

# THE NICE CONFERENCE

SOCIETE GENERALE  
May 24, 2022

# 2022

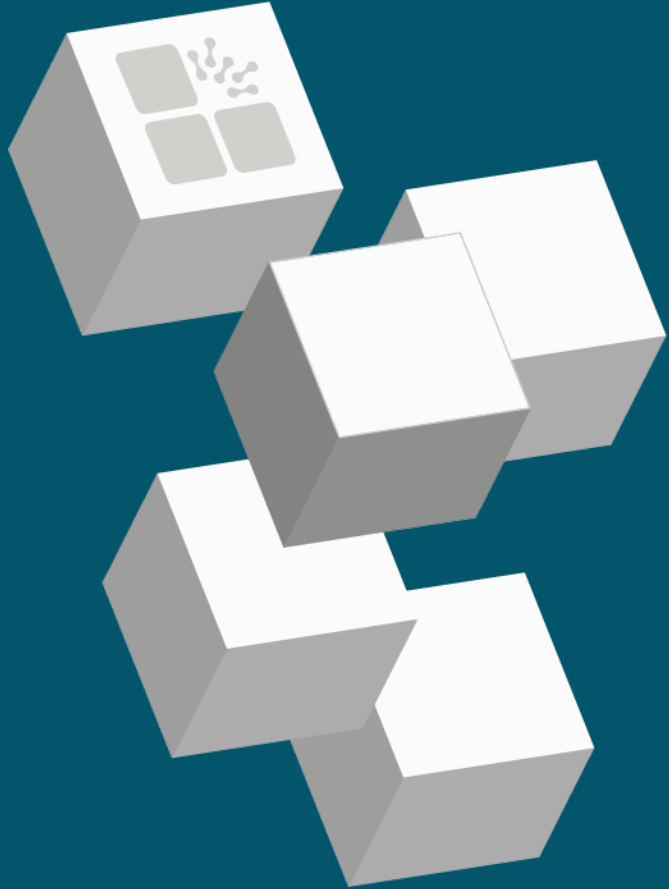


# Forward-looking statements

This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements are based on expectations and assumptions that we believe to be reasonable when made, but that may not prove to be accurate. By their nature, forward-looking statements involve risk and uncertainty. Consequently, the company cannot guarantee their accuracy and their completeness, and actual results may differ materially from those the company anticipated due to a number of uncertainties, many of which the company is not aware of.

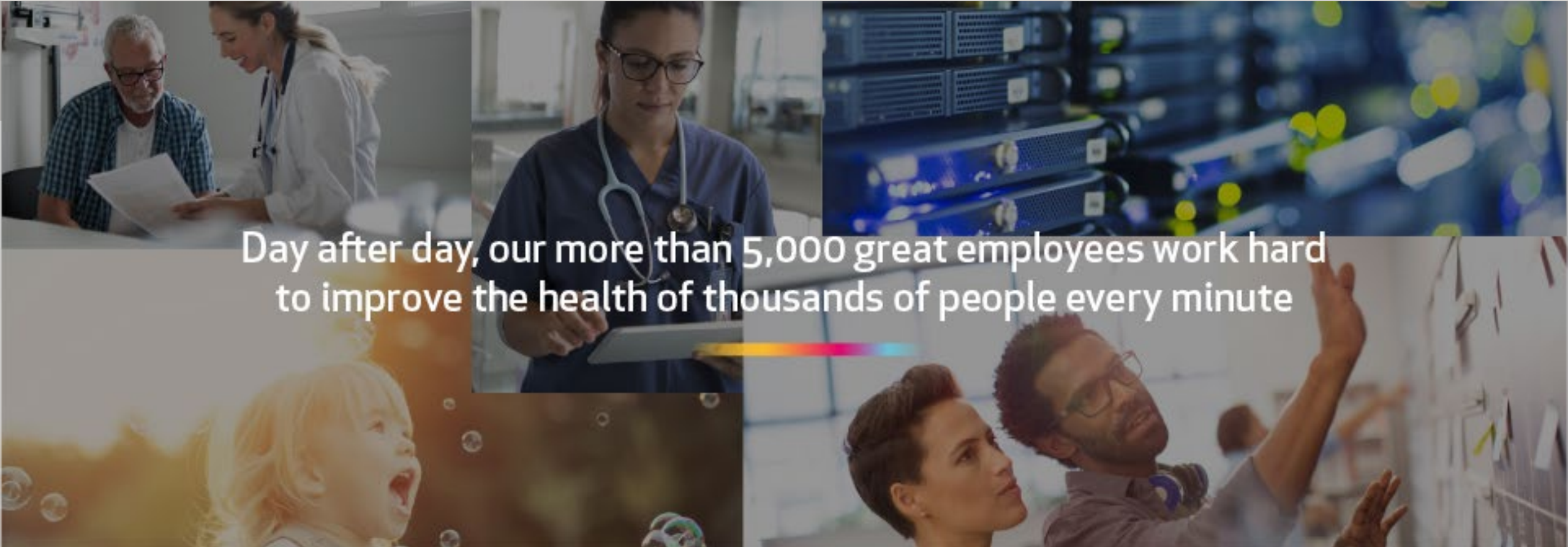
For additional information concerning important factors that may cause the company's actual results to differ materially from expectations and underlying assumptions, please refer to the reports filed by the company with the Autorité des Marchés Financiers.

Any forward-looking statement speaks only as of the date on which it is made, and we assume no obligation to update or revise any forward-looking statement, whether as a result of new information, future events, or otherwise, except as required by law.



# The big Picture

Cegedim in 2022



Day after day, our more than 5,000 great employees work hard to improve the health of thousands of people every minute



**FY 2021 REVENUE**

€524.7m



**EMPLOYEES**

5,643 - Dec. 2021



**COUNTRIES**

+10



**% OF REVENUE**

+84% - from healthcare space



# Cegedim: The big picture

Cegedim ID

Innovation  
Technology  
Services

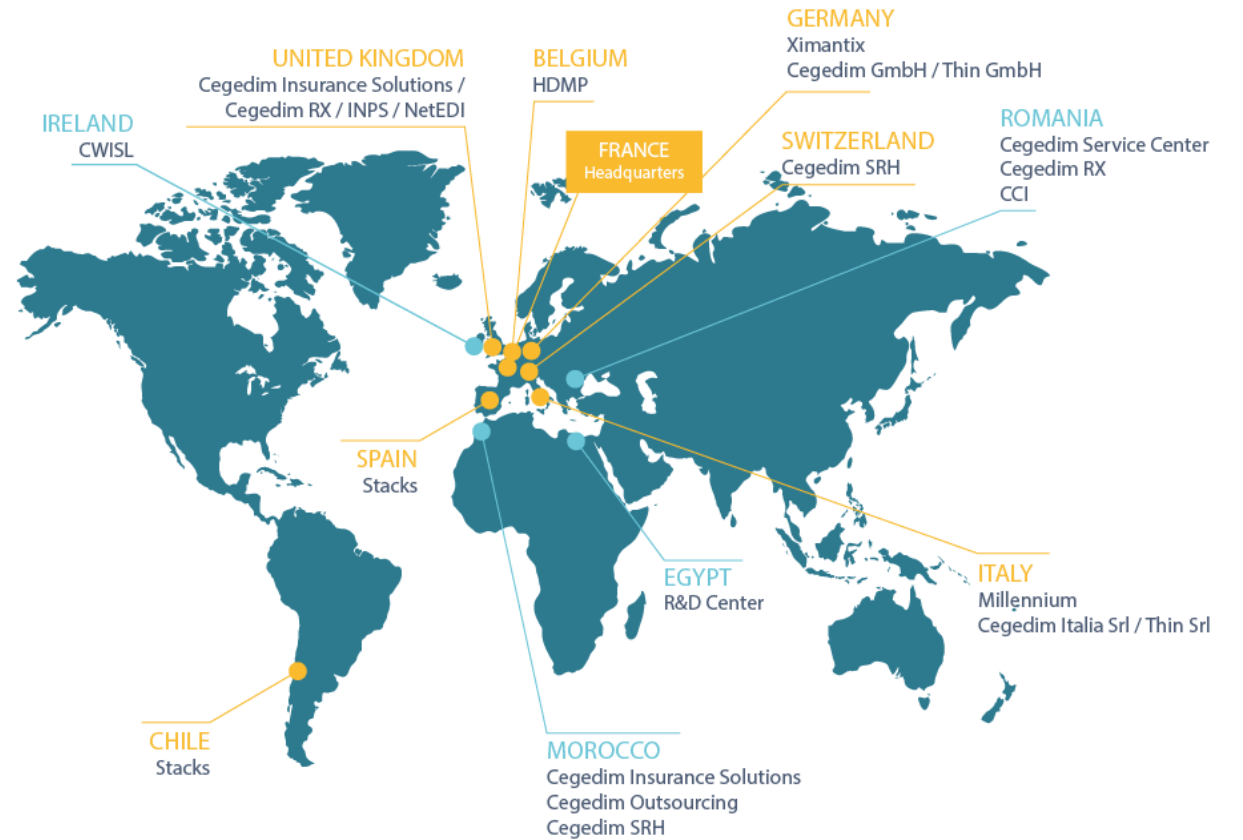


Client centric

Organic growth  
M&A

Financial discipline

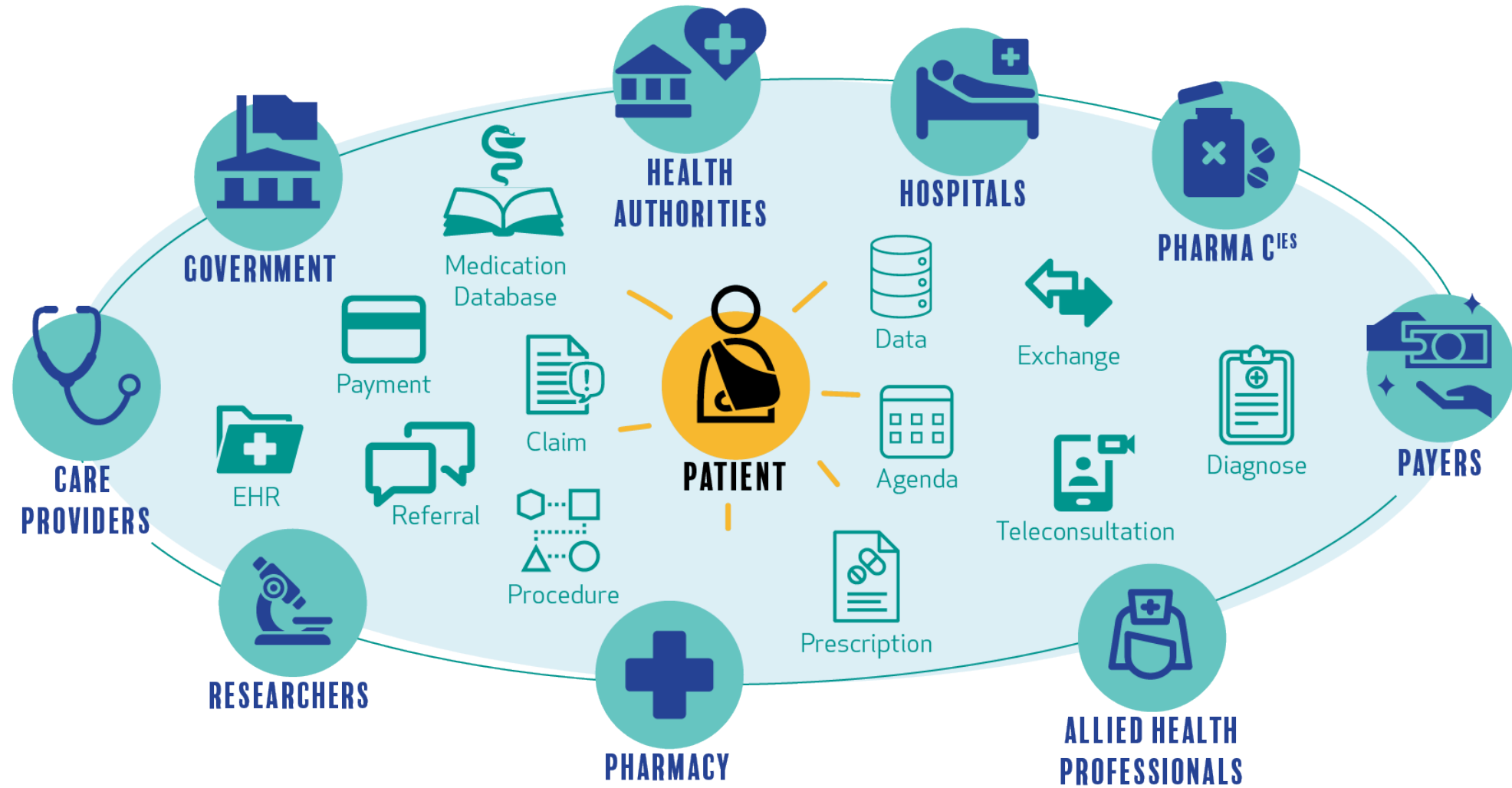
## A strong European presence







# Leading integrated player in healthcare, with an unique ecosystem





# Breakdown of business by activity



## Software & services 56%

- Cegedim Santé** – solutions for HCP in France
- CHS** – Solutions for HCP in Europe
- Cegedim Insurance** – Solutions for Health Insurers
- Cegedim SRH** – HCM Suite



