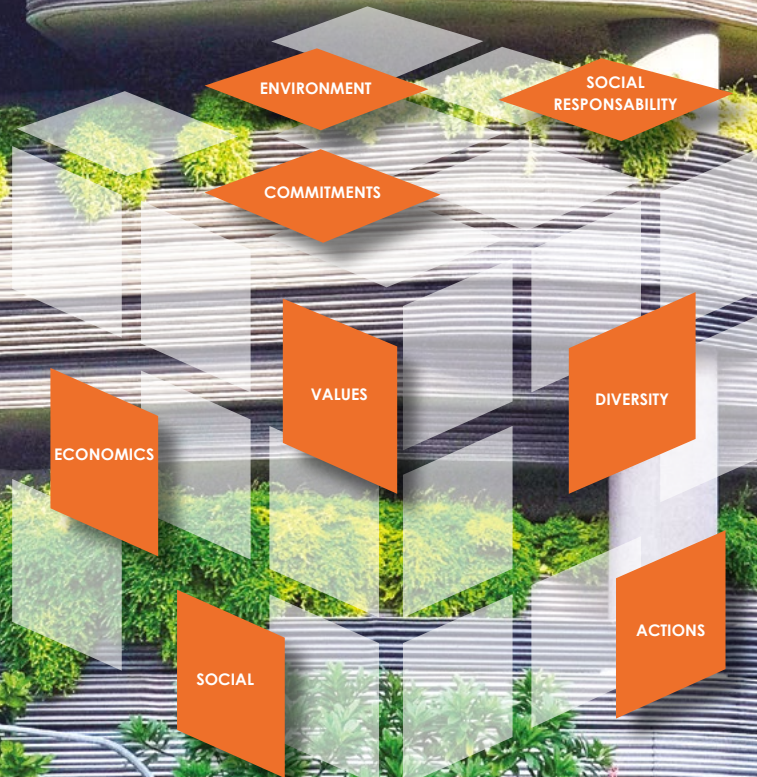


# Sustainable Development report 2016



**ATALIAN**  
GLOBAL SERVICES



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# 1. Foreword

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**Franck JULIEN**  
President ATALIAN Holding

### For a Sustainable Performance

« The Group has achieved solid economic performance: steady and healthy growth, rapid global expansion.

Our ambition to be a major actor of Facility Management is being confirmed each day. We are currently present in 29 countries across 4 continents with a global revenue of 1.860 billion euros.

Economic performance is fundamental but it is not enough, especially if we want it to be long-lasting. It must take into consideration other matters: social performance, security, social and environmental issues.

Our CSR strategy has become more structured these last years, as demonstrated by the fact that we were awarded a Gold Medal by EcoVadis. This effectively places us amongst the top 5% of companies of our sector, evaluated by this independent agency, with the best CSR rating.

This success what we intend to do by setting-up a Strategic CSR Committee that will be in charge of intensifying and accelerating our CSR approach within all the entities of the Group. I will ensure that the Group remains focused on these subjects which are fundamental to our success. »

A handwritten signature in black ink that reads "Franck Julien". The signature is written in a cursive, flowing style.

# KEY CORPORATE FIGURES

**1.860** Billion Revenue  
(Pro forma 2016)

**95 000**  
employees

**4**  
continents

**29**  
countries across the world

**25 000**  
clients

## FACILITY MANAGEMENT

ATALIAN coordinates the various Group Business Lines in France and at international level.

## INTERNATIONAL

**710 M€ turnover** (Pro forma 2016)  
45 000 employees



### CLEANING

**716 M€ turnover**

2<sup>nd</sup> operator in France

21 000 employees (EFT)

### LANDSCAPING

**67 M€ turnover**

2<sup>nd</sup> operator in France

700 employees



### TECHNICAL MAINTENANCE

**174 M€ turnover**

6<sup>th</sup> operator in France

1 200 employees

### ENERGY MANAGEMENT

**2.2 M€ turnover**

150 buildings managed in

France and in Europe



### SECURITY

**161 M€ turnover**

5<sup>th</sup> operator in France

4 600 employees

### AIRPORT ASSISTANCE

**90 M€ turnover**

Spread across Front of house, Cleaning and Landscaping Group Business lines



### FRONT OF HOUSE (Exclusive Partnership)

**181 M€ turnover**

2<sup>nd</sup> operator in France

4 800 employees

### FINISHING WORKS

**10.5 M€ turnover**

60 employees







# 2016 IN BRIEF

## **A new CSR Strategic Committee**

Sustainable Development has been part of the Group's values for a number of years now. Nevertheless, we want to go further and be even more active on the subject.

