



CSR Report 2023



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Édito



**Rémi
Lambert**

Associate Director in
charge of the CSR axis



In the context of our company project "TOGETHER 2026", we have chosen to make CSR a major strategic axis. This is both the result of commitments made by the group for many years, but also the need to structure our approach in a context in which the challenges are vital in all areas of CSR (governance, social, environmental, economic, territory). The year 2023 was marked by strong awareness-raising actions for all employees and managers of the group. The objective was to understand in order to act.

Our ambition is to implement concrete actions with impact, thus, several initiatives have been put in place:

- Group actions to deploy cross-functional directions that we have decided.
- The deployment of a network of CSR ambassadors in our territories to encourage initiatives and deployment in each of our 100 locations.

We are proud of this momentum and the strong mobilization of our employees.

In parallel with all these awareness-raising and deployment times, TGS France obtained in 2023 the "CSR Committed" label delivered by AFNOR. This recognition is only a step and will allow us to measure the progress of the impact of our actions by carrying out a new labeling in 2026.

Finally, the challenge for TGS France is not to carry CSR commitments alone, but with its various stakeholders and notably our 30,000 clients. In this context, we have embarked on a process of supporting our clients: from raising awareness among their teams, to deploying impactful actions, through the structuring of reporting up to extra-financial certification/labeling.

The road is long, but the challenges are essential, because it is a matter of sustainability. The publication of the European CSRD directive during this year 2023 testifies to the importance of the challenges that companies will have to face.

The 5 CSR ambitions of TGS France



Develop the **singularity** and **well-being of each individual** in the service of a plural and responsible collective.



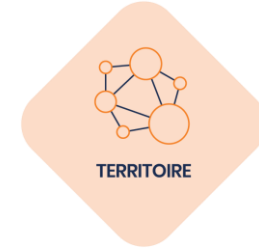
Promote **ethics, transparency,** and **responsibility** by communicating our values, setting ambitious goals, and actively involving our stakeholders.



Provide a **successful customer experience** that creates value and generates trust.



Reduce our **environmental impact.**



Contribute to **the sustainable development of our territories.**

01



Meeting TGS France

Between history and ambitions

tgs
FRANCE

Audit
Avocats
Conseil
Expertise Compta
Informatique
Paie - RH

TGS France in short

TGS France is a French group offering a comprehensive range of services and consulting to facilitate management, inform choices, and accelerate the development of businesses.

Our businesses

Audit | Lawyers | Consulting | Accounting Expertise
IT | Payroll-HR

Our R²SE values

Respect | Responsibility | Solidarity | Commitment

Our reason for being



Think Global Sustainability

Inscribed in the company's articles of association, it is the result of our history and our attachment to an interdisciplinary business model based on the human, the collective, and the transmission for more than 50 years.

More than 50 years of history at the service of entrepreneurs

1969

Birth of Soregor, an accounting firm in Angers

1993

Creation of SAJE, a law firm specializing in business law

2008

Creation of a new wealth management offering

2012

Launch of the TGS international network, of which Soregor is a co-founder

2019

Brand change, Soregor becomes TGS France. TGS France is co-founder of the Inspire association for the health of executives.

2023

Publication of our 1st CSR report and obtaining the Committed CSR label

1974

Birth of Adventi Informatique dedicated to the computer processing of accounting files

1993-2000

Development of new activities: consulting, auditing, training

2011

Birth of Socia3, 1st Adapted Company in payroll

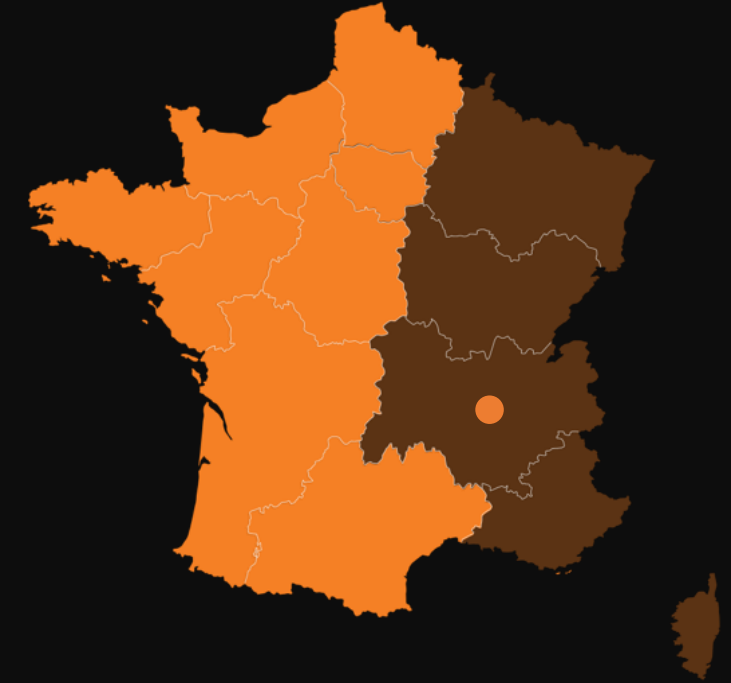
2017

Implementation of Livli, the digital accounting expertise offering

2022

Launch of the Disability Mission in partnership with Agefiph and creation of the TGS France Team composed of 100% para-athletes

Our locations



TGS France in figures

+ de 100

agencies in French

35 000

clients

1 700

employees

135

million in revenue

2 subsidiaries

Cabinet
BOCQUIER
Membre de TGS France

Socia 3
Par TGS France
La paie responsable

Objectives by 2026

Exceed the €140 million revenue milestone Expand in Eastern France, in the Rhône-Alpes region, as well as in all our existing regions.

Our international TGS network

Co-founded in 2012 by the TGS France group, TGS is a business, strategy consulting, auditing, legal and accounting expertise network. Since its creation, our network has been recognized among the top 25 international networks!

Present in 60 countries around the world, TGS enables its clients to access all the services needed to establish themselves internationally



Key figures

60

countries represented

69

member firms of the network

4400

employees

263

million euros in revenue



The TGS international network is a signatory of the Global Compact. Each member of the network has committed to taking actions in line with the Sustainable Development Goals (SDGs):

Human rights | Gender equality Environment | Anti-corruption | Labor

Governance

The governance model

The governance and decision-making model is participatory. Every 5 years, the president is elected by the partners (78 people) and provides a vision for a new business project that will guide the group during his or her term. He or she chooses 2 managing directors (operations and audit and performance) and renews the Strategic Committee.



