



CSR Report 2024



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Editorial



**Rémi
Lambert**

Associate Director in
charge of the CSR axis



TGS France's CSR Report 2024 demonstrates the company's ongoing commitment to responsible and sustainable practices. The past year has been marked by the consolidation of our initiatives aimed at strengthening our positive impact on society and the environment, while responding to current economic and social challenges. During the year, TGS France was honoured by the CNCC with the CSR Commitment Award.

TGS France continued its commitment to reducing its carbon footprint by deploying the Karos platform to encourage car-sharing and by automating energy audits for purchasing and renovation projects.

On the social front, the Group has introduced new initiatives to promote skills development and improve quality of life and working conditions, including the creation of an internal Apprentice Training Centre (CFA) and the introduction of a mentoring scheme for managers, roll-out of feedback training as part of the manager training programme, launch of a social assistance service,

support for employees on long-term leave and part-time work.

In terms of governance, TGS France has published its ethics charter and has made all the Group's employees aware of the fight against corruption through e-learning.

We also want to be as close as possible to our customers by placing dialogue and transparency at the heart of the customer experience.

The 1nspire association, which we co-founded in 2019 and support in the service of executive health, will have a strong role to play in the uncertain economic climate we are currently experiencing.

All in all, the 2024 CSR report illustrates TGS France's determination to continue playing a leading role in the transition to a more responsible future, reconciling economic performance with a positive impact on society and the environment.

The 5 CSR ambitions of TGS France



Develop the **singularity** and **well-being of each individual** in the service of a plural and responsible collective.



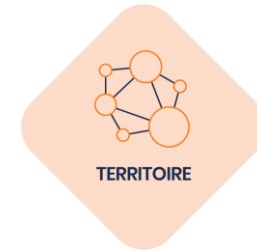
Promote **ethics, transparency, and responsibility** by communicating our values, setting ambitious goals, and actively involving our stakeholders.



Provide a **successful customer experience** that creates value and generates trust.



Reduce our **environmental impact**.



Contribute to the **sustainable development of our territories**.

01

Meeting TGS France

Between history and ambitions



TGS France in short

TGS France is a French group offering a comprehensive range of services and consulting to facilitate management, inform choices, and accelerate the development of businesses.

Our businesses

Audit | Lawyers | Consulting | Accounting Expertise
IT | Payroll-HR

Our R²SE values

Respect | Responsibility | Solidarity | Commitment

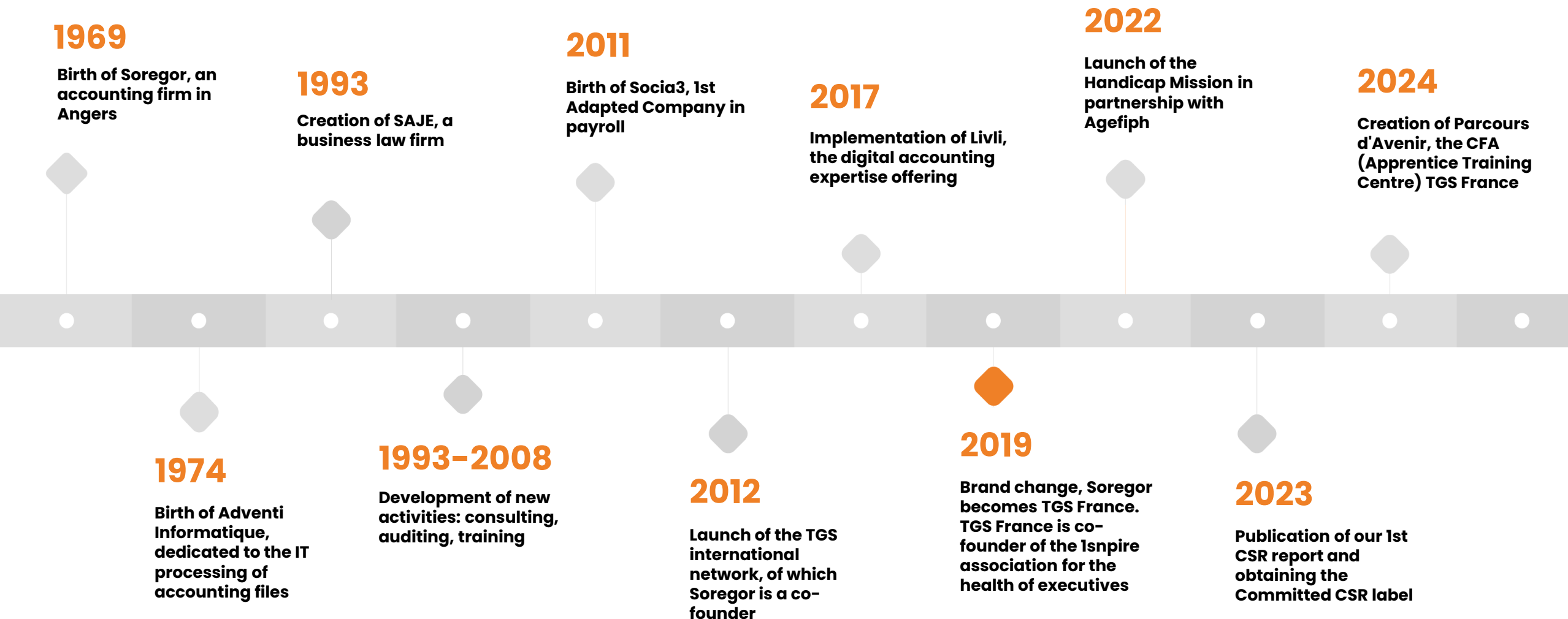
Our reason for being



Think Global Sustainability

Inscribed in the company's articles of association, it is the result of our history and our attachment to an interdisciplinary business model based on the human, the collective, and the transmission for more than 50 years.

More than 50 years of history at the service of entrepreneurs



TGS France in figures

+ 100

agencies in France

35,000

customers

1,700

employees

140

million euros in sales

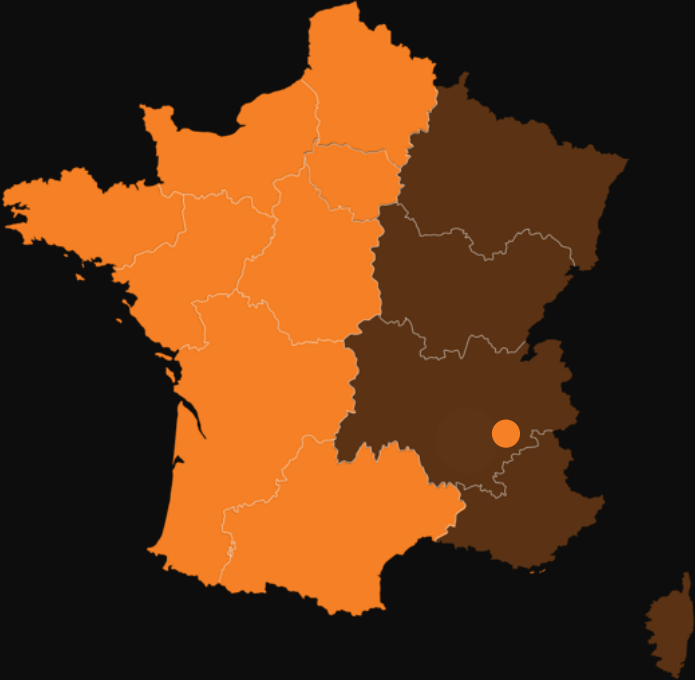
3 subsidiaries


Cabinet
BOCQUIER
Membre de TGS France

Socia 3
Par TGS France
La paie responsable

DSA
GROUPE

Our locations



 TGS France group territories

Objectives for 2026

Expand into Eastern France, the Rhône-Alpes region and all our existing regions.

Our international TGS network

Co-founded in 2012 by the TGS France group, TGS is a business, strategy consulting, auditing, legal and accounting network. Since its creation, our network has been recognized among the top 25 international networks.

With a presence in 60 countries worldwide, TGS provides its customers with access to a full range of services to help them expand internationally.



