

CERTIFER



CORPORATE SOCIAL RESPONSIBILITY

2023 Report

Please think environment. print only if necessary

Summary

1. Expert in Mobility

pages 9 to 16



2. Our DNA

pages 19 to 28



3. Together

pages 32 to 56



4. Keep Moving

pages 59 to 64



24
locations



Pierre KADZIOLA
CEO

In our 2023 CSR report, I want to thank our teammates for their commitment to ethics, safety, and the environment. These values drive our mission, and I'm happy to share our progress.

Ethical Business Practices: We prioritise integrity, transparency, and accountability, upholding human and labour rights.

Environmental Commitment: We're reducing our carbon footprint, minimising waste, and conserving resources through renewable energy and eco-friendly practices.

Innovation for Impact: We're innovating for sustainability, developing products and business models that benefit people and the planet.

Our journey continues towards a more sustainable, equitable future. I count on your continuous commitment.



As

the Chairman of CERTIFER, I am proud to reaffirm today our unwavering commitment to Corporate Social Responsibility (CSR), which is intricately woven into the fabric of our company's mission: enhance railway safety.

At CERTIFER, our CSR approach is focusing on three core areas: safety, sustainability, and community engagement.

Safety is at the heart of our operations. We invest in rigorous training programs and a continuous watch of the evolution of the norms and regulations to ensure that our safety solutions are always up to date. Our commitment to innovation and excellence safeguards the lives of passengers and employees alike, fostering a culture of responsibility and vigilance.

Sustainability is another cornerstone of our CSR strategy. We are dedicated to reducing our carbon footprint through the sharing of the best practices, the implementation of eco-friendly technologies. By prioritizing energy efficiency and waste reduction, we contribute to a greener future for all.

Lastly, community engagement is essential. We support initiatives that enhance the well-being of our collaborators and stakeholders. Our efforts aim to create lasting, positive change.



Nicolas CASTRE SAINT MARTIN
Chairman

In conclusion, at CERTIFER, our CSR initiatives are not just policies but a testament to our dedication to safety, sustainability, and community welfare. Together, we can drive forward a safer, more sustainable, and socially responsible future.



Our shareholders

70% of our capital is held by APAVE, an international group specialised in risk management with more than 150 years of experience.

30% of the capital is held by the CERTIFER Association, which brings together SNCF (French Railways), RATP (Paris Transportation Authority), FIF (Association of rail manufacturers), Institut Gustave Eiffel (research and university).



At Apave, a group leader in risk management, we are determined to build a more resilient and sustainable future. We achieve this by mobilizing expertise and skills whose technical proficiency and quality are universally recognised by industry professionals.

In October 2023, Apave increased its stake in CERTIFER, consolidating a partnership initiated in 2015; a strategic move totally aligned with our development ambition and determination to consolidate our position as a world leader in the transport sector.

This report presents the concrete impact of CERTIFER's work and highlights the powerful synergy between CERTIFER and Apave. Our shared values and the combination of our knowledge and resources amplify our ability to meet the ecological, energy, climate, social and digital challenges that lie ahead. By joining forces and combining our expertise, we are uniquely placed to address these crucial issues more effectively.

Together, we are committed to collectively demonstrating that we are on the right track, equipped to manage current and future risks in rail and beyond.

Together, we are resolutely committed to contributing to a safer, more sustainable, and resilient global transport network.



Philippe MAILLARD
Apave CEO

1. Expert in *Mobility*



CERTIFER is a French company founded in 1997. At CERTIFER, we are rail specialists, and have been for more than 25 years. Our specialisation is our strength, guaranteeing support at the cutting edge of innovation and in-depth, constantly updated knowledge of regulatory frameworks.



Our history



Following accreditation and acknowledgment from relevant Competent Authorities, CERTIFER Association commenced assessment activities as an Accredited and Qualified Body under French regulation for projects within France and as Notified Body under European legislation for projects across Europe.



2015 – New resources

In 2015, CERTIFER SA is created as a limited company, owned by CERTIFER association and APAVE, adding new resources to speed up CERTIFER's international development.

1997 – The beginning

The roots of the current "CERTIFER" brand trace back to 1997 when it was established as a non-profit organisation.

Its inception aimed to offer a railway-specialised alternative to the predominantly multidisciplinary third-party service providers existing at the time. Recognizing the market opportunity presented by the publication of European Technical Specifications for Interoperability (TSIs), CERTIFER Association ventured into becoming a Notified Body (NoBo).

2010 – Worldwide development

Starting from 2010, as opportunities kept on coming over the years, with both the Testing / Inspection / Certification market, the decision to go for international markets was taken.

To achieve this goal, numerous companies were either acquired or created, with the general idea to integrate and benefit from local knowledge and expertise.



2019 – Become the leader of railway certification

Two major achievements to demonstrate CERTIFER's evolution:

-First, CERTIFER is currently formed by 24 offices across the world allowing to have closer contact and relationships with our customers; and



-Second, through the development of CERTIFER's services catalogue, now being able to provide various independent services (Independent certification, Testing Organization and Performance, etc.) as well as consulting and advisory activities through the creation of CERTIFER Solutions.



From 2022 – Continuous evolution

Since 2022, CERTIFER's objective remains unchanged; exporting our knowledge and know-how to other markets to contribute to the improvement of railway safety globally, by continuously improving our assessment processes and methods.

2023 – Turning-point

2023 has been a turning-point for CERTIFER. We have created CERTIFER SA, the holding company which supports our 2 Business Units.

The same year, Apave became our major shareholder by increasing our capital to reach 70% of CERTIFER's shares. This development in our cooperation will help us to achieve our goals and benefit from Apave's structuration, experience and organisation.



Our governance



Our executive committee

Our executive committee is composed of (from the left to the right):

- Selda BIYIKLI, Strategy and Finance Director
- Pierre KADZIOLA, CEO
- Pierluigi FIRPO, Solutions BU Director
- Jean-marc DUPAS, TIC BU Director

Our Ethics Committee

The Ethics Committee is composed of the Quality Director, one member of the Group Executive Committee (this position is held in turn by each member of the Executive Committee, with a change every year) and one external member.

The role of the Ethics Committee is to ensure that the CERTIFER's Code of Ethics and Anti-Corruption Code of Conduct are properly applied and to deal with any ethical alert which may constitute a breach of international law, European law, local law and CERTIFER rules.



In 2023, cross-audits have been launched to ensure that CERTIFER Group's CSR policy, values, identity and internal rules are applied within each entity.

Our management functions



Elise GROSSEMY
TIC Sales Director



Jérôme CARLIER
TIC Technical & Operations Director



Chantal VANCANNEYT
Quality & Compliance Director



Mathieu LABENDZKI
Communication Manager



Benoît LERY
Innovation & Solutions BU Technical Director



Nicolas FONTAINE
Financial Controller



Our business model

CERTIFER, expert in mobility

At CERTIFER, we are rail specialists, and have been for more than 25 years. Our specialisation is our strength, guaranteeing support at the cutting edge of innovation and in-depth, constantly updated knowledge of regulatory frameworks.

We operate in the field of guided ground transportation (trains, trams, metros, autonomous vehicles, etc.), and we can also support our Clients in inspecting their piling, hoisting & lifting equipment.

To provide these services, CERTIFER is structured in 2 business units

CERTIFER, covers testing, inspection and certification (TIC) & **CERTIFER Solutions**, tailor-made solutions for the successful delivery of your projects.



CERTIFER can rely on more than 300 employees and a network of over 500 experts, covering all disciplines involved in the design, manufacture, installation, testing, commissioning, operation and maintenance of a transportation system.

A wide range of services

CERTIFER provides a comprehensive set of consultancy and testing, inspection and certification services to support Infrastructure managers, operators, contractors, suppliers in gaining knowledge of the regulatory framework and demonstrating compliance of their product, sub-system, project with the applicable requirements.

We also provide trainings with CERTIFER Academy.

CERTIFER Academy

CERTIFER Academy is our training program, based on the experience of all entities and people working with CERTIFER.

We have divided it into 7 modules based on the expertise during the various projects in over 50 countries worldwide.

Whether in person or remotely, we continue to provide professional and local support from our experts.

CERTIFER Academy is a multicultural institution and we are happy to offer courses in a wide range of languages: *German, English, French, Dutch, Spanish, Italian, Turkish, Portuguese, Polish, Danish, Swedish, Norwegian, Chinese and more.*

Thanks to our ability to recruit, train and develop our resources, we are able to mobilise highly competent, professional and responsive teams in our projects.

Our vision & mission

At CERTIFER, our vision is to become the global leader in railway and mobility assessment, system engineering and system assurance. We are dedicated to ensuring the highest standards of safety, performance, and sustainability in the railway and urban transportation sectors.

We envision a future where transportation systems are not only safe and efficient but also environmentally friendly and accessible to all. CERTIFER's growth has been achieved in a manner that is both respectful and sustainable, reflecting our long-term commitment to these principles.



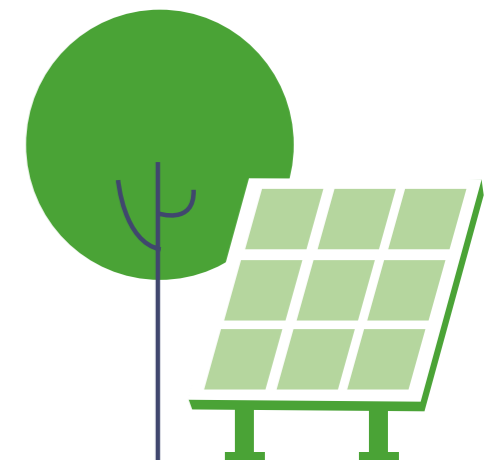
Our mission is to provide independent, impartial, and high-quality services that meet the specific needs of our clients while complying to international regulations. We are committed to promoting innovation, enhancing trust in transportation systems, and actively contributing to the transition towards more sustainable mobility. As a responsible company, we integrate the principles of sustainable development into all our activities, constantly striving to reduce our environmental footprint and maximize our positive social impact.