The governance bodies

THE EXECUTIVE BOARD

Since October 2021, the management of the group has been represented by (from left to right):

Christian Fouchard, President of the TGS France group

Christophe Rondeau, Chief Operating Officer

Sylvain Bégenne, Chief Audit and Performance Officer



THE STRATEGIC COMMITTEE

The Strategic Committee, chaired by Christian Fouchard, is composed of the executive management and 8 other partners who represent the strategic axes and all the businesses of TGS France. Their mission is to work on the group's strategy, based on the business project. To this end, they present proposals to the College of Partners, who evaluate them.



THE OPERATIONAL COMMITTEE

The Operational Committee, chaired by the Chief Operating Officer, brings together the 6 regional directors. Their mission is to operationally deploy the decisions of the Strategic Committee, disseminate and harmonize the offers and associated production resources, as well as the commercial policy and marketing and communication actions within the regions.



THE COLLEGE OF PARTNERS

All 78 partners meet in person every 3 months and by videoconference every month. All the group's businesses are represented there. They elect the governance, vote on changes to the statutes and external growth projects.

New partners join the College every year.

THE REGIONAL STEERING COMMITTEE

Composed of the partners of the region and led by the regional director, the Regional Steering Committee monitors the regional budget and performance indicators.

Our stakeholders

At TGS France, we firmly believe that our success is measured not only in financial terms but also in terms of our positive contribution to society and the environment. We recognize the importance of the various stakeholders who interact with our business.

To our internal and external stakeholders, we commit to:

- share our values and commitments with them,
- communicate regularly with them about their needs, their objectives and establish appropriate communication methods,
- develop our mutual trust to move forward together in a positive way,

Nos parties prenantes	Modes de dialogue
<ul style="list-style-type: none"> • Collaborateurs 	<ul style="list-style-type: none"> • Intranet, réseau social interne, Teams, newsletter interne, kit de bienvenue et livret d'accueil, e-learning, événements, baromètre QVT
<ul style="list-style-type: none"> • Futurs collaborateurs 	<ul style="list-style-type: none"> • Site internet, espace carrière, jobboards, réseaux sociaux, forums écoles, cooptation
<ul style="list-style-type: none"> • Clients 	<ul style="list-style-type: none"> • Site internet, espace client, newsletter, rendez-vous, mailing, événements, enquêtes de satisfaction, focus groupe, conférences
<ul style="list-style-type: none"> • Prospects 	<ul style="list-style-type: none"> • Site internet, blog, salons, événements
<ul style="list-style-type: none"> • Fournisseurs / prestataires 	<ul style="list-style-type: none"> • Cahier des charges
<ul style="list-style-type: none"> • Associés / managers 	<ul style="list-style-type: none"> • Réunions d'informations, séminaires, rapport d'activité, Teams, ...
<ul style="list-style-type: none"> • Partenaires sociaux (CSE) 	<ul style="list-style-type: none"> • Réunions
<ul style="list-style-type: none"> • Associations professionnelles (Ordres) 	<ul style="list-style-type: none"> • Mandats électifs
<ul style="list-style-type: none"> • Partenaires (réseaux professionnels, chambres consulaires, banque, assurance, notaire, ...) 	<ul style="list-style-type: none"> • Co-organisation d'événements, enquêtes de satisfaction, interventions d'expert
<ul style="list-style-type: none"> • Ecoles 	<ul style="list-style-type: none"> • Site internet, interventions, forums, ambassadeurs écoles, ...

02



CSR at TGS France

The RSE steering committee



Rémi Lambert
Associate Director in
charge of the CSR axis



Claire Desmas
Project Manager
HR/CSR



Mickaël Rigourd
CSR Project Manager



Emeric Pouhaër
Consultant in charge of
the CSR offering

Its mission is to :

Define the CSR policy

Structure and lead the CSR approach within
the group

Ensure monitoring of the roadmap and
achievement of objectives

Carry out CSR reporting

TGS France's CSR ambitions are translated into objectives and actions. 7 projects are being deployed, each led by a project manager:

- Disability Mission
- Environment
- Executive health
- Responsible communication
- Ethics
- Sustainable development of our territories

Obtaining the Committed CSR label

The AFNOR Engagé RSE label was chosen to assess the CSR practices of TGS France, help us structure our approach and refine our action plan. Based on the ISO 26000 standard, this label evaluates the CSR practices of the company and its ability to establish relevant indicators through 5 themes and 54 criteria. The TGS France group obtained the Engagé RSE label, Progression level (437 points out of 1000), thus recognizing the efforts in favor of responsible development. Moreover, the group has been internationally recognized by the Responsibility Europe brand, which brings together leading European CSR labels.



The CSR ambassadors

In order to facilitate the deployment of the group's CSR policy within the agencies and to promote the sharing of best practices, a network of CSR ambassadors was formed in December 2023. In total, there are **7 regional ambassadors** and **84 local ambassadors** spread across the territories of TGS France (94% of agencies represented) who carry out the approach and undertake CSR actions within their agency or region.

Regional ambassadors

Associate Director sponsor of the approach

 Area of intervention : Region

Their role

- Promote CSR in their region
- Support the action of the CSR ambassadors
- Approve local action plans requiring a budget

Local ambassadors

Employee or manager who wishes to get involved in the topic of CSR

 Area of intervention : Agency or sector

Their role

- Raise awareness among colleagues
- Share CSR information and best practices
- Coordinate the deployment of the action plan

Upcoming action

In 2024, the CSR ambassadors of each agency will carry out a CSR self-assessment, which will enable them to deploy a local action plan taking into account the specificities of their agency. 3 actions will then be formalized and deployed.

Awareness and training in CSR

In order to engage our internal stakeholders in our CSR policy, we have conducted an awareness campaign for all of our partners and employees. Our goal is to enable everyone to understand what CSR is, to grasp its challenges and to encourage them to implement actions on a daily basis.

↓ 5 actions carried out in 2023

Practical awareness workshop

To understand CSR and identify our challenges

Executive management, directors of support services at the head office, project team and CSR project managers (i.e. 32 people)

3-day seminar

To raise awareness of climate issues and refine the group's CSR strategy

Partners of the group (i.e. 78 people)

Conference "Repairing the Earth, another scenario for our businesses" by Walter Bouvais

To become aware of the challenges and possibilities for action of the company.

