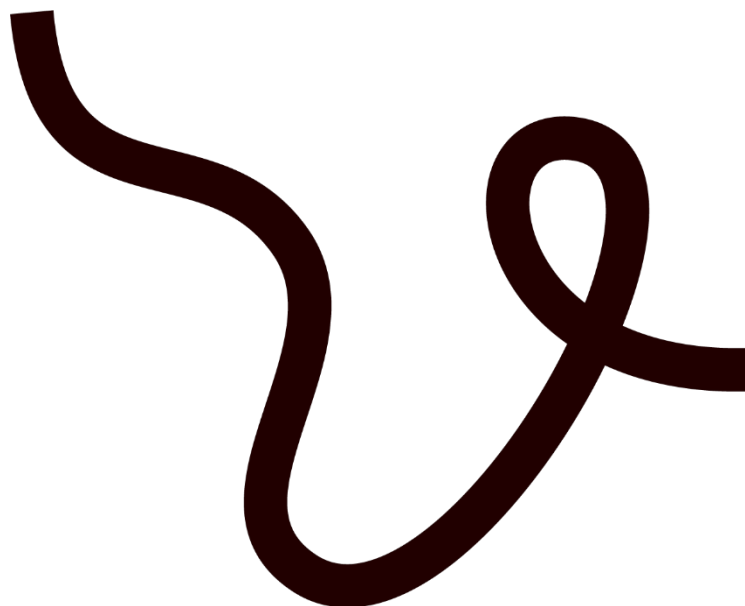


Cegos Group commits to Corporate Social Responsibility



***Yearly CSR Report
11 September 2025***

Edito Benoît FELIX, Chairman of Cegos Group



"As an international leader in Learning & Development and a committed player in the world of work, the Cegos Group trains and supports individuals and organisations to meet their development challenges. Our mission goes beyond economics: by helping our clients bring out their best selves, we have been helping to make the business world better for nearly a century.

For people, the challenge of training and professional agility is major, all over the world. The continuous development of skills, especially those that will prove essential tomorrow, is a decisive asset for employability. For companies, Learning & Development represents a strategic investment since the permanent adaptation of teams to the challenges of the moment is a major lever for attractiveness and competitiveness.

In the face of the profound transformations that are shaking up our societies, the promise we make to our customers, whether they are principals or interns, is more relevant than ever: we are committed to transforming skills into performance.

The Cegos Group is committed to Corporate Social Responsibility (CSR) to bring this promise to life and continue to carry out this mission in a sustainable and responsible manner, for us and for our stakeholders. »

Cegos Group

A presence in Europe, Asia and Latin America

Germany, Spain, France, Italy, Portugal, United Kingdom, Switzerland, China, Asia-Pacific, Brazil, Chile, Mexico



The Cegos Group at a glance

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Cegos Group, working alongside people and organisations for nearly a century to meet their development challenges

The development of an international leader

In 1958, in Spain, the managers of TEA (Técnicos Especialistas Asociados) established relations with Cegos, which became a majority shareholder in 1960. This was the birth of the Group's first foreign subsidiary. This was followed by the establishment of Cegos in Italy in 1959 and in Portugal in 1962.



1926-1958



Pioneering spirit at the service of skills

In 1926, the CGOST (Commission Générale de l'Organisation Scientifique du Travail) was created within the Employers' Confederation, founded in the aftermath of the war. Its mission was to disseminate the ideas and methods of the Scientific Organisation of Work. Its secretary general was a young polytechnician, Jean Milhaud. He set about giving life to this new kind of research laboratory, at the crossroads of politics, management, industry and international affairs. In 1936, CGOST became Cegos.

1958-2000

Since 2000



A global and digital Learning & Development partner

The Cegos Group is now an international leader in Learning & Development. With a new governance structure since 2014, the Group is at the forefront of the consolidation of the training market:

- Creation of Cegos Asia-Pacific in Singapore in 2012,
- Acquisition of Integrata, the German market leader in 2014,
- Opening of a regional platform in Chile in 2015,
- Acquisition of the Cimes Group, the French leader in training management outsourcing, in 2017,
- Acquisition of Crescimentum, Brazil's leading leadership training provider in 2020,
- Acquisition of Posiciona, a major player in sales training in Brazil in 2021.

At the same time, the Cegos Group has also carried out its own digital transformation. Today, 95% of the training courses in its catalogue are available in face-to-face and distance learning formats. Its LMS platform, LearningHub@Cegos, now has more than 500,000 users who follow their training courses.

Carrying out our mission in a sustainable manner

Training and supporting individuals and organisations to meet their development challenges: our mission goes beyond the simple economic framework. By helping our clients to bring out the best in themselves, we contribute to making the professional world a better place.

In the face of the profound transformations that are shaking up our societies, the promise we make to our clients, whether they are principals or trainees, is more relevant than ever: we are committed to **transforming skills into performance**.

As the international leader in Learning & Development, **the Cegos Group has committed to Corporate Social Responsibility (CSR)** to bring this promise to life and to continue to **carry out this mission in a sustainable and responsible manner, both for ourselves and for our stakeholders**.

Our teams are united around three values :

Commitment

It means practicing our profession with passion and high standards to constantly provide real added value to our customers. It means acting responsibly and transparently to maintain trust.

Agility

It means being constantly curious and open to innovate. It means knowing how to listen and adapt to each situation to propose the right solution.

Sharing

It means working with respect and trust to promote co-production and the quality of our services. It means being supportive and generous in sharing all our knowledge and skills without reservation.

***As committed player and leader in the sector,
Cegos is a member of the Federation
The actors of the skill and of Syntec***

The Cegos Group awarded Ecovadis Bronze Medal

In September 2025, EcoVadis, the global benchmark for CSR ratings, awarded the Cegos Group a bronze medal with a score of 62/100, placing our organisation among the top 35% of companies rated.



After scoring 57/100 in 2024, this improvement reflects the commitment of all our teams and the implementation of our 4 axes and 13 CSR commitments (Environment, Employer, Society, Customers). This distinction strengthens our credibility with our customers, partners and stakeholders, and illustrates our ability to continuously improve our practices.

Responsible purchasing and ethical commitments

In 2025, the Cegos Group published its partner code of conduct, which is distributed to all the group's entities internationally. This document reinforces the integration of environmental, social and governance (ESG) issues into the processes of selecting, contracting and managing suppliers. It promotes practices adapted to the realities of our partners - whether they are independent service providers or structured companies - by promoting geographical proximity, the dematerialization of exchanges, sustainable mobility, inclusion, ethics and transparency in the commercial relationship.

This code of conduct is intended for all our partners (distributors, suppliers, subcontractors, service providers), and formalizes our commitments in terms of respect for human rights, the fight against corruption and money laundering, the promotion of fair competition, environmental responsibility, as well as the protection of data and intellectual property.

Through this approach, the Cegos Group affirms its desire to maintain high ethical standards, to encourage its partners to engage in a dynamic of continuous improvement, and to build a responsible value chain. An operational governance mechanism and monitoring indicators ensure the effective deployment of these commitments.

This Partner Code of Conduct is available on request at: cegos-csr-rse@cegos.fr. Cegos is also a signatory of the Supplier Relations and Responsible Purchasing Charter led by the Business Mediator → [Charte Relations fournisseurs et achats responsables](#).

Cegos signs United Nations Global Compact

Cegos signs the Global Compact in February 2022 and commits to the Ten Principles

WE SUPPORT



As the official local relay of the United Nations Global Compact, Global Compact France brings together more than 1,500 companies and non-profit organisations around issues related to CSR and sustainable development.

The Global Compact France offers its members a framework of voluntary commitment based on **ten principles** to be respected in the areas of human rights, labour law, the environment and the fight against corruption. It is also mandated by the UN to support the implementation of the 2030 Agenda and the appropriation of the **Sustainable Development Goals** by the French business community.

It is in this perspective of taking action and facing the challenges of tomorrow that we contribute to the objectives of sustainable development

Our contribution to the Sustainable Development Goals

The Sustainable Development Goals (SDGs) were adopted in 2015 by the United Nations to respond to major global challenges. They include 17 universal goals to end poverty, protect the planet and foster shared prosperity by 2030. Each goal is broken down into specific targets, and their achievement depends on collective mobilization on a global scale.

In this context, Cegos is actively committed by contributing to 13 of these 17 SDGs.

The table below highlights the correspondences between some of our concrete actions, the principles of the United Nations Global Compact to which we adhere, and the SDGs to which they respond.

SDG		Principle of the Global Compact	Our actions
	POVERTY ERADICATION	Human rights	Expanded access to training globally
			Soutien apporté aux populations en situation précaire
	ACCESS TO HEALTH	Human rights	Employee health and safety measures
	ACCESS TO QUALITY EDUCATION	Human rights	Skills development for customers, partners and employees
			Employee awareness of sustainable development
	GENDER EQUALITY	Human rights	Guaranteed professional equality within the Group
	USE OF RENEWABLE ENERGIES	Environment	Increasing share of renewable energies in energy consumption
	ACCESS TO DECENT JOBS	Human rights	Improvement of working conditions for employees
			Capacity building of stakeholders

SDG	Principles of the Global Compact	Our actions
 REDUCING INEQUALITIES	Human Rights	Combating all forms of discrimination at all levels
		Active promotion of diversity and inclusion
		Rolling out programs with local communities
		Integration of social dialogue into governance
 SUSTAINABLE CITIES AND COMMUNITIES	Environment	Adoption of a charter for responsible business travel
 RESPONSIBLE CONSUMPTION	Human Rights	Employee awareness of sustainable development
 FIGHT AGAINST CLIMATE CHANGE	Environment	Reduction of the environmental footprint across all emission scopes
 PROTECTION OF TERRESTRIAL FAUNA AND FLORA	Environment	Participation in reforestation actions Support for the preservation of ecosystems
 JUSTICE AND PEACE	Anti-corruption	Implementation of a structured ethical system governing the conduct of business
 PARTNERSHIPS FOR THE GLOBAL GOALS	International labour standards	Sustainable partnerships with NGOs and associations

A CSR approach structured around 4 axes and 13 commitments

A cross-cutting and participatory approach that is part of a strategic commitment

Au At the turn of the millennium, Cegos began to implement actions in favour of sustainable development and to become involved in sponsorship, without these actions being formalised in a Corporate Social Responsibility approach as such.

Since September 2021, Cegos has chosen to make CSR one of the Group's three strategic priorities.

This strategic priority has two main objectives:

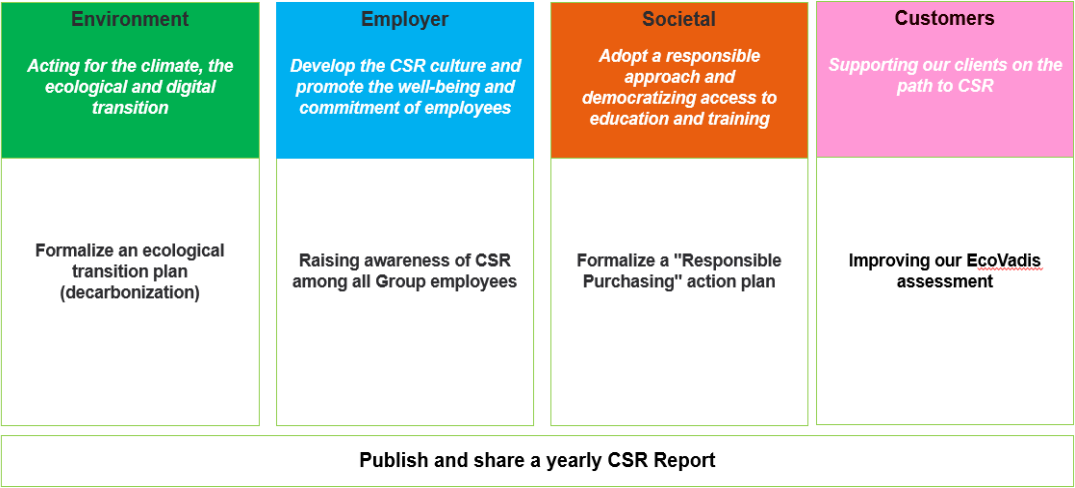
- Build our own CSR-Sustainability policy to position and act as a responsible Group.
- Integrate CSR and Sustainable Development issues and skills into our range to support our clients in this direction.

The formalization and deployment of this fully-fledged CSR approach has been entrusted to the Quality and CSR Manager.

A qualitative survey was first conducted among our employees - the primary actors and ambassadors of our commitments - to better understand their expectations and to gather their ideas on CSR for Cegos. 75% of employees responded to this survey and thanks to their numerous feedback, we have built our CSR approach around 4 axes, accompanied by 13 commitments:

Scope of application of the CSR approach

The CSR approach involves the entire Cegos group and all its constituent entities. This CSR report sets out the commitments, actions and indicators implemented at the group level. For each theme, a particular focus was placed on the "Cegos SA" entity, a pioneer in the group's CSR, and therefore more advanced in this approach.

