

EXTRACT FROM THE UNIVERSAL REGISTRA- TION DOCUMENT 2019



A WORD FROM THE CHIEF EXECUTIVE OFFICER

QUESTIONS TO JEAN - PHILIPPE MELET CEO



WHAT DO YOU THINK OF THE YEAR 2019?

2019 was a rich and pivotal year for VIDELIO.

RICH, in its activity and its entrepreneurial dynamic. Commitment and entrepreneurship have been strong values within the Group for many years. Many initiatives have been launched; some represent real growth drivers for the Group (the Scenotechnics BU for example and its 7M turnover in 2019), others confirm the profound social commitment of our Group (Cap 4 sport for example; a unifying business project around sport; conveying strong values of Unity and Commitment).

PIVOTAL, with its new five-year strategic plan AMBITION'24, the creation of a new management board and the arrival of talent forming the backbone of our management team.

Finally, 2019 was a vintage year as regards financial performance. Organic growth is strong (+8.5%) and operating profit has increased very strongly (+65%).

HOW DO YOU SEE THE FUTURE FOR VIDELIO?

In 20 years, VIDELIO has built a leadership position in its markets: world leadership in its "Cruise" activity, national leadership in its corporate activity and leadership through innovation in its Events and Media activities.

AMBITION'24 aims to consolidate these positions and accelerate the Group's development to quickly double in size and become international. Our history, our successes, our 900 talents, our results and our healthy financial organisation give us real assets to approach these next five years with serenity, passion and enthusiasm.

I am convinced that VIDELIO will define itself as a model, a benchmark in our markets. Our Group traces the route that will be followed by our challengers. Actor of innovation, fully integrated into our ecosystem and always attentive, we aim to win and keep the first place; to support our clients (companies and administration) as well as our clients' customers (passengers, visitors, spectators) in the success of their digital experiences!

HOW DOES THE VIDELIO GROUP PARTICIPATE IN THE CONSTRUCTION OF TOMORROW'S WORLD?

We are moving towards a world where ecology is taking a prominent place; towards new models of cooperation and working relationship; towards new modes of consumption of culture and travel... Indeed, VIDELIO is at the heart of this digital revolution.

We design, integrate and operate solutions that have an on-going impact on businesses, organisations and spaces by making them more accessible and more connected.

Our BtoB activity allows companies and administrations to provide their employees with modern workspaces favouring the Flex office. VIDELIO knows how to reduce the carbon footprint by limiting the movement of its workforce by staying connected via modern, efficient communication systems.

In this era of the instantaneous, VIDELIO, through its BtoBtoC activity, is setting up digital systems that enhance the experience of visitors by adapting to the profiles of new consumers. Digital art and digital travel are examples that demonstrate the relevance of VIDELIO's expertise and strategy.

At VIDELIO, we realise that being a service company today means taking on a special responsibility for tomorrow. Through our daily mission and actions, we work for a greener, more united and responsible world.

MANAGEMENT

VIDELIO IS A COMPANY WITH A MANAGEMENT BOARD AND SUPERVISORY BOARD.

The Supervisory Board exercises a permanent check on the way the Management Board runs the company. It is consulted by the Management Board on the Group's strategies and how it implements major operations. Its members meet at least four times a year.

The Management Board determines the Group's strategy and provides general management. It has four members.



Jean Philippe MELET
Chief Executive Officer



Guillaume DURIEUX
General Manager
Member of the Board



Olivier ROUSSELIÈRE
Member of the Board



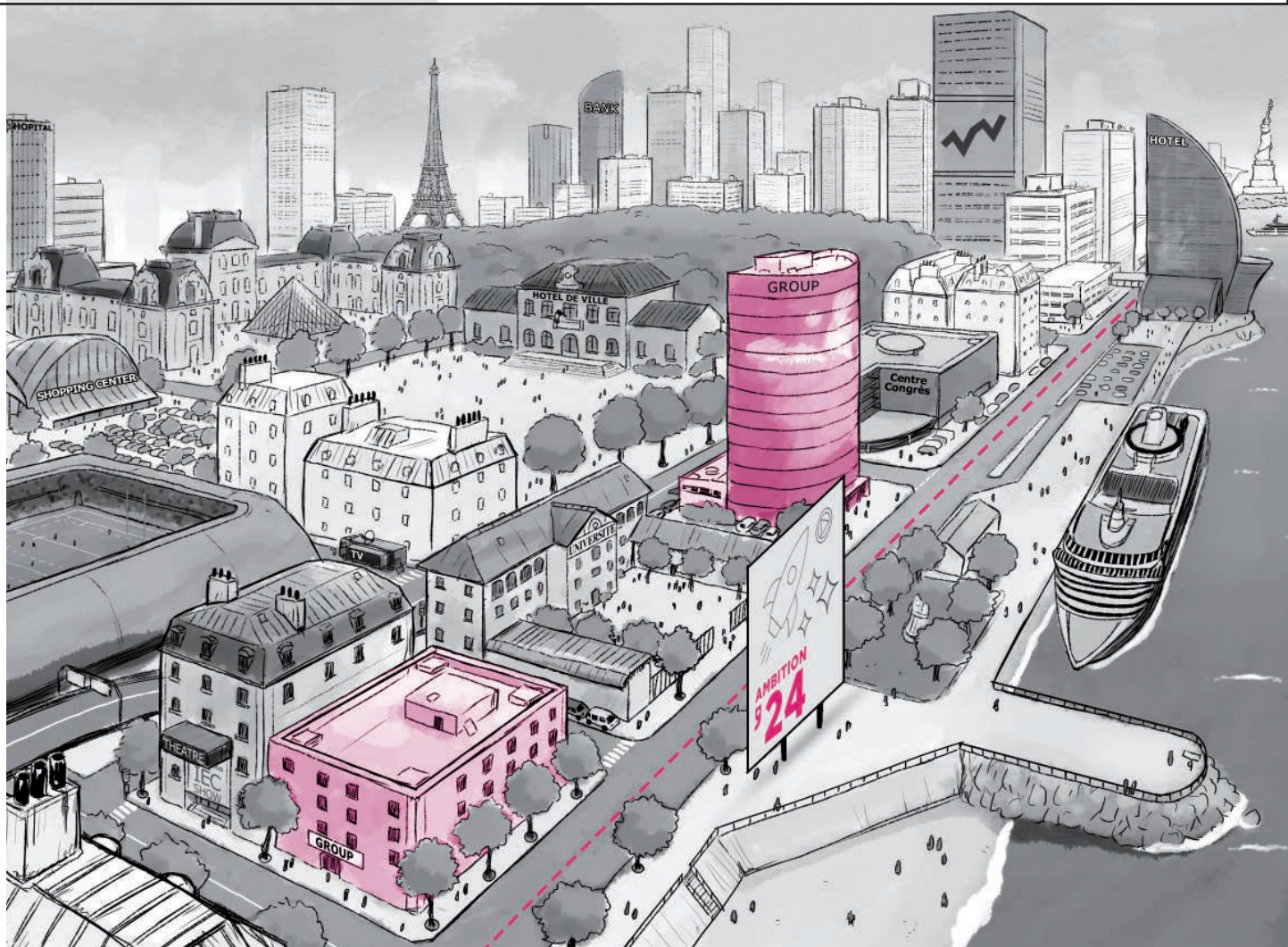
Christophe GRIGNON
Member of the Board



Gwénaëlle DE CHAMBURE
DAF VIDELIO
Permanent guest of the Board

01

PRESENTATION OF THE GROUP & ITS ACTIVITIES



01 HISTORY

1989 to 2019

About our past ...

1989-2002
Construction
of the Group

1989

1990-1996

Construction of a Group
through organic
growth and acquisitions.

2000

C2M Intelware
joins the Group.

2002

New strategy with at the heart:
the customer, people & innovation.

1998

Initial public offering
on the second market

2002

New strategy based on leadership
and the transformation of its activities
towards higher added value trades.

2003-2005

Takeover of companies:
Cap'Ciné & Auvi One.

2008

Acquisition of Preview GM System.

2006

Acquisition of Alsace
Audio Visual, HMS &
Audio Equipement.

2003-2008
Leadership in
the integration
and audiovisual
services market
by tripling its
turnover

2009

Creation of IEC Events.

2012

Acquisition of GKJ.com,
Kezia and Soft Audiovisual.

2014

New brand strategy:
IEC PM becomes VIDELIO.

2017

Creation of VIDELIO - Global
Services to develop the Broadcast
outsourcing offer.

2019

The Group launches a new 5-year
strategic plan: Ambition 24
From two bases: Corporate (B to B)
& Entertainment (B to B to C).

2010

Acquisition of the business
of Genedis ISI.

2013

Acquisition of a stake in the English
company Broadcast Network.

2014

Marriage of VIDELIO - Events + Utram.

2015

Acquisition of Broadcast Networks & BN
security and defence solutions limited,
which became VIDELIO - Média.

2018

Concentration on service
activities, sale of C2M-Intelware
to the EET Group.

2019

2009-2019
Development of high value-added activities
linked to services

02

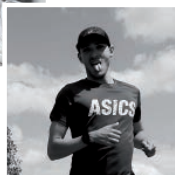
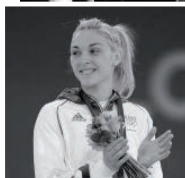
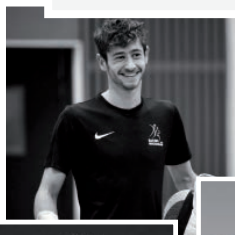
HIGHLIGHTS 2019

January

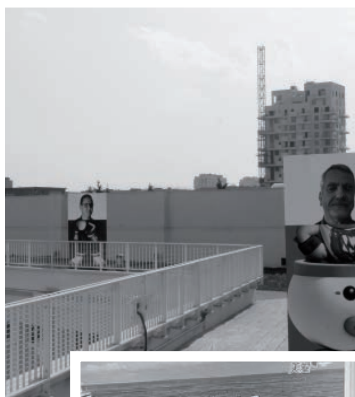
Launch of the **Cap 4 sport** project - A business project placing the values of Sport at its heart.

**February**

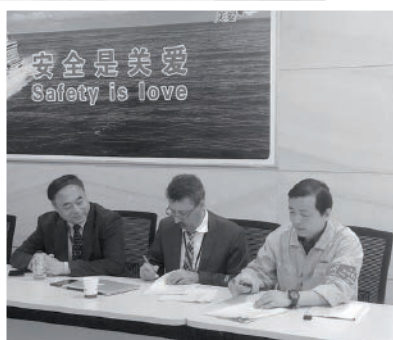
Arrival in the VIDELIO Team
Cap 4 sport:
Alexandre Henrard
Double Pentathlete
European champion
Automne Pavia
Judoka in Bronze
Lucas Amirault
Triathlete.

**April**

The take-off of technology in the service of creativity implemented through the 5th edition of **TECH'OFF** offering an immersive journey in a retro-gaming universe.

**June/July**

The **VIDELIO Tour**, a concentrate of technological innovations, meeting users from everywhere in France.

**September**

Organisation of the first **Very Important Partner Party (VIPP)** to honour VIDELIO partners.

September

Signing of first Chinese contract for **VIDELIO - HMS China**.

**November**

Launch of the new **Ambition'24** five-year strategic plan.