In order to do this, in 2016 we carried-out an important reassessment exercise. Specialised consultants were solicited and employees were mobilised.

At the end of this evaluation, we set-up a relevant structure and a number of priority topics were defined.

Moreover, we created a CSR Strategic Committee. This Committee will assemble once a year in order to define our future strategy in terms of CSR.





### Recognition from EcoVadis

Each of the actions we undertook this year was accomplished and came to fruition. CSR is now completely carried by all our staff. Our professionalism has now been rewarded by receiving, in October 2016, a gold medal from EcoVadis. ATALIAN now belongs to the top 5% most performant companies of our sector.

### Strengthening our internal communication

In the pursuit of its development, the QHSE Department created two communications tools – a poster and a booklet – to formalise a CSR Charter, a new QHSE policy, as well as our commitment to our clients. These two documents, which are addressed to our clients and employees alike, was sent to all the Group's countries and agencies, as part of a massive communication campaign.

### A new slogan

For several years now, the Group has been developing rapidly. Our presence abroad has been enhanced and our brand image has now become more important than ever. That is why the Communications Department decided to change the Group's logo and slogan and harmonise the Graphic design guidelines across all its entities in France and abroad. The slogan "For a better performance" reflects the mission and ambition of ATALIAN. The aim is to transcend borders and to go further in our service offer.