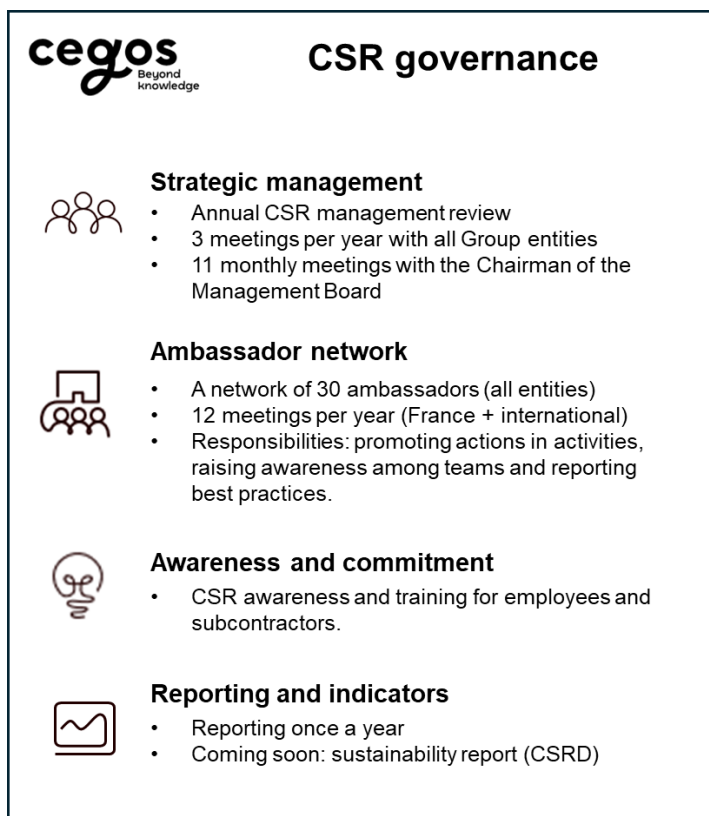


CSR governance led by the Quality and CSR Department

Cegos' CSR approach is based on solid, participatory governance aligned with the Group's strategy, based on four axes: Environment, Employer, Societal and Customers.

Strategic management: coordination carried out by the Quality & CSR Department

CSR governance is the responsibility of the Quality and CSR Department. She manages all CSR projects in connection with ISO standards, internal/external audits, Quality & CSR Department reviews, and CSRD reporting requirements.



Once a year, a CSR management review is organized with the Management Board, allowing us to take stock of the results, risks/opportunities, current actions and priorities.

Every month, the Quality and CSR Department and the Chairman of the Executive Board of the Cegos Group are reviewed by the Quality and CSR Department.

Three times a year, the Quality and CSR Department meets in a Group Works Council, which brings together the managers of each of the Cegos Group's entities, to share progress, standardize practices and strengthen the strategic alignment of CSR actions on an international scale.

A network of internal relays and a participatory dynamic

A network of 30 volunteer CSR Ambassadors (France and International) carries out actions in the departments, raise awareness among the teams and share best practices.

Internal awareness-raising workshops are organised to promote the appropriation of CSR issues by all employees, with a dedicated collaborative space.

Monitoring, transparency and reporting

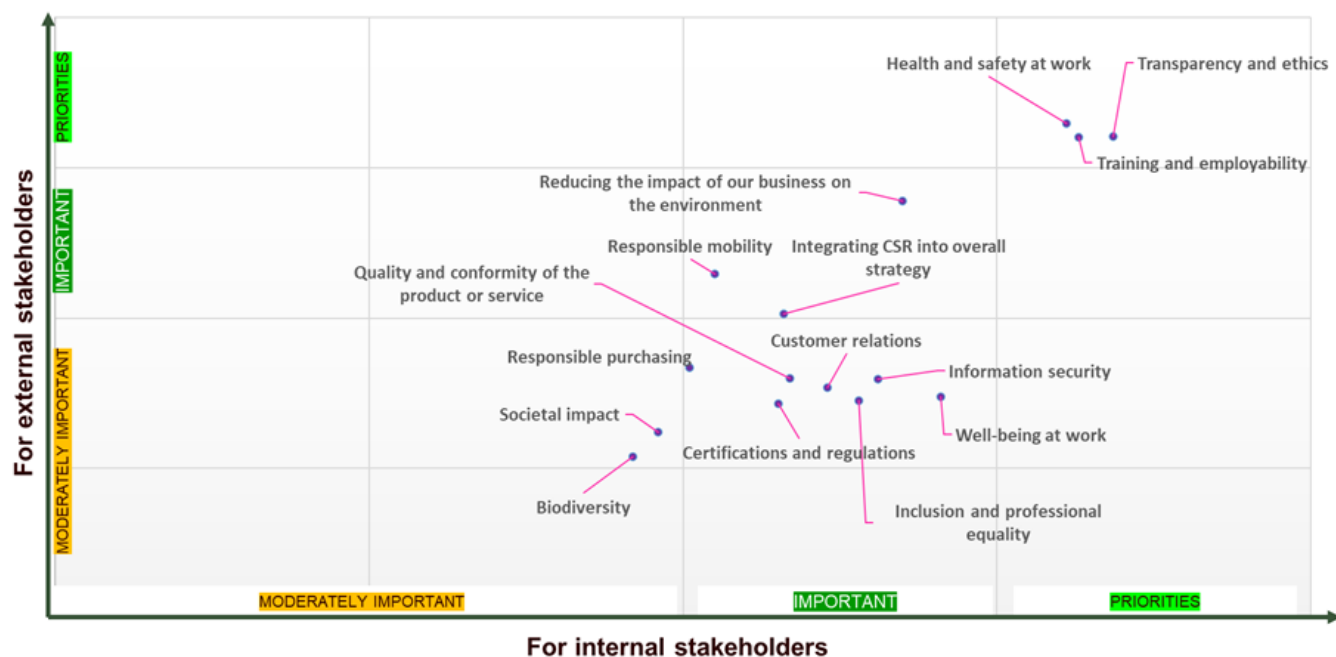
A structured annual CSR report is produced, combining indicators, commitments and achievements. It helps to make the impact of the approach visible, to feed regulatory obligations and to structure external communication.

Simple Materiality Matrix

In 2023, to meet our mission and in a continuous improvement process, **we built our first materiality matrix in order to prioritize our CSR issues.** It is also a question of ensuring that we understand the expectations of our internal and external stakeholders in order to better guide our CSR approach. The design of our materiality matrix is based on a rigorous 5-step methodology:



More than 300 internal and external stakeholders at the Cegos Group were asked how important our challenges are. These issues were then placed on our matrix, which allows us to make a significant contribution to the strategic thinking of the Cegos Group's CSR of our stakeholders as well as the prioritization of material issues in the medium-term approach. It allows us to ensure that we are aligned with the expectations.



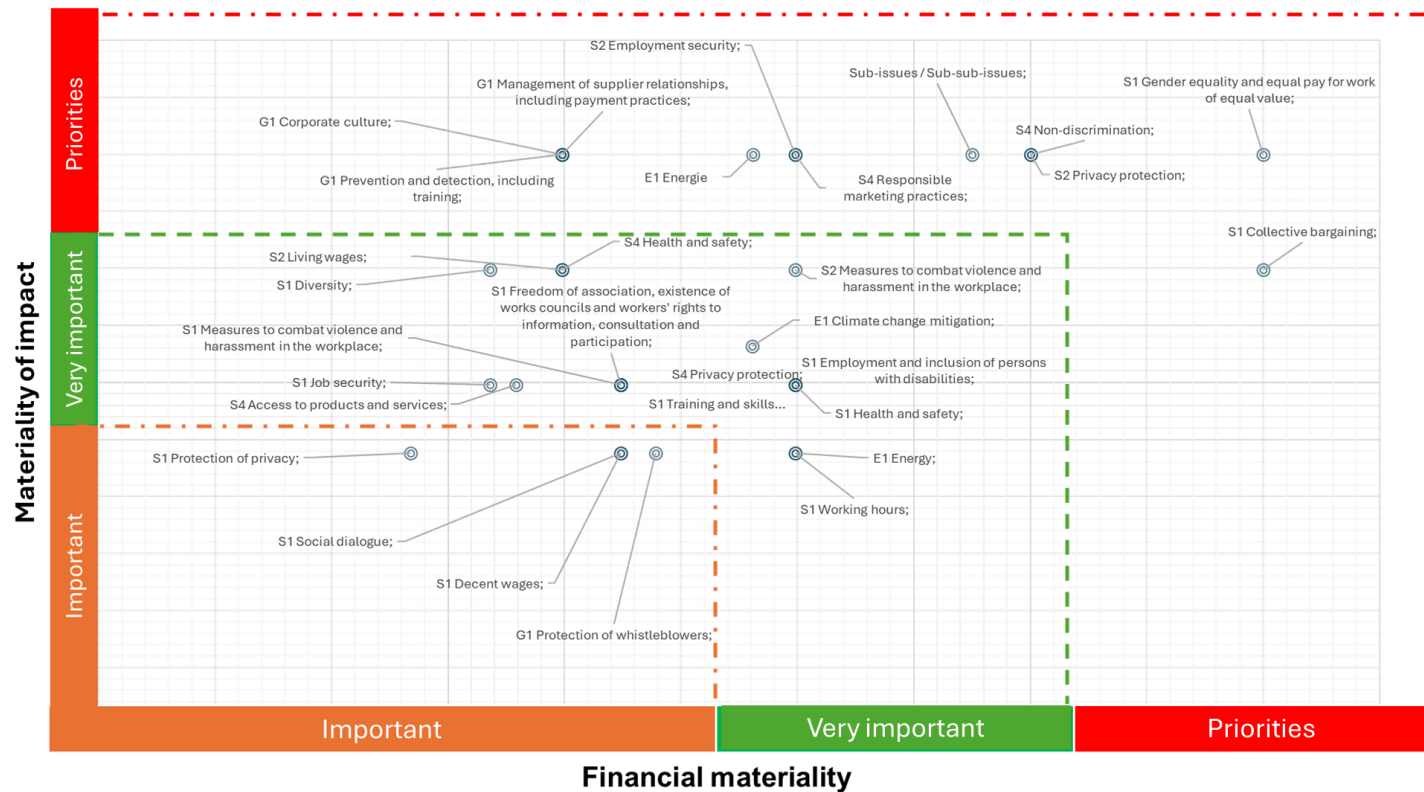
Dual Materiality Matrix

Our approach to double materiality

In 2025 and as part of our compliance with the CSRD, we carried out a double materiality analysis according to the EFRAG guidelines. This approach crosses:

1. Impact materiality: significant effects of our activities on the environment and society;
2. Financial materiality: risks and opportunities that may affect our performance in the medium and long term.

Issues were identified based on ESRS standards, analyzed through internal workshops and stakeholder consultations, and then rated according to criteria of severity, magnitude, and likelihood. The results are consolidated in a matrix validated by management, which is integrated into our CSR strategy and soon into our CSRD sustainability reporting.





Cegos has implemented several practices within the company and for its customers, which aim to reduce the impact of its activity on the environment, particularly in terms of resource consumption.



ENVIRONMENT AXIS

Acting for climate and ecological and digital transition

Reducing our environmental footprint

Towards more environmentally friendly consumption

Measuring our carbon footprint

Since 2023, we have been measuring our carbon footprint by carrying out a **Greenhouse Gas Assessment** every two years. The methodologies used to carry out our BEGES (Greenhouse Gas Emission Assessment) 2023 are the GHG Protocol method as well as the Carbon® Footprint method developed by ADEME, (Agency for the Environment and Energy Management) which is the French administration in charge of environmental management and energy efficiency.

Cegos' emissions in tCO ₂ e	2023	2025
Scope 1 - Direct GHG emissions	306,5 tCO ₂ e	Results 1st quarter 2026
Scope 2 - Indirect emissions associated with energy	283 tCO ₂ e	
Scope 3 - Other indirect emissions	7759,8 tCO ₂ e	

Commitments and methodology:

The Cegos Group is committed to a structured approach to reducing its carbon footprint, based on rigorous traceability of emissions and concrete actions. Greenhouse gas emissions are tracked using the Sami tool, allowing for complete data transparency.

The Cegos Group has calculated the carbon intensity according to two indicators:

- 2.4 tonnes of CO₂e per full-time equivalent (FTE), known as employee intensity
- 24 kg of CO₂e per thousand euros of turnover, known as economic intensity.

An emissions reduction plan has been put in place, in line with the objectives of the Paris Agreement. In this context, a 25% reduction in Scope 3 emissions was achieved between 2021 and 2023.

Actions implemented

Several operational levers have been activated to contribute to the reduction of emissions:

1. A sustainable mobility policy, including the implementation of the mobility package and the reduction of business travel.
2. The digitalization of training, making it possible to limit the travel related to face-to-face sessions.
3. Optimising buildings, through actions to improve energy efficiency and reduce electricity consumption.
4. A policy of locating trainers, favouring the allocation of resources as close as possible to the training sites to limit travel.

9 entities of the Cegos Group have carried out their own carbon assessment in order to monitor the detailed analysis of their emissions and implement the appropriate action plan for their structure. In 2025, all Cegos Group entities will carry out their BEGES on all 3 scopes, ensuring complete coverage.

