



Corporate Social Responsibility Report

Extract from the 2020 Registration Document

This Non-Financial Performance Statement has been issued in the 2020 Axway Universal Registration Document the 18th of March 2021.

Corporate responsibility

1	Axway, an innovative and responsible player in the digital sector	12
2	Employer commitment: attract, develop, mobilise and retain engaged talent	17
2.1	Attract talent as diverse as the world around us	20
2.2	Develop the talents of each employee in a stimulating environment	22
2.3	Mobilise talents: strengthen equality within teams	26
2.4	Recognise and sustainably retain talent	28
2.5	Social progress goals for 2021	29
3	Societal Commitment: establish our digital responsibility with our stakeholders	29
3.1	For our customers: support digital transformation in complete security	29
3.2	With our employees: develop talent	31
3.3	With our partners: innovate in responsible values	32
3.4	With our suppliers: strengthen the sustainable purchasing system	33
3.5	With our shareholders: financial information transparency	33
3.6	With Societal organisations: support the skills of the most vulnerable	34
3.7	Deploy our ethical programmes and tools	34
3.8	Sustainable purchasing	35
3.9	Ensure digital security	35
3.10	Societal progress goals for 2021	36
4	Environmental commitment: reduce our direct and indirect impact	37
4.1	Reduce our direct impact	37
4.2	Life and land	42
4.3	Consider our indirect impact: customer project and product development	43
4.4	Summary of contributions to the fight against climate change and life and land	44
4.5	Environmental progress goals for 2021	44
5	Table of Employer, Societal and Environmental summary indicators	45
6	Methodology note	46
7	Certificate of disclosure by an Independent Third-Party	48
8	Employee and environmental information cross-reference table	50

The information required in the Non-Financial Performance Statement is identified in the contents by the abbreviation

NFPS

DISCUSSIONS

“Axway enters its 21st year on a sound footing.”

While the unprecedented global mobilisation continues to combat a brutal and unforeseeable health and economic crisis, it was particularly difficult to draw up an assessment of 2020, a year we would like to forget for countless reasons.

Nevertheless, in 2020, Axway stood out for the resilience of its business model in a radically disrupted environment. The company skilfully overcame the numerous hurdles that the pandemic threw in its path and I am proud to say that Axway is entering its 21st year on a sound footing.

In the world of software, celebrating 20 years is a major achievement. Today, Axway is a seasoned infrastructure market specialist but can demonstrate the agility of a leading technological company, as illustrated by the transformation of its business model.

Spurred by Patrick Donovan and his teams, the last three years have seen numerous changes. In 2020, Axway finalised its transformation plan to become a leader in its new markets and is now looking to the next chapter in its adventure.

Over the next few years, Axway will continue to combine its pioneering experience with the ever renewed momentum required by the global software publishing market. The first phase of this new project is 2021, which we all hope will be marked by a return to normality for our activities and lives.

I know that in 2021, Axway's 1,888 employees will once again do their utmost to make their Company a committed player in its economic, social and societal ecosystem. By combining value creation and commitment to the Company's various stakeholders, Axway can further its development with ever growing success.



Pierre PASQUIER

Chairman of the Axway Board of Directors

Digital technology will play a major role in our future and software infrastructure is one of its key components. Axway must be able to seize the opportunities that will confirm its position as an independent leader.

This will depend, as always, on the Company's ability to propose the best technologies, experiences and offerings to its customers. But furthermore, and above all, it will also require flexibility and the capacity to adapt in a world where uncertainty is the new normal. ■

We began our journey to transform Axway 3 years ago. While our products were well suited to our customers' needs, we realised that they needed Axway to evolve the way it interacted with them. For 20 years, the world's largest organisations and enterprises have trusted Axway to meet their critical integration needs - Managed File Transfer, B2B integration, API management, Content Services, Accounting Integration etc. – our customers rely on our products every day, but they also expect us to give them a new way forward.

Our mission since 2018 has been to re-launch Axway's essential investments to continue creating value for its stakeholders over the next twenty years. We chose to slow down our historical focus on M&A, and to place greater emphasis on the development of our core business offerings. In 2018 and 2019, we gradually achieved our objectives and in 2020 we were able to complete our mission. We believed all elements were in place to be able to finish our work, and while 2020 brought its share of challenges and surprises, our teams continued to move forward and were constantly innovating to achieve our objectives.



Patrick DONOVAN
Axway Chief Executive Officer

Through this perseverance, I am very pleased to see that our 2020 results and Axway's performance over the last three years are in line with our ambitions. Our efforts have resulted in the desired returns for our key stakeholders:

- We have invested and made significant operational changes in several key areas to be ever closer and more responsive to our customers. As a result of these efforts, we have improved dramatically our Net Promoter Score with our **Customers** and **Partners** to take our place in the upper quartile of enterprise software vendors in terms of rankings.
- Our **Employee** engagement score has significantly improved and has exceeded the goals we set for ourselves. We have built an environment of mutual trust with our employees through transparent dialogue and the development of more tailored support for our teams in achieving their goals. I believe this is a major competitive advantage for Axway.
- The adoption of a new customer engagement model and increased investment in our offerings have put Axway's profitability under pressure over the last three years. However, by sticking to our roadmap and regularly achieving our financial objectives, we are gradually gaining market support. Thanks to our renewed growth momentum, we are in a more solid position today than we were a year ago, since the AXW share price has risen very sharply over the financial year 2020. The confidence of our **Shareholders** and a better stock market valuation will obviously be additional assets in the success of the next stages of our journey.

At the time of this writing, we are completing our 2021 to 2023 business plan. The great work done by the team on our internal transformation provides us with a strong foundation for the future. In 2021, we will focus on refining our customer-focused strategy and will continue to align our offerings and the value they create with customer expectations. In addition, we will continue to rigorously manage our portfolio of assets to maximise growth and returns according to the different levels of maturity of our markets. We will also return to the search for value through mergers and acquisitions in the coming years.

Today, I am very pleased to be able to announce that our transformation plan over the past three years has been a success. Axway's teams and I look forward to achieving our next goals and continuing our journey to serve our **Customers, Partners, Employees** and **Shareholders**. ■

“We are very proud of the commitment of Axway's teams and the support of our employees, customers and stakeholders that were key for our success in 2020.”

Introduction by Dominique Fougerat, EVP People & Culture

In 2020, it would be an understatement to say that considerable demands were placed on the responsibility of each and every one of us. In this new context, we were able to precisely gauge Corporate Responsibility, already aligned with the Company's strategy, which took on a new dimension in social, societal and environmental terms.

At Axway, we implemented a business support system from the outset of the crisis. Our priorities were to protect the health of our employees while continuing our projects with our customers and stakeholders, despite the restrictions imposed by the global health situation. In just a few hours, all employees working in 17 countries were able to switch to working-from home. This efficient system enabled everyone, at all levels of our organisation, to continue their activities.

The shared experiences from this shift were multiple, as were the challenges met to successfully organise our work and private lives in this disrupted world! Our employees demonstrated an amazing capacity to adapt to these new working conditions and I am particularly proud that by giving them our support, we were able to continue serving our customers. We communicated frequently with the teams and recognised their extraordinary commitment. We were already aware that human capital is Axway's key asset. This was clearly demonstrated in 2020 and we did our best to maintain and further its development.

The societal impact of the health crisis unfortunately also led to a slowdown in support projects for the most vulnerable and we were unable to attain certain objectives in this area.

The further development of our corporate responsibility was also demonstrated this year in a materiality analysis of our social, societal and environmental initiatives with our stakeholders. Using internal and external surveys, we ranked our non-financial performance indicators and introduced a new topic, the indirect environmental impact of our activity.

The Non-Financial Performance Statement presented in this chapter illustrates the true position of our Company, with both its successes and difficulties. I am extremely proud to be able to classify Axway as a responsible and committed company, ready to take on the numerous digital transformation challenges facing our economy and our society.

CORPORATE RESPONSIBILITY

NON-FINANCIAL PERFORMANCE STATEMENT NFPS

Axway rolls out its Corporate Responsibility policy through three commitments: **Employer, Societal and Environmental.**

In 2020, Axway was able to increase the materiality of its commitments by prioritising social and employer indicators, formally documenting social indicators and broadening environmental indicators.

Employer commitment: attract, develop, mobilise and retain talent

Axway teams

At 31/12/2020



1,888
employees
vs. 1,885 in 2019

29%
women
stable vs. 2019

41
average age
stable vs. 2019

26%
France

4%
Asia/Pacific

26%
Americas



45%
Europe
excl. France

Research
& Development
45%
of employees

Customer Success
Organisation
42%
of employees including
sales staff

Attract

At 31/12/2020



247
New
employees
vs. 308 in 2019

50% Europe excl. France
27% Americas
18% France
5% Asia/Pacific

36
average
age of new hires
stable vs. 2019

28%
women
vs. 29% in 2019

Permanent
contracts
96%

Equal
opportunity

Develop

24,176
training hours
vs. 30,900 in 2019

93%
in digital format
vs. 58% in 2019

Mobilise

Annual in-house employee engagement survey

Internal survey participation rate

2020 **86%** 2019 **83%** 2018 **72%**

Level of employee engagement

2020 **69%** 2019 **58%** 2018 **49%**

Survey on employee expectations with regard to working from home: conducted at the end of 2020, results shared in early 2021.

Diversify

Age,
state of health,
men/women,
origin

Move

371
internal transfers:
promotion
or new business line

Reward

Additional
paid leave



Each year, Axway renews its commitment to the United Nations Global Compact



Retain

Sharing of strategy with all employees
by Executive Management

7 years
Average seniority stable
overt the last three years

Adaptation of working methods and acceleration of digital practices
during the COVID-19 period

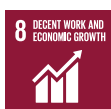
Balance

Work / life

by working from home.

COVID-19 context in 2020

Due to Axway's international culture and the remote working solutions developed by the Company, the rapid transition of all employees to working from home was easily carried out and teams remained fully operational. Employees were able to return to the office on a voluntary basis.



Societal commitment: establish our digital responsibility with our stakeholders



CUSTOMERS

- accompany digital transformation in complete security

EMPLOYEES

- develop talent

PARTNERS

- innovate in responsible values

SHAREHOLDERS

- communicate according to best transparency and equal treatment practices

SUPPLIERS

- strengthen the sustainable purchasing system

CIVIL SOCIETY

- support skills for the most vulnerable by deploying our ethical programmes and tools

Environmental commitment: reduce our direct and indirect impacts

In 2020, Axway continued analysing the direct impact of its activities on the environment and started analysing its indirect impacts, particularly in software development.



Reduce our direct impact:

- monitoring of energy resource and raw material consumption
- internal and external awareness-raising
- analysis of resources committed with suppliers

Consider our indirect impact:

- hosting resources
- data consumption
- software design and development



Further information can be found in Chapter 3 of the 2020 Universal Registration Document.

BUSINESS MODEL

NFPS

INFRASTRUCTURE SOFTWARE MARKET TRENDS



Our Strengths Our Offer

TALENT

- 1,888 Employees
- Our businesses: R&D, Customer Success Organisation and Support structures
- International diversity

INNOVATION

- €60.4 million R&D in 2020
- 63 technology patents filed

SOLUTIONS

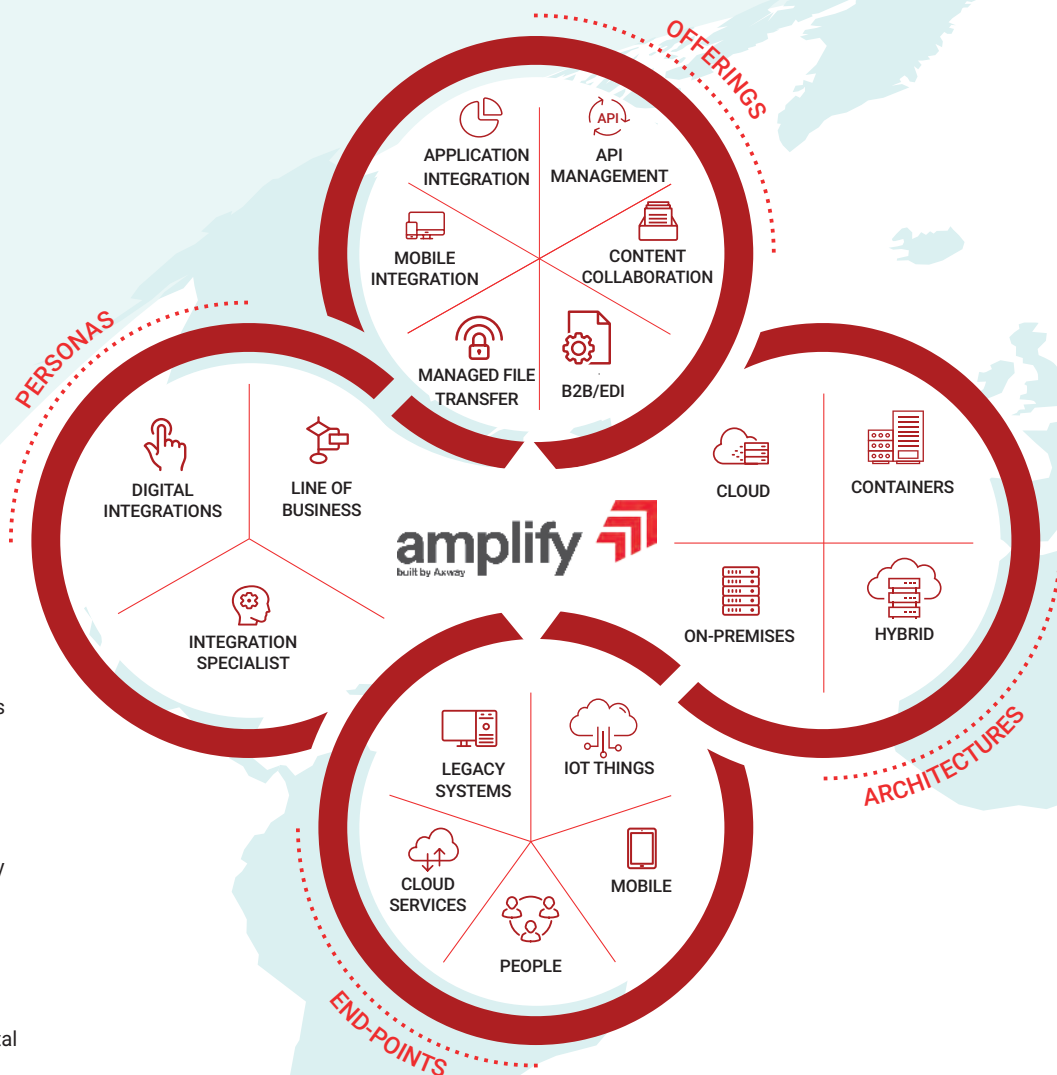
- Digital transformation for 11,000 customers
- Reputed technological expertise
- Robust and diverse product portfolio: API / IPaaS / MFT / B2B / EDI / mobile, etc.
- Amplify hybrid integration platform

STRUCTURE

- Revenue: €297.2 million (79% recurring)
- Operating profit margin: 10.4%
- Locations in 17 countries
- Distribution in over 100 countries
- Balanced governance shared by a Board of Directors and an Executive Committee
- Independent project supported by a family shareholding structure and historical proximity with Sopra Steria Group
- Financial capacity underpinning organic and external growth

COMMITMENTS

- Social, Societal and Environmental commitments
- Business ethics
- Digital responsibility



Our Business: modernise our customers' IT infrastructures by securely moving, integrating or exposing their data to contribute to their business performance in a digital model.