Chiffres clés

67

member firms of
the network

4,824

employees

294

million euros in sales



The international TGS network is a signatory of the Global Compact. Each member of the network is committed to carrying out actions in line with the Sustainable Development Goals (SDGs):

Human rights | Gender equality Environment |
Anti-corruption | Labor

Governance

A collaborative decision-making process

Governance and decision-making are participatory. Every 5 years, the Chairman is elected by the associates (77 people) and provides input for a new corporate project that will guide the Group during his term of office. He chooses 2 Managing Directors (Operations and Audit & Performance) and renews the Strategic Committee.



Structured bodies

EXECUTIVE MANAGEMENT

Since October 2021, the management of the group has been represented by (from left to right) :

Christian Fouchard, Chairman of TGS France

Christophe Rondeau, Chief Operating Officer

Sylvain Begenne, Chief Audit and Performance Officer



STRATEGIC COMMITTEE

The Strategic Committee, chaired by Christian Fouchard, is made up of general management and 8 other associates who represent TGS France's strategic areas and business lines. Their mission is to work on the Group's strategy, based on the corporate project. To this end, they present proposals to the Board of Associates, which evaluates them.



OPERATIONAL COMMITTEE

The Operational Committee, chaired by the Chief Operating Officer, brings together the 6 regional managers. Their mission is to implement the decisions of the Strategic Committee on an operational level, to disseminate and harmonize offers and associated production resources, as well as sales policy and marketing and communications initiatives within the regions.



COLLEGE OF PARTNERS

All 77 associates meet face-to-face every 3 months and by videoconference every month. All the Group's businesses are represented. They elect the Board of Directors, and vote on amendments to the Articles of Association and external growth projects. New associates join the College every year.

REGIONAL COMMITTEE

Comprising the region's associates and led by the regional director, the COPIL region monitors the regional budget and performance indicators.

Interactions with our stakeholders

At TGS France, we firmly believe that our success is measured not only in financial terms, but also in terms of our positive contribution to society and the environment. We recognize the importance of the diverse stakeholders who interact with our company.

Towards our internal and external stakeholders and external stakeholders, we are committed to :

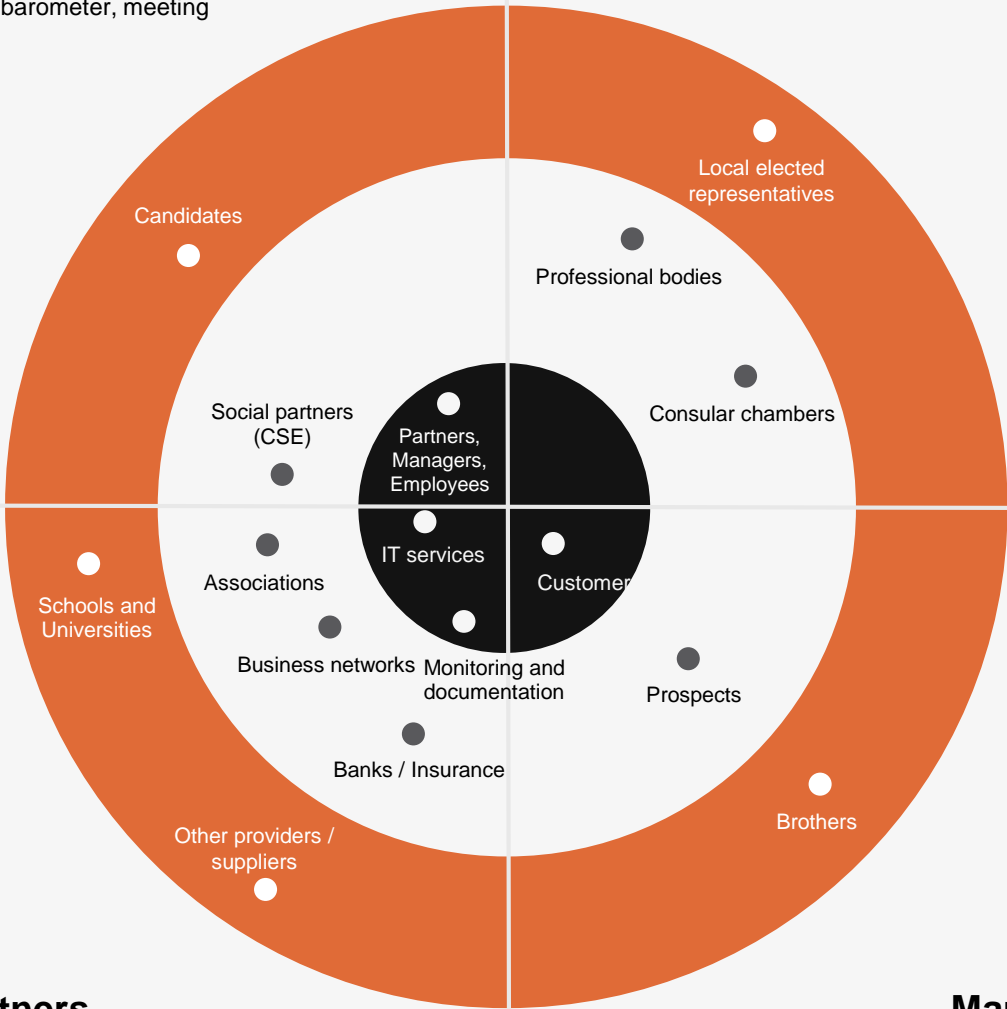
- share our values and commitments with them,
- communicate regularly with them about their needs and objectives, and establish appropriate communication channels,
- develop our mutual trust so that we can move forward together in a positive way.

Employees

Intranet, internal social network, Teams, newsletter, welcome kit, e-learning, events, QWL barometer, meeting

Organizations

Elective mandates, events, standby dutypermanences



Partners

Specifications, co-organization of events, satisfaction surveys, expert presentations, meetings, etc.

Market

Website, customer area, newsletter, appointments, mailing, events, satisfaction surveys, focus groups, conferences, blog, social networks

02



CSR at
TGS France

CSR Steering Committee



Rémi Lambert
Associate Director in
charge of CSR



Claire Desmas
Project Manager
HR/CSR



Mickaël Rigourd
Chef de projet RSE



Emeric Pouhaër
CSR Project Manager

Its role is to :

- Defining CSR policy
- Structuring and coordinating the Group's CSR approach
- Ensure that the roadmap is followed and the objectives achieved
- CSR reporting

TGS France's CSR ambitions are translated into objectives and actions. 7 projects are underway, each led by a project manager :

- Handicap Mission
- Responsible communication
- Customer offer
- Environment
- Ethics
- Executive health
- Sustainable development of our territories

Obtaining the Committed CSR label

Based on the ISO 26000 standard, AFNOR's "Engagé RSE" label assesses a company's CSR practices and its ability to adopt relevant indicators based on 5 themes and 54 criteria. The TGS France Group was awarded the "Engagé RSE" label in 2023, Progression level (437 points out of 1000), in recognition of its efforts to promote responsible development. This label is also accompanied by international recognition through the Responsibility Europe brand, which brings together leading European CSR labels.



“Cabinet Engagé” award at the CNCC sustainability challenges

Winner of the “Challenges Durabilité” (durability challenges) organized by the CNCC (French National Company of Auditors) for the first time, rewarding an audit firm for its CSR approach, TGS France is proud to see all its commitments and actions undertaken over more than 10 years rewarded. Entries were judged on five major criteria, such as contribution to the auditing profession, communication, awareness-raising, training and stakeholder mobilization.



« This award also recognizes the importance of audit and accounting firms' commitment to sustainable development. We have a key role to play in supporting our clients' CSR initiatives and helping them to measure their environmental impact. »

Rémi Lambert, associate Director in charge of the CSR axis

CSR ambassadors

To facilitate the deployment of the Group's CSR policy within the branches and to encourage the sharing of best practices, a network of CSR ambassadors was formed in December 2023.

In total, there are **8 regional ambassadors** and **80 local ambassadors** spread across TGS France's territories (80% of the branches represented) who carry the approach and implement CSR actions within their branch or region.

