

2023
2024



Our Commitment to Social Development

SOCIAL MEDIAS



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Unique, authentic, and innovative actions.



My DSO Manager

The Story of a Realistic Utopia

Some visions of utopia are so far from what we consider possible that they are best shared with care. Instinctively, the visionaries behind such utopias remain discreet, as attempting to explain or convince would be both laborious and ineffective, resulting in wasted time and energy.

Driven by their deep conviction about the value of their project, these utopists work alone, developing their idea without external assistance to ensure its realization is fully authentic and aligned with their vision. This leads to an original creation, uninfluenced by outside forces. The challenge then becomes to preserve these founding principles and resist the pressure of “the way things are done” once the project or product becomes accessible to everyone and more realistic individuals become involved.

This is the story of My DSO Manager, a credit management solution born from the belief that a customer management software could be implemented in two days instead of six months. Designed to be highly ergonomic, flexible, pleasant to use (a rare trait for management software), accessible to businesses of all sizes worldwide, and priced so affordably that choosing it would be an obvious, if not undeniable, decision.

The distinctiveness of My DSO Manager lies in:

- A determination to create software that aligns with the unique nature of credit management, a hybrid function between commerce and finance.
- The application of key principles from the Alpine style, which promotes agility and performance.
- A focus on what truly matters, leaving out the superfluous.
- Emphasis on action over endless discussion and PowerPoint presentations.
- A hands-on approach to ensure complete and adaptable control over the solution.
- A touch of boldness to challenge the status quo.

My DSO Manager was built on the synergy between IT expertise and functional business knowledge. This mutual understanding of each domain's possibilities and constraints allowed the solution to harness the best of both worlds. Moreover, this collaboration enables developers to

comprehend business needs and contribute uniquely, while business professionals guide these needs with a sound understanding of IT realities. This added value is what distinguishes a good product from an excellent one.

Thus, the story of My DSO Manager, now used globally by over 1,800 companies, driven by a team of fewer than thirty people, and unwavering from its founding principles for more than nine years, is fundamentally a story of authenticity.

It also embodies the application of an indirect approach, a strategy far more economical and efficient than direct confrontation. The classic business objectives of revenue growth and profitability are more reliably achieved by focusing on the means—the product itself. A good product sells itself, negating the need for a large sales force that increases costs and disrupts the economic model. Entrepreneurship is primarily about taking the right action.

My DSO Manager is a cohesive entity, perfectly aligned with its founding spirit. In reality, there's no need to seek external ideas for creation. The inspiration is within us; we just need to look inward and stay true to ourselves.

It is in this spirit that My DSO Manager develops its CSR orientation. This approach is not about seeking specific certifications but rather about taking very concrete actions, such as:

- Implementing high-quality working conditions and above-market compensation, including profit-sharing aligned with the company's success.
- Providing financial support to various cultural, sports, and charitable associations for concrete projects, representing 2% of the company's revenue.
- Continuously optimizing the My DSO Manager system to reduce the number of servers used, thereby minimizing its carbon and energy footprint. It's worth noting that this ongoing improvement in system performance not only enhances the solution, meeting business needs, but also addresses environmental challenges.

The goal of My DSO Manager is to positively contribute, in its own way, to the quality and sustainability of inter-company relationships, which are key to economic development and transformation—true challenges of our time. This highlights the evolution and philosophy behind My DSO Manager, emphasizing the fundamental elements that led to its creation, development, and commitment to corporate social responsibility (CSR).

The idea of a realizable utopia reflects the deep conviction of the two founders, Bertrand and Thomas, who chose to work

alone initially to shape their idea without external influences, thus maintaining the authenticity and purity of their vision. This approach resulted in the creation of a unique solution, unaltered by external pressures.

Now, they wish to highlight the unique characteristics of My DSO Manager, including its commitment to creating software tailored to the specific needs of credit management, its agility, its focus on essentials, its preference for action over theoretical discussions, and its boldness in challenging established norms.

The importance of collaboration between IT and business ensures an exceptional product. This synergy allows each domain to understand the constraints and opportunities of the other, resulting in a product that fully meets the real needs of its users.

My DSO Manager's CSR dimension emphasizes its concrete actions such as advantageous working conditions, sponsorship of various associations, and the continuous optimization of its infrastructure to reduce its carbon footprint.

The magic of utopia has transformed the dream into reality!



