

Corporate Social Responsibility (CSR) Report



2022

Introduction

The 2030 Agenda¹, adopted in September 2015 by the 193 member States of the UN, offers a framework of 17 Sustainable Development Goals (SDGs) which are universal and engaging for organisations, with an extended reach, centred on populations, and applicable to all countries of the world.

With its 17 SDGs and 169 targets, the 2030 Agenda sets out a detailed roadmap covering all societal issues, and the SDGs constitute a universal reading grid with a common language and reference framework for making the initiatives of all the actors and citizens of the signatory countries more sustainable.

The SDGs must be attained collectively and implemented by all countries. A monitoring mechanism is in place, and each country must declare every year its progress towards the goals and other implementation reviews².

CSR, a commitment in Afnic's DNA

For more than ten years, Afnic has placed sustainable development at the core of its activity. Our objective is to combine technical, economic, social and environmental performances in the service of the general interest.

As an actor at the heart of the French digital ecosystem, we are well aware of the impact of our activities and of the significant role we have to play for society as a whole and in terms of how practices evolve.

¹ <https://sdgs.un.org/2030agenda>

² <https://www.agenda-2030.fr/agenda-2030/dispositif-de-suivi/etat-des-lieux-de-la-france-au-regard-des-objectifs-de-developpement-durable/>

Since its creation, Afnic has chosen to integrate Corporate Social Responsibility (CSR) into its mission and its governance, as a lever for improving its activities and its results.

We initially went about structuring our CSR approach through the “Optimise the social, economic and ecological benefits of the DNS” axis of our 2019/2022 strategy. We reaffirmed our commitment to contributing to the attainment of the sustainable development goals in our new multi-annual roadmap, with the ambition of being “a recognised and useful player for digital solidarity and a sustainable digital sector”.

Once the CSR management system based on ISO 26000 was put in place in 2022, Afnic was able to take stock of the impact of its activities, identify its levers of action with its stakeholders and draw up an initial improvement plan, setting objectives in various areas of CSR.

The ISO 26000 framework allowed Afnic to define the six pillars of its CSR policy (presented hereunder) and to make sure, through the management system and the associated monitoring and steering mechanisms, that its CSR initiatives are aligned with the 17 SDGs.

1 - Provide our employees with a healthy, safe and pleasant working environment that fosters their professional development

2 - Develop relationships of trust and co-construction with all our stakeholders

3 - Respect and protect the rights of domain name users

4 - Innovate by integrating CSR issues to design responsible products and services

5 - Be committed to serving the general interest, French entrepreneurs, young people and populations excluded from the digital world.

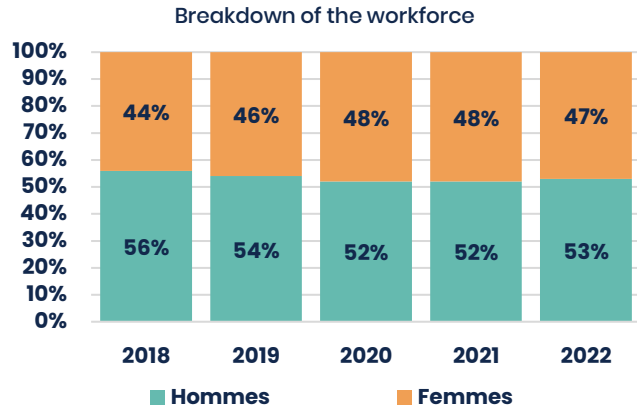
6 - Measure the environmental impact of our activities and reduce the carbon footprint of the domain name business

Social results 2022

Trends and breakdown of the workforce

At the end of 2022, Afnic had 89 employees

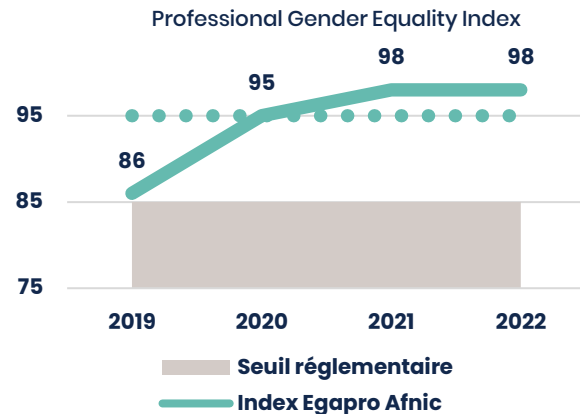
- 47% women and 53% men -
representing a 5% in the workforce (eight new hires and four departures).