Regional ambassadors

Associate director sponsor



Area of intervention: region

Its role

- Promoting CSR in his/her region
- Supporting the work of CSR ambassadors
- Approve local action plans requiring a budget

Local ambassadors

Employees or managers wishing to get involved in CSR issues



Area of intervention: agency or sector

Its role

- Raise awareness among colleagues
- Sharing CSR information and best practices
- Coordinate deployment of action plan

Raising awareness and training in CSR

To ensure a common understanding of CSR and strengthen their role, our CSR ambassadors were trained by Christophe Gotteland, CSR consultant and expert at TGS France.

This training enabled them to :

- Exploring key CSR themes,
- Share their best practices,
- Work on their ability to 'pitch' the Group's CSR approach and their actions in order to convince their colleagues to get involved,
- Adapt their communication to the people they are talking to, to raise awareness and engage their colleagues more effectively.



« The CSR ambassadors' day was an opportunity to get to know each other better, exchange ideas and share experiences. Through workshops and discussions, we were able to delve deeper into the challenges of CSR and discover new actions to deploy at our respective sites. »

Charlotte Pehu, CSR ambassador at Beaucoz  

Responsible communication

The Group is committed to deploying communications based on transparency, participation, impact measurement and adaptation to stakeholder expectations.

With this in mind, the Group has published an annual CSR report since 2023.


The Group's CSR approach is also reflected in the implementation of responsible communication initiatives in line with our CSR values and ambitions.




Green events

The introduction of green events is an integral part of our CSR approach, with the aim of reducing our environmental impact while strengthening the commitment of our stakeholders.


In 2024, our events have integrated sustainable practices based on eight main levers !



Suppliers chosen for their CSR approach




Recycling our waste and stopping using plastic



Transport - encouraging car-sharing




Easier access for people with disabilities




Limited printing and paper dispatch



Limited goodies selected according to eco-responsible criteria



Promoting our actions and commitments



Assessing the ecological footprint of events



109

Events organised

3,823

participants

86%

satisfaction rate

Future action

Deployment of a specific evaluation grid for eco-responsible events to measure their environmental and social impact, identify areas for improvement and optimise our practices to ensure that each event is in line with our CSR ambitions.

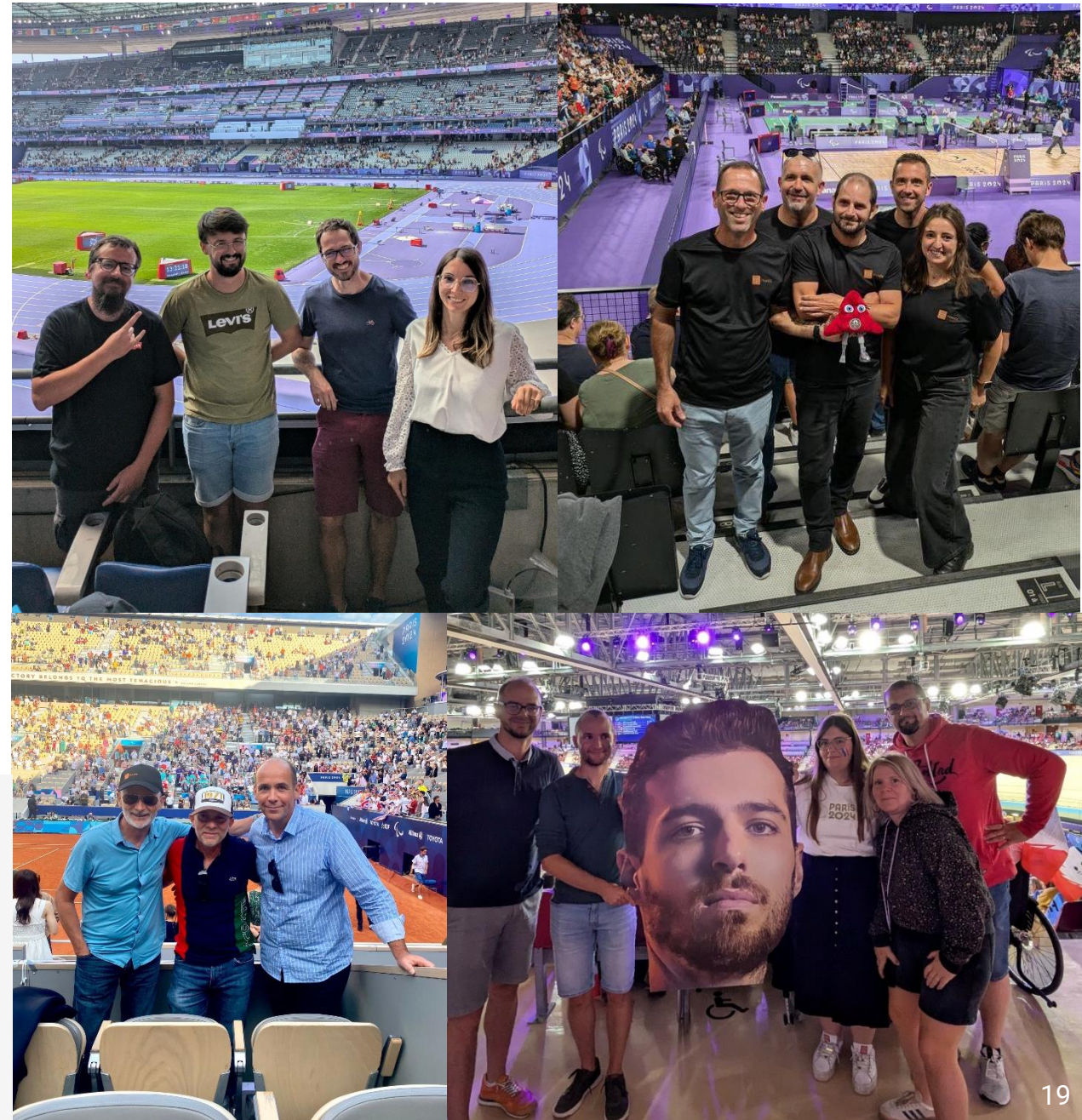
Supporting Paralympic athletes

Team TGS France, made up of six disabled athletes supported since 2021, embodies our commitment to inclusion and diversity, one of the pillars of our CSR approach: Lucas Mazur and Miléna Surreau in para badminton, Typhaine Soldé in para athletics, Matéo Bohéas in para table tennis, Charlotte Fairbank in wheelchair tennis and Dorian Foulon in para cycling.

The aim of the project is to support these talented athletes in their bid to qualify for the 2024 Paralympic Games. Five of our athletes had the opportunity to shine last summer in Paris, demonstrating their determination and inspiring the Group's employees, customers and partners.

team
TGS France

Our General Management and some of our employees had the opportunity to attend the Paralympic finals and cheer on our athletes.



03



Our ambitions

2024 assessment and 2025 perspectives



Ambition 1

Develop the singularity and well-being of each individual in the service of a plural and responsible collective.

At TGS France, we are convinced that the company's performance depends above all on the fulfilment of our employees. That's why our HR policy focuses on developing skills, improving working conditions and promoting inclusion.

Key figures 2024

1,700
talents

140
in-house trainers

+ 150
work-study students /
trainees

3.5
days of training per
employee per year on
average

Gender equality index (depending on
the companies)

92/100
for TGS France Group



Attracting and retaining

our talents and future talents

Creation of Parcours d'Avenir, the CFA of TGS France



« We set up this 100% in-house school to meet our recruitment objectives, support the development of our employees' skills and help some of our business lines to evolve. Our training courses are tailor-made and adapted to each individual's career path. The success of this project depends on the collective commitment of our teams: management, support services, business experts, trainers and tutors. »

Nadège Oger, Director of the Career Support and Inclusion Service and the Parcours d'Avenir

Skills development and internal mobility are in our DNA. A training organisation since 2018, we took a new step forward by launching "Parcours d'Avenir" (Career Pathway Program) in September 2023, an in-house school designed to anticipate changes in professions and meet the training needs of applicants. In 2024, "Parcours d'Avenir" will become a CFA (Apprentice Training Centre).

This scheme offers opportunities for retraining or validation of prior learning, through one-year vocational training courses in accounting and payroll management. Learners benefit from tuition provided by our qualified in-house trainers, supplemented by practical work experience in one of our 100 branches in France. These courses, which are 100% financed, combine immersion in the field with support, leading to a permanent contract.



