



SOCIAL & HUMAN RIGHTS POLICY

INTRODUCTION

At DQE, we believe that a company's success depends on its ability to create a positive impact on society and promote human rights. We recognise our responsibility to our employees, customers, business partners and the communities in which we operate. That is why we have developed this Human Rights and Social Policy, which sets out our commitment to responsible and ethical business practices.

As a French company, DQE is committed to complying with the Declaration of the Rights of Man and of the Citizen of 1789 (and article 11 on freedom of expression) in all its business activities. The company is a member of the United Nations Global Compact, a voluntary commitment framework based on ten principles derived from the fundamental texts of the United Nations to be respected in the areas of human rights, labour law, the environment and the fight against corruption. These principles are as follows:

- ✓ Principle 1: Promote and respect the protection of international human rights law
- ✓ Principle 2: Make sure we are not complicit in human rights abuses
- ✓ Principle 3: Respect freedom of association and recognise the right to collective bargaining
- ✓ Principle 4: Contribute to the elimination of all forms of forced or compulsory labour
- ✓ Principle 5: Contribute to the effective abolition of child labour
- ✓ Principle 6: Contribute to the elimination of all discrimination in respect of employment and occupation
- ✓ Principle 7: Apply the precautionary approach to environmental issues
- ✓ Principle 8: Take initiatives to promote greater environmental responsibility
- ✓ Principle 9: Encourage the development and diffusion of environmentally friendly technologies
- ✓ Principle 10: Act against corruption in all its forms, including extortion and bribery

1. OUR VALUES

1.1. EXCELLENCE

Managing data quality means striving for excellence. As a solutions provider, this value is reflected in the rigour we apply to our working methods and in our drive for continuous improvement in our services.

We strive to maintain high standards in terms of social policies and human rights, implementing best practices and constantly seeking to improve our performance.

1.2. INNOVATION

At DQE, innovation is a fundamental value that guides our development. We are constantly faced with challenges such as the variety of processes, the growing volumes of data to be processed in ever shorter timescales and technological developments. That's why we constantly encourage our teams to innovate in order to offer cutting-edge technology.

We value innovation by encouraging creativity, calculated risk-taking and continuous learning.

1.3. OPENING

We encourage openness by supporting our teams to innovate, be responsive and improve solutions for our customers. We are open to understanding and addressing new markets, because improving the quality of customer data is a universal need. As a company open to the world, we have strong international ambitions.

What's more, we create an inclusive and respectful environment, where everyone is encouraged to express themselves freely, share their ideas and contribute fully. We value diversity and recognise that collaboration and open-mindedness are essential to promoting human rights.

2. HUMAN RIGHTS COMMITMENTS

2.1. NON-DISCRIMINATION AND HARASSMENT

At DQE, we are committed to respecting the fundamental rights of every individual, creating a working environment free from all forms of discrimination, whether based on race, ethnic origin, religion, gender, sexual orientation, age, disability or any other characteristic protected by law. We undertake to respect this commitment by explicitly mentioning it in all our job offers published on the internet.

In 2023, all our employees were made aware of non-discrimination, diversity and inclusion through infographics and webinars.

In the event of any breach or situation contrary to the social principles set out in this DQE Social & Human Rights Policy, a report may be sent to the following address: DRH@dqe-software.com.

2.2. EQUAL OPPORTUNITIES

We believe in equal opportunities and are committed to ensuring that all individuals have equal access to employment opportunities, training, career advancement and participation in organisational decision-making, regardless of their background or social status.

2.3. FAIR AND EQUITABLE WORKING CONDITIONS

We guarantee safe, healthy and respectful working conditions for all our employees right from the recruitment process. We comply with international labour standards, as defined by the International Labour Organisation (ILO), and promote equal opportunities, fair pay, reasonable working hours and respect for trade union rights.

2.4. HEALTH & SAFETY

The health and safety of our employees is of paramount importance to us. We are committed to providing a safe working environment, preventing accidents and occupational illnesses, and promoting the physical and mental well-being of everyone in our company.

Our DUER is updated regularly and includes concrete measures.

At the same time, all our employees are covered by a comprehensive supplementary health insurance scheme financed entirely by the company.

2.5. RESPONSIBLE SUPPLY CHAIN

We are committed to working with our business partners and suppliers to promote responsible human rights practices. We expect them to respect the same ethical standards and to adhere to the fundamental principles of our social and human rights policy.

3. PROJECTION & OBJECTIVES

We have established key performance indicators (KPIs) to measure our progress in implementing this policy. These KPIs will enable us to assess our practices, identify areas for improvement and take corrective action where necessary.

Indicators	2022	2023	2024 Targets
Number of reported accidents at work	0	0	0
Staff turn-over	28%	33%	29%
Reported cases of discrimination and harassment	0	0	0
Volume of hours dedicated to training (excluding English e-learning licence)	75	287	250
Percentage of employees who have taken at least one training course to develop their skills	65%	75%	80%
Workplace well-being index (QWHC) out of 5	N/A	4	4.5

These indicators are regularly monitored, and some of them are shared with our employees at our monthly staff meetings to ensure transparency and visibility.

Our targets for each indicator are as follows:

- ✓ **Number of workplace accidents:** Maintain a 0-accident rate by investing in prevention and keeping our Document Unique d'Evaluation des Risques (DUER) up to date to anticipate and minimise safety risks in the workplace.
- ✓ **Turnover rate:** Reduce our turnover rate by improving our recruitment process and promoting quality working conditions, thereby helping to improve our employees' quality of life.
- ✓ **Cases of discrimination and harassment at work:** Our aim is to keep the number of cases at 0 by creating a working environment where awareness, proactive listening and transparency prevail. We encourage employees to report any situation of discrimination or harassment using the internal e-mail address drh@dqe-software.com. This address enables employees who are victims of such situations to report them in complete confidence to our HR Manager.
- ✓ **Access to training and number of hours:** Encourage professional training by ensuring that 80% of our staff attend at least one 7-hour training course corresponding to their skills development needs, in line with the company's development objectives.
- ✓ **Workplace well-being index (WQWI):** Maintain a high index of well-being by improving the quality and conditions of work, while encouraging employee participation in organisational decisions. An initial questionnaire was deployed internally to a panel of 10 employees. A company-wide questionnaire will be issued every six months from 2024. We also obtained the 'Happy at work' label in 2024.

In pursuing these objectives, we seek to create a working environment that is not only productive and prosperous, but also inclusive, equitable and respectful of the needs and aspirations of our employees.

DQE reiterates in this Social & Human Rights Policy its commitment to responding in a concrete way to the challenges of sustainable development. The company is aligned with the 2030 Agenda for Sustainable Development adopted on 25 September 2015 by the United Nations.