



OUR CSR APPROACH

A long-term commitment in service of the scientific community

For over 25 years, CYIM has supported learned societies in adopting information technologies by offering innovative solutions and mobilizing dedicated teams attentive to their needs.

Our CSR (Corporate Social Responsibility) approach is a natural extension of this mission. It reflects our vision of a responsible company—one that is aware of its impact and determined to make a positive contribution to the ecosystem to which we have chosen to dedicate ourselves.

Our Vision of Performance

At CYIM, we do not see a contradiction between performance and economic reality.

Our two co-founders, Samuel CASTEL and Erwan GALESNE, met in the 1990s as high-level athletes and committed volunteers in their federation. They learned that sustainable performance requires more than endurance or talent: it requires, beyond commitment, the ability to innovate, to question oneself, and to push established limits.

It is this culture of excellence, constant improvement, and collective intelligence that shapes our way of doing business today. We do not claim to change the system, but we refuse to treat economic value as an end in itself. For us, it is a means: a lever to create impact, foster social and environmental progress, and contribute to a more sustainable and just ecosystem.

In 2025, we are solidifying this commitment through the creation of an internal CSR steering committee, consultation with our stakeholders, and obtaining the **LUCIE 26000 label**. This label, based on the European ISO 26000 standard, is part of a demanding process that contributes to all Sustainable Development Goals.

Respect for All Our Stakeholders

Our CSR approach is built around a fundamental principle: **respect and consideration for all our stakeholders**. We have always been mindful of the interests of our clients, employees, shareholders, partners, subcontractors, educational institutions, and our local community.

For Our Clients

At CYIM, we build relationships of trust with our clients, based on transparency, listening, and shared responsibility. Our solutions are designed to meet the specific needs of the scientific community while promoting accessibility and shared use.

Historically, the most innovative learned societies led the way by investing in R&D alongside us. Today, we have reversed this model. To speed up adoption and broaden innovation, CYIM now invests upfront—without guaranteed returns. Our congress mobile app is a case in point: over €340,000 was invested before knowing whether the market would follow. This risk seems natural to us. Due to our size and



vision, we believe it is our role to lead the way—and we trust our clients to recognize the value we bring and move forward with us.

Another key point: we do not lock in clients with restrictive, defensive long-term contracts. That is neither our culture nor our vision of client relationships. We believe the quality of the relationship relies on the freedom of each party to continue—or not—year after year. This pushes us to constantly question ourselves, improve continuously, and never rest on our laurels.

Being a **resource company** means being an integral part of the scientific ecosystem, offering not just tools but also stability, reliability, and sincere commitment in service of shared knowledge.

For Our Employees

At CYIM, we've always believed that the quality of customer service starts with how we value our teams. This is a core belief and a managerial ideal that we strive to embody daily. We know this ambition requires time, listening, and continuous self-reflection.

We recognize every employee for who they are: a unique individual, rich in experience and ideas, and capable of actively contributing to a collective project. This recognition only makes sense when it is balanced between individual expression and collective responsibility. Everyone must be able to voice their ideas, listen to others, and accept that, for the common good, some decisions must be made—even if not everyone agrees. This ability to combine freedom of thought with team spirit allows us to create a respectful, demanding, and effective work environment.

At CYIM, work is a place where we build—and grow. We aim to create an environment based on knowledge sharing, trust, and active listening, where everyone can find their place and contribute to collective momentum. This human-centered approach is at the heart of our culture and our relationships—with each other and with our clients.

For Our Suppliers and Partners

At CYIM, we maintain relationships with our suppliers and partners based on **mutual respect, trust, and reciprocity**. Some collaborations have lasted more than ten years, driven by co-development, sector logic, and continuous improvement. We expect the best from them—but the best that is sustainable. Sometimes, we rework applications together to extend the lifespan of equipment instead of replacing it.

Respect also includes concrete commitments: paying invoices on time, being transparent about projects, and a shared demand for reliability and openness. This rigor also applies to our relationship with funders: we do not ask them to support vague promises but to back real, useful projects for which we deliver on our commitments.

We also work with an extensive network of freelancers across Europe, often involved in our international missions. We understand that these professionals have their own creative and personal projects. Our responsibility is to provide them with medium-term visibility, the freedom to accept or decline missions, and to facilitate contracts and ensure prompt payments.

For us, working together doesn't mean imposing. It means building balanced relationships, where expertise, commitment, and the quality of the relationship matter as much as performance.

