

# Non-Financial Performance Statement 2021



**S A G E S S**

Managing  
strategic oil reserves

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# NON-FINANCIAL PERFORMANCE STATEMENT

## 1 > SAGESS CORPORATE SOCIAL RESPONSIBILITY CHARTER

### PRINCIPLES

- Sustainable development is our future: *“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs”* (Brundtland Report, 1987).
- At SAGESS, we fulfil a socially focused mission of stockpiling and managing the majority of France’s strategic oil reserves. Our work is an integral part of France’s energy policy, and we’re helping France respond to the challenges related to the energy transition and energy access.
- To actively ensure the satisfaction of our commissioning organisation (the Comité professionnel des stocks stratégiques pétroliers, CPSSP), our shareholders, and our suppliers, we have chosen to integrate the economic, environmental, and social principles of corporate social responsibility into our strategic and operational goals. We apply these principles both internally and to external projects, as required.

### OUR PROMISES

- 1) To think strategically about corporate social responsibility to identify challenges, share them with our stakeholders (the French government, petroleum operators, and our shareholders), and define shared goals
- 2) To reflect this thinking in our vision, our projects, and our management by involving our employees, various stakeholders, and other parties concerned
- 3) To respect human rights by promoting ethical behaviour, equity, and social responsibility at SAGESS
- 4) To draft this Non-Financial Performance Statement, a strategic corporate social responsibility document that summarises our promises, and to distribute it widely, both internally and externally, using our public-facing website, [www.sagess.fr](http://www.sagess.fr), as the main vehicle for doing so
- 5) To create and oversee an action plan that tracks our progress and achievements as part of our Non-Financial Performance Statement

The SAGESS Management Team

## 2 > OUR APPROACH TO CSR

### CSR: CENTRAL TO WHAT WE DO

We are publishing this Non-Financial Performance Statement entirely voluntarily to provide transparency into how we approach CSR. We have prepared this report in accordance with existing French and European regulations on non-financial reporting.

Our commitment to CSR is based on our Corporate Social Responsibility Charter, which our management team signed in 2012. This charter is firmly rooted in our values as a company, and we share it with all of our stakeholders. At SAGESS, we naturally spearheaded our CSR initiative by following in the footsteps of our main shareholders (TotalEnergies Marketing France, Siplec, Esso SAF, SCA Pétrole et Dérivés, Carfuel, BP, etc.) and in a way that aligns with our business goals.

After the United Nations General Assembly adopted its 17 Sustainable Development Goals (SDGs), we identified ways to help achieve five of them. Twelve of our CSR KPIs are now related to these five SDGs.

### HOW WE APPROACH CSR

Our CSR initiative is structured around a Corporate Social Responsibility Committee, which regularly reviews our CSR activities, their results, and our performance indicators. The Board of Directors is fully involved in the committee's work and supports and approves its policies.

The initiative is based on four key elements that we discuss with our stakeholders on a regular basis:

- The first element is the **Corporate Social Responsibility Charter**, which we signed when we launched our initiative in 2012. This charter lists the founding principles we have built this initiative on year after year. We regularly share it with our stakeholders, who were involved in the materiality test we conducted while setting up this initiative.
- The second element is a **Code of Business Conduct**, which has historically been a part of SAGESS's initiatives to promote ethics and control. Our Code of Business Conduct is widely distributed among our employees and partners, which include banks, storage providers, and petroleum product suppliers. We provide it with all requests for proposals to help make sure our stakeholders also adhere to our values.
- The third is a four-year programme to **assess the risk of property and environmental damage**, which we launched at all the storage facilities where we store petroleum products and has helped us map the risk of such damage.
- The fourth is a **responsible purchasing initiative** we have implemented with all our partners (banks, insurance companies, storage providers, and petroleum product suppliers) that we use to give each of them a responsible purchasing rating. A minimum rating is required to become an approved SAGESS vendor.

### 2021 HIGHLIGHTS

- Given the **public health situation related to the Covid-19 pandemic**, and as a continuation of the measures put in place in 2020, SAGESS management continued to follow the government's guidelines and communicated regularly with employees about the impact on their work and attendance in the office. To make working from home easier, we have made sure all employees have at minimum a secure remote connection, a computer, a mobile phone, and, for those who need them, an all-in-one printer and an external monitor and/or keyboard.
- We received **two updated non-financial ratings** this year: Vigeo gave us an average rating of 63% and ISS-oekom gave us a C+ rating. These ratings underscore how much our CSR initiative has matured and motivate us to maintain our momentum in this area.
- **SAGESS employees were able to take advantage of a wide array of training opportunities in 2021**, and working and training remotely meant they were able to take longer courses. For instance, one employee was able to take a six-month course on implementing ISO 27001 and ISO 27002 standards related to information security system risk management.

### 3 > SAGESS AND CSR

#### RISKS

At SAGESS, we are keenly aware of the impact our business has on the environment, which is why we decided early on to launch a CSR initiative. We laid the foundation for this initiative, which was supported by the Board of Directors and the Audit Committee, by drafting a Corporate Social Responsibility Charter. We solidified it by conducting **materiality tests of our corporate, environmental, and social challenges** with our various stakeholders. We conducted the tests through questionnaires and individual interviews, so we could incorporate our stakeholders' CSR expectations into the initiative. These tests allowed us to identify the major risks related to our business and change how we manage the initiative internally by establishing performance indicators that meet both our stakeholders' expectations and regulatory requirements.

We conferred with five main stakeholders as part of these materiality tests. Incorporating their expectations has been a key factor in creating a lasting CSR initiative. We have in turn opened up regular dialogue with them so we can continue to better understand the challenges facing our business.