Selda BIYIKLI

Strategy and Finance Director

The Rail to 2023 strategic plan, which is now drawing to a close, has enabled us to make significant progress towards our vision. This comprehensive plan has focused on enhancing our technical capabilities and expanding our global footprint. Through targeted investments in innovation, strategic partnerships, acquisition of new companies and a steadfast focus on quality, we have been able to strengthen our market position and better serve our clients across various regions.



Our expertise & activities

Railways, a cornerstone of modern infrastructure

Railways are subject to a complex regulatory framework that is essential for their continued operation as efficient, safe, and sustainable transportation systems.

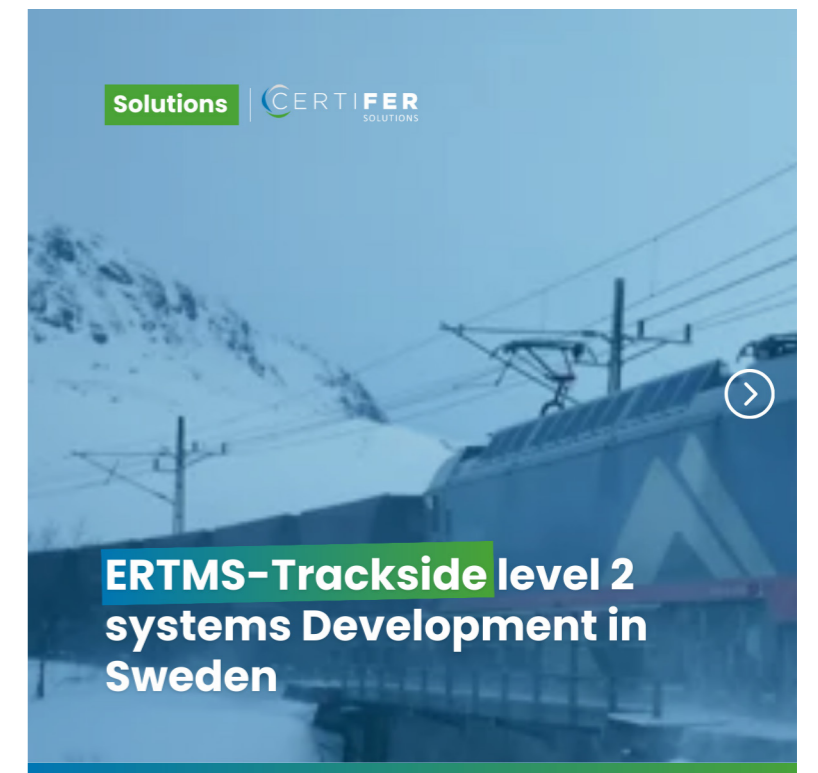
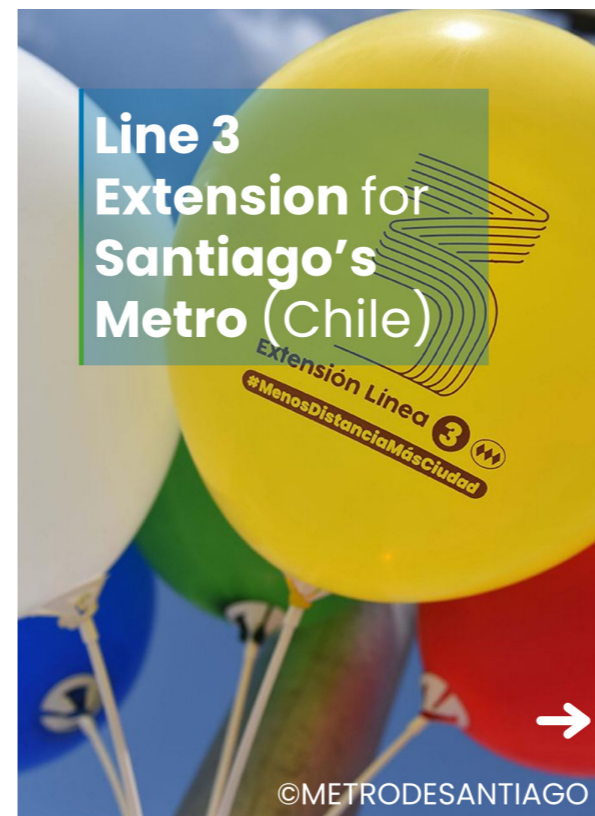


CERTIFER works on projects all over the world, with diverse characteristics in terms of regulations, organisation, technical complexity and environment. Our experience in conventional and high-speed rail enables us to deal with a wide range of situations.

Over the years, we have built up our expertise in transport projects on European and international networks. This enables us to be more relevant and to give any new project the benefit of feedback from similar configurations encountered in previous projects. This knowledge, combined with our proven processes over more than 25 years, benefits all new projects.

An international footprint

CERTIFER offers the widest range of services in more than 50 countries, and incorporates 24 offices in 18 countries: Australia, Austria, Belgium, Brazil, China, Denmark, France, Germany, Italy, The Netherlands, Norway, Saudi Arabia, Spain, Switzerland, Sweden, Türkiye, the United Arab Emirates and United Kingdom.

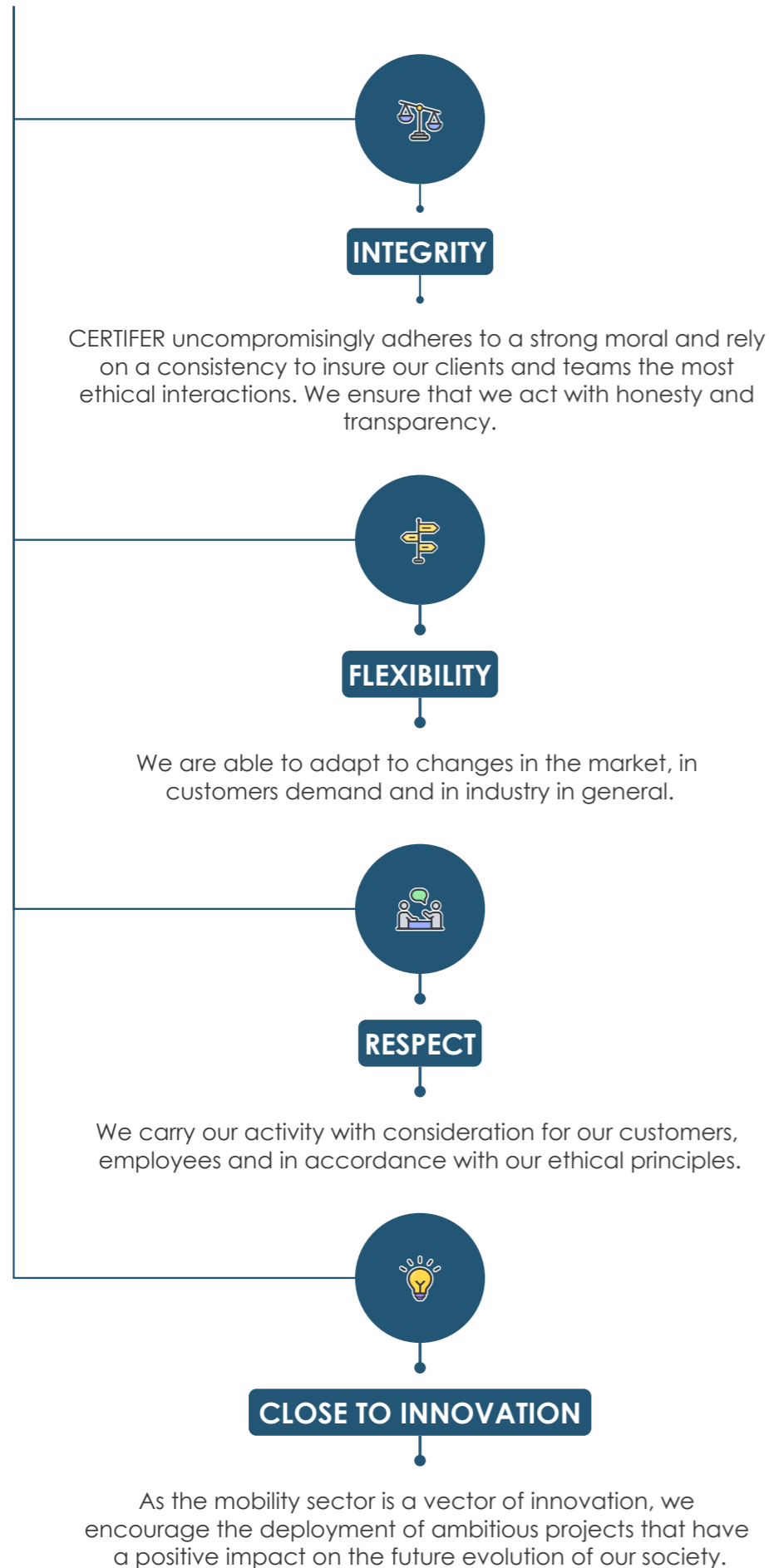




2. Our DNA

INTEGRITY, FLEXIBILITY, RESPECT, close to INNOVATION shape the DNA of CERTIFER. These values are reflected in our daily operations around the world and guide us to offer the highest quality of services and make CERTIFER a fully committed company.

Our values



Our commitments

Building a safer world

Safety in public transportation, particularly railways, is crucial due to the potential risks to human lives.

Mass transit systems impact large numbers of people, making safety paramount for preventing accidents and disruptions.