SECURITY THREATS AND GREATER REGULATORY PRESSURE

SECTOR CONSOLIDATION

SECTOR CONSOLIDATION

Our Strategy

Our Value Creation

Propose the best technologies and experiences to our customers

Refine our customer-centric strategy by continuously aligning the value created by our offerings with their needs

Establish our position as market leader and our growth momentum in the long-term

With our Stakeholders

EMPLOYEES

Attract / Develop / Mobilise / Retain

- 247 recruitments in 2020
- New profiles
- 24,176 training hours
- 93% of training in digital format
- In-house social network
- In-house satisfaction survey
- Frequent dialogue with employees
- Employee share ownership programme
- Generalisation of home office

CUSTOMERS

Transform businesses

- Facilitate digital transformation
- Accelerate operating benefits
- Guarantee data security
- Focus on Customer success
- Flexible on-premise and/or cloud offering
- License or Subscription
- CSR and Ethics Labels

SHAREHOLDERS

Best practice reporting

- Listing on Euronext Paris
- MiddleNext Governance Code
- Gaia rating
- Meetings with investors and shareholders
- Shareholder website and digital support

PARTNERS & SUPPLIERS

Co-innovate

- 100 local or global commercial, technology, consulting and integrator partners
- Ethics Charter
- Whistle-blowing system
- Sustainable purchasing

CIVIL SOCIETY

Contribute

- Global Compact annual commitment
- Recycling & donations
- Education and support programmes for women and young girls
- Direct and indirect environmental commitment: climate change and life on land

1 Axway, an innovative and responsible player in the digital sector



The publication of Axway's first Non-Financial Performance Statement two years ago enabled us to formally document the CSR challenges facing the Company to identify the related performance indicators.

In 2020, Axway furthered the materiality of this Statement by conducting the following work:

- Ranking of employee and employer indicators;
- Formal documentation of the most relevant societal indicators for a software publisher in a context of accelerating digitisation;
- Further development of environmental indicators with a direct and indirect impact on stakeholders;
- First materiality matrix.

This Statement confirms Axway's three Corporate Social Responsibility commitments:

- Employer commitment: Attract, develop, mobilise and retain engaged talent;
- Societal commitment: Work with all stakeholders in accordance with the Company's ethics;
- Environmental commitment: Reduce our direct and indirect impact.



Each year, Axway renews its commitment to the United Nations Global Compact, in the areas of corporate, social and environmental responsibility. <https://www.globalcompact-france.org/participants/3773>

Axway's strategy and business model

Through its software solutions, Axway helps modernise its customers' IT infrastructures by securely transferring, integrating or exposing their data.

Axway's business model, presented in the introductory profile in the 2020 Universal Registration Document, is based on several key strengths:

- constant dialogue with all Axway professionals, i.e. around 1,900 employees across 17 countries;
- an organisation focused on satisfying the Company's 11,000 customers and the success of their transformation project;
- a catalogue of offers around the Amplify hybrid integration platform recognised by market analysts;
- a responsive operational structure supported by a healthy financial position;
- focused investments in Research & Development and Sales & Marketing;
- balanced governance and a shareholder structure guaranteeing an independent corporate project;
- strong ethical values, shared with all the Company's stakeholders: Employees, Customers, Partners, Suppliers, Shareholders and Societal Organisations.

All of these assets support Axway's ambition to become an independent and committed leader in the infrastructure software market.

Industry context

The main trends in the markets where Axway operates are described in Chapter 1, Section 2 of the 2020 Universal Registration Document.

Human capital and the ability to innovate are major strategic challenges for software publishers such as Axway, including in particular:

- talent development and the recruitment of rare and highly sought-after profiles;
- quality of work life, both on-site and when working from home, which has become more important with the global health crisis;

- acceleration of the Cloud, SaaS and hybrid offers more broadly;
- progress with the adoption of Subscription offerings;
- changes in digital usage and the need to constantly measure customer satisfaction;
- accelerated consumption of data and the need for analysis, monitoring and performance of exchanges.

Main risk factors, including non-financial risks

Axway's main financial and non-financial risks are presented in Chapter 2 of the 2020 Universal Registration Document, according to four categories:

- Market risks;
- Risks relating to the business and organisation;
- Security risks;
- Legal and compliance risks.

These risks were assessed based on their probability of occurrence and their potential impact on business. The assessment takes into account of all mitigation measures already implemented and effective - net risk. For each of these risks, the document describes how it could impact Axway and the risk management systems implemented.

Axway's governance

Axway's governance is described in Chapter 4 of the 2020 Universal Registration Document. It is based on a distribution of powers between a Board of Directors and an Executive Committee in agreement with the recommendations of the Middelnext Governance Code to which Axway adheres.

Board of Directors

Chairman
14 members, including 9 independent members,
43% women, 57% men.
3 committees:
• Audit Committee;
• Compensation Committee;
• Appointments, Ethics and Governance Committee;
Responsible for defining Axway's strategy.

Executive Committee

Chief Executive Officer
9 members
22% women, 78% men;
Responsible for executing Axway's strategy.

Axway's corporate social responsibility structure

Corporate social responsibility is incorporated into Axway's governance and is part of its business ethics, through the following system:

- a CSR working group comprising representatives of the Legal, Human Resources, Financial Communication, Pre-sales, Purchasing and IT departments, in charge of

developing indicators and communicating commitments, notably through the Non-Financial Performance Statement (NFPS);

- a network of local officers in Axway's different subsidiaries responsible for gathering social, societal and environmental data;

- the validation of the NFPS by the Appointments, Ethics and Governance Committee and the Board of Directors each year.

As evidence of its commitments, Axway has implemented processes and tools that are shared with its stakeholders:

- ethics and anti-corruption: Ethics charter and Securities Trading Code of Conduct;

- data protection: privacy programmes;
- digital security: charters, standards and internal and external security training programmes;
- customer expectations and satisfaction: Net Promoter Score (NPS)⁽¹⁾ and supplier assessments;
- employee well-being: internal surveys and whistle-blowing system.

Responsible recognition and indices

Each year, Axway renews its commitments and organises the assessment of its non-financial performance through certification initiatives such as:

- The United Nations Global Compact since 2016;
- Gaia rating, the responsible investment stock market index;

- Ecovadis, a global CSR assessment standard;
- Acesia, the AFNOR assessment platform;
- Quality and safety standards and particularly ISO/IEC 9001 and 27001, AICPA SOC2.

Sustainable Development Goals - SDG

Axway's three Corporate Social Responsibility commitments – Employer, Societal and Environmental – correspond to twelve of the Sustainable Development Goals - SDGs - defined by the United Nations:

SDG 3 Good health and well-being

SDG 4 Quality education

SDG 5 Gender equality

SDG 8 Decent work and economic growth

SDG 9 Industry, innovation and infrastructure

SDG 10 Reduced inequalities

SDG 11 Sustainable cities and communities

SDG 12 Responsible consumption and production

SDG 13 Climate action

SDG 15 Life on land

SDG 16 Peace, justice and strong institutions

SDG 17 Partnerships for the Goals



Stakeholders in Axway's ecosystem

As a software publisher, Axway is required to interact with numerous stakeholders within its ecosystem: Employees, Customers, Partners, Suppliers, Shareholders and Societal Organisations.

The quality of relations and ethics within this ecosystem have always been core to Axway values.



(1) Net Promoter Score: customer satisfaction measurement tool.

COVID-19 context in 2020

Since the emergence of the COVID-19 health crisis, Axway has not only monitored the recommendations and instructions issued by governments, but since March 2020 often anticipated them. An adapted governance structure was

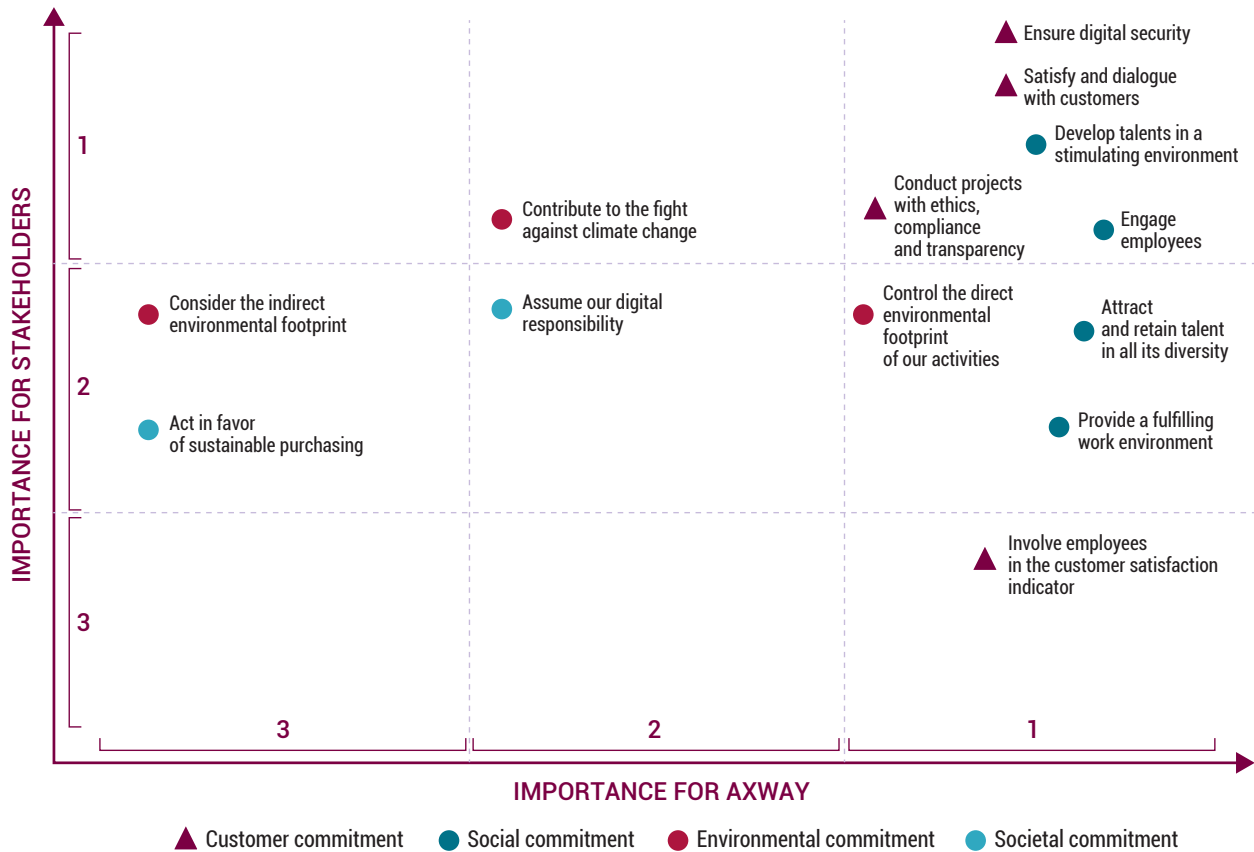
implemented to monitor the health, social, economic and financial impacts of the crisis. All employees continued their activities, in particular through working from home using the digital tools already installed in the Group.

Summary of Axway's Corporate Social Responsibility commitments, value creation and systems with its various stakeholders

Stakeholders	Value Creation	System/Measures	Sustainable Development Goals
Employees	<ul style="list-style-type: none"> Attract, develop, mobilise and retain engaged talent 	<ul style="list-style-type: none"> Share strategic information with teams through a clear business project and open dialogue Regular employee engagement surveys Diversity: cultural, gender, people with disabilities Training and apprenticeship Quality of work life, on-site and when working from home Constructive dialogue with Employee Representative Bodies⁽¹⁾ 	     
Customers	<ul style="list-style-type: none"> Support customers with their digital transformation to achieve rapid and effective operational benefits 	<ul style="list-style-type: none"> Ethics charter Organisation focused on customer success Net Promoter Score: measurement of customer satisfaction Ecovadis rating Product recognition by market analysts Product security 	   
Partners	<ul style="list-style-type: none"> Innovate and develop joint projects 	<ul style="list-style-type: none"> Consultancy, technology, integration and distribution partner programmes - global and local Ethics charter Satisfaction survey 	   
Suppliers	<ul style="list-style-type: none"> Improve the sustainable purchasing process 	<ul style="list-style-type: none"> Assess suppliers according to their type Ethics charter 	
Shareholders	<ul style="list-style-type: none"> Communicate according to quality, transparency and equal treatment best practices Dematerialisation of documents 	<ul style="list-style-type: none"> Middlesex Code Securities Trading Code of Conduct Listing on Euronext Paris CAC Tech, Tech 400 indexes, Gaia Rating Dedicated team Conferences and meetings Dedicated website 	 
Societal Organisations	<ul style="list-style-type: none"> Contribute to sustainable development goals, particularly in relation to education and equal opportunities Contribute to the dynamism of the IT sector Reduce our environmental impact 	<ul style="list-style-type: none"> Participation in educational and societal programmes Co-innovation of applications serving the public Hackathon France contribution to the fight against COVID-19 	     

(1) France scope.

Materiality



Social	Societal	Environmental
Develop talents in a stimulating environment: training, innovation at work and with customers.	Assume our digital responsibility: societal commitment to digital transformation, transfer of skills to digital use, digital for women.	Contribute to the fight against climate change: analysis and monitoring of the direct and indirect impact of our activity.
Satisfy customers: Customer Success programme and Customer Satisfaction Measurement Survey - NPS tool. Innovation, Quality of products and supports, co-design, customer experience, digital sovereignty - ISO 27001.	Ensure digital security: security of activities, digital exchanges, data, internal applications and in the cloud.	Control the direct environmental footprint of our activities: monitor consumption related to our activity - energy, paper, digitisation of exchanges. Greenhouse gas (carbon) emission assessment.
Attract and retain talent in all its diversity: professions, geographical areas, age, professional equality, gender mix, disability.	Communicate with our shareholders: according to best practices for transparency and equal access to information.	Consider the indirect environmental footprint of our activities: impact related to the development and use of Axway's software.
Engage employees: annual employee engagement survey.	Conduct projects with ethics, compliance and transparency: governance, ethics and compliance, transparency. Global compact commitment.	
Involve employees: NPS customer satisfaction indicator included in remuneration.	Act in favour of sustainable purchasing: ethical and legal tools integrated into contracts by type of supplier or partnership. Assessment of supplier dependence.	
Provide a fulfilling working environment: working time, working from home, communication, monitoring of psychosocial risks.		

2 Employer commitment: attract, develop, mobilise and retain engaged talent



In the global context of the COVID-19 pandemic and its social and economic impacts, the true importance of Employer commitment was fully evident in 2020.

Accordingly, Axway's commitments to its employees were fulfilled, and the Company furthered its responsible commitment to attract, develop, mobilise and retain engaged talent.

The value creation cycle operates continuously between Axway's employees and all stakeholders in its ecosystem. They learn from each other's experiences.

Through their cultural and geographic diversity and wide range of professional experiences, the men and women who work for

Axway across 17 countries contribute to skills development for the Company and its stakeholders. Axway's collaborative working method at international level fosters a commitment to action, innovation and collective initiative.

Axway's teams are present worldwide and attentive each day to the new requirements of the Company's 11,000 customers. They share and develop their skills and acquire new skills, while constantly offering new practices and experiences which enrich Axway's talent.

In 2020, Axway's teams took on new challenges and continued to develop their skills, drawing on their agility and their commitment.

2020 Key Human Resource figures

Workforce

With nearly 1,900 employees in 17 countries, Axway has confirmed its position as an international player able to act locally for its Customers, Partners and Society.

Axway's total workforce at 31 December 2020, including both fixed-term and permanent contracts

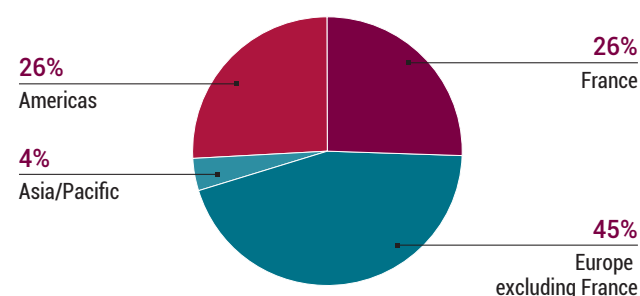
	2020	2019	2018
Total workforce	1,888	1,885	1,848

Payroll (including social security contributions)

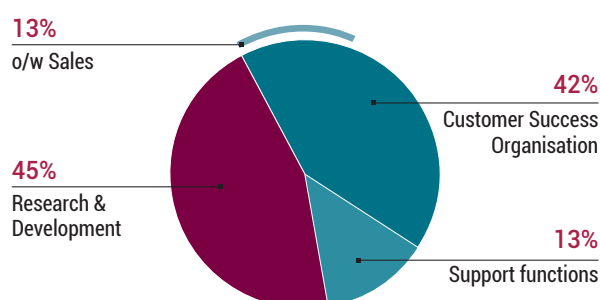
in millions of euros

	2020	2019	2018
Payroll	197	196	177

Workforce by geographical area



Workforce by area of expertise



Seniority of employees

Average seniority

2020	2019	2018
7 years	7 years	7 years

Seniority is higher in France, 10.1 years in 2020 and 2019 compared to 9.1 years in 2018; and lower in Bulgaria and Romania with 4.9 years due to a higher turnover. In North America, seniority stood at 6.3 years in 2020.

