



CSR REPORT 2022

Public Document

ALTERSOLUTIONS
act digital group

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GENERAL INFORMATION

OUR MISSION

As an IT and cyber consulting company, our mission is to provide, anywhere in the world, the best solution by analysing the match between the needs of our customers and your skills and aspirations.

Thus, we help companies meet the challenges of tomorrow, while supporting our employees to flourish. We are a team, a community, a collective... with a common Goal: **to grow and grow our business together.**

Moreover, we are convinced that sustainable growth is possible within Digital Services Companies. Therefore, we work, every day, to reconcile expertise, commercial development, quality of human relations while limiting our environmental impact.

OUR VALUES

We structure our management and business strategy based on 5 key values: expertise, agility, transparency, equity, and sustainability. These essential values guide us daily and ensure our continuous growth.

All our employees share the same vision as the company and bring these common values to life.

- Expertise: specializing and striving for excellence.
- Agility: Innovate and adapt in all situations.
- Clarity: Engaging and sharing information with all stakeholders.
- Fairness: Embracing and promoting diversity.
- Sustainability: Anticipate the challenges of tomorrow.

OUR STRATEGY

As written below, we believe that it is possible to reconcile growth and quality of human relations, which contributes to a sustainable growth. To meet this challenge every day, we have implemented a strategic plan based on:



OUR KEY FIGURES

2022



OUR LOCATIONS

In 2022, the Alter Solutions family grew even bigger, becoming part of act digital Group and opening a new office in Spain and our first African office in Casablanca, Morocco. Now, besides the 6 European countries where Alter Solutions was already present, you can also find our IT Consulting Services in Brazil, USA, Canada, and Serbia.



OUR ORGANIZATIONAL CHART



Since we have joined the act digital group, our supervisory committee is composed by the 3 shareholders of the Alter Solutions Group:

- Thibaut CHARMEIL: <https://www.linkedin.com/in/thibaut-c-682503/>
- Louis VACHETTE: <https://www.linkedin.com/in/louisvachette/>



- Mathieu PRULHIÈRE: <https://www.linkedin.com/in/mathieu-prulhiere-609bb675/>

In 2022, **40.9% of our directors were women**, instead of 38,5% the previous year.
Discover our Group Directors below:

Group level

- President: Louis VACHETTE
- Executive General Manager: Mathieu PRULHIÈRE
- HR Director: Fanny COHEN
- Financial & Accounting Director: Ismaël AOURI
- IT Director: Filipe LOPES
- Marketing & Communication Director: Maria ALCAPARRA
- Head of Product: Constança GRILO
- CSR Director: Mélody RIPPERT

France

- Operation Director: Aurélien GARDES
- Sales Directors: Omar TAZI
- DTS Practice Manager: Thomas DUCOS

Portugal

- Executive Business Director: Tania COELHO
- Business Directors: Marlise MESQUITA, Gonçalo GÓIS, Gonçalo RODRIGUES, and Laura POMBO

Belgium

- Head of Business: Martim ZILHÃO

Germany

- General Manager: Thomas FASS

- HR Director: Tanja ZASTROW
- Operation Director: Laura THIEL

Poland

- General Manager: Marta MARKIEL

Spain

- Operations Director: Mauricio NARVAEZ

OUR FINANCIAL PERFORMANCE

Turn-over per country	2022	2021
Alter Solutions Benelux	5.8 M€	3.6M€
Alter Solutions Deutschland	7.6 M€	5.4M€
Alter Solutions España	0.06 M€	NA
Alter Solutions France	14 M€	13M€
Alter Solutions Maroc	NA	NA
Alter Solutions Polska	0.5 M€	€0
Alter Solutions Portugal	24.5 M€	20.4M€
TOTAL GROUP	49.4 M€	39.8 M€

OUR CSR KPI

In addition to financial indicators, it is important to monitor our extra-financial performance. This is why we have defined three ESG (Environmental, social, and governance) key indicators at Alter Solutions:



KPI	ESG	Goal	Results
Carbon footprint per turnover	Environment	10	25,16
Employee trust index	Social	75%	79%
Percentage of Women Directors	Governance	40%	45,8%

OUR SOCIAL COMMITMENT

Social challenges faced by companies are various: discrimination, equity, ethics, wellness, disability, among others. At Alter Solutions, in 2022, we focused our actions on wellness and equity, while continuing to work on ethics, disability at work and non-discrimination.