03

KEY FIGURES
AND LOCATIONSAVERAGE
WORKFORCE**920**

TURNOVER

**247**MILLION
EUROS

EBITDA

**19.4**MILLION
EUROS

▲+62.8%

EBIT

**12.2**MILLION
EUROS

▲+65.9%

SELF-FINANCING
CAPACITY¹**20.2**MILLION
EUROSSHAREHOLDERS
EQUITY**34.7**MILLION
EUROSNET
CASH²**+19.7**MILLION
EUROS¹ Before cost of net financial debt and tax.² Before IFRS 16 impact of 15.1 million - Net cash after IFRS 16 + 4.6 million.

BELGIUM
ITALY / UK

FRANCE: BELFORT / BESANÇON
BORDEAUX / CANNES / CLERMONT-FERRAND
LILLE / LYON / PARIS / MARSEILLE
MONTPELLIER / NANTES / REIMS / RENNES
SAINT-NAZAIRE / STRASBOURG / TOULOUSE

IN EUROPE ...



... AROUND THE WORLD

ALGERIA / GUYANA / HONG-KONG
MIAMI / SHANGHAI



04

PRESENTATION
OF THE GROUPVIDELIO
AT THE CENTRE
OF EXPERIENCES

WE LIVE TODAY IN AN ULTRA-CONNECTED WORLD WHERE USER EXPERIENCE IS AT THE HEART OF THE CHALLENGES OF DIGITAL TRANSFORMATION.

Users are constantly looking for emotion and authenticity in their personal and professional experiences.

The visit to a museum can no longer be reduced to a passive journey. Visitors of today and tomorrow are looking for an entertaining and engaging experience. They want to interact and prolong their emotions with the place, its collections and other visitors.

In places of culture and entertainment, spectators are constantly in search of an immersive experience, plunging them into a veritable emotional whirlwind. Artistic works emerge from display stands; shows descend from the stage; monuments are reborn from the past.

In the world of sport, competition has also become a real spectacle: more than a match, an experience! Thanks to innovative technologies, spectators find themselves propelled to the heart of the action.

Even on vacation, travellers seek to escape from everyday life through multisensory connected experiences. Cruise ships have become true digital palaces allowing them to live a personal and unforgettable adventure.

In the professional world, employees are also looking for a fluid and intuitive experience. Fashions and workspaces have evolved. On the move and increasingly connected, employees need to get together and share; whatever their situation (from a workstation, a mobile application, a video terminal, etc). The company is no longer thought of as an office but as a real space for teamwork.

Also, companies and organisations are mobilising to control the ecological footprint of their activities. So, limiting travel, encouraging teleworking, equipped with modern and intelligent systems, appear to be ideal means of reducing the carbon footprint and attracting young talent, who consider environmental protection as a priority.

In short, digital is everywhere! Uses are evolving and so are the expectations of their users. The environments must adapt to offer a **unique digital experience**: intuitive, engaging and surprising.



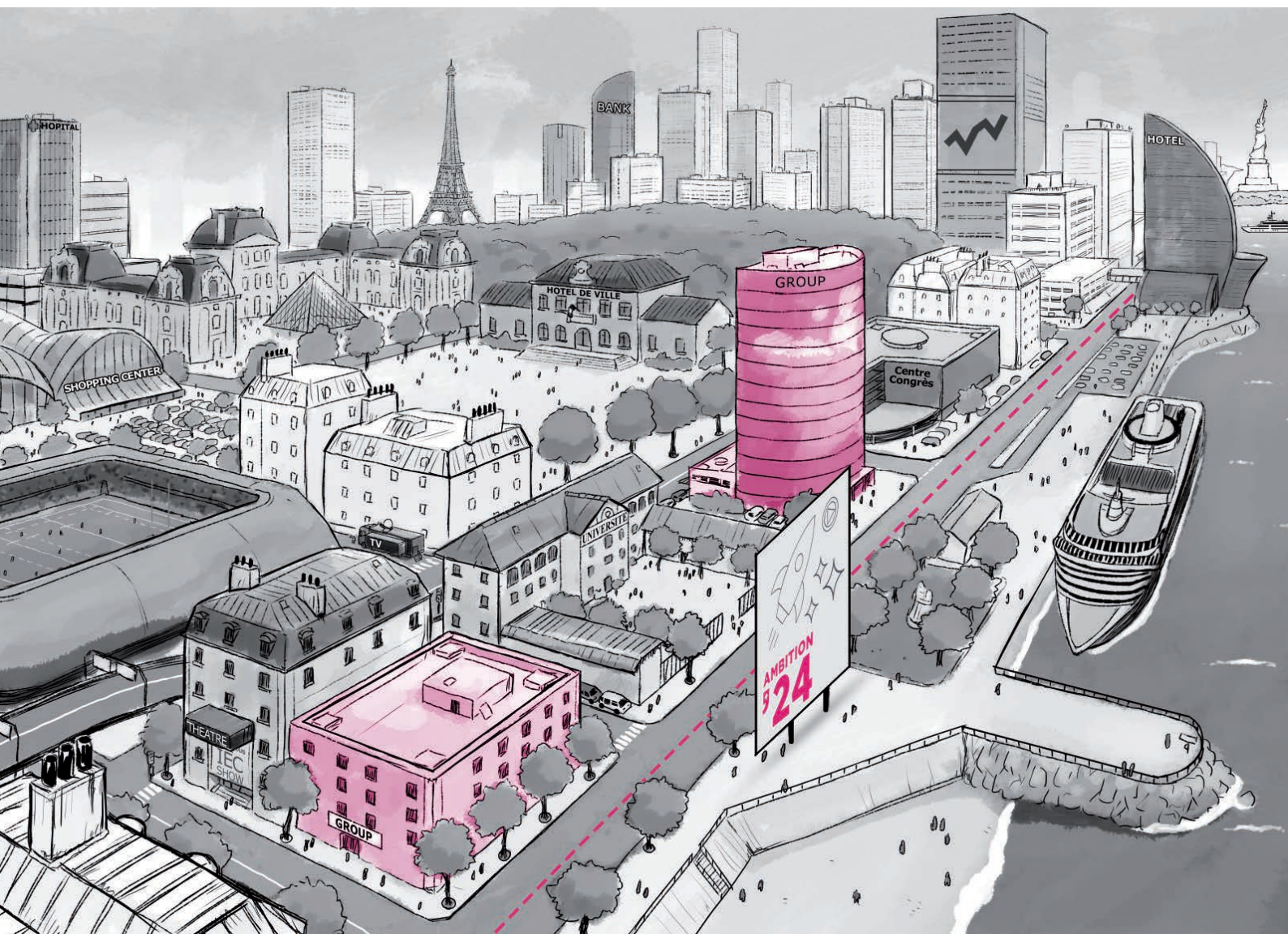
REINVENT AND ENHANCE USER EXPERIENCE THROUGH DIGITAL - THAT IS VIDELIO'S MISSION!

Through its unique know-how, VIDELIO works with companies, event creators, media people and cruise passengers daily in their digital transformation: from the advice phase to the choice of technological system, including deployment and managing the change. To better meet the expectations of its

customers and end users, the Group's expertise and activities have been split into two areas: Corporate (BtoB) & Entertainment (BtoBtoC).

Corporate: VIDELIO works with companies and organisations in the modernisation of their shared spaces and systems by reinventing the partner experience.

Entertainment: VIDELIO works with event creators (cultural, sporting and corporate), media people (TV, radio) and cruise lines by offering a unique digital experience to their visitors, spectators and travellers.



VIDELIO OPENS A NEW ROUTE

THROUGH ITS CAPACITY TO INNOVATE, VIDELIO IS AN UNRIVALLED ACTOR IN THE ENTERTAINMENT AND CORPORATE MARKETS.

VIDELIO concentrates its efforts to innovate and reinvent itself every day. The aim: to offer sustainable systems from a technical and social point of view.

The Group therefore works at imagining the uses of tomorrow, improving the performance of its systems and reducing the impact of its activities on the environment.

Its ability to anticipate new uses, its unique technological know-how and the recognised skill of its talented employees, position VIDELIO as the yardstick forerunner in all its markets.

TRENDS & INNOVATIONS ON THE CORPORATE MARKET

With employees increasingly working remotely, the company is no longer thought of as an office but as a space for teamwork; a place where we no longer go to use the work tools but to converse with equals. This affects both the layout of the premises and the equipment.

Today, is the epoch of flex-offices, smart meeting rooms and integrated systems, making it easy for employees to share information or simply communicate.

The cables disappear in favour of touch and voice control. Here, technology is discreet, it hides in favour of the use.



The entire building is at the service of employee productivity. The reception halls are transformed to provide visitors with a real experience. Digital signs and interactive access points provide the information needed and point out the right direction.

The building becomes a real vector of the brand image of a company. This is why the facades are now adorned with LED walls carrying the brand's identity and messages to the outside world. Transparent, curved or extra-flat, LED displays can take any form imaginable to adapt to the architecture of the building or create an original scenography.

Aware of the need to facilitate the daily lives of employees and respond to new business challenges, the KROSS subsidiary offers systems and applications for videoconferencing (klood app), resource reservations (klood booking) or managed services (G2J).

The new klood booking system makes it possible to reserve all types of space (meeting rooms, workspaces, parking lots, virtual rooms) and manage associated services (catering or Video Services) via a single interface.

Thanks to a mobile application, a web application or an Outlook add-in, the user journey is then synchronised and

TRENDS & INNOVATIONS ON THE ENTERTAINMENT MARKET

SPORT



In an era of augmented reality and ultra-high definition, sports organisations are designing new, more immersive scenarios.

Increasingly, sport and sport competition in particular are becoming shows where the latest technological innovations play a key role.

The presence of very large screens, projections on the ground, laser animations, the new audiovisual scenography, the development of the second screen make it possible to bring the event to life.

The advent of 4K cameras and drones allow the capture of any action in ultra-high definition and 360°. Apart from competitions, and thanks to new technologies, sports organisations also seek to bring athletes and supporters together by offering them, a museo-graphic route, which will allow them to virtually relive the greatest exploits, meet the greatest champions, discover behind the scenes of the organisation and locker room secrets.

In the professional world of sport, the crucial phase of debriefing can also benefit from innovative technologies.

Top athletes must be able to analyse and correct their actions in order to perform. On the “Maison-du-Handball” project, the VIDELIO teams have set up a system for “tracking” the performance of the athletes, when the capture equipment has been installed.

CULTURE & ENTERTAINMENT

The world of culture and entertainment takes advantage of digital technology to give a new dimension to its works and performances; thereby offering visitors and spectators experiences more interactive than ever. Far from its sometimes-conservative image, culture is at the forefront of audiovisual innovation; it does not hesitate to seize the technological opportunities available, to offer even more to spectators.

In the aisles of museums, the audio guide gives way to the visit companion, a tablet, a smartphone or an augmented reality headset, which will provide, not only all the information desired about a work, but also trigger interaction.

Thanks to sensors placed all along the route, visitors will automatically bring out sounds and images as they progress, without having to follow an imposed route. Thanks to augmented reality, where only ruins remain today, visitors can see the buildings in all their architectural splendour, as they were built decades or even centuries ago.

And where the architectural heritage is preserved, the mapping allows unlimited staging to highlight it, and turn any work into a theatrical spectacle of audiovisual adventures.

In concert halls or festival areas, what happens on stage no longer remains on stage. The migration of signals to the IP network facilitates increasingly widespread diffusion.



Thanks to its programme VSmart Tools VIDELIO - Events highlights all the developments created internally to offer ever more immersive and interactive experiences to event participants: social wall, streaming platform, interactive voting system, holographic system, Jamion, interactive table, etc.

In order to offer an ever-more personal and interactive experience, VIDELIO - HMS offers cruise operators the possibility of equipping each passenger with a connected bracelet. The identification system by RFID link then makes it possible to optimise the passengers' cruise: they can pay for purchases, book excursions, reserve places at shows and find their way on board. The cruise is fun ...

