# SMILE

I.T IS OPEN

# CSR **Charter**

**Corporate Social Responsibility**

**2024**

neopixl.
A SMILE GROUP COMPANY

SensioLabs
Créateur de *Symfony*

UXREPUBLIC
A SMILE GROUP COMPANY

alter way
A SMILE GROUP COMPANY

creativestyle
A SMILE GROUP COMPANY

Synotis
A SMILE GROUP COMPANY

# Table of Contents

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# A word from our CEO

Marc Palazon
**CEO SMILE GROUP**

*Over the past few years, Smile Group has experienced significant expansion, marked by substantial growth in our activities and presence across various markets. While this progression is positive for our development, it also places increased responsibility on us. It has become essential to intensify our efforts to reduce our environmental and societal impact.*

*Our Corporate Social Responsibility (CSR) charter symbolizes this commitment to society and the environment. It also serves as a valuable guide to direct our daily actions, ensuring that every decision we make contributes to a sustainable future. We rely on the active collaboration of all our stakeholders—employees, partners, clients, and suppliers—to apply these principles, with the hope of building a more prosperous and sustainable future for all.*

MARC PALAZON

# Preamble

*The purpose of this charter is to present all the actions and initiatives implemented. It reflects our values, beliefs, and commitments.*

At Smile Group, we believe that digital innovation should not be limited to the pursuit of economic performance but must also contribute to social progress and environmental preservation. As a key player in the digital services sector, we fully recognize our responsibility toward a sustainable future. We are committed to leveraging technology for a positive impact on society and the environment by rigorously and systematically integrating corporate social responsibility principles into all our activities.

The technological advancements that we support daily must be achieved in accordance with governance and ethical principles, while promoting inclusion, diversity, and environmental preservation. Through this CSR charter, we reaffirm our commitment to integrating corporate social responsibility principles into all our activities, in partnership with our employees, clients, partners, and the communities in which we are involved.

This approach is part of our strategic plan and, more specifically, embedded in the DNA of Smile Group :

## Open
Open-Source, Innovative, Creative, Independent, Collaborative, Transparent, Alternative

## Expert
High-Quality Projects Geeks Passionate Curious Committed Performant Pragmatic

## Sustainable
Strategic, Autonomy, Environment, Inclusion, Security, Ethical, TechForGood

## Human
Care, Humility, Pleasure to Work Together, Client Intimacy, Sharing

# Let's build open, high-performing, and sustainable digital experiences

With over 33 years of experience, we are a leading European company in open source, specializing in high-performing digital expertise and sustainable IT. We use innovative, industrial, agile, and pragmatic solutions, prioritizing open technologies whenever possible.

Smile Group consists of 11 agencies in France, 9 outside of France, and more than 1,700 experts. Our Group is made up of several iconic brands, each specializing in specific areas or regions:

**neopixl.**
A SMILE GROUP COMPANY

A brand specialized in the field of mobile digital solutions.

**SensioLabs**
Créateur de *sf* Symfony

Creator of the open-source framework Symfony, which has become a global standard for web development.

**UXREPUBLIC**
A SMILE GROUP COMPANY

Specialist in creating user-centric experiences for brands.

**alter way**
A SMILE GROUP COMPANY

The flagship of Smile Group in Cybersecurity, Move2Cloud, DevOps, and 24/7 Cloud infrastructure hosting & managed services.

**creativestyle**
A SMILE GROUP COMPANY

Open-source e-commerce experts in Germany since 2001.

**Synotis**
A SMILE GROUP COMPANY

Specialist in Data projects for organizations engaged in their digital transformation.

To learn more about Smile Group: smile.eu

# CSR & Sustainable Development Goals (SDGs)

Smile Group is committed to integrating the principles of Corporate Social Responsibility (CSR) into all its activities, aligning its actions with the **Sustainable Development Goals (SDGs)** defined by the United Nations. These 17 goals, adopted in 2015, provide us with a roadmap to achieve a better and more sustainable future for all. They address the global challenges we constantly face, including those related to health and well-being, inequalities, climate change, environmental degradation, prosperity, as well as peace and justice.

