

Yoolink

Sustainability Report

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Company presentation

Activity

Industry: Information service activities

Développer un service pour les entreprises facilitant la veille et la communication

Nous sommes une start-up de 6 personnes développant un service en ligne pour les entreprises.

Sustainability policy

Mon entreprise travaille dans les services en ligne (Internet). Donc pour moi le développement durable c'est une dimension sociale (équilibre des équipes pour minimiser le turn-over et attirer des gens "talentueux").

C'est aussi mettre en place des méthodes pour que chaque minutes travaillées rapporte à l'instant présent, mais aussi dans le future : éviter les gaspillages et les actions en réaction.

Energy consumption in offices

Energy

Our actions

- Our computer screens are equipped with sleeping systems.
- Our PC units are equipped with sleeping systems.

Conventional waste

Waste and emissions

Our actions

- We sort paper at our office.
- We sort cardboard at our office.
- We have identified paper as an important source of waste.
- We have identified material packaging as an important source of waste.

Research and Development

Innovation

Our actions

- Our organization is involved in new product development.
- Our organization is involved in product improvement.
- Our organization is involved in service development or improvement.
- One of our goals for innovation is improving the quality of our products.
- One of our goals for innovation is improving production efficiency.
- One of our goals for innovation is making our products more socially conscious or eco-friendly.
- We receive funding from national agencies or initiatives.
- We receive funding from investors.

Customer service

Responsibility to consumers

Our actions

- We provide information and customer assistance to clients and customers via our website.
- We provide information and customer assistance to clients and customers via telephone and email contacts.
- We provide information and customer assistance to clients and customers via face-to-face interviews..
- Our website is updated at least once a week.
- We respond to client/customer phone calls within the hour.
- We respond to correspondence with clients and customers as soon as possible.

- Our customer service representatives are courteous.
- Our customer service representatives are enthusiastic.
- Our customer service representatives are knowledgeable.
- Our customer service representatives are patient.
- Our customer service representatives are helpful.
- Our communications with customers are somewhat clear but could be improved a lot.
- We regularly distribute customer satisfaction surveys.

Impacts on quality of life

Territorial integration

Our actions

- Our activity has had a positive impact on social services.
- Our activity has had a positive impact on local transportation.
- Our activity has had a positive impact on local water resources.
- Our activity has had a positive impact on local waste services.
- Our activity has had a positive impact on local energy services.
- Our activity has had a positive impact on local sanitation systems.
- Our activity has had a positive impact on local specific local services and facilities.

Contact

Organization

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