Afnic had two employees aged between 15 and 25, 63 aged between 26 and 49 and 24 aged 50 and more.

Diversity and equal treatment

The Index of professional equality between men and women for 2022 was 98/100, **unchanged from 2021 and up by 3 percentage points (pp) on 2020 and by 12 pp relative to 2019.**



Skills development

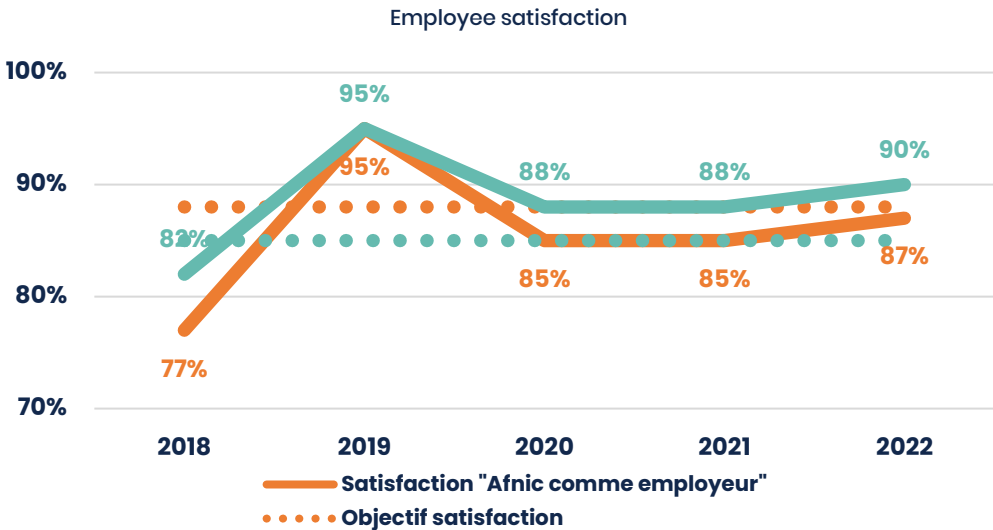
In 2022, the training budget represented 2.4% of the payroll, below our commitment to devote 3% of the payroll each year to developing our employees' skills. 48% of employees followed at least one training course.

The shortfall relative to the objective in 2022 was due mainly to the reduced time available to employees, particularly those in the IT department, where a major project

involving re-entering our entire registration system was in the finalisation stages, and came to an end on 1 October 2022.

Employee satisfaction

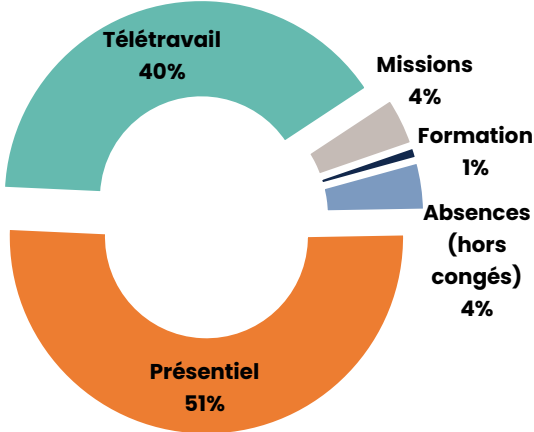
In response to the annual internal survey, employees expressed an 87% satisfaction rate with Afnic as employer and 90% for the quality of life at work, each up by 2 pp relative to 2021.



Organisation of work

All Afnic employees (except those with executive status) work four days a week, thus ensuring a balance for all between work and personal life. Teleworking or working from home was maintained once the health crisis ended and a dedicated agreement was signed in 2022 between management and the representative trade union organisations.

Distribution of working hours



40% of working time in 2022 was from home and 51% in the office. Travel gradually resumed, thus allowing Afnic once again to perform its role of representation in national and international internet governance bodies.

