Greenhouse Gas) Emissions Audit for the following entities:

› The Prodware Group carried out a GHG audit for 2024 with the same scope of entities as for 2023, while adding the following entities: Cap Lease, CKL Software GmbH, Prodware Belgium, Prodware Morocco, Prodware London, Prodware Retail Competence Center, Prodware SE, WESTPOLE FR, Plahoma, Protinus, NUT Consulting, Prodware Service Center (Georgia).
› Scopes : Scopes 1, 2 and 3.

2024 GHG Assessment Results – Comparable Scope

On a comparable scope basis, the Group's greenhouse gas (GHG) emissions footprint decreased by 2,589 tCO_2, representing a 15% reduction. This decline can be attributed to the following factors:

› A methodological change in the calculation of fugitive emissions (related to potential leaks of fluorinated refrigerant gases from cooling and air-conditioning systems),
› A decrease in product purchases, particularly hardware,
› A decrease in business travel.

The distribution of emissions across the scopes remains broadly consistent with 2023:

• Scope 1 emissions decreased by 4%,
• Scope 2 emissions rose by 20%,
• Scope 3 emissions declined by 16%.

Approach to Calculating the Carbon Footprint

The Greenhouse Gas Emissions (GHG) Inventory for the Prodware Group was conducted by an international consulting firm specializing in climate projects. A questionnaire was developed in collaboration with the Group's CSR department, and it was completed by the various entities within the Group.

The GHG inventory was built in accordance with the GHG Protocol. Emissions were calculated based on the elements listed for the year 2023, along with the following additional subcategories (scope 3):