Cegos Carbon Footprint

2023 Emissions in tCO2e	Group	Cegos SA	Cegoc	Cegos Espana	Cegos Italia	Crescimentum	Groupe Cimes	Ib Cegos	Integrata Cegos	Nextgroup
Scope 1										
	306,5	116,5	3,7	26,1	16,8	5,8	9,9	67,5	38,8	21,7
Scope 2										
	283	55	8,5	14,6	19,3	2,8	2,8	13,4	157,5	9,2
Scope 3										
	7759,8	2908,6	447,6	459,3	417,5	556,4	415,3	1097,6	927,5	532,3
Total Balance Sheet										
	8349	3080	460	500	454	565	428	1178	1124	563

Carbon Calculator

In 2022, we carried out a comparative study of the CO₂e emissions related to our face-to-face and distance learning with 100,885 learners with our partner Sami. We were able to determine that, on average, a 7-hour face-to-face training represents 12.42 kgCO₂e per participant, compared to 0.8 kg CO₂e per participant for distance learning. Distance learning therefore generates 15 times less emissions than face-to-face training.

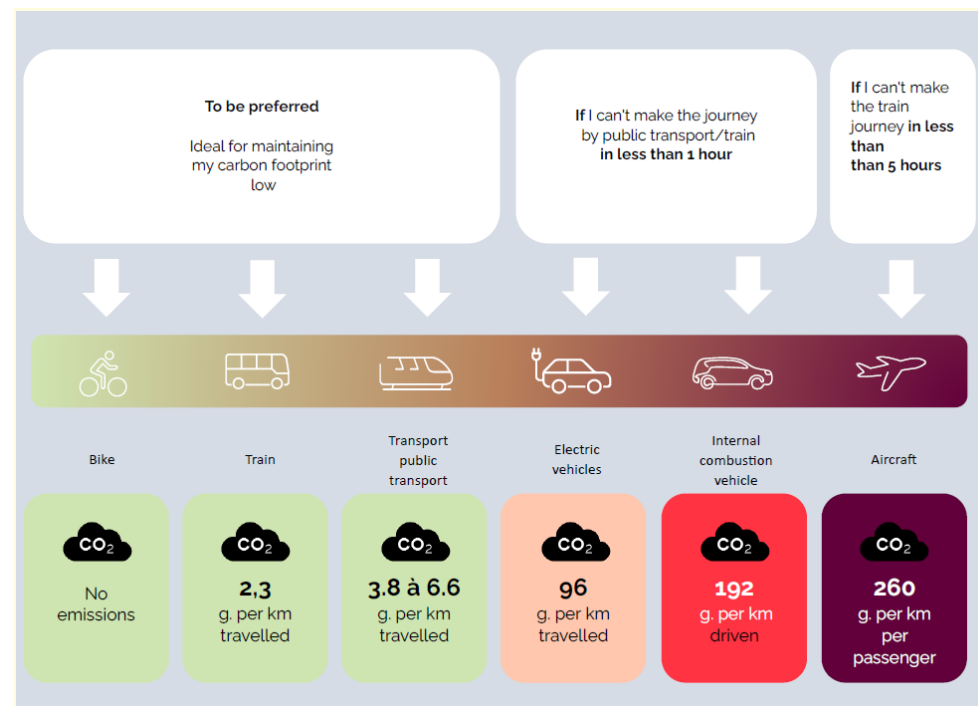
To enlighten and guide our customers on these impacts, we have designed a carbon footprint calculator in collaboration with Greenly. This simple and quick tool makes it possible to assess the environmental impact of a training course, both face-to-face and remote. It allows you to make an informed choice and take action to reduce your carbon footprint.

This calculator can be found here: [Carbon Calculator](#)

Transport: assessing our CO₂ emissions

Concerned about its impact on the environment and society, the Cegos Group is committed to reducing its environmental footprint by focusing in part on its employees' business travel.

This is why we have drafted a **charter in which we commit to implementing actions aimed at reducing the environmental impact of our travel.**



A business trip is a trip made to carry out one's activity outside the usual place of work and excludes trips between home and the place of work, and vice versa.

The objectives of this charter are to:

1. Better orientation of business travel
2. Promoting the use of less emissive modes of transport
3. Reducing our environmental impact

This charter is available on request at the following address: cegos-csr-rse@cegos.fr

Preserving our planet through reforestation

An active contribution from the Cegos Group since 2022

Aware of our ability to contribute to an environmental cause, since 2022 we have deployed several reforestation programs in partnership with Reforest'Action. These projects aim to maintain carbon sinks, restore degraded ecosystems and preserve biodiversity, in France and internationally. [To learn more about it](#)

Our concrete actions:

- **2025 :**
 - Assisted natural regeneration project in Fox-Amphoux (Var), near Toulon, Marseille and Aix-en-Provence.
 - Tree planting project in Odemira, southern Portugal.
- **2024 :**
 - Planting of 4,216 trees to restore the Amazon rainforest in southwestern Brazil.
- **2023 :**
 - Planting of 2,000 trees in Counozouls (Occitanie) to diversify a beech coppice and promote forest resilience.
- **2022 :**
 - Planting 1,700 trees in the Amazon to combat deforestation, restore soils, protect biodiversity and support local economic development.
 - Planting of 2,110 trees in France to rehabilitate forest plots degraded by natural disasters, fires or diseases.
 - Planting of 1,700 trees in Chanteloup to restore old agricultural land and promote biodiversity.

Measurable positive impact

Thanks to these projects, the Cegos Group has enabled the planting and preservation of 16,011 trees, representing:

- 2,402 tonnes of CO₂ equivalent sequestered over 30 years
- 48,033 animal shelters
- 64,044 months of oxygen generated
- 16,011 hours of work created for local communities

Our monitoring indicators Environment axis

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
GHG Emissions	Gross Scope 1 GHG emissions in tCO2e	/	306,5	/
GHG Emissions	Gross Scope 2 GHG emissions in tCO2e	/	283	/
GHG Emissions	Gross Scope 3 GHG emissions in tCO2e	/	7759,8	/
GHG Emissions	Total Gross Upstream Scope 3 GHG Emissions	/	6285,4	/
GHG Emissions	Total Downstream Scope 3 Gross GHG Emissions	/	1474,45	/
Buildings	Electricity consumption in MWh	2424,8	2152,7	1994,2
Premises	Total renewable energy consumption in MWh	229	209,2	214,3
Premises	Percentage of total energy consumption from renewable sources	9,44 %	9,72 %	10,75 %
Rubbish	Total weight of non-hazardous waste in kg	47 310	36 901	22 279
Rubbish	Total weight of hazardous waste (printer toners and batteries) in kg	33,6	35,6	19,6
Circular economy	Total weight of waste recovered	60	76	517
Indicator Type	Indicators	2022 Results	2023 Results	2024 Results

Circular economy	Percentage of total waste generated by company operations diverted from landfills	0,13 %	3,61 %	2,3 %
Training	Percentage of employees trained in specific environmental issues during the year	35 %	16 %	23 %
Environmental Promotion and Services	Number of trees planted and preserved with our partner Reforest'Action	3 400	4 110	4 216
Environmental Promotion and Services	Number of packaged environmental training offers offered to our customers	22	35	71
Audit and certification	Percentage of operational sites assessed for specific environmental risks	0	0	0
Audit and certification	Percentage of operational sites with environmental certification, such as ISO 14001, EMAS or ISO 50001	0	0	0
GHG Emissions	Public announcement of our goals	/	No	No
GHG Emissions	Third-party verification of our GHG emissions	/	No	No
GHG Emissions	Response to the CDP – Carbon Disclosure Project	No	No	No
GHG Emissions	The report on our GHG emissions is publicly available	/	No	/
GHG Emissions	Communicating our GHG emissions to our internal stakeholders	/	No	/
GHG Emissions	Tracking our GHG emissions, with some notable exceptions	/	Yes	/
GHG Emissions	Monitoring of GHG emissions relevant to our entire scope	/	No	/
GHG Emissions	Carbon footprint in accordance with GHG Protocol or other GHG accounting standards	/	Yes	/
Emissions de GES	GHG emission reduction integrated into the management structure	/	No	No
Type d'indicateur	Indicateurs	2022 Results	2023 Results	2024 Results

GHG Emissions	The compensation of our management team is linked to our progress in achieving our GHG reduction targets	/	No	No
GHG Emissions	Our operational sites have a management team dedicated to reducing GHG emissions	/	Yes	Yes
GHG Emissions	Our operational sites have a budget dedicated to GHG management	/	No	No
GHG Emissions	Time-bound action plan to reduce our scope 3 emissions	/	No	Yes
Premises	A time-bound action plan to reduce our energy consumption or increase our use of renewable energy	/	No	Yes
GHG Emissions	Commitment or endorsement of our objectives to the SBT Initiative	/	No	No
GHG Emissions	Economic intensity reduction target	/	No	No
GHG Emissions	Absolute reduction target for scope 3 emissions	/	No	Yes
GHG Emissions	Absolute reduction target for scope 2 emissions	/	No	Yes
GHG Emissions	Absolute reduction target for scope 1 emissions	/	No	Yes

***Carbon footprint assessment carried out in 2023 / The Cegos Group carries out its carbon footprint assessment every 2 years.**

Focus Cegos SA

Promoting sustainable mobility

In 2018, we implemented a **Sustainable Mobility Plan to reduce the use of private cars** for commuting and work. At stake:

- Reduction of greenhouse gas emissions.
- Improvement of employees' comfort during their travels.
- Participation in the improvement of air quality.
- Reduced financial costs.

Since 2022, **Cegos SA has been rolling out a sustainable mobility package for its employees**. This package, which amounts to €650 per employee, allows you to combine several types of coverage: RATP Navigo package, assistance with the purchase of an electric bike, coverage of repairs, mileage allowances, etc.

Since its implementation, 95 employees have benefited from the sustainable mobility package for the purchase and/or repair of a bicycle and/or scooter or a reimbursement of the kilometres travelled using this soft mobility.

Reducing our environmental footprint

Towards more environmentally friendly consumption

Measuring our carbon footprint

Since 2010, we have been measuring our carbon footprint by carrying out a Greenhouse Gas Assessment every two years. The methodology used to carry out our BEGES 2023 is the GHG Protocol method as well as the Carbon® Footprint method developed by ADEME, (Agency for the Environment and Energy Management) which is the French administration in charge of environmental management and energy efficiency. In 2023 and compared to 2021, **Cegos SA reduced its scope 3 emissions by 25%**.

Cegos SA's emissions in tCO ₂ e	2021	2023
Scope 1 - Direct GHG emissions	134	116
Scope 2 - Indirect emissions associated with energy	38	55
Scope 3 - Other indirect emissions	3885	2 909

Location policy for our services



In 2016, Cegos SA implemented a localization policy that consists of reducing the travel of our **external trainers** as much as possible. On the one hand, we have accelerated the local recruitment of our external stakeholders and on the other hand, we have integrated this criterion into our planning platform, in order to systematically assign local stakeholders as a priority. **In 2024, we reduced our trips by 9.4% overall compared to 2022.**

Transport: assessing our CO₂ emissions

In 2024, we issued:

- **2.8 tonnes of CO₂e for train travel compared to 1.5 tonnes in 2023**
- **152 tonnes of CO₂e for air transport compared to 171 tonnes in 2023**

The major increase in air transport is due to occasional intercontinental movements between our entities.

Identify sources of energy savings via an energy audit



Since 2016, we have been carrying out an energy audit every 4 years in accordance with the NF EN 16247 standard. These audits, based on the analysis of consumption data and equipment (heating, insulation, ventilation, lighting, etc.), make it possible to identify sources of energy savings and to build a costed work programme (investments and expected gains). In 2025, this approach was renewed with Greenation at our sites

in Issy-les-Moulineaux, Lyon and Paris 20th. Although Cegos is a tenant, these diagnoses strengthen our dialogue with landlords, have already made it possible to optimise our uses and will serve as a basis for the development of our energy sobriety plan for the next four years.

Responsible digital technology and digital sobriety: towards ethical and sustainable digitalization

For several years, Cegos SA has been pursuing a structured strategy in favour of more responsible digital technology, both environmentally and societally. This approach is part of our global commitment to the ecological and digital transition, and is based on three pillars: dematerialization of services, eco-design of content, and low-carbon infrastructure.

In April 2024, Cegos SA signed the [Responsible Digital Charter](#).



This charter represents a commitment on our part to more sustainable, inclusive and ethical digital practices. This document summarises our digital commitments, whether in our use of digital tools, our accessibility to all, our ethics in data processing, our resilience in the face of digital challenges and our desire to promote the emergence of new values and behaviours.

CarbonNeutral® certified laptops

As part of its policy of responsible digital technology and the gradual decarbonisation of its IT assets, **Cegos SA equips its employees with carbon-neutral laptops.**

In 2023, 650 Dell Latitude 7430 computers were acquired, for which a CarbonNeutral® "cradle-to-grave" certification was issued to Cegos by Climate Impact Partners. This certification covers the entire life cycle of equipment (production, transport, use, end of life), i.e. a total of 224 tCO₂e offset by projects that comply with ICROA (International Carbon Reduction and Offset Alliance) standards, including:

1. Acre Amazonian REDD+ Portfolio (Brésil)
2. Delhi Electric Rail Systems (Inde)
3. Renewable Energy Portfolio (Global Projects)

Certificate No. CN20230311312 – Issued by Climate Impact Partners

Each unit is estimated to be 0.345 tCO₂e, or about 345 kg CO₂e per laptop

Circular economy and recycled equipment



In 2024, we upgraded 40 digital devices with the company [Revalo](#), representing a total saving of 14.1 tons of CO₂e – the equivalent of nearly 8 round trips from Paris to New York by plane. The majority of the gains come from the reuse of laptops and all-in-ones, avoiding the manufacture of new equipment, the main factor in the carbon impact of digital technology. This also represents 192 kg of material diverted from landfills.