Beyond major projects, we believe it is important to multiply actions, regardless of their size, and to raise awareness among our employees in a collective effort.

Today's commitment? To evolve our practices so that **digital** and **responsibility** go hand in hand, through our daily actions.

# Governance and Ethics

## The Strategic Plan

In 2022, Smile Group initiated a new project called **VISION**, which has captured our attention and energy for over a year. This project aims to gather the opinions of all Group employees on various topics such as well-being,  sustainable IT, innovation, our offerings, our brand image and attractiveness, as well as our international reach. Leveraging the power of collective intelligence, a new strategic roadmap for the next three years has emerged: our new strategic plan, **Open Up**.

Through this plan, Smile Group continues to advance its overall approach to Sustainable IT and pays particular attention to the environmental and social impact of the solutions delivered.  Led at the Group level and implemented through a community of

practices, sustainable IT are reinforced through various internal and external expertise and support, particularly in areas such as accessibility, eco-design, inclusion, governance, and security.

## CSR Committee
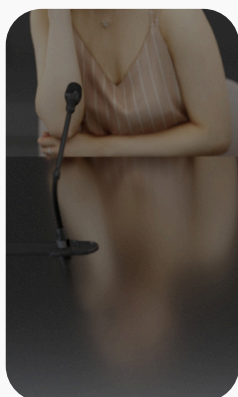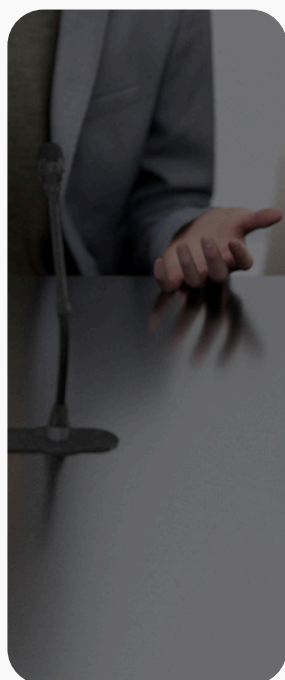
We have established a CSR committee that meets regularly to define the company's CSR strategy and develop the annual action plan. Chaired by Aline Mahieux, Director of Human Resources, CSR, and Transformation of the Group, this committee brings together various stakeholders with complementary profiles. It includes representatives from human resources, CSR, the Works Council "CSE", general services, and the legal department. This diversity of professions ensures a comprehensive and balanced approach to our initiatives in corporate social responsibility.

# United Nations Global Compact

In 2023, Smile Group decided to affirm its voluntary commitment to CSR by joining the United Nations Global Compact. This initiative is based on ten principles derived from the fundamental texts of the United Nations regarding respect for human rights, international labor standards, environmental protection, and the fight against corruption.

This commitment allows Smile Group to align with the 2030 Agenda and the United Nations Sustainable Development Goals.

As a member of the United Nations Global Compact, we commit to publishing an annual public report for our stakeholders on the progress made under this pact. This document, called the Communication on Progress (CoP), enables Smile Group to formalize its CSR commitment, initiate a process of improvement, and share its best practices. The last report submitted was in June 2024.
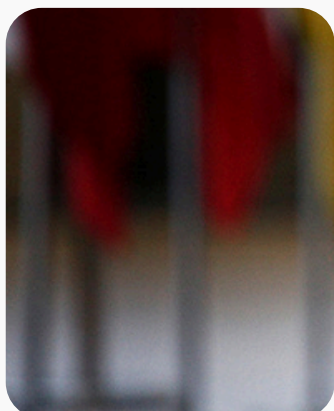
# Planet Tech'Care

The first initiative bringing together a network of partners (professional organizations, schools, competitiveness clusters, associations, foundations, think tanks) aims to support companies wishing to integrate digital technology into their environmental strategy and to assist training providers in developing skills related to sustainable IT practices. This manifesto is led by Numeum, the union and professional organization of the digital ecosystem in France, and is chaired by Véronique Torner, President of Alter Way, a Smile Group company, and a member of Smile Group executive committee.