Below is a summary of our commitments:

| Investors   | CPSSP and the Government          | Shareholders                          | Employees  | Suppliers/Community  |
|---|-----------------------------------|---------------------------------------|--|--|
| Analyse risks fully and transparently                                     | Offer safe and reliable solutions | Show consideration and respect        | Create a safe, productive, and mutually respectful work environment  | Build buy-in for our CSR initiative, especially on the topics of health, safety, and the environment |
| Ensure published financial information is accurate                        | Establish a dialogue of trust     | Listen to them and keep them informed | Invest in employee health and wellbeing by providing a healthy and convenient work environment                           | Contribute to local development  |
| Treat economic, environmental, and social performance as one and the same |                                   |                                       | Ensure employees have a good quality of life in the workplace and can maintain their skills, even when working from home | Promote dialogue   |

We have identified six strategic CSR risks:

| Risks Identified Through Materiality Testing |  |                            |                    |
|--|--|----------------------------|--------------------|
| No.  | CSR Risk   | Importance to Stakeholders | Impact on Business |
| 1  | Managing SAGESS's strategic reserves in a secure manner        | High                       | High               |
| 2  | Securing funds for SAGESS                                      | High                       | High               |
| 3  | Practising sound governance                                    | High                       | High               |
| 4  | Promoting the importance of HSE with our partners              | High                       | Medium             |
| 5  | Helping manage supply crises                                   | Medium                     | Medium             |
| 6  | Addressing employees' expectations and developing their skills | Medium                     | Medium             |

To grasp the scope of our CSR risks, it's important to understand what we do:

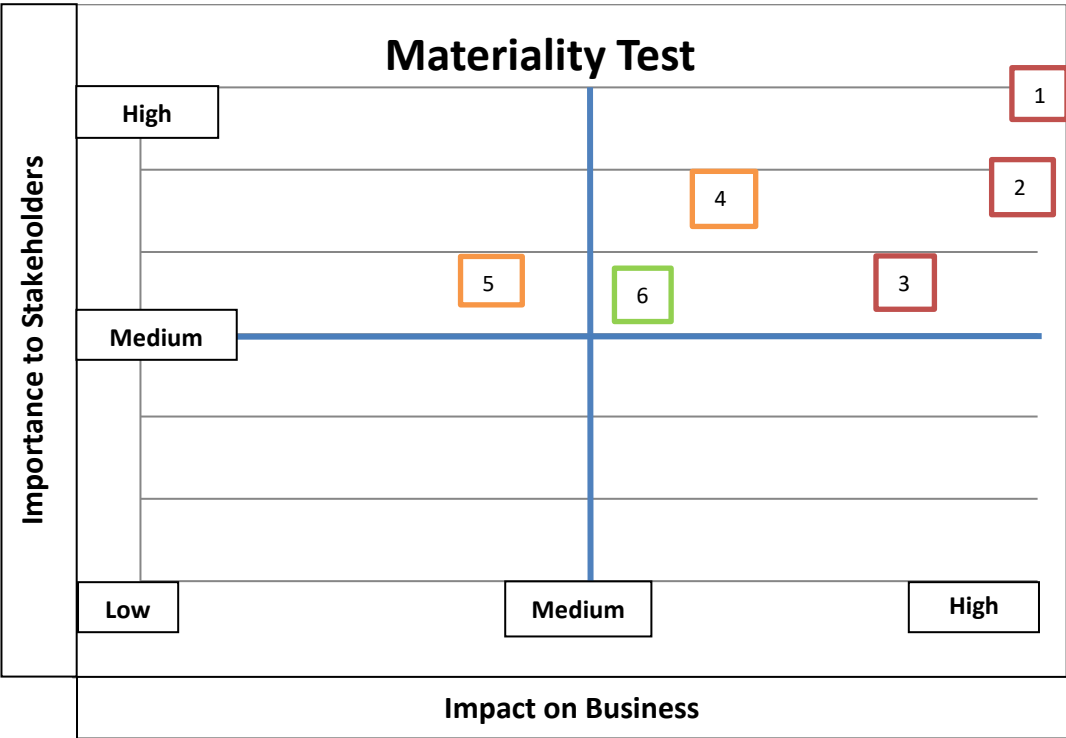
- SAGESS's own work is limited to our registered office just outside Paris, which we lease (no separate utility bills).
- SAGESS does not engage in manufacturing or industrial activity: storage facilities are managed by storage companies, and we monitor their CSR performance (certifications, charters, etc.).

Consequently, due to the small number of employees at SAGESS, some of the traditional risks monitored as part of corporate non-financial performance are irrelevant, such as:

- Waste prevention and management
- Sustainable use of resources
- Circular economy
- Measures to reduce food waste
- Effects of climate change
- Noise pollution
- Greenhouse gas emissions caused by the company's business, especially from using the goods and services we provide
- Measures to promote consumer health and safety
- Water supply and use according to local conditions
- Use of raw materials and measures taken to optimise their use
- Energy consumption and measures taken to improve energy performance and the use of renewable energy
- Land use



The scope of this CSR report includes SAGESS itself and, for several of the areas assessed, our stakeholders (storage facilities, banks, partners).



- CSR risks identified through materiality testing:**
- 1- Managing strategic reserves in a secure manner
  - 2- Securing funds for SAGESS
  - 3- Practising sound governance
  - 4- Promoting the importance of HSE with our partners
  - 5- Helping manage supply crises
  - 6- Addressing employees' expectations and developing their skills

## PRACTISING SOUND GOVERNANCE

SAGESS's Board of Directors decided to create a **Corporate Social Responsibility Committee** to monitor both the threats and opportunities related to our CSR strategy as well as track and update any action plans we have implemented. The committee originally comprised seven members representing SAGESS's expert stakeholders. The Board of Directors then decided to expand the committee to include a SAGESS staff representative and a CPSSP representative.

The Corporate Social Responsibility Committee meets **twice per year**. It oversees the management of our CSR initiative and ensures we take relevant, consistent action. In 2021, the committee met for the first time in March to review the 2020 Non-Financial Performance Statement, then a second time in June to update our CSR indicators.

As at 31 December 2021, the committee members representing SAGESS's primary stakeholders were as follows:

- Pierre-Yves Loiseau (Chair of the SAGESS Corporate Social Responsibility Committee)
- Son Lengoc (Secretary of the SAGESS Corporate Social Responsibility Committee)
- Éléonore Joder (CIM)
- Solenn Riou (Shell France)
- Nathalie Dubois (Bolloré Energy)
- Abel-Koné Nandiolo (Total Marketing France)
- Dominique Lebtahi (Geostock)
- Frédéric Cheul (SAGESS staff representative)
- Benoît Dujardin (CPSSP)

## OUR INTEGRATED CSR POLICY

Our CSR initiative revolves around a **series of commitments outlined in an annual plan** recommended by the Corporate Social Responsibility Committee and approved by the Board of Directors. This process provides a framework for all our employees' day-to-day work. The key components of the initiative are:

- The Code of Business Conduct
- The Corporate Social Responsibility Charter
- Our CSR commitments to our stakeholders

For each area of our CSR initiative, we **measure performance** according to defined objectives, which in turn are measured using one or more key performance indicators (KPIs).

We follow **specific reporting guidelines** to help standardise our KPI reporting. These guidelines outline the reporting methodologies for everyone involved in CSR reporting at SAGESS (KPI owners and approvers, statutory auditors).

The **Corporate Social Responsibility Committee reviews these KPIs annually** and makes sure they cover all SAGESS operations. The committee also monitors the annual action plans and ensures they are effective. These reviews in turn are used to regularly update the reporting guidelines.