273 managers present

Workshop dedicated to CSR during our internal seminars "Panorama 360"

To raise awareness of CSR

Employees with more than 3 years of seniority (i.e. 60 employees)

1-hour webinar

To raise awareness of climate issues and present the group's CSR policy

1300 employees



« The climate fresco, carried out during our internal seminar, made me understand the true causes of the climate threat and, paradoxically, took me out of fatalism. »

Ladan Dirickx, associate lawyer TGS France Avocats

Responsible communication

The group is committed to implementing communication based on transparency, participation, impact measurement and adaptation to stakeholder expectations. It was in this context that the first CSR report was published in March 2023. The group's CSR approach is also reflected in the implementation of responsible communication actions in line with our values and CSR ambitions..

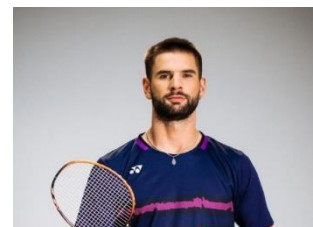
Upcoming action

In 2024, the Marketing Communication department has committed to organizing national and regional events in a responsible manner. They will be redesigned around 6 levers in order to reduce their environmental impact while promoting participant engagement and optimizing costs,

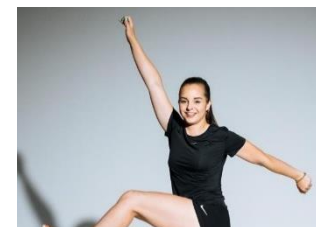
team TGS France

For 2 years, the group has been supporting a Team of 100% parasports athletes preparing for major sporting events in 2024. Originally composed of 5 athletes from 5 different sports, it expanded in October 2023 by welcoming a 6th athlete.

As part of this partnership, the athletes regularly participate in events organized by the group, sharing their testimonies about their disability and the practice of their high-level sport.



Lucas MAZUR
Para badminton



Typhaine SOLDÉ
Para athletics



Matéo BOHÉAS
Para table tennis



Charlotte FAIRBANK
Wheelchair Tennis



Dorian FOULON
Para cycling



Miléna SURREAU
Para badminton

03



Our ambitions

2023 assessment and 2024 perspectives



Ambition 1

Develop the uniqueness and well-being of each individual in the service of a plural and responsible collective

With 1,700 employees within the group spread across more than 100 agencies in France, we work to give everyone special attention. We develop actions to attract and retain our talents and future talents by working on our employer brand. We also wish to capitalize on all of our employees by developing a suitable and pleasant work environment, guaranteeing them annual training specific to their profession while promoting inclusion and respect for each other on a daily basis.

Key figures 2023

1700

talents

32%

of men

68%

of women

39

years of
average age

Gender equality index (depending on the companies)

92/100

For the TGS France
Group

94/100

For The TGS France
Accounting Expertise
Payroll HR

78/100

For TGS France
Informatique



Attract and retain

our talents and future talents

The recruitment needs for TGS France professions are intensifying with an increasing demand for outsourcing from TPE/SME clients. In response to these needs, we have chosen to launch our internal school and organize regional seminars for our employees with three years of activity under their belt.

Launch of Parcours d'Avenir, the TGS France school



« With the implementation of our internal school, we are convinced that this training will enable our apprentices to quickly acquire the reflexes that will make them effective professionals. For TGS France, it is also an opportunity to recruit new talents who can flourish and develop within the group. We are already considering expanding our training programs by focusing on the accounting profession. »

Nadège Oger, director of Professional Support and Inclusion

Skills development is part of our DNA! A training organization since 2018, TGS France launched its training school, **Parcours d'Avenir**, in September 2023, with a first certifying training program to train payroll managers. Its objective? To better anticipate the needs and evolutions of professions. Parcours d'Avenir is a training program for people in career transition, for those who want to validate their skills or for high school graduates who wish to quickly integrate a professionalizing program. 71% financed by funding organizations, the 2023 promotion follows 5 weeks of face-to-face training and 122.5 hours of training within the TGS France agency.



Key figures 2023

11
apprentices

13
tutors

16
trainers

« I chose the training offered by TGS France because it is an apprenticeship program that seems to be the right approach to learn a profession in real conditions. I am looking forward to putting into practice what we have seen. With the tutors and trainers, we are surrounded and supported. »

Harmonie Sarrazin, apprentice of the school.

Launch of the « Panorama 360 » seminars

Regional seminars, named "Panorama 360," are offered to employees after three years of activity within the group to strengthen team cohesion. These events allow participants to review the past three years while also inviting them to take part in the company's strategy.

"This seminar came at the right time for me to get out of the office while exchanging with colleagues from the sector. It allowed me to take a step back and recall the values of TGS France that I share."



Upcoming actions

Implementation of a national internal competition to support employee projects.
Launch of a second training program, in accounting, within Parcours d'Avenir.



Improve and develop

A suitable and pleasant work environment

To evaluate employee engagement and well-being at work, we have chosen to survey them through a quality of life at work barometer. Numerous studies show the benefits of sports in the workplace. We offer our employees a sports program to encourage them to move and promote team cohesion.

Deployment of the Quality of Life at Work Barometer



"The well-being of our teams is at the heart of the group's concerns! In order to evaluate the engagement and satisfaction of everyone, we launched our first quality of life at work barometer. The collection of the opinions and feelings of employees, managers, and partners on targeted themes impacting their daily work allowed us to understand their engagement drivers. The analysis of the responses allowed us to identify areas for improvement on topics related to quality of life at work to improve the satisfaction of all."*

Frédéric Gruaz, human resources director

* The results of this barometer were presented to all employees in July 2023

In order to optimize the employee experience, several action plans have already been initiated and work has been undertaken at the group and regional levels, such as :

- Communication on the business project with the publication of a dedicated magazine
- The implementation of new agreements on working hours organization and modalities
- The overhaul of the performance and recognition bonus system.

Key figures

86 %

Survey response rate

The deployment of TGS France Sport

The spirit of sportsmanship and challenge are integral values of the group, and numerous sports activities have been offered to employees and associates in various regions for several years. To reinforce this dynamic, these events were brought together under the banner of TGS France Sport in May 2023. Convinced of the positive impact of sports, the group launched two new activities: the 'Inter-region Challenge' to select the most sports-oriented region and the 'Solidarity Challenge' to raise funds for local associations. The idea? Encourage sports participation through walking, facilitated by the Kiplin mobile application.