Class of 2023–2024

9
work-study payroll
managers

77%
exam pass rate

6
employees hired on
permanent contracts in
our branches

Future actions

- Renewal of a new class of work-study students in our CFA as accounting and tax managers
- Rolling out a professional mobility policy
- Introduction of an internal national competition to support and sponsor projects undertaken by employees
- Supporting our employees at the end of their professional careers



Promoting

well-being and health at work

Screen work awareness and workstation ergonomics

From November 2023 to September 2024, awareness-raising initiatives on screen work were carried out in our branches, in collaboration with occupational health services.

The aim was to identify the risks associated with prolonged screen work and to share best practice in ergonomic workstation design. This is a major challenge when you consider that we spend an average of 80% of our time in a seated position, with all the risks that this entails for our health.

The impact of these awareness campaigns has been significant :

- ➔ 91% of participants have changed their working environment
- ➔ 86% have optimised the positioning of their equipment
- ➔ 83% have adjusted their seat
- ➔ 78% have corrected their posture



« This awareness campaign shows that our posture has a real impact on our bodies, and that simple gestures can improve our daily lives at work. »

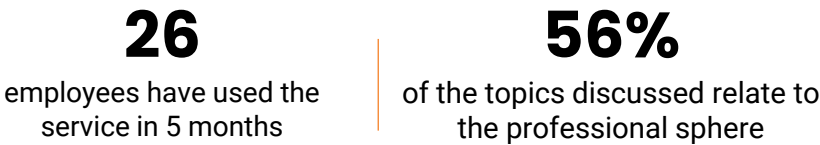
Pauline Rousseau, Nantes Patio Lab agency

Setting up a social care service

Since 1st October 2024, the TGS France group has deployed an outsourced social assistance service to support its employees at key moments in their lives.

Aimed at employees, managers and partners, this service is part of our HR strategy to improve the quality of life at work and offer practical support in the event of personal or professional difficulties. Accessible remotely, this service offers listening, advice and support for situations such as dealing with a death, financial problems or housing.

Key figures 2024



Support after a long-term leave

To facilitate the return to work, TGS France has set up a support system for employees on long-term sick leave. This includes information on their rights, support for managers to maintain links and prepare for the return to work, and personalised monitoring by a job retention advisor, including for employees on part-time therapeutic leave.

Future action

Launch of the second 'Quality of Life at Work' barometer to gather employee opinions, measure progress and identify areas for improvement



Capitalising

on talent

Support for future chartered accountancy graduates

TGS France supports its employees in the preparation of the accounting diploma by offering personalized support, from the drafting of the notice to the defense. A support based on :

- **regular exchanges** with specialized coaches in order to offer candidates advice tailored to their needs.
- **a dedicated community** that encourages the sharing of resources and experiences, creating a dynamic of mutual support conducive to success.
- **a day of memorialists** offering workshops and accompanying sessions on key themes.
- **an ongoing training program** to enable candidates to perfect their knowledge and prepare for the tests.



Mentoring managers

Introduced in 2019, mentoring is mutual learning between peers. The scheme is structured around several key moments: a launch day, regular exchanges in pairs, meetings with coordinators and a closing day to take stock of the experience and celebrate learning.

The scheme covers six professions: auditing, sales, legal, social, accounting and IT. Since September 2024, the scheme has been open to managers, and has been a great success ! This year, 13 local managers were supported by more experienced managers.



Class of 2023-2024

Future actions

Launch of new training courses : “Managing managers” and “Mobilizing emotional intelligence”

Deployment of a managerial newsletter

" Great scheme! I've learned a lot from this year of mentoring, and a great mentor/mentee relationship."

Lydie Michot, Payroll-HR Manager in Cholet



Promoting

**inclusion and respect for
everyone on a daily basis**

Mission Handicap

TGS France's Mission Handicap was set up in March 2022, with the signing of an agreement with Agefiph.

Its mission is to:

- Welcoming people with disabilities,
- Supporting disabled employees,
- Ensuring the adaptation of training paths,
- Raise awareness of the company's various players and facilitate communication,
- Contribute to equal opportunities for success for all employees.



" The Agefiph agreement has laid a solid foundation for successful inclusion within the TGS France group."

Nadège Oger, Head of Mission Handicap

2024 report on Mission Handicap's initiatives

PILOTAGE

- Preparing the disability agreement

RECRUITMENT / INTEGRATION

- Recruitment of 13 people with disabilities Use of Agefiph's employment space
- Meeting with disability representatives from partner schools

JOB RETENTION

- Adjustment of workstations
- Follow-up of long stoppages and support for return to work

AWARENESS / TRAINING

- Raising awareness of ergonomics at workstations in branches, in conjunction with occupational health services
- Employee testimonials on burnout
- 3rd participation in duoday

COMMUNICATION

- Sponsorship of a team of 100% para-sport athletes

PARTNERSHIP

- 13 ongoing partnerships with EA and ESAT (maintenance of green spaces, waste management, maintenance of premises)

Key figures 2022-2025

Nearly **50**
disabled workers
recruited

72
disabled people
supported today

70
equipped
workstations

Future action

Roll-out of DREETS-approved disability agreement in January 2025



Socia3, a subsidiary of TGS France Group, is a sheltered workshop based in Angers and Tours, which provides payroll and human resources management support to SMEs and associations in a variety of sectors. Socia3 provides its disabled employees with specific support to help them realise their career plans, develop their skills and increase their mobility.