Average age of employees

2020	2019	2018
41	41	40

Greater feminisation of the workforce

2020	2019	2018
29.0%	28.8%	28.0%

The feminisation of the workforce improves year-on-year at a relatively slow pace. This trend is common to the entire IT sector, both in companies and schools. We are pleased to be above the averages listed below for the digital sector, but we will maintain to improve where possible.

By comparison, according to the professional trade organisation, *Syntec Numérique*, women represent on average 27.9% of the workforce in the digital sector compared to 47.6% in the wider economy (source: Quatrat Etudes HR observatory).⁽¹⁾

According to *Talents du Numérique*⁽²⁾, Women & Science section, December 2019, training sectors remain selective. In IUTs (University Institutes of Technology), women represented 40.3% of all DUT technical diploma students, but only 9.4% in IT. Engineering schools had a greater percentage of female students (27.1%).

Women in management positions

Depending on the country, women hold on average 28.8% of executive and senior management positions at Axway. Axway's Board of Directors comprises 6 women (43%) and 8 men (57%). The Executive Committee has 9 members, including 2 women (22.2%).

(1) <https://syntec-numerique.fr/actu-informatique/place-femmes-dans-economie-numerique-pour-dernier-petit-dejeuner-numerique>

(2) *Talents du numérique*: <https://talentsdunumerique.com/>

An ongoing commitment to integrating people with disabilities

At 31 December 2020, people with disabilities represented on average 1.7% of Axway's employees in France.

Axway was party to the agreement in favour of the employment of people with disabilities, signed by Sopra Stéria for the benefit of all companies in the Group's Economic and Social Unit (ESU) and applicable until 31 December 2019.

In 2020, Axway pursued its commitment promoting persons with disabilities according to the same minimum provisions as those contained in the previous agreement. Then, in December 2020, Axway signed the new Sopra Stéria group agreement, which came into effect on 1 January 2021 for a period of 3 years.

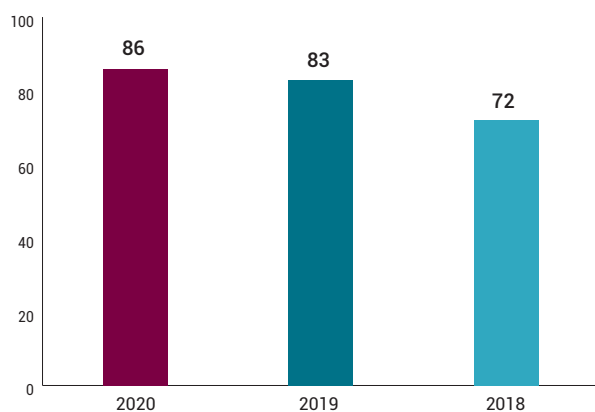
	2020	2019	2018
Percentage of employees with disabilities (France scope)	1.7%	1.5%	1.5%

The employee survey participation rate of 86% and the 11-point increase in employee engagement to 69% are key measurement inputs in steering Axway's project.

Survey methodology: under the methodology, a baseline participation of 30% of employees invited to respond is needed for the survey to be representative of the employee voice. 65%

CHANGE IN EMPLOYEE ENGAGEMENT

% participation in the internal survey



Employment in 2020 in the COVID-19 context

Despite the complicated global context, Axway did not use the furlough measures made available by the different governments, in particular, in France, the United Kingdom and Germany.

However, the Company supported employees in France who asked to go on furlough to look after their children. Nine employees went on furlough in May and June 2020 for a total of 483 hours.

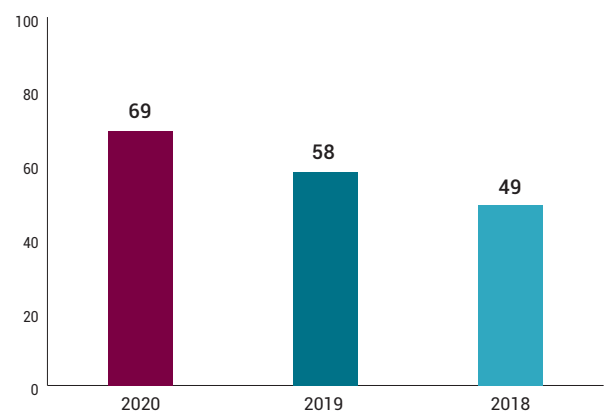
Employee engagement

Each year, employees complete an "Axway Voice Survey" to measure their expectations and engagement.

	2020	2019	2018
% participation in the internal survey	86%	83%	72%
% employee engagement	69%	58%	49%

is considered a good participation rate and we were well above that target. It is recognised that for a company to achieve its goals and create a virtuous profitable circle, it needs an employee engagement rate of 60% or above 60%. This reflects the % of employees who feel positive and engaged with the companies goals.

% employee engagement



The level of employee engagement is one of the qualitative criteria considered when determining the Chief Executive Officer's variable compensation.

2.1 Attract talent as diverse as the world around us

The software publishing industry, by its global dimension and international training and expertise standards, recruits people from all continents and multiple cultures. On the other hand, the industry suffers from a gender imbalance that is slow to correct due to historical reasons tied to training sectors. Industry access for people with disabilities who have followed a university or professional computer science course is steadily improving.

In terms of profiles, while the majority of Axway's activities require technological and IT systems engineering skills, the challenges of digital transformation also require new expertise and open up new opportunities.

The new sought-after profiles include:

- digital graphic design professions to improve product design;
- gaming and learning through gaming professions to optimise the user experience;
- professions specialising in digital transformation consulting and collaboration expertise;

To support the transformation, Axway has strengthened its position:

- by creating the "curriculum architect" business within Axway University to structure and develop training programmes for customers, partners and employees;
- by opening Axway's innovation and technological co-creation lab, the Griffin Lab, to employees, partners and customers;
- by developing its marketing strategy around "Lead-generation" sales opportunity detection tools, using notably social networks, websites, mobile applications and other digital tools such as collaborative platforms.

Finally, Axway's management approach promotes strong flexibility between jobs and transparent managerial communication to share and explain strategy, involving teams through more collaborative methods.

2.1.1 Major talent recruitment actions in 2020

Axway recruited **247** new employees in 2020, compared to 308 the previous year. On the other hand, fewer employees left Axway in 2020 than in 2019. Given the health context, all candidate interviews were held remotely.

Number of people recruited

2020	2019	2018
247	308	392



% of women recruited: 28%

2020	2019	2018
27.9%	29.2%	32.0%

Engineers: still a highly sought-after profile

In a sector where the number of available positions is far higher than the demand in many countries, there is still significant competition for job offers.

In 2020, Axway continued to be attractive, with 247 new hires, all recruited through remote interviews adapted to the health context.

All 247 new hires started their employment working from home.



The turnover rate for 2020 continues the decline seen over the past years finishing at 13.6%, which is positive compared to market averages.

Turnover

	2020	2019	2018
Overall turnover	13.6%	17.4%	21.6%

Recruitment by geographical area

	2020	2019	2018
Europe excluding France	50%	56%	49%
France	18%	18%	17%
Americas	27%	23%	29%
Asia/Pacific	5%	2%	5%

Research & Development skills in Bulgaria and Romania were supplemented by grouping together teams by technology field. This led to a decrease in the replacement of employees working on products in the United States. The 2020 increase in recruitment in the United States was attributable to a higher replacement rate, due to a greater number of departures than in other countries and specific investment in profiles with recognised API expertise.

At Axway, we believe that an environment that welcomes individual differences increases innovation and openness, enabling more rewarding customer experiences and employee career paths.

We wish to reflect the diversity of the world around us and the variety of genders, ages, experiences and cultures which strengthens Axway and enables it to better meet its challenges.

The average age of employees recruited is 36



Breakdown of recruitment by age group	2020	2019	2018
% of seniors recruited			
Over 40	33%	34%	23%
o/w between 50 and 55	4%	12%	10%
o/w over 55	5%	5%	5%

The average age of employees recruited in 2020 was 36, stable over the past two years.

96% of recruitment on permanent employment contracts



By recruitment contract	2020	2019	2018
Fixed-term Employment Contracts	4%	4%	5%
Permanent Employment Contracts	96%	96%	95%

Axway recruits almost exclusively on permanent contracts, except for temporary replacements. The share of permanent employment contracts increased in 2020 despite the unprecedented global economic context.

Given the nature of Axway's business, almost all new hires are from higher education institutions in the case of the most junior employees. For more senior level hires, professional experience is preferred over initial academic training. This also varies greatly from country to country.

A "learning" company for young talent



	2020	2019	2018
Interns	6	15	9
Work-study/apprenticeship	22	24	20
Hiring at the end of the apprenticeship	2	4	2

(France scope)

In 2020, while the integration of interns and work-study students was complicated by working from home, Axway successfully maintained the positions proposed.

For several years, Axway has been developing a programme to attract young talent through numerous initiatives. The Company contributes to the employment and qualification of young people through partnerships with schools and the recruitment of young interns, work-study students or apprentices with engineering, sales or functional (finance, marketing, communication, Human Resources, etc.) profiles.

These measures include:

- **relations with schools:** in conjunction with 10 universities and engineering schools in several countries, Axway participates several times a year in school forums to attract students and offer numerous internships each year. Axway also uses specialised recruitment platforms;
- **work-study and apprenticeships:** Each year, Axway offers work-study or apprenticeship contracts to a large number of young people, many of whom are offered employment contracts at the end of their apprenticeship or work-study period;
- **3 years/3 professions programme:** In 2020, Axway continued its "3 years/3 professions" programme during which work-study students and apprentices successively discover the Research & Development, Services and Customer Support professions. Created in 2015, this programme has already welcomed 17 work-study students. In 2020, three students from this programme were hired by Axway at the end of their apprenticeship period. Nine students participated in this programme in 2020.

Axway entered into a partnership with a European recruitment platform that provides solutions for career services for higher education institutions. Axway has a dedicated page on this platform where it posts internship and job offers for young graduates.

Promote referral and encourage Axway employees to be its ambassadors

Axway has developed an attractive referral programme, encouraging Axway employees to propose to members of their network to join the Company.

This referral policy, applied in all countries where Axway operates, nevertheless slowed down significantly in 2020 due to the health context.



2.1.2 2020 Recruitment Strategy and Commitment

In 2020, thanks to its Talent Acquisition team located in various countries around the world and capable of covering all the geographic regions where it operates, Axway recruited a variety of profiles, mainly engineers and sales staff.

The partnerships entered into with the specialised platforms help strengthen Axway's employer brand and visibility as an employer of choice.

2.2 Develop the talents of each employee in a stimulating environment



2.2.1 Major talent development actions in 2020

A total of 24,176 hours of training were provided in 2020 to 2,292 employees⁽¹⁾, i.e. an average of 1.5 days per trained employee.

	2020	2019	2018
Total number of training hours	24,176	30,900	36,934
% of e-training	93%	58%	33%
Number of employees trained ⁽¹⁾	2,292	2,194	N/A
Average number of training days per employee	1.5	2.0	N/A
Number of interns trained ⁽²⁾	20,142	14,011	17,035
Training - co innovation Hacking weeks	N/A	5	N/A
Dedicated training intranet space	yes	yes	yes
Employees having a career interview every 2 years	yes	yes	yes
% of employees having a career interview	96%	98%	N/A

(1) including employees who left the Company during the year, but who had taken a training course.

(2) employees who took several training courses during the year are counted several times.

Develop employability and skills with Axway University

Axway University is Axway's major development centre. In 2020, its organisation was strengthened by the recruitment of new experts in educational engineering and the team was reinforced in particular in training module production. The offering has been professionalised to focus on the activities critical to Axway's success: technical expertise, increasing the skills of the sales teams, personal development and management.

More and more training courses are digital. Axway University set up a new e-learning platform, *Learning Management*

System - LMS -, which helped maintain a high level of training. Training could be organised for customers, partners and employees despite the 2020 health constraints. Depending on the subject, training may be optional or mandatory. The digital format, which requires short, dynamic sequences, represented 93% of training hours in 2020. Sessions can be accessed from the new platform and are integrated into Axway's "Jive" internal social network. Employees have access from their usual work tool and choose from a wide range of courses that they can use as they wish, according to their needs.

Learn and succeed through customers: Sales Enablement

The use of Axway's solutions by customers is fundamental to the Company's success. All Axway employees contribute to building a customer-focused culture in all projects in which they participate.

If they do not work directly with customers, employees can obtain customer feedback through the permanent monitoring of customer satisfaction organised by the "Customer Success Organisation".

Due to the emergence of Subscription models, which change the way customers use Axway's solutions, the Company has deployed a training module on assessing customer satisfaction: the *Net Promoter Score* - NPS - module. This module is taken by all Axway managers and most teams, whatever their function. A total of 1,548 employees have been trained since the launch of this initiative.

In addition, for the last three years, the NPS customer performance indicator has been added to the criteria for determining the amount of variable compensation for eligible employees, as detailed in Section 3.3.1 of this chapter.

These various initiatives place customer satisfaction at the heart of Axway's strategy and make all employees active participants in this approach.

Stimulate innovation and experimentation in internal competitions

The Griffin Lab

The Griffin Lab is Axway's innovation and co-creation laboratory, open to all employees, customers and partners.

In April 2020, via the Griffin Lab, Axway cooperated with other European companies in the #EUvsVirus hackathon organised by the European Commission to find solutions during the first wave of the pandemic. Axway therefore contributed directly to two innovative solutions in the "Health & Life" and "Social & Political Cohesion" categories. Axway therefore provided its platform and support to all participants -21,000 people with 140 nationalities from 800 companies - during this hackathon. (<https://blog.axway.com/events/euvsvirus-hackathon>).

Internal mobility for continuous learning

	2020	2019	2018
Internal transfers	371	110	326

To meet the expectations expressed by employees in the first employee engagement surveys, Axway pursued its voluntary internal mobility policy for all employees in 2020.

All job offers (excluding exceptionally confidential jobs) can be viewed by all employees. Indeed, by going to the internal network's Make your Move "MY Move" Career page, each employee can access the internal application management portal. In addition, every Friday, the internal newsletter publishes three new offers to give them special visibility.

The internal mobility policy and the rules for benefiting from it are available in various formats and distributed on a regular basis.

371 employees moved internally in 2020, either via a promotion or a change in position. The 2019 published figure did not include employees whose job title or code had changed, contrary to 2018 and again this year.

In addition, employees are encouraged to promote available positions at Axway in their own network, through the referral programme presented in the recruitment section of this chapter.

Appraisal for progress and growth

- **The Talent Review approach:** for the second year in a row, Axway set up and carried out a global talent review (96% of the total workforce) to appraise and discuss the performance and potential of each employee. Carried out collectively and shared by managers and Human Resources managers, this annual exercise, which replaces the former annual assessment interview system, makes it possible to identify key talents and the development and training actions necessary for the development of each employee.

This new system is part of the adoption, at the end of 2019, of a global approach to continuous performance management based on ongoing dialogue between employees and managers.

- **The professional interview:** since 2014 and in accordance with the law, Axway has also conducted - in France - a professional interview every two years. This meeting between the employee and a Human Resources professional allows the employee to consider his or her professional development paths, both in terms of qualifications and employment and provides an opportunity to discuss his or her aspirations.

Benefits of the Axway community: 2020, stay close

Axway's teams in 17 countries can share Company events via the "Jive" internal social network, internal newsletters and on-site events.

- **The "Jive" internal social network:** a day-to-day tool for exchanges between employees, Axway's internal social network is accessible from any electronic device, anywhere in the world. It is aimed at all employees and it is the Company's internal space for discussions. Organised by spaces and communities, it provides a range of services: internal resources, employee information, tools, customer references and product catalogues.

