



**LEADER  
FIELD**

# GOUVERNANCE POLICY RISKS

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## Leaderfield - CSI

Conseils, Sondages et Interviews

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## Preamble

CSI is a field research company committed to acting ethically and responsibly in all its activities. This document defines the risk governance framework within the company.

## 1. Objective and Scope of Application

The risk governance framework presented in this document applies to all of our activities, including the collection of data for surveys and polls, the use of the CATI Voxco system and the technical infrastructure hosted on Equinix servers in Paris-Aubervilliers. Its objective is to ensure that risks are identified, assessed, managed and monitored in a proactive and structured manner, in order to protect the continuity of our activities, our reputation and our customers' data.

## 2. Objectives

- Establish a comprehensive framework for the identification, assessment, mitigation, monitoring and risk reporting.
- Ensure compliance with legal, regulatory and contractual requirements.
- Protect our assets, our technology infrastructure and the integrity of our data.

## 3. Governance Structure and Responsibilities

- **Board of Directors:** Provides strategic oversight and approves all risk management policies.
- **Risk Committee:** Regularly reviews risk exposure and ensures the effectiveness of control measures.
- **General Management:** Implements risk management strategies and monitors key risk indicators.
- **Operational Managers:** Identify and manage risks related to daily operations.
- **IT and Security Teams:** Manage technological risks by ensuring security and resilience of the Voxco CATI system and infrastructure hosted by Equinix.
- **Internal Audit:** Conducts independent audits to verify compliance with practices and risk management policies.

## 4. Identification and Assessment of Risks

- Maintain a risk register documenting all identified risks, their probability and their potential impact.

- Carry out regular risk assessments, including:
  - o **Operational Risks:** Linked to data collection and execution processes investigations.
  - o **Technological Risks:** Associated with the CATI system (Voxco) and infrastructure, including updates, system failures and cybersecurity threats.
  - o **Compliance Risks:** Concerning compliance with legal, regulatory and contractual.
- Prioritize risks based on their potential impact on operations and reputation the company.

## 5. Risk Management and Mitigation Strategies

- Develop mitigation plans for priority risks using strategies such as the avoidance, reduction, transfer or acceptance of risks.
- Review and update these plans regularly in order to adapt them to changes in the environment and new threats.

## 6. Monitoring, Reporting and Review

- Establish Key Risk Indicators (KRIs) to continuously monitor the level of risk.
- Establish regular reporting mechanisms to keep stakeholders informed of the state of risks.
- Conduct periodic reviews of this policy to ensure its effectiveness and adjust it if necessary.
- Ensure that any risk-related incidents are reported immediately and addressed with corrective measures.

## 7. Communication and Training

- Ensure that all employees are aware of their responsibilities regarding the management of risks.
- Organize ongoing training and disseminate regular updates on procedures and developments in the risk management policy.
- Ensure clear and open communication at all levels of the organization regarding risk-related information.

## 8. Technological and Infrastructure Considerations

- Ensure regular updating and maintenance of the CATI Voxco system in order to reduce technological risks.
- Continuously monitor the infrastructure hosted on Equinix servers to detect and prevent physical and cybersecurity threats.
- Implement disaster recovery and business continuity plans specifically adapted to our IT environment.

## 9. Continuous Improvement

- Regularly review risk management processes and incorporate lessons learned past incidents.
- Encourage proactive risk identification and feedback from all levels of the organization.
- Integrate risk management into overall strategic planning.

## 10. Conclusion

Our commitment to rigorous risk governance is essential to protect our operations, assets and reputation. Compliance with this policy is mandatory for all employees and stakeholders.