

INDUSTRIAL AND ENVIRONMENTAL RISKS

In 2008, the Cegedim Group launched its Sustainable development program, Cegedim Compact, with reference to the UN Global Compact. This program aims to address the three concerns of sustainable development so as to contribute to issues of social equity, environmental preservation and economic efficiency.

The Cegedim Compact thus defines twelve commitments made by the Cegedim Group:

- Eliminate all forms of forced or mandatory labor
- Prohibit the employment of children under the age of 15 to the exclusion of training
- Eliminate all discrimination in the areas of employment and professional occupation
- Promote individual success
- Ensure a favorable working environment on all sites
- Promote local employment and respect the laws in effects
- Undertake initiatives to promote greater environmental responsibility
- Act against corruption in all forms
- Ensure the safety of property belonging to the Group and its clients
- Ensure the confidentiality of client information
- Respect the laws in effect governing the protection of personal data worldwide
- Control movements

The implementation of these commitments lies in a three-year action plan across all Group entities. The gradual introduction of simple indicators should also assist in the verification and analysis of results so as to adapt future actions.

1. Industrial risks

Operating in the sector of technologies and services tied to information and databases, the Cegedim Group's priority is to satisfy its clients and partners concerning systems and data security. Despite all the precautions that are taken to this effect, certain events such as fires, floods or other natural disasters, power outages, computer viruses, sabotage, piracy and other similar events could cause the interruption or the loss of data flows and client access to databases made available by the Group. Such events could affect the Group's ability to provide products and services to its clients. In addition, piracy of computer systems used by the Group could, among other consequences, cause a significant loss of reputation.

However, the distribution of its centers, including three Tier IV centers (in France and the United States), throughout the world allows for system back ups and the implementation of Business Continuity Plans (BCP) with coverage of all time zones.

The Chairman's report on internal control details the information system security measures implemented within the Cegedim Group.

The industrial risks are also covered by adequate insurance policies.

2. Environmental risks

Given their essentially intangible nature (software, databases, and intellectual services), the activities of the Cegedim Group have no significant environmental impact.

The main levers are based on:

- Reducing energy consumption, particularly through the virtualization of the data center and the purchase of last generation equipment,
- The purchase of recycled product,
- Optimization of the life cycle of manufactured goods by managing certain products' end of life (paper, cardboard, IT equipment, cartridges, etc.),
- Control of the Group's vehicle fleet,
- Control of movements.

Within the framework of the Cegedim compact, and in order to meet these objectives, the Cegedim Group has continued to develop global and local initiatives to reduce its environmental impact.

Moreover, the subsidiaries abide by local laws and regulations relating to hygiene, safety and the environment.

3. Use of tangible assets and the environment

Given their essentially intangible nature, the activities of the Cegedim Group have no significant impact on the environment. The use of tangible assets with respect to the environment thus does not call for any particular remarks.

About Cegedim:

Founded in 1969, Cegedim is a global technology and services company specializing in the healthcare field. Cegedim supplies services, technological tools, specialized software, data flow management services and databases. Its offerings are targeted notably at healthcare industries, pharmaceutical companies, healthcare professionals and insurance companies.

The world leader in pharmaceutical CRM, Cegedim is also one of the leading suppliers of strategic healthcare industry data. Cegedim employs more than 8,200 people in 80 countries and generated revenue of €849 million in 2008. To learn more, please visit our website: www.cegedim.com

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