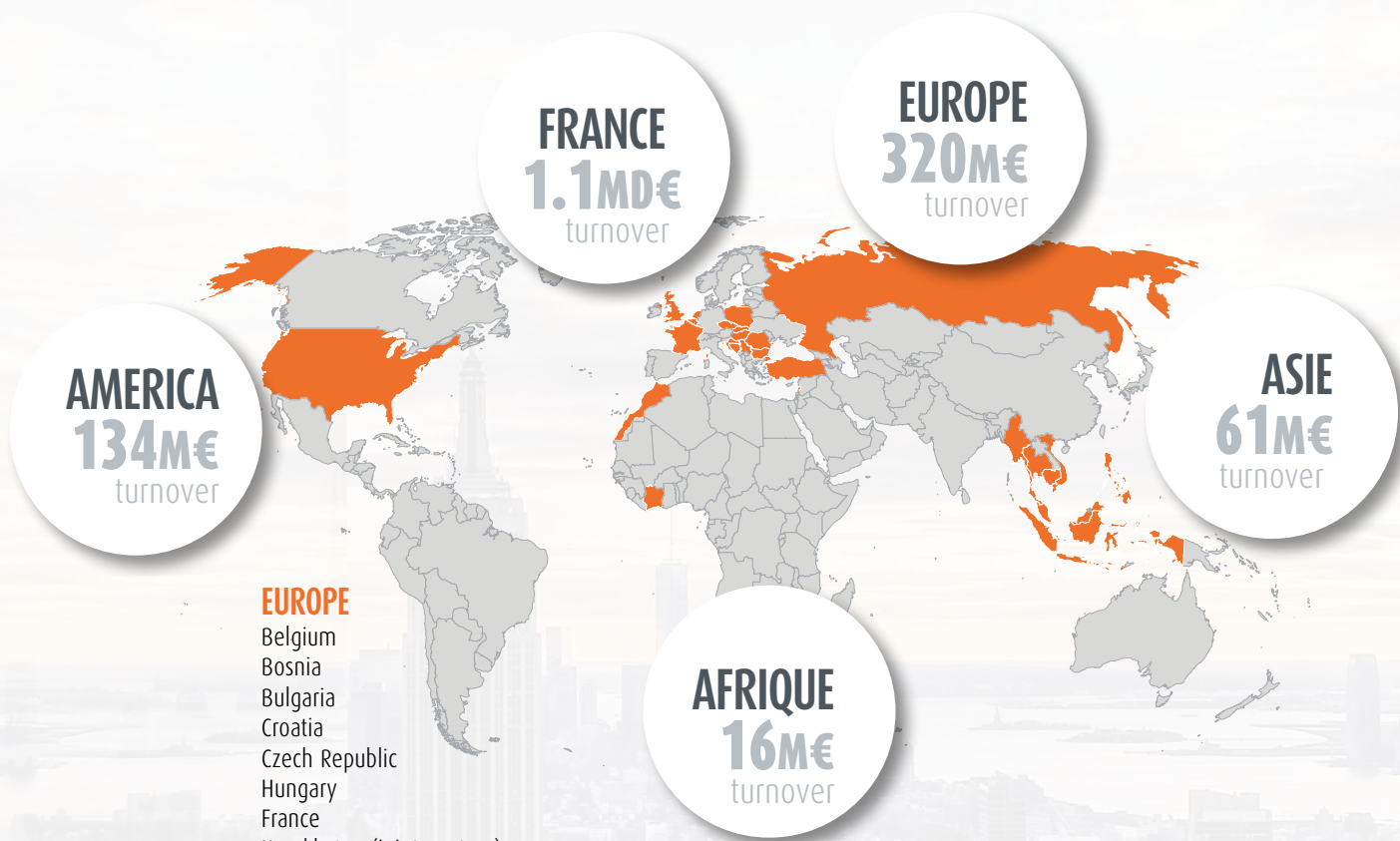
# INTERNATIONAL EXPANSION

## **Providing the means to match our goals**

The year 2016 was marked by the acquisition of TEMCO-Euroclean, a company specialised in cleaning, associated and security services, thus placing ATALIAN for the first time in the United States. With this major acquisition, the Group took on a global dimension, effectively strengthening its international expansion, initiated by Franck JULIEN in 2000 - the strategy of which is to pursue massification in France and in the countries where the Group is already present and set-up operations in 3 additional countries per year.



# ATALIAN IS PRESENT IN 29 COUNTRIES ACROSS THE GLOBE



## EUROPE

- Belgium
- Bosnia
- Bulgaria
- Croatia
- Czech Republic
- Hungary
- France
- Kazakhstan (joint-venture)
- Luxembourg
- Netherlands
- Poland
- Romania
- Russia
- Serbia
- Slovakia
- Turkey
- United Kingdom (joint-venture)

## ASIA

- Cambodia
- Indonesia
- Malaysia
- Myanmar
- Philippines
- Thailand
- Vietnam

## AFRICA

- Ivory Coast
- Mauritius
- Lebanon
- Morocco

## AMERICA

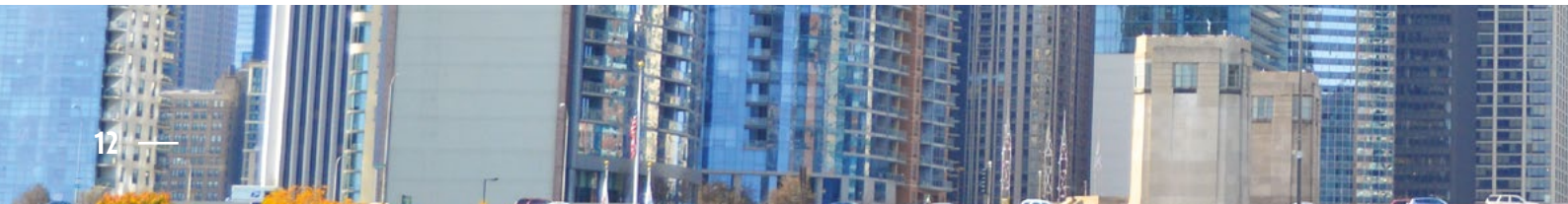
- United States

\* Consolidated turnover 31/08/2016



## 2. Strengthening our CSR strategy for the future

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**Jean-Claude SALTIEL**  
President of la Financière ATALIAN

“ Since its creation, ATALIAN has demonstrated its ability to seize growth opportunities at the right moment, to enhance its investments and manage transition. The acquisition of TEMCO-Euroclean is the perfect example. This operation allowed us to position ourselves as a global actor and become a major reference amongst multi-national corporations.

These new challenges must channel through an approach that includes transformation and innovation, so that all the countries, whatever their size and maturity, have the same tools and procedures at their disposal and share their sound practices.