## Flow 16%

### Digitalization of contract to pay process

- Healthcare in France, third party payment
- All sectors in France, the UK, and Germany



## BPO 9%

### Business process outsourcing for:

- Health insurance companies, mainly claims processing
  - HR departments in France
- Offshore centers in Romania and Morocco



## Data & marketing 19%

**Real World database** (France, the UK, Romania, Spain, Italy and Germany) and **Sales Audit**

**Digital and print marketing** at pharmacies in France

**Digital marketing** for French and Belgium doctors

X%

X%: % of FY 2021 revenue



# Strong regulatory market drivers

## Government eHealth Programs

- Ma Santé 2022
- Ségur de la Santé

## Finance Law

- Mandatory e-invoicing by 2024/2026 in major EU countries
- Trend toward VAT Clearance (Italian model, EU scheme under preparation)

## Covid-specific measures

- New pharmacist role
- Social measures for employees and companies

## Health Insurance regulation

- PSC (Protection Social Complémentaire) 2025 following ANI and 100% Santé





# A booming healthcare market

## Key market trends



Ageing population & Chronic disease



Shift towards outcome-based care



Fragmented care



Greater patient engagement



More stringent regulation



Shift towards ambulatory care



Staff shortage

## Catalysts



Covid-19



Digitalization



Government  
eHealth  
Programs

## Opportunities

- ☐ Digitization
- ☐ Booming and constantly evolving requirements
- ☐ Development of remote health
- ☐ Real-time data
- ☐ Medical decision support
- ☐ Real world evidence



# Software & services: Cegedim Santé

**100,000**  
HCP users  
**Cegedim Santé**

**25 million**  
Patients  
**Malakoff Humanis**  
**VYV**  
**PRO BTP**

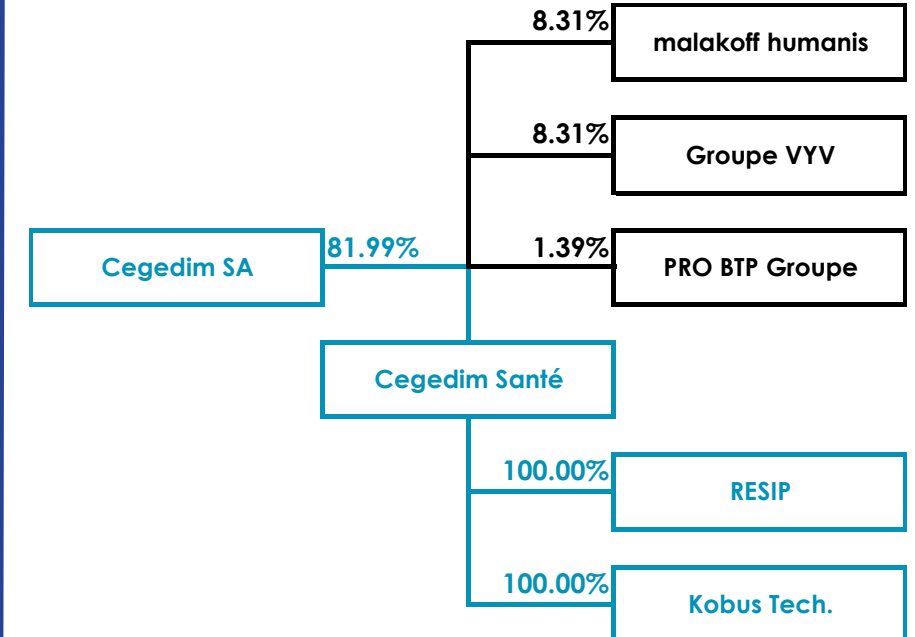
## The deal

- Reserved capital increase of €65 million for 18% of Cegedim Santé equity
- Industrial partnership: Improving patient pathway
- Accelerate Cegedim Santé growth
- Cegedim Santé to simultaneously acquire MesDocteurs (Groupe VYV)

## Key metrics

- 12% of FY 2021 Group revenue
- 5% of FY 2021 operating income
- € 360.9m post-deal valuation

## The structure





# Healthcare



- Maiia doubling its revenue
- Maiia Gestion Kiné (>2,000 clients in 1 year) – dentist and doctor versions to follow mid 2022
- Smart RX NeV: next-generation solution launched
- >30 pharmacy groups signed Smart 360 BI solution
- Multi-disciplinary health centers reaching over 50% market shares



- Cegedim RX UK: Award-winning Pharmacy product of the year
- Spain: reaching over 40,000 users  
2 new regions awarded + 4 new hospitals signed
- Romania & Belgium: Cloud solution end-2022





# Cegedim Insurance



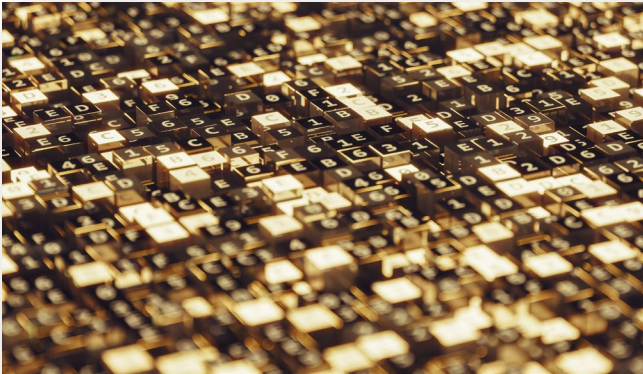
## 43 million beneficiaries managed on our solutions

- **Beyond:** First customer signed on our new cloud solution
- **"Easy Collectif"** new module under deployment for 2 large customers to address the reform of the Supplementary social protection (PSC) for civil servants
- Several delegated management (BPO) **contracts signed** in 2021 in the field of personal provident
- **TP Santé:** First deployment of this major Third Party Payment innovation  
Care items not reimbursed by social security and managed by the third-party payer
- Acceleration of **Hospital Third Party Payment adoption** (10 projects)



# DATA

## GERs



- Revenue doubled in 5 years
- Increasing need for data linked to Covid
- Future development of GMS & e-commerce

## THIN RWE



- THIN now available in Italy in addition to FR, UK, SP, BE
- Germany planned end-2022
- 5-year EMA contract
- Algorithms for rare disease detection





# Digitalization of key company processes



## Human Capital Management (SRH)

- New deals for a total of 200,000 employees to manage
- Public sector opening up: +10 contracts signed in 2021
- New cloud version of MyTeamsRH launched  
10 customers in production
- CPAs adopting *Rue de La Paie*, powered by TeamsRH



# Digitalization of key company processes



## Contract to Pay (SY)

- Expecting to handle 1 billion transactions in 2022 – International Network effect
- Slower growth than expected during H1 2021 linked to Covid pandemic in the UK & Germany
- Strong increase of new orders: +30% vs 2020
- Hospitalis : expanding coverage of our leading procurement Hub for Hospitals with major Injectable Medical Devices companies
- Our larger customers are already investing & preparing for the new mandatory e-invoicing law



# A dynamic driven by digitalization



## Strategy



### Growth

- Installed base upsell
- New customers
- New products
- M&A



Optimize our operating model



Maximize business synergies



Sustainability



## Growth drivers



Digitalization



Regulation



Covid-19



SaaS / Cloud



BPO



# M&A strategy

## Policy

- Opportunistic approach
- Small bolt-on acquisitions
- Complementary to our activities
- Market share or technology

## 2021 Acquisition

- Medimust <sup>(1)</sup>
- Kobus Tech <sup>(2)</sup>

*(1) Initially consolidated on May 31, 2021*

*(2) Initially consolidated on June 30, 2021*

## 2022 Operation

- Cegedim Santé <sup>(3)</sup>

## 2022 Acquisition

- MesDocteurs



# Cegedim is confident in its future growth potential

**Our markets have solid growth prospects despite short-term uncertainties**

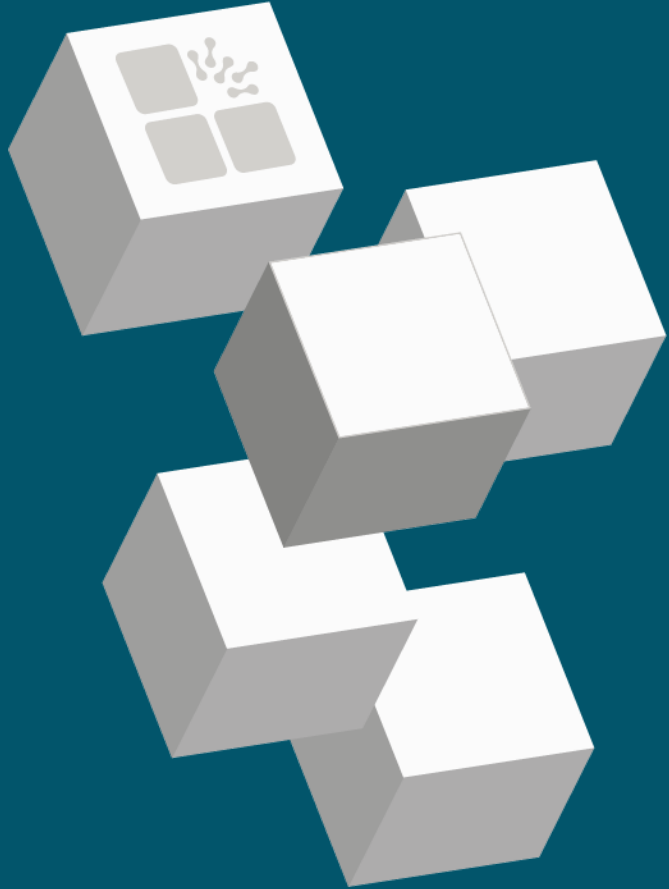
**Our well-positioned businesses are expanding margins**

**We are driving innovation**

**We are forming strong partnerships**

**Operational and financial discipline form the foundation**





# Finance

FY 2022 Earnings



# The 1Q 2022 Big picture

Revenue  
€129.2m

+5.5%  
reported

+5.0%  
LFL

Cegedim: 2022 off to  
a promising start

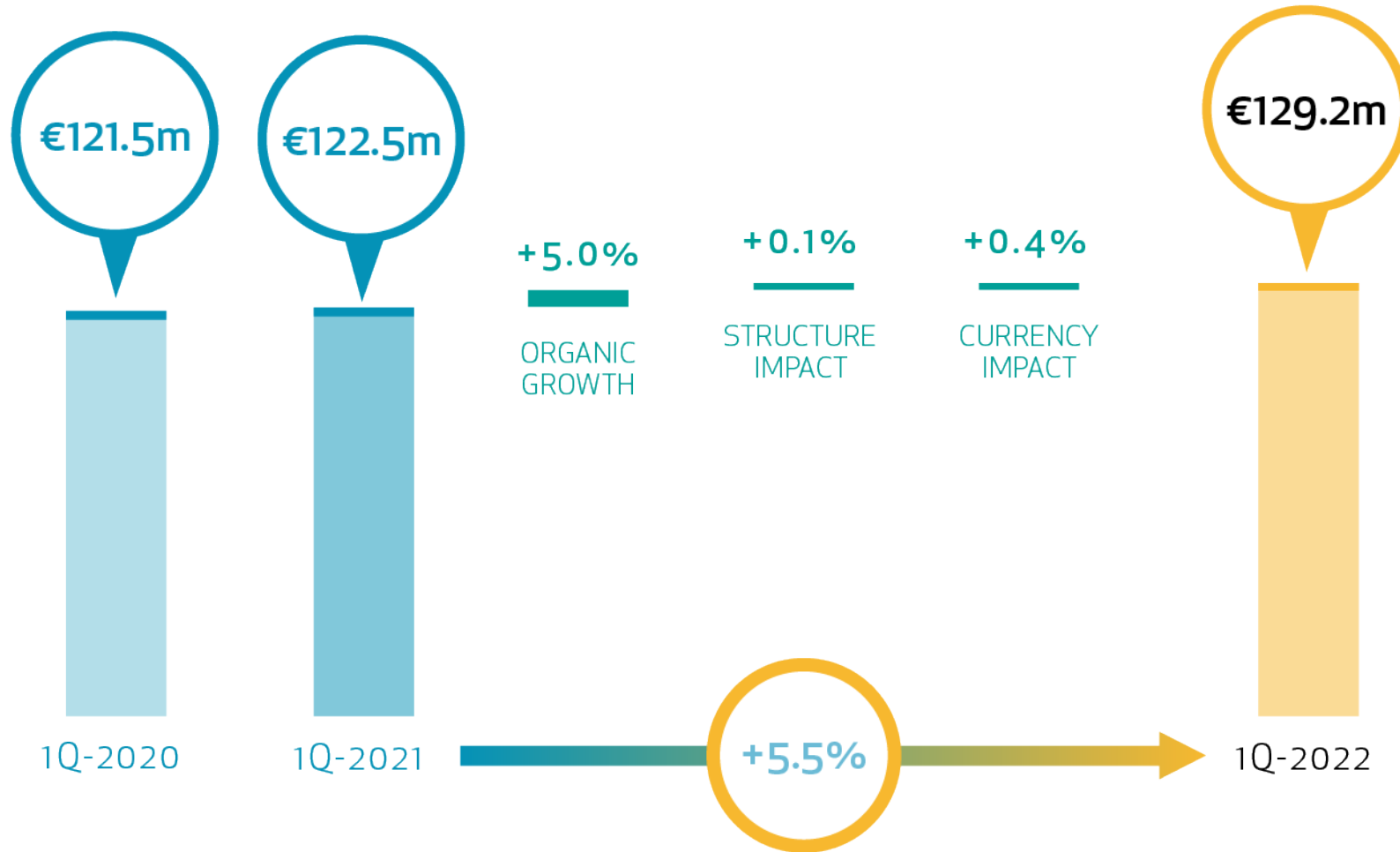
Cegedim Santé:  
A final agreement is  
expected in May