Une digitalisation massive et éco-efficiente

Cegos SA has reduced its use of paper by 97% thanks to a vast campaign to dematerialise information flows. Training materials are now designed to be interactive (links, videos, podcasts, etc.) and easily updated, which also allows for a significant reduction in logistical transport associated with educational materials. Our LMS platform gives LearningHub@Cegos centralized online access to all pedagogical, administrative and evaluation documents for all users: learners, trainers, sponsors.

A sober, inclusive and ethical eco-design

- Digital sobriety: reduction of file size, simplification of content, limitation of energy-intensive resources.
- Universal accessibility: our materials adapt to the needs of people with disabilities. Our platforms comply with WCAG standards and a roadmap to RGAA compliance is being deployed.
- Responsible Artificial Intelligence: Cegos has adopted an AI code of conduct ensuring the ethical, transparent and reasoned use of AI in educational design.

Waste sorting and management

We also implement a rigorous sorting policy at our sites. In Issy-les-Moulineaux, in 2024, 2,036 kg of paper and 1,827 kg of non-recyclable waste were collected and monitored monthly. In Lyon, 885 kg of sorted waste was recovered during the year, i.e. 54% of the total waste produced on the site. This approach contributes to the reduction of our environmental footprint and the control of our waste streams.

Reducing our consumption of paper and cardboard



Employees have been encouraged to significantly reduce their personal paper consumption. For the past 5 years, we have set up with our partner Xerox, automatic black and white, double-sided printing, as well as a personal code to retrieve our prints.

These actions have drastically reduced paper consumption per individual: 29 kg in 2019, 10 kg in 2020 and 8 kg in 2022, 4 kg in 2023 and 2.5 kg in 2024.

In November 2023, we donated more than 6 tons of paper to Veolia, including catalogs and paper remaining on our premises. Veolia, a world leader in resource management, is committed to recycling this paper in an eco-responsible way. Their expertise makes it possible to transform these materials into new products, thus reducing our environmental impact and participating in the circular economy.

Since July 2024, Cegos SA has been equipped with sorting bins, and monitors the amount of waste produced in our premises and training centres each month. In 2024, Cegos SA produced 6.8 tonnes of waste, including 4.5 tonnes of paper and packaging. Our goal is to reduce our annual waste production by 800 kg by 2025.

Our 5 commitments:

1. **Environment:** Commit to optimizing digital tools to limit their impact and consumption
2. **Accessibility:** Committing to developing digital services that are accessible to all, inclusive and sustainable
3. **Ethics:** Committing to ethical and responsible digital practices
4. **Resilience:** Committing to responsible digital technology, which is essential to ensure the resilience of organizations
5. **Values :** Committing to fostering new behaviours and values

Sovereign and low-carbon accommodation



Our data is hosted in Etix Everywhere datacenters, a French player committed to carbon neutrality by 2030, member of the Climate Neutral Data Centre Pact. These infrastructures use renewable energies, recover waste heat, deploy photovoltaic panels, and have an excellent energy performance index (PUE target 1.3). In 2023, Etix data centers avoided 388 tons of CO₂e, the equivalent of 1,730 cars taken off the road.

Committing to an energy sobriety approach

As a member of "[Companies are committing](#)", Cegos SA has been committed to an energy sobriety approach since 2022 with the first objective of reducing our consumption by 10% between 2019 and 2024. To this end, Cegos has committed with the State to:

1. Fight against energy waste;
2. Promote energy efficiency;
3. Promote sustainable mobility;
4. Deploy a shared animation of the approach within the company.

We have successfully achieved our reduction target: **in 2024, we reduced our electricity consumption by 24% compared to 2022, and by 34% compared to 2019!**

Since April 2025, we have put in place a second **energy sobriety plan** around these 4 axes. Our goal is to continue to reduce our consumption by 10% by 2028.

This plan is based on the results of the energy audit that we carried out in October 2024 and responds to the axes previously defined with the State and presents actions such as: reducing temperatures in premises, turning off lighting in buildings and screens, monitoring our electricity consumption, etc. In addition, an "Energy Sobriety" referent has been appointed to monitor the effectiveness of these actions.

Our monitoring indicators Environment axis – Cegos SA

Indicator type	Indicators	2022 Results	2023 Results	2024 Results
Premises	Electricity consumption (MWh)	886	1 133	1 001
Premises	Hotel-related emissions in tCO2e	2,1	5,4	11,1
Travel	Number of hybrid and electric cars in the fleet	16	19	19
Travel	Emissions related to business travel by train in tCO2e	4,8	1,5	2,8
Travel	Emissions related to business travel by air in tCO2e	109	171	151,8
Travel	Emissions related to business travel by taxi in tCO2e	0,3	0,3	0.23
Travel	Number of Remote Sessions	5 987	5 655	6 946
Travel	Number of remote interns	45 255	41 434	57 099
GHG Emissions	Scope 3 emissions in tCO2e	/	2 909	/
GHG Emissions	The report on our GHG emissions is publicly available	Yes	Yes	Yes
Resources	Paper consumption in tonnes	3,3	1,743	1,178
Resources	Paper consumption in kg per employee	8	4	2,5

EMPLOYER AXIS

Developing the CSR culture and promoting the well-being and commitment of employees



Social dialogue, occupational health, working conditions, support for employees in their daily professional lives, inclusion and diversity...: the Cegos Group deploys a range of actions to promote the well-being and commitment of its employees.



Raising awareness of CSR among all Group employees

In addition to developing our employees' specific skills for CSR issues, we raise awareness among our teams throughout the year via internal news (sustainable mobility package, skills volunteering partnership, actions carried out as part of our sponsorship policy) with a highlight during the Sustainable Development Week. On this occasion, daily information is disseminated to the teams, and awareness-raising workshops are offered to them.

Cognitive Bias Workshop

In September 2024, a "Cognitive biases" workshop to better understand stereotypes and ways of thinking was held for 300 employees.

Whether we realize it or not, cognitive biases influence our professional lives, our ways of thinking, and our interactions with colleagues. These biases, which are mental shortcuts used by our brain to help in decision-making, can also be vectors of misconceptions, alter our judgment and reinforce our stereotypes. There are many examples: sexist prejudices, prejudices related to age, physique, surname, negative assessment of a person on the basis of a personality trait, etc. When it comes to diversity and inclusion, understanding and identifying our cognitive biases helps us to understand reality and avoid any form of distortion in our reasoning.

The development of everyone's skills

We attach the utmost importance to the development of our employees' skills throughout their collaboration with Cegos. Their professionalization is essential to maintain a high level of quality and win the preference of our customers. We implement several levers to ensure that their skills are maintained, in line with the evolution of our business and the expectations of our customers. In particular, it is a question of **promoting the maintenance and development of their expertise**: to do this, we have a process of evaluation and development of skills carried out every year through the annual interview.

Thus, in 2024, **72.6% of employees were evaluated for their performance and career development**. While **81% of employees have benefited from training to strengthen their skills**.

Code of Conduct and Whistleblowing System

The Sapin II law creates a general regime for the protection of whistleblowers. In particular, it gives a broad definition of a whistleblower, which raises France to the level of the best legislation in the world in this area.

In this context, the Cegos group has set up an internal whistleblowing procedure. Its objective is to strengthen Cegos' ethical responsibility and to ensure the protection of any person who reports in good faith the existence of any anomalies or serious malfunctions observed in the company. This principle of ethics alert is governed by the Sapin II law of 9 December 2016, relating to the transparency of the company's activities, the fight against corruption and the modernisation of economic life.

This mandatory training course in the form of an online course entitled "Code of Conduct: Challenges in the Prevention of Corruption and Influence Peddling" invites employees to read, understand and adhere to the Group's Code of Conduct, and to assess their achievements. Thus, a code of conduct and a practical "Whistleblower" guide are made available to all employees as soon as they are integrated.

In 2025, we held an awareness-raising webinar on the code of conduct, as part of the Sapin II law, **for more than 900 of the group's employees. 66% of employees were made aware of this issue.**

To access the Cegos Group's Code of Conduct: [click on this link](#)

Artificial Intelligence Code of Conduct

Introduced in 2024, this document serves as a guiding principle to ensure the ethical, transparent and responsible use of artificial intelligence technologies in our organization, training offering, solutions and services. We underline the Cegos Group's commitment to fairness, accountability, confidentiality and security in all uses of AI solutions, with a focus on protecting our stakeholders' data and ensuring that AI-based solutions do not fuel bias or inequality.

Our mandatory "Codes of Conduct" training course invites all employees to read, understand and adhere to the Cegos Group's AI Code of Conduct, and then to assess their achievements. **In 2025, 454 employees assessed their achievements and obtained their certificate of completion of their career.** To download the Code of Conduct, [click on this link](#).

Promoting and fostering diversity and inclusion

Promoting an inclusive, equitable and respectful culture

Within the Cegos Group, we consider the diversity of profiles, backgrounds and experiences to be an essential driver of performance, innovation and social cohesion. We integrate the principles of non-discrimination, equal treatment and fairness into all our HR and managerial practices, in compliance with national legislative frameworks and local realities.

In 2024, 68% of Cegos Group employees are women, but they remain under-represented at the highest levels of decision-making, with 21% of women in management positions and 42% on the board of directors. The unadjusted gender pay gap narrowed significantly between 2022 and 2024: from 6.7% to 2.2% at Cegos SA, and from 6.5% to 2.1% at ib Cegos. By 2026, a systematic assessment of the wage gap will be conducted across all Group entities, in order to have a global vision and deploy the necessary corrective actions to proactively reduce any gaps.

At the same time, the Cegos Group is continuing its actions to promote inclusion: 2.05% of employees come from minority or vulnerable groups, and 4.35% hold management positions, a figure that has been increasing over the past three years. Since 2016, the social clause policy has enabled the integration of 54 people who are far from employment, more than 60% of whom are on permanent contracts, illustrating a dynamic of sustainable professional integration.

In terms of occupational health, the number of health problems related to work activity has fallen from 8 in 2023 to 6 in 2024, confirming the effectiveness of prevention measures. Finally, the remuneration ratio between the top 10% of salaries and the lowest 10% remains contained at 4.12, reflecting a balanced remuneration policy.

Giving employees a voice: a lever for progress together

Between May and July 2024, an engagement survey involving 1,468 employees was conducted, with a participation rate of 65%, reflecting a strong collective involvement. This survey aimed to better understand motivation, the perception of CSR issues and the social climate within the entities, in order to adjust our policies and strengthen well-being at work.

The results were shared in a transparent manner and fed into the social and CSR roadmaps of each entity. This barometer is a structuring tool for social dialogue and managerial management, in direct connection with our CSR and quality of life at work commitments.

Our Employer Axis monitoring indicators

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Fight against discrimination: professional equality between women and men	Percentage of women employed in the organization as a whole	67 %	68 %	68 %
Fight against discrimination: professional equality between women and men	Percentage of women at the highest level of management	33 %	0 %	0 %
Fight against discrimination: professional equality between women and men	Percentage of women on the Board of Directors	42 %	42 %	42 %
Fight against discrimination: professional equality between women and men	Unadjusted average gender wage gap: Cegos SA	6,7 %	3,4 %	2,2 %
Fight against discrimination: professional equality between women and men	Unadjusted average gender wage gap: ib Cegos	6,55 %	5,3 %	2,1 %
Fight against discrimination: professional equality between women and men	Unadjusted average gender wage gap: Groupe Cimes	/	/	7,2 %
Fight against discrimination: jobs for people with disabilities	Percentage of workers from minorities and/or vulnerable workers in relation to the overall organization	2,43 %	2,37 %	1,73 %
Fight against discrimination: jobs for people with disabilities	Percentage of employees from minority and/or vulnerable groups in leadership positions	0 %	3,13 %	4,35 %
Working conditions and relations	Total number of hours worked by employees present on 31 December of each year, excluding absenteeism	2 095 884,48	2 279 959	2 272 683,55
Health and Safety at work	Number of work-related health problems	9	9	7
Remuneration	Ratio of the top 10% of salaries to the bottom 10% of salaries	4,04	3,96	4,12
Indicator Type	Indicators	2022 Results	2023 Results	2024 Results

Health and Safety at work	Average number of hours of training per employee	12,1	19,4	33
Health and Safety at work	Percentage of operational sites for which an employee health and safety risk assessment has been completed	64 %	64 %	67 %
Health and Safety at work	Percentage of employees covered by collective agreements and represented by officially elected employee representatives	67,2 %	66 %	64,7 %
Review and training	Percentage of employees who have been regularly evaluated for their performance and career development	66,5 %	71 %	72,6 %
Entretien et formation	Percentage of employees who have received training to strengthen their skills	73 %	85 %	81 %
Entretien et formation	Percentage of employees trained on diversity during the year	1,29 %	6,3 %	21,7 %
Entretien et formation	Percentage of employees trained on discrimination during the year	2,7 %	6,2 %	17,1 %
Entretien et formation	Percentage of employees trained on harassment during the year	2,5 %	2,7 %	12,9 %
Audit et certifications	Percentage of operational sites with social and human rights practices certification, including: SA8000, Fair Wage Network, B Corp, GEEIS or WBENC	0 %	0 %	0 %

Focus Cegos SA

Train and raise awareness of CSR among all employees

Two internal CSR training courses:

"Cegos and Me CSR, Seasons 1 & 2": two mandatory, tailor-made training courses allow each employee to learn the fundamentals of Corporate Social Responsibility (CSR) and to understand its concrete implementation within Cegos.