In addition, accidents can have significant economic consequences, including infrastructure damage and legal liabilities.



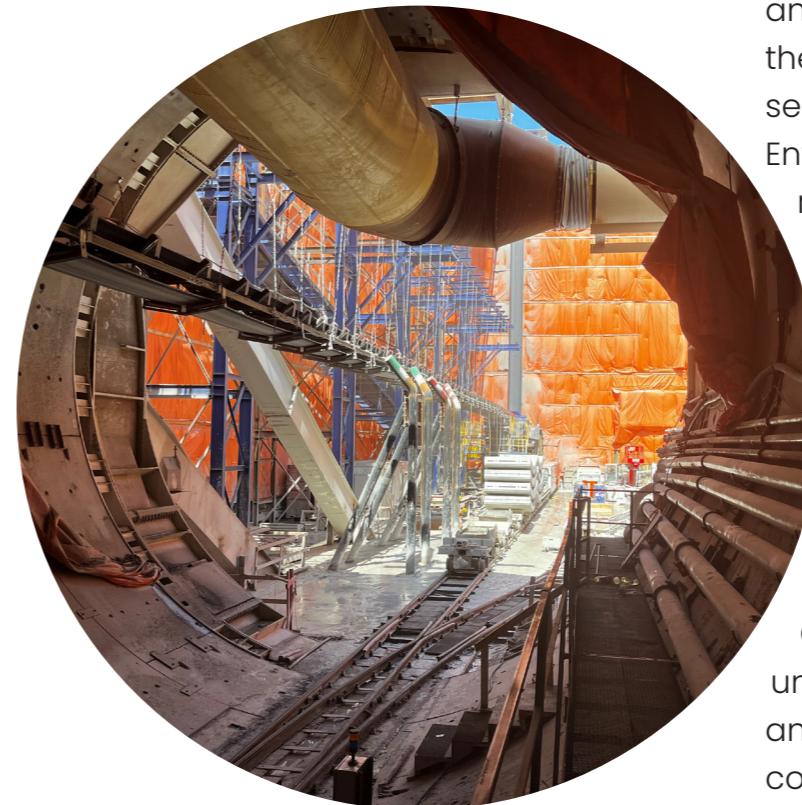
Maintaining public confidence is essential, and frequent accidents can erode trust in the reliability and safety of transportation services.

Environmental impact is a concern, as railway accidents can lead to spills of hazardous materials, harming ecosystems and public health.

Safety measures contribute to the efficiency and reliability of public transportation, preventing breakdowns and delays.

CERTIFER support their clients in understanding and applying the safety and technical standards through our consultancy and advisory activities, and in ensuring their compliance through our third-party assessments.

This way, CERTIFER ensures projects, systems and products meet safety requirements and will operate in a safe, sustainable and efficient way.



Innovation & progress

Encouraging innovation & progress

Innovation in railways play a pivotal role in transforming the transportation sector, offering numerous benefits in terms of efficiency, sustainability, and safety. Embracing new technologies and ideas is essential for addressing contemporary challenges and unlocking the full potential of rail systems.

Since its creation, CERTIFER has always supported innovation, yesterday by evaluating the first deployment of ERTMS in France and today by supporting the emergence of new, more sustainable forms of mobility and by supporting the development of ever more effective solutions for safer and more efficient operation.



Late December 2023, CERTIFER attended the installation of the first Urbanloop rail in Saint-Quentin-en-Yvelines (France), in the presence of the Urbanloop teams, the Minister of Transport (Ministère Écologie Territoires), the Prefect of Yvelines and local representatives.

Urbanloop is an innovative transport project that meets the demand for low-impact, automated, exclusive right-of-way urban transport, taxi-robot type.

CERTIFER, thanks to its experience in innovative urban projects, supports the Urbanloop teams in their safety assessments as an Independent Safety Assessor.

Innovation

Rail represents the most cost-effective, energy-efficient mode and the safest mode of moving people and goods on land. Current trends indicate that freight and passenger activity are more likely to double by 2050 as stakeholders look to solutions that address the need for cleaner, more energy efficient and safer transport solutions.

As an expert in mobility, CERTIFER is well positioned to contribute to meet that challenge.

Innovative services and environmental stewardship are at our core. We integrate sustainability into the development of our professional services. The result is a services portfolio that promotes reliability, sustainability, and safety.



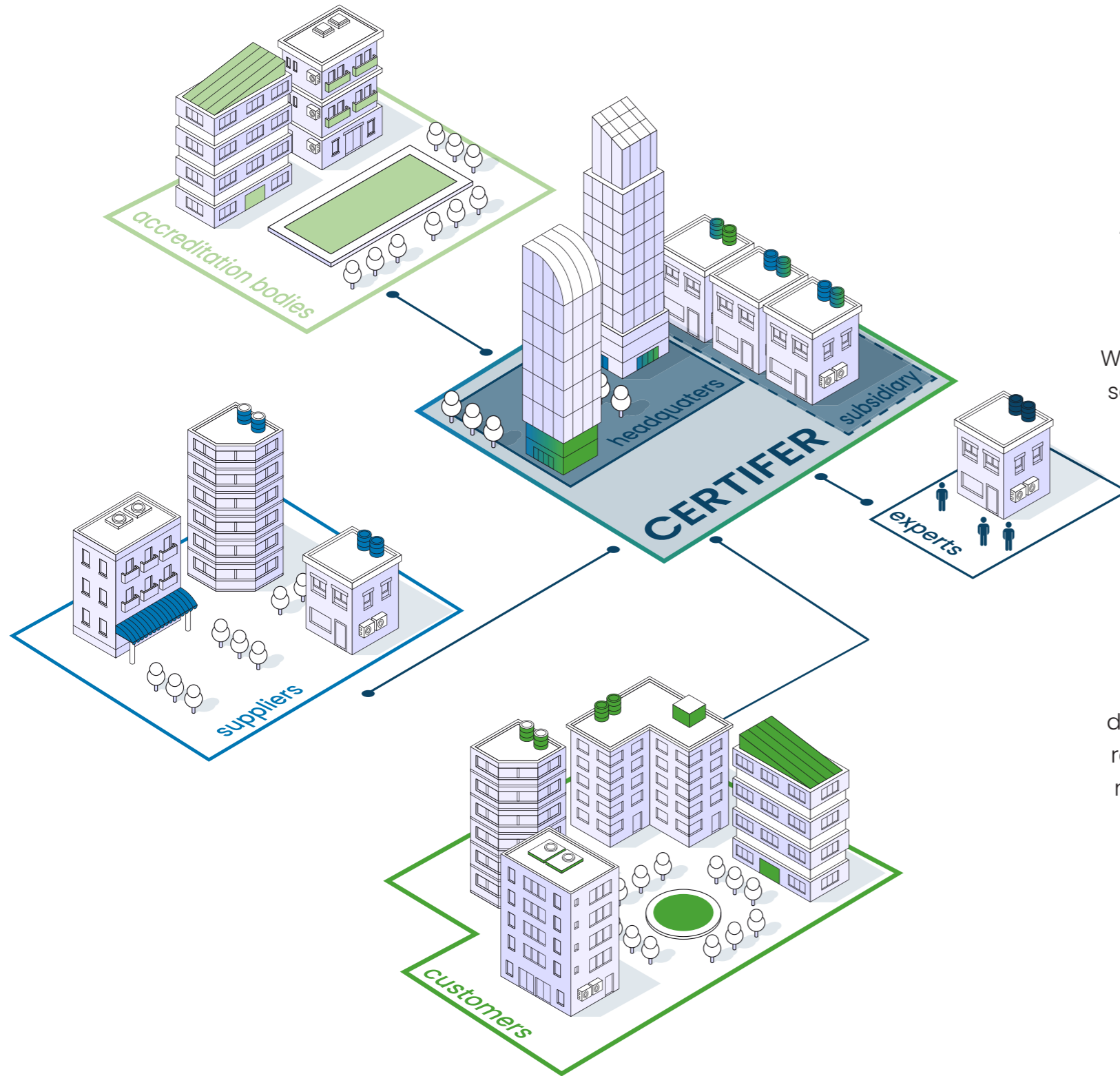
Benoît LERY

Innovation & Solutions BU
Technical Director

CERTIFER is innovating with purpose :

- Cybersecurity assessment and certification of products and Rail system to reduce risks and incidents for passengers and freight.
- Embedded AI technology in Maintenance & Operation to help our clients to improve efficiency, availability and reliability of their mobility solutions and reduce incidents in operations.
- Unlocking standard and guidelines to autonomous and green vehicle and developing offer of safety assessment.
- Develop professional expertise and participate in standards to certify new mobility product using green Hydrogen energy.
- Introduce virtual inspection with augmented reality to reduce the carbon footprint of our inspectors.
- Elaboration of model for certification of digital product (TWIN) to participate in the reduction of certification cost and cost of field test.

CERTIFER ecosystem



CERTIFER operates within a dynamic and interconnected ecosystem that is essential to fulfilling our mission of rail certification and advisory service. This ecosystem is comprised of several key stakeholders, each playing a crucial role in our value chain.

Customers relations

At CERTIFER, our commitment to customer satisfaction is unwavering. We place our customers at the heart of everything we do, and their happiness is our top priority. We are committed to providing exceptional services to delivering personalised support and assistance in everything we do.

We are attentively listening to our customers' feedback and continuously improve our offerings to meet their evolving needs. Our dedicated team goes above and beyond to ensure that every interaction with us is seamless, efficient, and memorable.

At the core of our business is a deep-seated belief in building long-lasting relationships based on trust, reliability, and mutual respect. We are honoured to serve our customers, and their satisfaction will always remain our driving force.