The table on the following page outlines our key challenges and the objectives and KPIs associated with each one.



| NO. | RISKS  | OBJECTIVES  | PERFORMANCE INDICATOR AREAS  | KPI REFERENCES      |
|-----|--|---|--|---------------------|
| 1   | Managing reserves in a secure manner                           | Have a process to monitor the difference between the reserve level accepted by SAGESS and the level achieved                | Monitor SAGESS reserves  | 1-A                 |
|     |  | Audit how well third parties are managing inventory (quantity and quality)  | Monitor audits conducted at storage facilities and any areas of non-compliance   | 1-B, 1-C & 1-D      |
|     |  | Monitor the government-approved reserve location map  | Monitor exchanged reserve volumes (at storage providers' request)  | 1-E                 |
| 2   | Securing funds   | Use financing consistent with the financial policy approved by the Board of Directors                                       | Monitor our financing structure and average debt maturity  | 2-A & 2-B           |
|     |  | Manage liquidity risk through the NEU CP programme  | Use the NEU CP programme and secure said programme through a syndicated loan   | 2-C, 2-D & 2-E      |
|     |  | Secure SAGESS funds through access to bond markets  | SAGESS's short- and long-term Standard & Poor's ratings  | 2-F                 |
| 3   | Practising sound governance                                    | Prevent conflicts of interest within SAGESS's management team in general and with storage agreements in particular          | Indicators demonstrating governance best practices   | 3-A, 3-B, 3-C & 3-D |
|     |  | Ensure proper governance through active specialised committees  | Number of committee and Board of Directors meetings  | 3-E                 |
| 4   | Promoting the importance of HSE with our partners              | Share the principles of the Code of Business Conduct and Corporate Social Responsibility Charter with storage providers     | Seek certification (safety and environmental) and comply with the principles of the Corporate Social Responsibility Charter and Code of Business Conduct | 4-A, 4-B & 4-C      |
|     |  | Map risks at the facilities where SAGESS stores petroleum products  | Make progress on the multi-year risk assessment programme  | 4-D                 |
|     |  | Implement a responsible purchasing policy for SAGESS's partners (storage providers, petroleum product suppliers, and banks) | Monitor ratings by category  | 4-E, 4-F & 4-G      |
| 5   | Helping manage supply crises                                   | Manage supply crises in accordance with SAGESS's mission  | Monitor KPIs related to how efficiently SAGESS handles orders received   | 5-A & 5-B           |
| 6   | Addressing employees' expectations and developing their skills | Create a workplace where all employees can advance through training   | Monitor headcount and employee training  | 6-A, 6-B, 6-C & 6-D |
|     |  | Increase employee satisfaction and guarantee a safe workplace   | Monitor absenteeism, the number of accidents, and number of alerts received  | 6-E, 6-G & 6-H      |
|     |  | Have regular, structured conversations with employees about their performance   | Percentage of annual performance reviews (managers and non-managers)   | 6-F                 |
|     |  | Assure employees that we listen if there is a problem   | Number of times the whistleblowing procedure has been activated  | 6-I                 |

## MANAGING STRATEGIC RESERVES IN A SECURE MANNER

Thanks to SAGESS's comprehensive physical inventory and quality control programme, **we are continuously working to ensure our reserves are available to the government in the event of a supply crisis.** SAGESS can:

- Make our reserves available quickly in the event of a crisis
- Ensure products that pass quality controls and meet current specifications are available nationwide
- Fulfil our role in managing supply crises

This programme is based on **physical inventory and quality control audits** conducted at all facilities, which all have ongoing storage agreements. The purpose of these audits is to:

- Compare physical inventories to the volumes on SAGESS's books on the day of the visit
- Verify through sampling that the reserves are unchanged
- Ensure declarations have been made to local customs authorities
- Audit quality control and/or take samples for analysis by an independent laboratory
- Enquire about the measures in place, changes in volume, and related facilities
- Keep SAGESS informed about employee morale

Regarding the specific case of storage in Manosque, where physical inventories cannot be taken due to geological constraints, Géosel checks reserves on a monthly basis based on accounting entries.

If any non-compliance issues are found during the physical inventory and quality control audits, SAGESS asks the facility to correct them before conducting a subsequent audit to verify compliance.

|   | CSR Risk and KPIs   | 2020 | 2021 | Target     |
|---|---|------|------|------------|
| <b>Risk 1: Managing reserves in a secure manner</b> |   |      |      |            |
| 1-A   | Have a process to monitor the difference between the reserve level accepted by SAGESS and the level achieved  | Yes  | Yes  | Yes        |
| 1-B   | Percentage of storage facilities audited at least once during the year  | 100% | 99%  | >90%       |
| 1-C   | Number of non-compliance issues observed during the storage facility audits conducted over the past 12 months | 4    | 0    | < 10       |
| 1-D   | Percentage of on-site compliance issues resolved after three calendar months                                  | 100% | N/A  | 100%       |
| 1-E   | Percentage of SAGESS reserves exchanged (at storage providers' request)                                       | 3%   | 3%   | Undefined* |

\* The inventory exchange rate is the result of exchanges requested by storage providers to ensure sound HSE practices through storage facility optimisation and improvement. SAGESS therefore does not control this indicator.

## SECURING FUNDS FOR SAGESS

At SAGESS, we are committed to managing our money diligently to **ensure we have optimal and secure financing for our reserves**. We prefer to rely on bonds so that a higher proportion of our financing is long term. All our short-term financing (through NEU CP) is part of a scaled programme that would allow us to cope with a major crisis. The use of the NEU CP programme is mainly covered by undrawn lines of credit.

|                               | CSR Risk and KPIs   | 2020                                   | 2021                                   | Target             |
|-------------------------------|---|--|--|--------------------|
| <b>Risk 2: Securing funds</b> |   |  |  |                    |
| <b>2-A</b>                    | External financing structure (as at 31/12):                                       |  |  |                    |
|                               | - Bonds (%)   | 77%                                    | 79%*                                   | 80–90%             |
|                               | - NEU CP (%)  | 22%                                    | 20%*                                   | 10–20%             |
|                               | - CPSSP advances (%)  | 1%                                     | 1%                                     | -                  |
| <b>2-B</b>                    | Average maturity of bond debt   | 4.4 years                              | 3.4 years**                            | 6.0 years          |
| <b>2-C</b>                    | Amount of credit lines and coverage rate of the NEU CP programme (as at 31/12)    | €1bn<br>71%                            | €1bn<br>71%                            | €1bn<br>< 100%     |
| <b>2-D</b>                    | Amount and percentage of NEU CP programme used (as at 31/12)                      | €9.8bn<br>70%                          | €8.55bn<br>61%                         | < €1.4bn<br>< 100% |
| <b>2-E</b>                    | Coverage of the NEU CP programme through an undrawn syndicated loan (as at 31/12) | 102%                                   | 117%                                   | > 100%             |
| <b>2-F</b>                    | SAGESS's short- and long-term S&P rating  | AA (long term)<br>and A-1+<br>(stable) | AA (long term)<br>and A-1+<br>(stable) | Undefined          |

\* As at the end of December due to temporary inability to take out new long-term loans (term > 12 months). We will go back to relying on bonds to meet our targets as soon as possible.