All operating divisions  
contributed to 1Q organic  
growth

Cegedim is temporarily  
suspending its profitability  
guidance due to wages  
inflation risk

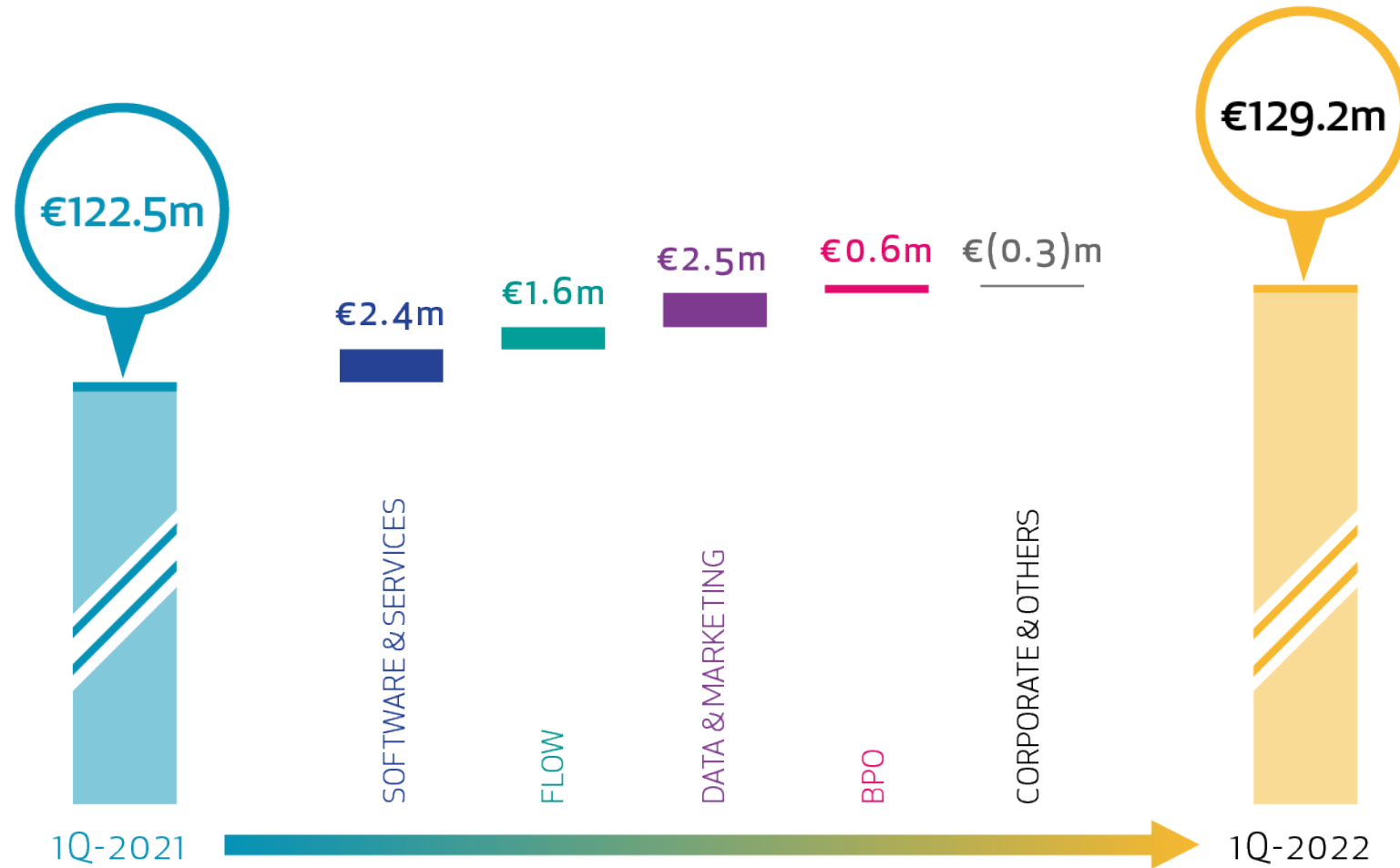


# 1Q 2022 Revenue up 5.0% L.f.I





# 1 Q 2022 Revenue breakdown by division



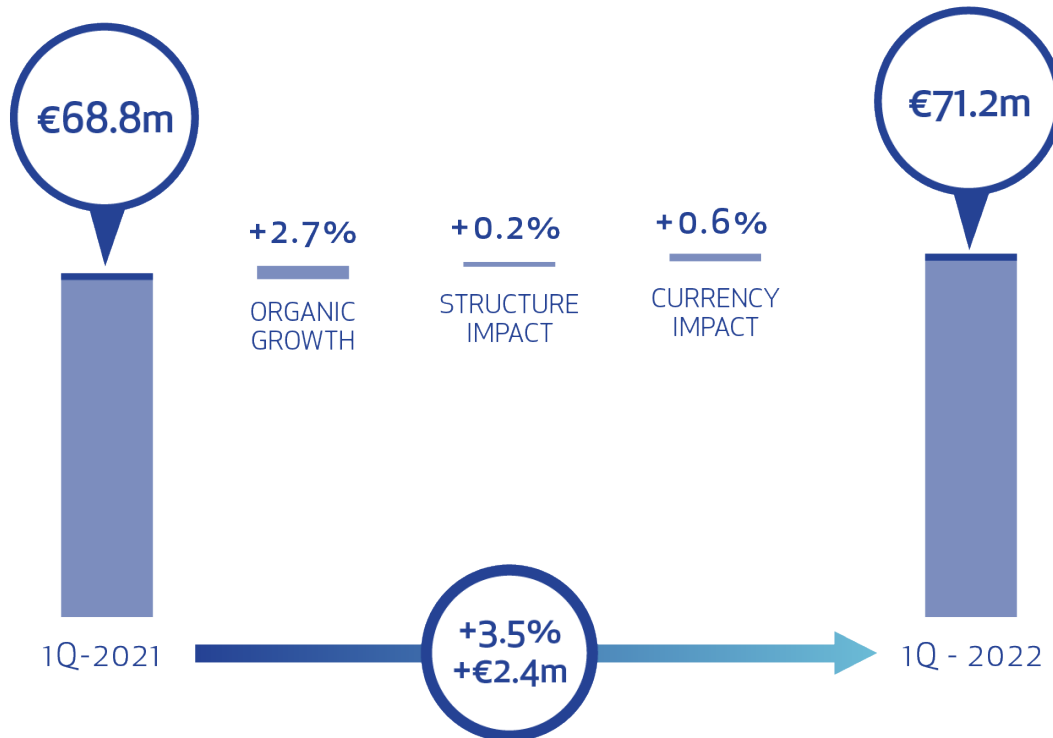


## Software & services

**55.1%**  
of 1Q 2022 Group revenue

**€71.2m**  
Revenue

**+3.5%**  
**+€2.4m**



### Comments

- All of the division's activities turned in solid performances with the exception of the healthcare professional computerization business in the UK which, as expected, is still gearing up for recovery.



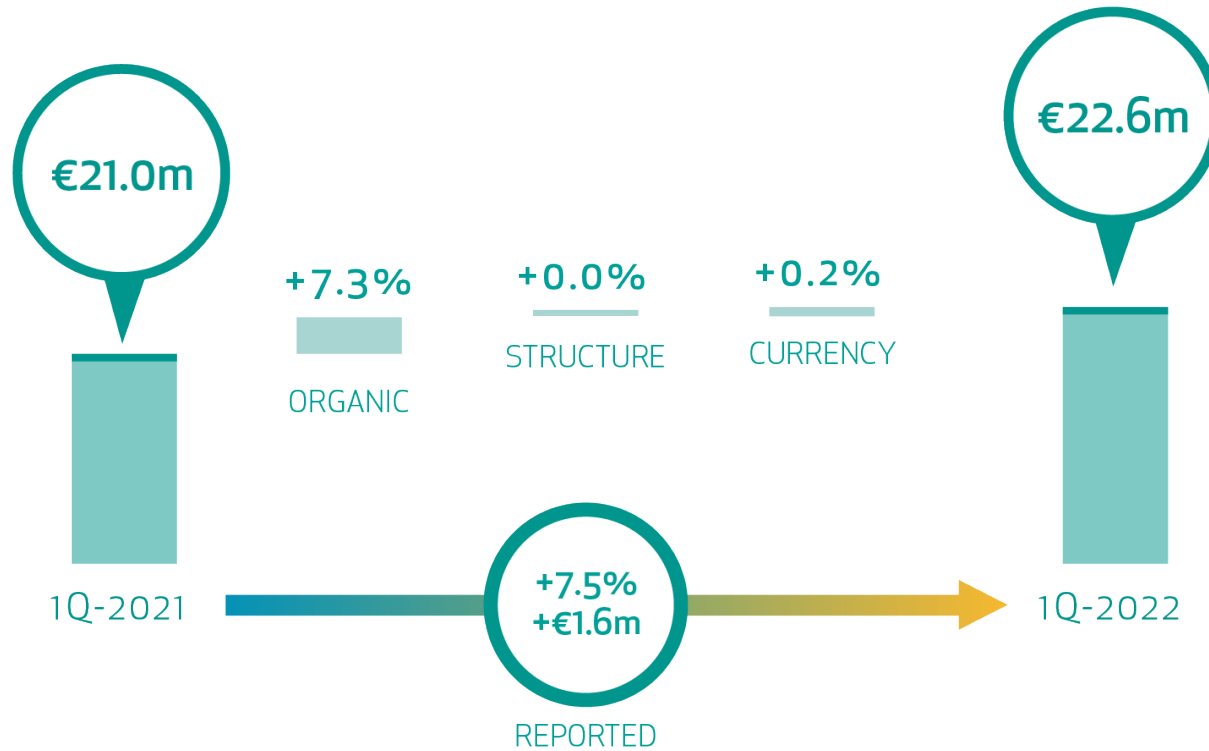


Flow

**17.5%**  
of 1Q 2022 Group revenue

**€22.6m**  
Revenue

**+7.5%**  
**+€1.6m**



## Comments

- The process digitalization and digital data flow business experienced strong growth in France and posted clear recoveries in the UK and Germany.
- The healthcare flow business related to healthcare reimbursements in France also grew.

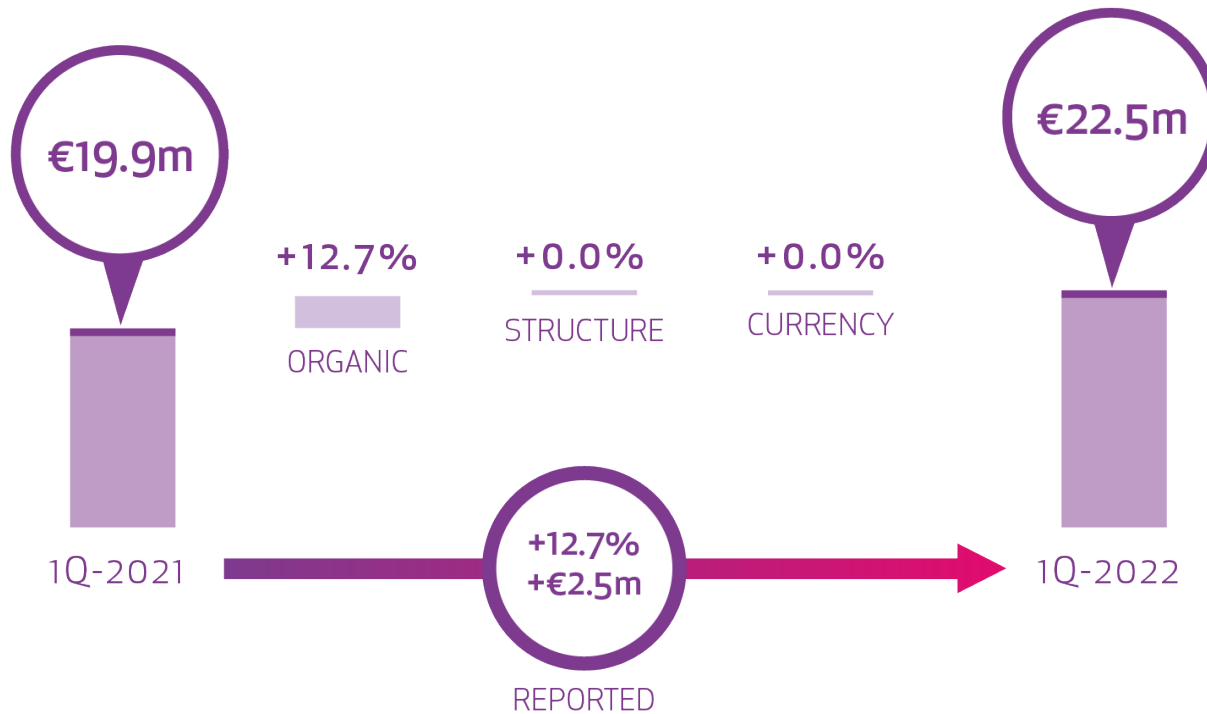


## Data & marketing

**17.4%**  
of 1Q 2022 Group revenue

**€22.5m**  
Revenue

**+12.7%**  
**+€2.5m**



## Comments

- Data activity in France and digital communication solutions in France still have good momentum, posting double-digit growth.