Key figures since its creation

60

professional projects
monitored

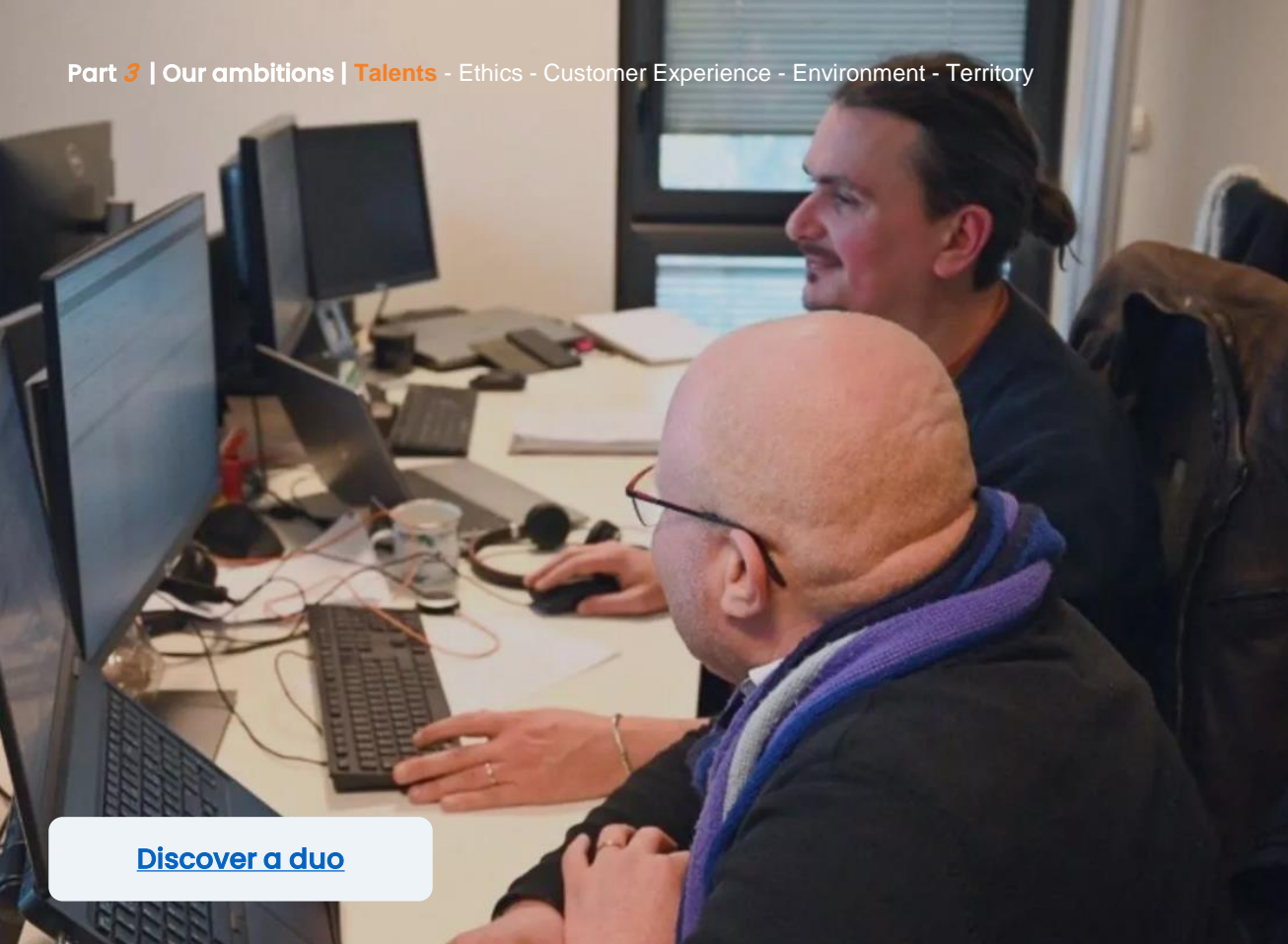
30

employees assisted in
obtaining their payroll
manager qualification

More than 10

positive exits into the
mainstream





[Discover a duo](#)

Key figures 2024

9.25/10

average satisfaction rate
out of 14 candidates
with disabilities

9/10

average satisfaction
out of 14 employees

100%

recommendation of the
event to a colleague

3rd participation in Duo Day

For the third year running, we took part in Duoday, with the same objectives: to showcase our businesses, create links in our territories and demystify disability for our employees.

This year, 25 employees applied and we were able to train 15 pairs in different professions: data manager, receptionist secretary, payroll assistant, developer, etc.

Participants' testimonials

« A great experience to be repeated. I'd advise everyone to take part, as it helps to change the way you look at disability. »

« I got the chance to try out the job of 'Accounting File Manager' at TGS France in Guérande. The company contacted me to introduce themselves, tell me what the day was going to be like and ask me if I needed any special arrangements because of my RQTH. On the day, I was able to carry out my placement with peace of mind thanks to my tutor, who was both lovely and educational. »



Ambition 2

Promote ethics, transparency, and responsibility by communicating our values, setting ambitious goals, and actively involving our stakeholders

We are committed to implementing an ethical policy and culture in all our activities, ensuring that the Group's values and principles are respected. The aim of this approach is to strengthen our reputation and performance in the eyes of all our stakeholders, be they our customers, prospective customers, partners or employees. Three major objectives have been set for 2026.

We aim to strengthen the protection of our Group and our employees by encouraging whistleblowing and organising awareness-raising sessions. We are also determined to identify risks, particularly those linked to corruption, and to bring together a community of players committed to ethics.



Strengthening

our commitment to ethics and IT security

Deployment of our ethics charter

Since 1st September 2024, TGS France has had an ethics charter. It expresses our respect for the law and individuals, our responsibilities towards our customers and all TGS France stakeholders. It forms the basis of our ethical culture.

Three major objectives underpin this initiative:

- Define clear rules of conduct,
- Supervising and preventing risky behavior,
- Strengthen our CSR commitments to all our stakeholders.

We wanted it to be very practical and educational for our employees, with examples of situations that everyone can relate to. It was accompanied by the implementation of an awareness-raising e-learning module.



« Asking for ethical advice is a sign of professionalism. We aim to maintain an honest and respectful working environment, in line with the values of TGS France. »

Camille Bartau, ethical referent

Ethics Committee

An Ethics Committee has been set up to ensure the implementation and development of our Ethics Charter. Its role is essential in ensuring that high standards of professional conduct and responsibility are maintained.



*From left to right : **Rémi Lambert**, Head of CSR, **Christian Fouchard**, Chairman, **Camille Bartau**, Legal director and ethical referent, **Christophe Rondeau**, Chief Operating Officer*

It is involved in :

Identifying and monitoring customers at risk
(annual determination of sensitive sectors)

Managing conflicts of values

Decisions relating to customer relations and
exits

A framework for gifts and benefits...

The Ethics Committee also regularly updates the Charter, ensuring that it is in line with our evolving values and commitments. It ensures that it is respected by all our stakeholders.

Provision of an alert line

In order to collect whistleblowers' reports impartially, we have called in an external service provider. The latter is responsible for collecting the data needed to draw up a whistleblower report and guarantee the anonymity of the whistleblower. A reminder of what a whistleblower is and the different types of reporting possible was given to all employees.

Future action

Training managers and raising employee awareness of the Group's ethical rules and the use of the Ethics Charter

Guaranteed confidentiality

The service provider collects the necessary information while protecting the whistleblower's anonymity.

A system accessible to all

All employees have been informed of their right to alert, the types of reports that can be made and the procedures in place.

A secure and compliant framework

This system makes it possible to report ethical breaches, fraudulent behaviour or any other situation that runs counter to our values and regulations in complete safety.



Maintaining

a high level of IT security

Raising awareness and continuing training

To increase vigilance against cyber-attacks, we have offered our employees an e-learning module entitled 'Digital security: become the first line of defence'. This program enables them to adopt the right reflexes and better understand the impact of their actions. In addition, the HoxHunt application helps us to test and reinforce our vigilance against phishing attempts.

50%

of phishing attempts
are correctly
identified

6%

failure rate (clicks
on links or risky
actions)

44%

suspicious e-mails are
ignored or deleted

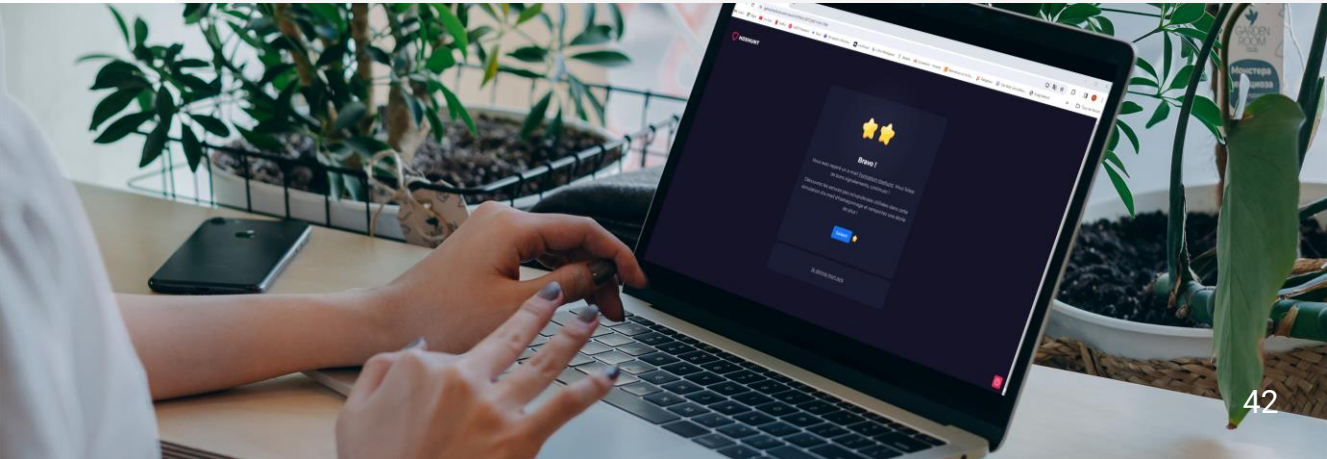
Advanced technologies to block threats

At the same time, we are deploying cutting-edge cybersecurity tools to guarantee the security of our information system:

- Sophos (firewall, e-mail protection, antivirus, etc.) analysed 8.5 million e-mails in one year, blocking 1.5 million malicious messages.
- Qualys, deployed in 2024, provides continuous monitoring of security vulnerabilities and enables proactive corrections to be made. Since July 2024, 20,000 vulnerabilities have been corrected.

Secure and responsible hosting

Our data is hosted in France by Etix Everywhere, which is committed to reducing its environmental impact and plans to carry out a carbon audit.