By signing this manifesto, Smile Group acknowledges that environmental changes have negative effects on human societies, ecosystems, and the global economy,
and commits to measuring and then reducing its environmental impacts.

# Femme@Numérique

Since its establishment in 2018, Smile Group has affirmed its support for the Femmes@Numérique Foundation, which aims to promote the role of women in the digital sector in France by creating projects that involve associations, educational institutions, businesses, and organizations. A long-term commitment is crucial to improve women's access to training and careers in the digital field and to significantly and sustainably increase their representation in the digital economy.

The foundation's board of directors and executive committee includes Véronique Torner, Director of Alter Way, a Smile Group company, as well as a member of Smile Group executive committee.

# Values and Ethics

Smile Group has established a Code of Values and Ethics to emphasize the importance of ethics, integrity, and compliance with laws. These principles are a top priority for our company. We are committed to being a strong and reliable partner for our clients, employees, shareholders, and other stakeholders.

This code is structured into four main sections: human rights, business ethics, commercial practices, and the environment.

Each employee and manager is responsible for ensuring the implementation of the Code within their area of responsibility. This includes signing the Code and training all employees on its content. It is also communicated and enforced to the greatest extent possible in all contractual relationships with business partners.
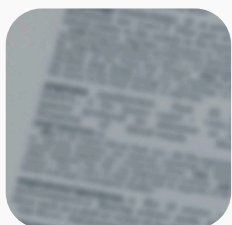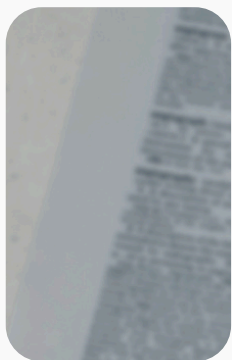


# Security

Smile Group has implemented an Information Security Management System (ISMS) in accordance with the ISO/IEC 27001:2013 standard. This system encompasses a security organization, with a set of policies and procedures aimed at monitoring the overall level of information security (technical, human, physical, and partner-related security...).

## Governance and Ethics

All our sites, which are ISO 27001 and HDS certified, have a designated security representative. This key contact for Information Systems Security (ISS) is responsible for transmitting policies and awareness campaigns, among other tasks.

In light of the rising cyber risk, ranked as the number one risk for businesses in 2024 according to Allianz's Risk Barometer, Smile Group has implemented awareness programs aimed at all its employees. These programs are designed to inform and train them on cyber risks, thereby strengthening prevention and security within the Group.

# Quality

The Quality Policy of Smile Group is based on principles and objectives aimed at ensuring that services meet customer expectations while complying with applicable standards.
It sets goals such as customer satisfaction, the reliability of deliverables, and continuous improvement.



The top management supports this approach by allocating the necessary resources and promoting a culture of excellence.

The Delivery Excellence team manages this policy by defining standards, training teams, monitoring practices through audits, and organizing committees to manage risks and continuously improve processes.

In detail, Smile Group has a Quality Reference Framework accessible to all its employees.

# Ecovadis

For several years, we have integrated the evaluation of our corporate social responsibility (CSR) practices into our governance, relying on EcoVadis, a renowned international third-party organization. This evaluation covers a wide range of non-financial criteria, including the environment, social issues and human rights, ethics, and sustainable sourcing.

As a company, we are committed to being transparent and clearly communicating our CSR performance to our business partners and clients. The EcoVadis platform helps us manage and share this information in a structured manner, thereby reinforcing our commitment to continuous improvement.