Elise GROSSEMY
TIC Sales Director



CERTIFER worldwide



EUROPE	TEAMMATES
Austria	6
Belgium	42
Denmark	4
France	56
Germany	44
Greece	/
Italy	18
The Netherlands	27
Portugal*	1
Norway	8+2
Spain	20
Sweden	31
UK	/

ASIA	WORKFORCE
China	6
Hong Kong	3
Türkiye	11

MIDDLE-EAST	WORKFORCE
UAE	4
Saudi Arabia	1

OCEANIA	WORKFORCE
Australia	16

LATIN AMERICA	WORKFORCE
Brazil	1

AFRICA	WORKFORCE
Algeria*	1

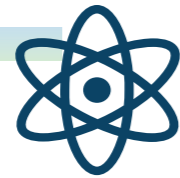
*Portugal and Algeria have been creates in 2024.

2023 key figures



25+

Years of railway expertise



500+

Experts from all railway sectors



24

Locations



50

Million euros of turnover



297

Employees worldwide



77%

Employees satisfied about their working environment



43

Average age of employees



47

New employees



479 586

Hours worked



0.417

Work-related accidents per 200k hours worked



31%

Women in the whole organisation



4

Cross-audits performed





3. Together

At CERTIFER, community engagement is essential. We support initiatives that enhance the well-being of our employees and stakeholders, fostering positive, lasting change. Through our commitment to safety, sustainability, and inclusivity, we strive to make a meaningful impact.

Our risk-based approach

Our social, societal and environmental commitments and actions enabled us to obtain an Ecovadis medal at the end of 2021. Since then, we have continued our efforts, and our objective is to gradually comply with French and European legislation applicable to larger companies.

We have thus formalised our materiality analysis according to the principles of the Global Reporting Initiative (GRI) by involving our stakeholders and we are reporting on CSR in a manner similar to the annual declaration of extra-financial performance (DPEF) required by French regulations for companies with more than 500 employees.

1. Anti-corruption

Corruption includes practices such as bribery, facilitation payments, fraud, extortion, collusion, and money laundering; the offer or receipt of gifts, loans, fees, rewards, or other advantages as an inducement to do something that is dishonest, illegal, or represents a breach of trust.

CERTIFER is present in 18 countries worldwide and performs activities in more than 50 countries.

Acting as an independent third party on which the authorities rely to authorise the commissioning of a product, a vehicle or a transportation system makes CERTIFER a potential target for corruption.

The fight against corruption is thus a particularly important issue.

Since there is no railway-specific list, a generic list of relevant CSR topics have been created from GRI guidelines of other sectors. For each, the extra-financial risk incurred has been assessed in terms of frequency and severity. Objectives and key indicators have been set for the topics where the risk has been considered to be highest.

Our approach led to the identification of 5 CSR topics as the priority for CERTIFER by considering our activities and our stakeholders' opinion.

2. Anti-competitive behavior

Anti-competitive behavior, anti-trust, and monopoly practices can affect consumer choice, pricing, and other factors that are essential to efficient markets.

CERTIFER operates in a concentrated market, especially for the Testing, Inspection and Certification, where there are high barriers to entry.

In such markets, companies may share common interests, such as maintaining high prices or avoiding price wars. This shared interest can provide a particular motive for collusion as companies work together to achieve their collective goals.

3. Employment practices

Employment practices include organization's approach to hiring, recruitment, retention and related practices, and the working conditions it provides.

CERTIFER business relies on human skills. Attracting and retaining talents is key to maintain our expertise and keep the trust of our customers. The satisfaction of our personnel, their training and their career development are therefore particularly important issues for CERTIFER.





4. Non-discrimination and equal opportunities

Discrimination can occur on the grounds of race, color, sex, religion, political opinion, national extraction, and social origin. Discrimination can also occur based on factors such as age, disability, migrant status, HIV and AIDS, gender, sexual orientation, genetic predisposition, and lifestyles, among others.

The presence and effective implementation of policies to avoid discrimination are a basic expectation of responsible business conduct.

5. Occupational health and safety

Healthy and safe work conditions are recognized as a human right and addressed in authoritative intergovernmental instruments, including those of the International Labour Organization (ILO), the Organisation for Economic Cooperation and Development (OECD), and the World Health Organization (WHO).

Healthy and safe work conditions involve both prevention of physical and mental harm, and promotion of workers' health.

CERTIFER activity generates risks for the safety of employees (test attendance, audits or inspections in customers premises, etc.), whether they arise from our business or from customer environment.

It is therefore an important human issue, which is coupled with a commercial risk, as safety is at the heart of our business.

CSR priority topic	UN sustainable development goal
Anti-corruption	
Anti-competitive behavior	
Employment practices	
Non-discrimination and equal opportunities	
Occupational health and safety	

Preventing corruption

Identified as the highest CSR risk for CERTIFER, corruption is subject to a specific code of conduct, made available to all CERTIFER employees and a specific training is held as part of the onboarding session for each new employee.

The code of conduct explains how corruption risks may occur in connection with CERTIFER's activities. It also provides answers to questions that internal and external personnel may ask when faced with situations of potential corruption. It specifies what is prohibited and what is permitted or where assistance is to be sought.

The employee using the alert and reporting tool defined in this procedure will benefit from the legal protection attached to the "whistleblower" status.

The issuers of an alert must identify themselves, in return for which they are entitled to confidential treatment of their identity and the relevant personal data, in accordance with the applicable law.

The Ethics Committee acknowledges in writing the issuer and informs the latter of the reasonable and foreseeable period of time necessary for the examination of the alert's admissibility and the modalities under which the issuer will be informed of the action(s) taken.

CERTIFER's employees have the possibility to issue corruption alerts through the following mechanism:

The employee who decides to issue an alert can contact the referrer using:

- the e-mail address: ethicscommittee@certifer.eu
- the postal route by writing to: CERTIFER Group Ethics Committee, 18 rue Edmond Membrée, F59300 Valenciennes with the label "CONFIDENTIAL" on the envelope.

At the end of the alert process, the Ethics Committee prepares a confidential report and organises an oral presentation of the conclusions of the investigation to the Alert Issuer whether to confirm the validity of the reported facts, while respecting their obligation of confidentiality towards other persons mentioned in the report.

If corrective measures are necessary, the Ethics Committee approaches the appropriate line of management to recommend appropriate handling of the situation.

Any disciplinary action or judicial follow-up shall be carried out within the framework of the applicable legal provisions.



In 2023, the Ethics committee composition has been reviewed to include an external member in order to reinforce its independence and impartiality.

Total number of people that the organization's anticorruption policies and procedures have been communicated to for each category	Governance body members	91%
	Organization Head	70%
	Employees	89%
Total number of employees that have received training on anticorruption for each category	Organization Head	47%
	Employees	64%
Total number and nature of confirmed incidents of corruption.		0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.		0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.		0
Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases		0

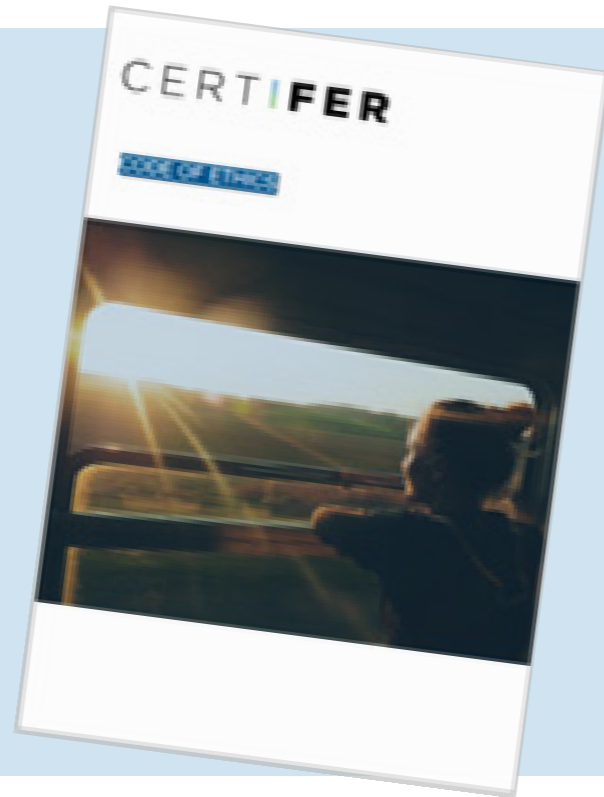
Reporting as per GRI 205: Anti-corruption 2016 – Disclosures 205-2 and 205-3

Ensuring fair competition

As a French company, CERTIFER SA is committed to comply with EU rules protecting free competition and prohibiting anti-competitive behavior such as cartels or abuse of dominant position.

Our Code of Ethics sets out clear rules that apply to all our employees, whatever the nature of their work.

This Code is made available to all CERTIFER employees, and a general training is held as part of the onboarding session for each new employee.



Agenda

- Introduction to competition legislation
- Cartels
- Abuse of dominance
- Applicable sanction & examples
- Open discussion

CERTIFER Managing and Sales Directors have been specifically trained to Anti-competitive practices in order to ensure fair competition in our market.

Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	0
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Main outcomes of completed legal actions, including any decisions or judgements	Not applicable
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Reporting as per GRI 206: Anti-competitive Behavior 2016- Disclosure 206-1

Other indicators for ethics

64%

Employees trained on Ethics

0

Reports related to the whistleblower procedure

0

Confirmed accidents of corruption

0

Child or forced labor incidents reported

0

Confirmed information security incidents



©CHRISTIAN VANHECK

Enhancing team spirit

Since April 2022, each new employee is invited to attend an onboarding session to learn about CERTIFER identity, values and history and to be trained on our Corporate Social Responsibility. This session is also an opportunity for our employees to meet people from other entities.