This approach is of course fully incorporated into our CSR strategy in order to convey a common culture. This calls for valuing our human capital (through training and career management), transparency, ethical practices and actions and of course respect for the environment.

Growing together is a formidable challenge that must mobilise all of ATALIAN's employees. »



# PUTTING THINGS INTO PERSPECTIVE

## **Disseminating sound practices**

Today our CSR approach on a Group level has reached a good level of maturity. This translates itself by having been awarded the EcoVadis gold medal in 2016. However, as a responsible group our resolve does not stop there. We are determined to pursue our strategy in the years to come in order to be more organised and structured, namely in the actions and projects we undertake and the decisions we make.

## **Our ambition to set-up a Strategic CSR Committee**

We are determined to set-up our Strategic CSR Committee during the course of 2017.

To do this, in 2016 we initiated a major assessment of our past achievements by soliciting specialised consultants. These consultants conducted 15 interviews with the main leaders from our business lines and support functions.



The mobilisation of our employees on this project was very strong and allowed us to establish a precise overview of our expectations and our level of maturity with regards to the CSR practices of our business lines and support functions. A certain number of issues were raised and identified as strengths/weaknesses and risks/opportunities.

An adapted structure and priority topics were defined. Our objective is now to assemble once a year during this CSR Strategic Committee to discuss, share and decide upon the major themes in terms of sustainable performance:

- Define and organise the governance of our CSR approach at a Group level;
- Agree to a common basis in terms of CSR commitments, specific to each business line;
- Define and take action in relation to priority matters which aim to achieve long-term performance
- Identify economic models that are both responsible and increase performance



Tayeb BELDJOURI  
Group QHSE Director



### Fighting corruption and anti-competitive practices

Nowadays, compliance, ethics and good practices must be intrinsic to the ethics policy of any company that wishes to foster performance. In line with this strategy, ATALIAN took a number of actions.

Firstly, the Group reviewed its Ethics Code to detect any anti-corruption practices, as well as anti-competition practices. Furthermore, ATALIAN's Legal Department organised a training session on competition law in order to transmit good practices on the subject.

On top of these anti-corruption and anti-competition initiatives, ATALIAN has decided to create the position of Compliance Officer in 2017, in order to facilitate and centralise any complaints filed by Group employees, as well as to harmonise preventive and curative action plans.

Furthermore, in accordance with the French « Loi Sapin II » which came into force in December 2016, during the first two months of 2017, the Group will set-up seven measures, aimed to help prevent and detect commission fees, received in France and abroad, from corruption or traffic of influence. Some of these measures include, drafting a code of conduct that illustrates the different types of behaviour to avoid and an internal alarm mechanism, via the designated Compliance Officer and internal monitoring procedures.

Around a 100 Group employees – Sales Representatives, Regional Directors, Agency Directors – have already been trained in competition law. A complimentary e-learning training course will be launched in 2017 and each new Group employee will be trained to follow ATALIAN's good practices.

### Deploying a Framework

Created in March 2016, the Organisation and Methods Department is in charge of defining and deploying a global Group Framework called ATALIAN Performance Way and to monitor its implementation. More than a 100 tasks have been detailed and tools have been set-up to harmonise Group practices and gain in responsiveness and performance. The implementation phase is adapted to the maturity of each subsidiary and their local specificities.