Key figures 2023

23

Sporting events organized by the regions.

890

participants in the challenges

3 000 €

Collected within the framework of the 'Solidarity Challenge'.





Capitalizing

On all talents

Developing your uniqueness within a diverse group is the ambition of TGS France. We implement specific training programs and deploy targeted support systems to accompany our employees in their professional development,

Key figures 2023

140

Internal trainers

+ de 150

Apprentices/interns

9 300

Hours of e-learning training throughout the year

4

Average number of training days per year per employee

Employee training

Because training lies at the heart of our standards, the team at the Professional Support and Inclusion Service guides employees throughout their journey at TGS France. Their goal? Facilitating skill development and tracking the evolution of their profession. To meet these needs, tailored training paths are deployed based on roles and requirements via

- **An e-learning platform**
Accessible at any time, it offers courses for new entrants, job-specific training, and tutorials on our tools...
- **In-person training sessions**
Over a hundred courses offered in fields such as audit, accounting, taxation, IT, legal, management, sales...

Our talent development also includes specific training paths to support job transitions:

- **The advisors' School**
Implemented in 2014, to support the skill development of our accounting advisors over a 4-year period
- **The Management School**
Established in 2017, to support new managers during their first three years in their roles, following the TGS France management framework.



«Following my promotion to Head of the Administrative Department at TGS France Consultants, I had the opportunity to participate in the Management School training program. Throughout the course, various topics were covered including leadership, teamwork, conflict management, etc. We also engaged in co-development sessions, which were enriching in terms of advice and exchanges. I am very pleased to have taken part in this training, which made me aware of the support provided by the company for managers and taught me the expected concepts and attitudes.»

Aline Fleury, Head of the Administrative Department at TGS France Consultants.

Manager support

At TGS France, we are convinced of the impact of management on employee well-being and company performance. Therefore, it is essential to support and train our managers in this role. In addition to training through the Management School, we provide them with additional tools to assist them in their missions :

- **A management framework:** it aims to guide managers in their role, in terms of skills and attitude, by providing them with guidelines, tools, and best practices
- **An online management dashboard** launched in 2023, synthesizing the performance indicators of their teams.
- **The Autumn Managers' University:** organized once a year, this event brings together all our managers to share the progress of our company project, allowing them to meet and exchange ideas with their peers. This year, the focus was on the CSR axis.
- **Quarterly webinars** hosted by the Management to keep them informed about strategic updates and address their operational questions

We also organize dedicated events :



" At TGS France, we firmly believe that compassionate management is the foundation of both performance and well-being in the workplace. We invest in supporting our managers because they are the architects of this culture. Through our Management School, frameworks, and dedicated events, we provide them with the tools and support needed to guide their teams and foster growth. "

Christian Fouchard, président of the TGS France group

Other support mechanisms

Mentorship

Implemented since 2019, mentorship allows the mentee to be guided in their roles and to grow both personally and professionally. This program also enables a non-hierarchical pair to engage in mutual enrichment and strengthen solidarity among peers. The program is highly appreciated by employees, and for the 2023-2024 cohort, there are 16 mentors and 19 mentees.

Mémorialiste

At TGS France, DEC (Chartered Accountancy Diploma) interns entering their 3rd year and mémorialistes receive personalized support throughout the writing of their report until the final presentation. This support for the success of their journey takes various forms :

- **The day of the mémorialistes :**
Sharing and exchanges on common objectives, Presentation of the DEC program, personalized coaching, practical workshops
- **Regular exchanges** organized with mentors, coaches, internship supervisors, and managers. A Teams community to share reference articles on exams and topics
- **Training sessions** throughout the DEC journey on topics related to the dissertation subject or exam preparation, for example."

Community of apprentices

A community of apprentices has been established to share essential information in their student life, facilitate their integration, get to know each other, and support each other on common topics. Our tutors also undergo annual training on welcoming, skills transfer, active listening, etc., to support them effectively,

Upcoming action

Manager support: Launching new training sessions, implementing mentorship starting from September 2024, and facilitating co-development sessions..

Skills development: Initiating work on the creation of the TGS France Apprenticeship Training Center (CFA), improving internal mobility (geographical, functional)



Promoting inclusion

and respect for everyone on a daily basis

For over 10 years, the TGS France group has been committed to promoting the inclusion of people with disabilities.

This commitment is notably implemented through our Disability Mission and our subsidiary Socia3, a Supported Employment Enterprise, which aims to promote transitional employment.

Disability Mission

The Disability Mission of TGS France was established in March 2022, with the signing of a convention with Agefiph. Its mission is to:

- Facilitate the integration of people with disabilities.
- Support employees with disabilities
- Ensure the adaptation of training programs.
- Raise awareness among various stakeholders within the company and facilitate communication
- Contribute to equal opportunities for success among all employees.

Key figures 2023

75

People with disabilities supported by the group

+ de 200

Managers trained to promote employment opportunities for people with disabilities

14

Employees with disabilities hired

Socia3

A subsidiary of the TGS France group, Socia3 is a Supported Employment Enterprise, with locations in Angers and Tours, that supports SMEs and associations from various sectors in payroll and HR management. Socia3 implements specific support for its employees with disabilities to promote the realization of their professional goals, the enhancement of their skills, and their mobility.

Since its inception, Socia3 has supported over 60 professional projects and assisted 30 employees in obtaining the payroll manager title.



Focus on 2 initiatives :🗑️

DuoDay

For the second consecutive year, TGS France participated in DuoDay, a national event organized as part of the European Week for Employment of People with Disabilities. This allowed 15 employees to host a person with a disability for a day of sharing and discovering their profession.

Last year, this event enabled us to set up 6 internships from January to April 2023, recruit 1 person for an apprenticeship, and hire 1 person on a permanent contract.

Launching the Team TGS France Tour

The Team TGS France Tour is an event dedicated to raising awareness about disability through sports. During a half-day event, a para-sport athlete from the Team TGS France meets with employees of the group to share their passion for sports. The agenda includes sports demonstrations, experiencing sports under disability conditions, and enhancing understanding of disabilities through games facilitated by the Disability Mission team..