To tackle these challenges, we included all our stakeholders. Therefore, we have identified 3 categories of stakeholders: our employees, our suppliers, local partners and associations. In this paragraph, we will describe social initiatives made in 2022 with our different stakeholders.

WITH OUR EMPLOYEES

Great Place To Work® certification

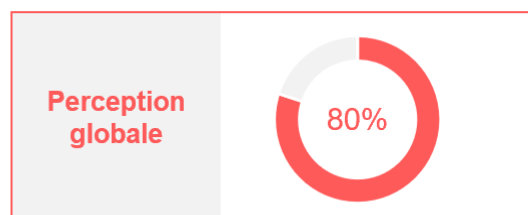
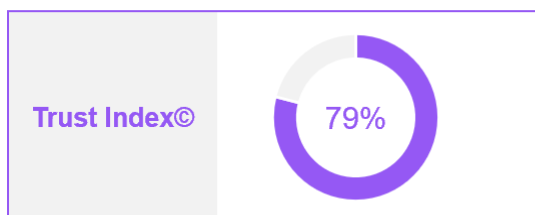


In 2022, we worked with Great Place To Work®, which is a certification recognizing employers who create an outstanding employee experience.

We are very proud to get GPTW certification in October 2022 for Alter Solutions Benelux, Alter Solutions Deutschland, Alter Solutions France, Alter Solutions Belgium, and Alter Solutions Portugal. This certification brings out the great work which has been done by all Alter Solutions' subsidiaries to create the best work conditions for our employees.



Through this survey, we have measured our Trust Index®, which is an average positive response rate on all questions related to the Great Place To Work® model, and our Global Perception, which is a rate of people who agree to say: “globally, Alter Solutions is a good company to work for”.





Average positive response rate organised by values related to the Great Place To Work® model.

Alter Solutions Polska, Alter Solutions España and Alter Solutions Maroc did not have enough employees at the time to be able to enter the survey.

Alter Book

Sharing information with all of our employees is one of the key successes for all companies. At Alter Solutions, we have decided to create an Alter Book which supports our onboarding program. This book gathers all information needed by new employees, such as our mission, values, strategy, tools, processes, etc... Moreover, the Alter book is our culture book where we explain our CSR commitment and why it's urgent to act.

You can download our Alter book on the website's CSR page.

Awareness and training

At Alter Solutions, we are really concerned about professional equality between women and men, and we are convinced that we can make a difference through awareness raising and training. That is why several initiatives were carried out in 2022.

For example, Alter Solutions Portugal took advantage of March 8th (international day for women's rights) to communicate on the theme "Alter has no gender". The objective was to reaffirm the importance and wealth of professional diversity in all our core businesses. This message was relayed on social networks, and during one of our events "Drinks After Work" where we celebrated all the women and men in the IT industry. The partner of each AS Portugal employee was invited to join.

In France was created an action plan dedicated to men and women's equality. Therefore, there was organised a workshop held on the 22nd of April, where some of AS France's employees brainstormed themes such as the work life balance, especially regarding working parents.

Our Germany subsidiary chose to communicate on social media the following message:

Today is International Women's Day. A day that reminds us to celebrate women's achievements and continue to advance women's equality.

Cheers to all the incredible women who inspire us every day. 🌸 We look forward to honouring you this International Women's Day and beyond.

#iwd #internationalwomensday #breakthebias

Besides the post on social media, a mental health first aider training was held with all AS Deutschland's Human Resources employees, once they are very close to all the talents to help them handle situations where the employee does not feel comfortable talking to their supervisor and can go directly to the Human Resources team.

Digital disconnection charter

Finally, with the set-up of Alter Solutions España, we took the opportunity to write our first Digital Disconnection Charter. This document reinstates the right to disconnect and lists our best practices as a company and as an employee to all Alter Solutions' employees. All our employees have the right to disconnect from their professional digital tools and to not be reached outside of their usual working hours, including when they are working remotely.