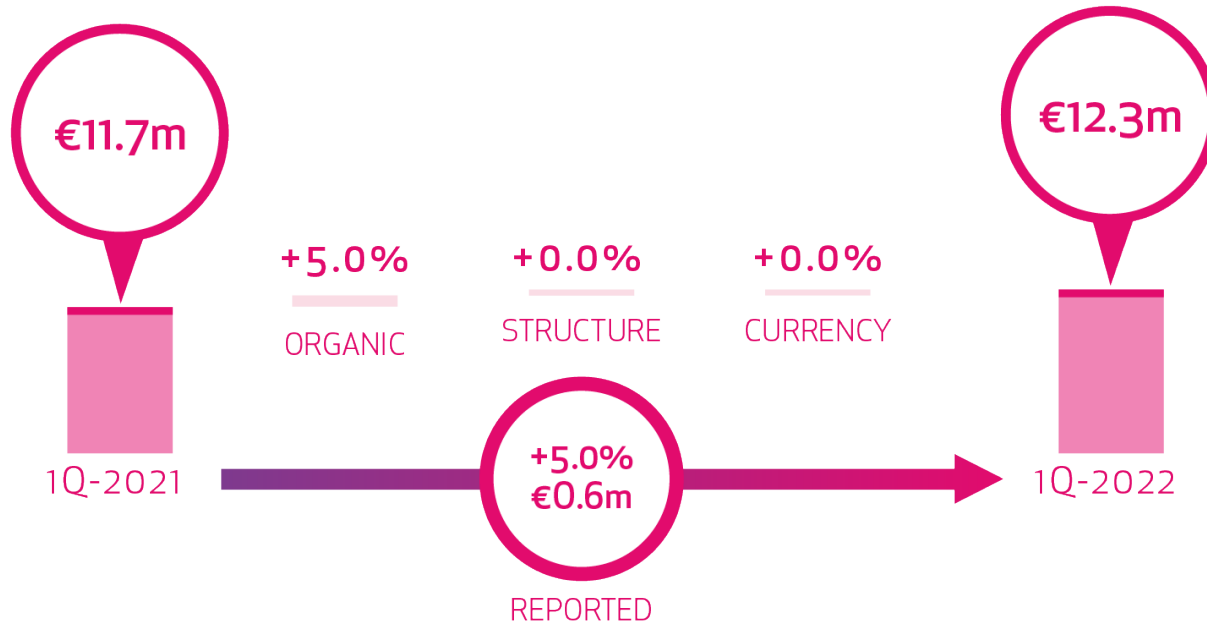


BPO

**9.5%**  
of 1Q 2022 Group revenue

**€12.3m**  
Revenue

**+5.0 %**  
**+€0.6m**



## Comments

- The business of providing services for insurance companies and mutual insurance providers was stable.
- The division got a boost from strong demand for BPO services from HR departments.



# Outlook

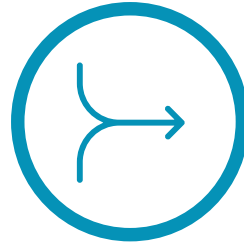
## Cegedim's 3 pillars



Innovation



Financial Discipline



M&A

## Priorities for 2022

- Continue to reinforce Cegedim's global leadership position
- Continue R&D investment
- Increase customer loyalty
- Develop business synergies
- Expand margins
- Make small bolt-on acquisitions



# Outlook

## Outlook

- The Group is **confident** it can **grow revenues**
- Considering the **inflationary risk** stemming from the current geopolitical situation, particularly pertaining to **wages**, the Group is **temporarily suspending** its communication regarding its 2022 **recurring operating income<sup>(2)</sup> target**

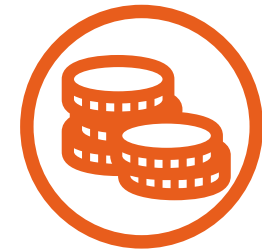
(1) See 2021 Universal Registration Document Chapter 4 "Consolidated Financial Statements" section 4.6 Note 2 on Alternative performance indicators.

## 2022 Outlook



Revenue

**+ 5 % LFL vs FY 2021**



Recurring operating income

-

**Disclosure:** Based on currently available information. The Group does not expect to make any significant acquisitions in 2022. And lastly, the Group does not provide earnings estimates or forecasts.






# Conclusion



All operating division  
contributed to 1Q  
organic growth




Cegedim: 2022 off to a  
promising start



Cegedim Santé:  
A final agreement is  
expected in May



Continuing investment in  
innovation



Vigilant to navigating  
inflationary risks stemming  
from the current  
geopolitical situation



# Dividend

## Dividend

Dividend per share <sup>(1)</sup>	€0.50
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### Dividend payout

% of net income, Group share <sup>(2)</sup>	c.26%
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% of free cash flow from operations <sup>(2)</sup>	c.22%
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*(1) Dividend proposed for shareholders' approval at the June 17, 2022, General Meeting with a payment date on July 1, 2022*

*(2) Estimated as of March 24, 2022*



# FY2021 The big picture

Revenue  
€524.7m

+5.6% reported | +5.0% LFL

2021 revenues at the top of the Group's estimated range

ROI\*  
€39.9m

(4.4)% | €(1.8)m  
\* Recurring operating income

Exceptional items\*

€(19.9)m | €3.8m  
2020 | 2021

\* Other non-recurring operating income and expenses

Operating income

€43.7m

+100.2% | +€21.9m  
Operating profit doubled

Net profit

€26.3m

x 2.4 | +€15.4m

Operating FCF  
€31.9m

+(32.0)% | €(15.0)m

Operating FCF impacted by €14m of 2020 social charges paid in 2021

Net debt

excl. IFRS 16

€165.0m

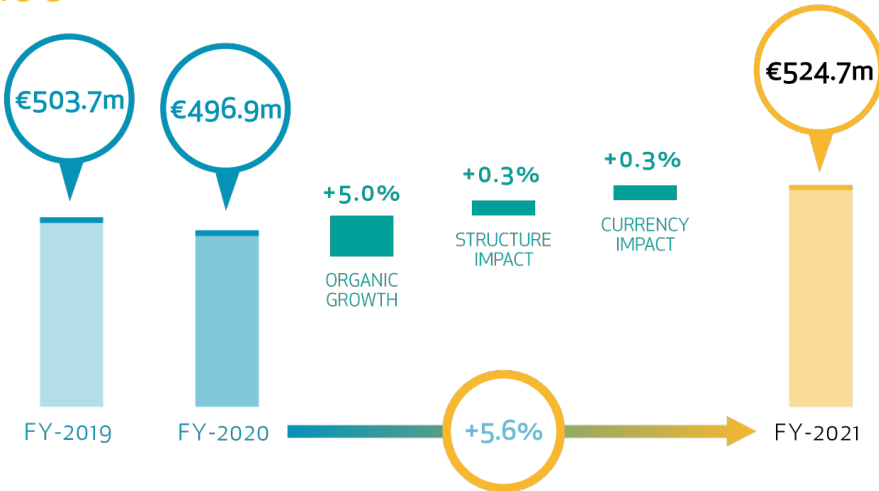
+0.5% | +€0.8m

Stable net debt despite €14m of social charges paid in 2021, postponed from 2020

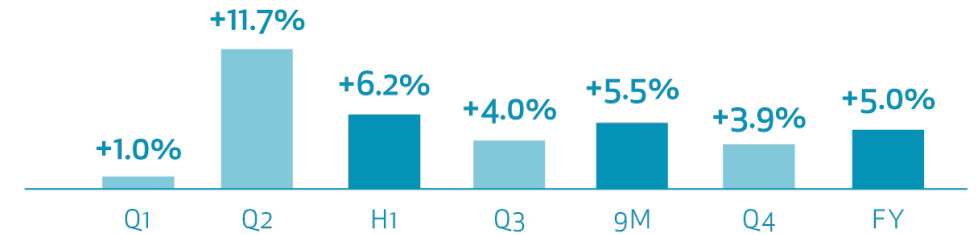


# FY2021: Accelerating top line

## Revenue



## Quarterly revenue change

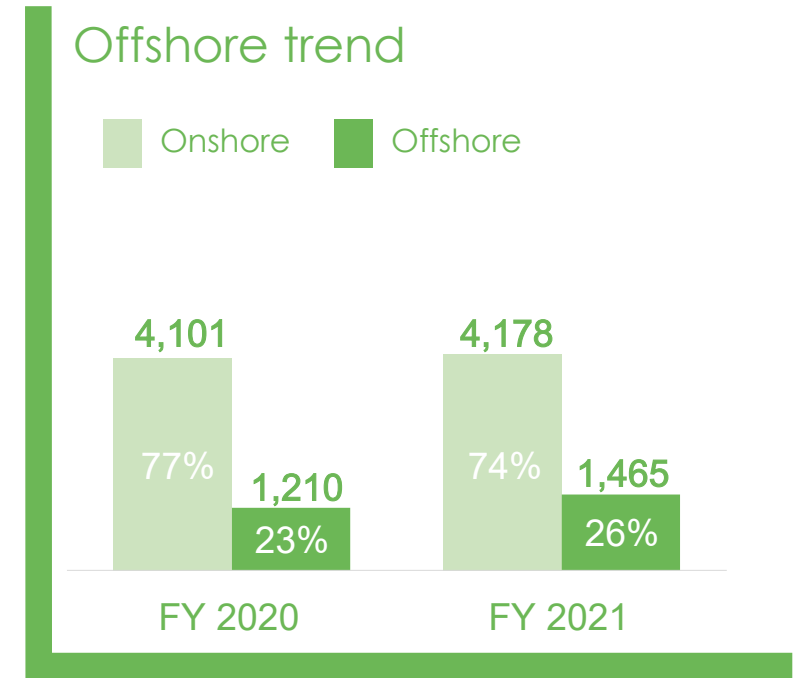
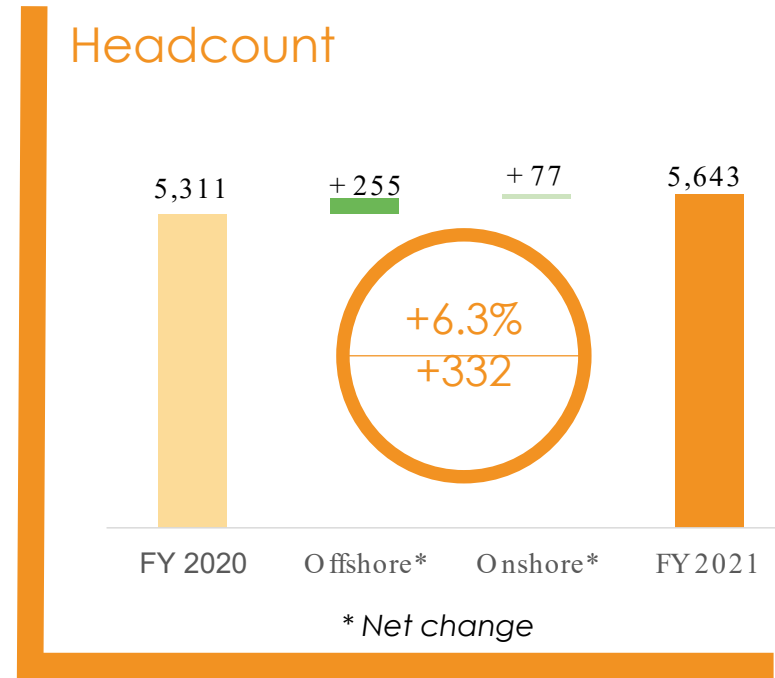
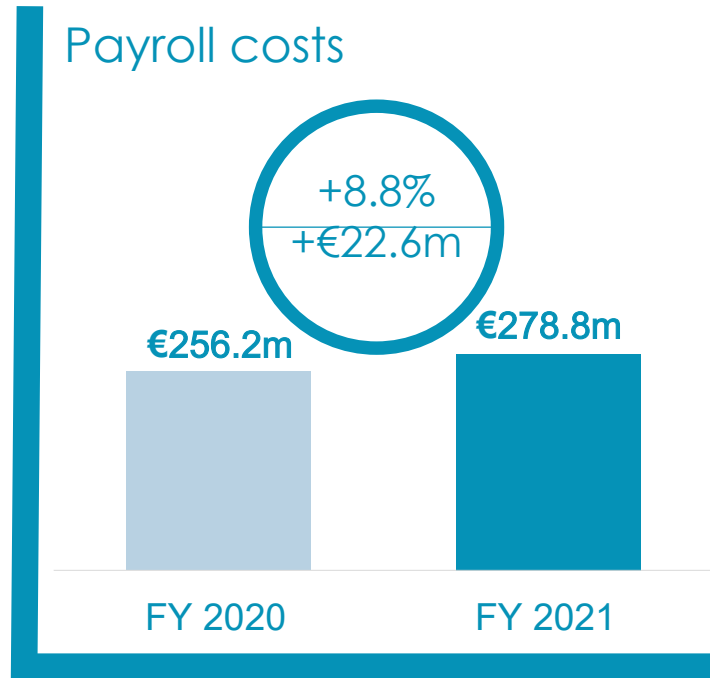