«This afternoon was rich in personal discoveries, as well as human connections. Team spirit and collaboration were the driving forces behind a topic close to my heart: disability. »



Le DuoDay on vidéo

Key figures 2023

150

employees sensitized to disability through sports.

3

Stage cities : Angers, St Herblain, Fontenay-le-Comte

98%

satisfaction

Upcoming action

The Team TGS France Tour is making stops in 3 new regions in 2024 : Normandie, Sud-Ouest, Paris Haut-de-France.



I am discovering





Ambition 2

To foster ethics, transparency, and accountability by communicating our values, setting ambitious goals, and actively engaging our stakeholders.

We are committed to implementing an ethical policy and culture throughout all our activities, ensuring adherence to the values and principles of the group. This approach aims to enhance our reputation and performance with all our stakeholders, including clients, prospects, partners, and employees. Three main objectives have thus been set for the horizon of 2026.

We aim to strengthen the protection of our group and our employees by encouraging the launch of alerts and organizing awareness sessions. We are also determined to identify risks, particularly those related to corruption, and to gather a community of stakeholders committed to ethics.



Identify et prevent

the risks of corruption

Development of a risk mapping

In 2023, 20 interviews were conducted with managers from support functions, regional directors, and business unit managers to establish a risk mapping. The goal? To identify the level of corruption risk within the group.

The interviews will continue into 2024. The synthesis of all the interviews will then allow us to formalize our risk mapping by defining the themes on which actions need to be implemented, based on the determined level of risk.



« The partners' seminar allowed us to establish principles of integrity and respect for values, particularly regarding our business partners. Certain sectors considered "at risk" will be excluded by our Ethics Committee. »

Camille Bartau, legal director

Upcoming action

- ➔ **Writing an ethical charter.** The charter will aim to:
 1. Define the rules of conduct and behavior within the framework of our ethical policy, especially anti-corruption.
 2. Define the rules of conduct and behavior within the framework of our ethical policy, especially anti-corruption.
 3. Reiterate our commitments regarding corporate social and environmental responsibility.

- ➔ **Establishment of an ethics committee** and a designated contact person who can be contacted by employees in case of issues.

- ➔ **Training of managers** and awareness-raising of employees about the group's ethical rules and the use of the ethical charter.



Protect

Personal data

Every day, more than 6.4 billion email attacks occur. To limit risks and protect our personal data and that of our clients, TGS France Group uses the Hoxhunt tool, which sensitizes employees to the risk of "phishing" and allows them to report malicious emails, which are then handled by our IT department. This awareness campaign began in March 2023.



« Thanks to sustained efforts in cybersecurity, our employees demonstrate increased vigilance against phishing threats, reflecting a growing culture of security at TGS France. »

Paul Gauthier, Information System Security Manager

Key figures 2023

79%

employees actively using Hoxhunt and reporting fraudulent emails

40

number of reports by day

50%

Successful reports by phishing simulation



Ambition 3

Creating a successful customer experience, one that adds value and fosters trust.

Providing our clients with a successful experience, one that adds value and fosters trust, in order to retain and attract them through a lasting relationship. With this intention, we aim to promote a comprehensive and more interdisciplinary approach with our clients, and simplify their experience with TGS France.



« There are many projects, desires, and motivations surrounding essential topics because a satisfied customer is more loyal, and often becomes a promoter. A successful customer experience, which creates value and generates trust, is the cornerstone of a lasting relationship with our customers. If our customers become our promoters, we will have achieved the Holy Grail! There is still some way to go, but the ambition is realistic; we just need a little time! »

Olivier Cambray, Head of the customer experience axis within the company project



Supporting our clients

In an innovative and responsible manner

Launching the TGS France Customer Relationship Awards

How to create an engaged community around the topic of relational excellence? It is upon this reflection that the TGS France Customer Relationship Awards Challenge was launched in May 2023.

The objective? To highlight the existing best customer practices in the agencies and brainstorm new and innovative ideas to further enhance customer loyalty.

A total of 102 voluntary employees formed 29 teams. They worked together to build a pitch, film themselves, and present high-quality videos on topics such as interdisciplinary collaboration, new offerings, industry advancements, and the use of Artificial Intelligence



« In our view, this initiative is an excellent way to pool omniscient experiences among various colleagues and across the different roles offered by TGS France. Cultivating a privileged and trusting relationship with our clients is conducive to projecting a positive brand image, which in turn, will optimize the integration of prospects. »

Arnaud Roussel, associate chartered accountant and participant in the challenge



Nourishing our clients' reflection

For a positive health

The health of executives addressed by the TGS France Club

The TGS France Club is a think tank, exchange, debate and experience sharing platform. Four times a year, club members meet during conferences on topics at the heart of entrepreneurs' concerns. Present in 5 cities (Angers, Lille, Le Havre, Nantes and Niort), it allows learning from others and nourishing reflections to better build one's future.

In October 2022, the TGS France Club launched its 2nd season with a focus on the health of executives and its crucial impact on the performance of their company, emphasizing that taking care of one's health and preserving it is beneficial for both oneself and the company.

Keys figures 2023

+ de 1 400
participants

20
conferences by year

99%
of satisfaction
rate

4
podcast by experts,
health professionals
and business leaders

 [Discover the Club's podcast](#)



 [Discover the Club in video](#)

Upcoming action

3rd season of the TGS France Club :

With the theme "Imagination, creativity, agility and innovation at the service of the planet", this season will question the entrepreneurs of tomorrow on their environmental and societal challenges and the actions to be taken.



Integrating la RSE

Into our business offers

At TGS France, we believe that, on the one hand, committed companies will be the most successful tomorrow and, on the other hand, that the company is an essential player in responding to the social, societal and environmental challenges of the world around us.

This is why we aim to support our clients in understanding the challenges related to Corporate Social Responsibility (CSR) through a comprehensive service offering.

Deployment of our CSR offers

During the year 2023, interdisciplinary working groups were set up in order to be able to offer our clients :

- Raising awareness and training their teams on CSR issues (mastery of the ISO 26000 standard, facilitation of climate or Green IT workshops, etc.)
- Conducting a CSR maturity diagnostic to help the company prioritize its challenges, define a CSR policy, integrate new areas of work into its strategic plan, and potentially work on a mission-driven business project.
- Supporting the implementation of identified sub-projects, such as carbon footprint assessment, Green-IT audit, compliance (Sapin 2, GDPR, etc.), rental of refurbished IT equipment, responsible investment, etc.
- Building the non-financial reporting, particularly with regard to the CSRD directive, which will apply from 2025 for the first companies concerned.