The magic of the performance, the atmosphere of the event, the intensity of the show: everything can now be captured and shared on remote screens.

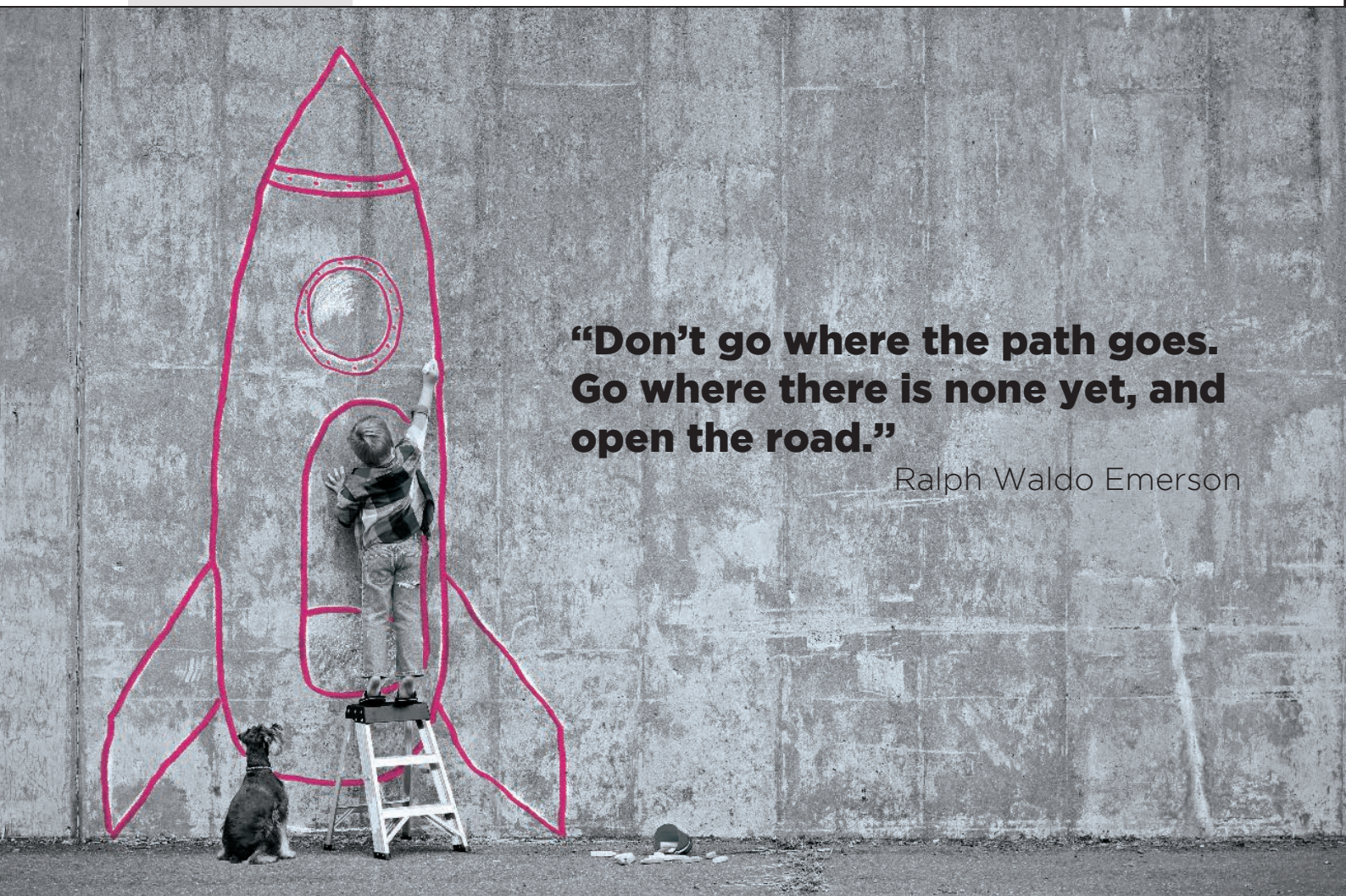
This era is now the time of ultra-high definition: after a gradual ramp-up, 4K is becoming the standard format, including on larger and more flexible formats: by marrying the shapes of the decor, these new generation screens allow you to design spaces that can be completely renewed for each occasion.

Another strong trend in exhibition and leisure spaces: transparent screens or mirrors are now appearing.

Faced with such a technological panorama, the only limit is ultimately the creativity of project producers. It is clear that the possibilities offered by augmented reality and holograms give wings to communicators.

05

THE STRATEGIES



**“Don’t go where the path goes.
Go where there is none yet, and
open the road.”**

Ralph Waldo Emerson

THE DIGITAL REVOLUTION AND THE APPEARANCE OF NEW USES HAVE CAUSED VIDELIO TO CONTINUOUSLY REDEFINE DEVELOPMENTS UNDERTAKEN FOR SEVERAL YEARS.

So, a new strategic plan was launched in the second half of 2019. Called “Ambition ’24”, this transformation plan over five years is headed by Jean Philippe Melet, Chairman of the VIDELIO Management

Board since October 2019.

It should allow VIDELIO to double in size in five years while continuing to improve its profitability.

In this plan, VIDELIO has **a unique ambition**: to become the pioneer, the benchmark player and forerunner in its markets.

The VIDELIO transformation model and its strategy revolve around four priorities, real devices of value creation for its customers, partners and employees:

1 DEVELOPMENT AND GROWTH:

VIDELIO wishes to accelerate its development through organic and external growth to diversify its locations in dynamic regions and consolidate its leadership.

An International Group (Italy, United Kingdom, USA, China) and strongly present throughout France (16 regional agencies), VIDELIO aspires to strengthen its core business by developing new offers (LA LOK by VIDELIO - Events aimed at accelerating the repayment of its equipment stock, KROSS and its klood Building application for piloting intelligent buildings), by creating specific business units in certain vertical trades with high potential (museography, sport and health) and by recruiting new talents (in particular, by strengthening technical, commercial and pre-sales teams).

In this Ambition'24 strategic plan, VIDELIO also announces that it will pursue its external growth by strengthening its network in Europe (Benelux, Switzerland, Spain, Germany) and by accelerating its development in growth-promoting areas (in Asia for the "cruise" business).

To strengthen its international presence and create new market opportunities, VIDELIO is developing strong partnerships. Member of the GPA (network of partners specialising in partnership systems) and French representative of the AV Alliance (international grouping of companies for audiovisual event services), VIDELIO

accentuates its ability to support its customers with their projects, all over the world and with the best level of quality possible.

2 DIVERSIFICATION AND POSITIONING:

In order to make a long-term commitment to its customers, VIDELIO wishes to strengthen its expertise and its position as a service operator.

The convergence between the audiovisual sector and the IT world has transformed VIDELIO's historic business. The Group has decided to focus on three complementary areas in which it is valid and in which it can capitalise on its assets in order to guarantee the use, performance and security of its systems.

To extend its know-how, VIDELIO undertakes a development strategy around three areas of expertise, working together: unified communications and teamwork systems, networks and telecoms, infrastructure security.

The Group is also seeking to broaden its range of managed and operated services providing more repeat business.

As an audiovisual expert, VIDELIO aims, by 2024, to become a key service operator in France and Europe.

3 EFFICIENCY

AND INDEPENDENCE:

VIDELIO seeks to improve its profitability and that of all its activities; key to its independence and its investment power for the future.

In order to ensure sustainability and independence, VIDELIO wishes to gain in efficiency and effectiveness by making all its subsidiaries benefit from the power of a large Group, while still preserving their own universe.

To optimise the Group's efficiency, simplify and speed up its processes, VIDELIO is setting up an agile, responsive and customer-oriented organisation. By creating cooperation, and linking all its resources, VIDELIO will gain in agility and improve performance; pooling support functions, removing barriers, improving delivery efficiency and quality, competitiveness plan, etc.

The success of this plan also depends on mobilising the people at VIDELIO. It is they who, through their commitment, will support the Group in its transformation.

4 COMMITMENT

AND RESPONSIBILITY:

VIDELIO is stepping up its commitment and responsibility as a social enterprise to build the world of tomorrow

Being a service company for all, means taking on a special responsibility. Faced with ecological transitions, digital opportunities and challenges, VIDELIO only sees its ambition in the context of a global approach, integrating social and environmental responsibility.

This policy is regularly split into specific objectives, placing the teams in a dynamic of continuous improvement. Through their work, every day, employees have a role to play in enabling VIDELIO to act for a more sustainable world. The corporate culture is strong! The women and men of VIDELIO are already individually deeply responsible and many initiatives demonstrate their commitment daily.

And VIDELIO will continue to increase its actions because VIDELIO is convinced that a united, responsible and committed company is a more efficient and more attractive company.

06

DESCRIPTION AND
STRATEGY OF THE BASES

VIDELIO HAS CHOSEN AN ECONOMIC MODEL BASED ON TWO BUSINESS POINTS, WHICH COMPLETEMENT EACH OTHER BY ADDRESSING THE WORLDS OF ENTERPRISE (B2B) AND ENTERTAINMENT (B2B2C). THIS ORGANISATION ALLOWS VIDELIO TO CLARIFY ITS POSITION BY CONSTITUTING A UNIQUE OFFER DESIGNED TO SUPPORT CUSTOMERS AND USERS AT EVERY STAGE OF THEIR DIGITAL JOURNEY.

6.1 CORPORATE BASE: B2B

Through this base, VIDELIO works with companies and organisations in modernising their teamwork spaces and systems by reinventing the employee experience, ensuring system performance and ensuring the security of exchanges.

The corporate base consists of two entities:

- **VIDELIO - IEC responds to the needs of modern workspaces.**

VIDELIO - IEC works with companies in equipping their meeting, teamwork and reception spaces. With more than 400 employees and a strong regional presence, VIDELIO - IEC works with its customers daily by offering engineering services, integration of video and audio equipment, maintenance, training and on-site operation to ensure adoption of the systems deployed.

Systems: VIDELIO - IEC offers teamwork, information, space management and management systems, equipment for meeting rooms, auditorium, amphitheatres, common areas, reception halls, stores and shopping centres.

Services: VIDELIO - IEC works with its customers when defining their audiovisual needs, the choice of system and hardware, including multisite deployment.

The services provided by VIDELIO - IEC include: Audit and Consulting, Deployment, Integration, Project management.

Services: VIDELIO - IEC offers its customers personal services adapted to their uses in order to ensure the operational continuity of the equipment and free them from technical and operating constraints.



Reference 2019 - Société Générale - Amphithéâtre Valmy - A major project for the VIDELIO - IEC teams who equipped this amphitheatre at the cutting edge of technology: 4K laser video-projection, scenic lighting, Line Array sound system, audio control, digital video, system simultaneous translation, videoconferencing solution.

- **KROSS offers interoperability and Smart Building systems.**

KROSS is a pioneer in the field of unified communication services and offers, through its two brands G2J and klood; innovative systems that meet new uses in business.

With more than twenty years of experience in implementing communication tools, KROSS provides its customers with turnkey and tailor-made solutions to unify, secure and simplify all audio, video and data communications.

With its position as an expert, G2J intervenes all along the production chain integrating the network, terminal and service dimensions to design tailor-made offers and meet, in project mode, the specific needs of clients, whose objective is to improve communications.

Klood, a turnkey system for unified teamwork in SaaS (Software as a Service) mode, allows all companies,

whatever their size, to easily deploy a professional cooperative system.