\*\* Inability to take out loans with terms longer than 12 months once again impacted average maturity of bond debt in 2021.

## GOVERNANCE AND ETHICS

### Continuously Improving Governance: A Cornerstone of Responsible Management

The **trust and satisfaction of SAGESS's stakeholders** rest in large part on our governance, which plays a major role in generating value. SAGESS has always encouraged collaboration as a way to find common ground between the different visions of what we do. Our corporate governance framework includes a **Board of Directors and three standing committees** that handle finance (Finance Committee), control and risk management (Audit Committee), and CSR (Corporate Social Responsibility Committee). The Operations Management Committee may be convened as needed to make decisions about operations and logistics.

The standing committees are fully integrated into SAGESS's operations and handle matters before they reach the Board of Directors, thereby helping to ensure that all published information is reliable and transparent.

Our Board of Directors has 13 members (legal entities) that are major oil and gas distributors, which appoint delegated representatives who serve five-year terms. To prevent potential dysfunction related to conflicting interests, standing committee members are selected based solely on their respective skills. Three government representatives (from the Ministries of Finance, Economics, and Ecological Transition) also attend Board of Directors meetings.

The Board of Directors has internal regulations describing its procedures and those of the aforementioned committees, as well as a Directors Charter. The Board regularly conducts self-assessments to identify areas of improvement.

|  | CSR Risk and KPIs  | 2020 | 2021 | Target      |
|--|--|------|------|-------------|
| <b>Risk 3: Practising sound governance</b> |  |      |      |             |
| 3-A  | Percentage of shareholders represented on the Board of Directors | 79%  | 79%  | Undefined   |
| 3-B  | Attendance rate at Board meetings                                | 97%  | 92%  | > 90%       |
| 3-C  | Percentage of Board members reappointed during the year          | 8%   | 62%* | Undefined** |
| 3-D  | Percentage of women Board members                                | 31%  | 31%  | 30%         |
| 3-E  | Number of Board of Directors committee meetings                  | 7    | 8    | Undefined   |
|  | - Audit Committee  | 2    | 3    |             |
|  | - Corporate Social Responsibility Committee                      | 2    | 2    |             |
|  | - Finance Committee  | 3    | 3    |             |
|  | - (Operations Management Committee)                              | 0    | 0    |             |

\* The high percentage of reappointments in 2021 is due to the renewal of the terms of 8 of 13 members at the same time.

\*\* Companies themselves decide whether to renew their terms on the Board of Directors, which is why there is no target for this indicator.

### **Anti-Corruption Initiatives**

The SAGESS Code of Business Conduct lists our **anti-corruption policies** and is distributed both internally and externally. All SAGESS employees have agreed to abide by our Code of Business Conduct. The Code is also included in all requests for proposals and calls for tenders to SAGESS's partners (storage, petroleum products, banking services, etc.).

This has in turn helped us add important safeguards to our procurement process. SAGESS's internal powers provide for various threshold-dependent approvals. All parties taking part in the procurement process receive a copy of these internal powers. SAGESS therefore makes all purchases through highly regulated requests for proposals. Independent observers assist with conducting RFPs and all partners are guaranteed to receive the same information. Consequently, the risk of procurement-related corruption is considered very low.

### **Whistleblowing Procedure**

We have a **whistleblowing procedure** in our Code of Business Conduct. The Audit Committee, Board of Directors, and all SAGESS employees are aware of its contents. It allows employees (and third parties) to alert the company using a confidential email address or through the Vice Chairman of the Board of Directors (an independent member of the SAGESS Executive Committee). The Audit Committee reports on the use of the procedure on a quarterly basis, and we have added a relevant performance indicator to our CSR report (indicator 6-I).

**No whistleblower alerts were received in 2021.**

### **Preventing Conflicts of Interest**

As defined by law, SAGESS shareholders are approved storage facility operators that release petroleum products for consumption. As with all other companies, the SAGESS management team and Board of Directors are extensions of our shareholders. All shareholders are potential product suppliers, while some also provide storage agreements.

We have progressively put a strict governance framework in place over the years to ensure that the principles of fairness, transparency, and traceability are followed. This framework includes an Audit Committee, Storage Committee, requests for proposals, the recusal of certain employees, and decision by consensus.

Representatives from the French Directorate-General of Climate and Energy (Direction générale de l'énergie et du climat, DGEC), the Directorate-General of Customs and Indirect Taxes (Direction générale des douanes et droits indirects, DGDDI),

and the Directorate-General of Competition Policy, Consumer Affairs, and Fraud Control (Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes, DGCCRF) also attend Board meetings.

Major storage agreements, which are specific, private law contracts governed by the French Commercial Code, are considered related-party agreements that require Board of Directors approval.

Per the Board of Directors' internal regulations, and as part of the procedures to close out the previous financial year, at the beginning of every year, all Board members sign a sworn statement aimed at preventing conflicts of interest.

All SAGESS employees also commit to abide by the SAGESS Code of Business Conduct.

## CSR AS A DRIVER OF STRONG STAKEHOLDER RELATIONSHIPS

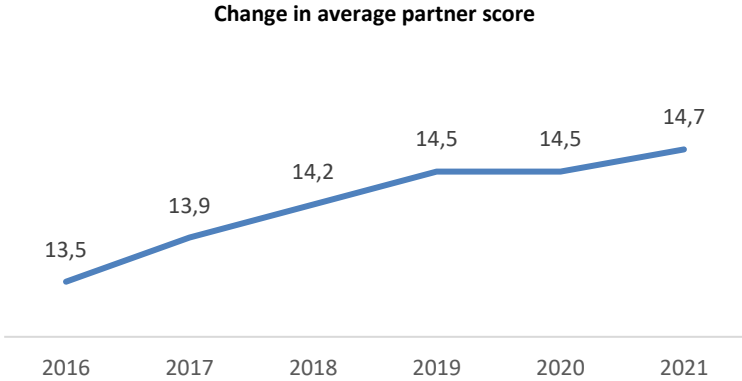
### Creation of CSR Certification for SAGESS's Partners

Our relationship with our partners is a key factor in the success and sustainability of our CSR initiative.