Societal results 2022

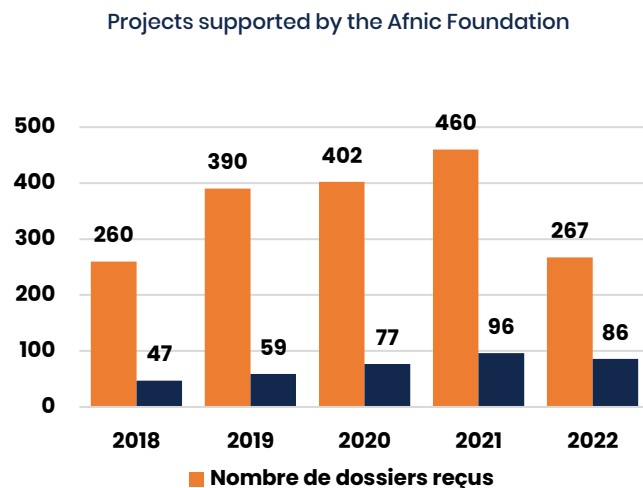
Supporting the fight against digital exclusion

Out of 267 candidacies received in 2022, the Afnic Foundation for Digital Solidarity supported 81 projects for a total amount of €1,268,800, financed with the profits made on .fr registrations.

The responses received to the two calls for projects in 2022 -

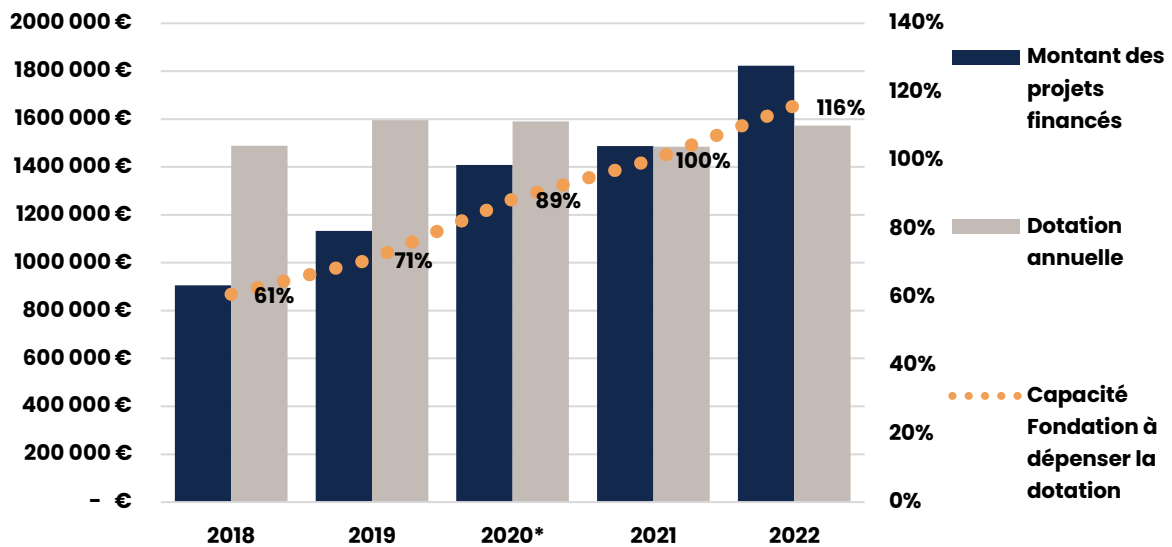
“Digitisation for a More Equitable Society” and “Digital Mediation Workshops” - once again reflected current social and societal concerns, particularly as regards the subjects of support for women, health and sustainable development.

Also notable were a number of much larger projects, many of them nationwide, requiring more substantial support and financing. Every region of mainland France had at least one project financed by the Afnic Foundation³.



³ The full list of winners can be found here <https://www.fondation-afnic.fr/fr/Accueil.htm>

Afnic Foundation - Budget monitoring



11% of revenues dedicated to the general interest

In the context of the agreement signed with the State for the management of the .fr domain from 1 July 2022, Afnic undertook to dedicate 11% of its annual revenues to the general interest, the first €1.3 million being paid to the Afnic Foundation for Digital Solidarity. In 2022, 12.6% of revenues were disbursed for general interest projects.

Every two years Afnic determines, in concert with the State and after consultation with the bodies of the association, the priority themes to which these disbursements are allocated.