Simplicity, agnosticism, interoperability, security are the fundamentals of the products, designed and developed by klood with the sole objective of satisfying the needs of the client, whether employee or manager of the company's assets.

Run by a whole team, innovation at the service of creating value for our customers is at the heart of KROSS challenges. Audacity, initiative and professionalism are the driving forces of the company.

6.2 ENTERTAINMENT: B2B2C

Through this base, VIDELIO enhances major events (Sports, Cultural, Corporate), works with media people (TV, Radio), shipowners, cruise organisers and scenographers, to offer their customers and partners a unique connected experience, through the design and integration of IT and communication systems (audio and video).

The Entertainment division consists of six entities:

- **VIDELIO - HMS works with ship-owners when equipping cruise ships.**

Founded in 1983, VIDELIO - HMS is known worldwide for its innovative approach to design and cutting-edge interactive systems in the entertainment and communication sectors, especially on cruise liners.

Over the years, VIDELIO - HMS has moved from vertical systems integration to a global vision, which is at the heart of the new connected experience that VIDELIO - HMS offers its customers in the “Cruise” and “Land” markets. The main activity of VIDELIO - HMS is centred around a large portfolio in the fields of audio, video, IT and machinery; also, VIDELIO - HMS is today preparing the converging ecosystem, which will define the multisensory experience of tomorrow.

VIDELIO - HMS, through its locations on three continents (Europe, USA and Asia), now meets the needs of its customers when building new ships; and accompanies them during deployment.



Reference 2019 – MSC Grandiosa – A remarkable technical feat achieved by the VIDELIO - HMS teams with its 93 metre LED dome.

- **VIDELIO - Events works with event creators when equipping events: corporate, general public, sports, etc.**

Partner of events creators in innovative technological systems, VIDELIO - Events works with nearly 10,000 events each year to create video, sound and light installations.

From design to completion, VIDELIO - Events offers real recognised technical expertise and operates a stock of cutting-edge equipment, in continuous development, to enhance all types of events: conventions, congresses, sporting, cultural events, parades ...

Thanks to its network of fifteen agencies in France, and experience acquired on national and international projects for

more than 20 years, VIDELIO - Events can now intervene on projects of any size and any scale, anywhere in the world.

VIDELIO - Events has world-recognised expertise and state-of-the-art equipment in the following areas:

- Multimedia
- Simultaneous interpretation
- Capture
- LCD
- Coach cars
- Interactivity
- Projection
- LED walls
- Light and structure
- Sound
- Post production
- Distribution



Reference 2019 - Major Dota - An e-sport event combining skills: advanced networks & video; the VIDELIO - Events teams successfully rose to the challenge

- **VIDELIO - Média works with Broadcasters for equipping with television, mobile or fixed control rooms, Radio studios.**

From engineering to system integration; from establishing infrastructures to recommending software systems; right up to operating and maintaining; VIDELIO - Media works with TV channels, Radios and Studios in processing their media.

Services: VIDELIO - Media, working through VIDELIO - Global Services, which was created at the end of 2017, has developed a global offer of outsourcing services for television channels and content broadcasters. This offer includes:

- Support and maintenance: 24/7 support centre - on-site intervention to ensure continuity of service.
- Staff delegation: operation and maintenance of the site by a mobile team of technicians available to users.
- Industrial maintenance: fundamental partnerships with manufacturers.
- Provision of expertise: training, audit and advice for a good understanding of uses and optimal appropriation of technologies.
- Support for the change: uniting teams around new uses for a better return on investment.



Reference 2019 TV5 Monde - October 2019, modernisation of the production, post-production and broadcasting system.

- **VIDELIO - Cap'Ciné** works with production units and studios with postproduction systems.

A true architect of post-production workflows, VIDELIO - Cap'Ciné designs and integrates systems for all audiovisual projects: virtual editing systems, special effects and audio mixing, centralised storage systems and Media Asset Management.

This tailor-made offer for television channels, producers, image and sound studios, coupled with a fleet of innovative equipment allow VIDELIO - Cap'Ciné to position itself as the real expert specialist in post-production.

In Europe, VIDELIO - Cap'Ciné is the only post-production specialist to operate both in the field of image and that of sound post-production.

Its added value lies in its holistic approach to post-production and its ability to produce turnkey post-production systems.



Reference 2019 - A real place dedicated to post-production: the Audi 11 of POLY SON was given a facelift in 2019 to offer a new tool that meets the requirements of post-production experts. The VIDELIO - Cap'Ciné experts brought their know-how to ensure best image quality, set up an immersive sound device, Avid S6 control surface, and ideal lighting.

- **VIDELIO - Scénotechnique** works with scenographers with equipment for public spaces: stadiums, museums, shopping centres.

Going from design work through to installation and maintenance VIDELIO - Scénotechnique offers global audiovisual expertise: scenic resources,

electricity, automation, integration of video, audio, light systems, scenic motorisation, interactive systems, olfactory devices, show control, mapping, LED, sound spatialization.



Reference 2019 - "Region of Illuminations", Auvergne Rhône Alpes. For several months, mapping was carried out by VIDELIO - Scénotechnique teams to highlight the architecture of seven cities in the region.

- **Diversity** equips sound specialists.

With 30 years of experience in the sound field, Diversity works with private and public companies as well as Entertainment spaces when equipping their spaces with audio.

Diversity is positioned as a real sound expert, which can carry out acoustic studies in order to recommend the best audio equipment for both fixed and ephemeral installations.

02

FINANCIAL REPORT & BUSINESS ETHICS REPORT



DECLARATION OF PERFORMANCE EXTRA-FINANCIAL - CORPORATE RESPONSIBILITY AS SEEN BY VIDELIO

A. BUSINESS MODEL BY VIDELIO

1. ITS VOCATION

Increasingly connected, new generations are constantly looking for emotions and authenticity in their personal and professional experiences: at work, at the museum, during a show, an event or a trip.

In the digital age, new uses are appearing (mobility, bring your own device); environments must evolve to offer an intuitive, engaging and unforgettable user experience.

VIDELIO provides support for digital transformation: from the choice of technical system and its deployment to the management of change to ensure best user adoption.

2. ITS AMBITION

With its Ambition'24 strategic project, VIDELIO is driving a business project aimed at capitalising on the Group's policy and ideals to increase public awareness and become the European Leader.

A leadership position that VIDELIO wants to exercise in three ways:

- With its Ambition'24 strategic project, VIDELIO is driving a business project aimed at capitalising on the Group's policy and ideals to increase public awareness and become the European Leader.
- A leadership position that VIDELIO wants to exercise in three ways:
- Leadership on the international market thanks to unique audiovisual know-how in niche markets: VIDELIO - HMS.
- Leadership on the national and European market thanks to an approach specialised by type of market by offering adapted services: VIDELIO - Scénotechnique, VIDELIO - IEC.
- Leadership on the tailor-made market thanks to the development of unique solutions that meet specific uses: VIDELIO - Events.

3. ITS VALUES

VIDELIO pays particular attention to its ideals, which form the basis of its culture and its values; which help define and differentiate the Group. VIDELIO shares three values with its employees, partners and customers; values that want to be close to those of sport and which are embodied at VIDELIO, daily, through the CAP 4 Sport project: Unity, Commitment, Passion.

4. THE OFFER

In a world where communication occupies an increasingly important place, VIDELIO offers a global solution of innovative and sustainable technological systems, which facilitate and improve the daily life and performance of all their users. As a true partner, VIDELIO designs and deploys video, sound and light systems as well as services for private and public companies in France and around the world.

VIDELIO employees put their know-how at the service of their customers to offer them tailor-made solutions at the cutting edge of the new technologies.

Using VIDELIO, means having a team of experts; before designing a project, during its implementation... and beyond.

Behind the success of its customers is the technological know-how and experience of professional technicians, event providers, audiovisual integrators, engineers and highly qualified programmers.

5. ITS STRATEGY / ITS VISION

a. *The social role of the company*

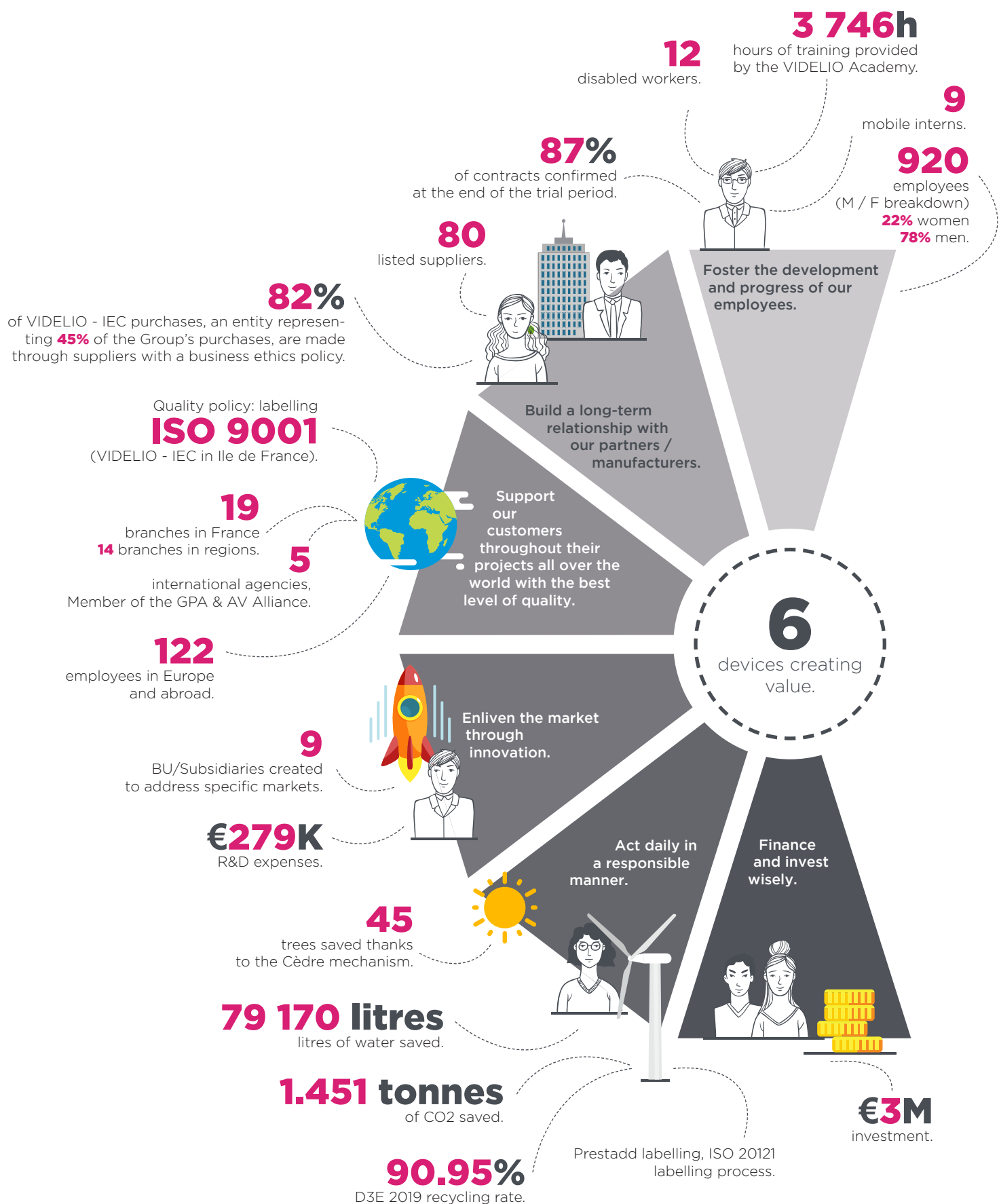
We live in a rapidly changing world, where communication occupies an increasingly central and global place. VIDELIO anticipates current and future market trends and customer expectations; examines them, interprets them and offers global, innovative, efficient and sustainable solutions for simple and optimum use. Its perfect knowledge of users allows it to integrate current and new uses, very early on to offer the best of technology to public and private, national and international companies.