We have a **responsible purchasing questionnaire** that we send to all our partners (storage facilities, petroleum product suppliers and buyers, and banks) for them to report their information. The questionnaire has a general section and a section specific to each partner category. Each partner's CSR performance is graded out of 20 possible points. A **passing grade of 7 out of 20** was set to identify those with early-stage initiatives.

These questionnaires are for reporting purposes only, and the partners involved are responsible for their own responses. SAGESS does not conduct audits to verify their responses.

**In 2021, all our partners received a higher than passing grade.** It is worth noting that the number of our partners has doubled since we created the questionnaire.



As presented to the Corporate Social Responsibility Committee, this process has resulted in a three-point partner certification system:

- Adherence to the principles of our Code of Business Conduct and Corporate Social Responsibility Charter
- Responsible purchasing rating
- Higher than passing grade (7/20)

## Tackling Environmental Issues through Corporate Structure and Procedures for Environmental Assessment and Certification

Part of our HSE policy at SAGESS involves encouraging the various **facilities where we store petroleum products to obtain OHSAS 18001** (workplace health and safety) and **ISO 14001** (environmental management) certifications. As at 31 December 2021, 57% of major storage facilities had ISO 14001 certification, and 31% had OHSAS 18001 certification (or an equivalent certification). Please note that we are accounting for the ongoing migration from OHSAS 18001 to ISO 45001 when monitoring these certifications.

The terms and conditions specific to storage agreements require storage providers to confirm they adhere to the principles of the SAGESS Corporate Social Responsibility Charter and Code of Business Conduct. As at 31 December 2021, 100% of storage facilities had adopted the principles in these two documents.

## Resources for Preventing Environmental Risks and Pollution

To effectively manage our long-term risk at SAGESS, we promote sound and engaged environmental policies at the facilities where we store petroleum products. This is reflected in our **multi-year property and environmental damage risk assessment programme**. The previous programme, which we completed in 2016, was conducted through more than 100 assessments at 89 facilities and allowed us to map storage facility risks.

In 2019, we launched a new risk assessment programme for 2019–2022. It includes a property and environmental damage risk assessment component that we will gradually be incorporating into our multi-point site-selection criteria. These criteria include a range of items addressing a potential partner’s logistical advantages as well as their credit and environmental risk. Before this programme wraps up in 2022, we will visit all the facilities where we store petroleum products.

In 2021, we were not ordered to pay compensation to comply with any environmentally motivated court orders. No measures to remediate environmental damage were necessary. SAGESS did not record any provisions or guarantees for environmental risks during the year.

|  | CSR Indicator  | Category   | 2020 | 2021 | Target                |
|--|--|--|------|------|-----------------------|
| <b>Risk 4: Promoting the importance of HSE with our partners</b> |  |  |      |      |                       |
| 4-A  | Percentage of facilities with ISO 14001 or equivalent certification  |  | 57%  | 57%  | > 50%                 |
| 4-B  | Percentage of facilities with OHSAS 18001/ISO 45001 or equivalent certification  |  | 31%  | 31%  | Undefined             |
| 4-C  | Percentage of facilities that adhere to the SAGESS CSR Charter and Code of Business Conduct                                  |  | 100% | 100% | 100%                  |
| 4-D  | Progress of the multi-year risk assessment programme (as at 31/12):<br>- Property damage risk<br>- Environmental damage risk |  |      |      | 100% at programme end |
|  |  |  | 43%  | 82%  |                       |
| 4-E  | Responsible purchasing: partner response rate  | Banks  | 100% | 100% | 100%                  |
|  |  | Storage facilities, petroleum product suppliers and buyers | 99%  | 99%  | 100%                  |
| 4-F  | Responsible purchasing: average rating received  | Banks  | 15.5 | 15.5 | > 7                   |
|  |  | Storage facilities, petroleum product suppliers and buyers | 14.4 | 14.7 | > 7                   |
| 4-G  | Responsible purchasing: number of partners with failing grade  | Banks  | 0    | 0    | 0                     |
|  |  | Storage facilities, petroleum product suppliers and buyers | 0    | 0    | 0                     |

## Developing Low Environmental Impact Solutions

Increasing the volume stored in the natural caverns in Manosque has long been part of our environmental approach. Salt cavern storage helps make facilities less vulnerable and reduces the aboveground footprint of storage space. It also reduces the risk of fire, explosions, and terrorism.

## Measures to Prevent, Reduce, and Remediate Air, Water, and Soil Pollution with a Major Environmental Impact

Our internal operations naturally have a low impact in terms of air and water pollution, so inherent environmental risk is low. As a result, we do not have any specific monitoring set up for these issues. The building where our registered office is located was certified HQE™ (*Haute Qualité Environnementale*, a French environmental quality certification) in 2021.

Lastly, operators at major storage facilities have set up continuous monitoring to prevent and manage potential pollution and keep pollutants from contaminating the ground or water.

## Measures to Preserve and Increase Biodiversity

At SAGESS, we work hard to limit the impact our business has on the environment, on the balance of nature, and on protected species.

Increasing storage in natural caverns like those in Manosque is a good example of how industrial activities and nature can successfully coexist, since the facility is located within the Lubéron regional nature park. We've also significantly limited the risk of accidental spills by leveraging the technology and inspections we currently have in place.

## HELPING MANAGE SUPPLY CRISES

If there is a petroleum product shortage, consumers will primarily be worried about whether they will be able to continue buying the products they need. SAGESS plays an instrumental role in managing national and international supply crises by being able to release products on short notice and in a coordinated manner when so ordered by the French Directorate-General of Energy and Climate, which is part of the Ministry of Ecological Transition (Ministère de la Transition écologique).

|   | CSR Risk and KPIs   | 2020 | 2021 | Target |
|---|---|------|------|--------|
| <b>Risk 5: Helping manage supply crises</b> |   |      |      |        |
| 5-A   | Percentage of orders managed by SAGESS by the deadlines defined by the strategic reserve release decree | 100% | 100% | 100%   |
| 5-B   | Number of orders rejected by storage providers  | 0    | 0    | 0      |

## ADDRESSING EMPLOYEES' EXPECTATIONS AND DEVELOPING THEIR SKILLS

### Total Headcount and Breakdown by Gender, Age, and Location

As at 31 December 2021, SAGESS had 15 employees, including three positions filled by seconded employees. Since 2017, SAGESS has assigned one employee to the French Democratic Confederation of Labour (Confédération française démocratique du travail, CFDT).