### The role of the Organisation and Methods Department

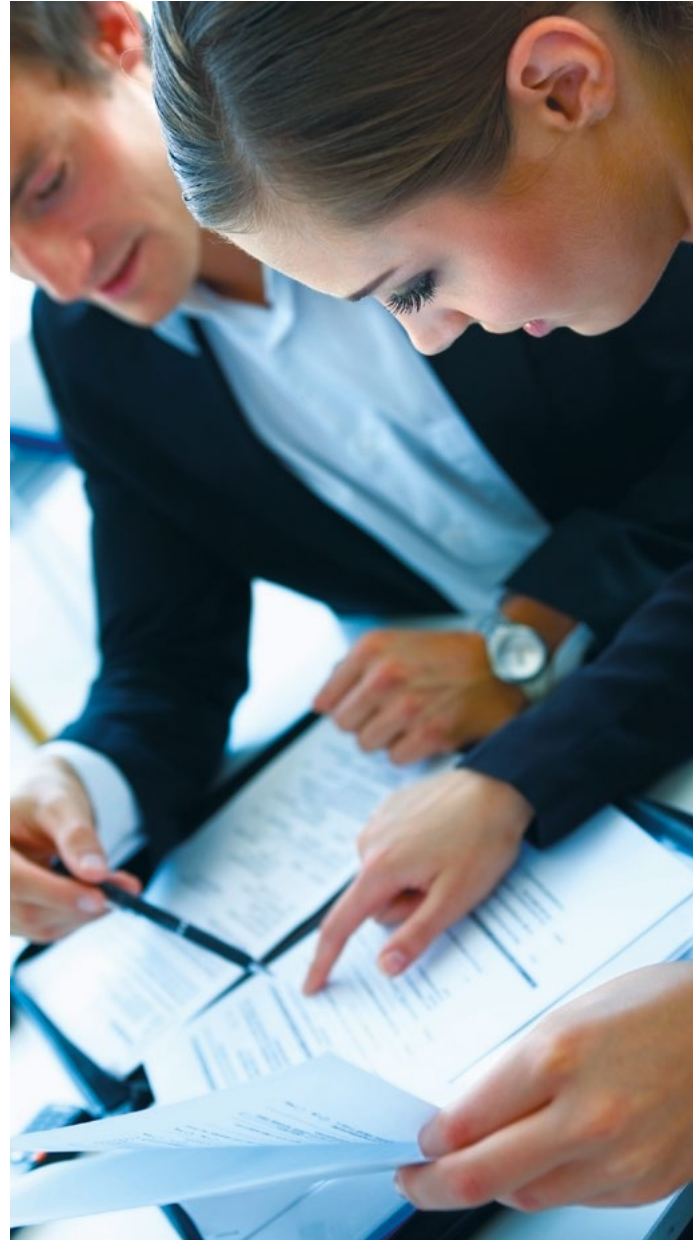
The Organisation and Methods Department pursues three major objectives:

- The harmonisation of our business line and operational practices (ie. Structure, processes, procedures, tools, training, reporting and KPIs etc)
- Improving profitability and securing our organic revenue growth through the promotion of a culture of operational excellence and continuous improvement;
- Facilitate the integration of our future acquisitions. On arrival, each new entity will receive a corpus of knowledge and uniform methods. This will allow us to develop synergies more rapidly and in depth.

### Implementation of the approach

The implementation of this approach rests upon Organisation & Methods Project Managers which are based at the local subsidiary. Their first mission will be to identify the local good practices and evaluate the maturity of the entity. From these first interactions, we will define the ATALIAN Performance Way framework and draft for each of our entities a road map for its implementation.

This approach, which fundamentally respects the local constraints of each country where the Group is present, will ensure a smooth implementation and a successful deployment of our processes and methods. The approach is a major focus for the deployment of our CSR strategy.





### Placing procurement at the heart of our sustainable economy

For a service provider like our Group, procurement obviously has a predominant place in our Sustainable Development strategy. That is why three years ago we decided to create a Group Procurement Department.

### ATALIAN partner of the 1st edition of the Procurement University



ATALIAN was present at the 1st edition of the Procurement University organised by the CDAF; a major event of the procurement sector, which took place at the Issy-les-Moulineaux (near Paris) Congress Hall in May 2016.



Didier SALLÉ  
Group Procurement Director

**CSR has allowed us to focus not only on contracts of means and results but also on contracts of performance. Today what counts for our clients is the service rendered.**

This day-long event is an opportunity for the actors of the procurement sector to exchange during meetings and workshops. It is an opportunity to draw-up an overview of the previous year and the way these issues were dealt with. Moreover, it is a chance to identify trends and challenges to come. One of the major objectives for the Group at this first edition was, in line with its Charter for Sustainable Procurement drafted the year before, to be able to exchange on good practices in terms of sustainable procurement and to envisage improvements for the future.





# BENEFITTING OUR CLIENTS

## **Contributing to the satisfaction of our clients**

ATALIAN is committed to placing all its energy and resources into providing its clients the best service possible; thus, searching for the optimal level of performance and maximal satisfaction. Enhancing relations with our clients has always been a major focus of our development, be it qualitative or quantitative.