As one of the market leaders for professional technological solutions, its relationships with all its partners and its mode of development are dictated by its social, society and environmental responsibility.

Its global approach, its ability to reinvent itself and to project itself into the future allow it to constantly meet new challenges, whatever they may be:

- Technological (digital analogue, digital revolution, IP, 4K, etc)
- Social (new behaviour, Y, Z generations, etc)
- Financial (optimisation of return on investment, purchases at the best cost, etc)
- Environmental (recyclability of materials, intelligent building, etc).

Since its inception, the Group's energy has been focused on satisfying users, everywhere it operates, with an approach that is increasingly open, more respectful and ever more human.



b. A Word from the Management Board¹

« Business ethics role of VIDELIO activities »

By enabling cooperation that is both broader and easier within private and public organisations, the activities of the VIDELIO Group are at the heart of several social issues and the digital transformation of businesses and administrations.

VIDELIO designs, deploys, maintains and operates professional technological solutions: videoconferencing, communicating meeting rooms, sound system, interactive whiteboards, very large screens, auditoriums, dynamic display systems, web TV, video production and broadcasting tools, in-house and externally, tools for remote work and cooperation between employees, etc. By enabling the development of dedicated, reliable, scalable and easy-to-use solutions, VIDELIO responds to the evolution of less static methods and workspaces.

An increasing number of employees work in mobility and practice the “home office”. To allow them to continue working simply with their colleagues and partners, it is essential that they rely on digital communication and document sharing systems.

While in their private lives, employees have become producers and distributors of video content (especially on social networks), they expect, in their professional environment, to be able to access video in their activities (training, visit report, information, etc), with the same amount of use.

As in the public sphere, employees demand greater transparency and need richer, more direct and more frequent communication. The dissemination and access-to-information tools must respond to this need within companies. Live streaming, web TV and digital signage systems meet these growing demands.

The revolution in productive models also concerns workspaces. The rise of the flex-office, small spaces for discussion, places of conviviality or multimedia rooms are demanding reservation tools and means to manage their use. In these new spaces, connected objects (IoT) become essential to optimise and facilitate the management of spaces and control their comfort (temperature, brightness, CO2, size of meeting rooms, etc).

The technological solutions offered by VIDELIO allow companies to gain in agility and productivity.

They also make it possible to reduce travel and therefore contribute to lessening the carbon footprint of businesses.

Technological solutions, in increasingly connected organisations, therefore contribute to profound changes in society and make it possible to meet the requirements of employees. By offering pleasant and functional working environments; by creating virtual universes of teamwork; and by giving access to an increasingly intensive use of video media; the mission of the VIDELIO Group is part of the development of quality of life at work.

6. RISKS ASSOCIATED WITH THE BUSINESS MODEL

To build the VIDELIO business model and thus analyse the risks associated with it, a work team was created with the Financial Director, the Human Resources Director, the Hygiene Safety and Environment Training Manager, the Payroll Service Manager, the Controller Group Management and the Group's Legal Counsel.



¹ A noter, les membres du directoire sont à la fois sponsor et dirigeant de chaque entité : ce qui permet de renforcer l'alignement des valeurs, visions et ambitions entre chaque entité.

Together, they identified the business ethics risks arising from VIDELIO's business model (social consequences, environmental consequences, respect for human rights and the fight against corruption and tax evasion). They studied all the mandatory topics listed in article L-225-102-1. These themes were reviewed and, for each, the different impacts were assessed: image risk, financial risk, operational risk, human risk and environmental risk. A score of 1 to 3 ("1" being a low risk and "3" a high risk) was assigned to each risk, thus giving an overall score. This analysis identified nine main risks: :

- Health and safety conditions at work
- Keeping skills up to date thanks to the training policy
- Recruitment and integration of new talents
- The fight against absenteeism
- Motivation and retention of employees
- Responsible waste management
- Reducing the environmental impact
- Ensuring good social and environmental practices with suppliers and subcontractors
- The fight against fraud and corruption

However, the following information has not been mentioned because it does not apply (or to a lesser extent) to the VIDELIO business model and therefore not to the risk analysis:

- Information relating to its social commitments in favour of: The circular economy:
 - The fight against food waste
 - The fight against food insecurity
 - Respect for animal welfare
 - Responsible, fair and sustainable food
- Information concerning collective agreements concluded in the company and their impact on the economic performance of the company as well as on the working conditions of employees
- Information concerning actions aimed at combating discrimination and promoting diversity

This report concerns the entire VIDELIO Group with the exception of certain indicators, for which data from certain entities has not been provided. Details are provided when this is the case.

B. BUSINESS ETHICS RISKS

1. SOCIAL ASPECT

1. How to guarantee the health and physical integrity of employees?

ISSUES

The human being is at the heart of the VIDELIO values and system. The Group therefore makes the health and physical integrity of its employees, also of the various partners possibly working alongside them, a priority.

The VIDELIO Group is therefore engaged in a process of continuous improvement in order to reduce the risks generated by our businesses.

The objective “zero” accidents on Group services and buildings, both for employees and for partners, is an ongoing target.

The desire to obtain MASE or OHSAS 18001 certifications demonstrates the VIDELIO commitment to health and safety.

POLICY

The entire Group is mobilised to prevent all accidents, near accidents or occupational disease. In order to progress in this process, the VIDELIO Management defines its security policy as follows:

- i. Determine current and future risks to better anticipate them, interpret them and offer global and innovative solutions.
- ii. Master professional exposure.
- iii. Identify the risks linked to activities.
- iv. Set up a management system in the service of the objectives based on recognised standards (MASE standard, OHSAS 18001 certification).
- v. Set up and monitor indicators to measure the adequacy of the policy with the objectives.
- vi. Share and apply these values, objectives and policy to internal staff, subcontractors and temporary workers involved in operations.
- vii. Check application of the management system in the field.
- viii. Analyse the causes of any deviation from the policy and any situation contrary to the values in order to eradicate recurrence and improve the devices.

ACTIONS IMPLEMENTED

- i. Availability of PPE (Personal Protective Equipment) requests on the intranet.
- ii. Safety training in the form of 1/4 hour of safety: To ensure the health and physical integrity of employees, VIDELIO provides all employees with PPE (Personal Protective Equipment) notice. Each sheet consists of all the mandatory items/equipment on a site. The site manager organises 1/4 hour of safety on the sites when necessary, in order to present the different items (shoes, gloves, etc) and explain their use.
- iii. Risk and accident analyses are carried out following each incident. Safety Behaviour Dialogues (SBD) correspond to observations of operating procedures and PPE (Personal Protective Equipment). The SBD is carried out by the HSE manager on sites and allows a dialogue to be opened with each abnormal behaviour observed. In the report, the HSE manager notes the observations, the response provided during the dialogue and the action implemented following the SBD. A check is carried out in the following weeks to verify that the measures and devices have been set up. The SBD is then distributed to the persons concerned and interested.
- iv. Regular safety briefs.
- v. Notices of emergency and rescue procedures within the premises.
- vi. Regular training of volunteers to provide evacuation, fire-fighting and rescuing people.

NOTE: Only work accidents are taken into account, not commuting accidents or occupational diseases. In fact, reference to the number of hours worked is irrelevant for commuting accidents or occupational diseases.

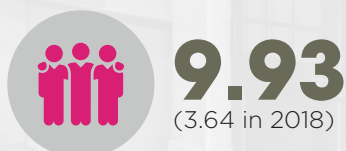
- For commuting accidents, the risk is not related to working hours, but to home-to-work and possibly work-to-meal round trips. The mode of transport used; the distance from home to work; if there is a firm's canteen or not; having lunch on site or not; greatly modify the risk involved.
- With regard to occupational diseases, these result both from exposure to risk but also from exposure duration which may exceed one year.

Results

- i. In France, 217 trainees underwent courses in Group safety in 2019 (142 in 2018 and 70 in 2017).
- ii. In France, the Safety training budget carried out via the VIDELIO Academy in 2019 is 96,000 euros excl. tax (105,000 euros excl. tax in 2018, and 50,000 euros excl. tax in 2017).
- iii. Twenty "site" visits were carried out by the HSE manager in 2019 (25 in 2018).
- iv. Across the Group as a whole, 1,611,049 hours worked were recorded in 2019 (1,649,683 in 2018).
- v. Sixteen lost-time work accidents occurred across the Group in 2019 (6 in 2018 and 12 in 2017).
- vi. 548 days lost due to industrial accidents in 2019 (482 in 2018 and 682 in 2017)¹.

Key Performance Indicator (KPI)

The 2019 frequency rate is



The 2019 severity rate is



¹ Note the methods for calculating hours worked, the severity rate and the frequency rate have been reviewed: the hours of temporary staff have been added to the hours worked and the scope includes the entire Group, and not only France as this was the case last year. The 2018 data has been recalculated accordingly.

2. How to keep employees' skills consistent with market demands?

ISSUES

VIDELIO works in very fast-moving sectors, which require constant updating of know-how to meet demands from customers who adapt to technological and technical changes. The risk of having employees trained for a request that has become obsolete is real and significant. This would lead to a loss of market share without reducing costs, however.

Training is therefore a key element for VIDELIO, and which helps build the skills of tomorrow.

POLICY

At VIDELIO, human management is an important value. Not only to remain competitive and allow employees to best meet customer expectations; but, also to allow them to continue to flourish and progress throughout their careers.

This is why VIDELIO always relies on its VIDELIO - Académie entity, which is a multidisciplinary training organisation. It is the foundation of the expertise of all the divisions within the company. The Academy uses internal and external experts to train employees, sub-contractors, temporary workers and clients. Courses may be held in classrooms and practical work, in video and audio conference, in VOD.

It is a qualification accelerator in order to organise the company and the audiovisual professions. Its vocation is to disseminate know-how and interpersonal know-how: to transmit, develop skills, master and put into practice the fundamentals, share knowledge and capitalise on experiences.

ACTIONS IMPLEMENTED

i. Since May 2018, VIDELIO - Académie is listed in the Datadock, and recognised by the OPCA (Approved Joint Collectors Organisations), in accordance with the quality criteria required and listed. Datadock is a unique database on professional training, noted for its quality and precision. The Datadock database allows the funders of professional training within the GIE D2OF to verify the compliance of training organisations with regard to the six quality criteria defined by law: Precise identification of the objectives of the training and its suitability for the public trained.

- Suitability of reception, educational monitoring and evaluation systems for the public
- Adequacy of technical pedagogical means and supervision of the training provided
- Professional qualification and continuous training of personnel in charge of training

- Conditions of information for the public on the training provided, its access times and the results obtained;
- Taking into account the assessments made by the trainees

After their registration on Datadock, training organisations must file the proof concerning the 21 indicators defined by the funders to meet the six criteria. This is to ensure credibility for companies, but also for employees who receive training.