For the years 2022 to 2024, the parties agreed that these priority themes are:

- Digital transformation of businesses and private individuals' mastery of digital technology
- Contribution of digital technology to reduction of the overall carbon footprint, and reduction of the carbon footprint of digital technology itself

- **Transfer of skills in subjects relating to the digital transformation, the domain name system, IT security and Internet governance at national and international levels**
- **Contribution to maintaining and developing digital commons**

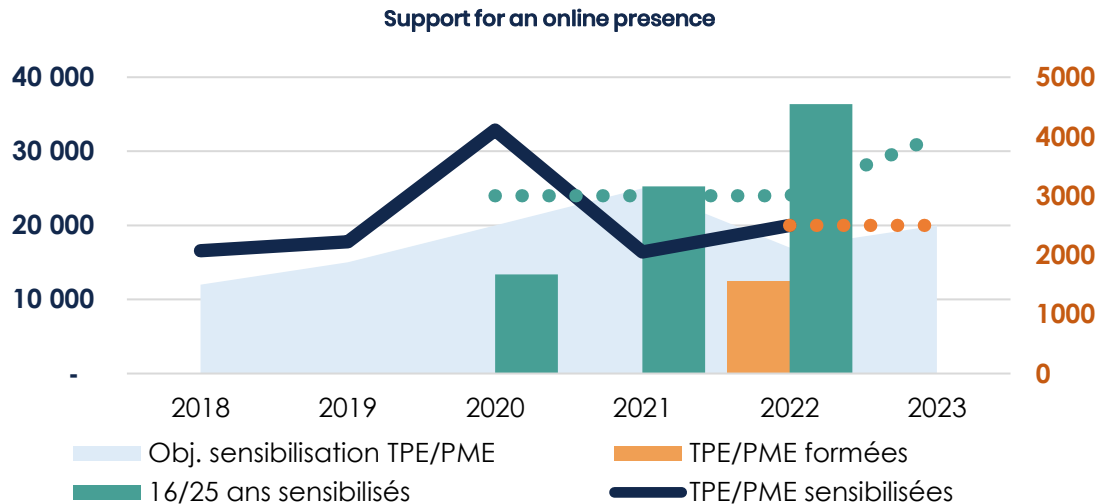
Supporting the online presence of VSEs/SMEs and raising awareness of the stakes involved in digital technology among young people aged between 16 and 25

Through Réussir-en.fr⁴ (“Succeed with .fr”) and the Foliweb workshops, more than 20,000 VSEs/SMEs were supported in their move online in 2022 and trained to develop their activities on the Internet, and more than 4,000 young people took part in the workshops organised with our partners on mastering their online presence, particularly on the subjects of their identity and their data.

In addition, more than 1,500 of VSEs/SMEs, retailers and tradespersons with limited experience of the digital world took the “*Tous en ligne maintenant*”⁵ (“All online now”) training courses organised by Afnic and its partners (digital associations CINOV Digital, Neocamino and La Mêlée, the CPME (Confederation of SMEs), the Auvergne-Rhône-Alpes Region, the CINOV employers’ federation, the insurance brokers’ association Planète CSCA and the AFPA training institute).

⁴ <https://reussir-en.fr/> is an Afnic initiative aimed at helping entrepreneurs and young people achieve a controlled and effective online presence.

⁵ <https://tousenlignemaintenant.fr/>



Supporting employment and local dynamism

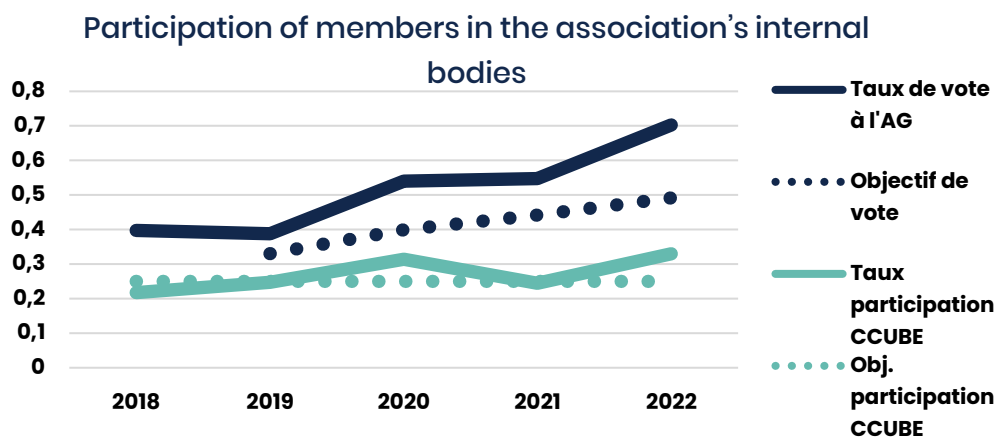
Afnic was created in the Yvelines department of France, as part of Inria, the National Institute for Research in Digital Science and Technology. It has remained in its home territory and strives to contribute both to the economic life and standing of Saint Quentin-en-Yvelines and, in recent years, to that of its partner campus of Paris Saclay, in particular through:

- **Local recruitment:** 64% of its employees live less than 25km away from Afnic's offices.
- Involvement with universities and schools in the region, **but also with the SQY Cub incubator in support of projects to create and develop enterprises. Afnic also participates in employment, business and innovation events in the conurbation.**
- Participation in HR and CSR working groups within the conurbation to develop business practices **in the region, particularly as regards getting more women into scientific and technical occupations.**
- Purchasing locally and responsibly, whenever possible

Governance that listens to stakeholders

Afnic's multi-party governance ensures constant dialogue with the Internet ecosystem as a whole in France. Afnic implements the necessary means to

involve its stakeholders (public powers, users and private sector) in the management and development of the public good that is the .fr domain in the context of its mission. The participation of members of the association in working bodies (operational working groups), consultative bodies (registrars' and users' consultative committees) and decision-making bodies (Board of Trustees, and General Meeting) ensures that decisions are taken in consultation and in the general interest.

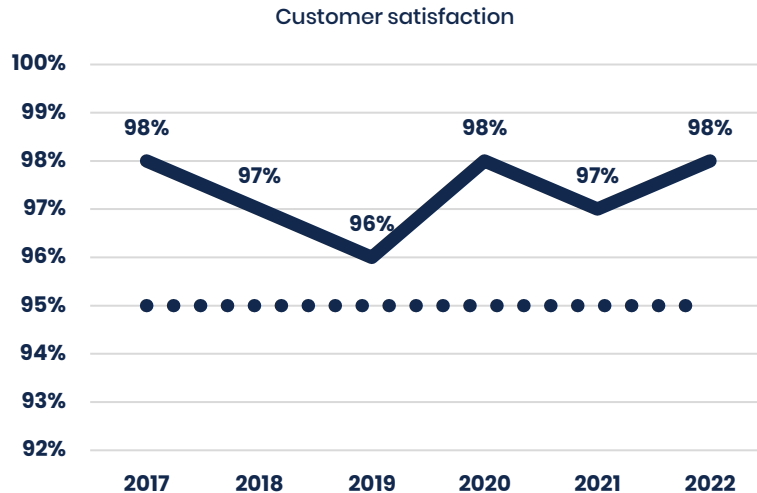


In 2022, the association's mechanisms were supplemented by the public consultations on the protection of holders' data.

The reliability of the .fr domain for secure and stable access to essential services

Afnic was designated an operator of essential services in 2019, and manages .fr domain names in the context of a public service mission. Access to our services, the security of our infrastructures and the protection of our users' data are at the heart of our activities and are rigorously monitored 24/7. Afnic reports monthly with complete transparency⁶ on the fulfilment of its service quality commitments.

⁶ <https://www.afnic.fr/en/observatory-and-resources/observatory/quality-of-service-performance/>