Upcoming action

Continue to create and deploy our CSR offers within all regions of the group, in order to be able to meet the expectations of executives and ensure that what may sometimes appear as a constraint or obligation becomes a driver of opportunities for the development and sustainability of the company.



« We believe that the integration of a CSR strategy within the company is a performance lever and we want the interdisciplinary teams of the TGS France group to be able to support executives in identifying and implementing these opportunities. »

Emeric Pouhaër, consultant in charge of the CSR offering



Ambition 4

Reduce our environmental impact

Participating in the fight against global warming is one of the challenges of our CSR policy. Through awareness and actions, all of our internal stakeholders are mobilized, regardless of their status or profession, to achieve the objectives of reducing our carbon footprint.



« In a regulatory context, we had the obligation to carry out the Carbon Assessment of TGS France Expertise Comptable. We chose to extend it to all structures of the group in order to obtain a global vision of our carbon footprint. To do this, we were accompanied by the company GREENLY. It allowed us to identify the main CO2 emission items, namely travel, real estate and IT. Based on this, we have established a roadmap with privileged actions to reduce our emissions over time in accordance with the Paris agreements. The first actions will see the light of day as early as 2024. »

Emilie Avenel, chartered accountant and environmental impact manager



Measuring

our carbon footprint

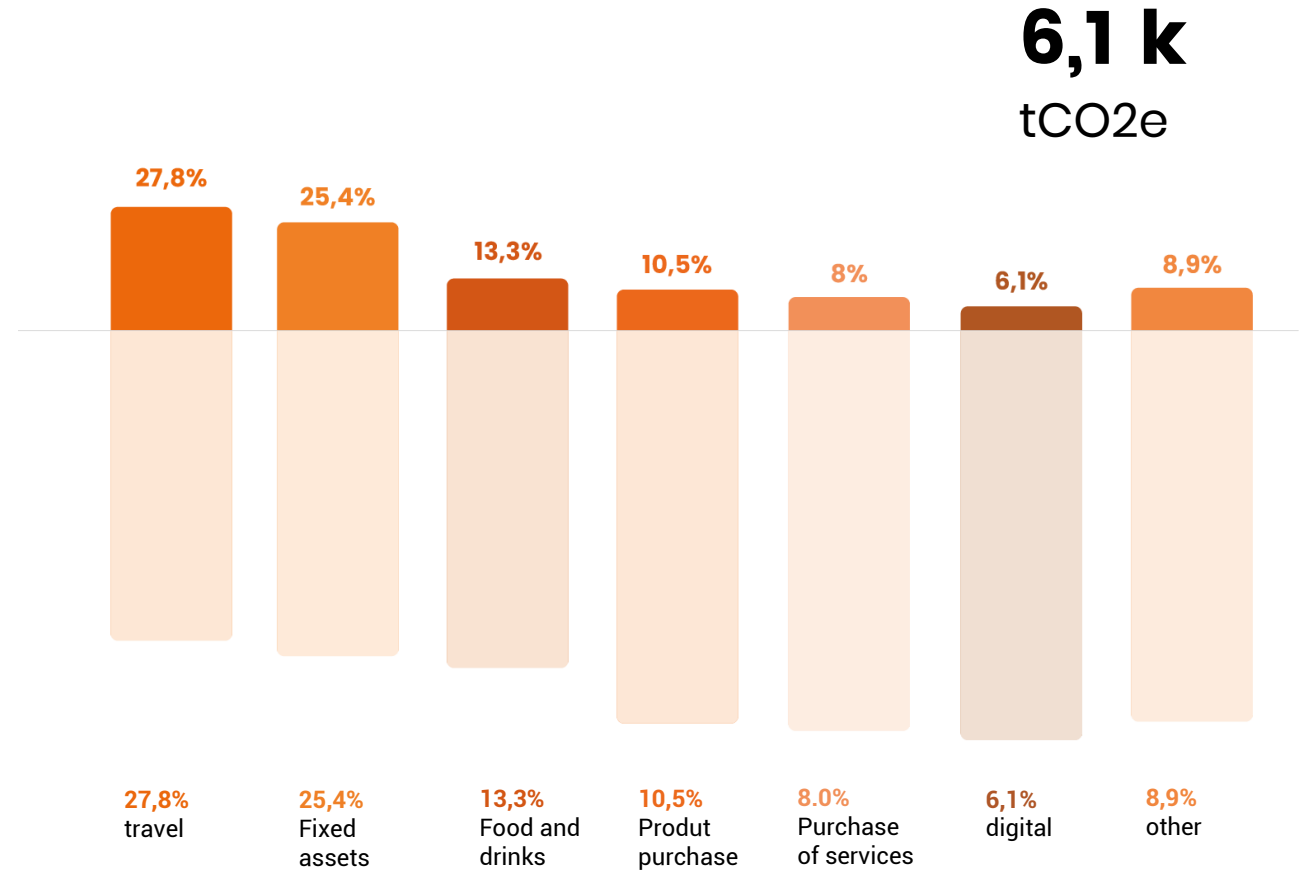
Carbon assessment 2023

The TGS France group, with its subsidiaries, carried out its Carbon Assessment in order to analyze its greenhouse gas emissions. It amounts to 6,100 tons of CO2 equivalent, or 2,584 billion km by train.