When the conformity of the documents has been checked, the training organisations become "datadocked" by the funders. Each of these can decide to integrate these training organisations in their reference catalogue.

ii. In 2019, VIDELIO - Académie was placed under the direction of the Director of Human Resources. Also, an HR employee was promoted to Deputy Director with the duty of monitoring and developing the Academy. At the instigation of the HR department, Performance Review seminars were held at the end of 2019, and in particular for all employees and not only managers so that everyone feels involved in this review.

iii. The E-learning platform "360 learning" was deployed by VIDELIO - IEC in 2019 to offer all employees training modules according to their profiles. This platform contributes to the continuous training of employees and to the optimisation of the quality of the services provided in the company thanks to modules sharing the work methods. This platform has been integrated into VIDELIO - Académie and will be extended to all entities in 2020.

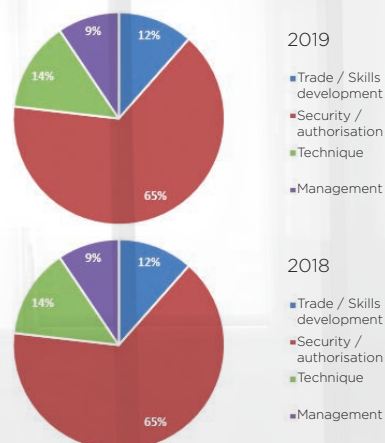
iv. The VIDELIO suppliers play a very important role, both in their constant search for innovation and in the training of its employees. Thus, in 2019, during its "Very Important Partner Party" evening, VIDELIO wanted to reward the partner who was the most committed to training its employees: D&B was awarded the 2019 Training Partner award.

l'académie

Results

Concerning France::

- Via VIDELIO Academy, 167,000 euros were allocated to training in 2019 (248,000 euros in 2018 and 350,000 euros in 2017).
- 3,746 hours of training were provided in 2019 via VIDELIO Academy, including 133 hours on the E-learning platform (5,884 hours in 2018 and 6,691 in 2017).
- 342 persons received training (representing 37% of employees trained during the year) in 2019 via VIDELIO Academy (265 in 2018, meaning 29% of employees and 300 in 2017, meaning 34% of employees).
- Breakdown of the proportion of different types of training (safety, technical skills, trade and management) in 2019 via VIDELIO Academy.



Key figures for Learning 360:

- 87 training modules available
- 61 training courses
- 158 active users
- 1,733 connections in 2019

Key Performance Indicator (KPI)



0.33%

of France's payroll is allocated to training (for French entities) via the VIDELIO Academy in 2019 (0.4% in 2018).

3. How to succeed in recruiting talent and ensure a good integration of employees?

ISSUES

Controlling the turnover of our teams is an essential issue for the company's sustainability and competitiveness. The policy implemented to contribute to this objective is therefore a major element in the Human Resources roadmap.

Hiring is an essential foundation for the Group's sustainable growth, since it helps to strengthen its skills and offset the natural or sudden attrition of its workforce.

POLICY

Faced with ever-increasing tension on the job market to attract talent, VIDELIO created a position dedicated to recruiting and managing talent in 2018. This made it possible to be more visible and responsive to the job market. employment and boosting the internal mobility policy.

Its recruiting capacity also involves strengthening its partnerships with targeted schools.

ACTIONS IMPLEMENTED

- i. In 2019, the Group created the post of a second recruitment officer to strengthen the strategic position of this activity.
- ii. In 2018, the Group entered into two partnerships; one with CFA Ducretet in Clichy for technical trades; the other with the Institute Mines Telecom Business School (IMTBS) for trades more geared towards commerce. These school relationships made it possible to organise recruitment sessions with CFA Ducretet, which resulted in the reception of two young students on a work-study basis, to perfect their training with professional experience. The long-term objective is to create a real recruitment channel through successive promotions. With IMTBS, VIDELIO proposed business themes with case studies to be carried out by final year students. This initiative reinforces its employer brand image among these young generations of graduates in sectors where talent hunting is very competitive. Again, the goal is to integrate the candidates.

- iii. To follow up on this approach, at the end of 2019, VIDELIO set the objective of launching the "Employer Brand" project to promote its activity among students, attract new talent and convert apprenticeship and training contracts into internships with indefinite contracts. A third post, in the recruitment phase, will be created to manage this project.
- iv. VIDELIO continues to be present on social networks as well as on general and specialised job sites in order to extend its attractiveness.
- v. The Group has maintained its co-optation system in France. This device makes it possible to capitalise on pride of belonging of its employees, who become VIDELIO ambassadors to their relationship network. The sponsorships thus created are rewarded by a bonus system in order to concretely recognise those who have been hired.



Results

- 9 co-optations were created in France in 2019 (15 in 2018).

Key Performance Indicator (KPI)



In 2019

87%

permanent contract candidates were confirmed at the end of their trial period (94% in 2018).

4. How to fight absenteeism?

ISSUES

Fighting absenteeism is a priority in order to maintain production capacity in all areas of the business as effectively as possible, and thus meet commitments to customers to deliver the services expected within the promised timeframe.

POLICY

To do this, numerous actions must be taken in terms of Quality of Life at Work; also, in terms of preserving the integrity, safety and health of employees.

With regard to the Quality of Life at Work, VIDELIO ensures that the working conditions of its employees allow them to carry out their tasks every day. This is true within the Head office at Gennevilliers, with spacious and bright premises, leaving plenty of room for the flex office mode of work. This allows everyone to have the most suitable workspace for what they have to accomplish, alone or in group. In the regions, the locations also reflect this concern for proper suitability of the premises for the operational needs of each of the trades.

The richness of VIDELIO lies in the know-how of its teams. Also, it is important for the sustainability of the company that employees feel good in their daily work environment and are encouraged to take care of their health. With this in mind, VIDELIO has, notably, chosen sport as the main vector of well-being at work.

ACTIONS IMPLEMENTED

- i. In 2019, VIDELIO created the CAP 4 Sport project. A business project aimed at uniting VIDELIO teams concerning the values of sport. A project built around four strategies:
 - Federating VIDELIO employees around a business project and encouraging them to participate in sport.
 - Support high-level sports people and facilitate the achievement of their objectives.
 - Promote our know-how and build suitable offers to support regions, companies, those involved in the sports market and all upcoming sporting events in France.
 - Support associative causes through sport.

- ii. In 2019, to bring together and promote exchanges between employees and create a sense of belonging, VIDELIO organised several internal events based on sharing, conviviality and sport. Privileged moments placing people back in the centre and promoting moments of relaxation: end-of-year party, music festival, barbecue, Tech Off day (immersive journey in a retro-gaming universe within 141), etc. An event inviting the families of employees was also set up to present VIDELIO know-how.
- iii. In 2019, as announced at the end of 2018, VIDELIO - Global Services reached an agreement on the organisation of working time. Also, VIDELIO - Events, VIDELIO - Media and VIDELIO - IEC presented a charter on telework at the three divisions; for implementation in 2020.
- iv. An initiative was taken by employees, and relayed by the VIDELIO Group, to organise carpooling during strikes. A file was thus shared by the VIDELIO Group to allow the dissemination and enrichment of information between employee drivers and passenger employees on the dates, places and times of departure and arrival of each journey. This is to facilitate travel and ensure a minimum presence on the premises. The home office also allowed those who had no other alternative, to work remotely from home.
- v. At the request of employees, and in a spirit of unity, the VIDELIO Group made possible the donation of holidays, to allow an employee to take care of a seriously ill child.
- vi. Following the conclusion of two partnerships with Restaurants Inter-Entreprise, near the Gennevilliers head office, employees still have access to varied and balanced catering, at controlled prices; in addition to the services already available in the sector (fast food, bar restaurants, internal cafeteria, etc).



Results

Work/personal life balance:

- Six hours overtime on average per employee in 2019 (12 hours in 2018 and 16 hours in 2017)
- 7,650 days of absence due to illness in 2019 (6,980 days in 2018)
- 8.3 days of absence due to average illness on average workforce in 2019 (7.7 days in 2018)
- 548 days of absence due to a work accident in 2019 (482 in 2018)
- 1,568 participations in internal events

CAP 4 Sport project

- 4 internal events organised
- 3 sports tournaments organised for VIDELIO employees as part of internal events
- 8 participations in sports competitions
- 3 high-level athletes in fixed-term employment contract in VIDELIO teams

Key Performance Indicator (KPI)



Absenteeism rate
France 2018:

5%

(4,93% in 2018)

5. How to motivate and keep employees?

ISSUES

The business sector in which VIDELIO operates is a competitive, cutting-edge sector fundamentally based on people. It is therefore essential to establish devices that foster a feeling of belonging to VIDELIO among employees, to encourage them to continue to progress within the Group.

POLICY

Several devices have been identified to foster this feeling of belonging and well-being within VIDELIO.

i. Measures taken to promote the employment and integration of people with disabilities

It is a question of making known the various types of Handicap compatible with the job and demonstrating that this Handicap is not an obstacle to success. The Group also supports employees in their efforts to recognise disabled workers and is by their side to study any job adjustment that may be necessary to keep them in employment or in their professional development. This measure promotes well-being within VIDELIO and makes people feel good, progressing in a caring environment.

ii. A desire for continuous improvement in the daily life of each employee

This is one of the priorities of the HR team: ensuring that everyone can benefit from the tools established within the Group, for the activity; also, in their personal life. The idea being that employees who no longer worry about certain matters in their private life will also be more available during their working time. Numerous internal communication actions are implemented to allow employees to be prepared for legal and statutory modifications likely to impact their daily lives (such as direct debit, statutory changes to employee contribution rates).

iii. Training

VIDELIO is also convinced that managerial quality is essential to create local conditions of attachment to the company. Many training actions dedicated to management are therefore regularly provided so that managers follow a real journey allowing them to progress step by step on this theme, thus participating in the establishment of a real common managerial culture, embodied daily by each manager.

iv. Development of internal mobility

In 2019, the Group's proactive policy regarding internal mobility aims to help retain its teams by offering them the opportunity to progress while remaining loyal to VIDELIO. All vacancies are systematically reserved primarily for employees. They can apply through the job market, or be directly contacted by HR teams, thanks to talent detection carried out during evaluation sessions, called People Review. These sessions, headed by the HR teams with the assistance of operational managers, make it possible to establish a talent map; both in terms of forecast development and training actions to support this mobility, which may be both functional and geographic.

ACTIONS IMPLEMENTED

- i.* The VIDELIO Group continued its proactive policy as regards employing people with disabilities. The Handicap unit within the Human Resources Department has renewed a campaign to raise awareness of the issue of Handicap in companies (posters, e-mails, quizzes) inviting all employees to participate.
- ii.* The signing of a partnership agreement with AIMETH, an association for the integration and continued employment of disabled workers, allows VIDELIO in particular to meet candidates who are prepared and supported in their job search (forum, job-dating).
- iii.* At the end of 2019, the Management Board clearly took the decision and demonstrated its desire to communicate more the vision, the objectives and the next steps in the Group's growth, with each employee; via: Monthly Coms Meetings, end-of-year events, Visio-Conferences, informative e-mails and a space dedicated to the Ambition'24 project on the intranet for better informed, more involved, more 'active' employees.
- iv.* VIDELIO continued its efforts in providing applications that facilitate the daily lives of its employees. Its HR Information System now allows the dematerialisation of pay slips and the automatic provision of all HR decisions in an electronic safe. These functions are deployed separately to the Group's entities, with the aim of full deployment achieved by the end of 2019. This electronic safe can be used for all types of document, even if they do not concern VIDELIO.
- v.* Anxious to offer quality provident health insurance, VIDELIO conducted a call for tenders with major insurers at the end of 2018, in order to subscribe to a Group contract, offering better cover at a more attractive contribution rate. This new plan was implemented in January 1, 2019 for three years, with a guarantee of maintenance of contribution rates. This is a significant factor in terms of the attractiveness of the company and employee loyalty.