WITH OUR SUPPLIERS

All the suppliers selected at a group level are listed below. From the group, only one supplier does not have CSR commitments and it's not located in France, but in the Netherlands.

AS GROUP				
Suppliers	Volume in 2022 (k€)	Type	CSR commitments (Y/N)	Local (Y/N)
AXA	45.9 K€	Insurance	Y	Y
BOONDMANAGER	56.5 K€	ERP	Y	Y

DPO CONSULTING	20.54 K€	Audit	N	Y
HUBSPOT	50.9 K€	Sales	Y	N
IDEAGENCY	79 K€	Consulting	N	Y
LINKEDIN	215 K€	Recruitment	Y	N
MICROSOFT		IT	Y	N
SMARTRECRUITERS	35 K€	Recruitment	Y	N
SPENDESK	13.98 K€	Expenses	N	Y
WEBS	41.51 K€	Consulting	N	N


ASSOCIATIONS AND DONATIONS

In 2022, we continued to develop social initiatives with associations and local partners.

SUBSIDIARY	Initiative description	SDG
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AS DEUTSCHLAND	<p>Mental health program:</p> <p>Contract with an external therapist for monthly sessions with employees, intirely confidential and paid by the German subsidiary.</p> <p>Creation of a monthly internal newsletter with different mental health subjects.</p>	<p>3 GOOD HEALTH AND WELL-BEING</p> 
	<p>Sponsor:</p> <p>Sponsorship of an official hackathon, Münster Hackathon, where one of our employees was a mentor.</p> <p>Sponsorship of the final event of Parcours MSD, an event of the Münster University of Applied Sciences, which supports young people to make a career in the field of Web Design.</p>	<p>4 QUALITY EDUCATION</p> 
	<p>Donation:</p> <p>Food donation to Red Cross Germany for people in need.</p>	<p>2 ZERO HUNGER</p> 

<p>AS BENELUX</p>	<p>Donation:</p> <p>Collection of basic necessities for Ukraine, through Samu Social.</p>	 
<p>AS FRANCE</p>	<p>Donations:</p> <p>Collection of basic necessities for Ukraine, through La Maison de Quartier de Saint-Louis (Versailles).</p> <p>Participation in the Green Santa Claus with Secours Populaire, at the end of 2022. Thanks to this initiative, we collected a lot of toys for children.</p>	 

	<p>Partnerships:</p> <p>Partnership with Berlingotte, which creates newborn gifts with an ESAT (Etablissements ou Services d'Aide par le Travail), located in France.</p> <p>Partnership with CEDRE, which is our waste management partner, employing disabled people who cannot access the labour market.</p>	 
<p>AS PORTUGAL</p>	<p>Donations:</p> <p>Donation of 20 computers to Colégio de São Tomás, in Lisbon, for their new "Introduction to IT Programming" class.</p> <p>Red Cross donation for people in need with a collection of basic necessities.</p> <p>Donation of full meals to Refood, an NGO that distributes remaining food through the city for those who need, after an event where some people were not able to attend (due to Covid-19).</p>	 

		
	<p>Partnership:</p> <p>Partnership with Oficina da Psicologia, which offers all employees psychological sessions, paid by the company. The sessions are completely anonymous.</p>	

Our donation's mechanism

In 2022, unfortunately, we did not raise funds for donation. Nevertheless, we took time to create some initiatives with associations that match our values and purpose, as listed above.

As a reminder, here are the steps we go through before donating:

1. Establish a list of associations by interviewing all Alter Solutions employees,
2. Select one or more associations according to the criteria defined by Alter Solutions (such as no religion, no politics, and must operate in the country),
3. Set donation amount.

As planned, during the first quarter of 2022, a vote has been taken among ASF



employees to determine which associations will benefit from the donations. 3 associations have been selected: Les Restos du Cœur, L'ADAPT and The Goodplanet Foundation.

OUR ENVIRONMENTAL COMMITMENT

Our commitment to the environment is not new. For many years, we have been making our employees aware of the optimization of resources, the reduction and recovery of waste. Our environmental policy resumes these elements.