› The use of sold products
› The end-of-life of sold products
› Investments

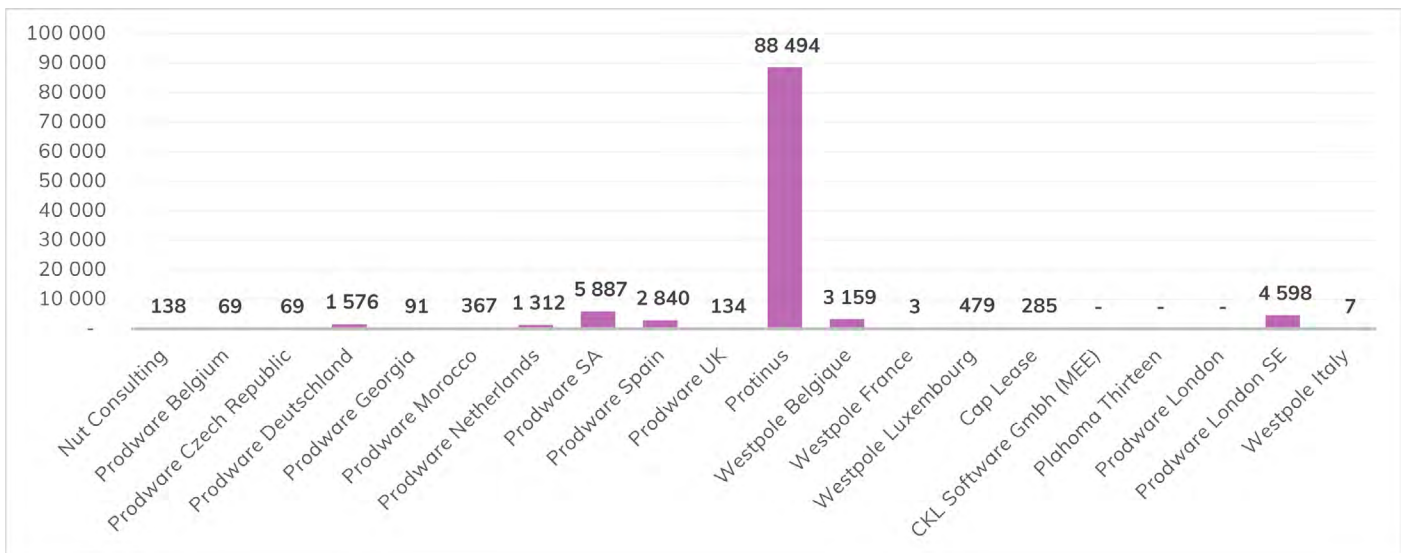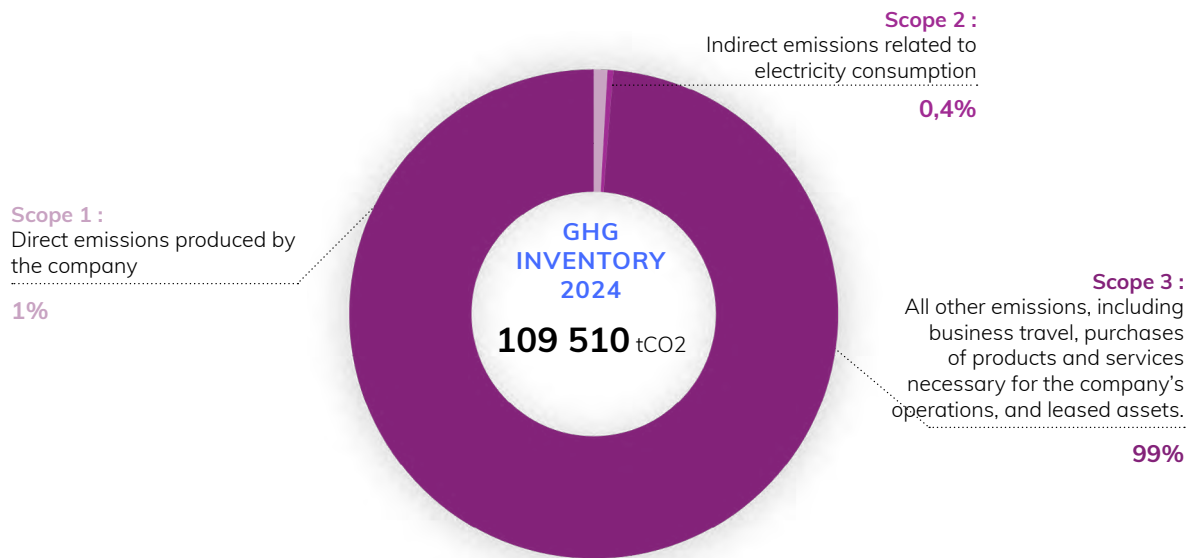**2024 GHG Inventory Results – New Scope**

The data used in this GHG assessment carries the following uncertainty levels:

› 7% of the data was projected
› 89% was estimated using monetary ratios
› 4% was based on physical data

The monetary ratio is uncertain, as the majority of the Group's greenhouse gas emissions stem from the purchase of IT and digital products, for which few physical emission factors are referenced in existing carbon databases. One area for improvement would be to engage with suppliers to obtain a Product Carbon Footprint (PCF) for these items.

This overall increase in greenhouse gas emissions reflects the change in the Group's scope, which is now comprehensive, as well as the full inclusion of Scope 3 emissions.

Scope 1 :
Direct emissions produced by the company

1%

Scope 2 :
Indirect emissions related to electricity consumption

0,4%

GHG INVENTORY 2024

109 510 tCO2

Scope 3 :
All other emissions, including business travel, purchases of products and services necessary for the company's operations, and leased assets.

99%

Entity	tCO2
Nut Consulting	138
Prodware Belgium	69
Prodware Czech Republic	69
Prodware Deutschland	1 576
Prodware Georgia	91
Prodware Morocco	367
Prodware Netherlands	1 312
Prodware SA	5 887
Prodware Spain	2 840
Prodware UK	134
Protinus	88 494
Westpole Belgique	3 159
Westpole France	3
Westpole Luxembourg	479
Cap Lease	285
CKL Software Gmbh (MEE)	-
Plahoma Thirteen	-
Prodware London	-
Prodware London SE	4 598
Westpole Italy	7

The Protinus entity accounts for 79% of the Group's greenhouse gas emissions, primarily due to its sales of IT products, which generate higher emissions than those of other entities in the group.