These modules promote a gradual increase in skills, in line with our strategic priorities and our environmental, social and societal commitments. They constitute a common base of knowledge to collectively involve all teams in our CSR trajectory.

Workshop and Frescoes

The **"2 tons" workshop** was also carried out internally in April 2023, bringing together 11 participants, including management. This collaborative serious game allows you to better understand your carbon footprint and to associate it with your personal action plan to reduce it.

Participants were able to explore the future and try to limit climate change by reaching the target of 2 tonnes of CO2 equivalent per year in order to meet the commitments of the Paris Agreement.

"The Marketing Fresco" was proposed in May 2024 to raise awareness among our teams of the challenges of responsible and sustainable marketing and brought together 30 people. The three key principles of the Marketing Fresco are: raising awareness of ethical challenges, thinking about sustainable solutions, and innovation to integrate these solutions into our marketing strategies.

"The New Narratives Fresco", a collaborative and educational experience, was shared with 15 employees of our teaching teams.

It encourages us to imagine new narratives for a desirable future compatible with planetary boundaries. It is a fun and powerful way to imagine a sustainable and united future!

In 2024, 10 employees were trained in the animation of **"The Climate Fresk"** and we have been offering this workshop in-house ever since. Since April 2025, 61 employees have participated in the Climate Fresk. The fresco is a reference tool to help people take ownership of the challenges of climate change. The workshop allows us to reflect on the causes and effects of global warming, the consequences associated with climate disruptions, to understand the complexity and systemic aspect of climate issues, to exchange on good professional practices as well as to find levers to decarbonize our company's activity.

The integration process

Cegos SA has set up an integration process for all new hires in the company. People who are far from employment and who join Cegos also benefit from this integration process.

This course allows recently hired employees to very quickly benefit from the elements essential to a successful integration into the company:

1. Taken care of by a member of the HR department on the day of the employee's arrival, including a presentation of the company and the delivery of the "First Steps" welcome booklet.
2. Presentation of the integration plan put in place. It consists of meetings with the interlocutors that the employee, given his or her duties, must know quickly.
3. Integration seminar, during which participants can both deepen their knowledge of the company and network (among the speakers and other participants in the integration seminar).

During the integration period, which includes the trial period, the new hire systematically meets with the member of the HR department who recruited him, to take stock of his integration.

A structuring internal framework to support our CSR approach

The **internal regulations of Cegos SA**, updated on 1 January 2025, constitute a formal foundation that reflects our social and ethical commitments in terms of social responsibility. It includes:

- Reinforced provisions on health and safety at work (barrier gestures, risk prevention, OHS, fire safety, use of equipment, etc.)
- A digital use charter covering the security of information systems, the right to disconnect, data protection and moderation of use
- Articles dedicated to the fight against discrimination, moral and sexual harassment, and sexist behaviour
- A chapter on the protection of whistleblowers, in accordance with the Sapin 2 law
- The supervision of practices on social networks and the promotion of responsible behaviour in the use of the company's image and identity
- Respect for the principle of neutrality, ensuring an open, inclusive and proselytizing-free working environment

This regulation complements our commitments to transparency, fairness and respect for human rights, while strengthening the CSR culture among all employees.

Ensuring the Quality of Life and Working Conditions of all Cegos teams

Social dialogue within the company

Cegos recognises the importance of social dialogue in fostering a harmonious and participatory working environment. Cegos is committed to maintaining open and transparent exchanges with employee representatives, thus valuing everyone's contributions to the balanced development of the company.

The Social and Economic Committee (CSE) meets with the Management once a month, except for extraordinary meetings. All Cegos SA employees can send their questions and requests to the employee representatives before the meeting. The minutes of these meetings are also communicated to all employees. At the same time, **the CSE offers various activities and services to employees** :

- Distribution of holiday vouchers and gift vouchers for Christmas.
- Back-to-School Assistance for employees whose children are between 6 and 18 years old.
- Participation in the pick-up of vacation rentals based on a list of suppliers.
- Proposal of Children's Stays, in return for an employee contribution calculated on the basis of the family quotient.

The CSE also subsidizes various sports and cultural activities for all employees (sports or cultural subscriptions, cultural activities: shows, cinema, concerts, theater, etc.).

The Health, Safety and Working Conditions Commission (CSSCT) is composed of 4 members of the CSE and two members of the Management. Its function is to examine the "Single Document for the Assessment of Occupational Risks" (DUERP), prevention plans, occupational physician reports and the annual occupational health check-up, issues related to disability, monitoring of telework, analysis and monitoring of working conditions, occupational diseases and accidents at work, monitoring arduous work and, in general, all matters of safety, health and working conditions and is in charge of monitoring and implementing QWL.

Investigations or inspections relating to health, safety, accident and working conditions issues may be requested by the CSE. They will then be carried out by the CSSCT.

A QWLC agreement was signed in 2024 based on 3 impacting priority areas: the continuous improvement of work tools, the quality of management and the general organization of work. The agreement, articulated in 3 parts, establishes QWL as a collective responsibility, which must improve our daily work, and commits the company to prevention and action to preserve the health of employees.

Promoting well-being at work

All managers have been trained in the issue of stress and awareness workshops are offered to employees.

Within the framework of the law of 8 January 2019 against sexual harassment and sexist behaviour at work, 2 referents have been appointed: 1 HR and QWL Manager and 1 member for the CSE.

In 2022, 2 awareness-raising training courses on non-discrimination in recruitment were carried out bringing together 20 managers and recruitment officers.

In 2024, as part of our commitment to ensuring a respectful, healthy and inclusive work environment for all, we launched an awareness campaign to "Prevent and act against sexual harassment and sexist behaviour in the workplace". All employees have access to the guide and online training resulting from this system.

The referents are responsible for guiding, informing and supporting employees in the fight against sexual harassment and sexist acts.

Improving working conditions

Cegos affirms its commitment to preserving the work-life balance of its employees by implementing a structured policy of the right to disconnect, in compliance with the legal provisions and the commitments made in the January 2024 QWLC agreement.

A unilateral charter adopted by Cegos SA formalises the following fundamental principles:

1. Respect for rest periods: each employee is entitled to a minimum daily rest period of 11 consecutive hours.
2. Recommended disconnect ranges:
 1. before 7:00 a.m. and after 8:00 p.m. on weekdays
 2. during weekends and public holidays
 3. during days of absence (RTT, leave, sickness), excluding automated mailings
 4. on the non-working hours of part-time employees
3. Right, not obligation, to disconnect: employees are encouraged, without constraint, to disconnect to preserve their well-being.
4. Flexibility in the event of an emergency: temporary adjustments may be considered in exceptional situations requiring business continuity.

In March 2025, an awareness-raising webinar dedicated to this subject brought together **212 Cegos SA employees**, reinforcing the dissemination of a culture of psychosocial risk prevention (PSR) and sustainable work.

Compensation for travel time for training consultants

Cegos is relying here on a company collective agreement signed in 2024, and applied since January 2025.

The time spent travelling for business purposes to the place where the employment contract is performed is not actual working time. However, if it exceeds the normal travel time between home and the usual place of work, it is subject to compensation either in the form of rest or financial. This consideration is determined by agreement.

Telework agreement

In November 2022, Cegos signed its first teleworking agreement allowing employees to benefit from 2 days of teleworking per week with a financial contribution from the company. This agreement has been effective since 1 January 2023.

MEPPMM Agreement

(Management of Jobs and Career Paths and Gender Diversity of Professions)

Cegos SA has signed a GEPPMM agreement for the period 2025-2027 to strengthen the adaptation of its jobs and skills to the transformations underway: digitalization, AI, ecological transition, evolution of working methods.

The agreement aims to:

1. Developing **employability** at all ages of life,
2. Structure the **forward-looking management** of skills (mapping, reference systems, interviews),
3. Promote **internal and external mobility**,
4. Supporting the **integration of young people** (5% of work-study students in the workforce) and the **end of the career of seniors** (progressive retirement, sponsorship, VAE),
5. To enhance the **skills acquired through union mandates**.

It is in line with Cegos' CSR commitments, in favour of a more inclusive, agile and sustainable model.

The Action logement scheme

For more than 65 years, Action Logement's vocation has been to facilitate access to housing to promote employment. Action Logement manages the Employers' Participation in the Construction Effort (PEEC) on a joint basis, paid by companies with more than 20 employees (on the basis of 0.45% of their payroll), with the aim of supporting its two main missions.

Thus, our employees can benefit from aid on:

La location :

1. Rental housing, Intermediate housing, Temporary housing, Advance loca-pass®, Visale guarantee, Assistance pass for people in difficulty paying their rent or social difficulty, Financial aid for work-study students, Mobility assistance.

Purchase:

1. Financing advice, 1% Accession loan (under condition), Work loan.

Transparent monitoring of activity to better manage work

At Cegos SA, all employees enter their activities into a structured time management tool every month. This timesheet allows you to break down the hours worked according to different internal orders: production, development, marketing, quality, non-billable time or even leave and RTT. This system promotes fine-grained resource management, better allocation of expenses, and feeds into the performance analysis, operational management and quality reporting processes. It is also a lever for strategic alignment, in connection with CSR commitments and the optimization of internal activities.

Making parents' daily lives easier

Flexible schedules

Parents of children under 4 years of age can benefit from an adjustment of their working hours in relation to the reference hours of their department:

1. On the days of the start of the school year, Cegos SA makes it easier to take leave or RTT.
2. Cegos SA facilitates the taking of RTT or paid leave on school strike days and grants flexibility in working hours for employees affected by a transport strike.

Absences for sick children

The Syntec Collective Agreement authorises absences for sick children, 3 days per year unpaid, justified by a medical certificate.

Employees working part-time hours without RTT can be absent for a day when their child is sick, and make up for this day not worked within 3 months on a day not contractually worked.

Emergency Custody

Cegos has set up a partnership with a service provider offering emergency on-call services.

Any employee with one or more children under the age of 12 can call on this service provider up to a maximum of 30 hours per calendar year in situations requiring emergency childcare. The service is covered by Cegos up to **65%** and by the Social and Economic Committee up to **25%**: only **10%** remains at the expense of the employee, based on the pricing of the Assadia organization.

Occupational health

Cegos commits to supporting the National Cancer Institute



When one of our employees is diagnosed with cancer, we are committed to helping them cope with the disease and supporting them in maintaining and returning to work.

The Charter that we have signed with the National Cancer Institute is based on four axes to improve the in-company support of employees affected by cancer:

- Supporting employees in maintaining and returning to work
- Train the organization's stakeholders for better support
- Promoting health to reduce the risk of one day being confronted with cancer
- Evaluate and share feedback and sharing of good practices

This support approach is part of a more global process of improving the quality of life at work. More broadly, it underlines Cegos SA's interest in the health and well-being of employees. The charter sets out principles for health promotion so that everyone can take action to reduce their risk of one day being confronted with cancer. It is in this spirit that Cegos SA has decided to commit to the National Cancer Institute and to sign the Cancer and Employment Charter, which includes 11 commitments.

Promoting and supporting the return to work of employees on long-term leave

To promote the return to work after a long illness, **our partnership with Prévía**, a pioneer in supporting the return to work after a long stoppage, allows us to support our employees in creating favourable working environments.

Everyday health

Easier access to care thanks to the partnership with AXA

As part of its Quality of Life at Work (QWLC) policy, Cegos SA offers its employees simplified access to medical care thanks to the teleconsultation service deployed in partnership with AXA. This digital health service allows you to consult a general practitioner or specialist (gynecologist, dermatologist, gastroenterologist, ENT, psychologist) 24/7, by phone or videoconference, from France or abroad. It guarantees medical confidentiality and secure data storage. Employees can also obtain a prescription online, or even a delivery of medication (in Paris, Lyon and Angers). Psychological support is also offered, with the possibility of benefiting from four sessions per year and per beneficiary. This system contributes both to health prevention and to maintaining a balance between personal and professional life.

The gift of days

The objective is to promote mutual aid between Cegos employees, by giving RTT days to employees who are parents of a seriously ill child or who are caregivers of a person with a loss of autonomy or a disability.

Any employee who is responsible for a child under the age of twenty, or a student up to and including the age of 25, who is seriously ill, or who is a caregiver of a person with a loss of autonomy, a disability or the victim of a serious accident, without any other conditions, is eligible for this scheme.