All employees are based in Île-de-France. There are seven women and eight men on staff, and the average employee age is 54 years old.

### Hiring and Dismissals

|   | CSR Risk and KPIs                                  | 2020  | 2021  |
|---|--|---|---|
| <b>Risk 6: Addressing employees' expectations and developing their skills</b> |  |   |   |
| <b>6-A</b>  | Number of employees (including seconded employees) | 15  | 15  |
| <b>6-B</b>  | Number of hires, dismissals, and other changes*    | Hires: 0<br>Dismissals: 0<br>Retirements: 0<br>Other changes: 0 | Hires: 0<br>Dismissals: 0<br>Retirements: 0<br>Other changes: 0 |

\*Other changes include changes among seconded employees and resignations.

### Compensation

At SAGESS, our compensation system accounts for three factors: the calibre of the employee's work, skill development, and target achievement.

In 2021, personnel expenses totalled €2,500,000, €1,537,000 of which was used for SAGESS employee compensation. Personnel expenses include the billing of seconded employees' salaries and related expenses but exclude those for interim staff. They also include the rebilling of seconded worker expenses to pension organisations. In 2021, the overall salary budget increased by 0.63%. SAGESS allocated this increase as follows:

- Supervisory staff: across-the-board increase: 0.5%; individual increase: 0.3%; seniority bonus: 0%
- Managers: across-the-board increase: 0.5%; individual increase: 0.14%

As during previous financial years, no compensation was paid to members of the Board of Directors.

Salaries and benefits for SAGESS's management team, composed of two seconded employees and one SAGESS employee, totalled €1,159,000 in 2021.

### Working Hours

As at 31 December 2021, all SAGESS employees had open-ended employment contracts.

We comply with the legal limit on maximum working hours in accordance with French law.

We also have a flexitime policy for employees. This policy defines a window for all employees to be in the office with flexible times at the beginning and the end of the day.



In response to the Covid-19 pandemic, in 2021, we instituted a remote work policy for all employees when lockdowns were in place. When the first lockdown was ordered in March 2020, all employees received a laptop and a mobile work phone. Working from home is voluntary and is organised around relevant government guidelines. We give employees the latitude to plan and adapt as they see fit. We further relaxed our office attendance policy in 2021 to encourage those who were interested to arrive or leave earlier or later to avoid rush hour. Our flexitime policy was convenient even before the pandemic and has become even more so.

**Absenteeism**

The data in this section only covers SAGESS employees. It does not include seconded employees working outside the organisation. The absenteeism rate is defined as the total number of calendar days absent, excluding paid days off, lay-offs, and unpaid long-term absences (e.g., parental leave or leaves of absence), divided by the total number of workdays.

|   | CSR Risk and KPI  | 2020 | 2021 | Target    |
|---|-------------------|------|------|-----------|
| <b>Risk 6: Addressing employees’ expectations and developing their skills</b> |                   |      |      |           |
| <b>6-E</b>  | Absenteeism rate* | 1.3% | 2.8% | Undefined |

\*Indicator includes one person working part-time for medical reasons.

| Breakdown of Absences by Type | 2020 | 2021 |
|-------------------------------|------|------|
| Illness                       | 100% | 100% |
| Workplace accident            | 0%   | 0%   |
| Parental/adoption             | 0%   | 0%   |
| Other absences                | 0%   | 0%   |

**Organisation of Labour Relations: Communications Procedures, Staff Consultation Procedures, and Negotiation Procedures – Overview of Collective Labour Agreements**

At SAGESS, our employee relationships are based on respect and communication. We recognise that our business entails a certain number of risks and constraints. We therefore pay special attention to fairness in the workplace by consulting and communicating with our employees in a variety of ways. SAGESS uses the collective labour agreement for the French oil and gas industry and applies all of its policies.

By recognising our employees’ rights and by being willing to interface with them, we have been able to create constructive dialogue.

We also created a Social and Economic Committee (“CSE” in French) in 2019 after voting in favour of one in December 2019. This CSE includes a permanent representative and an alternate who are elected to four-year terms. The committee met several times in 2021 despite the pandemic.

**Workplace Health and Safety**

At SAGESS, we care a great deal about workplace health and safety and continuously improving employee working conditions. Each and every one of us is accountable in this effort. SAGESS took several measures throughout the year to change how employees respond to risks at work. These measures included:

- Comprehensive medical evaluations for employees enrolled in our business continuity plan (10 out of 15 employees)
- Installation of ergonomic equipment at workstations (monitor arms, headsets, etc.) and collaboration to provide ongoing employee support
- First aid and automated external defibrillator (AED) training
- Evacuation drills

Moreover, our workplace health and safety indicators are an integral part of our CSR KPIs. In 2021, no occupational illnesses were reported at SAGESS. Only occupational illnesses that are officially declared and recognised by social security are counted. No accidents, including fatal accidents, have been reported during the past two financial years.

Lastly, we started monitoring the whistleblowing procedure when we added it to our Code of Business Conduct. Now we are alerted to any employee workplace health and safety issues (sexism, etc.), among other things. The Audit Committee regularly receives reports on the use of this procedure.

|   | CSR Risk and KPIs   | 2020 | 2021 | Target    |
|---|---|------|------|-----------|
| <b>Risk 6: Addressing employees' expectations and developing their skills</b> |   |      |      |           |
| 6-G   | Number of public health and environmental alerts received                 | 0    | 0    | Undefined |
| 6-H   | Number of lost-time accidents for SAGESS employees and direct contractors | 0    | 0    | 0         |
| 6-I   | Use of the whistleblowing procedure                                       | 0    | 0    | Undefined |

### Training Policies and Total Training Hours

For many years, we have demonstrated our commitment to labour issues by making them a key part of our human resource management process. We have continued our training efforts every year to provide all our employees with the training resources they need to reach their goals.

We develop a training plan every year based on the needs expressed by employees during their annual reviews and our own professional needs. We monitor this plan according to the needs we identified and the training provided. In 2021, training primarily focused on improving skills to meet business needs.

Additionally, we have made a range of courses available through the organisation DEFI that cover the technical and functional aspects of our employees' jobs as well as managerial and teaching skills so our employees can reach their full potential.

Thanks to the various resources in place, employees collectively completed 260 hours of training in 2021, or an average of 18.84 hours per employee (FTE) during the year.

Employees took courses in 2021 covering topics as varied as foreign languages, information technology, cybersecurity, and more. Our information systems manager notably had the opportunity to take a six-month course on ISO 27001 and ISO 27002.

Annual performance reviews are a well-established practice at SAGESS. These reviews are designed to promote employee development and discussions about their professional growth. In 2021, 100% of employees (who had been employed for at least one year) participated in these formal conversations with their superiors.