Purpose

A purpose refers to the true and profound reason for the existence of something or someone. Our purpose is to support businesses in sustaining their client relationships and enhancing their financial health.

DNA

OUR VISION

The deployment of the company's commitment must be collaborative and long-term

All employees are engaged and involved in the selection and implementation of actions. Everyone contributes and is empowered to make suggestions. This approach is guided by a dedicated governance structure and includes monitoring to ensure the achievement of objectives.

Our vision for Corporate Social Responsibility (CSR) is to be an exemplary leader in our sector by fully integrating the principles of sustainability, social, and environmental responsibility into the core of our activities. We are committed to creating a positive impact on our stakeholders, including our employees, clients, suppliers, local communities, and the environment.

We view CSR as an opportunity to generate shared value by aligning economic objectives with those related to individual well-being and the preservation of our planet. To

achieve this vision, we commit to upholding ethical standards in all our interactions and promoting a culture of integrity and transparency. We strive to create an inclusive and diverse environment where every employee is respected and valued, fostering innovation, creativity, and professional growth. We aim to minimize our environmental impact by adopting sustainable practices, including reducing energy consumption, managing waste responsibly, promoting resource efficiency, and optimizing our travel.

We are dedicated to social responsibility initiatives that aim to improve the quality of life for communities. We support educational, social, and environmental projects in our region, contributing to local sustainable development.



The CSR mission is the driving force that transforms good intentions into responsible actions. It represents the company's commitment to serving society by weaving a sustainable and equitable future. This mission threads a guiding line with passion, dedication, and awareness.

We aspire to be recognized as a company that creates long-term value by meeting the growing expectations of our stakeholders and contributing to a fairer, more sustainable, and balanced world.

The movement towards corporate social responsibility (CSR) began to take shape in the 1950s when American academics started to argue that businesses should make decisions that are desirable for society. Over the decades, the concept has evolved into a major concern for many companies and a global trend. Standards and guidelines have been developed to help integrate CSR practices at all levels of a company. Some companies are even subject to mandatory reporting on these matters.

P2B Solutions is a small and medium-sized enterprise (SME) not required to engage in

CSR by law. However, we work with companies across various sectors and sizes, and we aim to be recognized as an innovative company. To achieve this, we must meet the demands of our stakeholders, primarily our clients and employees.

Our general CSR objectives are multifaceted: to establish ourselves as a responsible company, to meet our clients' ESG (Environmental, Social & Governance) criteria, and to attract and retain talent. These objectives are translated into five priority actions for 2023 and 2024:

OUR MISSIONS



Enhancing workplace quality and employee well-being



Continuously optimizing our systems to reduce carbon and energy footprints



Supporting various cultural, sports, and charitable associations



Participate in the sustainability of our customers and ensure their satisfaction



Engage in our environment as an enterprise to promote sustainable development

OUR VALUES

1

OUR OFFER

Our Expertise at the Service of Our Clients

Created by experts in credit management and B2B debt collection, My DSO Manager is a high-performance SaaS software solution excelling in flexibility, speed, and availability. It enables efficient management of client financial relationships, providing personalized support tailored to their needs and structure.

3

THE COMPANY

Engaging in Economic Development

Our company operates within the ecosystem through interventions and partnerships. We contribute to the growth of the local economy and support the development of various initiatives. Our commitment extends to supporting national social and solidarity economy associations as well as local sports organizations.

THE HUMAN ASPECT

Working together for each other's success

People are at the heart of our company's performance and long-term success. Well-being, quality of work life, and continuous learning are our top priorities. P2B Solutions creates an environment that encourages self-improvement and the fulfillment of personal ambitions. This approach enables each team member to contribute to both personal and company performance and value creation.

2

THE ENVIRONMENT

Commitment to Sustainable Practices

Our commitment to the environment involves adopting sustainable practices that minimize our ecological footprint. We continuously strive to reduce energy consumption, manage waste responsibly, and promote resource efficiency. Our goal is to integrate environmental responsibility into all aspects of our operations, contributing to a healthier planet for future generations.

4

Commitment

Transitive verb

Acting for a Better Future



COMMIT

Our Commitment to Society

Fostering Value-Driven Relationships

Encouraging innovation and stimulating economic growth allow for complementary skills, shared risks, and the creation of positive social value. These relationships are essential for building a prosperous, collaborative, and sustainable society.



With My DSO Manager, we build value-creating relationships with all our stakeholders to contribute to the growth and enhancement of our partners.