In 2022, we decided to test our awareness program in France to deploy it at the group level in 2023.

GREEN IT

From 14th to 18th of March, Alter Solutions France took part in the **Cyber Cleanup Day challenge** which consisted of raising the green IT awareness of as many employees as possible, and deleting as much as possible data, emails, files on our cloud infrastructures.

Thanks to this challenge, some employees of Alter Solutions France started their awareness about climate change and its challenges, understood the digital impact on climate change and the necessity to clean our digital environment. At the end of the Cyber Cleanup Day challenge, **10 000 emails and 100GB of data have been deleted.**

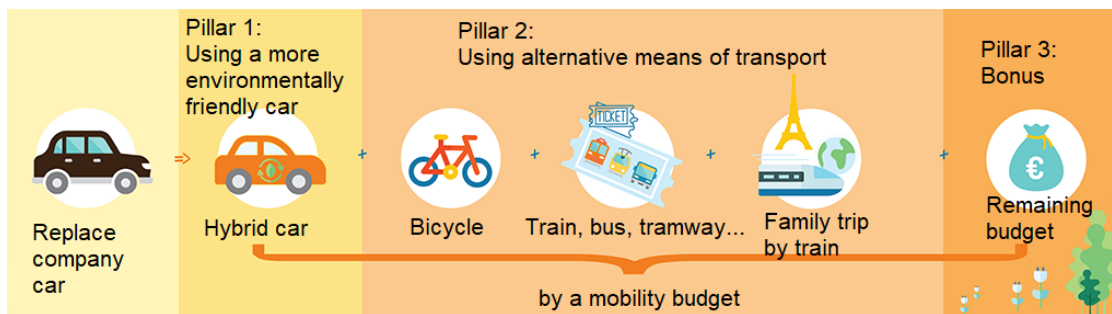
In Germany, we've worked on **reducing our digital impact**, especially the impact of our website. That's why we chose a green hosting supplier for our local website by selecting [Hetzner](#).

CLIMATE FRESK

On November 25th, our first Climate Fresk took place at Versailles (France) with 24 employees. Fun and collaborative, this workshop makes it possible to link the causes and consequences of climate change. Afterwards, the group took time to brainstorm on actions which can be made as a citizen and as an employee.

MOBILITY

Alter Solutions Benelux has launched a mobility budget with the aim of reducing our car fleet within the group. Even if the company car is democratized in Belgium, we want to offer alternatives to our employees. Thus, Alter Solutions employees can use this mobility budget for a bicycle, a hybrid car, a train, or quite simply use this amount for something else.



CARBON FOOTPRINT

For the first time, we calculated our carbon footprint at a group level. Unfortunately, the results are much higher than expected. It could be explained by our methodology for calculating our carbon footprint. We've collected more data, which makes the results more accurate.

In addition, we've analysed these results and we've found that we need to be more efficient in terms of mobility to significantly reduce our impact.

AS CARBON FOOTPRINT 2022					
PUBLIC document - Created by Mélody RIPPERT - Last update: 01/08/2023					
SUBSIDIARY	CARBON EMISSION tons of CO2	average employees	TOTAL/employees tons of CO2	turnover (M€)	TOTAL/turnover tons of CO2
ASBE	198,46	20	9,92	5,8	34,22
ASDE	56,25	66	0,85	7,6	7,40
ASES	3,46	5	0,69	0,06	57,73
ASFR	325,98	154	2,12	14	23,28
ASMA	4,44	4	1,11	NA	NA
ASPL	16,11	6	2,69	0,5	32,23
ASPT	638,38	502	1,27	24,5	26,06
AS GROUP	1 243,08	754,00	1,65	49,40	25,16

CONCLUSION

2022 was a great year to structure our CSR strategy and identify our key actions, such as our awareness program. Indeed, at Alter Solutions, we are convinced that raising awareness is an essential lever for meeting the social and environmental challenges that we encounter today. Therefore, we have already planned awareness campaigns throughout 2023.

Thanks to the group vision we have on our carbon footprint, we know how prioritize our actions to get the best impact of our reduction measures while embarking on a carbon offset strategy.