We used the same training platform in 2021 to provide employee training on IT security risks.

|   | CSR Risk and KPIs  | 2020  | 2021 | Target |
|---|--|-------|------|--------|
| <b>Risk 6: Addressing employees' expectations and developing their skills</b> |  |       |      |        |
| 6-C   | Number of training hours per year and per employee*  | 25.4  | 18.8 | > 8    |
| 6-D   | Percentage of employees who participated in at least one training session during the year* | 81.8% | 100% | 100%   |
| 6-F   | Percentage of annual performance reviews (managers and non-managers)                       | 100%  | 100% | 100%   |

\* These indicators do not include data about seconded SAGESS employees working at other organisations or seconded employees working at SAGESS.

## **Initiatives to Promote Gender Equality and the Employment and Inclusion of People with Disabilities, and SAGESS's Anti-Discrimination Policy**

At SAGESS, we have voluntarily instituted a policy to promote diversity and equal opportunity and to eliminate all types of workplace discrimination, as reflected in our Code of Business Conduct, which includes a section specifically on combating sexism. Our policy is to offer equal employment opportunity to anyone who has the necessary qualifications, regardless of ethnicity, national origin, religion, political affiliation, union membership, nationality, age, or disability, in accordance with applicable laws and regulations.

In addition to being distributed to all SAGESS employees, we send our Code of Business Conduct to all the operators of the facilities where we store products whenever we sign new storage agreements. We also automatically send this code to all stakeholders involved in requests for proposals.

Our commitment to providing equal opportunity to all is reflected in every aspect of our professional relations at SAGESS: applicant screening, recruitment, work assignments, promotion, transfers, compensation, training, and supplier relations.

At the end of 2021, 47% of SAGESS employees were women (including seconded employees) and 30% of SAGESS managers were women. Women are also represented on the Board of Directors. Thirty-one percent of Board members are women, based on average representation on the Board in 2021.

## **Applying and Promoting the Fundamental Conventions of the International Labour Organization**

Through our Code of Business Conduct, we promote the respect of human rights and non-discrimination in all of our business relations, as expressed in the paragraph about respecting the provisions of the fundamental conventions of the International Labour Organization:

- Freedom of association and the right to collective bargaining
- Elimination of discrimination in respect of employment and occupation
- Elimination of all forms of forced or compulsory labour
- Effective abolition of child labour

SAGESS adheres to all ten principles of the UN Global Compact, which are included in our Code of Business Conduct and Corporate Social Responsibility Charter.

## Secure IT Systems Management and GDPR Compliance

At SAGESSE, the security of our IT systems and the information they contain is one of our highest priorities. We review the checks we have in place every year to ensure they are still adequate. Both our internal and external audit teams review these checks in detail. We conduct regular tests to guarantee business continuity in the event of a crisis and restore our IT systems. We also regularly conduct penetration tests.

We regularly review and update our cybersecurity policy, the results of which were presented to the Audit Committee. SAGESSE employees also receive yearly training on IT security and cybercrime risks.

We have instituted a series of procedures to ensure we comply with the European Union's General Data Protection Regulation (GDPR). After appointing a Data Privacy Officer and establishing records for processing activities, we gradually put various essential procedures in place to comply with the regulation:

- We have a Personal Data Protection Charter that we share with all our employees
- Our professional and public-facing websites also include information about GDPR for the members of these sites
- We have a procedure for personal data breaches as well as a means for recording such breaches

GDPR compliance ensures that we are following personal data protection best practices.

We were not hit by any cyberattacks in 2021, despite the increased risk associated with the pandemic and everyone working from home.



## 4 > SAGESS IN SOCIETY

### RELATIONSHIPS WITH OUR KEY STAKEHOLDERS

#### Stakeholder Dialogue

SAGESS has instituted a process to analyse the materiality of our social, environmental, and corporate challenges to identify what our stakeholders' expectations are and how we can better meet them.

This process, which is based on a detailed analysis of various internal and external information sources (non-financial ratings, press reviews, etc.), has also made it possible for us to consult with a panel representing our stakeholders (shareholders, suppliers, employees, the CPSSP, insurance providers, management, peer organisations, etc.) and learn about their CSR expectations. These consultations have helped us rank our key challenges in order of importance and modify how we manage our CSR initiative internally as a result.

These discussions are ongoing thanks to our key stakeholders serving on our Corporate Social Responsibility Committee.

#### Partnerships and Sponsorships

At SAGESS, we convey our commitment to society through various volunteering initiatives and partnerships. Since signing an agreement with the Ministry of the Armed Forces (Ministère des Armées) four years ago, we have promoted and encouraged employee participation in the French National Guard. Employees who participate in reserve activities receive special professional support. In 2021, we also donated €1,800 to Iodysséus, an ocean research and science outreach organisation.

Due to the pandemic, over the past two years, we were unable to continue certain initiatives. We are eager to renew our partnerships and sponsorships as soon as the pandemic allows.

## 5 > SAGESS AND SUSTAINABLE DEVELOPMENT GOALS



The United Nations General Assembly adopted 17 Sustainable Development Goals (SDGs) in 2015. These universal goals, which are set for 2030, cover the three dimensions of CSR: society, the economy, and the environment.

SAGESS's CSR performance indicators relate to five of the seventeen SDGs:



#### SDG 4 – QUALITY EDUCATION

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all → [SAGESS’s training and annual review policy](#).

|     |   |
|-----|---|
| 6-C | Average number of training hours  |
| 6-D | Percentage of employees who participated in at least one training session during the year |



#### SDG 5 – GENDER EQUALITY

Achieve gender equality and empower all women and girls → [SAGESS’s policy to recruit more women Board members](#).

|     |                                   |
|-----|-----------------------------------|
| 3-D | Percentage of women Board members |
|-----|-----------------------------------|



#### SDG 7 – AFFORDABLE AND CLEAN ENERGY

Ensure access to affordable, reliable, sustainable, and modern energy for all → [SAGESS’s contribution to managing supply crises, ensuring French consumers have continuous supply](#).

|     |   |
|-----|---|
| 5-A | Percentage of orders managed by SAGESS by the deadlines defined by the strategic reserve release decree |
| 5-B | Number of orders rejected by storage providers  |



#### SDG 8 – DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all → [SAGESS’s policy to monitor employee wellbeing and working conditions](#).

|     |   |
|-----|---|
| 6-E | Absenteeism rate  |
| 6-G | Number of public health and environmental alerts received                 |
| 6-H | Number of lost-time accidents for SAGESS employees and direct contractors |
| 6-I | Use of the whistleblowing procedure                                       |



## SDG 12 – RESPONSIBLE CONSUMPTION AND PRODUCTION

Ensure sustainable consumption and production patterns → [SAGESS's responsible purchasing policy](#).

|     |  |
|-----|--|
| 4-E | Responsible purchasing: partner response rate to the questionnaire |
| 4-F | Responsible purchasing: average rating received                    |
| 4-G | Responsible purchasing: number of partners with failing grade      |

## 6 > SAGESS'S CSR RATINGS

Two European rating agencies – acting on behalf of French and European investors – have given SAGESS unsolicited CSR ratings.

