

ROADMAP 2025

Corporate Social Responsibility (CSR) has always been an essential element in Epsilon's survival. Our 2023-2025 roadmap describes our ambition to maintain our status as a responsible and sustainable actors. It is based on three main pillars, namely **economic prosperity (1)**, the **well-being of employees and the community (2)** and **environmental protection (3)**.

PILLAR 1: MAINTAINING ECONOMIC PERFORMANCE

| N° | COMMITMENTS | PRIORITY ACTIONS | SDG met |
|----|---|--|--|
| 1 | Work in accordance with customer and stakeholder requirements | Meeting customer and othersstakeholders requirements |    |
| | | Maintaining profitable production efficiency | |
| | | Improve customer acceptance rates | |
| 2 | Ensuring that human and material resources are available to carry out all processes | Increase the rate at which targets are met | |
| 3 | Maintaining and developing our management system | Maintain all certifications, without suspension | |







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PILLAR 2: PROMOTING WELL-BEING OF EMPLOYEES AND COMMUNITY

| N° | COMMITMENTS | PRIORITY ACTIONS | SDG met |
|----|--|---|--|
| 7 | Investing in the skills development and employability of our employees | Providing training for employees |   |
| 8 | Improving quality of life at work (QWL) | Investing in health and safety |  |
| 9 | Helping our employees to have a well-balanced between their professional and personal lives | Set up a helpline to advise and guide our employees |  |
| 10 | Scrupulously respect Epsilon's social charter | Raising awareness of the Social Charter among all our internal and external employees |   |
| 11 | Supporting and participating in the economic, social and environmental development of the area in which we operate | Promoting environmental education |   |

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PILLAR 3: PRESERVING THE ENVIRONMENT

| N° | COMMITMENTS | PRIORITY ACTIONS | SDG met |
|----|---|---|---|
| 12 | Reduce and sort our waste for better recovery and recycling | <p>Reducing waste at source</p> <p>Recovering the waste produced</p> |  |
| 13 | Minimise pollution and nuisance (noise, vibration, etc.) for neighbours | <p>Tracking our carbon emissions</p> <p>Carry out a regular environmental analysis</p> |  |
| 14 | Implement energy-saving measures by encouraging changes in behaviour and the purchase of energy-efficient equipment | Use energy-efficient machines and LED lights |  |
| 15 | Controlling our consumption of water, energy and raw materials | Implementing a centralised monitoring system for our consumption of water, energy and raw materials |  |
| 16 | Adopting measures to offset environmental impacts | Intensive and sustainable reforestation |  |
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