47

new employees



Welcome breakfast in Copenhagen



74%

of participation to satisfaction survey

Since 2021, satisfaction surveys are launched among all employees and cover topics such as Communication, Work environment and Career Management.

These surveys aims at identifying our areas for improvement in order to better meet our employees' expectations.

Action plans are implemented each year for a continuous improvement.

In 2023, all employees were invited to respond to the survey available in 4 languages.

Axe throwing in Spain



Conviviality moments are promoted within the Group, such as football event in Valenciennes.

Projects achievements are a good opportunity to gather people and celebrate, such as our Spanish team for an important milestone reached for a Talgo project.

Organising a global photo contest as reward prizes of cameras



+15

represented countries



Supporting our champions

After several weeks of work, our Brussels team can enjoy their new office.



Conference in Lovere for sweden team



"French cuisine"



Improving further employment practices

Recruitment

Almost 50 new talents have joined CERTIFER in 2023, mainly new engineers and managers.

2023 saw the continuation of efforts to improve CERTIFER's visibility and attractiveness for job applicants.

Thanks to the diversity of its services, CERTIFER offers many opportunities for career development and personal fulfilment, in technical, managerial and geographical terms.

In addition, CERTIFER has reinforced its pool of resources with the recognition of 100+ experts in the railway field to support the delivery of our 3rd party services.



Competence & career management

Our human resource management practices have been reinforced in all our entities. Employees are invited to regular performance and career development reviews to discuss openly their career path within CERTIFER.

New employees are systematically trained and supervised as part of the process to have them recognized for a specific set of skills.

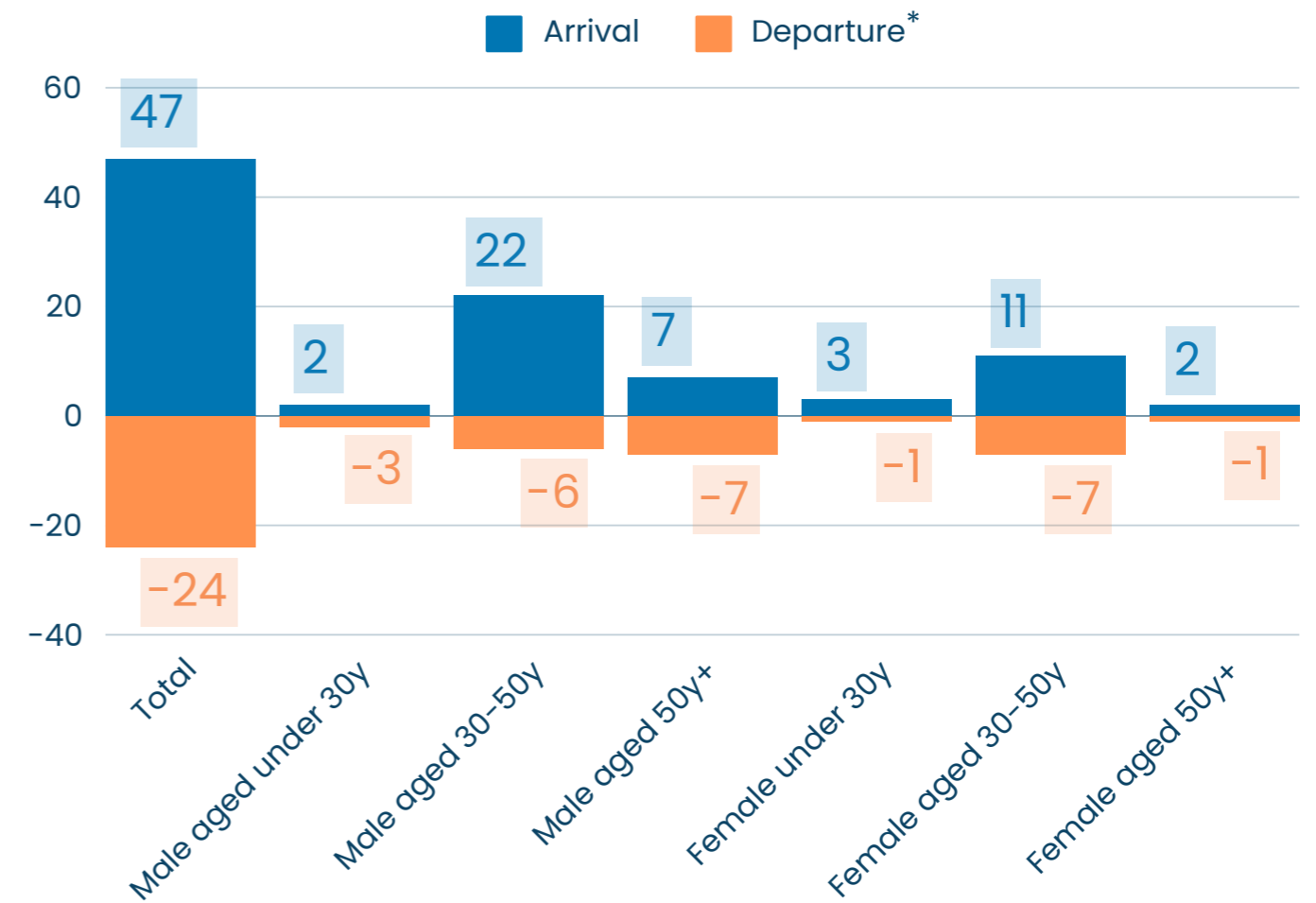
Employees competences are regularly assessed in order to extend their skills range and allow them working on new areas/projects.

In 2023, 30+ experts had their skills range extended.

Training

CERTIFER Academy, our training center, opens to our employees. All employees are offered the possibility to become a trainer and/or to attend high-level training courses.

Cross-entities trainings and local referents' meetings are regularly organised in order to share expertise and experience among CERTIFER entities.



* Employee turnover during reporting (number employees who leave organisation, voluntarily or due to dismissal, retirement or death in service)



Average hours of training that the organisation's employees have undertaken during the reporting period - Head count approach (not FTE)

Percentage of total employees who received a regular performance and career development review during the reporting period.



Reporting as per GRI 401: Employment 2016- Disclosures 401-1, 404-1 and 404-3

Ensuring non-discrimination & equal opportunities

Preventing discrimination

As an employer operating in over 15 countries, CERTIFER is committed to the principle of equal access to employment and value diversity. We are committed to creating an inclusive working environment for all.

All CERTIFER employees are trained to this topic when joining CERTIFER, as part of the onboarding process: what is discrimination, how to react and how to alert.



In France, CERTIFER orders Christmas' baskets prepared by a company for the integration of disabled workers.

Total number of incidents of discrimination during the reporting period.

(discrimination on grounds of race, color, sex, religion, political opinion, national extraction, or social origin as defined by the ILO, or other relevant forms of discrimination involving internal and/or external stakeholders across operations)

0

Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization; ii. Remediation plans being implemented; iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. Incident no longer subject to action.

Ensuring gender equity

CERTIFER's workforce consists largely of engineers. Today, less than 1/3 of this population is made up of women. CERTIFER's composition fully reflects this distribution. The feminisation of CERTIFER is therefore a difficult but desirable step in order to respond to the regulatory developments and society's expectations in terms of equal rights between men and women.



Reporting as per GRI 405: Diversity and Equal Opportunity 2016 – Disclosure 405-1 and GRI 406: Non-discrimination 2016 – Disclosure 406-1



25%

women at top management level (in the executive committee of CERTIFER SA)



100%

of 50y+ men in CERTIFER SA board



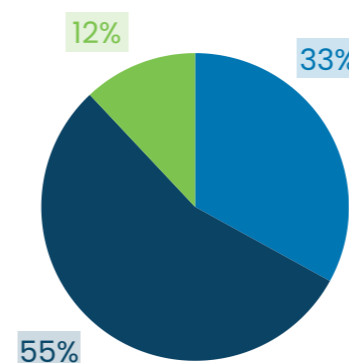
22.5%

Average unadjusted gender pay gap in CERTIFER SA*

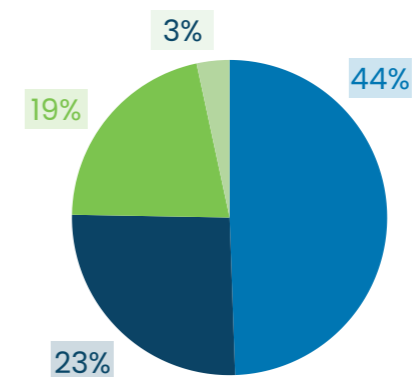
*The average unadjusted gender pay gap does not consider the number of hours worked, the experience or the position held in the company.

In our entities: the mean value observed of average unadjusted gender pay gap in our entities is 21.7%. Values vary between -2,6 % and 65%, the highest values being reached in small entities with no women in engineering or management positions.

Standard composition of boards of directors in our entities



Standard composition of Organizational Head in our entities



- Male aged under 30y
- Male aged 30-50y
- Male aged 50y+
- Female under 30y
- Female aged 30-50y
- Female aged 50y+

Promoting health & safety at work

Ensuring healthy and safe work conditions is one of the priorities identified by CERTIFER in our materiality analysis.

To fulfill this commitment, each of CERTIFER entities has a local individual nominated as the safety manager. In addition, some entities (e.g. Spain and Germany) have external occupational safety officers to support the safety management.

The safety manager is in charge of creating and maintaining the risk analysis, informing the workers of the specific risks they could encounter in their positions and of the prevention measures to implement.

Employees who have to work on site without being accompanied by the customer must first undergo a specific training in railway risks (working on or near tracks).

Many CERTIFER entities allow employees to perform part of their work at home. Specific instructions have been made available and specific trainings are held internally or by external bodies.