Results

- 12 disabled workers in 2019 (7 disabled workers in 2018)
- 172 participants in the "Super Colleague Handicap" awareness campaign
- 91.9% of participants were recognised as Hand-ideal colleagues
- 9 intra-Group mobilities in 2019 (14 in 2018)
- 5 different managerial training courses were deployed in 2019 (same as 2018)

Key Performance Indicator (KPI)



2019 turnover rate across the Group:

22.37%

21.37%

Excluding co-work
(17.26% in 2018 and 23% in 2017)

2. ENVIRONMENTAL ASPECT

The data presented in the following two points only concerns France in 2017 and 2018, and internationally in 2019.

1. How to ensure responsible waste management?

ISSUES

To have the lowest possible impact on the environment, despite an activity that requires the use of electronic equipment, also cartridges, paper, cardboard for office and tertiary activities.

POLICY

VIDELIO strives to make employees aware of the importance of sorting and recycling, whether on customers' "sites" but also within the premises. The Group is aware of the challenges that this represents for the company; also, for the positive image that it can have with partners.

ACTIONS IMPLEMENTED

- i. In November 2018, at the head office, four different bins were installed in each open space to facilitate the sorting of waste, and then recycling. This was done after an awareness day with employees, in the presence of the partner who provides these bins (Cèdre).
- ii. In 2019: 45 trees were saved, 79,170 litres of water were saved, 1,451 tonnes of CO₂ were saved and 10,556 KWH were not produced. Also, 1,146 kgs of cups, cans and plastics were collected¹.
- iii. Our partnership with CEDRE also allows us to promote the employment of disabled people because this company has 74 disabled workers out of 108 employees.
- iv. In 2018, VIDELIO renewed the awareness day, and information campaigns by e-mail, explaining how to sort the waste according to the bins installed.
- v. Special terms in most framework contracts for the recycling of electronic equipment.
- vi. Implementation of recycling management contracts for paper and cardboard, also for recycling ink cartridges (this is now included in printer management contracts).
- vii. Using only recyclable paper (from European forests certified ISO 14001)
- viii. Choice of suppliers certified Imprim'vert for the use of recycled paper for these communication tools (brochures, business cards) and certified Ugra Process Standard Offset for ink.
- ix. VIDELIO distributed eco-friendly "Goodies" aimed at replacing single-use plastic cups with reusable cups, mugs and bottles. The greeting card offered to all employees for the new year is also designed in an eco-responsible spirit, thanks to a germinating card which, when planted and watered, gives life to flowers.

⁽¹⁾ Data supplied by Cèdre.

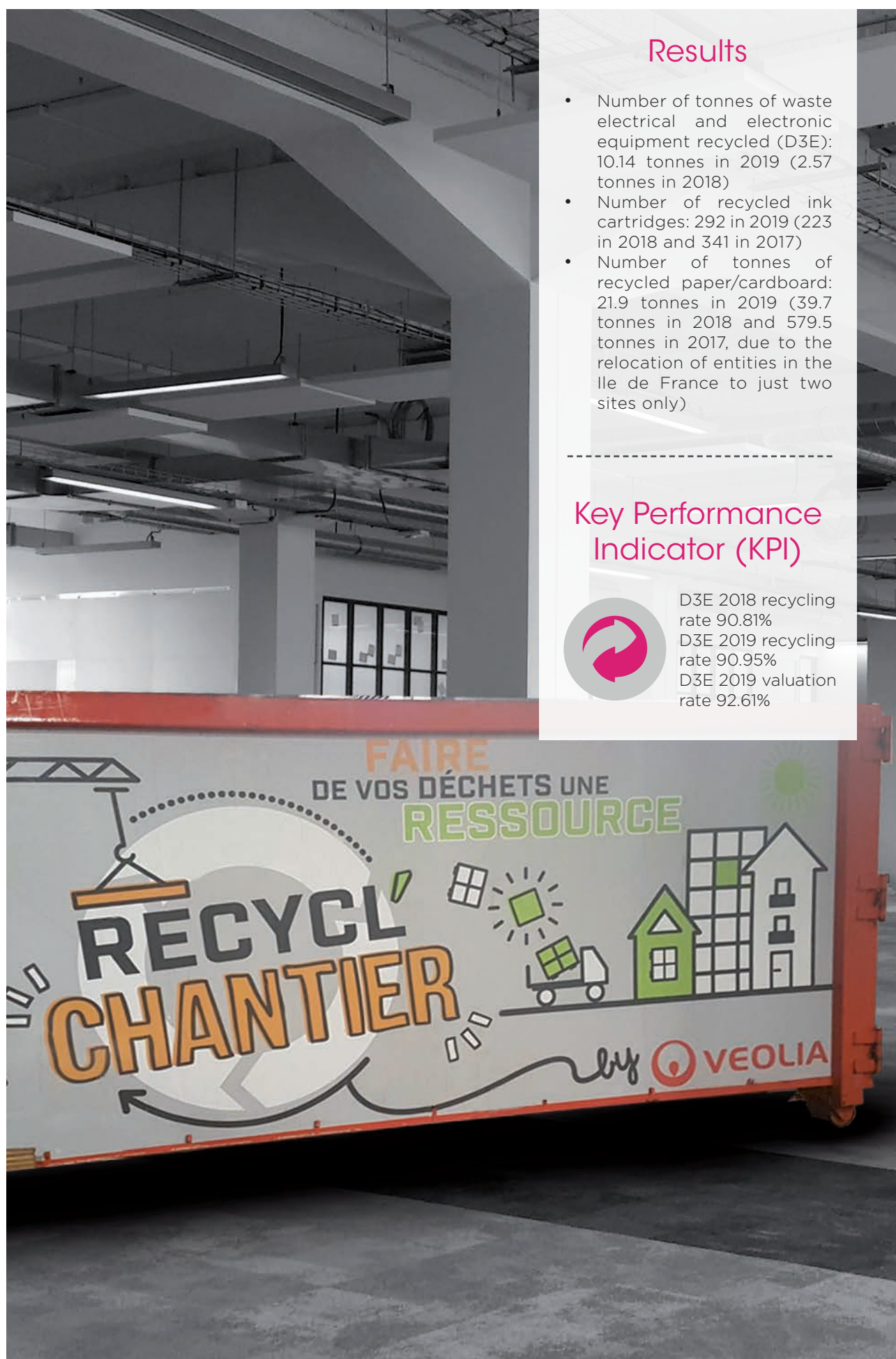
Results

- Number of tonnes of waste electrical and electronic equipment recycled (D3E): 10.14 tonnes in 2019 (2.57 tonnes in 2018)
- Number of recycled ink cartridges: 292 in 2019 (223 in 2018 and 341 in 2017)
- Number of tonnes of recycled paper/cardboard: 21.9 tonnes in 2019 (39.7 tonnes in 2018 and 579.5 tonnes in 2017, due to the relocation of entities in the Ile de France to just two sites only)

Key Performance Indicator (KPI)



D3E 2018 recycling rate 90.81%
 D3E 2019 recycling rate 90.95%
 D3E 2019 valuation rate 92.61%



2. How to reduce the impact on the environment without affecting the Group's activity?

ISSUES

Today, nobody can overlook the impact they have on the environment. VIDELIO has examined the scale of this problem, especially since it is taking an increasingly important part in the calls for tenders to which the Group responds.

VIDELIO closely follows the requirements of ISO 14001 and applies the main principles; the challenge being to integrate this subject into its value creation process without this having any negative impact.

POLICY

- i. Search for certifications: the environment is not the core business of VIDELIO but is taking an increasingly prominent place in its activity. Requests for certification recognised in France and abroad, allow the Group to have guidelines, references to follow. These help VIDELIO in its search for improvement and its desire to reduce its environmental impact.
- ii. Rationalisation of sites: relocation of the main sites in Ile de France to two main sites in 2017; one of which is in the SEVESO zone, and classified ICPE (Installations Classified for the Protection of the Environment) was the subject of preparatory work to come up to standards and comply with the regional inspection, which took place in early 2019.
- iii. Water consumption: equipping new premises with systems to limit water consumption (installation of self-closing or infrared valves or water-leak detection system).
- iv. Consumption of raw materials, energy consumption: VIDELIO pursues a policy of reducing its consumption of printing paper (e.g.: printers are set by default on recto verso). The Group in France is also trying to increase its share of electricity consumed using renewable energies.
- v. Emission of greenhouse gases: at VIDELIO, travel is the main source of CO2 emissions. The Group is therefore attentive to building up a constantly renewed fleet, which benefits from new technologies.

ACTIONS IMPLEMENTED

- i. No-diesel in the car fleet: The Group is committed to phasing out its Diesel vehicles. While waiting for a richer and more suitable offer from manufacturers, we are switching to petrol with an equivalent model.
- ii. Of the Group's 400 vehicles, 64 were replaced in 2019 by petrol models; 54 are on order and will be delivered by 2020, three electric or plug-in hybrids have been delivered. Also, five new electrical recharge sockets have been installed on our largest site.

- iii. Encouragement to limit travel by car (take the train or meet by videoconference).
- iv. Ecovadis for the Integration part; Prestadd label for VIDELIO - Events, whose environment component includes "Energy saving, saving water resources, sorting waste, responsible transport management, reducing the use of dangerous or single-use products, eco-design, reduction of CO2 emissions, biodiversity"; membership in the Global compact renewed every year (organisation which validates the Group's reports sent each year).
- v. SOSED: VIDELIO has an up-to-date Waste Evacuation Organisation and Monitoring Scheme for the smooth running and management of waste on its sites. This is communicated to its customers, as well as to employees working on sites. Reminders on this subject are made during the hour of safety.
- vi. Site environmental protection plans have been drawn up with our customers (e.g.: we can cite the Disney's Hotel New York site).
- vii. Four hundred neon ballast lights were replaced by low-consumption LED tubes at our main warehouse located in Nanterre. Installation classified for the Protection of the Environment (ICPE) and housing the VIDELIO - Events and VIDELIO - Media teams.
- viii. Over one thousand items are sold second-hand each year by VIDELIO - Events, thus offering a second life to audiovisual products in the obsolescence phase; these go to countries in the Europe zone; also, Africa, Senegal, India, Mexico and Taiwan. This allows VIDELIO - Events to continue to be at the forefront of technology while limiting its impact on the environment.
- ix. To meet the expectations of its customers and anticipate the arrival of major international events hosted on French territory, VIDELIO - Events is embarking on an ISO 20121 certification process, an international standard of responsible management, for the "events" activity. The ISO 20121 certification is a pledge of credibility and sincerity regarding the responsible approach of companies in their management method.

Results

- Number of vehicles: 400 on December 31, 2019 (409 on December 31, 2018)
- In 2019: 554,479 litres of diesel, 35,036 litres of petrol; representing 1,474 litres/vehicle (523,404 litres of diesel consumed; representing 1,279.7 litres/vehicle in 2018 and 1,469 litres/vehicle in 2017)
- In 2019, 854,660 km were travelled by train, generating 3.61 tonnes of CO₂ equivalent; 2,914,161 km were travelled by plane, generating 294.3 tonnes of CO₂ equivalent (2018: 836,788 km were by train, thus generating 5.7 tonnes of CO₂ equivalent; 3,954,800 km were by plane, generating 390.2 tonnes of CO₂ equivalent (Chad project); in 2017: 1,264,171 km were by train, generating 16,925 tonnes of CO₂ equivalent; 3,112,295 km were by plane, generating 275.68 tonnes of CO₂ equivalent)
- In 2019, energy consumption (gas, electricity) amounted to 2,223,396 kwh (2,110,098 kwh in 2018 and 3,156,856 kwh in 2017)
- The share of electricity from renewable energies was 8.5% in 2019 (same as 2018 and 5.53% in 2017)

Key Performance Indicator (KPI)



In France in 2019
The average CO₂/vehicle rate was

121 g/km

123.4g/km in 2018
and 116g/km in 2017



3. SOCIAL ASPECT

1. How to ensure good social and environmental practices for the Group's suppliers and subcontractors?

ISSUES

VIDELIO wishes to trade with partners who have the same values as its own.