Scope 3, which represents 99% of CO2 emissions, consists of 85% emissions related to the purchase of goods and services necessary for the Group's operations and 11% emissions related to the use of sold products. The main aggregates of this carbon footprint can be summarized as follows:

GREENHOUSE GAS EMISSIONS IN TCO2

- 1-1 Direct emissions from stationary combustion sources.
- 1-4 Direct fugitive emissions.
- 2-1 Indirect emissions from electricity consumption.
- 3-01 Purchased goods and services.
- 3-02 Capital goods.
- 3-03 Upstream emissions associated with energy combustion.
- 3-05 Waste generated by operations.
- 3-06 Business travel.
- 3-11 Use of sold products
- 3-12 End of life of products sold
- 3-07 Employee commuting
- 3-13 Investments

8.2 COLLABORATION TOOLS

The advantages of collaboration tools, which have become increasingly prevalent in recent years, are clear. They play a key role in reducing the need for travel, resulting in a decrease in CO2 emissions.

While collaborative tools offer significant benefits, their environmental impact cannot be overlooked.

To mitigate this, the Group has continued its efforts to raise awareness among employees about the environmental footprint of using these tools, such as email, video conferencing, and cloud storage, and provides actionable recommendations for reducing their impact.

The adoption of DocuSign, the electronic signature tool, is growing rapidly within the Group.

Moreover, Prodware offers a tool that allows employees to monitor and assess the greenhouse gas (GHG) emissions linked to their email usage and data storage, empowering them to make more sustainable choices.

8.3 CIRCULAR ECONOMY

Prodware is subject to the requirements of the directive on Waste Electrical and Electronic Equipment (WEEE) and its recycling.

The companies within the Group have implemented a policy for the reclassification of IT equipment. Professional equipment (such as computers and mobile phones) is systematically offered either to employees at a nominal cost or to associations or companies responsible for their recycling.

For example, Prodware Germany offers 15% of refurbished technical equipment to its employees.

Likewise, when mobile phones are replaced, the old devices are consistently made available to employees at a nominal cost.

8.4 OFFICE WASTE

Like all service companies, Prodware generates office waste, primarily consisting of paper and IT consumables.

As the Group's companies are subject to the aforementioned WEEE Directive, these IT consumables are consistently recycled.

The effort to reduce waste has focused on extending the lifespan of mobile phones from 2 to 3 years, and a minimum of 4 years for laptops.

Although this impact has not been measured in terms of tCO2, it is likely the key factor in significantly reducing waste.

The Group's offices are gradually being equipped with waste sorting bins.

For instance, Prodware Germany has implemented motion sensors for office lights, waste sorting systems, glass bottle recycling, and water dispensers across its offices.

9 Prodware's Commitment to Society

9.1 L'ESCALATOR, SUPPORTING YOUNG ENTREPRENEURS

Prodware has partnered with the incubator launched by Maurice Lévy, Chairman of the Supervisory Board of Publicis Groupe, alongside several companies such as LVMH, TotalEnergies, Microsoft, Orange, and Huawei.

L'Escalator aims to promote social mobility and provide support to young individuals who want to start their own business. It is specifically designed for young people who lack the financial resources or networks to initiate or complete their projects in the digital sector.

L'Escalator provides:

› Office space within our premises
› Access to IT and audiovisual equipment
› Tailored training programs
› Access to a network of partners, experts, and mentors who support L'Escalator.

After a few years of operation, many projects have made significant progress, with the majority of startups developing more mature and reliable solutions. Some have secured their first commercial contracts, while others have attracted interest for potential capital support.

9.2 OTHER SOCIETAL ASPECTS

9.2.1 Corporate Commitments

Prodware Germany: Presentation of IT training programs in schools and within Prodware, donations to over 10 social projects, and participation in DigiClub Munich: supporting initiatives that teach children programming, robotics, and more.