Environmental results 2022

Afnic's Carbon Balance Sheet

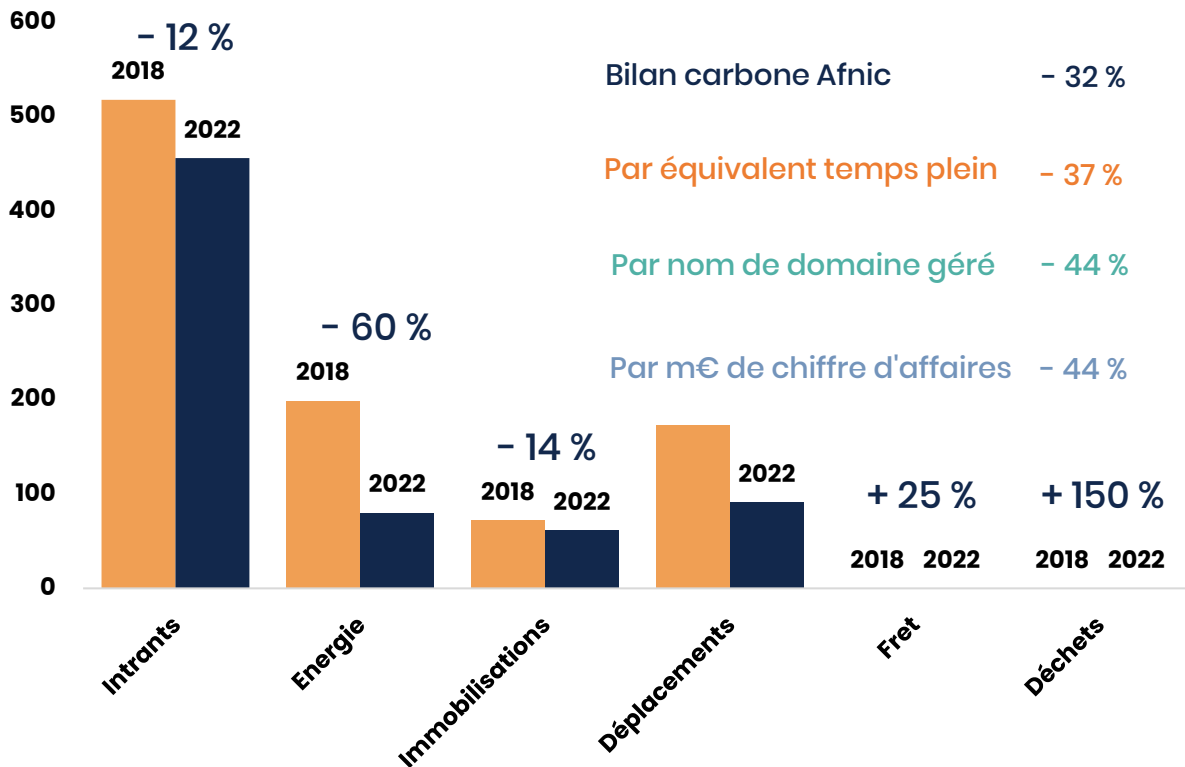
The Carbon Balance Sheet for 2022, calculated in Q1 2023, amounted to 690 tCO₂e, up 8% compared to 2021.

Inputs constituted the main source of emissions, with 467 tCO₂e (66% of the footprint).

Controlling the impact of travel was a challenge as we emerged from the health crisis with the resumption of meetings of international Internet bodies. Afnic continued to make use of the hybrid format for events and maintained home office working, which allowed it to limit the increase in this item to 91 tCO₂e (as against 66 in 2021). Travel accounted for 13% of the carbon balance sheet in 2022.

Representing 12% of emissions and 80 tCO₂e, energy is the third biggest item, down by 44% on the previous year despite the added impact of working from home and Afnic's digital mechanisms.

Afnic's carbon balance sheet by item: change 2018/2022



Fixed assets accounted for 11% of the overall footprint, unchanged from 2021. The impact of new acquisitions was offset by longer depreciation periods, particularly the longer useful life of computer hardware.

Freight and waste each accounted for less than 1% of emissions, 0.12 and 0.05 tCO₂e respectively.

A new plan for reducing greenhouse gas (GHG) emissions

Workshops conducted with the management committee allowed us to draw up a new plan for reducing GHG emissions, targeting the three biggest items of the carbon balance sheet. This roadmap was adopted by the Board of Trustees in November 2022 and will be implemented from 2023.

The plan sets an objective of a carbon balance sheet of less than 690 tCO₂e in 2023 and 750 tCO₂e in the four following years, in accordance with the commitment made in the 2022/2027 agreement signed with the State.

A commitment to carbon neutrality as of 2022

Afnic has also committed to offset its GHG emissions as of 2022 via the contribution to global carbon neutrality.

The members of the Association have chosen to support the ecological transition of an agricultural operation in the commune of Désertines, in the Allier department, via the Terraterre organisation⁷. This operation aims to reduce its emissions by 393 tCO₂e between now and 2026 via the Label Bas Carbone label.

Afnic also supports a thermal solar project in the town of Issoudin in Indre managed by Inuk⁸ which consists in providing renewable heat to the town's urban heat network or to an industrialist, replacing the use of gas and thus avoiding the production of GHG.

⁷ <https://en.terraterre.co/>

⁸ <https://inuk.co//EN>