To date, we are among the 75,000 companies worldwide assessed by EcoVadis. Through this process, we have been able to identify areas for improvement and enhance our performance over the years.

| BRONZE 2021 ecovadis Sustainability Rating | SILVER 2022 ecovadis Sustainability Rating | BRONZE 2023 ecovadis Sustainability Rating |
|---|---|---|
| ↗**50** /100 | ↗**56** /100 | ↗**58** /100 |

**Gouvernance : notre contribution aux ODDs**

| 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS | 13 CLIMATE ACTION |

# Smile Ukraine Solidarity Association

Smile Ukraine was founded in 2008 and currently has offices in Kyiv, Khmelnytskyi, Lutsk, and Ternopil with over 200 experts. From the onset of hostilities in Ukraine, Smile Group responded decisively to ensure the safety and well-being of its Ukrainian employees, as well as their families and loved ones. This mobilization was realized through the establishment of the Smile Ukraine Solidarity association, which aims to provide aid and support, in various forms, to the victims of the war in Ukraine, particularly to the employees of Smile Group and their relatives.

Thanks to the collective commitment of shareholders, clients, employees, and external donors, we have been able to raise significant funds to implement concrete support actions.

For example, Smile quickly took measures to ensure business continuity and the well-being of its employees in Ukraine. We ordered gasoline-powered generators to ensure electricity supply to offices during outages, as well as Starlink devices to maintain stable Internet access. Additionally, in 2023, through the "Smile Ukraine Solidarity" association, 215 energy stations were made available to families who expressed the need for them, providing crucial support during power outages in the winter.

Starting in September 2024, Smile is strengthening its commitment by establishing a partnership with the Oxford Medical Clinic network. This partnership will enable our employees in Ukraine to benefit from essential medical services, including preventive, diagnostic, therapeutic, and emergency care.



The Oxford Medical Clinic is present in several regions of Ukraine, including Kyiv, Lutsk, Lviv, Odessa, Ternopil, and Rivne, allowing our colleagues to access quality care wherever they are.
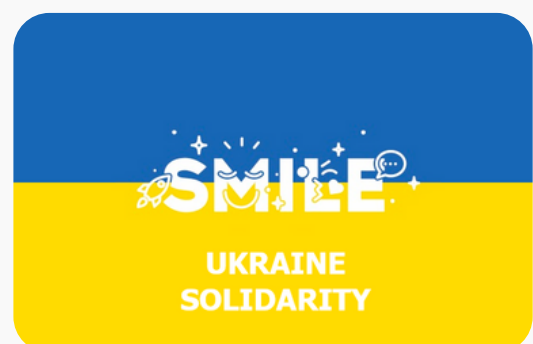
# Environmental
## Responsibility

# Recycling of Equipment & Supplies

We are committed to adopting an ambitious environmental policy, supported by our internal General Resources team and the active involvement of our employees. Our main commitments are as follows:

1. **Waste Reduction :** We implement measures to limit waste within the company, favoring reusable and recyclable alternatives. For example, we have set up copiers with badge authentication to limit printing and configured coffee machines to encourage the use of reusable cups distributed to all our employees.
2. **Support for Sustainable Development :** We integrate ecological criteria into our purchasing processes for promotional items and welcome packs, as well as for organizing events, with a gradual transition towards fully eco-friendly solutions.
3. **Sustainable Recycling :** We collaborate with specialized partners such as Elise and Krypton'IT to ensure the sustainable recycling of our used equipment and materials. We have established a partnership for the collection of unused phones and chargers for refurbishment through Les Ateliers du Bocage, with non-repairable devices recycled by ECOLOGIC.
4. **Employee Awareness and Involvement :** From their first day, we inform employees about eco-responsible practices to adopt in the office through the Arrival Guide

# Sustainable Mobility

At Smile, we are committed to promoting low-carbon transportation modes through concrete initiatives to support our employees.