Ambition 3

Provide a successful customer experience that creates value and generates trust

At TGS France, we place the customer experience at the heart of our CSR approach, convinced that a relationship based on trust and proximity is essential for providing long-term support to our customers. Through concrete actions - active listening, digitalisation and innovation - we are strengthening each stage of the customer journey, with a clear objective: to continuously improve our quality of service and build a relationship based on transparency and commitment.



« Building a lasting relationship means seeking to gain and retain the customer's trust. Beyond the tools and our expertise, trust is earned through positive emotions. Customers are unique, even when they involve several different professions. Customer relations are therefore essential. »

Olivier Cambray, responsible for the customer experience aspect of the corporate project



Feeding

**our customers' thinking for
a more sustainable world**

CSR at the heart of the new season of the TGS France Club

Optimising the customer experience while meeting the major challenges of our time: this is the ambition of the TGS France Club, a unique forum for reflection, exchange and debate. In 2023, during the second edition dedicated to the health of managers, we explored how to preserve and strengthen the well-being of managers to ensure the long-term future of their companies.

Building on the success of that season, we continued the momentum in 2024 by exploring CSR issues with the vision of **'Imagination, creativity, agility and innovation to serve the planet'**. This year's event featured prestigious guests such as **Benjamin de Molliens**, eco-adventurer, **Dominique Bourg**, philosopher committed to a humanist ecology, **Nicolas Vanier**, explorer and defender of ecosystems, and many local business leaders. These meetings provided an opportunity to combine strategic thinking with the sharing of practical experience, encouraging our customers to adopt ever more sustainable and innovative practices.

Key figures 2024

More than 1,750
participants

20
conferences in
5 towns

94.5%
satisfaction rate



As a complement to the TGS France Club conferences, we have launched the second season of our podcast series, devoted to the many facets of CSR: the climate and societal challenges that are redefining the role of companies, the integration of CSR into global strategy and the opportunities it offers organisations. These episodes offer managers and decision-makers food for thought and inspiring solutions for building a more sustainable future.

[Listen to podcast](#)



Integrating

CSR into our service offering

TGS France steps up sustainability

TGS France continues its commitment to sustainable finance and CSR. Auditors such as Emmanuelle Schier, Sylvain Bégenne and Nicolas Viaud recently **obtained H2A** (Haute Autorité de l'Audit) certification, enabling them to **certify companies' ESG** (Environment, Social and Governance) compliance.

Other experts in the Group are currently preparing to join them in this process. They will thus become part of the Group's community of sustainability experts, strengthening our ability to support our customers across the full range of CSR issues: **CSR awareness, Sapin II compliance, Green IT, sustainability reporting, certification of non-financial indicators, etc.**

TGS France's asset management advisers have **obtained Sustainable Finance certification from the AMF**, enabling them to offer their clients responsible investments that integrate environmental, social and governance criteria.



Our team of wealth management advisers



« By obtaining Sustainable Finance certification from the AMF, TGS France Patrimoine is taking a first step towards more responsible finance. We are committed to providing ongoing training for our teams, so that we can keep abreast of developments in the sector and offer our customers increasingly tailored support. »

Eric Barioulet, director of TGS France Patrimoine

3

sustainability auditors certified by the French Audit Authority (Haute Autorité de l'Audit)

4

specialist consultants to support our customers, from raising CSR awareness to implementing sustainability reporting

12

certified asset managers



Managing

customer satisfaction

Using customer feedback as a driver for continuous improvement

In 2024, TGS France put customer satisfaction at the heart of its strategy by launching an initiative to collect and analyse customer opinions.

Our aim? To gain a better understanding of how our customers feel, improve our quality of service and identify ambassadors. To achieve this, we have tested the system in **13 branches** and mobilised **150 employees**.

Key figures 2024

More than 1,000
customers contacted

More than 200
reviews collected

90%
average
recommendation rate



Future actions

- Automate the sending of surveys at key moments in the customer lifecycle (on-boarding, accounting review meetings, etc.)
- Systematically include requests for feedback in our staff's discourse

Building a customer relationship based on listening and support

Onboarding

In 2024, TGS France consolidated the onboarding of its customers by transforming it into a genuine experience of listening and support. Thanks to the training of 78 employees in our tools and processes, we have obtained an average satisfaction rating of 8.7/10 from our new customers. In this way, we emphasise quality from the very first moment we work together and reinforce our commitment to a customer relationship based on listening, transparency and co-construction.

90%

recommendation
rate

Offboarding

At TGS France, we see every interaction with our customers, including their departures, as an opportunity to listen and continuously improve. This year, we launched an initiative to better understand and support customer terminations. A survey of 700 employees revealed that 80% of branches had no formalised process in place, but that 95% of teams were in favour of structuring this key stage. By structuring each stage of the customer relationship, we are affirming our commitment to constructive and responsible dialogue.

Future actions

Implementation of a 'customer departure' process to professionalise our exchanges, promote win-back and strengthen trust



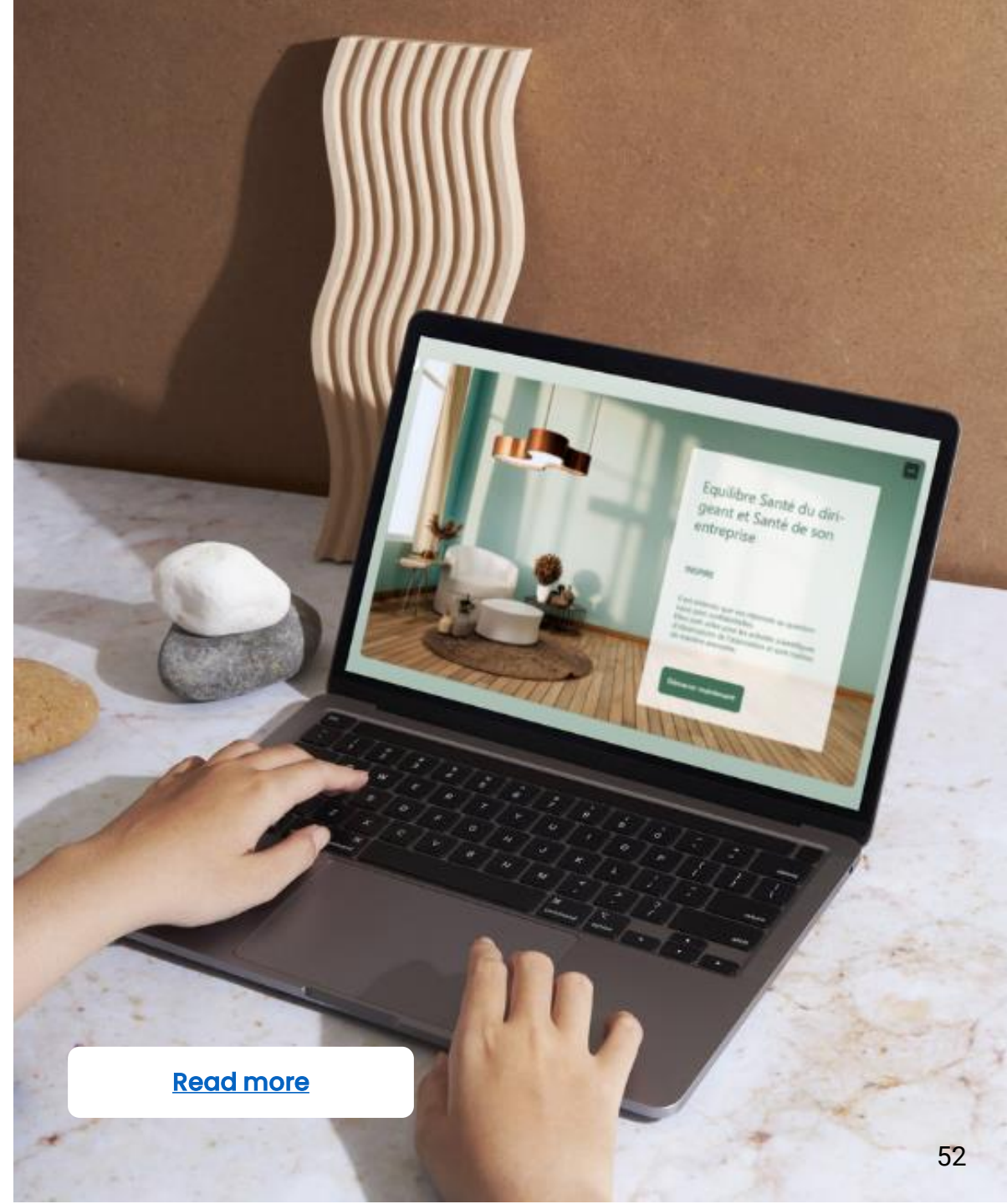
Measuring and improving the health of managers and their companies

Launch of the 'health of the manager and the health of his company' self-diagnostic tool

At TGS France, we are convinced that the health of managers is an essential lever for the long-term survival and performance of companies. It was with this in mind that we co-founded, alongside Harmonie Mutuelle, the **1nspire association**, dedicated to supporting entrepreneurs and managers through concrete actions to promote their well-being.