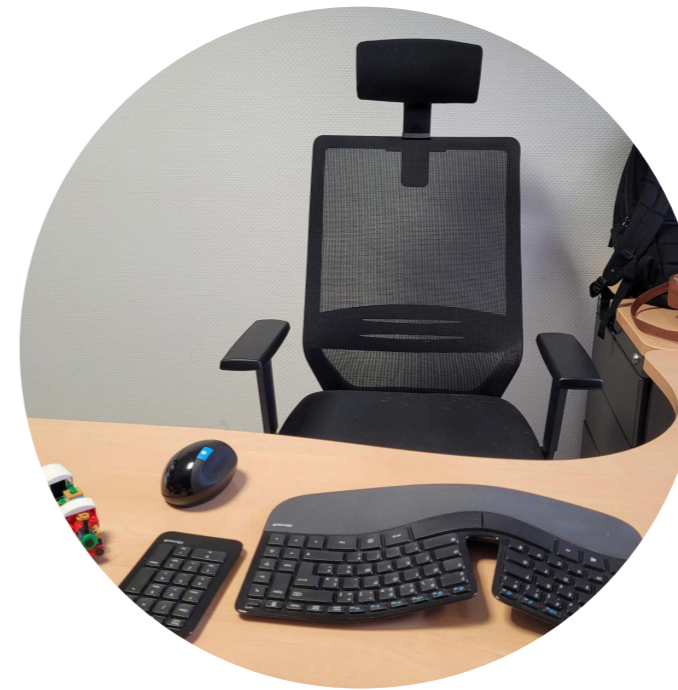


Our activities may include operations on site: site inspection, audits, test organization or test performance.

These activities are subject to specific risks.

- Struck by Moving Trains
- Electrocution Trips
- Slips, and Falls
- Falling Objects Hazardous Materials
- etc.

For site inspections and audits, our employees are instructed to always be accompanied by a customer representative and comply with the site-specific customers' safety instructions.



Ergonomic equipment (mouse, keyboard, seat, ...) is provided on request in order to promote good posture and reduce tension.

Safety helmets or caps, safety jackets and safety shoes are provided as personal protective equipment to all employees having to work on site.



Number of fatalities as a result of work-related injury	0
Number of high-consequence work-related injuries (excluding fatalities)	0
Number of recordable work-related injuries	1
Main types of work-related injury	Car accident on the way to work
Number of hours worked	479 586 hours

Reporting as per GRI 403: Occupational Health and Safety 2018 – Disclosures 403-3 and 403-9

Protecting the environment

1. REDUCE

CERTIFER has proactively implemented a "paperless" policy aimed at significantly reducing paper consumption throughout our operations, recognizing it as the main source of waste within our industry. By transitioning to digital documentation and electronic communication channels, we not only minimise our environmental footprint but also streamline our workflows for greater efficiency.

While our commitment to sustainability remains steadfast, it's important to acknowledge that certain situations necessitate the use of printed materials. For instance, some clients or regulatory bodies may specifically require hard copies of documents for official purposes or compliance reasons. In such cases, we ensure that printing is carried out judiciously and responsibly, opting for recycled paper and eco-friendly printing practices whenever feasible.

Every new CERTIFER employee receives a welcome package including a refillable drinking bottle, a mug, a totebag and other sustainable goodies. We also encourage all of our entities to parameter their hot beverage dispensers to be usable without the single use goblets.

2. REUSE

CERTIFER optimises the use of computers (4 to 5 years) to limit waste production. In Belgium, after this period, computers are offered to a school in Brussels. This initiative not only empowers teachers to develop school projects based on computer technology but also provides young children with invaluable access to computers at school, fostering digital literacy skills and preparing them for the technological demands of the future.



3. RECYCLE

Through our contract with Nespresso, we ensure the recycling of used coffee capsules. Additionally, plastic cups have been phased out from our offices, and instead, each new employee is provided with a mug upon joining us.

By doing comprehensive selective sorting in our entities, we aim to maximise recycling rates, and reduce our carbon footprint. Through employee training and clear signage, we ensure that everyone within our organisation is actively engaged in proper waste management practices.



Reducing waste



926

Pages printed per employee in 2023*



-59%

Prints reduction in our 3 main entities in 4 years



0

Kg of hazardous waste produced

*Data only available in France, Belgium, Germany, Italy, Austria, Spain, China, Asia Pacific & Turkey representing 67% of our employees worldwide.



www.mca-recycling.com
info@mca-recycling.com
Rue St-Denis, 164, St-Denisstraat
Bruxelles 1190 Brussel
T +32 2 346 44 22
F +32 2 344 00 86

Selective sorting of building waste

MCA Recycling has implemented a programme called « sorting of the office waste ».

The sorting of waste can be summarized as below:

- » Paper
- » Cardboard
- » Cans
- » Plastic
- » Drinks Cartons
- » Batteries
- » Glass
- » Class II (Household waste)

MCA Recycling arranges a waste area with wooden containers. Each container is affected to one specific waste stream (paper, cardboard, class II, plastic, cans, glass...)



TVA/BTW BE 0459 112 282 - RPR/RPM Bruxelles/Brussel
KBC BE10 7342 0300 1104 - BIC KREDBEBB | ING BE80 3101 4692 5077 - BIC BBRUBEBB

GRÂCE À CERTIFER RIEN NE SE PERD TOUT SE TRANSFORME

DU 1^{ER} JANVIER AU 31 DÉCEMBRE 2023
21,0 kg DE CAPSULES ONT ÉTÉ COLLECTÉES ET RECYCLÉES

Depuis 20 ans, grâce au Programme AAA pour une Qualité Durable™, plus de 600 agronomes Nespresso accompagnent chaque année plus de 150 000 caféiculteurs et les conseillent sur la façon de cultiver un café de haute qualité plus durable.

Entreprise Certifiée

NESPRESSO
PROFESSIONNEL

VOTRE COLLECTE DE CAPSULES USAGÉES EN 2023



PARTENAIRE DE COLLECTE
La Poste

PARTENAIRE DE RECYCLAGE
Veolia

CAPSULES RECYCLÉES (kg)
21,0

ALUMINIUM RECYCLÉ (kg)
0,9
Équivalence canettes (33 cl)
71,7

MARC DE CAFÉ VALORISÉ (kg)
en méthanisation et compost agricole
19,2

BÉNÉFICE DU RECYCLAGE* (kg de CO₂)
6,6

Capsules recyclées par Veolia pour Nespresso

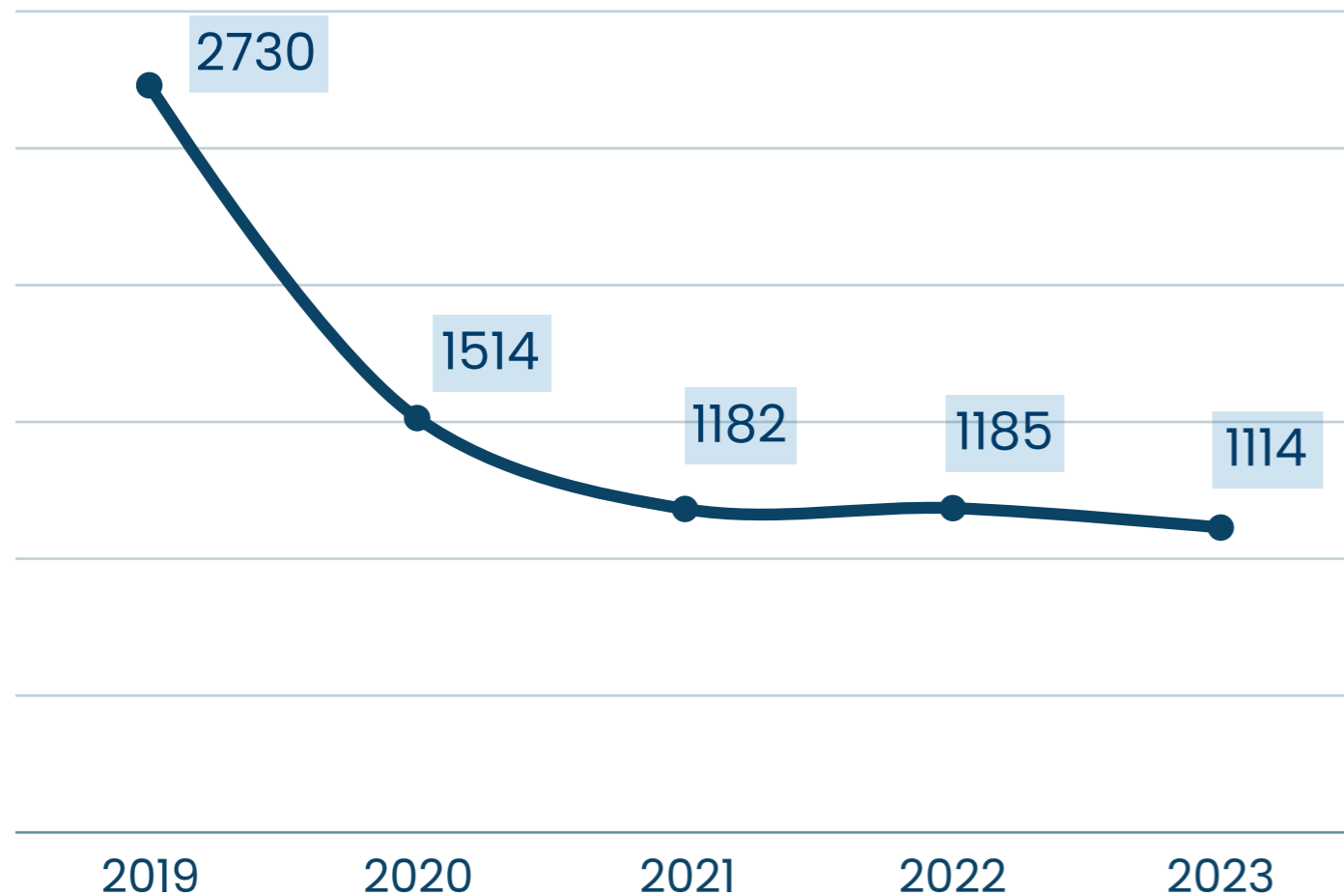
Yannick Pottier
Directeur des opérations
Nespresso
France

Renata De Stefano
Directrice
Nespresso Professionnel
France

*Bénéfice dû à la valorisation de l'aluminium et du marc de café. Sources CITEO - les calculs réalisés et les chiffres communiqués sont basés sur des estimations.