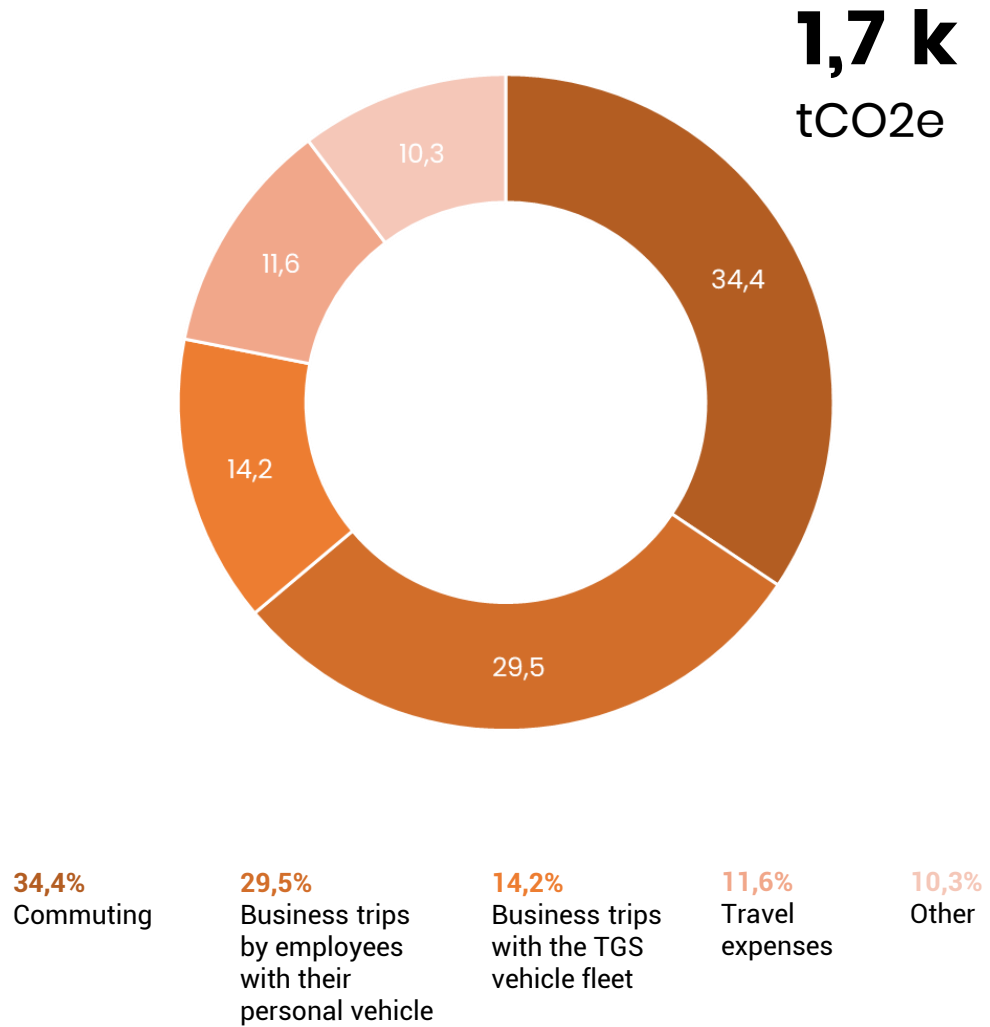
It made it possible to identify the posts with the highest CO2 emissions for the group: travel (27.8% or 1.7 kt CO2e) and fixed assets (25.4% or 1.5 kt CO2e).

→ Distribution of group emissions by activity

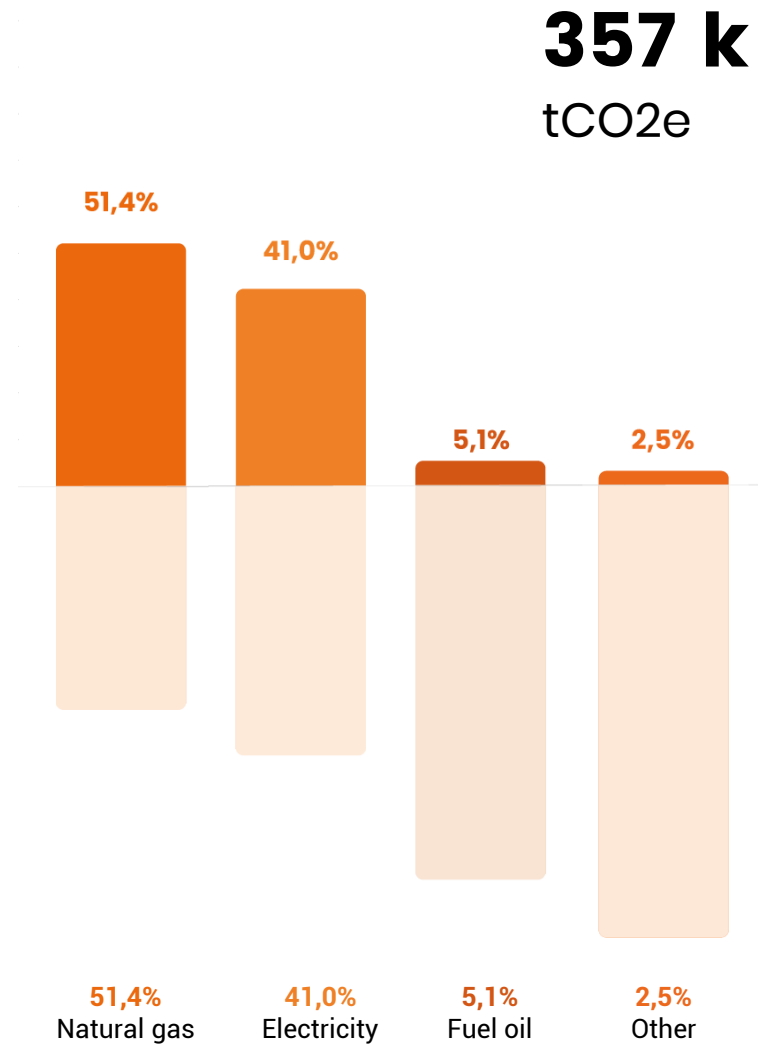
Total emissions of the TGS France group, by activity (%tCO2e)



→ Our emissions by type of travel



→ Our emissions by type of energy within buildings



Focus on : our energy audits

In addition to the Carbon Assessment, we have had energy audits carried out on 9 of our agencies, enabling us to draw up specifications for the construction or renovation of our buildings (heating systems, lighting, ventilation, etc.).



Define an environmental action plan

to reduce our carbon footprint

In order to reduce our greenhouse gas emissions, the TGS France group has built, with its partners and employees, an action plan comprising 13 actions, with the objective of:

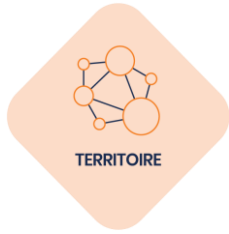
Reduce our CO2 emissions by 20% by 2026

723 action proposals were submitted by our employees and partners in response to the question: What CSR commitments/actions would make you proud of our group?