That is why the Key Accounts Department decided to draft , a “Loyalty manual”. This document is a compendium of all the good practices put in place across the Group. Its aim is to help create value and install long-term partnerships with our clients. The manual effectively retraces all the steps of the life-cycle of a service contract: from the consultation to the operational phase, right through to the renewal phase.

To this manual is combined a customer satisfaction survey, a tool for measuring client relations which is filled in during meetings between our clients, key account managers and QHSE managers.



This tool for measuring our client relations addresses the following issues:

- The beginning of a sales relation;
- The life of a contract;
- The development of a partnership;
- Suggestions for improvement.

These discussions enabled the different parties involved to exchange on the key phases of the life of a contract and to be able to put forward proposals. Only by immersing ourselves within the client's environment and knowing their expectations and needs can we provide each of them with our feedback and increase loyalty.

### Becoming more efficient and increasing client satisfaction

The Group's technical maintenance unit is certified ISO 9001 for the entire national scope. It is the only Group's entity to have obtained the 2015 version of the norm in 2016, thus allowing it to distinguish itself from competitors.

This 2015 version of the certification places us as the first French company to be certified, which demonstrates the implication of our company and our willingness to improve continually, whilst proving its adaptability in the face of changing regulation, norms and frameworks. Moreover, we support many of our clients in their endeavour to become certified and we even go so far as creating specific management systems for certain clients by taking them into consideration within the requirement specifications.

### Helping our client's manage their energy consumption

Since the acquisition of Ergelis in 2014, ATALIAN has taken a clear stance: enable its clients to reduce their energy consumption. This solution contributes to the improvement of the energy installations of a building and today it is perfectly integrated within the Group's technical maintenance and facility management service offer.

### Two clients equipped with the ERGELIS solution are prize-winners of the CUBE 2020 competition



The CUBE 2020 competition is in line with the French government's sustainable development initiatives and is supported by the French Ministry of Ecology. The principle of the competition is simple, for a whole year competing building users commit themselves to reduce their energy consumption. On top of cutting costs and mobilizing teams, the candidates are awarded an individual medal (platinum, gold, silver or bronze) according to their absolute progression. Two clients equipped with Ergelis' Energy Manager© solution were primed during the « CUBE 2020 » ceremony which took place on October 11th 2016 under the auspices of the French Ministry of the Ecology. The « Parc du Millénaire 1 », a 29 000 m<sup>2</sup> office building in Aubervilliers (also near Paris), which Ergelis operates in partnership with ATALIAN subsidiary MTO-Eurogem, obtained a Silver Medal. The « Campus Dassault Systèmes », a 66 000 m<sup>2</sup> office complex in Vélizy (near Paris), obtained a Bronze « Cube ».



# Valuing people above all

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**Carol RAMBON**  
Group DHR

More than ever, ATALIAN is investing in promoting diversity and fighting against discrimination. Indeed, as a Group we are about to surpass the threshold of 10% disabled employees within the Group and our annual awareness-raising campaigns are bearing results thanks to the dedication of our Insertion Unit and its pledge to convince operational staff to go beyond preconceived ideas on disabilities. The acquisition of DPS in September 2016 will enable the sustainable integration of persons who are isolated from the professional world.

Considering the net creation of employment within the Group and the numerous opportunities that our various business lines offer, we will be able to increase the number of firm recruitments and strengthen our social involvement.

A major accomplishment in 2016 was undoubtedly to have successfully carried out our professional interviews campaign: more than 20 000 professional interviews were conducted, the results of which were exploited by our RH services. We are also very proud to have reached our objective of 1% apprenticeship and professional contracts within the Group.

As part of this project, the Insertion Unit travelled across the regions of France to raise awareness amongst operational staff and to gather their needs. This investment allowed us to set up CQP agents and integrate more than 30 apprentices in 2016, the majority of which are Disabled Workers.



# REACHING OUT

## **Taking action in favour of insertion**

### **Acquisition of DPS, a company that promotes insertion through economic activity**

In line with its CSR strategy, ATALIAN acquired the company DPS, Dialogue Partenaires Services. Founded in 1992, under the auspices of Mr Christian BLANC, who was the then President of the RAPT, DPS is a company that promotes insertion through economic activity. DPS assists people who are isolated from the professional world in their endeavours to return to employment by giving them work in the cleaning sector.