The internal social network reflects the life of Axway's sites in "posts" and pictures as the days go by.

In 2020, the Jive internal network was key to communication between Axway's employees. New communities spontaneously emerged and not only maintained social links between colleagues, but also forged relationships between employees from different countries and business lines.

In addition to the internal social network:

- **The Griffin Digest:** this weekly internal electronic newsletter distributed by the Human Resources Department, whose name echoes the griffin of the Axway logo, is sent every Friday to all employees, regardless of their geographical location or the entity to which they belong. It includes Axway news, communicates on current projects and proposes links to documents and blogs available on the corporate social network. It is published in English, which is Axway's working language;
- **The Friday Customer Connection letter:** this is distributed by Axway's CEO, who presents a signature or customer reference to all teams each week, in the form of a few lines. It is a popular channel for gaining a better understanding of how customers use Axway's solutions;
- **Communications issued by Executive Management and the various members of the Executive Committee:** these increased in 2020 to inform employees, support activity and employee morale and share decisions;
- **Executive Roadshows, introduced in 2018:** these on-site visits by one or more Executive Committee members were performed remotely and enabled the Company's strategy to be shared with employees and employees to discuss issues directly with Executive Management.

Develop managerial power

In 2020, Axway continued the Objectives and Key Results - OKR - approach, which enables Axway to collectively manage the performance of its teams by defining strategic objectives by business line and even key results that are shared on a quarterly basis.

In order to deploy the continuous performance management approach to all employees, the Company has designed training modules to introduce teams to these concepts.

Complementary to this approach, the Conversation/Feedback/Recognition - CFR - system encourages ongoing dialogue and regular feedback between managers and employees throughout the year.

These training courses were continued during 2020 and attended by 295 employees.

2.2.2.2 Offer a fulfilling work environment



In a company where employees are the most valuable resource, the well-being of each employee is essential. Other than the ethical expectations mentioned above, a good work-life balance is a considerable asset for employees. Several systems are presented here, including the most significant.

The opinion expressed by Axway employees on their work environment is also covered in the annual engagement survey in Section 3.2.3 of this chapter.

	2020	2019	2018
Total percentage of employees working part-time	1.8%	2.1%	2.0%
Percentage of employees working from home during the COVID-19 crisis	100%	N/A	N/A
Number of days worked from home by employee (per month and in France)	N/A	5 days	N/A
Number of employees working from home in the USA (as an annual %)	N/A	33.5%	N/A
Good practice information on working from home (% of employees)	100%	N/A	N/A
Collective bargaining agreement	yes	yes	yes
Employee training manual	yes	yes	yes

Make working time and patterns more flexible



Employees on part-time contracts: 1.8%

For each of its subsidiaries, Axway complies with its legal and contractual obligations concerning working time. Working time is determined based on local requirements and activities. In most of the countries where its employees work, Axway is affiliated to a collective agreement: in France, Axway Software SA implements the French National Collective Agreement for technical design and engineering offices, engineering consultants and consulting firms.

In 2020, 1.8% of Axway employees worked part-time, mostly within the scope of parental leave.



Standard working from home system in France: 5 days per month.

In the USA: 33.5% of employees work from home.

In 2020, 100% of employees worked from home

Even before the international context of the COVID-19 pandemic, the "Home Office" system was extensive in the United States. 33.5% of employees were already working from home. The home office system is based on collaborative tools accessible to all employees: video conferencing, secure data sharing, internal social network. It also encourages an optimisation of business travel through remote meetings.

In France, a "Home Office" company agreement allowing remote working was signed in 2018, allowing employees to work the equivalent of five days a month (full or half-days) outside the Company premises – at home or in a private space.

In 2020, all employees worked from home. In March 2020, Axway asked all its employees to work from home, including in countries where lockdown measures had not been imposed. From the lifting of lockdown in Europe in the Spring to the end of 2020, all employees, in accordance with the recommendations issued by the various governments, were able to return to the office on a voluntary basis, while complying with the rules implemented at each site.

The return to the office and its monitoring was facilitated by the roll-out of The GRIFFIN App, developed using our technologies. The source code for this app has since been published.

Additional days leave

At Axway, additional days leave are granted based on several criteria: seniority, age, family situation or personal events in order to improve each employee's work-life balance. For example, this represents on average five days per employee in France.

Maintain low absenteeism

Absenteeism remains very low at Axway and is mainly linked to family events.

As detailed above in this chapter, from 15 March 2020, Axway asked all its employees to work from home and no longer go to the office. The absenteeism rate could not therefore be calculated for this fiscal year.

	2020	2019	2018
Absenteeism rate - France	N/A	2.72%	2.42%
Sickness	0.96%	1.21%	1.70%
Number of workplace accidents/occupational illness	0.01%	0.04%	0.00%
Maternity-Paternity-Adoption	1.00%	1.33%	1.16%
Family events	0.07%	0.10%	0.11%
CIF (individual training account)	0.02%	0.04%	N/A

* France scope.

Encourage a healthy, balanced and engaged lifestyle

Axway is committed to providing its employees with a safe and healthy workplace. For several years now, Axway has implemented a well-established health and safety policy.

At Axway Software SA, a Health, Safety and Working Conditions Committee (CHSCT) was involved in its coordination, in close collaboration with occupational physicians and site managers, until the appointment of the Social and Economic Committee (SEC) in October 2019.

Since 15 March 2020, the France Human Resources Department has discussed developments in the situation and all related measures with employee partners, keeping them informed.

Beyond regulations, the collaborative working model adopted by Axway is accompanied by careful attention to premises where employees work and meet. These are welcoming, sometimes fun places that encourage shared time involving unified themes. In 2020, certain employees, particularly in France and the United States, spontaneously formed online sports, instant messaging and regular discussion groups that are still ongoing.

In 2020, many employees, who were unable to participate in these events, took part in organised digital challenges such as Téléthon in France, by running distances and donating online.

Training and information on the quality of work life

Depending on the year, Axway proposes training modules or communicates information in the following areas:

- Health and safety programmes;
- Installations and equipment;
- Physical and psychosocial risks;
- Health coverage;
- Good health practices – Healthy Week;
- Health and safety intranet space.

2.3 Mobilise talents: strengthen equality within teams



2.3.1 Key figures and major actions in 2020 to strengthen equality

Identify employee expectations and engage in close dialogue

Annual engagement survey

Conducted in October 2020 for the fourth year running, the employee engagement survey is a key management tool for measuring their engagement and for Company management, as well as an opportunity for employees to raise issues.

With an employee participation rate of 86% in October 2020, this survey helps Axway management measure progress achieved since the previous edition.

The employee engagement rate largely exceeded the 60% objective, reaching 69% for the 2020 edition, an 11-point improvement on 2019. This excellent score can be partly explained by the range of employee support measures deployed throughout the year in response to the pandemic, but especially by the numerous global and local initiatives rolled out since 2018.

It should be noted that Axway granted an additional day's leave to all Group employees on 22 May 2020, to thank them for their involvement in the business: the "Axway Thank You Day". It was particularly appreciated.

Employee engagement indicator	2020	2019	2018
Employee internal survey	1	1	1
Internal survey participation rate	86%	83%	72%
Level of employee engagement	69%	58%	49%
Questionnaire including environmental and societal questions	yes	yes	yes
Survey on working from home expectations	1	-	-
Customer satisfaction criteria included in employee compensation	yes	yes	no
Employee engagement criteria included in the Chief Executive Officer's compensation	yes	no	no
Executive Management communication on strategy: number of events organised	yes	yes	yes
Executive Committee member internal roadshow	yes virtual	yes	N/A
Working group following the internal survey	yes	yes	-
Seniority bonus	yes	yes	yes



Internal survey: 86% participation and 69% engagement.

Axway has organised an engagement survey every 12 to 15 months since 2016, called the "Axway Voice Survey".

The objective is not only to regularly measure employee engagement and identify global and local areas for improvement - by country, but also to deploy related action plans. This dialogue is based on the survey, as well as:

- focused working groups by community led by the employees themselves;
- full result reports released on the corporate internal network by the Chief Executive Officer or Executive

Committee members on results presentation meetings and action plans to be deployed and blogs on the Jive internal social network;

- internal roadshows by Axway Executive Management members, conducted this year by video conference and open to all employees, although by geographic area for the different time zones. In 2020, these roadshows enabled both the strategy to be shared and employees to be kept informed of measures implemented in response to the pandemic. In particular, members were given the opportunity to meet with employees and maintain the social link between employees required to work from home.

Future of work survey

Widespread working from home in the 2020 global economy also led Axway to open wider and more long-term discussions on new working practices and conditions.

In November 2020, Axway sent a “Future of work” survey to all employees. This survey supports discussions on good practices and systems that could be proposed in the longer term to meet employee expectations. Its goal is to always contribute to improved well-being in the workplace and a better work-life balance.

2.3.2 Foster equality

Committed to its ethical rules, in particular vis-à-vis employees, and in accordance with local regulations in each of the countries where Axway is located, the Company complies with non-discrimination principles. The main ones are described below:

Non-discrimination on hiring

Recruitment and promotion of women in the digital sector

- In 2020, 27.8% of those who joined Axway were women.
- In the USA, Axway is an Equal Opportunity Employer (EOE): <https://www.eeoc.gov/employers>.

To promote women in the digital sector, Axway entered into a partnership with the Professional Women’s Network - PWN-, a women’s network with a strong presence in Europe (Paris, Berlin, Dublin, etc.) and enabled a dozen female Axway employees to benefit from the events.

Equal pay for equal work:

- in France, Axway publishes each year the gender equality index introduced by the Ministry for Labour <https://travail-emploi.gouv.fr/droit-du-travail/egalite-professionnelle-discrimination-et-harcelement>
- in the United States, Axway complies with the Equal Opportunity Employer programme: <https://www.eeoc.gov/employers>

Respect-for-all training and awareness-raising:

Training initiatives notably include anti-harassment training. Other ethical tools and training are presented in Section 3.3.2 of this chapter.

	2020	2019	2018
Gender equality index in France	79/100	75/100	77/100
% of women in a managerial role in France	29%	N/A	N/A
Equal Opportunity Employer commitment in the USA	yes	yes	yes
Anti-harassment training	yes	-	-

Remain attractive to seniors

Across all Axway locations, employees are recruited without distinction as to age, young graduates, more experienced individuals or senior staff, and Axway facilitates the integration of seniors and develops their employability throughout their career.

Recruitment figures for seniors are given at the beginning of this chapter.

Promote the employment of people with disabilities by raising awareness and understanding

Axway’s Mission Handicap in France offers personalised support to all employees with disabilities. This initiative enables them to benefit from specific arrangements – ergonomics, equipment, organisation of working time, etc. – and to be accompanied through all the administrative procedures necessary to have their status as disabled workers recognised.

At Axway in France, a disability officer and a Human Resources department manager are responsible for supporting employees who are personally or indirectly dealing with disability.

Axway also offers employees with disabilities in their family circle the status of “close carer”. This gives them access to financial support, flexible working hours and adjustments to their working conditions.

A specific disability awareness module was developed by Axway University to inform employees about the reality of employing people with disabilities.

2.4 Recognise and sustainably retain talent



Average seniority: 7 years

Build loyalty in a long-term project

Axway's objective is to write a shared employee/Company history. This shared history is already visible in the average seniority of men and women at Axway - 7 years – in a volatile employment market.

Recognise and celebrate employee loyalty

At Axway, employee loyalty is rewarded. Employees who have been with Axway for 3, 5, 10, 15, 20, 25, 30, 35 or 40 years are honoured for their loyalty to the Company during a friendly event, an initiative held at all Axway sites and shared on Jive, the internal social network. 432 employees were honoured in 2020.

Example compensation items specific to Axway

	2020	2019	2018
Variable compensation tied to Company performance depending on the position held	yes	yes	yes
% of employees receiving variable compensation tied to customer satisfaction: NPS	60.0%	58.9%	58.8%
% of employees receiving profit-sharing - France	100%	100%	100%
Number of shares granted to employees under the annual plan	-	200	-

* Applicable to all Axway France employees with at least 3 months' seniority in the fiscal year, or at the date of departure or in the event of contract termination.

Become an Axway shareholder: the Free Share grant programme

In order to involve its employees even more closely in the Company's transformation project, Axway introduced two free share grant plans. The first plan was launched in 2012 following the Company's IPO. The second plan was launched in 2019 with the grant of 200 free shares to all Axway

Pay according to attractive financial and social conditions

The Axway compensation policy reflects industry practice, according to the country of business, and also the assessment of the performance and potential of each employee. Employees are encouraged to build and develop their own potential within the Company.

In 2020, as in previous years, Axway paid salary increases in accordance with a policy of individualisation, applied in a fair and identical manner in all countries where Axway operates.

In France, employees are eligible for profit-sharing according to the provisions of an agreement signed for the period 2018-2020 as well as a Company Savings Plan.

In accordance with the law and best practice in each country, Axway also takes part in retirement and pre-retirement schemes, as well as occupational-insurance schemes covering its employees for various additional contingencies, beyond the regulatory provisions imposed by the different countries.

employees active at that date, subject to the condition that they remain employed by Axway for a period of three years.

At the end of December 2020, Axway employees held 1% of the Axway share capital.

The free share grant plans are described in Chapter 4, Section 4.4.5 and the breakdown of the share capital is presented in Chapter 7, Section 7.2.3 of the 2020 Universal Registration Document.

2.5 Social progress goals for 2021

Axway constantly implements an improvement process, with both short and long term goals, to develop its employer responsibility in line with its customer commitments and its strategy.

At the end of 2020, Axway gave consideration to new working methods by conducting a Future of Work survey among all employees.

In 2021, collaborative efforts were also launched to determine a common framework for the Company as a whole, based on new working practices, flexibility and working on-site and from

home, while tailoring the Axway strategy to employee expectations.

There are two objectives to this approach:

- further improve employee engagement, which is key to the Company's performance;
- boost Axway's appeal as an employer.

The overall framework will be applied across the Company but adapted according to local specific requirements.

3 Societal Commitment: establish our digital responsibility with our stakeholders



In 2020, Axway renewed its commitment to the United Nations Global Compact.

In 2020, Axway gave further thought to its responsible societal commitment.

Using a materiality analysis, Axway set up new relevant indicators presented here by stakeholder.

Axway's societal commitment focuses on two areas:

- **Axway's commitment** to its stakeholders and in its ecosystem, to establish its digital responsibility as software publisher at the crux of digital transformation;
- **Initiatives by employees** living and working in the various countries where Axway operates and who are involved in local societal programmes.

With the acceleration of digital transformation and as a software publisher, Axway assumes its responsibility to its internal and external stakeholders within its ecosystem.

3.1 For our customers: support digital transformation in complete security



Using the system and tools, and adopting a customer-centric mindset, all of Axway's teams focus on innovation and customer satisfaction.

The Axway Customer Success organisation

The Customer Success organisation, which is central to the Axway business model, as described in the profile of the 2020 Universal Registration Document, represented 42% of

Compagny employees in 2020.

Its goal is to maintain a permanent dialogue with customers to propose tailored and scalable solutions and services in line with their expectations.

This department is managed by the Chief Customer Success Officer, a member of the Axway Executive Committee and metrics are presented each year to the Board of Directors and the Ethics Committee.

Measure customer satisfaction

The **customer satisfaction indicator** set up at Axway in 2016 is based on the NPS *Net Promoter Score* method. Incorporated into the Axway risk management process, it is used as a performance indicator for the variable compensation of certain employee categories and the Chief Executive Officer (see Chapter 4 of the 2020 Universal registration document).

The NPS indicator measures the satisfaction of 3 customer categories: Detractors, Passive, Promoters. It is built around:

- an iterative process: a closed-loop customer feedback survey, ensuring dialogue with all customers throughout the year and over the long term;
- customer management tools: Customer 360° dashboard... "Customer success plans" etc., which reinforce this dialogue, provide follow-up reports and update marketing databases to launch campaigns, meetings, training courses, etc.;
- customer expectations which fuel Axway software design and Research & Development.



The Customer Satisfaction Indicator, Net Promoter Score, has risen 38 points since its creation 4 years ago.

The **main customer expectations** measured by the system cover the following concerns:

- software quality;
- software performance during installation and for the Company's business;
- customer support;
- security;
- software scalability.