A Thoughtful Eco-Responsible Approach

At CYIM, environmental and societal commitment is part of our DNA. For over 25 years, we have chosen a measured, realistic, and responsible path, aligned with today's ecological and social challenges.

Our approach goes beyond compliance: it's based on deliberate technical choices, designed to be long-lasting and minimize impact without compromising service quality.

Acting for the environment does not mean sacrificing performance or ambition. It's about balance, which we seek every day by evolving our practices, infrastructure, and tools.

This positioning is evident in our real-world operations, starting with the management of our headquarters **Le Sémaphore** and the design of our **hosting infrastructure (data center)**, which remains our largest energy consumer.

Energy Efficiency and Digital Responsibility in Our Data Center

Our data center is naturally our main source of energy consumption—but also a key lever for environmental responsibility and strategic consistency.

We have acted along two main lines: **energy efficiency** and **technological independence**.

Environmentally, our system prioritizes **free cooling**: it uses outside air to cool servers, reducing the need for traditional air conditioning. Waste heat is recovered to warm our offices, in a circular energy model. This technical choice minimizes carbon footprint while maintaining high performance.

We've also enhanced our infrastructure's resilience: automatic alerts, smart load balancing, independent power supply, and temperature control systems. This operational rigor ensures continuous service without over-provisioning equipment.

Beyond the technical aspect, our approach is also ethical: we choose to **host locally, in a sovereign and responsible way**. By operating our own infrastructure in France, we are not subject to extraterritorial laws like the U.S. Cloud Act, and we preserve the integrity of the data entrusted to us.

This is both an ethical and environmental decision: to contribute to a more sovereign, resilient, and resource-conscious digital Europe—aligned with the SDGs and the European strategy for responsible digital development.

Our conviction is clear: **technological power only makes sense when it is controlled, local, and serves the common good**.

Managing Our Headquarters: Le Sémaphore

At Le Sémaphore, we chose a reasoned approach to temperature regulation—designed to respect both the environment and the comfort of our teams.

Instead of imposing rigid rules, we implemented a gradual approach based on employees' real feedback, usage observation, and real-world comfort:

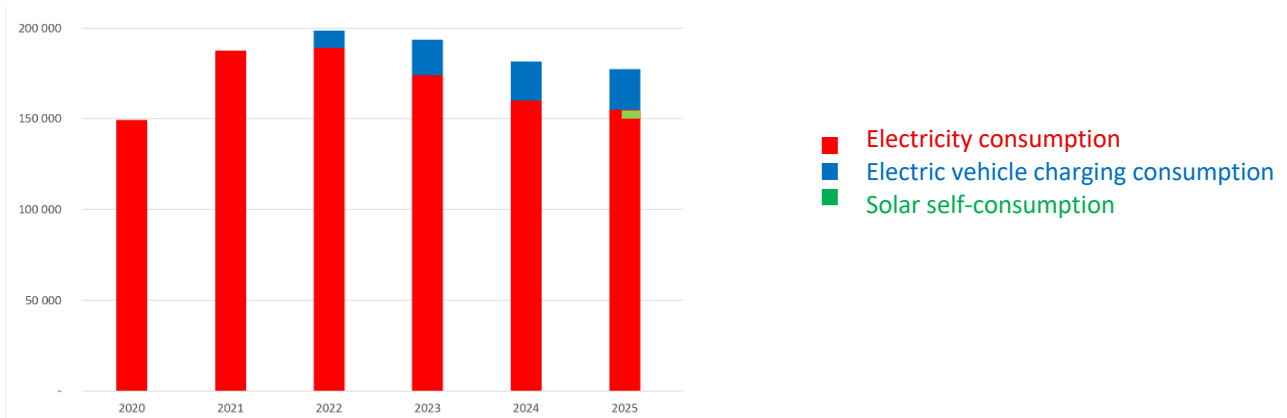
- In winter, heating starts gradually: a welcome temperature of 19–20 °C in the morning, rising naturally to 21 °C after 10 a.m., avoiding the discomfort of overheated spaces.
- During the mid-seasons and summer, the temperature ranges freely between 20 and 24 °C, with no systematic use of air conditioning.

- During heatwaves, night ventilation cools the building before employees arrive, and air conditioning is only activated above 25 °C.

Offices are equipped with local control units, allowing employees to adjust comfort settings. These thresholds were refined through behavior analysis: once adjustments stopped being made, we knew we had found the right balance.

This reflects our approach: **not opposing performance and moderation**, but seeking thoughtful trade-offs, in a spirit of balance, listening, and collective responsibility. It illustrates our belief that a successful transition depends, above all, on those who experience it daily.