Promoting and fostering diversity and inclusion

Cegos SA has been a signatory of the Diversity Charter since 2006 and the Manifesto for the Inclusion of People with Disabilities since 2019. These voluntary commitments reflect a strong desire to act in favour of equal opportunities, to promote non-discrimination and to create a working environment that respects singularities.

In this continuity, Cegos SA has taken a major step forward by adopting a Diversity, Equity and Inclusion (DEI) policy in 2025. This policy sets clear guidelines to ensure that everyone has an inclusive, respectful and safe work environment, where they can thrive and grow without discrimination.

It is based on eight structuring commitments, covering in particular fair and competency-based recruitment, professional equality between women and men, the reduction of pay gaps, gender diversity in managerial functions, as well as the training of teams in inclusive management and respect for differences. This policy is fully in line with the company's CSR and HR strategy, and is regularly monitored by the Equality and CSR Commissions.



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The Index is a score out of 100 points, calculated each year from 4 or 5 indicators depending on the size of the company. To consult the Cegos SA file: [click](#).

A 2025-2028 gender equality agreement was signed in February 2025, introducing the neutralization of the impact of maternity leave on variable pay, as well as an additional day of teleworking per week for 6 months after the child's reception.

Promoting and Fostering Diversity and Inclusion

Since 2006, Cegos has been a signatory of the [Diversity Charter](#) and is committed to respecting its 6 principles:

1. **Raise awareness and train our leaders and managers** involved in recruitment, training and career management, and then gradually all employees, on the issues of non-discrimination and diversity.
2. **To promote the application of the principle of non-discrimination** in all its forms in all management and decision-making acts of the enterprise or organisation, and in particular in all stages of human resources management.
3. **To promote the representation of the diversity of French society** in all its differences and richness, the cultural, ethnic and social components within the workforce and at all levels of responsibility.
4. **Communicate our commitment** to all our employees as well as our customers, partners and suppliers in order to encourage them to respect and deploy these principles.
5. Make the development and implementation of the diversity policy **a subject of social dialogue with employee representatives**.
6. **Regularly evaluate progress and** inform internally and externally about the practical results of the implementation of our commitments.

From recruitment to day-to-day work: support for employees

At Cegos SA, equal treatment is a pillar of our HR policy. All applications are reviewed on the basis of competence, without distinction related to origin, gender, age, sexual orientation, disability, religion or any other non-professional characteristic.

In line with our collective agreements (GEPPMM, QWCT) and in line with our signing of the Diversity Charter (2006) and the Disability Inclusion Manifesto (2019), we are deploying an inclusive recruitment policy, personalised support for career paths, career assessments adapted to the different stages of professional life, as well as awareness-raising and disability-related development actions.

Our internal rules and our digital charter guarantee a respectful, neutral and secure working environment. Cegos SA works to ensure that each employee can evolve in an environment where diversity is recognised as an asset and everyone is encouraged to express their potential.

Manifesto for the inclusion of people with disabilities

Since 2019, Cegos has been a signatory of the [Manifesto for the Inclusion of People with Disabilities in Economic Life](#)

2 Disability referents have been appointed within Cegos. Their mission is to guide, inform and support people with disabilities, whether they are Cegos employees or customers with specific training needs.

In 2024, the workforce had 14 employees with disabilities.

For each recruitment of a person with a disability, we offer **technical supervision and/or tutoring**. The technical supervisor and/or tutor is responsible for:

1. To welcome, help, inform and guide,
2. To organize the activity of the employee concerned,
3. To contribute to the acquisition of the employee's professional know-how,
4. To ensure that his or her schedule is respected,
5. Participate in the assessment of skills.

In consultation with the CSSCT (Health, Safety and Working Conditions Commission), Cegos has launched a "Diagnostic Action" on the integration and retention of people with disabilities. In order to take stock of the situation, the HR Department, in consultation with Agefiph (Association for the Management of the Fund for the Professional Integration of Disabled People), conducted an anonymous survey in order to identify courses of action to be taken.

A 7-pronged action plan has been drafted to nurture our commitment to inclusion and diversity. The 1st axis aims in particular to define the framework and commitments of a disability policy.

A guide on disability has been produced and communicated to all employees in order to raise their awareness.

This guide provides a better understanding of disability (visible or not) and how to better welcome a person with a disability. 80 employees took part in the [Handipoursuite](#) game offered by [Agefiph](#), which aims to raise awareness of disability in a fun way. In 2024, 120 employees took part in a team challenge to familiarise themselves with disability. Workshops were organised on the following themes: "Cancer and work", "Endometriosis: understanding, supporting, acting" and animation of the "Hand in Cap" game.

Our monitoring indicators Employer Axis – Cegos SA

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Employment: headcount, hiring	Average seniority (years)	12,34	10,88	11,19
Employment: headcount, hiring	% of management employees present "2 years after their recruitment"	78 %	90 %	97 %
Employment: headcount, hiring	% of non-management employees present "2 years after their recruitment"	52,6 %	93 %	76 %
Employment: headcount, hiring	Number of executive recruitments on permanent contracts	42	17	16
Employment: headcount, hiring	Number of recruitments of non-managers on permanent contracts	56	49	30
Employment: headcount, hiring	% of employees on permanent contracts	91 %	92 %	92 %
Fight against discrimination: professional equality between women and men	% of women in the workforce	64 %	65 %	65 %
Fight against discrimination: professional equality between women and men	% of women in management	52 %	59 %	58 %
Fight against discrimination: professional equality between women and men	Share of women on Group Works Councils	30 %	33 %	36 %
Fight against discrimination: professional equality between women and men	Share of women on the Cegos SA Committee	40 %	40 %	43 %
Fight against discrimination: jobs for people with disabilities	Number of employees with disabilities	5	14	13

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Work organisation: part-time, accidents and absences, QWLC	% of employees with access to teleworking	90 %	95 %	92 %
Work organisation: part-time, accidents and absences, QWLC	% of work accidents	2,13 %	1 %	0,8 %
Work organisation: part-time, accidents and absences, QWLC	Number of days off work and commuting accidents per employee	0,37	0,2	0,16
Work organisation: part-time, accidents and absences, QWLC	Absenteeism rate	6,3 %	5,1 %	4,9 %
Work organisation: part-time, accidents and absences, QWLC	Absenteeism rate due to illness	3,44 %	2,7 %	2,6 %
Work organisation: part-time, accidents and absences, QWLC	Number of sick days per employee	13,44 %	9,1 %	9,5 %
Work organisation: part-time, accidents and absences, QWLC	Response rate to the QWLC barometer	/	87 %	87 %
Social relations	Number of collective agreements signed	4	4	3
Review and training	% of payroll spent on internal training	3,84 %	4,12 %	4,18 %
Review and training	% of employees trained	94 %	94 %	86 %
Review and training	Number of hours of training completed by employees over the year	9 293	11 269	11 841
Review and training	Average number of hours of training per employee	21,5	24,5	24,7
Review and training	% of employees who have benefited from an annual interview	97 %	99 %	98 %
Review and training	Number of internal training programs for our employees	720	750	1 702

SOCIETAL AXIS

Taking a responsible approach and democratising access to training and education



Even before formalizing its CSR approach, the Cegos Group had implemented several sponsorship initiatives to democratize access to education and training, notably through its solidarity leave scheme. Today, its social approach focuses on initiatives that promote skills-based volunteering, support several leading associations and NGOs, and raise the profile of people with disabilities through the sponsorship of a Paralympic athlete.



Develop a sponsorship policy in favour of education and inclusion

Through its financial support, the Cegos Group participates in the democratization of access to education and training, all over the world

For many years, Cegos Groupe has been providing financial support to initiatives that democratize access to education and training around the world. Determined to pursue this commitment, we now support and accompany several associations:



In 2024, Cegos Group joined the great [ELOQUENTIA](#) adventure!

1. By becoming a partner of the international public speaking competition, which each year allows more than 1000 young people from all walks of life to express their talent and "carry their voice"
2. By supporting the launch of a major study on the expression of young people in France.

We bring to life a commitment that is close to our hearts: To accompany young people towards their rightful place in their professional careers. Knowing how to express oneself opens many doors: those of employment and all the ones that follow. It is the first step towards self-confidence, listening, dialogue, debate, assertiveness, collaboration, leadership... These are all essential skills to find your place in the professional world of today and tomorrow.



In line with our commitments to access to knowledge and fully aware of the importance of digital technology, **the Cegos Group is committed to digital inclusion by supporting the [Emmaüs Connect association](#)**, an association of the Emmaüs movement.

Our financial support makes it possible to organise and lead 15 digital initiation courses, 90 people have been able to be accompanied. Lasting an average of 12 hours, these courses, adapted to the most vulnerable, make it possible to transmit the essential digital skills to access everyday services (looking for a job on the internet, knowing how to communicate, get information, access one's rights, etc. In 2024, 346 accompaniments took place with our support, representing 862 hours of animation.



Since 2020, the Cegos Group has been supporting [the Paris-Tegu association](#), a Franco-Honduran NGO that works for the protection, social and professional integration of disadvantaged young people in Tegucigalpa, the capital of Honduras. Cegos contributes to the training of young leaders within the Art & Friendship Cultural Centre. In a process of empowerment and autonomy, the CCAA trains and supports its beneficiaries to express themselves, to develop their organizational, promotion and animation skills and to take the initiative in the general interest of the student community.



As a UNICEF patron since 2016, we are continuing our commitment to education by supporting the "Skills4Adolescents" program in Burundi this year. This program aims to provide access to education and training to Burundian adolescent girls to break intergenerational cycles of discrimination and vulnerability.

1.



Our contribution to this program aims to give:

- Giving 50,000 adolescents access to assets to support their livelihood activities (27,500 girls and 22,500 boys),
- To enable 2,500 teenagers to acquire skills in STEM (Science, Technology, Engineering and Math), social entrepreneurship, and to benefit from mentorship and internship in order to meet the challenges of the 21st century.

Specialising In inclusion through sport, **Play International** challenged us to **strengthen team cohesion around a solidarity and sporting project.**



The registration of teams constitutes funds for the NGO. Since its creation in 1999, Play International has implemented humanitarian education projects in more than 20 countries for the benefit of 1 million children. <https://www.play-international.org/>

Since 2023, we have participated every year in the **Vertigo Inter-company Challenge**: a health and solidarity challenge accessible to all. By bike, walking, running, in a wheelchair...: everyone can participate in this challenge at their own level. You don't have to be an accomplished athlete to raise funds for the association. For the 2024 edition, Play International celebrated its 25th anniversary and the Cegos Group teams gave it their all! Our 136 participants in 34 teams covered 45,816 km in 25 days. With such a commitment, Cegos has won the inter-company challenge by a wide margin! For the 2025 edition, our 88 participants grouped into 22 teams covered **34,000 km in 21 days!**



Since 2024, the Cegos Group is a partner of the Dutch NGO [Glocalshift](#), which works for economic development in fragile countries and post-conflict areas. The project is to structure an employability program for displaced young people in the service of economic recovery in southern Ukraine. Our support makes it possible to support 60 people aged 18 to 35 and to reintegrate them into the workforce.

Cegos Group supports populations in precarious situations

The logo of the Fondation de France, consisting of a blue square with the text "Fondation de France" in white.

In 2025, the Cegos Group has donated €45,000 to the Fondation de France to contribute to emergency actions in Mayotte. As a result of the exceptionally intense cyclone that hit the archipelago, many already precarious homes were destroyed. This donation has made it possible to help the affected populations.



In 2024, Cegos Group supported the Red Cross in its humanitarian action in Lebanon with a donation of 45,000 euros to the Red Cross. This contribution has made it possible to search for survivors in urban areas, to carry out blood drives, and to distribute hygiene kits or cash to meet basic needs.



Faced with the humanitarian crisis in Ukraine and the populations in distress, the Cegos Group has decided to donate €45,000 to **Handicap International** in 2024.

This contribution allows Handicap International's humanitarian staff to continue their difficult work in the field: health care, meeting the basic needs of displaced people, protection, reducing armed violence, shared logistics services, etc.

Supporting populations far from training in the development of their skills

Cegos Group participates in the development of the skills of NGOs and associations

For several years now, Cegos has been training NGOs and their professionals so that they have the managerial, organisational and collaborative skills to support their work in the field, as close as possible to the most disadvantaged.



The **ANRH** (Association for the Professional and Human Integration and Reintegration of the Disabled) is an **organization dedicated to the professional integration of people with disabilities**. As a patron of the ANRH since 2024, Cegos actively supports this noble cause by offering a hundred free E-Learning modules. These educational resources allow beneficiaries to develop their skills and promote their professional integration.



Cegos supports the **HUMENTUM** association and gives access to its e-learning training modules to dozens of major international NGOs such as Oxfam, Save the Children, Care, WWF, World Vision, Catholic Relief Services, etc.



More than 600,000 humanitarian workers and professionals in the non-profit sector also have access to 38 Cegos e-learning modules, as part of two programs run by the **Cornerstone OnDemand Foundation**: DisasterReady and NonprofitReady.

Cegos Groupe supports wheelchair tennis champion Pauline Déroulède in her Olympic dream

The Cegos Group has been its official sponsor since 2021 and until the Los Angeles 2028 Paralympic Games



The story of Pauline Déroulède begins with an injustice, one evening in October 2018: while she was parking safely on her scooter, she was mowed down by a 92-year-old driver in the middle of Paris. At the age of 28, she had to have her left leg amputated. A dozen general anesthesia and long months of rehabilitation ...