These measurements drive the Axway software design and development strategies.

Tailor customer dialogue

During the COVID-19 period in 2020, the customer engagement strategy also enabled Axway to adapt its means of communication:

- all customer events became virtual, shorter but more frequent;
- selective studies and questions helped assess well-being in customer relationships;
- the on-line Axway Customer Community was expanded;
- the Syncplicity app was made freely available, securing document sharing;
- a "virtual contact" training course was launched to share good practices in video conferencing;
- the "Griffin" office booking app was proposed in open source format.

Train and share skills

The expectations identified in customer surveys are used to build training programmes for both Axway and customer teams.

Organise a corporate responsibility assessment of the responsible system by external organisations



The Ecovadis label

In 2020, Axway organised the assessment of its corporate social responsibility approach by the EcoVadis platform to encourage transparency and trust by customers and business partners.

Bringing employees, processes and the platform together, EcoVadis implemented a broad-spectrum CSR assessment methodology covering 150 purchasing categories, 110 countries and 21 CSR indicators. This is the leading collaborative platform evaluating suppliers' sustainable development performance for global supply chains. EcoVadis has become a trusted partner for buyers at a significant number of multinational companies.

Axway retained its Silver label rating, with an improved score of 60/100 compared to 54/100 last year.

Axway also answered customer questionnaires via other independent external organisations such as AFNOR for the Aceso platform.

Support co-development



There are an increasing number of co-development or co-innovation projects bringing together a customer, a start-up and a public organisation or society. The development of mobile apps to which Axway contributes data helps offer new services to general public users.

Axway Griffin Lab

The Griffin Lab is Axway's technological innovation and co-creation laboratory, via which Axway participated in the #EUvsVirus hackathon organised in April 2020 by the European Commission to find solutions during the first wave of the pandemic. Axway therefore contributed directly to two innovative solutions in the "Health & Life" and "Social & Political Cohesion" categories. Axway provided its platform and support to all participants - 21,000 people with 140 nationalities from 800 companies - during this hackathon. (<https://blog.axway.com/events/euvsvirus-hackathon>).

3.2 With our employees: develop talent

The commitments, Human Resources strategy and responsible indicators pertaining to employees are detailed in Section 3.1.1 of this chapter.

Societal initiatives undertaken by (or with) employees



Axway employees live and work in 17 countries where the Company operates. The men and women of Axway therefore become involved in societal initiatives individually, or as part of a professional project, or simply between colleagues.

These initiatives are often supported by Axway's management or People & Culture department. The following are just some of the initiatives pursued in recent years:

Themes	Example initiatives	Mechanism
Diversity	Support for women's projects Partnership with a major women's network	Elles bougent PWN
Education	Raising digital awareness of young girls Donations programme	FACE Foundation Wi-Filles programme Sounds Academy USA
Fight against discrimination	Odyssea Solidarity Race and Stand – fight against cancer France (cancelled in 2020)	Odyssea
Culture & Education	Cultural Subscription Economically responsible gifts for shareholders	100 beneficiary shareholders 2 associations
Reduced inequality	Awareness-raising for the integration of people with disabilities ESAT* France supplier of supplies	Hand Digital e-learning, survey, contest
Dignity of the human person	Support programmes for children in hospital	Phoenix Children's Hospital Ignite Hope

* Établissement et Service d'Aide par le Travail, Vocational Rehabilitation Organisation for people with disabilities.

Example initiatives by Country

In Bulgaria

- **Pletchica:** Campaign for recycling textiles and tackling textile waste. Very old traditional technology is used for textile processing, transforming it into yarn. Using the recycled yarn, we make wonderful and unique interior objects such as pouffes, pillows, rugs and many more items. The campaign consists in collecting and recycling textiles and giving them a second life. The most important goal of this campaign is to reduce the consumption of natural resources via recycling. We placed special baskets in Axway's premises for collecting T-shirts and jeans.
- **Caps for the future:** this campaign consists in collecting plastic caps for recycling. The money obtained goes towards purchasing incubators for premature babies and special ambulances for children. Dedicated collection areas have been set up on Axway's premises. The caps are collected twice a year and the programme is supported by communication campaigns.

New initiatives in 2020

- **Office equipment donations:** during the refurbishment of its premises, the Axway team donated office equipment to two schools in Sofia, an NGO and the St. Nikolay orphans' home at the St Trinity monastery in Novi han. In total, around one hundred desks and chairs were donated.
- **December 2020 Big Tech Run:** Axway Bulgaria is heavily involved in all sorts of business and leisure promotion campaigns for various causes. In December 2020, the Axway teams took part in the virtual Big Tech Run with 21 runners. The profits from the run go towards supporting mountain rescue services.

In Ireland

In 2020, the Axway Ireland teams were unable to conduct as many campaigns. However, several initiatives were undertaken despite the health context:

- **Christmas at St. Vincent De Paul** - Axway Ireland employees made on-line contributions to offer Christmas presents to needy children and families;

- **Bike to Work scheme** - a government tax incentive scheme enabling employees to purchase bicycles at reduced prices in order to exercise.

In Romania

- **Aura Ion, Martisor**: donations were collected for families who are assisted by the Aura Ion Association backed by the hand-made production of the traditional *Martisor* brooch by children. The donations were used to provide underprivileged families with basic necessities (hygiene and food products). A portion of the donations was also used for school supplies.
- **Carousel**: Axway employees donated warm clothing (winter coats, pullovers, hoodies, etc.) to the homeless via the Carousel NGO.
- **Fresh fruit for hospitals**: Axway donated approximately 540 kg of fresh fruit to the medical entities of eight hospitals in Bucharest, during the three-month crisis period.

In France



- **The FACE foundation Wi-Filles programme** was chosen to support the digitisation campaign with Axway individual shareholders. Wi-Filles is a programme to introduce young girls between 14 and 16 years old to digital uses, jobs and skills. It encourages young girls to further their understanding of a future with digital, develop their independence and their ability to act and take control of their education and career. (<https://www.fondationface.org/projet/wi-filles/>).



- **Professional Women's Network**, a European women's network with 700 active members in Paris, 4,000 members in 30 cities, present in Dublin, Rome, Berlin, Madrid, etc. It promotes women engineers who transmit their passions and wish to encourage vocations. The partnership concluded with PWN and Axway enabled 12 female employees from Europe to participate in discussions organised by the network and thus raise awareness of

Axway. The Axway Human Resources Director facilitated a roundtable discussion on gender diversity during the organisation's annual congress on 7 October 2020.

- **2020 digital telethon** Kilometres for charity and individual donations.



- **Elles bougent**, which promotes female engineers who pass on their passion for their profession and generate interest in the career for young women.



- **ADIE**: five-year partnership with ADIE - a non-profit association - to which Axway supplies software. This association helps people marginalised in the labour market, without access to the traditional banking system, to set up businesses and thus create their own jobs, via the use of microcredits.



- **Women Reboot** is an Irish initiative aimed at experienced and qualified women in the information technologies sector who have taken a career break. Axway Ireland supports this initiative: at the Women Hack Dublin event in November 2019, the Axway team was able to contact talented women with the skills required for the positions on offer.

In the United States

- **Blood drive**: American employees decided to set up a blood drive. This initiative was performed with Vitalant (FKA United Blood Services).
- **Walk for hospitalised children**: Axway For Angels, Phoenix Children's Hospital Ignite Hope.
- **Donations to music schools**: creation, recording and broadcast on Arizona TV of the song #BetterTogether featuring one of Axway's mottos sung by employees.

3.3 With our partners: innovate in responsible values



Axway applies its ethical and anti-corruption rules to the various partners with which it works. These partnerships are formalised at local or global level and according to the different types of agreements:

- global technology alliances to strengthen Axway's on-premise and cloud-based offerings with suppliers such as AWS and Microsoft Azure;

- integrator partners to develop solutions based on Axway products, whether through co-selling, referencing or reselling. Axway works with Digital Service Providers - DSPs - both generalists and specialists in digital transformation, on a local or global scale;

- partners for the distribution of Axway products. These resellers are particularly present in Asia Pacific and Latin America;
- consultancy firms for Axway's offerings as part of their digital transformation missions.

In 2020, Axway again strengthened its partner system, which encourages co-innovation through the creation of joint solutions via the Amplify Marketplace, and integrates marketing tools, training courses and different levels of reciprocal commitment.

Axway also measures the level of satisfaction of its partners. The *Net Promoter Score* - NPS - indicator, whose methodology and system were previously described in Section 3.3.1 of this chapter, provides essential information for working relations between Axway, its partners and its customers.

In 2020, the satisfaction survey of global partners showed very strong growth in their commitment within our ecosystem.

3.4 With our suppliers: strengthen the sustainable purchasing system



In 2020, Axway gave consideration to its supplier selection and validation tools and how to strengthen its sustainable

purchasing analysis process in line with its commitments. This information is detailed in Section 3.3.8 of this chapter.

3.5 With our shareholders: financial information transparency



Since its shares were listed in 2011, Axway has constantly enhanced its financial reporting according to best practices to ensure the equal treatment of all shareholders and inform them of financial matters in complete transparency. These practices are primarily based on the following processes:

- adhesion to the Middlednext Code and Distribution of Governance between the Board of Directors and the Executive Committee;
- Euronext Paris listing;
- participation in the Gaïa socially responsible investment index;
- team, resources and website dedicated to shareholders and investors;
- dialogue with investors and individual shareholders;
- observance of financial reporting best practices;
- responsible dividend policy.

ESG responsible investment index: Gaïa Rating



For several years, Axway has participated in the Gaïa Rating index by providing all the non-financial data requested by Gaïa. This index designed for investors measures the social, societal, environmental and governance indicators of companies that complete the questionnaire and then selects the best 230 entities.

In 2020, Axway was ranked 29th in the index's top 70 best performances, and 6th in the category of 69 companies with revenue of between €150 million and €500 million.

3.6 With Societal Organisations: support the skills of the most vulnerable



Axway supports the initiatives undertaken by employees through organisations in society. These actions are described in Section 3.3.2 of this chapter.

Axway helps develop and raise awareness of digital professions for organisations such as:

- Syntec in France: contribution to surveys on the digital sector, workshops;

- *Talents du Numérique* “Des métiers d’avenir pour un monde à inventer”: participation in the work of this organisation aimed at promoting and developing digital innovation for all, and more vulnerable groups. <https://talentsdunumerique.com/>;
- Mission handicap: described in Section 3.2.3 of this chapter.

3.7 Deploy our ethical programmes and tools



Axway has decided to work both on a global ethics programme which drives values in the Company as a whole, as well as local initiatives in response to specific requirements in each country.

Trust in our business relationships



The Group has implemented tools to ensure compliance with its key values with the various stakeholders with which it interacts on a daily basis.

Axway relies on a **set of values** shared by its employees and stakeholders:

The Ethics charter is applicable to employees, company officers, executives as well as stakeholders with which Axway works. Its purpose is to present the key values for Axway and the legal tools that ensure compliance with these values.

Axway has demonstrated the principles underlying this charter through specific examples. Thus, an online training course built around specific cases was set up in 2018. Axway’s objective is that this training is completed by all employees. New recruits must complete it within 3 months of their arrival. Automatic reminders are sent out if necessary.

Whistle-blowing procedure

To safeguard its values, in 2018, Axway set up a whistle-blowing system respecting the confidentiality of the identity of the whistle-blower and the individuals targeted. In addition to questions concerning the application of our Ethics Charter, the dedicated email address has dealt with three whistle-blowing incidents since its launch.

Fight against corruption

Axway has adopted an active approach in the fight against corruption. Axway adheres each year to the United Nations Convention of 31 October 2003 against corruption which commits it to applying the laws in force, including anti-corruption laws in the countries where it operates. More specifically, Axway has undertaken all measures to satisfy its obligation to comply with the Sapin 2 law and continues to develop its monitoring practices and tools accordingly.

Securities Trading Code of Conduct

As a listed company, Axway is subject to compliance with the provisions of European and French stock exchange laws relating to market abuse and insider trading.

The basis of this regulation is founded on the principles of transparency and equality between shareholders and investors so that any buyer and seller of financial instruments of a listed company has access to the same information, at the same time, on that company.

In accordance with AMF recommendation no. 2016-081, Axway has set up a committee dedicated to the publication of insider information. It is responsible for assessing whether information is privileged or not and for studying the consequences of this qualification in terms of the dissemination of information.

The purpose of the Securities Trading Code of Conduct is to inform employees, company officers, executives or other Axway stakeholders as well as any current or future shareholder of the Company of the legislative and regulatory principles relating to market abuse as well as the additional internal measures put in place in particular to prevent insider misconduct. The Code of Conduct was updated in 2020 to comply with AMF regulatory changes and recommendations.

Data protection

Through its presence in 17 countries, Axway wishes to maintain a common culture of transparency, trust, integrity and responsibility both internally with its employees and externally with its customers and business partners.

Axway's privacy compliance programme (<https://www.axway.com/en/gdpr>) supports this culture by presenting policies that ensure that processing complies with the laws and regulations in force in the countries where it

operates. In particular, Axway acts in compliance with the General Data Protection Regulations in the EU (GDPR), Australia (Privacy Act amendment 2017), California (California Consumer Privacy Act) and Brazil (*Lei Geral de Proteção de Dados*).

In keeping with its pledge to accompany the digital transformation of its customers in complete security, in 2020 Axway published an information memo on the protection of privacy for each of its products on its website, to support its customers in their privacy compliance policies.

3.8 Sustainable purchasing



Purchases are central to relations with Axway's suppliers, both for internal consumption and projects undertaken with customers and partners. Purchase agreements are carefully organised at Axway to guarantee the Company's service quality and compliance with ethical commitments.

IT purchases for Axway's internal activity and projects are made by the dedicated IT Purchasing team which oversees the clauses contained in the contracts with the Legal Department. Depending on the supplier, Axway will retain the clause already set out by the supplier or incorporate one of its clauses from its ethics charter available on the website www.axway.com.

Other purchases are made directly by business units based on the procedures drawn up for Axway as a whole and its 17 global offices.

Axway's purchasing procedures are known and available on the Company's internal social network. The Legal Department discusses each purchase with the business unit and ensures that clauses similar or in reference to the Axway ethics charter, including anti-corruption practices, are included and signed by the supplier or partner.



The purchasing procedure covers 100% of purchase agreements reviewed by the Legal Department and including social responsibility clauses.

Social responsibility clauses depending on the type of supplier: responsibility charters are therefore tailored to the types of service provider: purchases for internal use, purchases for external use, OEMs, external products embedded in our offers.

A defining purchase management tool:

- at the end of 2020, Axway initiated a project to enhance its purchasing control and responsibility procedure. The first step will be to set up a ticketing tool to sign supplier contracts;
- Axway supplier selection and commitment indicators may also be drawn up under this project.

Regular audit and monitoring of purchasing procedures:

Purchasing procedures are regularly audited by the Internal Audit Department and presented to the Audit Committee.

3.9 Ensure digital security



As a software publisher, digital security is central to the Company's processes. As already presented in the preceding sections of this chapter on customers, suppliers and partners, Axway ensures the security of its exchange processes and applications.

The digital security system is organised by the Executive Security Committee which runs the Security Management System and has a dedicated team. The Committee meets once quarterly.

Security risk management and the related system is described in Chapter 2 of the 2020 Universal Registration Document.

The programmes addressing the needs of all stakeholders are founded on standards, protocols and recognised processes and include:

For customers:

- ISO 27001 certification
- SOC2 Type II audit
- assessment of security as an indicator of customer loyalty
- security of cloud services
- security of support services
- security management for developments without any breaches and viruses
- penetration-integration testing for Axway products and services
- sector compliance depending on customer requirements
- auditing
- internal training

For employees:

- security of exchanges between Axway's internal systems
- security of information contained in the Company's Intranet
- security of systems used for remote working

With various types of partner:

- hosters in the Cloud
- integrators, advisers

For shareholders and investors:

- GDPR personal data protection policy
- file safeguard and shareholder identification procedures

In the COVID-19 context in 2020:

- business continuity plan based on the ability of all teams and departments to work from home
- continuity of internal systems that can be accessed at any time from anywhere in the world
- continuity of cloud services for our customers

Management of Cyberattack risks:

- internal teams dedicated to managing system and development security
- rapid response policy and procedure for security incidents
- Security Operation Centre, operational 24/7
- advanced systems to protect communications, networks, work stations and premises

	2020		2019		2018	
	Number of trainees	Hours	Number of trainees	Hours	Number of trainees	Hours
Annual security training	2,944	2,208	2,668	1,709	2,706	1,325

Security training

Training sessions on best security practices last in general 30 to 45 minutes. They are supplemented by a second training session on current Axway security policies, the duration of which depends on the expertise already acquired by each employee the previous year. Total training hours fell slightly between 2019 and 2020.