1. **Telecommuting** : Since 2018, we have established a telecommuting charter for occasional or alternating work, aimed at reducing our carbon footprint by limiting daily commutes.
2. **Accessibility of Facilities** : Our offices are located near various public transportation options, such as the metro, tram, bus, and train, to facilitate access while minimizing environmental impact.
3. **Reduction of the Vehicle Fleet :** We voluntarily limit the use of company cars. For business travel, we systematically prioritize public transportation or carpooling among employees.

4.**Promotion of Soft Transport:** We have implemented the "Sustainable Mobility Package" initiative to encourage the purchase of bicycles or scooters, whether new or used, mechanical or electric, by offering compensation to incentivize soft transportation methods.

# Sustainable IT

At Smile Group, we are committed to promoting sustainable IT usage through structured initiatives that are accessible to all our employees.

1. **"Green IT" Offer:** To maximize the positive impacts of digital technology while avoiding rebound effects, we have established a " sustainable IT" approach based on three main pillars:

   a. **Green IT**: Focused on eco-design, architecture, green coding, and green operations to minimize the ecological footprint of our digital solutions.

   b. **IT for Human:** Encompassing accessibility, compliance with GDPR, and content production for inclusive and user-respecting digital practices.

   c. **Governance and Security:** Including digital strategy, the use of open-source software, and security measures to ensure responsible and secure management of technologies within the company.

2. **"Strong Mind" Training Platform:** In 2022, we launched the internal training platform "Strong Mind," available to all employees of Smile Group. Currently focused on  sustainable IT, it offers a bronze-level certification. This platform will gradually be expanded to cover other topics and provide certifications at various levels. To date, over 1,000 employees have obtained their certification, enhancing their awareness of sustainable ITl issues.

3. **Awareness Campaign through Posters:** To encourage best practices, a poster campaign has been deployed across the Group, reminding everyone of the actions to take for more sustainable digital usage.

# Environmental Responsibility

**Our sustainable digital approach: Eco-Design - Green by Design**

We are committed to integrating eco-design into our digital services to reduce our environmental impact. This approach focuses on efficiency, providing only what is "necessary" to effectively meet needs while minimizing resource consumption. We also prioritize sustainability and transparency by rigorously managing quality and technical debt, and incorporating end-of-life analysis to ensure that our applications and websites leave no residual footprint. Lastly, we are dedicated to clearly communicating the environmental impact of our eco-design process and continuous improvement efforts.

**Client Case: Development of the New Dalkia.fr Website Through an Eco-Design Approach**

The key challenge for our client with this new site was to strike the perfect balance between eco-responsibility and ensuring an optimal user experience for visitors. Additionally, the goal was to avoid creating new energy consumption sources around the platform. The architecture based on Drupal and the quality of the code were crucial in successfully meeting this challenge.

| **-64%** | **95%** | **93%** |
|:---:|:---:|:---:|
| CO2 emissions generated by the website | Pages rated A with EcoIndex | Of the website compliant with RGAA* |

Smile successfully brought to life a truly innovative project, enabling Dalkia.fr to become the first eco-responsible and fully accessible website in the energy sector!

To learn more about the project --> Read the article.

*RGAA : the General Accessibility Improvement Framework in the French public sector

# Resource Consumption

*Within Smile Group, we are committed to optimizing energy consumption and reducing our environmental footprint.

1. **Energy Efficiency:** As a key player in the digital sector, we must prioritize sustainable design of our digital services to limit energy consumption. Simplicity, frugality, and relevance, the guiding principles of eco-design, are more crucial than ever in shaping the future of digital technology.

2. **Resource Optimization:** We have undertaken the replacement of all lighting at our headquarters with LED bulbs and installed motion detectors to optimize energy usage. An energy audit will also be conducted to assess and improve our energy performance. These initiatives are funded by the BPI France Green Nation grant, which supports our transition to more sustainable practices.