Nespresso France SAS - 382 397 821 - RCS Paris

Prints per employee in France, Belgium & Germany



RESPECTE L'ENVIRONNEMENT

Le bois de ce papier est issu de forêts renouvelables d'Europe, cela garantit la fixation du carbone dans le papier (40%). Les usines sélectionnées sont certifiées FSC ou PEFC.

ISO 9001: Garantit la maîtrise du processus de fabrication sur toute la chaîne du papier.

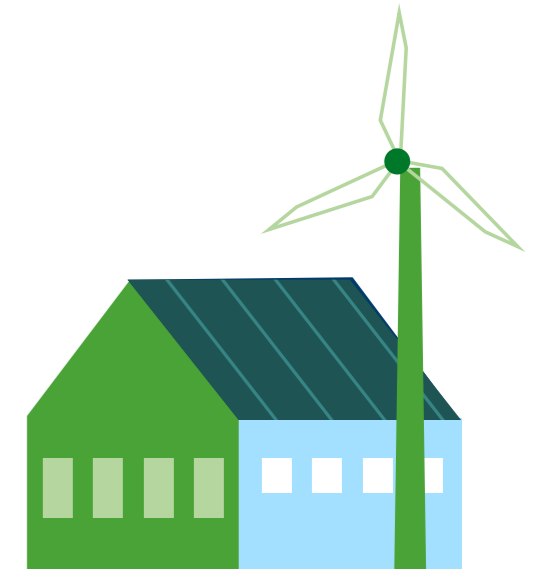
ISO 14001: Garantie du fabricant sur le respect de l'environnement.

ECF: Certifie l'utilisation de pâte à papier sans chlore pour la fabrication du papier.

Les papiers de la gamme "Class" :

- sont rigoureusement sélectionnés pour contribuer activement à une gestion durable et écologique des forêts.
- sont fabriqués dans des usines de l'Union Européenne respectant les normes environnementales les plus strictes.

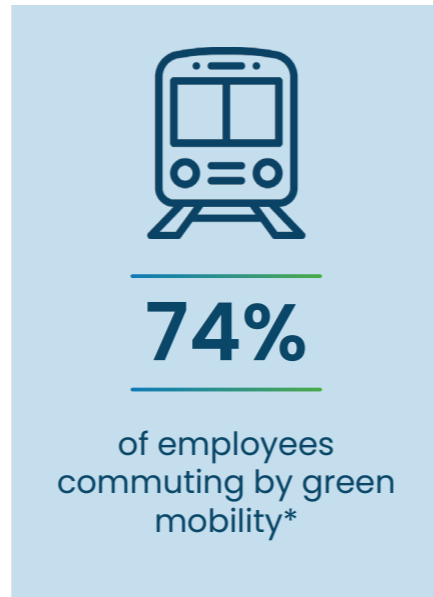
100% biodégradable et recyclable
Merci de recycler après utilisation



Reducing our carbon footprint

Most of our offices are located in the immediate vicinity of public transports to facilitate access to those to our employees and visitors.

CERTIFER partly covers employees' subscriptions to public transport. Employees are thus encouraged the use of public transports for commuting. Business trips are mainly made by train, air or automobile transport remains an exception.



*Green mobility is considered to be public transportation, walking, cycling, shared car, individual car with electric, hybrid or biogas -engine and kick scooter. For people mixing green mobility and non-green mobility, the corresponding ratio is considered in the calculation.



CERTIFER took part in the Mobility Challenge co-organised by Réseau Alliances - Déclic Mobilités and the Hauts-de-France Chamber of commerce and industry and was awarded in the category public transportation!

In France, the reimbursement rate for public transport passes has increased significantly from 50% to 75% of the total amount, with Tramway passes now eligible for up to 100% reimbursement. This enhancement underscores our dedication to promoting eco-friendly commuting options and supporting sustainable transportation initiatives.



François CARPENTIER
Human Resources Manager
France

Buying sustainable

CERTIFER has implemented a sustainable procurement policy in order to add sustainability criteria when buying products and services.

Procurement questionnaires have been created and from 2024 will be requested from our main goods and services providers (IT, office furniture, ...).

The external experts working for CERTIFER have to comply with our CSR Policies.



In Belgium, CERTIFER is working with « Mamie Buddy », a local soup producer involved in an eco-responsible approach. All their products are organic, zero waste, local and ethical. The soups are packaged in 1L glass bottles and are available in the office fridge. Our co-workers have just to pour a cup and heat it up whenever they want. In this way, we commit our teams to consuming local products, and take care of their health and the environment.



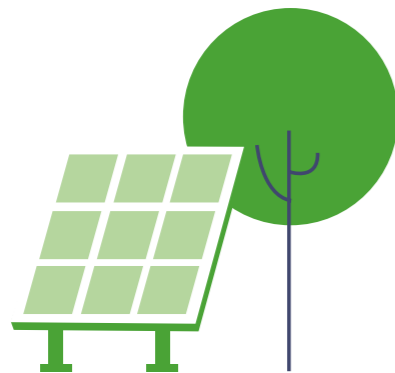
Saving energy

Most of our entities rent offices in shared buildings and do not have any information on energy consumptions. This information is only available in France (largest office), Belgium, The Netherlands, Spain, Austria, Italy and Turkey.



In 2021, we have issued our Environmental policy sharing some tips with our employees to reduce our environmental impact.

In 2022, we have implemented energy sobriety measures to face the energy crisis.



Reduction of energy consumption of lighting systems

In France, where CERTIFER owns its premises, a comprehensive 3-year plan has been initiated to transition all lighting to energy-efficient LED systems. By 2025, the entire building will be outfitted with LED lighting, aligning with our commitment to sustainability and reducing our environmental impact.

These measures have helped to induce lasting changes in behavior and thus to continuously reduce our consumption, notably in France where 6824 kWh were saved this year.

In Belgium, the energy consumption has returned to pre-COVID crisis levels while the number of employee has risen.

Reduction of energy consumption of HVAC (heating, ventilation, and air conditioning) systems

CERTIFER has strengthened its maintenance contract to improve the HVAC system's efficiency and take account of seasonal variations in programming. For example, in winter, the operating hours have been reduced to be consistent with the presence of staff on the premises.



-7046

kWh saved by CERTIFER entities* in 2023 compared to 2022



182 105

kWh consumed by CERTIFER entities* in 2023

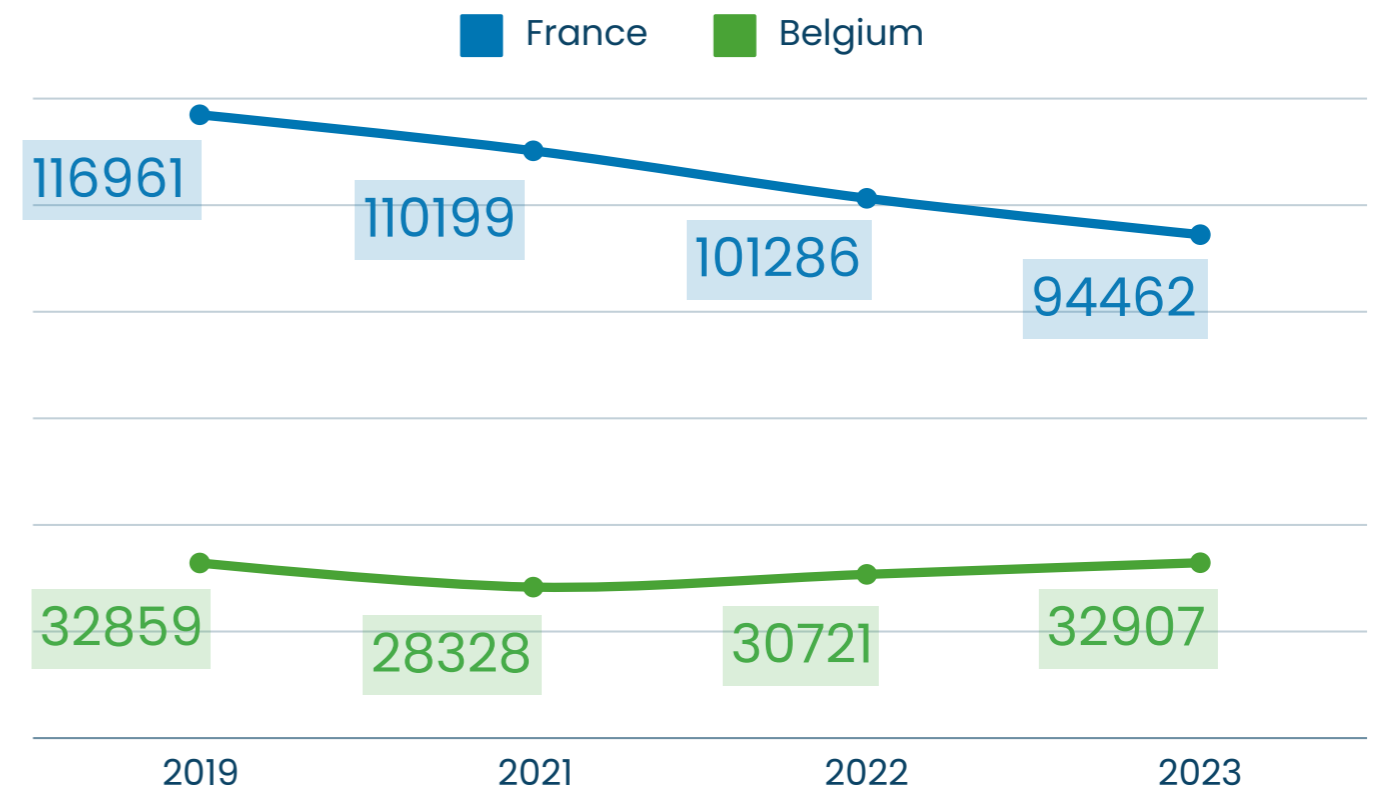


-19%

kWh saved in France in 4 years

*Data only available in France, Belgium, Germany, Italy, Austria, Spain, China, Asia Pacific & Turkey representing 67% of our employees worldwide.