The above table does not include more technical training sessions, such as sessions focusing on software development, which are generally longer per employee.

3.10 Societal progress goals for 2021

Axway will continue its local and international initiatives with all of its stakeholders to help position the Company as a responsible player in the regions where it operates.

Under programmes common to the entire Company, societal initiatives are part of the sustainable objectives linked to:

- education to contribute to the sharing of skills;
- cultural diversity;
- equal opportunities, in particular for people in precarious situations or with disabilities under the Group's new three-year agreement signed on 15 December 2020 that came into effect on 1 January 2021.

4 Environmental commitment: reduce our direct and indirect impact



Since its creation, Axway has considered environmental issues and rolled out a responsible policy for the consumption of resources, the lifecycle of resources consumed and pollution reduction. We focus on the entire infrastructure making up our business. We seek to optimise energy consumption for our premises, our technical infrastructure as a whole, machine rooms, servers and employee equipment.

With the transition to working from home on the first day of lockdown, the exceptional context in 2020 had an impact on several resource consumption indicators:

- empty Axway premises;
- cancellation of virtually all business travel;
- strong increase in the use of digital tools designed for virtual collaboration and meetings.

4.1 Reduce our direct impact

As a digital player, Axway has considered environmental and societal issues by rigorously managing its IT infrastructures and equipment: streamlined machine rooms, recycling, process dematerialisation.



The use of digital meetings rose by 123% in 2020 due to working from home.

Enhance processes and multiply environmental initiatives

The need to control our direct environmental impact is therefore covered by a continuous improvement programme that specifically involves Axway's relevant functional divisions, employees, and all its stakeholders.

This mode of responsible collaboration takes the form of work organisation systems and associated tools that make it possible to measure their use and progress. Among the main systems and tools:

- **Working from home in 2020:** introduced in France under a company-wide agreement in 2018, employees across the globe also worked from home according to prevailing laws. It became the general method of working throughout the year. With an IT infrastructure that was secure and operational well before the crisis and a policy covering own devices, particularly laptops, employees were able to start working from home immediately without any stoppage or reduction in activity;
- **Video conferencing:** the use of video conferencing, already widely adopted in recent years with the "Webex" and "Teams" apps, increased by +123% in 2020. Due to physical distancing, these tools have become essential for exchanges, even outside of meetings. In many cases, the instant messaging app Teams replaced the telephone. It enables video conferencing and reduces the number of emails through instant messaging;

Video conferencing	2020	2019	2018
Number of digital meetings ⁽¹⁾	281,483	126,189	127,607
Digital meetings per employee ⁽²⁾	149	67	69

(1) number of meetings measured in the WebEx app, plus extrapolation of the number of meetings held in the Teams app.

(2) calculated based on 1,888 employees as at 31/12/2020, with data rounded.

- **Collaborative exchange platforms** for internal teams and partners: Axway has a secure document and data exchange tool called "Syncplicity" that reduces the use of email and allows employees to work in collaborative mode with complete security while protecting data confidentiality;
- **The exchange platforms offered by suppliers and partners** are widely used in Axway's business sector to share documents and manage projects. These platforms are made available by suppliers or partners to enable the exchange of information, files or messages while limiting the sending of files by email, for example;
- **Websites and access to service platforms**, particularly for its shareholders, Axway provides access to an online voting platform for Shareholders' Meetings, which also allows the download of regulatory documents and limits paper mailings;

- **Electronic signature**, already in place for several years, the use of the Docusign solution increased further with greater use of electronic signatures for documents, contracts, quotes, invoice approvals, both internally and also more and more with customers and suppliers.

According to Docusign estimates, these electronic signatures enabled the consumption of 5,263 kg of wood, 129,339 litres of water and 12,355 kg of coal and the production of 856 kg of waste to be avoided.

Electronic signature	2020	2019	2018
Number of files signed	9,671	8,303	5,714
Number of pages signed	46,571	33,746	23,504

- **printing and photocopying** decreased significantly due to site closures;

Paper consumption	2020	2019	2018
Reams used (France)	150	750	875

- A **"meal voucher" card**, in 2020, Axway offered to replace meal vouchers for its employees in France with a meal voucher payment card (Apetiz). All employees now have one;
- **Hosting at our suppliers**, four years ago for the La Défense site, Axway decided to outsource a machine room for production applications at Interxion. This eco-responsible Green Label operator was carbon neutral at the end of 2020;
- **Hosting of proprietary or customer data**, Axway sets up service contracts to host large volumes of data for its own business, for its customers and with its partners. Service providers of very large structures such as Amazon AWS, Microsoft, Salesforce, etc. ensure compliance with environmental and societal standards.

Control energy consumption at Axway's premises



As a tenant at all its sites, Axway seeks to optimise the energy performance of its facilities. When leases are renewed, the premises are equipped with modern, environmentally friendly heating and air-conditioning systems. The French headquarters located in Paris La Défense benefit from highly environmentally-friendly air conditioning and heating networks which operate using the county's waste (Enertherm).

In 2020, the main change at Axway's major sites involved the relocation of its headquarters in Phoenix, USA, to a more optimal and modern site at the end of the year. The decision was also made at this time to outsource the machine room. Besides the maintenance and security aspects (electricity, air conditioning), Axway should benefit from a reduction in energy consumption.

La Défense site	2020	2019	2018
Heating/Air conditioning (Enertherm) in MWh	1,238	1,227	1,067

The slight increase of less than 1% between 2019 and 2020 in the use of heating and air conditioning in Axway's La Défense premises was due to several reasons:

- the 15% increase in hot water consumption and the 11% decrease in cold water consumption. These figures reflect Tour W occupancy, whose rate jumped from 79% to 100% between 1 January and 31 December 2019;
- and finally, by the absence of employees during the summer of 2020 due to the health requirements.

Analyse to manage the Group's carbon footprint

Over the past three years, Axway has decided to strengthen its environmental policy and relies on a network of internal correspondents in key countries (those in which more than 70 employees work on a daily basis) to collect environmental data relating to fuel, electricity, gas and water energy consumption.



The indicators used

- gas, fuel-oil, electricity and water consumption;
- kilometres travelled (excluding personal vehicles);
- IT equipment donations;
- waste recycling and management;
- charity initiatives.

Geographic scope and network of correspondents

- France;
- Germany;
- Romania;
- Bulgaria;
- Ireland;
- USA – Phoenix site.

Axway's greenhouse gas emissions assessment (BEGES), which uses the Bilan Carbone® methodology developed by the French Environment and Energy Management Agency (ADEME), measures the impact of the Group's activities on the environment.

The countries included in the Greenhouse Gas Emissions Assessment (BEGES) scope are France, Germany⁽¹⁾, Romania, Bulgaria, Ireland and the Phoenix site in the USA.

This scope represents more than 80% of the total area of premises.

The BEGES was completed by an independent service provider with a Bilan Carbone® license issued by the Association Bilan Carbone (ABC) for 2020. The GHG Emissions Assessment (BEGES) was drawn up based on the updated official greenhouse gas emissions assessment in accordance with version 4 of the assessment production methodology published in October 2016 by the French Ministry for the Ecological Transition.

It appears from the report drawn up that:

- direct GHG emissions in CO₂ metric tons equivalent amounted to 242 (T eq. CO₂); and
- indirect GHG emissions associated with the production of imported electricity, heat or steam, in CO₂ metric tons equivalent amounted to 1,195 (T eq. CO₂); and finally
- other indirect GHG emissions in CO₂ metric tons equivalent amounted to 159 (T eq. CO₂).

Thus, total GHG emissions by the Axway Group within the scope defined above totalled 1,597 (T eq. CO₂).

The assessments for 2018 and 2019 were updated for 2020 with updated emission factors, as recommended by the Ministry in its methodology.

At constant structure, GHG emissions fell by 13% (241 T eq. CO₂) between 2019 and 2020.

This was most likely due to employees working from home during lockdowns due to the COVID-19 pandemic.

2020, an unusual year: in light of the temporary closure of Axway's premises during the COVID-19 epidemic, energy consumption from certain sources (electricity, heating, water, printing of paper documents, paper cup consumption, etc.) decreased during lockdown and as employees continued to work from home at our various locations. The environmental impact of COVID-19 is likely to primarily concern greenhouse gas emissions but be relatively limited in time.

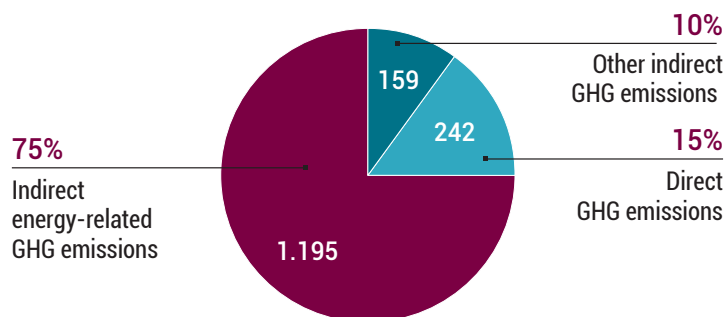
(1) Excluding the Frankfurt site for which data was not available. In Germany, the period under review was from 1 January to 31 December 2019 whereas for other countries it was from 1 October 2019 to 30 September 2020.

CORPORATE SOCIAL RESPONSIBILITY

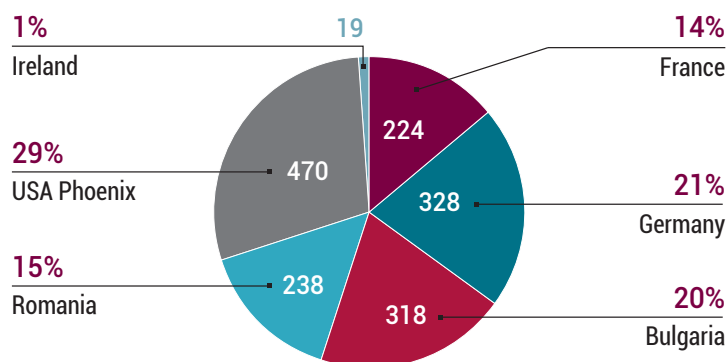
Axway, an innovative and responsible player in the digital sector

A breakdown of greenhouse gas emissions (GHG) is presented below:

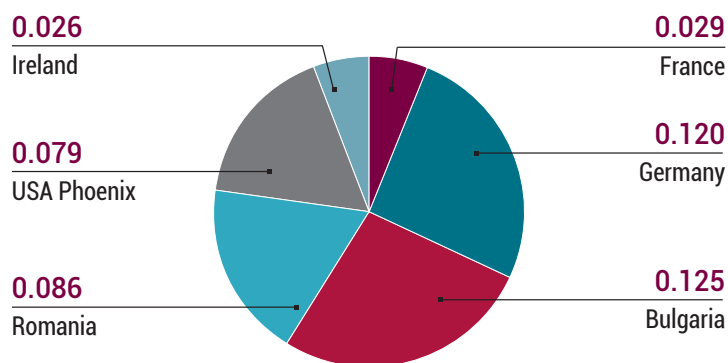
GHG EMISSIONS BY SCOPE (in T eq. CO₂ and in %)



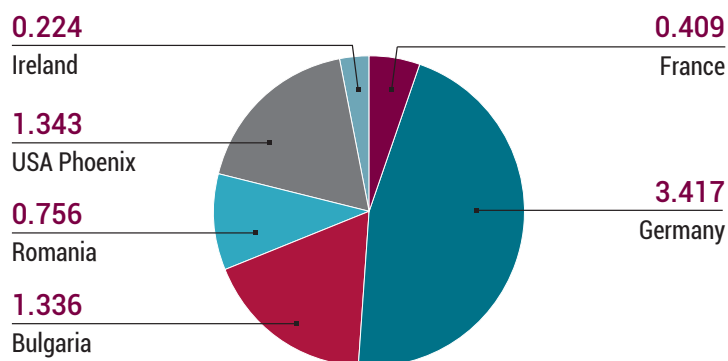
BREAKDOWN OF GHG EMISSIONS BY COUNTRY (in T eq. CO₂ and in %)



BREAKDOWN BY M2 FOR EACH COUNTRY (in T eq. CO₂)

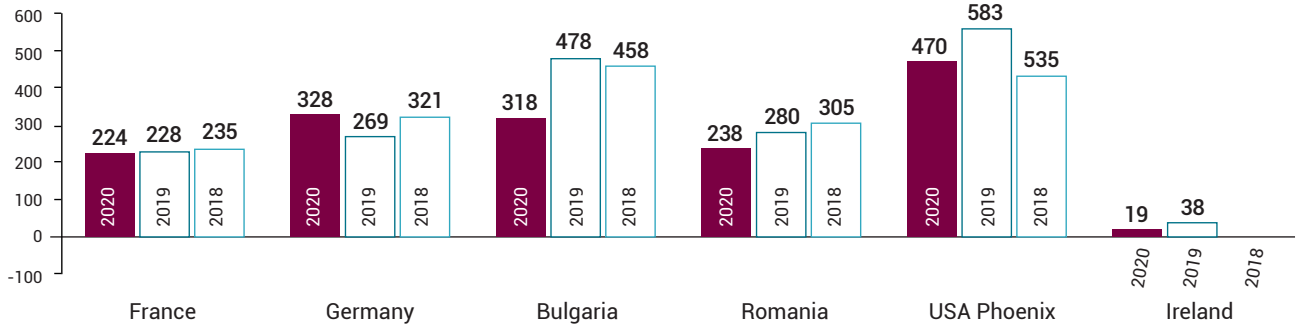


BREAKDOWN BY PERSON FOR EACH COUNTRY (in T eq. CO₂)



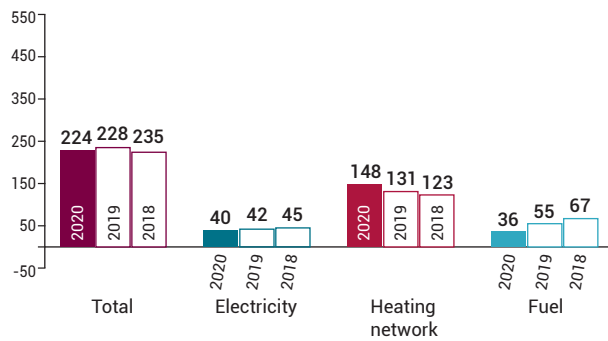
CHANGE IN GREENHOUSE GAS EMISSIONS BETWEEN 2018 AND 2020, PER COUNTRY AND PER SOURCE

Comparison of GHG emissions in T eq. CO₂
BY COUNTRY

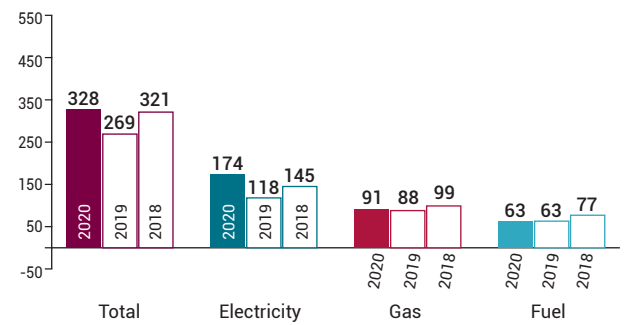


The relative drop in greenhouse gas emissions in the majority of countries analysed is due to the high proportion of consumption by server rooms which did not shut down during lockdown. In Bulgaria, major renovation work generated consumption savings, thanks to the replacement of ventilation systems and prolonged stoppages at worksites.