Since 1993, more than 5 500 employees have benefitted from this insertion programme. The company registered a dynamic outgoing rate of almost 58.2% of people benefitting from training and an employment solution.

The objective is now to expand DPS' activities to all the Group business lines and thus offer tangible employment opportunities to isolated populations.



### A leading role for apprenticeship

The Group's ambition is clearly to resort increasingly to apprenticeship, a fast track for integrating our future managers. We have fixed an objective to each of our entities to recruit a minimum of 1% apprentices per year. To do this, we want to prioritize the recruitment of young graduates that are aged 26 or less and who are trained to work in the Cleaning sector and have knowledge of Business Development.

By the end of March 2017, we will have welcomed more than 380 young professionals and our objective of reaching 1% has already been reached by several of our entities.

### ATALIAN CZ is awarded the Ethnic Friendly Employer Certification

In April 2016 ATALIAN CZ was awarded the Ethnic Friendly Employer certification. This initiative rewards companies in the Czech Republic that declare their support to the equal treatment of ethnic minorities during a recruitment process. The project is a reaction to employment discrimination against ethnic minorities in the Czech Republic.

To be awarded the accreditation, employees are subjected to an objective audit, their practices in terms of non-discrimination are evaluated and an in depth investigation is conducted to define the equal treatment of candidates and employees.

Finally the employer is certified during a ceremony. The objective is to create and develop a professional culture that guarantees equal treatment during recruitment processes and improves the working conditions of these populations.

### ATALIAN Interactive encourages the social insertion of young professionals



ATALIAN Interactive took concrete action in May 2016 by donating a cheque to the Federation of Rural Families (MFR) in Mauritius and Rodrigues. The objective of this bi-annual partnership is to finance the training of adolescents aged between 14 and 18 years, who are at risk of being excluded from the traditional educational system. The MFR rests upon:

- An organisation made-up of parents who support the training centres, who in turn are supported by various local partners
- A local technical and educational team recruited by the organisation who have technical and general knowledge
- An apprenticeship approach through alternating between professional environments and the training centre
- Committed professionals: masters of interns, professionals that accompany the youth in the discovery of a profession, of its expectations and progressively taking on responsibility



# PAYING ATTENTION TO EVERYONE

## Training our collaborators

### Launching the GPEC Project

The 2016 exercise was marked by the launch of the GPEC project, which falls within the objective of developing the employability of our collaborators and also ensures a better match between training needs, skills and job postings. It also aims to develop the skills base of each employee and allow the construction of sound career path-ways.

On an experimental basis, the project targets Client relation officers from the Cleaning unit and one of the major challenges at stake is linked to developing employee allegiance to the company, developing loyalty of team members, their professionalism, improving the consistency of profiles and identifying potential.

In 2016, the skills framework and the evaluation tools were set-up and tested on a pilot region.

### Training for each of our collaborators

A major issue for the years 2017-2020 is to enable each Group employee to benefit from training. To do this and in order to reach part-time and multi-site employees, we have been focusing on internal training programmes relating to our Group business lines.

In 2016, we thus solicited an external training organisation to dispense training to almost 200 voluntary ad-hoc trainees, and to deploy the training programme in January 2017.

These ad-hoc trainees are placed under the responsibility of regional advisers located in each region, whose mission is to draft educational programmes, support the ad-hoc trainees and define the priorities in terms of training and ensure the scheduling of sessions. The ad-hoc trainees ensure the organisation of training via an e-learning platform, a tool that is fun, flexible, interactive and accessible by all company employees.

### ATALIAN Hungary pursues its ATALIAN Academy programme

As part of its CSR strategy, ATALIAN Hungary launched its “ATALIAN Academy” programme which is composed of three complimentary training modules:

1. **Leaning is good!**
2. **Helping is good!**
3. **Being together is good!**

The objective of the programme, which is open to all collaborators whether they are based at headquarters or on site, is to encourage cooperation amongst employees and to capitalise on human resources in order to motivate the teams in the long-run.

In order to guarantee a secure work environment for all collaborators, ATALIAN Hungary decided to draft a “Labour A-Z” manual on work-related legal issues in Hungary. The aim of the document, which is addressed to

all employees, is to inform them of their rights and obligations in terms of labour laws.