## Comments

- High share of recurring revenue
- 90.4% generated in euros
- Acquisition of Medimust and Kobus in Q2 2021

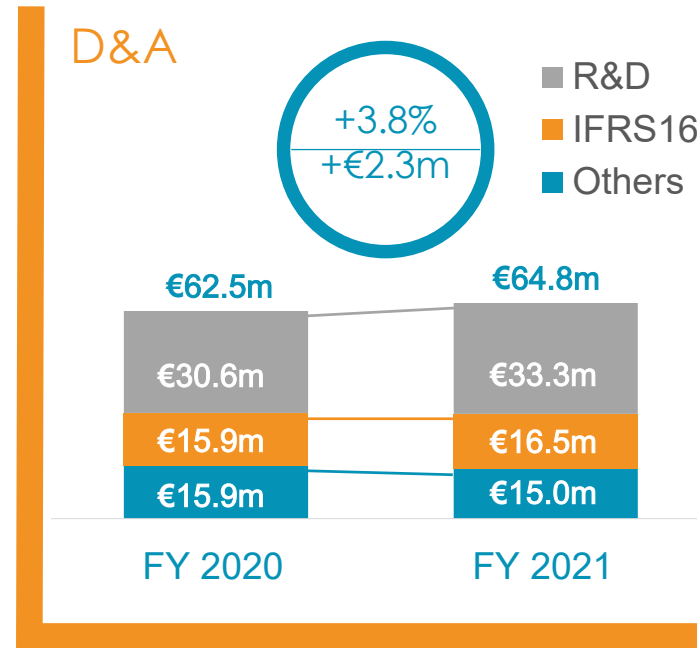
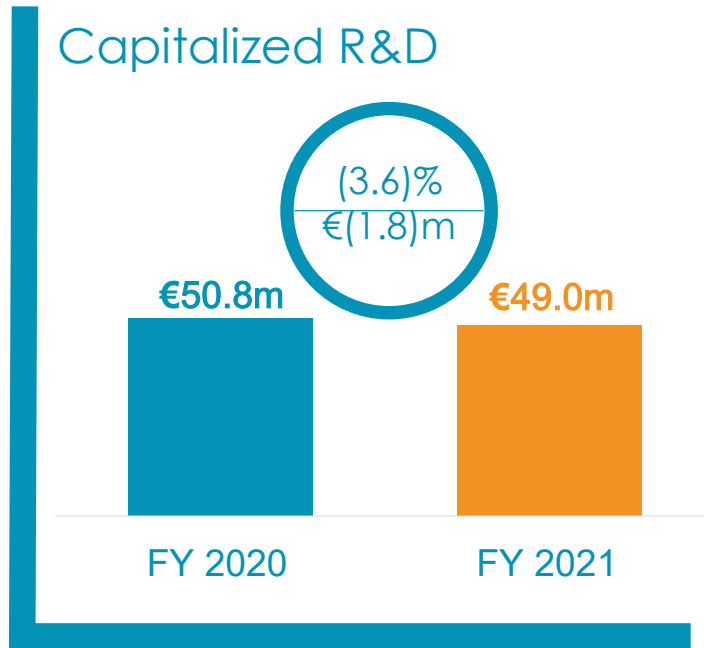


# FY2021: Payroll costs





# Significant R&D investment impacts the P&L





# FY 2021 P&L: Reflects continued investments

## P&L

in € million

	FY 2020	FY 2021	% change	€m change
<b>Revenue</b>	<b>496.9</b>	<b>524.7</b>	<b>+5.6%</b>	<b>+27.8</b>
EBITDA	104.2	104.7	+0.5%	+0.5
Margin	21.0%	20.0%	(101) bps	
D&A	(62.5)	(64.8)	+3.8%	+2.3
<b>Recurring operating income</b>	<b>41.7</b>	<b>39.9</b>	<b>(4.4)%</b>	<b>(1.8)</b>
Margin	8.4%	7.6%	(79)	
Other non-recurring income and expenses	(19.9)	3.8	n.m.	+23,7
<b>Operating income</b>	<b>21.8</b>	<b>43.7</b>	<b>+100.2%</b>	<b>+21.9</b>
Margin	4.4%	8.3%	+393 bps	
Financial result	(8.6)	(10.4)	20.0%	+1.7
Total tax	(2.0)	(5.8)	+196.8%	+3.9
<b>Net earnings</b>	<b>10.9</b>	<b>26.3</b>	<b>+140.9%</b>	<b>+15.4</b>
Earnings per share in €	0.8	1.9	+137.5%	+1.1





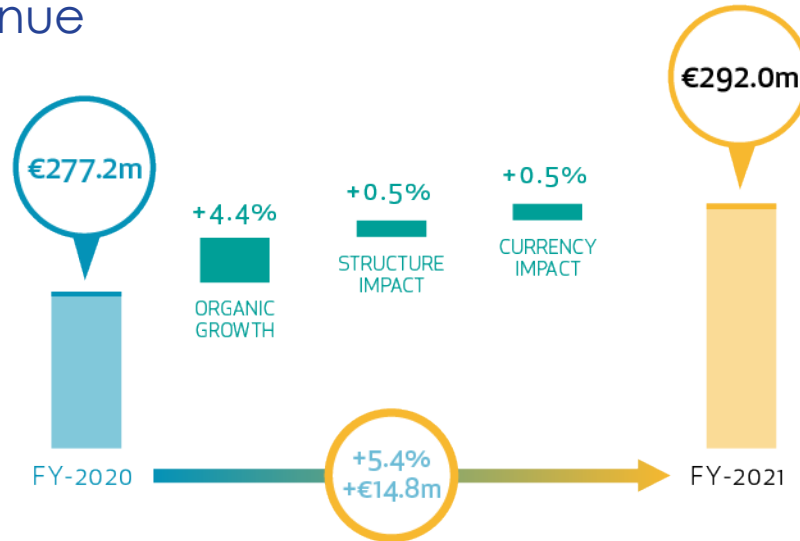
## Software & services

**56%**  
of 2021 Group revenue

**€292.0m** +5.4%  
Revenue

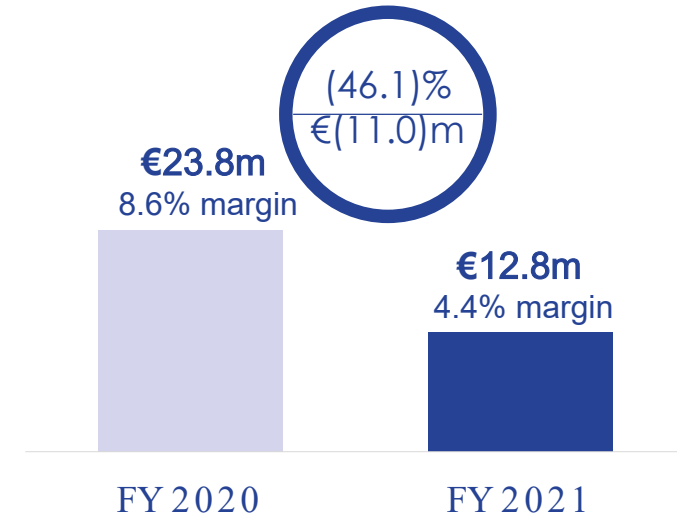
**€12.8m** (46.1)%  
Recurring Operating Income

### Revenue



- “Project-based” business recovering, mainly in the health insurance segment
- Excellent performances in HR management outsourcing activities
- Maiia revenues more than doubled, as predicted
- Significant trading operations in Q4

### Recurring operating income



- Recurring operating income margin decreased by 418 bp
- Negative impact from UK and Cegedim Santé partly offset by health insurance activities in France and the UK and software for care providers in Spain
- Maiia still loss making



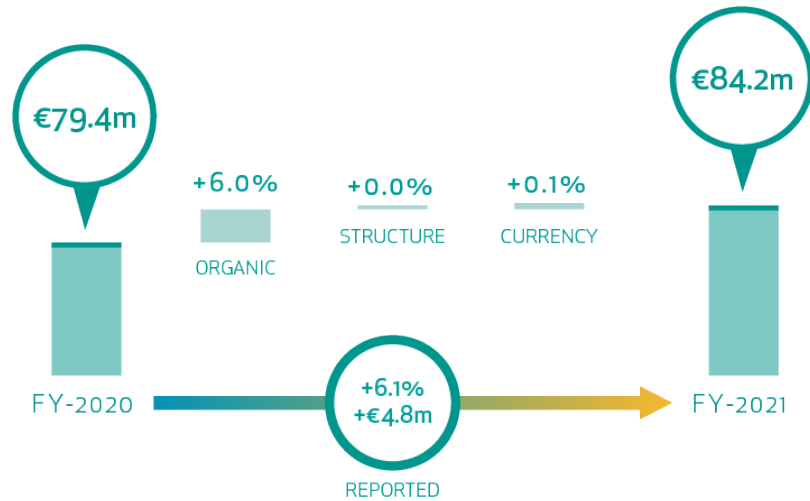
Flow

**16%**  
of 2021 Group revenue

**€84.2m** +6.1%  
Revenue

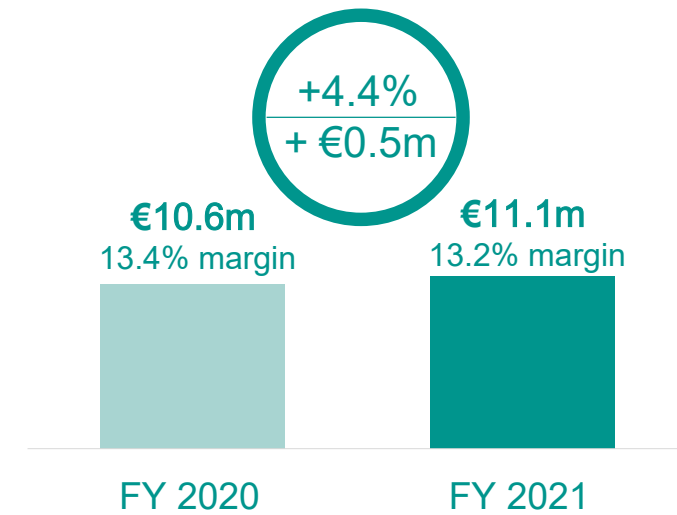
**€11.1m** +4.4%  
Recurring operating income

## Revenue



- Excellent performance despite the pandemic's impact

## Recurring operating income



- Recurring operating income margin virtually stable
- Third-party payment management margin affected by Covid-19
- Cegedim e-business margin increased in France; UK and German margins hurt by the Covid-19 pandemic