### ISS ESG (ISS-OEKOM)

In 2021, ISS ESG (ISS-oekom) gave us a C+ rating, positioning us in the best category in our sector. We were also ranked in the “Prime” category, which corresponds to bond issuers ranked in the top 5% of their categories by ISS ESG (ISS-oekom).



### VIGEO EIRIS

Vigeo Eiris has rated SAGESS since 2011. In 2021, it gave us a rating of 63%, corresponding to the “Advanced” level and placing our corporate social responsibility performance among the top European companies in our sector.



## 7 > REPORTING METHODOLOGIES

All procedures and definitions for each performance indicator are provided in the SAGESS Reporting Protocol.

The protocol defines the scope for each indicator, the reporting unit, how the indicator is calculated, where the data comes from, who is responsible for generating it, and what controls have to be set up. Indicators are reported in the annual reporting tables compiled by each of the assigned owners. Data is provided by our accounting and logistics systems or our various suppliers.

In order to ensure that our non-financial indicators are accurate, we have established dual internal–external controls with the help of a specialised firm. We also voluntarily decided to appoint one of our statutory auditors as an independent third party to conduct an external review of our most important corporate, environmental, and social information with a reasonable level of assurance.

Since implementing our CSR initiative, we have opted to progressively broaden the scope of our social and environmental reporting as stated in our policy. Reporting now includes some of our partners' CSR results – especially the indicators we added related to the responsible purchasing initiative.

The current scope varies by indicator to provide the most relevant information possible. The scope of each indicator is presented in the table on the next page.





| NO.      | CSR RISKS AND INDICATORS  | SAGESS | STAKEHOLDERS       |       |                             |
|----------|---|--------|--------------------|-------|-----------------------------|
|          |   |        | Storage Facilities | Banks | Petroleum Product Suppliers |
| <b>1</b> | <b>Managing reserves in a secure manner</b>   |        |                    |       |                             |
| 1-A (*)  | Have a process to monitor the difference between the reserve level accepted by SAGESS and the level achieved      | X      |                    |       |                             |
| 1-B (*)  | Percentage of storage facilities audited at least once during the year  |        | X                  |       |                             |
| 1-C (*)  | Number of non-compliance issues observed during the storage facility audits conducted over the past 12 months     |        | X                  |       |                             |
| 1-D (*)  | Percentage of on-site non-compliance issues resolved after 3 calendar months                                      |        | X                  |       |                             |
| 1-E (*)  | Percentage of SAGESS reserves exchanged (at storage providers' request)   | X      |                    |       |                             |
| <b>2</b> | <b>Securing funds</b>   |        |                    |       |                             |
| 2-A      | External financing structure  | X      |                    |       |                             |
| 2-B      | Average maturity of bond debt   | X      |                    |       |                             |
| 2-C      | Coverage of the NEU CP programme through an undrawn syndicated loan   | X      |                    |       |                             |
| 2-D      | Use of the NEU CP programme   | X      |                    |       |                             |
| 2-E      | Coverage of the use of the NEU CP programme through an undrawn syndicated loan                                    | X      |                    |       |                             |
| 2-F      | Short- and long-term Standard & Poor's ratings  | X      |                    |       |                             |
| <b>3</b> | <b>Practising sound governance to prevent conflicts of interest</b>   |        |                    |       |                             |
| 3-A (*)  | Percentage of shareholders represented on the Board of Directors  | X      |                    |       |                             |
| 3-B (*)  | Attendance rate at Board meetings   | X      |                    |       |                             |
| 3-C (*)  | Percentage of Board members reappointed during the year   | X      |                    |       |                             |
| 3-D (*)  | Percentage of women Board members   | X      |                    |       |                             |
| 3-E (*)  | Number of BoD committee meetings  | X      |                    |       |                             |
| <b>4</b> | <b>Promoting the importance of HSE with our partners</b>  |        |                    |       |                             |
| 4-A (*)  | Percentage of ISO 14001-certified (or equivalent) storage facilities  |        | X                  |       |                             |
| 4-B (*)  | Percentage of OHSAS 18001-certified (or equivalent) storage facilities  |        | X                  |       |                             |
| 4-C (*)  | Percentage of storage facilities that have adopted the principles of the CSR Charter and Code of Business Conduct |        | X                  |       |                             |
| 4-D (*)  | Progress of the multi-year risk assessment programme  |        | X                  |       |                             |
| 4-E (*)  | Responsible purchasing: partner response rate   |        | X                  | X     | X                           |
| 4-F (*)  | Responsible purchasing: average rating received   |        | X                  | X     | X                           |
| 4-G (*)  | Responsible purchasing: number of partners with failing grade   |        | X                  | X     | X                           |
| <b>5</b> | <b>Helping manage supply crises</b>   |        |                    |       |                             |
| 5-A      | Percentage of orders managed by SAGESS by the deadlines defined by the strategic reserve release decree           | X      |                    |       |                             |
| 5-B      | Number of orders rejected by storage providers  | X      | X                  |       |                             |
| <b>6</b> | <b>Addressing employees' expectations and developing their skills</b>   |        |                    |       |                             |
| 6-A (*)  | Number of employees (including seconded employees)  | X      |                    |       |                             |
| 6-B (*)  | Number of hires and dismissals  | X      |                    |       |                             |
| 6-C (*)  | Average number of training hours per employee per year  | X      |                    |       |                             |
| 6-D (*)  | Percentage of employees who participated in at least one training session during the year                         | X      |                    |       |                             |
| 6-E      | Absenteeism rate  | X      |                    |       |                             |
| 6-F      | Percentage of employees who had annual performance reviews (managers and non-managers)                            | X      |                    |       |                             |
| 6-G      | Number of public health and environmental alerts received   | X      |                    |       |                             |
| 6-H      | Number of lost-time accidents for SAGESS employees and direct contractors   | X      |                    |       |                             |
| 6-I      | Use of the whistleblowing procedure   | X      |                    |       |                             |

(\*) Indicators audited by an independent third party with a reasonable level of assurance.