One of the association's flagship initiatives is the **roll-out of a free online self-diagnosis tool**. Based on a scientific approach, this tool enables managers to assess their overall health (physical and mental) as well as that of their company. In just 10 minutes, they receive a personalised assessment, helping them to identify whether they are at equilibrium, overheating or on alert.

The aim of this self-diagnosis is not limited to raising individual awareness. **The data collected anonymously will contribute to a national barometer on the health of managers**, produced by 1nspire. This barometer, which will be released shortly, aims to gain a better understanding of the challenges faced by company directors and to propose appropriate solutions to support them.



[Read more](#)



Ambition 4

Reduce our environmental impact

With the aim of reducing our CO2 emissions by 20% by 2026, we have been working on 2 key areas in response to this need: raising awareness and involving our employees in optimising their business and home-work travel, and reducing the energy consumption of our future buildings.



« In 2024, our environmental actions are set within a context of energy transition and social responsibility, where every initiative, from sustainable mobility to resource management, contributes to a greener and more inclusive future. »

Emilie Avenel, chartered accountant partner and Environmental Initiative Lead



Measuring

our carbon footprint

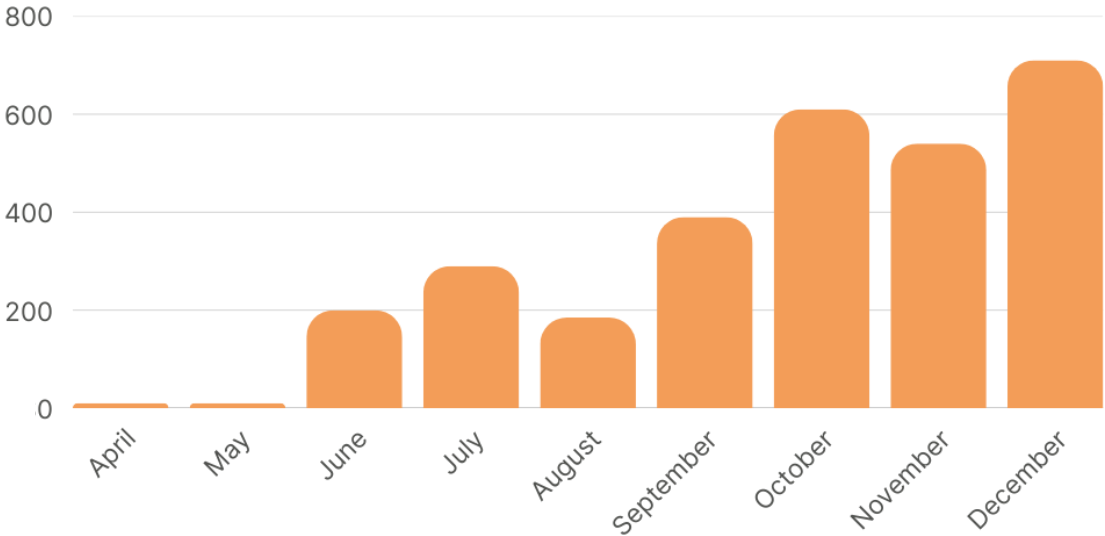
Implementation of a carshare platform

Aware of the environmental impact of our home-to-work commutes, highlighted by our latest carbon footprint assessment, we have decided to take concrete action. Since June 2024, TGS France has made the Karos platform available to its employees. This intuitive and efficient tool enables the organization of shared rides. This initiative, which was highly praised during a climate change awareness webinar in September 2023, fully aligns with our ambition to reduce our CO₂ emissions. The initial results are encouraging : after just over six months of implementation, the numbers reflect the commitment of our teams.

Key figures 2024

376 employees registered on the platform	161 regular carpoolers	3,039 journeys or 41,226.75 km avoided	5,148 kg eq CO2 saved
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➔ Number of carpoolers on Karos



« Prompted a little by the TGS France initiative, I signed up to the platform without conviction. Today, I make my home-to-work journeys with 3 return carpools a week. »

Vanessa Bouvet, super Karos user employee

Improving the energy efficiency of our buildings

In 2023, we carried out energy audits at 9 of our branches and drew up an action plan to improve our heating, lighting and ventilation systems, etc. Since the beginning of 2024, every site renovation or acquisition has included a full audit to assess the necessary improvements to the building's external envelope in order to optimise its energy efficiency.

The Real Estate Division uses an analysis grid that takes into account criteria such as energy performance, mobility solutions and the integration of renewable energies. This enables us to define the viability of the project, the level of work required and ensure an appropriate energy rating, while keeping the budget under control.



A second life for our IT equipment

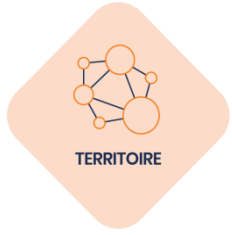
For the past two years, we have been working with Tibco and its 'Renaissance' program to give a second life to our IT equipment. This program enables us to recondition our equipment while promoting inclusion by involving people with disabilities or who are far from employment.

70%

of the equipment recovered
is reconditioned or recycled.

Future actions

- Formalise a responsible digital policy and draw up an associated action plan
- Set up bicycle facilities using the Objectif Employeur Pro Vélo (OEPV) scheme
- Work on the renaturation of areas to promote biodiversity
- Formalise a travel policy



Ambition 5

Contribute to the sustainable development of our territories

At TGS France, our regional roots are a strength : with around a hundred local branches, we are at the heart of the economic and social development of the regions. Our employees and managers are actively involved in promoting entrepreneurship, strengthening inclusion and contributing to sustainable development. Through partnerships, solidarity initiatives and concrete actions, we work every day to have a positive impact on our regions.



« At TGS France, we are committed to participating in the economic dynamic of the regions in which we operate through sponsorship and our involvement in professional networks. We strengthen our local roots by organising events and meetings with students, because we believe in their potential to shape the future of our regions. Our commitment to diversity, inclusion and environmental protection guides each of our initiatives, and will guide them even more in the future. We aspire to be responsible and committed players in the sustainable development of our regions. »

Christophe Rondeau, chief Operating Officer



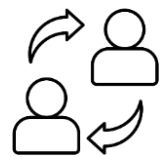
Building

strong local partnerships

Support for cultural, sporting and economic initiatives

In 2024, TGS France supported over 120 cultural, sporting and professional initiatives through local partnerships and sponsorship, affirming its active role in promoting social and environmental values. These commitments enabled us to **support associations, sports clubs, festivals, theatres, museums and professional events**, while strengthening our local roots. Our employees have played a key role in the success of these projects, playing a committed and caring role.

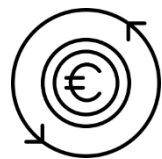
Each partnership is in line with one of our **five commitments**:



encourage sharing with
younger generations



support for **cultural life**
and associations



get involved in **local**
economic networks



encourage
environmental projects



committing to
disability

To ensure consistency with our CSR approach, an evaluation grid has been put in place to guide the regions in their choice of partnerships. This structured approach maximises the positive impact of our actions in the regions.