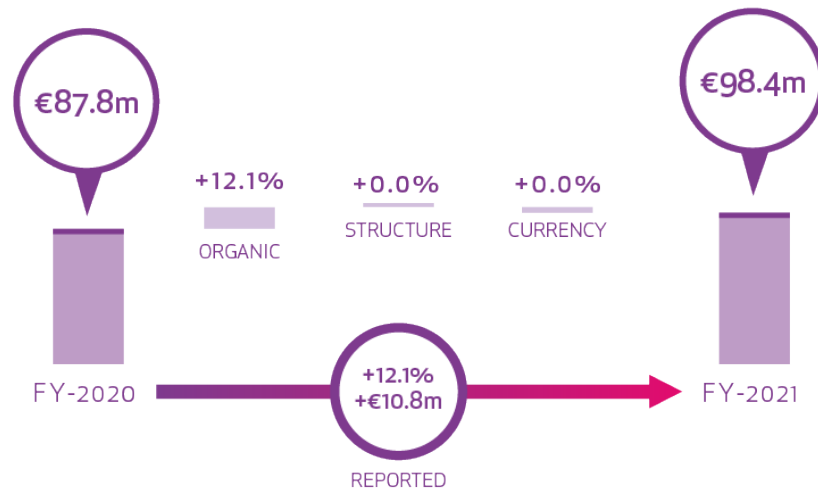
## Data & marketing

**19%**  
of 2021 Group revenue

**€98.4m** +12.1%  
Revenue

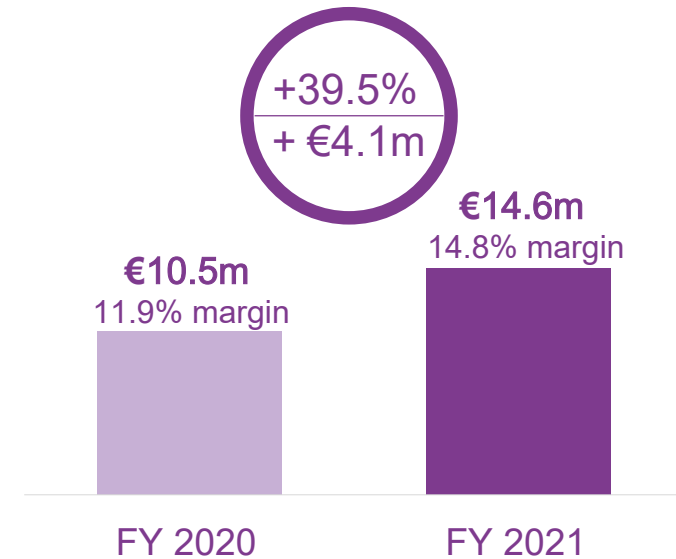
**€14.6m** +39.5%  
Recurring operating income

### Revenue



- Data activities up strongly
- Solid performance in marketing activities

### Recurring operating income



- Profitability increased at the French data activity
- C-Media: 2021 was one of its most profitable years yet

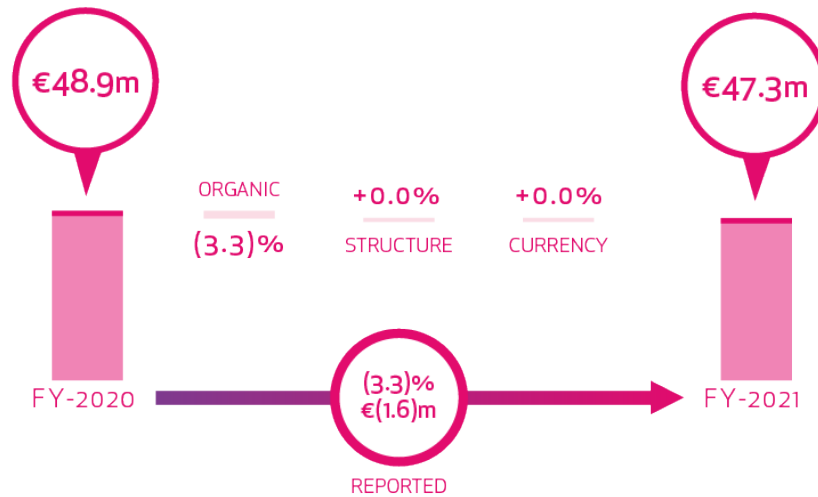


**9%**  
of 2021 Group revenue

**€47.3m** (3.3)%  
Revenue

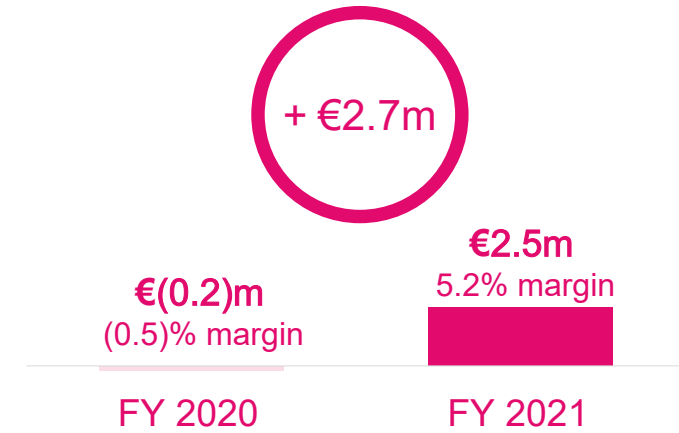
**€2.5m** n.m.  
Recurring operating income

## Revenue



- This business, which largely involves managing services on behalf of insurance companies and mutual health insurers, was hurt by a decrease in unit prices now that the implementation phase is complete, and by less so-called overflow business
- Strong growth in BPO activities for HR departments

## Recurring operating income



- Recurring operating income now in positive territory
- First positive year for health insurance BPO despite a negative impact from Covid-19 at the start of the year
- Good improvement in HR BPO profitability



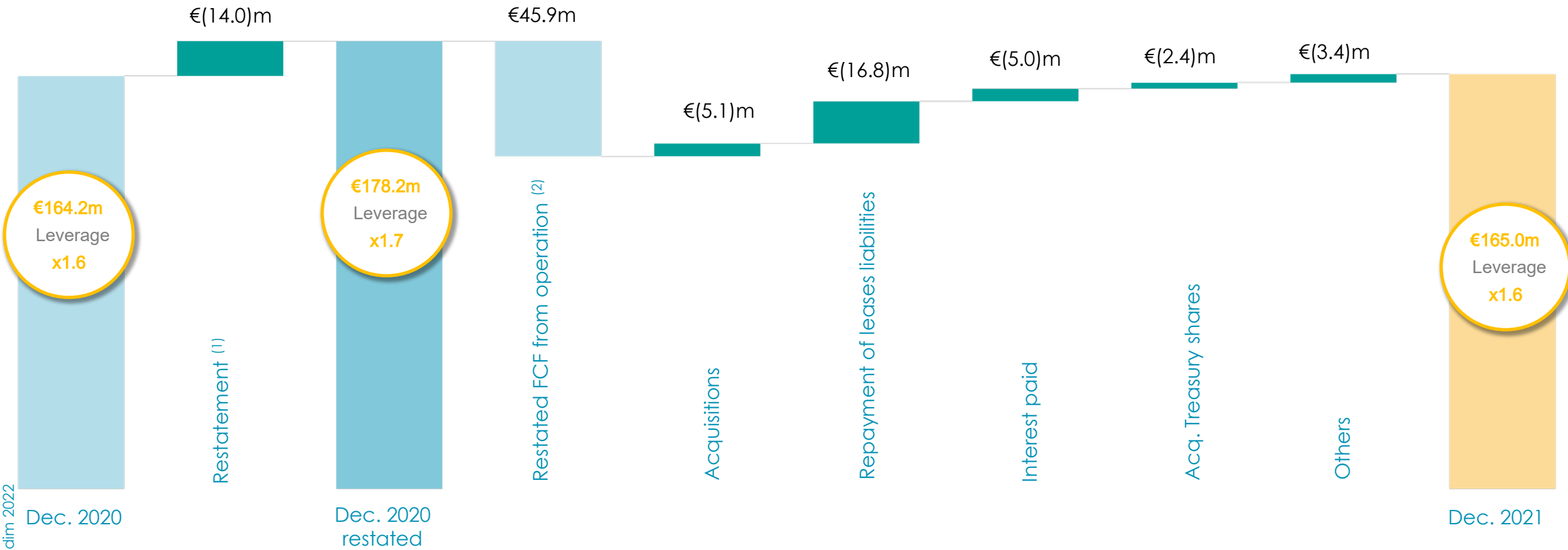
# Free cash flow from operations

## FCF from operations

In € million	FY-2020	FY 2021	
Cash flow before taxes and interest	98.2	105.2	
Change in working capital	18.5	(5.1)	1 Working capital impacted by postponement of €14m of 2020 social charges to 2021
Corporate tax paid	(6.3)	(4.1)	
<b>Net cash flow from operating activities</b>	<b>110.4</b>	<b>96.0</b>	
Acquisition of intangible assets	(54.6)	(50.7)	
Acquisition of tangible assets	(19.9)	(14.0)	
Disposal of tangible and intangible assets	11.0	0.7	
<b>Free cash flow from operations</b>	<b>46.9</b>	<b>31.9</b>	(32.0)% €(15.0)m
<i>WCR restated for 2020 social charges paid in 2021</i>	4.5	8.9	
<b>Restated cash flow from operations</b>	<b>32.9</b>	<b>45.9</b>	+39.4% €13.0m



# Net debt trend



(1) WCR restated for €14m of 2020 social charges paid in 2021

(2) 2021 FCF restated for the 2020 social charges paid in 2021



# Financing

## Principal financing

	Status	Amount	Maturity
Euro PP	-	€135.0m	October 2025
Shareholder loan	-	€45.1m	November 2025
RCF	Undrawn	€65.0m	October 2024
Overdraft	Unused	€24.0m	-
Cash & cash equivalents	-	€24.2m	-

as of December 2021

## Debt covenant

	Statut	Limit
Leverage	1.29	< 2.50
Interest cover	16.89	> 4.50

as of December 2021





# Sound financial structure

## Assets

In € million	FY-2020	FY 2021
Goodwill	186.0	187.1
Intangible assets	163.0	179.9
Tangible assets	110.3	121.7 <sup>1</sup>
Financial assets	20.5	21.3
Other non-current assets	55.0	54.9
Cash & cash equivalents	24.7	24.2
Trade receivables, short-term portion	134.7	136.3
Other current assets	211.1	72.2 <sup>2</sup>
<b>Total assets</b>	<b>905.4</b>	<b>797.6</b>

- <sup>1</sup> Impact of right-of-use assets, IFRS 16
- <sup>2</sup> Includes amounts generated on behalf of mutuals and insurers under BPO contracts totaling €3 million at December 31, 2021, and €171 million in December 2020

## Shareholders equity & Liabilities

In € million	FY-2020	FY 2021
Shareholder equity	207.9	232.4
Long-term financial debt	186.3	186.6
Other non-current liabilities	107.9	114.9
Short-term financial debt	2.6	2.6
Other current liabilities	400.7	261.2 <sup>3</sup>
<b>Total equity and liabilities</b>	<b>905.4</b>	<b>797.6</b>

- <sup>3</sup> Includes amounts generated on behalf of mutuals and insurers under BPO contracts totaling €55 million at December 31, 2021, and €194 million in December 2020.



# 2022 Financial agenda

June 17

**SHAREHOLDERS'  
MEETING**

July 28

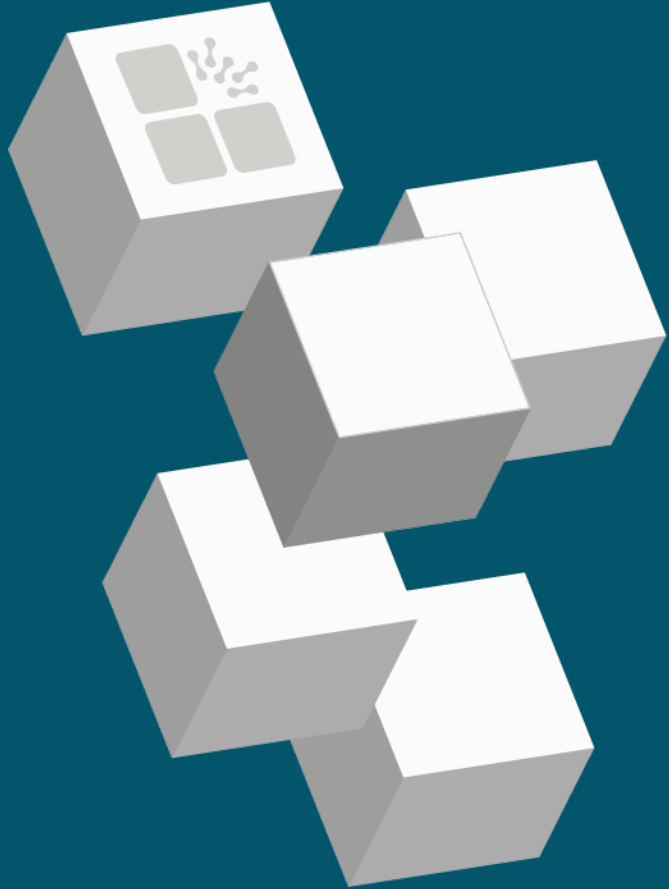
after the market closes

**H1 2022  
REVENUES**

September 20

after the market closes

**H1 2022  
EARNINGS**



## ESG presentation

Governance | Sustainability | People



# ESG Presentation

## Governance

Board of directors & Audit & ESG committees

## Sustainability

## People



- **Stable family shareholding with long-term strategy**
- **Experienced** management
- **Entrepreneurial** spirit.
- **Listed** on Euronext Paris
- Cegedim refers to the **MiddleNext corporate governance code**.  
*(updated on September 2021).*



# Board of Directors

## BOARD OF DIRECTORS

- Jean-Claude **Labrune**  
Chairman of the Board of Directors
- Jean-Pierre **Cassan**  
Independent director
- Béatrice **Saunier**  
Independent director
- Marcel **Kahn**  
Independent director
- **FCB, SAS**, represented by Pierre Marucchi
- **GERS, GIE**, represented by Nicolas Giraud
- Sandrine **Debroise**
- Catherine **Abiven**
- Aude **Labrune**
- Laurent **Labrune**
- Frédéric **Duchesnes**  
Censor

The **Cegedim's Board of Directors** has **ten directors**, including **three independent members** and **four women**.