Contributing to Shared Value

It is important to strengthen social cohesion, build a sense of collective identity, promote ethics and justice, encourage civic engagement, and have a positive impact on public policies. This helps create a more inclusive, equitable, and democratic society



That's why at P2B Solutions, we dedicate a portion of our profits to support associations in the social economy sector.

Resources & Solutions

We seek partners who embrace our CSR principles. This brings numerous benefits, including value alignment, consistency and credibility, the exchange of best practices, maximizing impact, and risk management. These partnerships reinforce our position as a socially responsible company and enable us to collaborate in creating positive change in society.



The company has focused its development strategy on establishing partnership agreements with various companies in the credit management sector, both locally, nationally, and internationally.

The company donates a portion of its profits to support associations in the social economy sector.

Our Environmental Commitment

Contributing to Sustainable Resource Management

Participating in sustainable resource management is crucial for preserving our environment and ensuring resources are available for future generations. It also promotes economic stability by guaranteeing a continuous supply of raw materials essential for business activities.



P2B Solutions is a service company with limited opportunities for direct action in this area. However, the company is committed to resource management and has implemented initiatives to preserve and renew resources by promoting the circular economy.

Contribution to the Fight Against Climate Change

Fighting climate change is crucial for protecting our planet and preserving our way of life. It enables us to promote climate justice by safeguarding the most vulnerable populations and facilitating the transition to clean and sustainable energy sources.



To contribute to the fight against climate change, the company is working to reduce its carbon footprint by lowering its energy consumption (both in its premises and human activities).

Waste Sorting and Recycling

Preserving the environment by reducing pollution and greenhouse gas emissions, promoting recycling and the recovery of valuable materials, thus saving natural resources and avoiding waste.



The company has signed a partnership agreement with Elise. This agreement fosters an active and collective awareness of environmental issues through waste sorting and recycling. It also helps to create job opportunities for people with disabilities or those facing challenges in employment.

Our Facilities

Strategic decisions such as choosing locations well-served by public transportation, proximity to suppliers, and considering the energy efficiency of buildings can help reduce the company's environmental footprint.



The company has chosen to relocate to a third-generation business park. The buildings in this park benefit from a photovoltaic solar power system and a "Greenview" control system that regulates and optimizes energy consumption.

Our transportation

By choosing more sustainable modes of transportation such as walking, biking, public transit, or carpooling, we can reduce harmful emissions, air pollution, and traffic congestion, while conserving natural resources and enhancing air quality and quality of life in our communities.



The company has implemented collective actions to raise awareness and encourage employees to use "clean" transportation options. A telecommuting policy allows employees to work from home regularly or occasionally, thereby reducing commute trips. The company promotes professional travel by train, bike, and carpooling.

Our Human Commitments

Promote professional development and engagement

Individuals require opportunities to acquire new skills, enhance their proficiency, and broaden their knowledge. Our objective is to ensure that our employees are informed about business trends and are able to develop in their positions, thereby delivering the highest quality of service to our customers. Customer and employee satisfaction are significant factors in the longevity of a company.



The goal is to empower each employee to generate performance and value for both themselves and the company. Our company's size facilitates high-quality social dialogue, where each employee's skills are recognized and nurtured.

Ensure an Attractive and Safe Environment

Safety and attractiveness are crucial for retaining talent. New recruits are more inclined to join a company that prioritizes high standards of safety and well-being, and they are more likely to stay with the organization if they feel valued.



The company experiences annual growth. To guarantee high-quality service for clients, the focus is on fostering long-term employee commitment. This is achieved not only through skill development but also by offering a pleasant working environment and ensuring a secure workplace.

An Attractive Compensation Policy

Having an attractive compensation policy is crucial for attracting and retaining skilled, motivated, and committed talent within the company. It also enhances employee satisfaction and engagement, which contributes to the overall performance of the organization.



Beyond the annual review of fixed salaries for each employee, other forms of collective compensation have been implemented: intercompany savings plan (PEI), profit-sharing, and a 300% matching contribution.

Professional Development and Training as Core Values

It is the responsibility of every company to develop the skills and knowledge of its employees, thereby supporting their personal growth and enhancing their contributions to the organization. This also boosts motivation, engagement, and talent retention within the company.



Training needs are addressed annually during performance reviews and more specifically every two years during professional development interviews. The goal is to meet the needs of the company and its clients while enhancing the employability of our employees.