But, as she herself says selflessly: ***"I am a woman standing up"***. So, rather than ruminating on her anger, Pauline, an accomplished sportswoman, very quickly formulated an ambition: **to become Paralympic wheelchair tennis champion in Los Angeles in 2028.**



Cegos has chosen to support Pauline, who perfectly embodies the Group's values: commitment, agility and sharing.

A model of resilience, she is a combative, positive, open and committed young woman. Her background, her sincerity and her fights (for women's rights as well as for the implementation of regular driving aptitude tests) make her a magnificent role model for young people and for all of us.

Our Societal Axis monitoring indicators

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Commit to the 10 principles of the Global Compact	Percentage of employees trained in Business Ethics During the Year	4 %	25,7 %	32,5 %
Commit to the 10 principles of the Global Compact	Number of incidents reported via the alert procedure	0	0	156
Commit to the 10 principles of the Global Compact	Number of confirmed corruption incidents	0	0	0
Commit to the 10 principles of the Global Compact	Number of confirmed information security incidents	0	4	2
Commit to the 10 principles of the Global Compact	Percentage of total sites with ethics certification (ISO 27001, ISO 370001)	8,3 %	8,3 %	8,3 %
Commit to the 10 principles of the Global Compact	Percentage of total sites audited internally about corruption	25 %	27 %	27 %
Commit to the 10 principles of the Global Compact	Percentage of total sites audited internally on the topic of information security	42 %	50 %	67 %

Focus Cegos SA

With skills-based volunteering, Cegos employees put their talents at the service of a just cause



To promote skills-based volunteering and help its employees take action, Cegos SA has been a partner of the Day One platform since September 2021. Thanks to the subscription taken out by Cegos SA for all its teams, Day One becomes a single, simple and effective gateway between each employee and more than 250 associations throughout the country. In 2024, the partnership will be extended to Cegos France to include Ib Cegos, Cimes and Nextgroup.

In concrete terms, in a few clicks on the platform, everyone is free to commit themselves for a few hours or a few days, on their personal time, to the action that suits them best, according to their values, their availability and their desires. Since our membership, 73 employees have committed themselves, representing more than 608 hours of solidarity.

Our Societal Axis monitoring indicators – Cegos SA

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Responsible purchasing	Average Settlement Times (Days)	59.1	58,9	57.8
Civic engagement	Financial commitment for sponsorship	101 735 € TTC	104 615 € TTC	159 370 € TTC
Civic engagement	Number of employees in skills volunteering	42	59	21



As a committed player in the world of work, the Cegos Group has been supporting the major transformations of our society for nearly a century. Continuing its work of deciphering and supporting, the company also deploys a training offer dedicated to CSR and relies on the best ethical and deontological standards.



CUSTOMER AXIS

Supporting our clients on the path to CSR

Afficher our CSR convictions and communicate on our actions in this area

Cegos shares and promotes the issues directly related to CSR through partnerships but also on its various platforms

Cegos shares and promotes issues directly related to CSR through partnerships but also on its various platforms.

The **2023 Cegos Group CSR Barometer**: *Corporate Social Responsibility*



En 2023, the Cegos Group unveiled the results of its third survey dedicated to the subject of CSR, from the perspective: "Mobilize, involve and train to engage and act more". For this study, Cegos surveyed 3,802 employees and 556 CSR directors and managers worldwide (including 1,000 and 250 respectively in France). With the triple objective:

1. Understand how employees perceive the issues related to Corporate Social Responsibility (CSR),
2. Identify which stakeholders are involved in their organization's approach,
3. Survey CSR departments on their commitments and actions in this area. The full results of this survey can be downloaded from our website cegos.fr.

The Cegos Group's studies have been massively shared, both inside and outside the company: press conferences, press releases, relays on our cegos.fr and cegos.com sites, shares on our LinkedIn account, production of dedicated brochures sent to our customers and to a target group of institutional decision-makers, online marketing campaigns, appropriation sequences for employees, etc.

In **October 2025**, Cegos Group will publish the results of its **international barometer entitled "Inclusion & diversity within organizations"**. For this study, Cegos is interviewing employees and HR managers in 10 countries: Brazil, Chile, France, Germany, Italy, Mexico, Portugal, Singapore, Spain and the United Kingdom.

To support the dissemination of these results and raise awareness among its stakeholders, Cegos Group also organises a series of **free CSR webinars** throughout the year, open to all. These thematic meetings, led by internal and external CSR experts, address various topics such as the ecological transition, diversity and inclusion, CSR in SMEs, or the implementation of the CSRD. These webinars aim to share best practices, decipher regulations and inspire companies in their responsible transformation efforts. The programme is available on our CSR [Webinars – Cegos.fr page](#), with the possibility to watch the replays online.

IT Security and the GDPR

The Information System (IS) is a key asset to which the Cegos Group has always paid great attention. It allows us to deliver on our promises and meet the requirements of our customers, it structures the working environment of our employees, it supports the collaboration network with our suppliers and our reference administrations.

Our Cegos Spain entity is ISO 27001 certified. Within our other entities, we have an Information Security Management System (ISMS) based on the ISO 27001 standard. This structure is described in our Information Systems Security Policy (ISSP), validated by the company's General Management. We have implemented various security policies that are regularly evaluated, in accordance with the principle of continuous improvement defined in ISO 27001.

IS security is therefore paramount and the Cegos Group is constantly strengthening its protection measures to continue to offer all its stakeholders the best technological advances in an increasingly open digital world.

In this context, the trust of our customers, employees and partners in the processing implemented by our IS is essential. A key element of this trust, the protection of personal data, in compliance with the European GDPR, is a major concern that is the subject of a rigorous policy.

The fight against corruption and influence peddling

In order to operate in compliance with the laws and regulations applicable to its activity, the Cegos Group is committed to fighting corruption and influence peddling.

In connection with the Sapin 2 Law, we have drafted a code of conduct that aims to clearly set out our expectations in this area and to affirm that the fight against corruption and influence peddling are at the heart of our business relationships.

Compliance with the principles set out in our Code of Conduct is an essential criterion for the selection of our Partners (suppliers, subcontractors, service providers, customers). We expect everyone to understand these principles, adhere to them and implement them with a common goal of performance and shared value.

Our Code of Conduct applies to all legal entities of the group, including the member of the Management Board, the members of the Boards of Directors and Supervisory Boards. This Code of Conduct is available on request at this address: cegos-csr-rse@cegos.fr

Extract from the Cegos Code of Conduct:

"In the event of doubt about the behaviour of a third party or an employee who would go against the provisions of this Code and of which the employee is personally aware, it is essential that the latter, acting disinterestedly and in good faith, alerts his or her line manager, or the Director of Human Relations. The alert can be sent by any means (post, email, telephone, personal contact) and it will, if necessary, be followed up in accordance with the alert procedure.

Cegos undertakes to process alerts in compliance with confidentiality and the rules relating to the processing of personal data. »

Our Customer Focus monitoring indicators

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Responsible customer relations	Net Promoter Score (NPS)	51	53	58
Responsible customer relations	Percentage of satisfaction	87 %	87 %	87 %
Responsible customer relations	Ecovadis rating	53 / 100	57 / 100	57 / 100
Responsible customer relations	Percentage of operational sites with quality management certification, such as ISO 9001, Qualiopi	57 %	57 %	57 %
Meeting the needs of our customers by offering a CSR training offer	Number of trainings offers dedicated to the environment	17	28	63

Focus Cegos SA

Meeting the needs of our customers by offering a CSR training offer

A training offer dedicated to CSR

In 2024, companies and organizations are no longer asking themselves if they should change, but how they should do it. Our CSR offer, consisting of 70 internships for the year 2025, is designed to help companies act reasonably, define their priority sustainable development issues and develop key professions in their practices.

	In 2023	In 2024	Evolution rate
Number of people trained in CSR	3 367	4 704	39 %

Our CSR and sustainable development services in the catalogue are represented under the following themes:

1. [Implementing CSR in organizations](#)
2. [Deploying CSR in the business lines](#)
3. [Meeting the challenge of the environment: climate, energy and the energy transition](#)
4. [Improving your social impact](#)

In addition, since 2022, several partnerships have been formalized in order to better understand the challenges of tomorrow. In particular with the Climate Fresco and 2 tons to allow everyone to reflect on the consequences of the climate disruptions we are experiencing.

Establishment of a community of CSR experts

In 2024, Cegos has set up a community of 15 CSR experts to support our customers in 9 key areas, namely:

1. CSR strategy and generalist expertise
2. Leadership and responsible management
3. CSRD (Corporate Sustainability Reporting Directive)
4. Diversity, Inclusion and Gender Equity
5. Quality of life and working conditions
6. Climate and scientific approach
7. Responsible communication
8. Ethics, corruption and governance
9. Responsible purchasing, production chain, loss and creation of value, human rights

These experts offer specialized support to meet the diverse corporate social responsibility needs of our clients.

The development of the skills of our network of external consultant trainers

1. At Cegos SA, we have long known that human interactions are fundamental to deep learning. Our mission is to find the keys to engage the learner and guarantee the effectiveness of his or her training.
2. We attach central importance to the quality of our network of external stakeholders. **Today, there are more than 2171 ambassadors of our know-how and guarantors of the quality of the training delivered.** To support their skills development and their retention in employment, we have **set up a training course to master the fundamentals of pedagogy as well as a digital trainer certificate**, since the integration of new know-how related to digital learning is one of our priorities.

3. Cegos Pedagogy Training: "The keys to a successful event"

As part of their onboarding journey, each trainer undergoes training designed specifically for external trainers in our network. This training allows them to master the fundamentals of adult pedagogy and the techniques essential to successfully lead a training course, while integrating the specificities of Cegos. **In 2024, 280 speakers were registered for our training.**

Training "CSR, Cegos and me season 2"

The same course developed and offered to Cegos employees was made available to our network at the end of 2023. This 2h30, 100% online course allows our network of external training consultants to increase their skills in the areas of CSR. **In 2024, 104 trainers completed this course.**

Access to a dedicated space that promotes professionalization

Our Consultant Trainers benefit from a dedicated space, **"The Red Thread"**. This network allows them to access information (training market – corporate – operational), the various Cegos platforms, internship documents, new Cegos offers and educational solutions, etc.

To go further



Convinced that the ecological transition is essential to create a new, more viable and sustainable growth model, we are very pleased to participate in the follow-up committee of a study by The Shift Project on the mobilization of continuing education actors in the service of the ecological transition.

We are participating in this study which aims to:

- Analyze how training actors are now taking up the challenges of ecological transition
- Propose a framework for interpreting these issues for training
- Identify the levers for transformation of the sector specific to each type of player.

In 2024, we chose to be a partner in the report entitled "Training workers for the ecological transition", and contributed to the reflection work that was carried out on this subject. This report is the result of a collective effort that has mobilised all the players in training, public and private funders, professional sectors, companies, institutional players, the working people themselves, etc. It takes stock of the actions carried out and identifies the essential skills for a successful ecological transition. It also presents the objectives to be achieved to succeed in this transformation.

To access the report, click on this [link](#)

Offering diversity and inclusion training

Simplifying access to our premises, and access to continuing professional development

Since Cegos' activity is, by definition, human-centred, Cegos SA attaches particular importance to welcoming people with disabilities. Regardless of the training method chosen, **Cegos SA recommends that the participant indicate, as soon as they register, the nature of their disability** as well as their specific needs, in order to welcome them in optimal conditions. **Our disability referent:** Kevin Gauvin – kgauvin@cegos.fr

For our employees and customers with disabilities, we make sure to facilitate access to our premises and access to training.

Access to our face-to-face training courses

To illustrate in a very concrete way our desire to **implement the best conditions for welcoming participants with disabilities**, in line with our signing of the Diversity Charter in 2006, Cegos has formalized the operating procedure for training advisors in our [Customer Relations Center](#) when they register a person with a disability for one of our training courses.



For people with reduced mobility

Our rooms meet the safety standards of the ERP (Establishment Receiving the Public). We take particular care to select rooms in places that are easily accessible by public transport and that offer shops and services in the surrounding area. [Cegos SA's largest training centre](#) in Paris (Centre Jourdain) has been designed **in full compliance with standards for people with reduced mobility** and is **HQE** (High Environmental Quality) certified for low energy consumption. If Cegos SA were to open a new Centre in the future, HQE certification for the building would be a prerequisite.



For people with visual impairments

Our documentation is adapted to their needs (printing of educational materials with a font adapted to the view of the participants). It is made available to them before the training so that participants can transcribe it into Braille using their personal software. In addition, **guide and assistance dogs are welcome** in our centres to accompany their owners.

More specifically, and as is the case for face-to-face training, for people with a visual impairment, our documentation is adapted to their needs (printing of educational materials with a font adapted to the view of the participants). This documentation is made available to them before the training so that the learner can transcribe it into Braille using his or her personal software.



For people with hearing impairments

Our 1st and 2nd category ERP training centers are equipped with a magnetic loop. Sign language interpreters may also be available to participants (at an additional cost). In addition, a place can also be opened up for a sign language translator, with coordination with the trainer prior to the training.