The Group wants to guarantee an exemplary value creation process; in full compliance with the laws and ethical rules of the countries in which it operates.

VIDELIO, in particular by being a member of the Global Compact since 2011, undertakes to respect the ten principles of the UN Global Compact (on Human Rights, Labour Standards, the Environment and the Fight against Corruption); it expects the same ethics from its partners.

POLICY

At Group level, VIDELIO is committed to professionalising the Purchasing aspect in order to better control it.

The Group wants to increasingly organise purchasing; so as to rationalise the number of partners, and better master the relationship and negotiations with them.

Rationalisation of partners makes it possible to know them better; to ensure their commitment concerning social and environmental matters; and therefore, to establish relationships of trust. The business ethics criterion is one of the prerequisites for listing a supplier. The listed suppliers all have a business ethics policy displayed and followed.

ACTIONS IMPLEMENTED

- i. Appointed in 2018, the Group's Purchasing and General Services Director has created an interaction between the various Group entities; particularly when purchasing, in order to gain more leverage with suppliers.
- ii. As far as possible, the signing of framework contracts is sought; especially at VIDELIO - IEC, which is the entity with the highest turnover (45% of the Group's turnover compared to 40% in 2018) and which buys all the equipment that it resells and installs on the customer's premises. These

framework contracts are an aid in mastering the relationship and knowing the partners.

- iii. The purchasing department checks that the majority of suppliers have a business ethics policy, which corresponds to our Purchasing Charter (in fact, the top 20 suppliers to the Group represent a purchase volume corresponding to 73% of the total; the first 30 suppliers represent 80%).

Results

- €114 million of purchases and subcontracting in 2019 across the Group; representing 46% of the 2019 turnover (€115 million in 2018; representing 49% of turnover)
- Number of framework contracts valid at the end of 2019, mainly at VIDELIO - IEC: 19 (20 in 2018)
- 82% of the purchases of VIDELIO - IEC; an entity representing 45% of the Group's purchases (40% in 2018), are covered by a framework contract

Key Performance Indicator (KPI)

Proportion of purchases from suppliers with a business ethics policy: at VIDELIO - IEC (entity representing more than 40% of Group purchases)



82%

of purchases are from suppliers who have a business ethics policy.

4. ETHICAL AND CORRUPTION ASPECT

1. How to prevent and fight against corruption?

ISSUES

The VIDELIO Group adapts to statutory and legal changes in order to always comply with the laws and rules of the countries in which it operates; especially in France with the Sapin II law.

POLICY

- i. Under the leadership of the Legal Department and the Human Resources Department, statutory and legal monitoring is carried out. This allows the Group to be informed of legislative and statutory developments. VIDELIO uses possible supports (round tables organised by MEDEF, use of specialist lawyers, publications of organisations such as Transparency International, etc).
- ii. VIDELIO requires all its employees to demonstrate exemplary ethical behaviour. This requirement is made possible by supporting, supervising and training the employees. The Legal Department continues to provide the necessary assistance in this process.

ACTIONS IMPLEMENTED

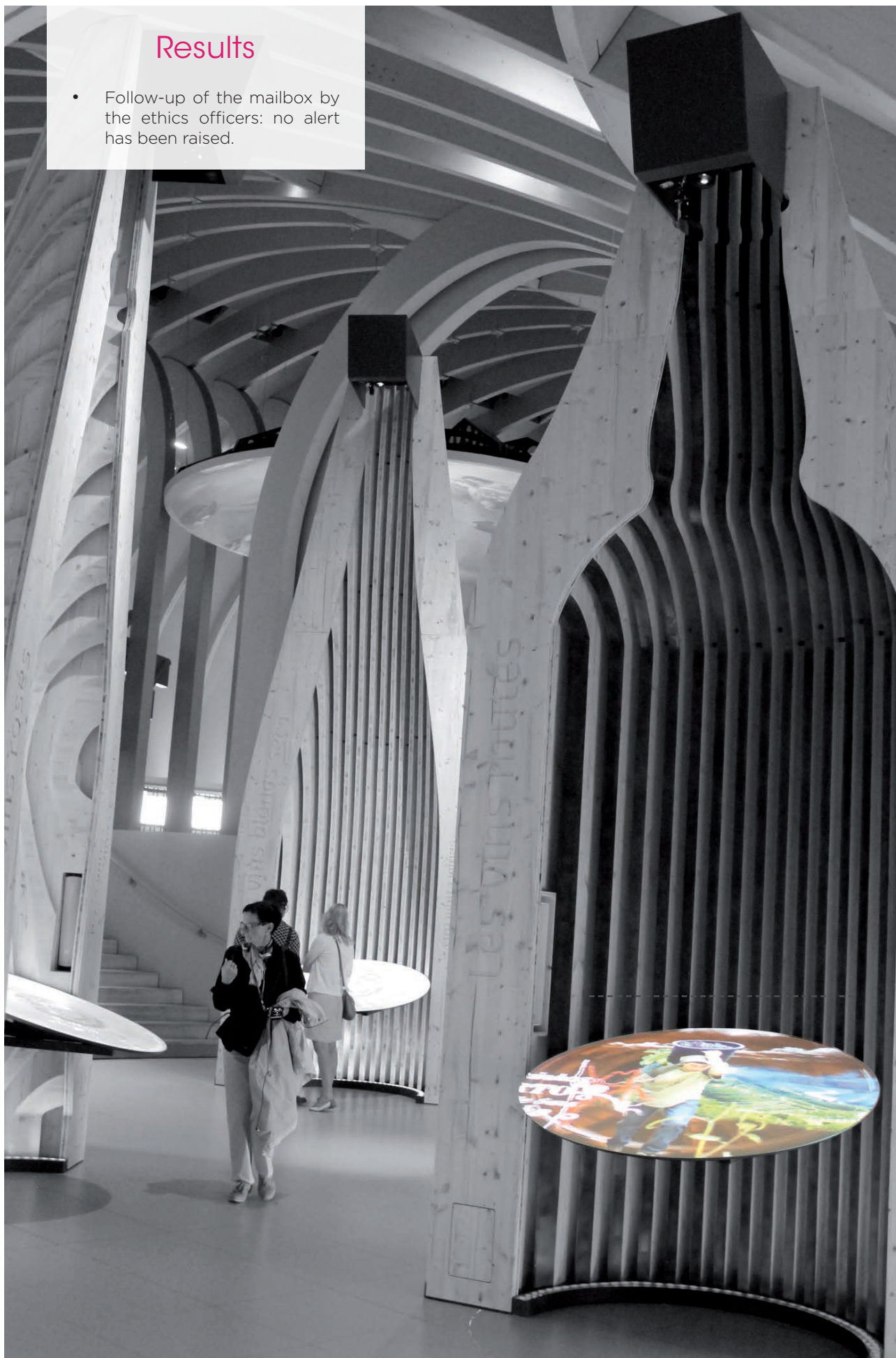
- i. An action plan for compliance with the Sapin II law of December 9, 2016 was set up in 2018, with the creation of working groups. The year 2019 allowed the consolidation of the actions undertaken.
- ii. In this action plan, training is one of the key points. It was therefore launched in late 2018 to the main managers of the Group. The establishment in 2019 of E-learning platforms by VIDELIO - IEC, and taken up by VIDELIO - Académie, was the essential prerequisite for training and informing all employees about the Group ethics policy and, more specifically, about the content and dissemination of the Code of Good Conduct.
- iii. In 2020, the Code of Good Conduct will be presented to the other entities of the Group and transmitted to the DIRECCTE (Directorate of Companies, Competition, Consumption, Labour and Employment) for validation and integration into the Internal Rules; and then give rise to training for employees.
- iv. Also, still within the framework of the Academy, training will be provided for employees most exposed to the risk of corruption in order to make them aware of

the risks generated by these practices.

- v. Membership of the Global Compact was renewed in 2019. "The United Nations Global Compact brings together businesses, organisations, United Nations agencies, the world of work and civil society around ten universally recognised principles for building more stable and inclusive societies". This membership allows the Group to have support in its global business ethics approach and particularly in the fight against corruption, by offering guidelines through their various communications; also, by allowing exchanges between members.

Results

- Follow-up of the mailbox by the ethics officers: no alert has been raised.



March 31, 2019

For the Management Board

Jean-Philippe Melet
Chief Executive Officer

BELFORT

Centre d'Affaires
Bureautique Plus
1 Rue du 21 Novembre
90400 Danjoutin
Tél. : 06 77 02 07 62

BESANÇON

2 rue Albert Einstein
25000 Besançon
Tél. : 03 81 40 30 20

BORDEAUX

ZAC Jean Mermoz
25 avenue de la Forêt
33320 Eysines
Tél. : 05 56 49 16 55

CANNES

10 Allée Coli
06210 Mandelieu la Napoule
Tél. : 04 97 21 21 00

CLERMONT-FERRAND

19 rue du Pré Comtal
63100 Clermont-Ferrand
Tél. : 04 73 16 23 70

GENNEVILLIERS - Paris

141 avenue des Grésillons
92230 Gennevilliers
Tél. : 01 46 88 28 28

LILLE

ZI de la Pilaterie
9A rue des Champs
59290 Wasquehal
Tél. : 03 20 61 71 71

LYON

42 rue Vaucanson
69150 Décines Charpieu
Tél. : 04 72 13 39 70

MARSEILLE

132 Avenue du vent des dames
ZI des Paluds
13400 Aubagne
Tél. : 04 42 32 03 93

MONTPELLIER

Ecoparc
305 Avenue de la Marjolaine
34130 Saint Aunès
Tél. : 04 99 13 69 20

NANTERRE - Paris

204 avenue Jules Quantin
92000 Nanterre
Tél. : 01 46 88 28 28

NANTES

3 rue Soweto - ZAC de la Lorie
44800 Saint Herblain
Tél. : 02 40 54 68 10

REIMS

17 Rue Robert Fulton
51100 Reims
Tél. : 03 26 85 63 63

RENNES

13/15 Rue Louis Kéroul Botmel
CS 76709
35067 Rennes Cedex

SAINT NAZAIRE

25-27 Rue Louis Breguet
44600 Saint nazaire

STRASBOURG

Parc d'activité de la porte Sud
Rue du Pont du Péage
67118 Geispolsheim
Tél. : 03 88 33 11 80

TOULOUSE

15 Rue Gaston Evrard
31100 Toulouse
Tél. : 05 61 19 08 68

GUYANE

BP 395
60 rue Edjide Duchesne
97310 Kourou

HONG KONG

Suite 2-3, G/F, Grandtech
Centre, 8 On Ping Street,
Shatin, N.T., H.K.

MARGHERA - Italie

via Grazia Deledda 3
34079 Marghera

MONTFALCONE - Italie

Via Chico Mendes 4
34074 Montfalcone

STARANZO - Italie

via Grazia Deledda 3
34079 Staranzo

MIAMI - États-Unis

2011 NW 89 Place
FL 33172 Miami