The Board of Directors usually meets five times per year.

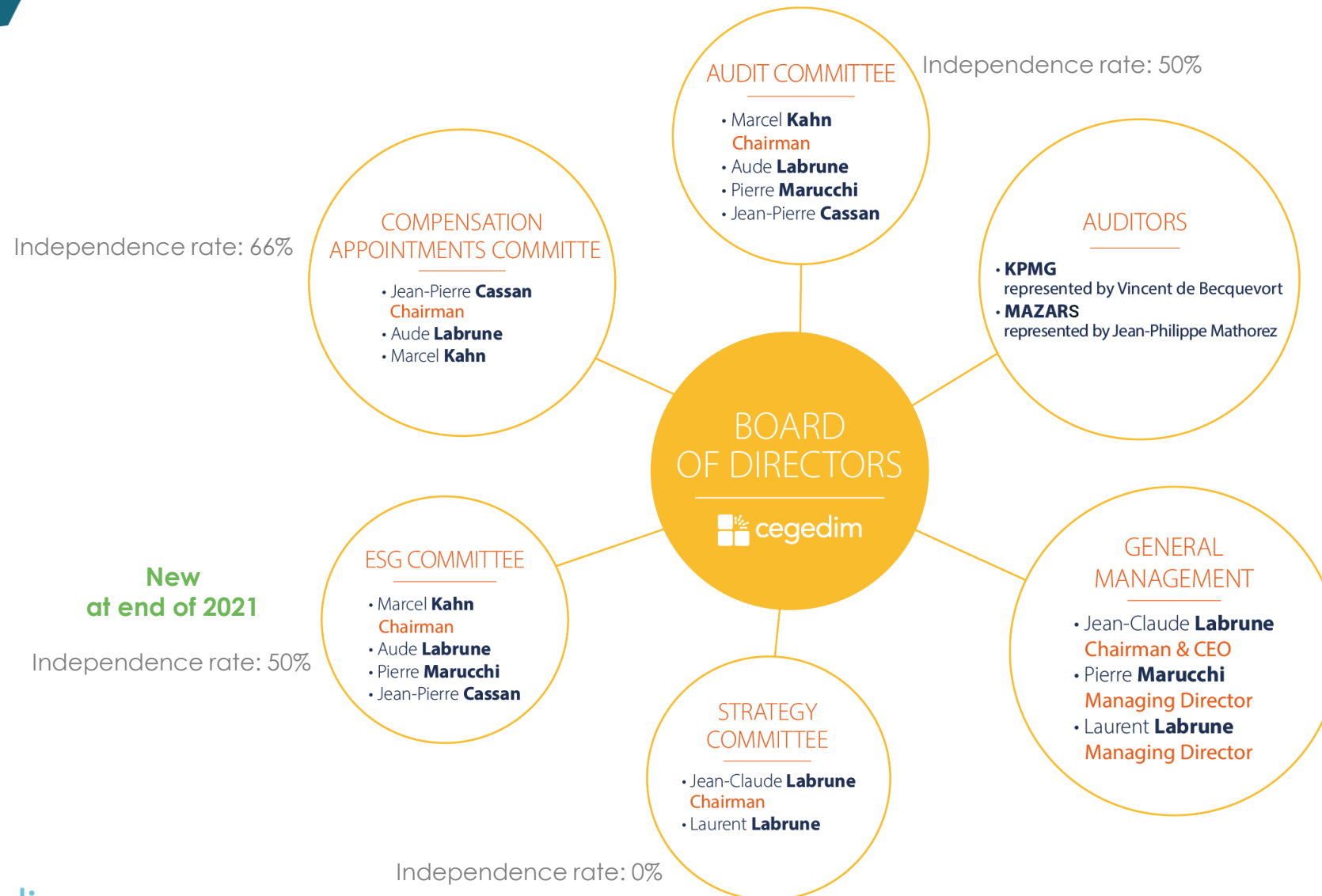
The Board approves the financial statements and voted in particular on the Group's major orientations and strategic decisions.

Aude Labrune and Sandrine Debroise are employed by FCB and have employment contracts with FCB. Aude Labrune is the Chairwoman of the FCB Executive Board and Director of Communications for Cegedim Group. Sandrine Debroise is CFO of FCB and Cegedim Group.

Catherine Abiven is Managing Director of Cegedim Activ and has an employment contract with Cegedim Activ.



# Board of Directors & Committee







# A diversified board

Gender  
40%

Women

*Equal representation of women and men within the Board*

Independence  
30%

Independent directors

*Compliance with the MiddleNext Code for audited companies, one-third of the Board's directors are independent*

Age  
59

Average age

*No more than one-third of Board members are over 75 years old*

Average  
tenure  
17

Years of service



# Board directors' experience

## Main experience

Rate\*



Leadership

**90%**



Finance & accounting

**90%**



Technology

**50%**



Industry

**70%**

## Main experience

Rate\*



Marketing

**90%**



ESG

**100%**



Risk management

**90%**



Corporate Governance

**90%**

\* Ratio of the number of directors with the qualified expertise to the total number of directors



# Audit Committee role

The Audit Committee helps the Board of Directors ensure that the Company's individual financial statements and related information provided are accurate and reliable.





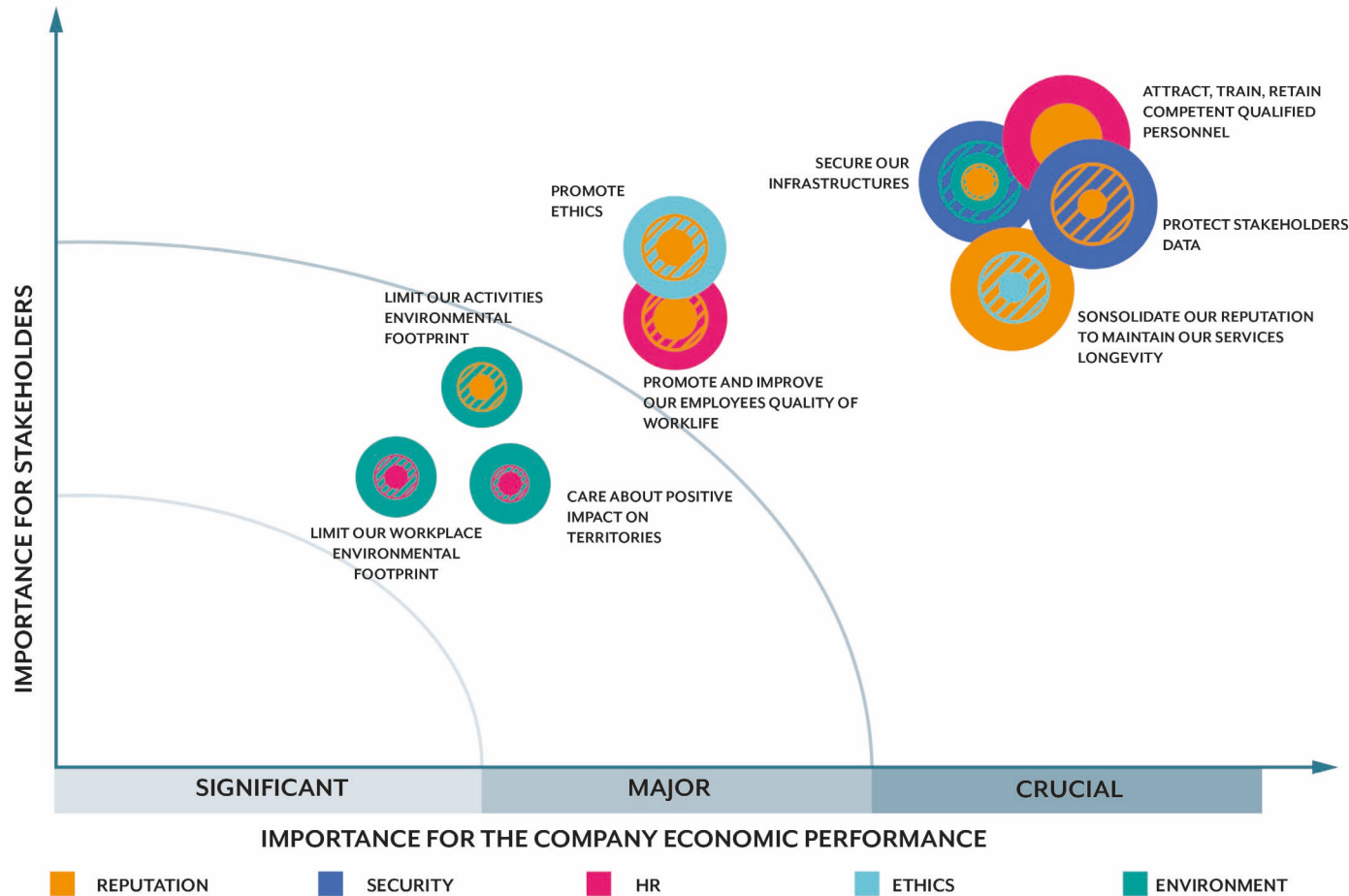
# ESG Committee new at end of 2021

The Group is also adapting its Governance to the challenges of long-term value creation by forming an ESG Committee to focus on environmental, social, and governance issues.





# Risk mapping & materiality assessment



We identify the major issues facing Cegedim in terms compatible with the CSR risks we have identified, which we then assess and position in a materiality matrix.

The policies and action plans we deploy are commensurate with the importance of each challenge.

Once a year, our CSR risks and challenges are reviewed and approved by senior management and the Group's Audit Committee.

*Cegedim Group's CSR challenges are assessed and positioned in the materiality matrix based on their importance. The weighted importance of each type of risk (HR, Environmental, Security, Reputation, Ethics) is visually represented in the chart. The size of the dots reflects the full importance of the issue to the Group and its stakeholders.*



# ESG Presentation

## Governance

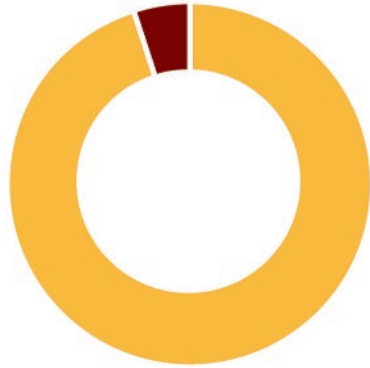
Performance driving management compensation

## Sustainability

## People



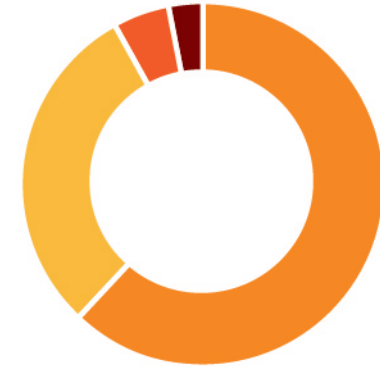
# Compensation structure for executive corporates officers



Jean-Claude Labrune  
Chairman & CEO



Pierre Marucchi  
Managing Director



Laurent Labrune  
Managing Director

\* Others : Board members compensation and benefit in kind.

- All their compensation is paid in respect of their employment contracts. Thus, any retirement benefits will be those defined by their employment contracts and not in respect of their position as corporate officers.



# Free share plan for employees

## Free share plan

- When performance conditions are met, free shares are awarded to non-executive senior managers of the Group and Cegedim Group employees.

## Main characteristics

- 2-year vesting period for beneficiaries whose residence for tax purposes is in France and then must keep shares for a term of 1 year
- 3-year vesting period for beneficiaries whose residence for tax purposes is not in France as of the award date.
- The shares will be fully allotted to the beneficiaries on one condition: no resignation, dismissal or termination.
- In 2021, 29,690 shares were awarded.





# Related parties transaction FCB / Cegedim

Shareholder loan  
€1.2m

Office rent  
€2.5m

Car leases  
€2.2m

Contract for services  
€1.9m

*Contract for services in strategic consulting, HR, marketing, finance, budget and internal IT*



# ESG Presentation

Governance

Sustainability

The Big Picture

People



# Sustainability: The big picture (2021 | 2020)



Datacenter GHG emissions

25 | 204

*Owing to a change in scope, data for previous years have been restated to ensure comparability*



Virtual server

+15% | +18%

*Increase in number of virtual servers (13 virtual servers for every physical)*



Car fleet CO2 rate

116 | 114

*Average passenger car fleet CO2 rate*



Large utility vehicles fleet CO2 rate

122 | 115

*Average large utility vehicles fleet CO2 rate*



Security checklist

100% | 100%

*Completion of the security checklist*



Eco-friendly purchases

55% | 52%

*% eco-friendly purchases*



# Code of Ethics & Ethics Committee

## Code of ethics

- The Group's Ethics Charter was updated at the end of 2017. It is available in the Group's eight spoken languages: French, English, Spanish, Romanian, Dutch, German, Arabic and Italian.
- The Ethics Charter is given to all new recruits and signed by them.
- An e-learning program was created with specific modules for training employees on the Ethics Charter.