Energy consumption in kWh



6 main objectives from the GRI standards

The topics developed on page 31 of this report are now being translated in 6 main objectives, and corresponding indicators, derived from GRI standards.

The present report details the level of achievement of the aforementioned objectives and analyse the results. Results are compared with former years' figures, when available. Other relevant indicators are also reported according to GRI Standard in the following pages.

The base year for this report is 2023. The scope taken into account for key indicators is indicated. Data collection was complete for 100% of the entities concerned, to the exception of electricity consumption and pages printed where some entities do not have access to this information.

**International scope means all subsidiaries of CERTIFER SA. Please note that CERTIFER SA had a minor participation in CERTIFER Algeria in 2023 and is not considered accordingly.*

UN SDG to which we respond:



CSR priority topic	Objectives	Indicator	Source	Scope
Anti-corruption	No confirmed incidents of corruptions	Total number and nature of confirmed incidents of corruption	Ethics Committee	International *
Anti-competitive behavior	No legal actions pending regarding anti-competitive behavior and violations of anti-trust and monopoly legislation	Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	CEO	International
Employment practices	Lower by 15% the employee turnover compared to 2022	Total number and rate of employee turnover during the reporting period, by age group, gender and region.	Human Resources	International
	Maintain and develop our employees' skills : Provide at least 24 hours of training per employee per year	Average hours of training that the organization's employees have undertaken during thereporting period, by gender & employee category	Human Resources	International
Non-discrimination and equal opportunities	Ensure no discrimination	Total number of incidents of discrimination during the reporting period	Ethics Committee	International
Occupational health and safety	Zero accident	The number and rate of fatalities as a result of work-related injury	Human Resources	International



3. Keep
Moving



Our achievements

CSR priority topic	Objectives	Indicator	2023 Results	2022 Results
Anti-corruption	No confirmed incidents of corruptions	Total number and nature of confirmed incidents of corruption.	0	0
Anti-competitive behavior	No legal actions pending regarding anti-competitive behavior and violations of anti-trust and monopoly legislation	Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	0	0
Employment practices	Lower by 15% the employee turnover compared to 2022	Total number and rate of employee turnover during the reporting period, by age group, gender and region.	8.2% Decrease of 38%	13,3%
	Maintain and develop our employees' skills : Provide at least 24 hours of training per employee per year	Average hours of training that the organization's employees have undertaken during thereporting period, by gender & employee category.	29h	25h
Non-discrimination and equal opportunities	Ensure no discrimination	Total number of incidents of discrimination during the reporting period.	0	0
Occupational health and safety	Zero accident	The number and rate of fatalities as a result of work-related injury	0 fatality 1 injury	0 fatality 2 injuries

Results analysis

1. Anti-corruption

No entity of CERTIFER has been subject to a legal proceeding relating to Ethics issues. Achieving this goal is crucial for CERTIFER for its reputation, the preservation of its accreditations and therefore the continuation of its activities worldwide. CERTIFER is therefore satisfied with this result and will continue to take the necessary measures to protect itself from any risk related to corruption.

2. Anti-competitive behavior

As a long-established testing, inspection and certification company, CERTIFER has always made ethics the cornerstone of its activities, wherever they take place. Our employees, and in particular the general and commercial managers, are made aware of the issue of fair competition, which enables us to achieve this important objective.

3. Employment practices

In 2023, there was a notable decrease in the number of voluntary departures across the group, even with the inclusion of CERTIFER Solutions entities in the report. Despite the consultancy sector's reputation for higher HR turnover, we have implemented measures focused on fostering a positive working environment, effective team management, and offering tailored career opportunities to preserve our valuable expertise. All departures were offset by new recruitments, showcasing the robustness of our employer brand.

The 3-day objective of training was well exceeded at group-level as a result of the actions to organize joint training sessions between entities and to promote CERTIFER Academy training opportunities internally.

4. Non-discrimination and equal opportunities

As a long-established testing, inspection and certification company, CERTIFER has always made ethics the cornerstone of its activities, wherever they take place. Our employees, and in particular the general and commercial managers, are made aware of the issue of fair competition, which enables us to achieve this important objective.

5. Occupational health and safety

The safety of our employees is a major issue for all CERTIFER entities. It is a particular challenge for the entities in charge of organising or conducting tests. Only one entity reported accidents (on the way to work), fortunately of minor severity given the nature of the activities carried out by CERTIFER.



Our ambitions

New step for CERTIFER

At CERTIFER, our primary aim is to enhance our responsiveness to customer needs and solidify our position as a leader in the fields of testing, inspection, and certification. Additionally, we are actively expanding our presence in Solutions (SESA), a strategic move that allows us to offer comprehensive solutions tailored to our clients' specific requirements.

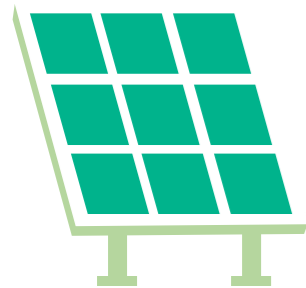


Selda BIYIKLI
Strategy and Finance Director

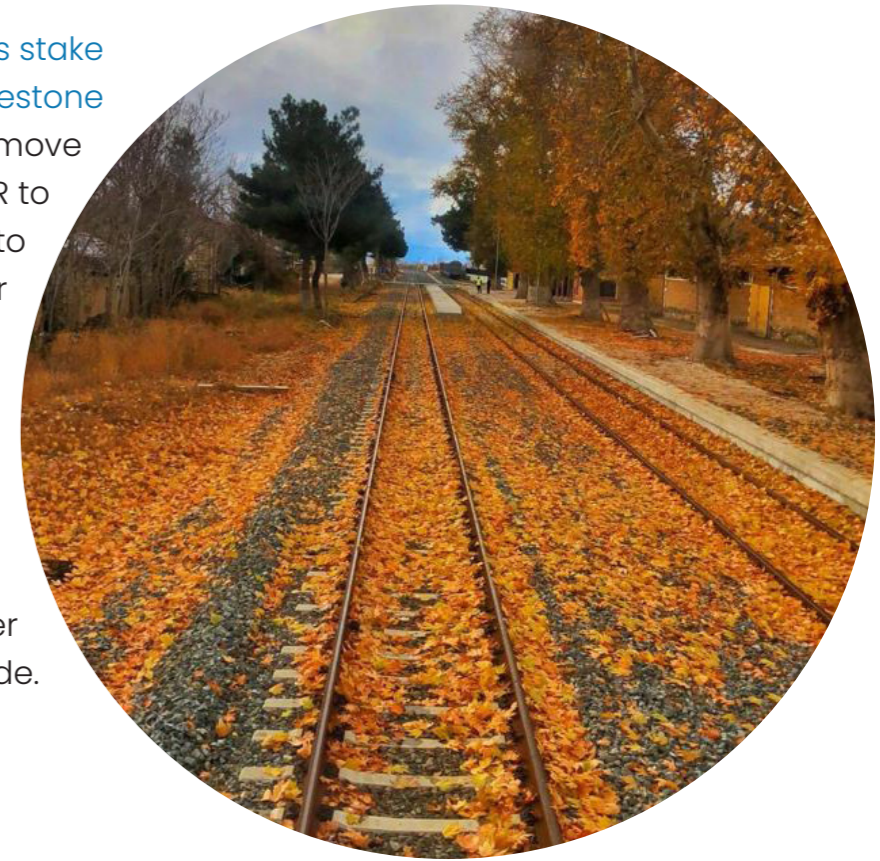
By focusing on innovation and leveraging our expertise, we aim to provide cutting-edge services that address the evolving demands of the industry. Mobility remains at the heart of our operations, with our services grounded in years of accumulated expertise and bolstered by a robust network of experts.



In all our endeavors, we strive for professional excellence, upholding the core values that define CERTIFER: integrity, flexibility, respect, and close to innovation. These values serve as our guiding principles as we work towards achieving our ambitious goals.



The recent reinforcement of APAVE's stake in CERTIFER marks an exciting milestone for our company. This strategic move opens up new avenues for CERTIFER to bolster our global presence and to further expand the scope of Certifer Solutions activities. An ambitious new chapter is unfolding for CERTIFER. By leveraging the resources and know-how of APAVE, we are poised to enhance our international footprint and deliver even greater value to our clients worldwide.



Philippe MAILLARD
Apave CEO

“ I am delighted to see the industrial partnership between Apave and CERTIFER being strengthened. This is a new step for CERTIFER, which will be able to benefit even more strongly from the support of the entire Apave Group; enabling it to accelerate its growth trajectory. ”



Do you want to learn more about our CSR Commitments



Contact us :
positiveimpact@certifer.eu