Prodware France: October Think Pink (Breast Cancer Awareness) and a video awareness campaign on disability.

Prodware Spain:

› Technovation Girls program to support female students in STEM subjects, impacting all PW and PRCC employees who voluntarily participated.
› Donation program for individuals affected by the DANA (cold drop storm) in Spain, involving all PW and PRCC employees who volunteered to contribute.
› Collaboration with the «Adopte un grand-parent» Foundation, involving all PW and PRCC employees who volunteered to participate.
› Collaboration with the Spanish Association Against Cancer.
› Collaboration with the Fundación Madrid VIVO.
› Participation in the corporate race and the women's race, involving all employees of PW and PRCC who volunteered to take part.
› Participation in the WomenInTech program, involving all employees of PW and PRCC who volunteered to participate.

Protinus: Financial contributions and product donations to charitable organizations.

9.2.2 Developing and Promoting Ethical Business Practices

The Prodware Group has always been committed to conducting its activities based on fundamental principles of Ethics and Integrity, which are formalized in the Group's Ethical Charter and Code of Conduct.

The Ethical Charter outlines the expected behaviors of the Group's employees and partners regarding integrity, respect, the protection and confidentiality of data and assets, as well as environmental protection.

It complements the Middlenext Anti-Corruption Code of Conduct, to which the Group has adhered. The Code of Conduct applies to all internal employees and corporate officers of the Group.

It outlines fundamental rules and their specific applications that must be followed regarding corruption, conflicts of interest, gifts and invitations, etc., to ensure that everyone adopts ethical behavior in line with the Group's Policy.

This Charte and the Code of Conduct are accessible to all stakeholders on the Group's Ethics and Integrity website.

Furthermore, the Group has reiterated these principles in a specific Code for its Business Partners, who must commit to adhering to them before initiating any business relationship with Prodware Group.

9.2.3 Compliance and Certification

In line with its values, Prodware Group is committed to various initiatives aimed not only at complying with applicable regulations but also at obtaining the best certifications available in the market.

In this regard, all of its entities:
› Comply with the General Data Protection Regulation (GDPR) to ensure the privacy protection of its employees and partners.
› Given the demands of our clients, regulators, and the omnipresent Cyber threat, particular attention is paid to data and personal data security. As a result, the entities have initiated a process of compliance with NIS2 and DORA to guarantee their cyber resilience.
› Have started a training initiative on the European AI Act, which aims to regulate the use of Artificial Intelligence within the European Union.

Furthermore, some of the entities have pursued the following certifications:
› ISO9001 for Quality Management.
› ISO27001 or CyberVadis for information security.
› ISO14001 or EcoVadis for responsible business practices.

WESTPOLE is certified with ISO 14001 v2015, ISO 9001 v2015, ISO 27001 v2022, PSF OF SUPPORT, and NATO clearance. Protinus holds certifications for ISO 14001 v2015, ISO 9001 v2015, ISO 27001 v2022, Ecovadis Platinum, CyberVadis Platinum, MVO Prestatieladder Level 4, CO2 Prestatieladder Level 5, and PSO Prestatieladder 1. Prodware is ISO 9001 v2015 certified for its Czech and Georgian entities, and ISO 27001 v2022 certified for its Dutch entity.

9.2.4 Other Challenges

› Prodware Group has been committed to the United Nations Global Compact since 2009. The Global Compact is based on four main themes: Human Rights, International Standards, Environment, and Anti-Corruption, and is structured around 10 principles.
› The fight against tax evasion: the group aims for its tax policy to fully align with its corporate responsibility strategy.
› Societal commitments in favor of Sustainable Development:

Category	% of each category in the workforce
Fighting food waste	Not applicable
Combating food insecurity	Not applicable
Respect for animal welfare	Not applicable
Responsible, fair, and sustainable food	Not applicable
Measures taken for people with disabilities	The group complies with regulations supporting individuals with disabilities.
Sports and Culture	Not strategic for the Group.