3. **Training and Awareness:** We are implementing awareness campaigns and training for our employees to promote sustainable usage and consumption behaviors. This includes initiatives to educate on eco-friendly practices such as efficient use of lighting, reducing water usage, adjusting thermostats, optimizing electronic devices, and embracing digital eco-design.

# GHG Emissions Measurement

In 2024, we expanded the measurement of our carbon footprint to include the entire Smile Group, comprising 7 entities across 9 countries. We are committed to regularly assessing our environmental impact by analyzing our greenhouse gas (GHG) emissions on an international scale and across all three emission scopes. This approach will enable us to develop effective reduction strategies, set clear goals, and enhance our overall environmental performance.

# Biodiversity

Smile Group is committed to biodiversity through concrete actions in support of beekeeping. In 2022, in collaboration with Les Ruchers de Mathieu, we sponsored our first hive of 50,000 bees, marking our commitment to the environment and sustainable beekeeping. In 2023, on the occasion of World Biodiversity Day, we sponsored a second hive, increasing our support to 100,000 bees. In 2024, we continued our commitment by sponsoring a third hive, adding 50,000 more bees to our efforts. Today, as sponsors of 150,000 bees, we reaffirm our determination to contribute to biodiversity conservation and support beekeeping for a sustainable future.



Additionally, thanks to the Treely challenge, offered to all Smile Group employees during the European Sustainable Development Week (SEDD), we planted 3,031 trees in the mangroves of Madagascar, in collaboration with the NGO Eden Reforestation Projects. To view the planting certificates: click HERE.

Planting trees helps create and preserve natural habitats, improve environmental quality, and combat the impacts of climate change. However, it is important to note that this initiative was not used by Smile Group to offset its carbon emissions.

**Environmental Responsibility: Our Contribution to the SDGs**

# Social **Commitment**

# Diversity and Inclusion

Smile Group is firmly committed to diversity and non-discrimination. Our actions include promoting equal opportunities in hiring, gender pay equality, and implementing a gender equality plan that includes measures such as the donation of leave and salary maintenance in the event of a child's hospitalization...

In collaboration with other companies, Smile Group supports the "Femmes@Numérique" foundation to attract and retain women in the digital sector. In 2023, our renewed commitment contributed to the launch of 10 major projects aimed to raise awareness of digital fields, promoting diversity, and combating stereotypes.

In 2023, disability became a priority for HR and CSR. We structured our disability policy by creating a Committee and disability referents, launching an Action Diagnosis with Agefiph to better integrate and retain people with disabilities in employment. An agreement regarding the integration of people with disabilities, a disability guide, and our participation in the #progresstransformers movement illustrate our commitment. In May 2024, we obtained a company agreement in favor of the employment and retention of employees with disabilities for a duration of three years, applicable to our largest entity, Smile France.

Additionally, Smile Group has been a sponsor of two wheelchair fencers, Ludovic Lemoine and Brianna Vidé, since early 2023 and until 2025. These two high-level athletes embody the values of diversity and citizenship through sport.

# Digital accessibility

We believe that access to digital technology is a fundamental right. That is why we are committed to designing websites and digital applications that comply with the highest accessibility standards, including the Web Content Accessibility Guidelines (WCAG). By integrating these principles from the design phase, we ensure that our digital solutions are accessible to the largest number of users.

To guarantee the quality and effectiveness of our accessible solutions, we provide our employees with continuous access to specialized training on digital accessibility. This training allows our teams to stay informed about best practices and the latest developments in accessibility.

Digital accessibility not only enhances user experience and site performance but also contributes to reducing their ecological impact, thereby promoting more sustainable and sustainable navigation.
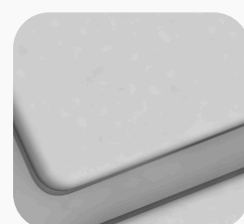
# Training and Professional Development

As part of a sustainable development approach aiming to enhancing and valuing human capital, Smile France invested nearly 2% of its payroll in 2023 in the training of its employees, in order to adapt their skills to economic and technological changes, as well as to maintain and promote their employability. In 2023, 89% of employees benefited from training activities on various topics (technical, management, project management, languages, coaching, and personal development...), and over 14,119 hours of training were provided during the year 2023. In parallel, we have strengthened our investment in self-training platforms such as Udemy, enabling our employees to train in a flexible and sustainable manner.