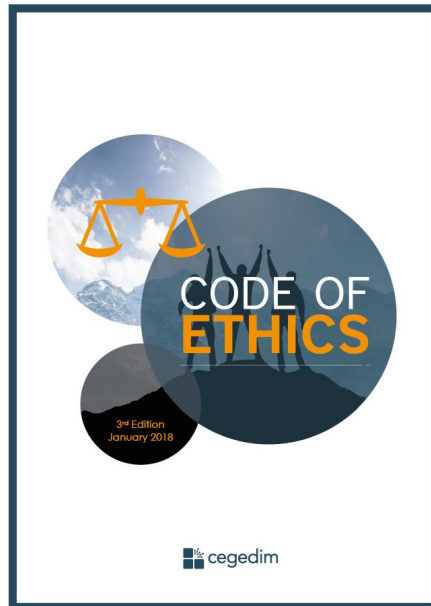
## Ethics Committee

- The Ethics Committee comprises five permanent members:
  - *the Director of Group Communications and Chairman of the Committee,*
  - *the Director of Group Human Resources,*
  - *the Chief Financial Officer of the Group,*
  - *the General Counsel,*
  - *the Chief Investment Officer & Head of Investor Relations.*
- The Ethics Committee meets as often as necessary. In 2021 it met twice.
- Group employees may contact the Ethics Committee if they have any concerns.



# Want to learn more?

## Code of Ethics



[https://www.cegedim.fr//Docs\\_Communique/CEGEDIM\\_Code\\_of\\_ethics\\_ENG.pdf](https://www.cegedim.fr//Docs_Communique/CEGEDIM_Code_of_ethics_ENG.pdf)

## Social Responsibility Report (SRR)



[https://www.cegedim.com/Docs\\_Communique/DPF\\_2021\\_ENG.pdf](https://www.cegedim.com/Docs_Communique/DPF_2021_ENG.pdf)



# ESG Presentation

Governance

Sustainability

Limiting our environmental footprint

People



# Reducing our environmental footprint

## Carbon footprint

- We measure our greenhouse gas footprint in terms of the **electricity** we need to run our businesses efficiently. As providers of services, **our activities are office-based**.
- Our **scope 1 CO2** emissions are principally generated by **company cars**. Our **scope 2** emissions are principally generated by **energy consumption**, and our **scope 3** emissions, by **business travel**.
- The Group's **datacenters in France account for a significant share of our electricity consumption**. Since 2018, the Group has been able to measure, monitor and manage the carbon footprint of its hosting centers as part of its program to **continuously improve energy efficiency**.

## Fleet management

- When employees replace their cars, they are **strongly encouraged to choose the most carbon-friendly categories**.
- Some sites encourage the use of alternative energies and transport methods, for example with **EV-only parking spaces with charging stations**, bicycle and kick scooter parking facilities with charging stations, and **solar-powered parking lighting**.



# Group CO2 emissions per category







# Reducing our environmental footprint

## Limit business travel

- Our travel policy **encourages employees to cut back on their travel and use alternative**, less polluting solutions without reducing the quality of the services offered to customers.
- **Travelling to attend in-house meetings is limited** and any exemption requires prior approval by management.
- **We introduced remote work technology as early as 2007** and encourage our employees to reduce short-distance travel and instead use videoconferencing, telephone conferencing, instant messaging, and document exchange platforms. As well as improving quality of life, working from home also reduces the daily journeys made by our employees.
- **Business travel fell by about a third in 2021** as a direct result of travel bans due to health restrictions.

## The Green IT program and Datacenters

- **For over thirty years**, Cegedim has designed, built, and run its datacenters and technological platforms with a focus on maximum energy efficiency and CO2 emissions.
- **Environmental, energy, and financial concerns are factored in at every stage of a datacenter's creation**—in its design, deployment, and operation.
- Our program to **continuously improve the energy efficiency** of our IT hosting services focuses efforts on three main areas:
  - Virtualization to ensure optimal use of IT resources.
  - Reducing server and IT equipment energy consumption
  - Optimizing the efficiency of datacenter air conditioning systems.



# Reducing our environmental footprint

## Waste management

- Cegedim **Group has no industrial activities and does not produce toxic waste**. Paper, cardboard, and computer equipment make up the bulk of our waste.
- The only **hazardous and dangerous substances** we use are **IT hardware, Car equipment, Cleaning products**.
- Several of our subsidiaries have **already introduced recycling programs** for printers, photocopier ink cartridges, and computer hardware.
- When computer equipment in our datacenters reaches the end of its life, **we ensure backups are complete, erase data, and then dispose of it in an ecofriendly way**.

## Telephone policy

- Our telephone policy also factors in **sustainability concerns**. We purchase **double-SIM mobile phones**—so our employees can use the same device for both personal and professional purposes—with low SARs. We also plan to replace our landlines with VoIP solutions. All our telephones are recycled at the end of their lives.

## Office supplies

- **We have streamlined our purchases** and prefer to source our office materials from referenced suppliers who offer a catalogue of selected supplies. These **suppliers must meet ISO certification standards and respect our ethical, environmental, and traceability standards**.
- We encourage our employees **to purchase eco-friendly office supplies**, as long as the price is reasonable.
- We only use **recycled ecolabel paper** or paper from sustainably managed forests for bulk printouts.



# ESG Presentation

Governance

Sustainability

Protecting stakeholders data

People



# Protecting stakeholders data

## Information system security

- A **secure, resilient, durable** infrastructure
- **High availability** architecture
- Business and service **continuity**
- System and data **security**
- Data **protection**
- **End of life** equipment

## Secure data collection and protection

- Personal data protection policy
- Data accuracy and quality
- Data protection
- Copyright laws and intellectual property rights



# ESG Presentation

Governance

Sustainability

Giving back to community

People



# Giving back to the community

## Giving back to the community

We encourage giving back to our local communities in all the countries we operate in. Cegedim subsidiaries organize initiatives at their discretion.

## For example:

- Galerie d'Aguesseau, the art gallery in our head office building in Boulogne-Billancourt, **exhibits the work of about ten artists a year** and regularly promotes local artists.
- Cegedim joined the fight against cancer in 2017 when it partnered with the **Institut Gustave Roussy**.
- Futuramedia helped **Restos du Coeur**, which delivers meals to the needy, broadcast their digital campaigns again this year. They ran ads free of charge in over 400 French pharmacies taking part in the scheme.
- C-Media provided free printing services to the **Paris Fire Brigade** and to pharmacies for **Covid-19 vaccination posters**.



# Our economic contribution

## Generated Value



€524.7m

FY 2021 revenue



€0.1m

Financial & other income

€524.8m

Total generated value

## Distributed value



€134.1m

Used to purchase goods and services from our suppliers



€9.6m

In financial costs for our capital providers



€68.0m

Reinvested in Cegedim for future value generation



€4.1m

Returned to the community by paying corporation tax, other taxes, and duties



€278.8m

Used for employee wages, pensions, etc.



# ESG Presentation

Governance

Sustainability

People

Cegedim's most valuable asset and resources





# People: The big Picture FY 2021 data



5,643  
Employees



46%  
Of employees are female

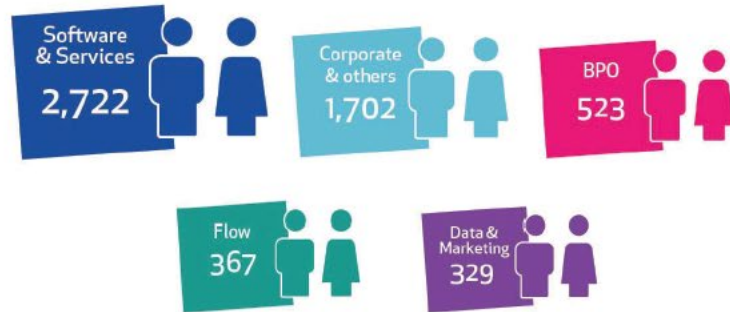


74%  
Inshore  
% of employees  
inshore

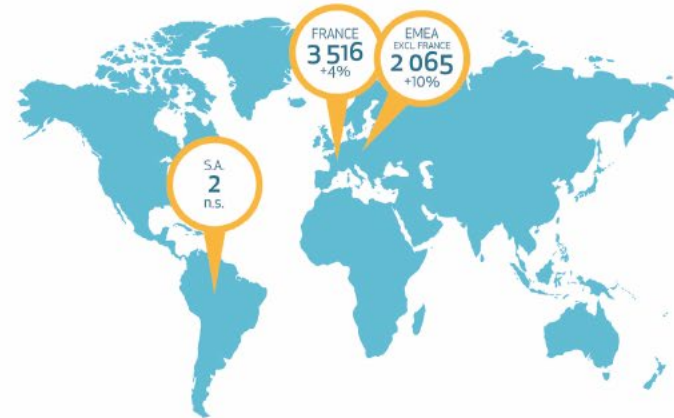


26%  
Offshore  
% of employees  
offshore

5,643 | +7.4 %



Employees by division



Employees by country



# HR policy

## HR Policy

- Cegedim Group's human resources policy reflects its keen interest in social equality.
- Our human-sized HR teams focus on communicating, imparting skills, and sharing experiences, which are critical ingredients for continuous personal development
- We also have a proximity management policy which fosters rapid, efficient decision-making and nimble responses.
- Employees are appraised regularly and receive training and advancement opportunities



# Organizing work and fighting discrimination

## Social and economic committees (CSE)

- We maintain close social dialogue in 2021. Employees and management discussed health and safety protocols throughout 2021.

## Organization of working hours

- In response to changes in the way work is organized, we adopted new remote working agreements in France and abroad to increase the standard number of work-from-home days. For example, in France the new agreement allows up to two days of regular remote work per week.

## Equitable career advancement

- The Group does not discriminate when hiring and assigning positions. Job offers provide for wages without discrimination and raises are based on each employee's performance and experience.
- Any person who is a victim of or witness to discrimination has several means of reporting it.



# Organizing work and fighting discrimination

## Disabled workers

- Cegedim Group combats all forms of discrimination and aims to facilitate the integration of workers with disabilities. We are endeavoring to improve access to our buildings for the disabled. The Group complies with local regulations governing the employment of people with disabilities in all the countries where it operates.
- In France, Cegedim grants employees with disabilities five days extra paid leave to attend to their medical and administrative formalities, priority access to parking spaces and childcare services.

## Managing qualification and skills

- We operate in a variety of businesses and can help our employees enrich their skills and gain new experiences so they can take on new responsibilities.
- The Group's HR policy is based on training and internal mobility, because we believe that professional development is a major factor in motivating employees to achieve success.



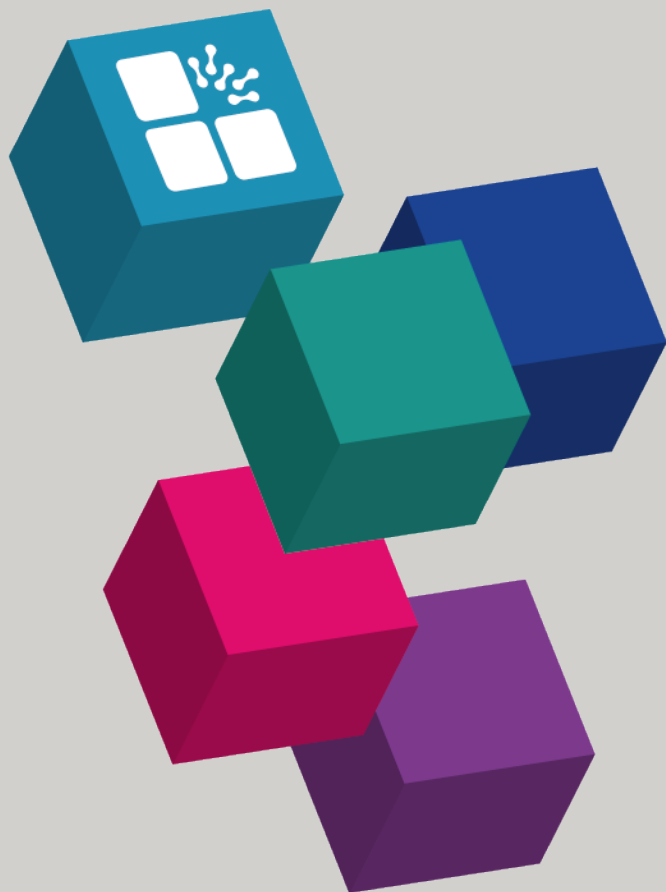
# Work organization and Quality of life 3/3



*Since 2018, employees in France have also been offered spots in the company nursery, which is operated in partnership with a leading provider. In 2021, Cegedim offered its employees 25 nursery spots. The huge success of the 2021 campaign and the fact that we kept last year's spots meant we were able to satisfy 12 families, most of the new requests and cater to specific individual situations.*



Day after day, our more than 5,000 great employees work hard to improve the health of thousands of people every minute



# Thank you for your attention

For any additional information:

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Download our mobile app Cegedim IR in iOS and Android and follow us on



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