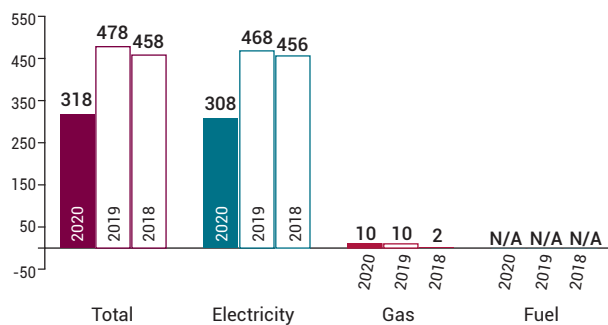
Comparison of GHG emissions in T eq. CO₂
FRANCE



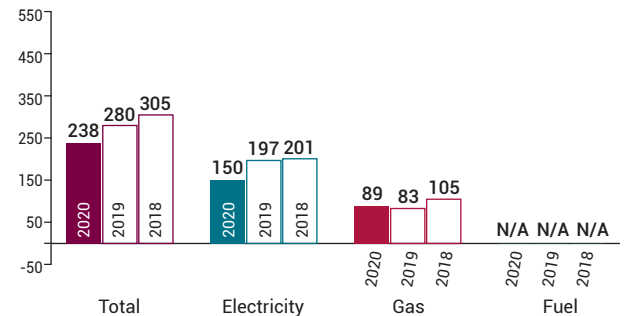
Comparison of GHG emissions in T eq. CO₂
GERMANY



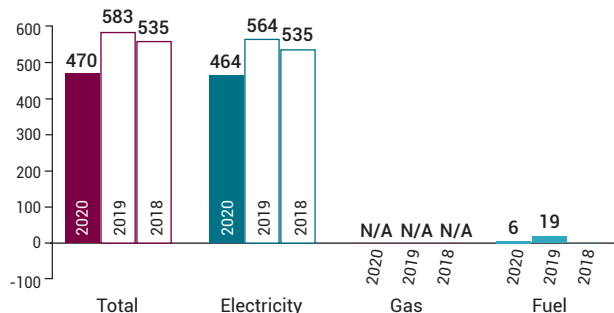
Comparison of GHG emissions in T eq. CO₂
BULGARIA



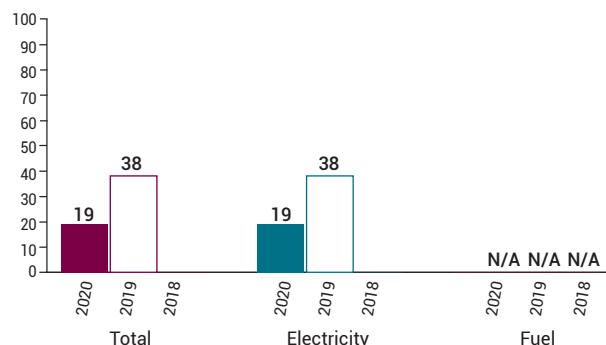
Comparison of GHG emissions in T eq. CO₂
ROMANIA



Comparison of GHG emissions in T eq. CO₂
USA (PHOENIX)



Comparison of GHG emissions in T eq. CO₂
IRELAND



Encourage local purchases

Axway seeks to control its consumption and reduce its environmental impact on purchases of goods and services.

Axway's site managers are encouraged to follow best practices for the purchase of consumables, office equipment and supplies. A proactive policy consists in favouring

eco-responsible suppliers. Some local suppliers also include associations supporting people with disabilities.

The sustainable purchasing process is detailed in Section 3.3.8 of the 2020 Universal Registration Document.

4.2 Life on land



Reasonable consumption of IT equipment

Axway has set up good practices to manage IT equipment and work stations, including recycling during their lifecycle.

Treat waste

Axway's activity generates waste with a high recycling potential. It mainly includes paper and cardboard as well as computer consumables.

In France, Axway has chosen a supplier that provides uplift services – for recycling purposes – of cardboard, paper, plastic, cans and printer cartridges. The supplier does both regular and one-off collections. Voluntary collection points have also been installed to facilitate the process for employees. With regard to WEEE (waste electrical and electronic equipment), Axway continues to pursue its policy of making donations to associations or to employees.

In 2020, Axway generated nearly 4 tonnes of waste. The main main monitoring indicators are presented in the following table:

Waste collection (kg) (France)	2020 recycling rate		2019	2018
	2020			
Plastic	64	N/A	31	610
Ink cartridges	13	100%	22	475
Paper & cardboard	2,823	84%	7,195	9,799
Cans	5	99%	154	4
Bulky waste	91	N/A	1,183	260
WEEE	239	98%	245	1,037

Axway will include new waste monitoring indicators in its progress approach in 2021.

Recycle equipment through donations

Regarding IT and office equipment, new ergonomic work stations improve the quality of employees' working conditions but also optimise energy and resource consumption with less energy-consuming terminals.

In 2020, the renewal policy and equipment donations (work stations, screens, mobile phones) were maintained.

	2020	2019	2018
Donations of IT equipment, computers, screens, etc. (in units)	360	500	192

In this year's health context, which has impacted all Axway's international offices, we were unable to make donations to local associations.

Dematerialise exchanges with Axway shareholders

At the end of 2020, 59% of Axway shareholders had agreed to receive General Meeting documents in electronic format, i.e. a

14% increase on the previous year. This considerably reduced the sending of paper documents.

For several years now, campaigns to encourage shareholders to adopt electronic exchanges have been carried out around environmental programmes such as reforestation, or societal programmes for education such as the FACE Foundation's Wi-Filles programme in 2019 and 2020.

Environmental impact training and awareness-raising

In 2020, no environmental impact awareness-raising measures could be implemented due to working from home measures implemented for all sites and employees.

4.3 Consider our indirect impact: customer project and product development



In 2020, to boost its corporate responsibility and as a leader in digital transformation, Axway began analysing indicators on the Company's indirect environmental impact.

The initial focal points mainly involve:

- Streamlining IT resources used in the development of Axway software and its installation at customer premises covering:
 - applications, e.g. reducing the cloud computing requirements of our software,
 - IT hardware and equipment for work stations,
 - servers and streamlining of storage solutions;

- Eco-development, open source and focused development methods;
- Priority given to remote collaboration tools (e.g. Teams video conferencing app) by development teams to limit travel;
- Adoption of development labels and standards incorporating responsible approaches.

This analysis encompasses the sustainable purchasing process described in Section 3.3.8, particularly for cloud technology and storage suppliers, and societal digital responsibility described in Section 3.4.1.

This initial approach will continue in 2021, focusing on IT investments, their lifecycle and all allocations of digital resources.

4.4 Summary of contributions to the fight against climate change and life on land

Stakeholders	Contribution to the fight against climate change		Life on land	Mechanism	Main actions carried out in 2020	Objective/line of progress
	13 CLIMATE ACTION		15 LIFE ON LAND			
Network of 15 correspondents in 6 countries within the scope of the impact measurement						
Employees	x		x	<ul style="list-style-type: none"> Limit travel Eco-friendly gestures Digital tools 	<ul style="list-style-type: none"> Extension of working from home or “Home Office” Recycling Gradual replacement of plastic cups by biodegradable cups No more receipts at the Company restaurant in France Dematerialisation of meal vouchers in France 	<ul style="list-style-type: none"> Offsetting the carbon footprint of business travel with transport partners Environmental impact awareness-raising
Employee representatives				<ul style="list-style-type: none"> Eliminate the use of paper documents 	<ul style="list-style-type: none"> All CSE meetings and meetings with employee representatives are held using digital tools 	
Customers	x		x	<ul style="list-style-type: none"> Limit travel Purchasing procedure 	<ul style="list-style-type: none"> Video conferencing Choice of data storage providers Open discussions on indirect impacts 	<ul style="list-style-type: none"> Increase the use of exchange platforms Sustainable purchasing Analyse the indirect impact of our customer activities.
Partners and Suppliers	x		x	<ul style="list-style-type: none"> Limit printing Supplier selection, ethics 	<ul style="list-style-type: none"> Electronic signature 	<ul style="list-style-type: none"> Increase use of electronic signatures
Shareholders	x		x	<ul style="list-style-type: none"> e-convening consent form e-voting 	<ul style="list-style-type: none"> 2 annual campaigns Voting platform 	<ul style="list-style-type: none"> Achieve 60% e-consent
Societal Organisations				<ul style="list-style-type: none"> Recycling 	<ul style="list-style-type: none"> IT equipment donations Clothing donations 	

4.5 Environmental progress goals for 2021

In addition to properly managing its resources, Axway wishes to further reduce the direct impact of its activities on the environment, primarily with the aim of a low carbon trajectory for:

- air travel: in 2021, Axway will study the possibility of supporting the offsetting initiatives proposed by airlines or reforestation companies;

- reduction in the use of plastics: Axway is involved in an effort to achieve, in the long term, zero plastic consumption on its premises;
- reduction in paper consumption: Axway is continuing its education and recycling programmes.

In 2021, the Company will continue analysing the indirect impact of its activities on the environment in the context of an evolving digital sector.

5 Table of Employer, Societal and Environmental summary indicators

AXWAY STAKEHOLDER COMMITMENTS

Employees		
Attract and retain talent in all its diversity		Communicate the Company's strategy
		Workforce by area of expertise
		Workforce by geographical area
		Percentage of women recruited, in the workforce and management
Develop talent in a stimulating environment		Equality and diversity
		Skills training and development
		Co-innovation- innovative training
Offer a fulfilling work environment		Working time - work/life balance
		Methods of working on premise and remotely
		Physical and psychosocial risks
Mobilise employees		Annual employee survey
		% participation in the internal survey over 3 years
		% engagement over 3 years
		Expectations expressed in the internal survey
		Societal expectations expressed in the survey
Customers		
		Customer Success system
		COVID-19 context: system and new services created
Involve employees in customer satisfaction		Customer satisfaction indicator - NPS
		NPS indicator included in the compensation of certain employees
		Product quality - ISO 9001
Digital security		Support quality
		Axway product security
		Data and process security, especially in the Cloud
Ethics in contracts		Contracts for customer projects integrating ethical tools
Partners		
		Partners system
		Types of partner
Satisfaction measurement		Partners satisfaction indicator - NPS
Security		Security of data, exchange processes and applications
Shareholders & Investors		
		Team and resources dedicated to shareholders and investors
Transparency of financial information		Dialogue with investors and individual shareholders
		Observance of Middlednext Governance best practices
		Observance of financial reporting best practices
Societal Organisations		
		Co-innovation for society
Assume our digital responsibility		Responsible initiatives for the most vulnerable

OVERALL RESPONSIBILITY COMMITMENTS

Business ethics		Anti-corruption (Bribery)
		Ethics charter
		GDPR - personal data
		Anti-harassment
Digital responsibility		Security Committee
	Security	Security of exchanges with stakeholders
		Security of software developed by Axway
	Societal commitment to digital transformation	Transfer of skills in digital uses
		Digital for women
		Equal Opportunity Employer (USA)
Environmental commitment		Monitoring of direct consumption (recycling, paper, digitisation of documents)
	Control the direct environmental footprint	GHG (carbon) emission assessment
	Consider the indirect environmental footprint	Analyse the indirect impacts in developing Axway software
Sustainable purchasing	Act in favour of sustainable purchasing	Improvement of purchasing tools, definition of indicators
		Ethical and legal tools integrated into contracts
		By types of supplier

6 Methodology note

For the scope defined, the data stems from country-specific reporting and the reporting produced by the divisions concerned (Recruitment and Training). A continuous improvement process has been set up for those systems.

Information published concerns the entire Axway scope, unless the scope is indicated: for example the country or countries concerned. The indicators used are those of the

French Grenelle II Act. The principle of consistency of accounting methods year-on-year is respected.

Data is collected from the relevant departments and this year's health and safety information was collected by the site managers for Axway Software SA.

A continuous improvement process has been set up for those systems.

Materiality matrix

After mapping all Axway's stakeholders presented in Section 3.1 of the NFPS, it became apparent that the main stakeholders were customers, employees and investors. CSR challenges were therefore defined taking into account the expectations of these stakeholders. Customer expectations are identified during the NPS process and when responding to calls for tenders. Employee expectations are gathered from engagement surveys. Investor relations express their expectations particularly during meetings held throughout the

year. Furthermore, societal expectations are also shared during working groups facilitated by Middlednext and through Axway's membership of *Syntec numérique*. The issues were rated by interviewing the relevant management teams using an iterative process. The analysis was also conducted in accordance with the risk approach. The matrix was validated by the Selection, Ethics and Governance Committee. This process helped to formally document CSR commitments and determine the related indicators.

Employee information

General provisions

Scope of consolidation and indicators

The workforce shown in the "Workforce" and "Workforce by Geographical Area" tables corresponds to the total number of

employees at 31 December 2020. The indicators chosen are those used for personnel management and Axway's employee-related issues. They reflect the results of the Human Resources policy.

Relations with employees

Axway Software SA

Since 4 October 2019, employer-employee dialogue at Axway Software SA has been conducted within the framework of an SEC, Social and Economic Committee, elected for 4 years. Three trade unions (CGT, CFDT and Traid-Union) are represented on the committee.

Labour relations at Axway GmbH

At Axway GmbH, employer-employee dialogue takes place through three Plant Committees and a Central Works Council.

Overview of collective agreements

Within Axway, six agreements were in force at 31 December 2020 in France. In 2020, two agreements were signed in France and six were signed in Germany.

The following collective agreements were signed at Axway Software SA in 2020:

- Amendment to the 2018-2020 profit-sharing agreement;
- 2021-2023 Group agreement on the employment of people with disabilities;

Six collective agreements were signed at Axway GmbH in 2020 with the works council:

- *Conducting Talent Review 2020;*
- *Implementing Learning Management System;*
- *Bonus plan 2020;*
- *Commission plan;*
- *Compensation - Distributing Policy (3 locations);*
- *Working time – Addendum to capping limits on over hours.*

Health and safety information

Scope of consolidation and indicators

The safety indicators concern all Axway sites. The indicators chosen are those used for the management of Axway sites.

They reflect the results of Axway's policy regarding the environment, health and safety.

Health and safety conditions at Axway Software

In 2020, there were:

- two commuting accidents with lost time.

Preserving the health and safety of employees is a fundamental goal and an integral part of the Human Resources and social policy. The objective is part of an overall procedure conducted in close collaboration with the occupational health doctors, site managers and CHSCT.

Summary of collective agreements concerning health

No agreement has been signed in this regard.

Occupational health

In Germany, as in France, an occupational health doctor performs employee check-ups on a regular basis.

Good practice awareness-raising actions concerning work and particularly on-screen work could not be undertaken in 2020 due to the COVID-19 health context.

Evaluation of psychosocial risks

A steering committee comprised of members from Human Resources and representatives from CHSCT was assembled in 2015 to evaluate psychosocial risks within Axway France. It regularly continues this work, monitoring the situation. Following the assessment in 2020, the Single Document was updated to include risks relating to the health crisis.

7 Certificate of disclosure by an Independent Third-Party

Verifying auditor's report

Year ended 31 December 2020

Dear shareholders,

Further to a request by Axway Software (hereinafter the "entity") and in our capacity as an independent third party certified by COFRAC under number 3-1081 (scope available at www.cofrac.fr), we hereby report on the consolidated non-financial performance statement for the year ended 31 December 2020 (hereinafter the "Statement"), presented in the Axway management report, in accordance with the legal and regulatory provisions of Article L. 225-102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code.

Responsibility of the entity

Pursuant to legal and regulatory requirements, the Board of Directors is responsible for preparing the Statement, which must include a presentation of the business model, a description of the principal non-financial risks, a presentation of the policies implemented in light of those risks and the outcome of said policies, including key performance indicators. The Statement has been prepared in accordance with the benchmarks used by the entity (hereinafter the "Guidelines"), the main elements of which are available at request at the Company's registered office.

Independence and quality control

Our independence is defined by the provisions of Article L. 822-11-3 of the French Commercial Code and the Code of Ethics of the profession. In addition, we have implemented a system of quality control including documented policies and procedures regarding compliance with the ethical requirements, French professional standards and applicable legal and regulatory requirements.