This chart illustrates the trend in our electricity consumption from 2020 to 2025. A clear pattern emerges: despite the gradual increase in usage from electric vehicle charging stations, our total consumption has been decreasing since 2022.



This evolution is no coincidence:

It results from a methodical effort in energy management within the building, including optimization of ventilation, heating, and air conditioning systems. These adjustments have fully offset the increased energy consumption caused by electric vehicle charging.

But beyond the numbers, this evolution reflects a broader choice. By installing EV charging stations for our employees, we've contributed to the decarbonization of commuting. This initiative is part of a wider **sustainable mobility policy**, which also includes secure bike parking and **Cycling Kilometric Allowances** to encourage soft mobility.

Our approach goes beyond reducing consumption on paper: it aims to reduce indirect emissions linked to our activities, while offering practical, useful, and accessible solutions for our teams.

Responsible and Innovative R&D

At CYIM, R&D is a strategic lever in service of our mission. We allocate nearly **10% of our annual revenue** to it, with a consistent goal: to develop **useful, efficient, and sustainable** solutions, designed for real-world use and with minimal environmental impact.

Our approach favors **practical, modular, and easily deployable innovation**.

Take our badge pickup kiosks as an example: made from birch plywood, they are assembled **without screws or glue**, fully dismountable, and flat-packable—making them ten times more compact than traditional models. This design significantly reduces the carbon footprint of transport, simplifies maintenance, and extends the lifespan of materials.

The same logic applies to our **ePoster consultation system**: a self-standing, reusable structure that can be assembled in under five minutes, designed to accommodate standard screens rented locally. This reduces the weight by a factor of eight and the logistical volume by twenty, while providing a seamless, high-quality experience for both presenters and attendees.

On the digital side, our R&D focuses on **efficient architectures** that limit unnecessary data flows and optimize resource use. Our data exchange systems rely on **lightweight, decentralized synchronization mechanisms** capable of functioning even without a stable connection.

This reflects our **deliberate low-tech philosophy**: avoiding unnecessary complexity, minimizing technical demands, and ensuring resilience in constrained environments.

In short, we don't innovate for innovation's sake. We innovate to **solve, simplify, and improve**. Our R&D is a space for applied progress, where every technical decision is evaluated for its **real impact, durability, and practical usefulness**.

Our Contribution to the Scientific Community

Since our founding, we have chosen to directly support those who generate knowledge, particularly within **specialized medical learned societies**.

Much like a short supply chain, we foster a **direct and lasting relationship** between recognized experts in each field and the healthcare professionals who rely on this knowledge. Based on trust and a shared commitment to the public good, this relationship enables more efficient and relevant dissemination of knowledge.

This positioning allows us to offer **coherent solutions focused on a clear goal**: facilitating **direct access to scientific resources**, while reinforcing the **editorial autonomy of learned societies**.

Every year, thanks to our tools, thousands of hours of conferences, training sessions, and specialized content are made available through their own distribution channels. These resources—tailored to the needs of each community—support continuing education for healthcare professionals, promote best practices, and, more broadly, contribute to improving the **quality of care**.

Our Commitment to the Future

These examples illustrate our **practical and structured approach** to environmental and social challenges. But we remain realistic: a significant part of the journey still lies ahead. Some technical optimizations are still possible, but we know that future progress will also depend on our ability to **change entrenched behaviors**—starting with our own.

The **organization of scientific congresses**, the historical core of our business, now represents one of the most environmentally sensitive aspects of our operations. We do not shy away from this reality: the carbon footprint of such events—especially international ones—is substantial.

We've started to address this by offering **broader access to conferences via streaming**—an imperfect solution, but far less carbon-intensive than, for example, a Paris–Berlin flight.

We also acknowledge that we still deploy a large amount of staff and equipment from France. **Relocating services, renting more equipment on-site, and leveraging our European network** are all avenues we've begun exploring—but these require a **shift in operational culture**. And as is often the case, this will take time.

At CYIM, we do not see CSR as a constraint. We see it as an opportunity to **reaffirm our values**, question the status quo, and **build a more sustainable model**—one that rises to today's social, economic, and environmental challenges.

Currently in the process of earning the **LUCIE 26000 certification**, based on the ISO 26000 European CSR framework, we have embarked on a **continuous improvement approach** that supports the **entire range of Sustainable Development Goals**.

Our **2025–2026 roadmap** will define concrete, measurable, and transparent commitments, allowing us to continue innovating in service of the scientific community, while respecting all our stakeholders—and the planet.