Within Smile Group, Job and Career Management (GEPP) is an essential pillar of our HR strategy. It provides concrete tools to help each employee build their career path in a constantly evolving environment. Since 2015, we have updated our job reference framework to better reflect on-the-ground realities, map professions, define career pathways, and offer tailored training. Each job is described in detail with its roles, responsibilities, and a competency grid, allowing each employee to assess and develop their skills.

Mobility, whether functional, geographical, or both, is encouraged and facilitated within Smile Group, allowing all employees to explore opportunities throughout the organization.

# Health, Safety, and Working Conditions

At Smile Group, we believe that quality of life at work is essential to the well-being and performance of our teams. We offer flexible working conditions, including a e-working agreement, and regularly organize internal events, in addition to the initiatives of the Social and Economic Committee (CSE), to strengthen team cohesion. Furthermore, we have implemented a range of actions to monitor and comply with indicators related to working hours and work-life balance, including timesheets, annual and professional reviews, leave donation policies, a parental guide, and occupational health check-ups. These initiatives aim to create a balanced, enjoyable, and motivating work environment for everyone.

Furthermore, the Health, Safety, and Working Conditions Commission, a dedicated body within the Social and Economic Committee of Smile France, addresses all matters related to:

- The analysis of occupational risks to prevent work-related accidents and illnesses.
- The proposal of recommendations and adjustments to improve workstations.
- The contribution to the continuous improvement of working conditions within the company.

This commission plays a key role in safeguarding the health and safety of our employees, ensuring that working conditions comply with standards and are continuously optimized.

# Listening to and Ensuring Employee Satisfaction

At Groupe Smile, employee feedback is at the core of our approach. Each year, we participate in the "HappyAtWork" label by ChooseMyCompany, a valuable tool for gathering anonymous feedback from our teams. This survey covers key topics such as professional development, work environment, compensation and recognition, management, enjoyment and fun at work, as well as CSR. Through this initiative, we identify areas for improvement and implement concrete actions to address the expectations of our employees and enhance their experience within the company.



**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork POLAND 2024

**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork LUXEMBOURG 2024

**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork SWITZERLAND 2024

**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork UKRAINE 2024

**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork BELGIUM 2024

**CERTIFIED** CHOOSE MYCOMPANY ESG — HappyIndex®AtWork GERMANY 2024

**Social Engagement: Our Contribution to the SDGs**



3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

# Sustainable Purchasing

# Sustainable Purchasing

**Deployment of the Sustainable Purchasing Charter**
In 2022, Smile deployed its Sustainable Purchasing Charter, aligning it with our code of values and ethics. This charter formalizes our commitment to sustainable purchasing practices and reflects our desire to promote the principles of Corporate Social Responsibility (CSR) within our supply chain.

**Commitments and Sustainable Relationships**
The charter outlines the commitments we make, as well as those we expect from our suppliers. It aims to establish a sustainable and respectful relationship between the parties by promoting sustainable purchasing practices. This charter has been communicated to our stakeholders, including our suppliers and our internal purchasing teams.

**Extension and Evaluation of CSR Practices**
In 2024, we extended this policy to suppliers across the entire Smile Group. In addition to signing the charter, we introduced a questionnaire to assess the CSR practices of our suppliers at the Group level. This initiative aims to ensure that our purchases comply with the social and environmental responsibility criteria we uphold while strengthening our relationships with our business partners.

# CSR Charter
## Corporate Social Responsibility

CSR Service

comiteRSE@smile.fr

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