Responsibility of the independent third-party

On the basis of our work, our responsibility is to provide a reasoned opinion expressing a limited assurance conclusion on:

- the consistency of the Statement with the provisions of Article R. 225-105 of the French Commercial Code;
- the fairness of the information provided pursuant to 3° of Article R. 225-105 I and II of the French Commercial Code, *i.e.* the outcome of the policies, including key performance

indicators, and the measures implemented in light of the principal risks (hereinafter the "Information").

However, it is not our responsibility to comment on:

- the entity's compliance with other applicable legal and regulatory provisions, in particular the French duty of care law and anti-corruption and tax evasion legislation;
- the compliance of products and services with the applicable regulations.

Nature and extent of work

We conducted our work in accordance with standards applicable in France determining the conditions in which an independent third party performs its engagement and with the international standard, ISAE 3000.

Our work was conducted between 5 March and 2 April 2020 and took approximately five man-days.

We conducted five interviews with the individuals responsible for preparing the Statement.

Our procedures allowed us to assess the consistency of the Statement with regulatory provisions and the fairness of the Information:

- we obtained an understanding of the activities of all the companies included in the consolidated scope, the description of the labour and environmental risks associated with their activities, and the impact of those risks on compliance with human rights and anti-corruption and tax evasion legislation, as well as the resulting policies and their outcomes;
- we assessed the appropriateness of the Guidelines with respect to their relevance, completeness, reliability, objectivity and understandability, with due consideration of industry best practices, where appropriate;
- we verified that the Statement covers each category of information provided for in Article L. 225-102-1 III in social and environmental matters, as well as respect for human rights and the fight against corruption and tax evasion;
- we verified that the Statement includes an explanation for the absence of the information required under Article L. 225-102-1 III, 2;
- we verified that the Declaration presents the business model and the main risks related to the activity of all entities included in the scope of consolidation, including, where relevant and proportionate, the risks created by its business relationships, products or services as well as its policies, actions and results, including key performance indicators;

- we verified, when they are relevant to the main risks or the policies presented, that the Statement presents the information provided for in Article R. 225-105 II;
- we assessed the selection and validation process of the main risks;
- we asked about the existence of internal control and risk management procedures put in place by the entity;
- we assessed the consistency of the results and key performance indicators adopted in view of the main risks and policies presented;
- we verified that the Statement covers the scope of consolidation, i.e. all the companies included in the consolidated scope in accordance with Article L. 233-16;
- we assessed the collection process implemented by the entity for the completeness and sincerity of Information;
- for the key performance indicators and other quantitative results that we considered to be the most important, we implemented:
 - analytical procedures consisting in verifying the proper consolidation of the data collected and the consistency of any changes in data,
 - tests of details, using sampling techniques, in order to verify the proper application of the definitions and procedures and reconcile the data with the supporting documents. This work was carried out with a selection of contributing entities⁽¹⁾ and covers between 34% and 100% of the consolidated data relating to the key performance indicators and outcomes selected for these tests⁽²⁾;
- we referred to documentary sources and conducted interviews to corroborate the qualitative information (measures and outcomes) that we considered to be the most important,
- we assessed the overall consistency of the Statement based on our knowledge of all the companies included in the consolidated scope.

We believe that the work we carried out in exercising our professional judgement allows us to make a conclusion of moderate assurance; a higher level of assurance would have required more extensive work.

Due to the use of sampling techniques, as well as other limits inherent to the operation of any information and internal control system, the risk of failure to detect material misstatements in the Statement cannot be entirely eliminated.

Conclusion

Based on our work, we did not identify any material anomalies that call into question the preparation of the non-financial performance statement in accordance with the applicable regulatory provisions and that the Information, taken as a whole, is presented fairly and in accordance with the Guidelines.

Lyon, 25 February 2021

Finexfi

Isabelle Lhoste

Partner

(1) Axway Software SA, Axway US.

(2) Workforce; Employee engagement; Major employee recruitment actions (3.2.1.1); Major talent development actions, including training (process) (3.2.2.1); Make working time and patterns more flexible; Maintain low absenteeism; Build loyalty in a long-term project; Annual employee engagement survey; Reduce our direct impact (3.4.1); Treat waste.

8 Employee and environmental information cross-reference table

Article 225 and Decrees of 19/08/2016 and 09/08/2017			Axway NFPS	
GP ⁽¹⁾	General reporting principles	Page	Name	Comment
GP1 (A. R. 225-105. I-)	The NFPS mentioned in I of Article L. 225-102-1 and the consolidated non-financial performance statement mentioned in II of the same article present the business model of the Company or, as the case may be, of all the companies for which the Company prepares consolidated financial statements.	Profile pages 02-16	Business model	
GP2 (A. R. 225-105. I-)	For each information category, they also present: 1° A description of the main risks related to the business of the Company or of the group of companies, including, where relevant and proportionate, the risks created by its business relationships, products or services; 2° A description of the policies applied by the Company or all companies, including, where applicable, the due diligence procedures implemented to prevent, identify and mitigate the occurrence of the risks mentioned in 1°; 3° The results of these policies, including key performance indicators. (Decree of 09/08/2017).	Chapter 2 pages 37-53	Risk Factors Risk Factors	See specifically the sections in Chapter 2
GP3 (A. R. 225-105. I-)	Where the Company does not have a policy with respect to one or more of these risks, the statement includes a clear and reasoned explanation of the reasons justifying this. (Decree of 09/08/2017).			Axway applies a policy to all risks that affect it.
GP4 (A. R. 225-105.1 I-)	The information published is presented "in such a way as to allow a comparison of the data" (Law of 12/07/2010). The Report of the Board of Directors or Management Board "presents the data observed during the financial year ended and, if necessary, during the previous financial year, so as to allow a comparison between this data" (Decree of 24/04/2012).			See specifically the sections in Chapter 2
GP5 (A. R. 225-105.1 II-)	When a company voluntarily complies with a national or international reference system in order to fulfil its obligations under this article, it mentions this fact, indicating the recommendations of this reference system that have been adopted and the procedures for consulting it (Decree of 24/04/2012).	pages 57, 74, 78	Support for the Global Compact Adhesion to the Middelnet Code	
GP6 (A. R. 225-105.1 III-)	Without prejudice to the disclosure requirements applicable to the report provided for in Article L. 225-100, these statements are made freely available to the public and easily accessible on the Company's website within eight months of the end of the financial year and for a period of five years. (Decree of 09/08/2017).	Group website		https://investors.axway.com/en and https://investors.axway.com/fr
GP7 (A. R. 225-105.2 I-)	The independent third party mentioned in V of Article L. 225-102-1 is appointed, as the case may be, by the Chief Executive Officer or the Chairman of the Management Board, for a period not exceeding six financial years, from among the bodies accredited for this purpose by the French Accreditation Committee (COFRAC) or by any other accreditation body that is a signatory to the multilateral recognition agreement established by the European Coordination of Accreditation Bodies. The independent third party is subject to the incompatibilities provided for in Article L. 822-11-3.	pages 93-94	Certificate of disclosure and opinion of fairness concerning social, societal and environmental information.	

Article 225 and Decrees of 19/08/2016 and 09/08/2017

Axway NFPS

GP⁽¹⁾	General reporting principles	Page	Name	Comment
GP7 (A. R. 225-105.2 II-)	When the information is published by companies whose thresholds exceed €100 million for the balance sheet total or €100 million for the net revenue and 500 for the average number of permanent employees employed during the financial year, the report of the independent third party includes: a) A reasoned opinion on the conformity of the statement with the provisions of I and II of Article R. 225-105, as well as on the fairness of the information provided pursuant to 3° of I and II of Article R. 225-105; b) The due diligences carried out in conducting the verification procedures. (Decree of 09/08/2017).			
GP8 (A. L. 225-102-1. IV)	The defined companies which are under the control of a company which includes them in its consolidated accounts in accordance with Article L. 233-16 are not required to publish a statement on non-financial performance if the Company that controls them is established in France and publishes a consolidated statement on non-financial performance or if the Company that controls them is established in another Member State of the European Union and publishes such a statement pursuant to the legislation to which it is subject. (Order of 19/07/2017).			
GP9 (A. L. 225-102-1. V)	For companies whose balance sheet total or revenue and number of employees exceed the thresholds set by decree of the Conseil d'État, where applicable on a consolidated basis, the information contained in the statements is verified by an independent third party, in accordance with the procedures set by decree of the Conseil d'État. This verification gives rise to a notice which is sent to the shareholders at the same time as the report referred to in the second paragraph of Article L. 225-100. (Order of 19/07/2017).			

Employee information

I.a)	Employment	
I.a) 1.1	Total workforce	page 63
I.a) 1.2	Breakdown of employees by gender	page 63
I.a) 1.3	Breakdown of employees by age	page 63
I.a) 1.4	Breakdown of employees by geographic area	page 63
I.a) 2.1	Recruitment	pages 65-66
I.a) 2.2	Redundancies	Non material
I.a) 3.1	Compensation	pages 63, 73
I.a) 3.2	Change in compensation	page 73
I.b)	Organisation of work	
I.b) 1	Organisation of working time	page 69-70
I.b) 2	Absenteeism	page 70
I.c)	Health and safety	
I.c) 1	Health and safety conditions at work	page 92
I.c) 2.1	Frequency and seriousness of workplace accidents	page 92
I.c) 2.2	Occupational diseases	Non material

Article 225 and Decrees of 19/08/2016 and 09/08/2017			Axway NFPS	
GP ⁽¹⁾	General reporting principles	Page	Name	Comment
I.d)	Relations with employees			
I.d) 1	Organisation of social dialogue, in particular the procedures for informing staff, consulting and negotiating with them	pages 71, 92		
I.d) 2	Review of collective agreements, particularly in the area of health and safety at work	page 92		
I.e)	Training			
I.e) 1	Training policies implemented, including environmental protection policies.	pages 67-69		
I.e) 2	Total number of training hours	page 67		
I.f)	Equal treatment			
I.f) 1	Measures taken in favour of gender equality	pages 63, 71, 77		
I.f) 2.1	Measures taken in favour of employment	pages 65-67		
I.f) 2.2	Measures taken for the integration of people with disabilities	pages 64, 72, 76, 79, 81		
I.f) 3	Anti-discrimination policy	page 72		
Environmental information				
II.a)	General environmental policy			
II.a) 1.1	Organisation of the Company to take environmental issues into account	pages 82-89		
II.a) 1.2	Environmental evaluation or certification procedures	page 75		Ecovadis
II.a) 2	Resources dedicated to the prevention of environmental risks and pollution	Non material	Non material	Axway is not affected by this point due to its tertiary activity.
II.a) 3	Provisions and guarantees for environmental risks			
II.b)	Pollution	Non material	Non material	
II.b) 1.1	Prevention, reduction, repair measures: AIR			
II.b) 1.2	Prevention, reduction, repair measures: WATER			
II.b) 1.3	Prevention, reduction, repair measures: SOIL			
II.b) 2	Consideration of any form of contamination specific to any activity, notably sound and light disturbances			
II.c)	Circular economy			
II.c).i)	Waste prevention and management	pages 87-88		
II.c).i) 1	Measures of prevention, recycling, reuse, other forms of waste recovery and disposal	pages 87-88		
II.c).i) 2	Actions in the fight against food waste	Non material	Non material	The premises in La Défense (France) have a company restaurant committed to the fight against food waste ⁽²⁾ .
II.c).ii)	Sustainable use of resources			

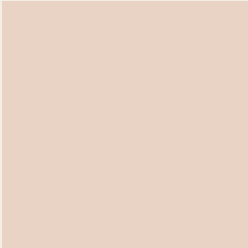
Article 225 and Decrees of 19/08/2016 and 09/08/2017			Axway NFPS	
GP ⁽¹⁾	General reporting principles	Page	Name	Comment
II.c).ii) 1.1	Water consumption	Non material	Non material	Axway uses only water for sanitary purposes in its tertiary activity. The premises are equipped with efficient technology in this area.
II.c).ii) 1.2	Water supply in keeping with local constraints			Axway does not operate in countries where the use of water is restricted.
II.c).ii) 2.1	Raw material consumption	Non material	Non material	Axway uses only paper and office supplies for its tertiary activity.
II.c).ii) 2.2	Measures taken to improve efficiency in their use			
II.c).ii) 3.1	Energy consumption	pages 82-83		
II.c).ii) 3.2	Measures taken to improve energy efficiency			
II.c).ii) 3.3	Measures taken to improve the use of renewable energies			
II.c).ii) 4	Soil use	Non material	Non material	Axway is not affected by this point due to its tertiary activity. Axway leases its premises and does not carry out any construction work.
II.d)	Climate change			
II.d) 1	The significant greenhouse gas emissions generated by the Company's activities, in particular by the use of the goods and services it produces	pages 83-87		Scope: France, Germany, Bulgaria, Romania, USA (Phoenix), Ireland
II.d) 2	Adaptation to the consequences of climate change	Non material	Non material	Axway is not directly concerned by this point, but its products and services enable some of its customers to adapt to climate change (for example: management of local authorities' data flows to optimise the multimodal mobility of their citizens).
II.d) 3	Voluntary medium- and long-term reduction targets set to reduce greenhouse gas emissions and the means implemented to this end	page 89		
II.e)	Protection of biodiversity			
II.e) 1	Measures implemented to protect and conserve biodiversity	Non material	Non material	Axway is not affected by this point due to its tertiary activity.

Article 225 and Decrees of 19/08/2016 and 09/08/2017			Axway NFPS	
GP ⁽¹⁾	General reporting principles	Page	Name	Comment
Societal information				
III.a)	Societal commitments in favour of sustainable development	pages 74-81		
III.a) 1	The impact of the Company's activity in terms of employment and local development	pages 75, 78, 80		
III.a) 2	The impact of the Company's activity on neighbouring or local communities	Non material	Non material	Axway is not affected by this point due to its tertiary activity.
III.a) 3	Relationships with the Company's stakeholders and the methods of dialogue with them	pages 59-60		
III.a) 4	Partnership and corporate patronage initiatives	pages 76-77		
III.b)	Subcontractors and suppliers			
III.b) 1	Integration of social and environmental criteria in the purchasing policy	pages 78, 80		
III.b) 2	Integration of social and environmental responsibilities in relations with suppliers and subcontractors	pages 78, 80		
III.c)	Fair practices	pages 79-80		
III.c)	Measures taken for consumer health and safety	Non material	Non material	Axway is not affected by this point due to its tertiary activity. Its products and services have no impact on the health and safety of consumers.
Information on the fight against corruption and tax evasion⁽³⁾				
<i>Actions taken to prevent corruption</i>				
Information on actions in favour of human rights		pages 57, 74		
V.a)	Promoting and complying with the Fundamental Conventions of the International Labour Organisation (ILO)	pages 57, 74		
V.a) 1	Respecting freedom of association and the right to collective bargaining	Non material	Non material	By its adhesion to the Global Compact, Axway is committed to these issues but does not operate in countries considered to be high-risk.
V.a) 2	Elimination of employment and professional discrimination			
V.a) 3	Elimination of forced or compulsory labour			
V.a) 4	Effective abolition of child labour			
V.b)	Other actions taken in favour of human rights			

(1) GP: General Reporting Principles.

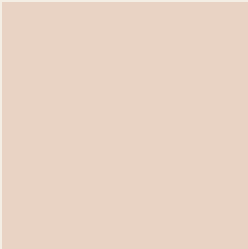
(2) The following themes (to be addressed obligatorily in the NFPS): fighting against food insecurity, respect for animal welfare and responsible, fair and sustainable food are not material for Axway.

(3) The Group is tax-transparent and wishes its tax policy to be an inherent part of its corporate responsibility strategy. The Group therefore adopts a civic behaviour that consists not only in complying with the legislation, but above all in making a fair contribution to the countries in which it operates.



That's Us. That's Axway.

Axway turns your heritage infrastructure into brilliant digital customer experiences, extending the value of your previous investments, adding new business capabilities, and putting you on a future-proof platform to drive your growth ambitions. For over 20 years, Axway's missioncritical solutions have been crucial to your customers' daily lives and, together, we'll continue to delight them for the next 20.



France

Tour W
102, Terrasse Boieldieu
92085 – Paris La Défense Cedex
Tel: +33 (0) 1.47.17.24.24

USA

16220 N Scottsdale Road, Suite 500
Scottsdale, AZ 85254
Tel: +1.480.627.1800