Upcoming action

Deployment of the environmental action plan:

- Promotion of sustainable transportation: carpooling, limiting travel, electric charging stations...
- Raising awareness of eco-friendly actions
- Waste management
- Improving energy efficiency of buildings



Ambition 5

Contribute to the sustainable development of our territories

The TGS France group stands out for its commitment to its territories, driven by deep values of involvement and proximity with its clients. With around a hundred agencies strategically located in the West, Hauts-de-France and South-West regions, our group plays an essential role in the economic, cultural and social vitality of these regions.



« At TGS France, we are committed to contributing to the economic dynamism of the territories in which we are located through patronage, sponsorship and our participation in professional networks. We strengthen our territorial roots by organizing events and meetings with students, as we believe in their potential to shape the future of our regions. Our commitment to diversity, inclusion and environmental protection guides each of our initiatives, and will guide them even more tomorrow. We aspire to be responsible and committed players in the sustainable development of our territories.. »

Christophe Rondeau, Chief Operating Officer



Develop strong local partnerships

to promote economic growth and our territorial presence

Creation of an internal network of school relations ambassadors

TGS France advocates for apprenticeships and internships, a format that allows for combining academic learning with practical experience in the professional world. Driven by the group's recruitment department, an **internal network of 45 school relations ambassadors** has been established. This initiative aims to **strengthen our reputation and presence in the territory**, while allowing our talents to play a central role in this project. Intervention in schools, organization and participation in jobdatings, the possibilities are numerous to get involved locally in this system.

Key figures 2023

240
apprentices

130
interns

Within the group's agencies



Launch of Pitch2Days, the challenge for students

For its 2023-2024 season, the TGS France Club wanted to create a new dynamic and created the Pitch2Days, a **student challenge on the theme of ecological transition**.

This free, volunteer-based event aims to bring students together to work on an entrepreneurial project and to result in a pitch that they will present to a jury in March/April during a regional final, and then on May 27, 2024 on the occasion of the national final. At stake, a reward of €1,500 and many personal acquisitions.

Key figures 2023

4

cities : Angers, Lille,
Nantes, Niort

17

Higher education
institutions

25

student team



« We have a precious common good that we humans share, and that is the Earth. Doing everything we can to preserve it and ensure that we ourselves, as well as future generations, can live in good conditions is our responsibility. This year, we are launching this challenge to mobilize students, future entrepreneurs, around concrete actions for sustainable development. We are proud that the younger generation is taking up these issues and thinking about concrete solutions. »

Olivier Cambray, Responsible for the customer experience axis of the business project

Support for cultural and sports initiatives

Nearly 130 local partnerships and sponsorships were carried out in 2023, enabling us to support associations, sports clubs, festivals, theaters, museums, professional events, and more. As caring and committed actors, TGS France employees are invested in these actions and contribute to their success.

Inclusion Trophy in Nantes



Roul'Yon in Vendée



Octobre Rose – Le Havre



Rose Trip Maroc



Involvement in professional networks

TGS France employees and managers are actively involved in professional networks, business clubs, chambers of commerce and regional orders as members, active office members or even by holding management positions. By sharing with the members of these networks, TGS France is locally anchored and contributes to the local economic and social development.

Key figures 2023

190

memberships in networks,
business clubs

154

committed employees



Conduct local charitable actions

To positively contribute to society

Fundraising evening

France is involved in the support committee of "Angers pour le Bien Commun" which is a fundraising event co-organized by the Endowment Fund of La Nuit du Bien Commun and Entreprendre pour la solidarité. Each winner has 3 minutes to present their project on stage, then an auctioneer raises funds from the audience for each project. In June 2023, 10 associations working for education, training, ecology, sustainable development, culture, heritage benefited from the generosity of the private donors from Angers who were present at the evening. Participating in this event for TGS France allows us to support men and women from the Maine-et-Loire region and to act by helping the most vulnerable among us.



Charity sports challenge

More than 600 of our employees joined forces as part of the "Octobre Rose" initiative to walk as many kilometers as possible and raise funds for charitable associations. Thanks to their commitment and the 57,297 kilometers covered (or 1.4 times around the Earth), €3,000 were raised and distributed equally between 6 local associations.

- The association Jeune & Rose in Saint-André-de-Cubzac (dépt 33)
- The association Vivre comme avant in Lille (dépt 59)
- The association les Re'Belles Roses in Saumur (dépt 49)
- The association Kocoon, ensemble autrement in Mouilleron-le-Captif (dépt 85)
- The association HAC Tennis au Havre as part of the scheme "Jeu, Santé et Match" (dépt 76)
- The association Agir contre la maladie in Clisson (dépt 44)



« With pride, the TGS France group presented a check for €500 to 6 local associations. We hope to contribute, on our scale, to helping them continue their support for women in their fight against the disease. Thank you to the 625 employees who were able to mobilize for this challenge. A great initiative that encourages us to offer new challenges for the year 2024. »

Christian Fouchard, president of the TGS France Group

Charity auction of works of art by artists from Le Havre

The TGS France group acts for the cultural development of territories. In Normandy, during the month of October Rose, TGS France supported a charity auction of local artworks in collaboration with "Les Havraises de Cœur". 20 artists from Normandy donated their works for the HAC Tennis association and its "Sport-Health-Well-Being" action, which supports women affected by breast cancer during their treatments to help them resume regular physical activity as soon as possible.



« The TGS France teams, in partnership with Les Havraises du Coeur, are pleased to have been able to present a check for €12,310 to the HAC Tennis association. As a committed and mobilized actor on the Normandy territory, we wanted to support this association and contribute in our own way to the implementation of the "Jeu Santé et Match" program for women affected by breast cancer. »

Jean-Paul Lauzet, regional Director Normandy TGS France

Christmas collection

For the past 3 years, the TGS France agency in Beaucouzé and the group headquarters have been organizing a toy donation drive for the benefit of the Secours Populaire charity at Christmas time. This year, our agency in the 8th arrondissement of Paris renewed its participation in the solidarity Christmas initiative organized by the Paris City Hall. Our teams have put together 43 boxes of solidarity gifts, each containing a note, a hygiene product, treats, a warm accessory, and a leisure item.



Upcoming action

- Ensuring a balance between economic, societal and environmental dimensions in supporting projects, partnerships and sponsorship in the region
- Continuation of charitable actions, notably for October Rose with the realization of an internal charitable challenge, followed in 2024 by an action for Movember



Think global sustainability*



*Penser Global et Durable