Access to our distance learning courses

For our remote services, we work mainly with Microsoft's Teams tool. It has inclusive features, such as **subtitling of live video** -available in French and English-. In addition, as soon as possible, **we can activate French subtitles in PowerPoint** and then share the presentation through screen sharing. The transcription of foreign languages is also supported in the chat room.

All our e-learning modules are accessible to people with disabilities, whether it is a physical, sensory (motor, auditory, visual) or mental (intellectual, psychological, cognitive) disability).



For people with hearing impairments

Our e-learning modules have subtitles in several languages. For distance learning, a place can also be opened for a sign language interpreter, with coordination with the trainer prior to the training.

Displaying our CSR convictions and communicating on our actions in this area

Cegos continues to enlighten the market on the major issues of the time

Leading publications to decipher the major topics of our time

For more than 20 years, Cegos SA has been conducting and publishing surveys and barometers on societal themes, with a dual perspective between employees and HR directors/Training directors:

- CSR in Organizations
- Women and work
- Youth and work
- Discrimination and diversity in companies
- Impacts of the Covid 19 health crisis on the HR function
- Social climate and quality of life at work
- Uses and practices of digital technology in the company
- Seniors and work

These surveys benefit from strong media coverage and marketing actions aimed at making their results known to all our stakeholders.

In addition, Cegos publishes several white papers each year that provide a better understanding of the key topics of our market: Future of Soft Skills, Future of Leadership, AI & Learning, etc.

To learn more, click [here](#).

Cegos shares and promotes in particular the issues directly related to CSR through partnerships but also on its various platforms

Vocational training, an ally of CSR

Since 2008, MINES and the Cegos Group have been working together to provide executive training on corporate social responsibility for active executives, the "[Specialised[®] Master's Degree in Global Management of CSR and Sustainable Development](#)".

Cegos-MINES' CSR-SD Favourites to promote CSR best practices

For the past eight years, **Cegos-MINES has been showcasing the most inspiring CSR practices**. The aim is to demonstrate, with supporting evidence, that CSR creates value for all stakeholders.

The MINES Paris amphitheater was full for the 2nd evening of the 2025 CSR Coups de Coeur. These distinctions were created to highlight companies, associations, foundations or actors who have decided to do their job differently.

The 2025 champions of the 3 categories are:

1. **Commown**: received the Coup de Coeur **Défricheur**, for a CSR approach with an original approach.
2. **ETRE - School of Ecological Transition**: is awarded the Innovative **Non-Profit Coup de Coeur**, for an innovative approach with a commitment to solidarity.
3. **Woodoo**: wins the Coup de Coeur **Champion de l'impact**, for a CSR approach proving that impact transformation is possible.

To learn more, click [here](#).

IT Security and GDPR

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We have an Information Security Management System (ISMS) based on the ISO 27001 standard. This structure is described in our Information Systems Security Policy (ISSP), validated by the company's General Management. We have implemented various security policies that are regularly evaluated, in accordance with the principle of continuous improvement defined in ISO 27001.

The security of the IS is therefore paramount and Cegos SA is constantly strengthening its protection systems to continue to offer all its stakeholders the best technological advances in an increasingly open digital world.

All our employees are trained in cybersecurity and the GDPR. We frequently run phishing campaigns to maintain a high level of awareness among our teams. In accordance with the regulations on the protection of personal data, we have set up an organisation that monitors our processing records and the procedures for monitoring data processing.

In accordance with the regulations on the protection of personal data, our customers have the right to access, rectify and limit processing as well as the right to object to and portability of their data if applicable, which can be exercised by contacting CEGOS, DPO-Information Systems Department, 19 rue René Jacques, 92798 Issy-les-Moulineaux.

Customer complaint management

Since 2014, CEGOS has been a member of AMARC, the Association for Customer Complaint Management. It brings together 280 member companies that have decided to "[transform the pip into a nugget®](#)".

AMARC provides its members, among other things, with good practices to **optimize the treatment of dissatisfaction and exploit it**.

CEGOS monitors these best practices and exchanges between players in customer relations, marketing, quality, satisfaction, customer experience, etc. and relies on the reference framework below to transform the pip into a nugget®



A loyalty offer for our corporate customers with less than 500 employees to promote skills development in SMEs

A loyalty program is offered to all SME customers with between 100 and 500 employees.

This loyalty program consists of discounts for inter-company training: 20% discount in January, February, March, July, August and September; 5% discount the rest of the year.

The loyalty program is free and for life.

Cegos is a signatory of the CPF code of ethics



The Federation "Les Acteurs de la Compétences" (formerly FFP – Fédération de la Formation Professionnelle) is at the initiative of a charter of ethics for the sale of training courses eligible for the CPF.

This charter aims to promote "the development of a quality offer on the CPF" and to "enlighten consumers in their choice when they use their CPF". Among the 10 demands included in the document, several aim to directly fight against the wild telephone or SMS canvassing campaigns (often with false arguments) that CPF users have been subjected to for several months.

As a pioneering training organisation in terms of quality, Cegos is unreservedly committed to the 10 points mentioned in the [charter](#).

In accordance with Articles L.616-1 and R.616-1 of the Consumer Code and our signature of the CPF Code of Ethics, Cegos has set up a consumer mediation system. The mediation entity chosen is: SAS CNPM - MÉDIATION - CONSOMMATION. In the event of a dispute, the consumer can file a complaint on the website: <http://cnpm-mediation-consommation.eu> or by post by writing to: CNPM - MÉDIATION – CONSOMMATION 27, avenue de la Libération – 42400 SAINT-CHAMOND

Cegos undertakes to comply with the SYNTEC CONSEIL Code of Ethics

As a member of [Syntec Conseil](#), Cegos is committed to respecting the 5 fundamental principles:

- To respect the requirements of professional secrecy and confidentiality of information concerning both the company and individuals.
- In no way take the place of people in decisions concerning the organisation and direction of their professional life.
- Promote mechanisms and recommendations that meet a permanent concern for equity.
- Not to participate in our clients' decisions concerning personal challenges, workforce reductions or individual separations.
- In the event of difficulty or difference of assessment arising during an assignment, recommend and promote through our mediation a solution defined jointly by the company, the beneficiary and the professional development consulting firm.

Our Customer Axis monitoring indicators – Cegos SA

Indicator Type	Indicators	2022 Results	2023 Results	2024 Results
Responsible customer relations	Net Promotor Score (NPS)	47	51	58
Responsible customer relations	% Satisfaction (Weighted Average)	83 %	84 %	85 %
Responsible offer	Number of offers dedicated to CSR developed in the Inter catalogue	35	54	70
Responsible offer	Number of participants in CSR training	2 653	3 367	4 704

Our roadmap for 2025–2028

The 2025–2028 CSR roadmap reflects the Cegos Group's commitment to structuring and implementing its sustainable development strategy in line with its four priority areas. Each objective is broken down into measurable targets and identified stakeholders to ensure its long-term monitoring.

CSR Strategic Objectives 2025–2028

CSR Axis	Sub-theme	Strategic Objective 2025–2028	Target Indicator
Governance	CSR action management	Driving CSR within the Cegos Group	4 CSR committees/year + 1 consolidated annual report
Governance	Process improvement	Structuring an ESG risk register	Register shared with Quality/CSR/Finance in 2025
Governance	CSR Management System	Obtain better EcoVadis referencing	Target EcoVadis score: ≥ 65/100 (vs. 57 currently); Target label: "Bronze" minimum by 2025
Governance	Process improvement	Integrating CSR criteria into process reviews	100% of critical processes ESG analyzed by the end of 2026
Environment / Internal	Energy consumption & GHG emissions	Reducing GHG emissions by 25% by 2030 (2023 vs 2021 baseline)	100% of planned actions completed (-5% on scope 3 in 2026 for 2025)
Environment / Internal	Energy consumption & GHG emissions	Reducing GHG emissions related to business travel	-20% tCO ₂ e per FTE by 2028 (vs 2023)
Environment / Internal	Energy consumption & GHG emissions	Optimizing trainee documentation to reduce digital weight and ensure accessibility	+20% lighter and accessible digital materials in 2026
Environment / Internal	Raw materials, chemicals & waste	Integrating environmental criteria into recurring purchases	100% of sensitive purchasing categories analyzed by 2026
Environment / Clients	Environmental promotion and services	Increasing the share of training including CSR	100% of Learning Collection catalog in 2026
Environment / Clients	Environmental promotion and services	Raising awareness of climate impact among clients	Integrate CO ₂ calculation in 100% of customized offers from 2025

CSR Axis	Sub-theme	Strategic Objective 2025–2028	Target Indicator
Social & HR	Employee health & safety	Extending the Cegos SA Psychosocial Risk program to Group entities	100% of employees completed the program in 2026
Social & HR	Working conditions	Renewing the HR QVCT survey	Target response rate ≥ 80% in 2026
Social & HR	Working conditions	Strengthening analysis and monitoring of QVCT barometer results	100% of activities analysed each year with action plan by 2026
Social & HR	Social dialogue	Developing a consolidated mapping of social dialogue status within the group	Rate of entity coverage by a social dialogue mechanism
Social & HR	Career management & training	Training / Raising awareness of CSR among all employees and subcontractors	50% of employees trained in 'CSR, Cegos and me' program (specify year)
Social & HR	Discrimination and harassment	Strengthening inclusion and diversity in teams and among trainers	+25% of trainers aware of the CSR by Cegos program by 2027
Ethics	Corruption	Training employees in the Cegos Group Code of Conduct (Sapin II law)	100% of employees completed 'CSR, Cegos Group and I' program in 2026
Ethics	Responsible information management	Training employees in cybersecurity / GDPR	100% of employees completed 'All about GDPR' training in 2026
Purchasing	Environmental and social practices of suppliers	Formalizing a 'Responsible Purchasing' action plan	≥ 30% suppliers sign the responsible purchasing charter in 2025
Purchasing	Environmental and social practices of suppliers	Deploying the CSR grid to all trainers and providers	100% of new providers assessed in 2025
Purchasing	Environmental and social practices of suppliers	Training buyers in the responsible purchasing charter	100% of buyers trained by end of 2025
Societal	Skills-based volunteering	Supporting volunteering actions with Day One	≥ 20 employees engaged in 2026
Societal	Sponsorship	Continue sponsorship actions	≥ 5 charity organisation projects supported/year

Our commitments, assessments and certifications at a glance for Cegos SA



Cegos is a signatory of the Global Compact and is committed to respecting its Ten Principles, which cover the areas of human rights, labor, environment, and anti-corruption. We contribute to 13/17 Sustainable Development Goals (SDGs).



The EcoVadis assessment helps us measure and improve our CSR impact. After EcoVadis assessed our CSR performance, Cegos was awarded a 'Committed' badge with a score of 62/100.



By signing the Diversity Charter, we confirm our commitment to non-discrimination and encourage diversity in terms of gender, age, ethnic origins, sexual orientation, and disability.



Every year we train our teams on the influence of cognitive biases in our relationships. An essential indicator for promoting equality and fostering a better distribution of opportunities and salaries.



97/100: result of our gender equality index.



By carrying out our BGES (Greenhouse Gas Balance) according to the 3 scopes, we identify direct and indirect greenhouse gas emissions. This allows us to manage our carbon footprint, reduce our energy costs, improve, and actively contribute to the fight against climate change. We publish our results and transition plan on the Ademe website. To consult, [click here](#).



French community of companies committed to an inclusive society and a sustainable world, Cegos joined "les entreprises s'engagent" in 2021 and focused its first actions on energy sobriety: Fighting energy waste, promoting energy efficiency and sustainable mobility.



This charter represents our commitment to more sustainable, inclusive, and ethical digital practices. The Responsible Digital Charter summarizes our commitments regarding digital, whether in our use of digital tools, our accessibility to all, our ethics in data processing, our resilience in the face of digital challenges, and our desire to promote the emergence of new values and behaviors.



Signatories of the Responsible Supplier and Purchasing Relations Charter (RFAR).

This commitment reflects our desire to promote ethical and sustainable purchasing practices, by fostering balanced relationships with our suppliers and integrating environmental and social criteria into our purchasing processes.



Our Qualiopi certification attests to the quality of the training services we deliver. Our ISO 9001 certification aims to improve Cegos' overall performance by focusing on customer satisfaction, process management, and continuous improvement. By combining Qualiopi certification and the ISO 9001 standard, we demonstrate our commitment to quality and benefit from both national and international recognition.



The "Les Acteurs de la Compétence" Federation is behind a code of ethics for the sale of training courses eligible for the CPF. By signing this charter, Cegos is committed to promoting "the development of a quality offer on the CPF" and to "guiding beneficiaries in their choices when they use their CPF".



Since 2014, CEGOS has been a member of AMARC, the Association for Customer Complaint Management. It brings together 280 member companies that have chosen to "transform a problem into an opportunity®". AMARC provides its members, among other things, with best practices to optimize the handling of dissatisfaction and to leverage it. Thus, CEGOS monitors these best practices and exchanges with stakeholders from customer relations, marketing, quality, satisfaction, customer experience... and relies on the "transform a problem into an opportunity®" framework.



Would you like to find out more?

cegos-csr-rse@cegos.fr

[**cegos.com**](https://cegos.com)