Well-Being as a Way of Life in Society

Fostering well-being as a way of life creates a more harmonious social environment, conducive to solidarity, cooperation, and sustainable development.



The company regularly assesses the balance between employees' professional and personal lives. The design of the facilities has also been carefully considered to address the physiological and psychological needs of all employees.

Our Solution

Provide a Comprehensive and Innovative Solution

My DSO Manager has facilitated the payment of over €128 billion in invoices over the past 12 months of 2024. This figure is updated regularly throughout each year. The solution contributes to the financial health of its clients. To achieve this result, My DSO Manager offers all the necessary features for the 'Order to Cash' process.

The Customer Comes First

Customer satisfaction is our top priority. We achieve this through personalized support from credit management and IT experts, a responsive support team, and regular meetings to identify and address needs.

Customer Satisfaction and Loyalty

An annual survey is conducted with all My DSO Manager users to gauge their satisfaction and identify their needs. Since 2022, the company has introduced an onboarding service designed to help clients fully utilize all features of the solution. In 2022 alone, over 800 clients were engaged, and more than 150 hours were spent on consultations.

Innovation

My DSO Manager's network of connectors expands each year, including credit insurers, payment systems, business intelligence tools, and various collection services. There were 80 active connectors in 2022. My DSO Manager is compatible with all ERP and accounting software for importing client data.



Purpose

Noun










The reason something is created,
its intended use.

DESTINATION



OUR SUPPORT FOR ASSO- CIATIONS OR NONPROFITS

In 2023, My DSO Manager donated **€51 325** (which represents 1.3% of its revenue)

	My DSO Manager participates in the annual cross-country race and supports the association for sick children at CHU Grenoble Rhône-Alpes	DONATION 325 €
	My DSO Manager supports the Restaurants du Cœur association	DONATION 15 000 €
	My DSO Manager supports the Abbé Pierre Foundation	DONATION 5 000 €
	My DSO Manager supports the Grenoble Volleyball Sports Association	DONATION 10 000 €
	My DSO Manager supports the Sou des Écoles association to provide a sailing experience for a class	DONATION 1 000 €
	My DSO Manager supports the Cholonge Sailing Sports Association	DONATION 2 000 €
	My DSO Manager supports a local organization that aids Ukrainian refugees	DONATION 10 000 €
	My DSO Manager supports the L'Arche Grenoble association , which assists people with disabilities	DONATION 5 000 €
	My DSO Manager supports the Self Defence 73 association in creating two new programs to help young people facing school bullying and women who have experienced abuse	DONATION 1 000 €



Profile of Mathieu Goujon

P2B Solutions is committed to para-sports and actively supports Mathieu Goujon.

A grant of €3,000 has been provided by P2B Solutions to support his participation in various competitions.

Mathieu Goujon, a sports enthusiast, experienced a life-changing event in 2010 when a motorcycle accident shattered his leg. After undergoing numerous surgeries, he decided to have his leg amputated in 2016.

Despite the challenges, Mathieu quickly adapted and resumed his active lifestyle, engaging in competitive activities such as sailing and longboarding. In 2021, he took up surfing and discovered a new passion. He became the first para-athlete to join a surf club and began competing. Mathieu trains intensively and aims to participate in the World Championships in California. While he dreams of riding legendary waves, he also acknowledges the importance of cherishing life and fully embracing his passions.



OUR OBJECTIVES FOR 2024



Social Objectives

- Strengthen our existing partnerships.
- Find new international partners, particularly in English-speaking countries.
- Enhance our local partnerships in the AURA region.
- Continue our commitment to the disability sector.
- Donate 2% of revenue to nonprofit organizations.



Product Objectives

- Continue to enhance and expand our comprehensive solution for managing the entire Order to Cash process (grow the My DSO Manager network).
- Onboarding: Engage with 75% of our clients each year.
- Enhance and develop our existing Artificial Intelligence module to provide actionable insights to users.



Environmental Objectives

- Establish a responsible procurement policy and ensure its enforcement among all our suppliers.
- Participate in the city's mobility plan within our business area.



Human Objectives

- Sign an agreement for a Time Savings Account and establish a Collective Retirement Savings Plan (equivalent to PERCOL).
- Ensure all employees receive training every two years at a minimum.
- As the company grows, continue to foster social dialogue by implementing concrete actions that allow both individual and collective expression.
- Increase recruitment of new talent by promoting diversity and equal opportunities.

WEBSITE



2023

2024

CSR CHARTER P2B SOLUTIONS