Mobilising students through our Pitch2Days student challenge

In 2024, TGS France strengthened its commitment to entrepreneurship with the launch of the first Pitch2Days, a challenge aimed at students from partner schools. The aim was to stimulate creativity and innovation around entrepreneurial projects. Participants benefited from the support of coaches, school referents and jury members, who were fully committed to supporting them throughout the process. The challenge was an opportunity to showcase tomorrow's talent, strengthen our links with schools and provide a concrete illustration of our commitment to developing entrepreneurial initiatives. The **Valcara project** from Nantes (an eco-responsible brand of trail and running clothing made from recycled plastics) was chosen as the winner of this first edition. This is recognition of the dynamism and excellence of the young talent involved in this exciting adventure.

Key figures 2024

28

teams

95

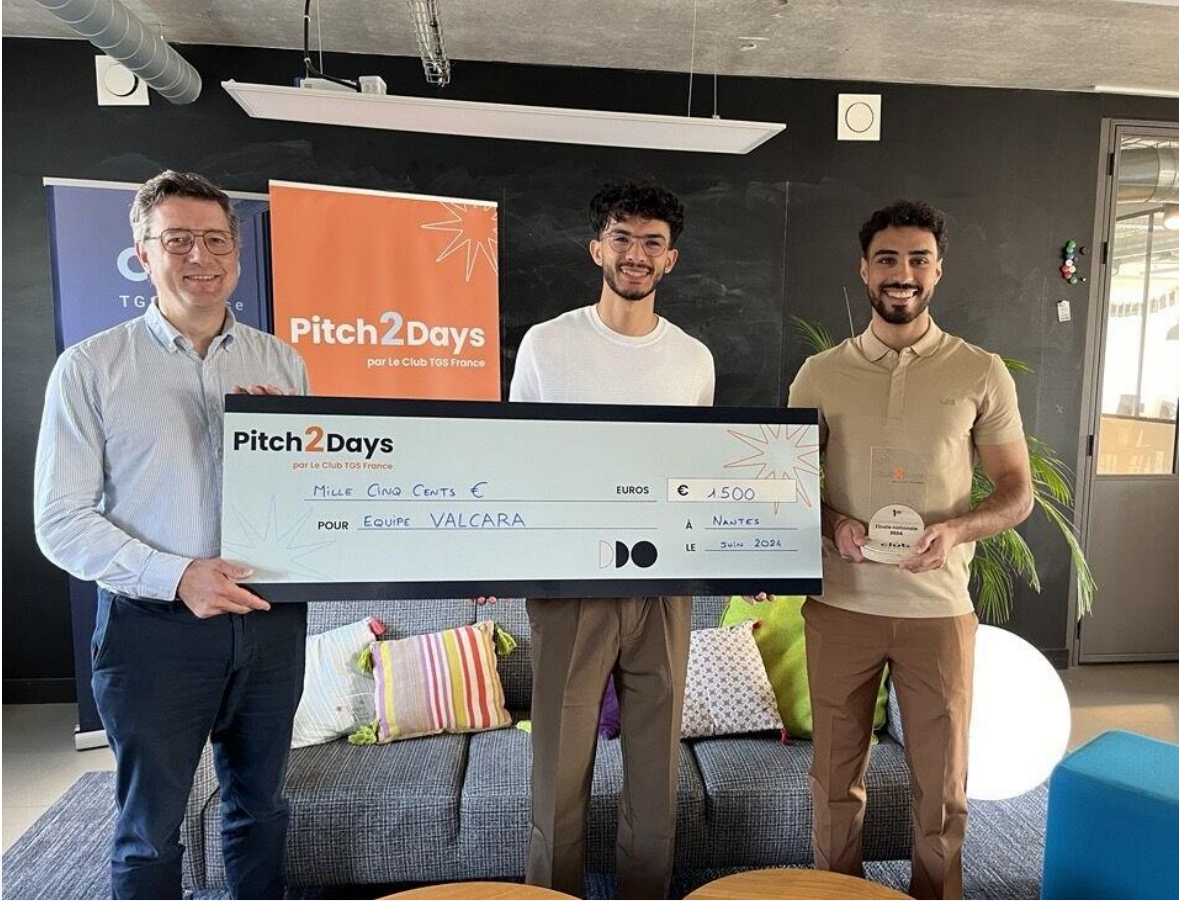
students

17

schools

1,500€

prize for the winner



The Valcara team receiving their prize at our Nantes branch.



« Through this scheme, we have seen how students - future entrepreneurs - are getting involved in concrete actions around sustainable development. »

Olivier Cambray, responsible for the customer experience aspect of the corporate project

The Entrep': a growing commitment

As a long-standing supporter of the Association Nationale Les Entrep', TGS France was pleased to contribute to a fundraising campaign organised by the Fonds de dotation Solidarité Grand Ouest (Solidarité Grand Ouest endowment fund), at the initiative of Banque Populaire Grand Ouest (Bank of the Grand West). Thanks to this collective effort, **over €33,000 was raised to support entrepreneurship** among young people in the West region.

The Entrep' program, a unique on-the-job training course, enables students and recent graduates to develop their entrepreneurial spirit by working in teams on a business creation project, accompanied by volunteer coaches and experts. Each year, our TGS France advisors work alongside the students to **guide them in the development of their project, provide them with expert advice and help them structure their approach.**

By supporting this initiative, TGS France is reaffirming its commitment to regional economic development and the training of tomorrow's entrepreneurs.



Donations handed over at TGS France headquarters on 19th March 2024



Acting

locally to promote inclusion

Team TGS France Tour : when Paralympic sport breaks down prejudice

After Fontenay-le-Comte, Angers and Saint-Herblain in 2023, Team TGS France continued its Tour in 2024 with stops in Lille, Bordeaux and Caen. Charlotte Fairbank (wheelchair tennis), Dorian Foulon (para cycling) and Matéo Bohéas (para table tennis) shared their inspiring stories. Participating employees were able to learn about their disciplines, discovering the challenges and resilience of these exceptional athletes through immersive workshops. At the same time, awareness-raising games organised by TGS France's Mission Handicap encouraged discussion on prejudices and perceptions of disability.

Key figures 2024

142

employees made aware
of disability through sport

98%

satisfaction



« The event was an excellent opportunity to share ideas and build cohesion around Mission Disability. As a keen sports fan, I was delighted to discover Charlotte's inspiring story, from her childhood to her successes despite her accident. Taking on the role of a wheelchair athlete gave us a better understanding of her strength. It was an enriching and touching experience for all the teams. »

Nicolas Vion, PHDF regional development manager and participant in the TGS France Tour Lille team



Getting involved

collectively for a local and societal impact

CSR ambassadors in action

To anchor CSR in its branches over the long term, the Group relies on a network of **8 regional ambassadors** and **80 local ambassadors**, responsible for relaying the CSR strategy and ensuring that it is implemented on the ground. Following a collective self-diagnosis, each branch defined three priority actions to be deployed in one of the following areas:



Environment
173 actions



Social
82 actions



Territorial
development
24 actions



Responsible
Economy
18 actions

Initiatives include installing compost bins, optimising waste sorting, reducing water consumption with aerators, raising awareness of good energy practices and first aid training.

" Today, the energy, ecological and social transition is everywhere, be it personal or professional. Our role as ambassadors enables us to act as a link between management, employees and the project's stakeholders. "

Cynthia Lacassagne, CSR ambassador in Challans



Key figures 2024

297
CSR actions implemented
in branches

67
ambassadors
trained in CSR

Mobilising to fight cancer

TGS France employees took part in a sports and solidarity challenge in partnership with Kiplin. The aim of this initiative was to promote physical activity while supporting the "Ligue contre le cancer" (League Against Cancer), association fighting against male cancers. Each region's mission was to reach or exceed the previous year's score in order to release a donation for the League's departmental branches. This objective was largely achieved by several regions, some even exceeding their score by more than 15%, thereby optimising their financial contribution.

The challenge not only provided an opportunity to contribute to an important cause, but also strengthened team cohesion within the company.

Sporting impact

44,810
km covered in 20 days

89%
of participants ready to
move more

43%
of participants out of
inactivity

Solidarity impact

3,025 €
donated to local branches of
the Ligue contre le cancer
(League Against Cancer)

Team cohesion

60%
of participants motivated by
conviviality



We would like to thank all our employees, partners and stakeholders who, through their daily commitment, bring our CSR actions to life.

To find out more about our commitments and actions, visit [TGS France Group - TGS France](#)



**Penser global et durable*