

Ordinary and Extraordinary General Meeting of 29 April 2025

Written question and answer

Written question sent by post on 7 April 2025 by Mr. Patrick Trauquesegues, shareholder of the Company

"What impact will the transition to Artificial Intelligence have on administrative, legal and accounting services for the Company, its customers and its shareholders?"

Response from the Board of Directors of Louis Hachette Group:

We devote particular attention to the strategic priorities associated with Artificial Intelligence. The Group is therefore working to assess the opportunities and risks associated with integrating these technologies, particularly in support functions.

The gradual introduction of Artificial Intelligence is enabling certain tasks to be automated, thereby improving the quality, speed and reliability of the Group's internal processes. This operational efficiency gain allows our teams to focus on tasks with higher added value. For example, certain artificial intelligence tools are used to generate initial drafts of meeting minutes, or to facilitate communication with employees via chatbots.

Thanks to exhaustive research and more fluid exchanges, coverage of topics is increased, and processing times are reduced, benefiting employees who can devote more time to quality control and continuous improvement.

However, the Group remains vigilant to ensure that the use of Artificial Intelligence does not lead to a dehumanisation of its services, a reduction in the diversity of human skills or a loss of know-how, particularly in sensitive, strategic or complex areas.

The Group also remains extremely vigilant regarding the reliability of automated processing, cybersecurity, data confidentiality (particularly sensitive data) and the protection of its intangible assets.

The Group therefore adopts a progressive and cautious approach, prioritising risk management prior to any widespread use.

This vigilance aims to ensure that Artificial Intelligence is used as a lever for sustainable performance within an ethical and secure framework that complies with regulations in force, in the interests of the Company, its employees, customers and shareholders.