The third initiative set-up by our subsidiary is a telephone hotline which enables employees to report anonymously any undue disadvantage or offense committed in the work place and to give them counsel to help them deal with it.





### Managing career prospects and internal mobility

The management of careers and internal mobility contributes to strengthening employee loyalty and attracting talented candidates to the Group.

Following unprecedented growth in France and at an international level, ATALIAN now offers a large number of career prospects and opportunities for international mobility.

In order to construct the skills-base for the future, ATALIAN wishes to recruit future talents through partnerships with Business Schools and Universities. As part of this strategy, a global partnership was signed with the Paris Dauphine University and the Paris Dauphine Foundation. Moreover, because the Group has become so large, managing the international mobility of our staff has become of utmost importance.

### Recruiting our future talent; a challenge for the future

At the end of 2016, ATALIAN signed a global partnership with the Paris Dauphine University and the Paris Dauphine Foundation.

As part of this partnership, ATALIAN will offer a 12 month Graduate Programme to Dauphine young graduates. The programme is a real stepping stone since it aims to give young graduates an opportunity to discover ATALIAN's culture, organisation and business lines. The Group will also bring its financial support to the Foundation's programme of actions, via the following instruments: "International Mobility" scholarship programme, "Equal Opportunities" programme and "Student Accommodation" programme.

### Managing mobility has become a priority

These last few years, the Group has gone through unprecedented growth especially at an international level. This transformation has provoked a change in our business lines and in our needs and resources. Career management has thus become a priority. The internationalisation of our Group increasingly requires our top-managers to be mobile, not only for



transverse projects but also for the harmonisation of our practices and the transmission of our culture and values.

### Preventing work-related risks

ATALIAN has always been involved in actions for the prevention of risks at work. The risks are of course different for each of its 8 business lines. On top of transverse actions carried-out, specific objectives and action plans for each business line are drawn-up every year.

#### ATALIAN

ATALIAN strengthened its risk prevention strategy linked to ionising radiation by training 4 additional PCR (Persons Competent in Radioprotection) in 2016. The Group now has a network of 7 PCR for all business lines. This organisation resulted in the Cleaning business line being awarded the CEFRI-E certification in late 2016. ATALIAN now wishes to obtain the CEFRI-E certification for all business lines operating in restricted zones subjected to ionising radiation.

#### Cleaning Business Line

Our TFN Propreté agency based in the South-West of France pursues its MSD (initiated with the APTMS project, see previous SD reports) prevention project on the sites of EDF in Bordeaux, Toulouse and the CNPE of Blaye, by calling upon occupational therapists from the ACTEM Conseil Agency. The work environment and work conditions of personnel on site was analysed and a concrete action plan was set up. One of the first actions put in place was to raise the awareness of staff through visual modus operandi.

#### Technical Maintenance Business line

MTO strengthened its preventive approach to health and safety by involving 50% of its agencies in the MASE (Manual for Improving Safety in the Work-Place) approach. Following this initiative, three new agencies

have become certified (PACA, North and Normandy).

#### Landscaping Business Line

Supersol, our subsidiary which is specialised in clay tennis courts, recently acquired an industrial vacuum cleaner equipped with a high efficiency filter. The aim of which is to considerably reduce the exposure of its employees to dust particulates. This was a major investment made possible thanks to the signature of a preventive contract with MOBIPREV, in partnership with the CARSAT.



**155**

Nationalities in the world

**87%**

Permanent contracts



**56%**

Women

**65%**

Recruitment of women



**44%**

Men

**35%**

Recruitment of men





**7%**

Juniors

**26%**

Recruitment rate of juniors



**20%**

Seniors

**9%**

Employment rate for seniors

**9,8%**

Disabled Workers

**381**

Apprenticeship contracts

**8 000**

Employees trained

*Data France*



# CONVEYING STRONG VALUES

## Creating a bond

At ATALIAN, humans are at the heart of our Group's activities. Naturally, we felt it was essential to place our employees at the heart of our communications strategy. Creating ATALINK has considerably modernised our internal communications within the Group. The Marketing and Communications Department works each day for a greater transparency, inside and outside the Group.

## **ATALINK, a network to create a bond between collaborators**

Launched a year ago, ATALINK, the Group's internal network, is now followed by more than 3000 employees across the world. Available in French and English, the network seeks to inform staff of developments within the Group: since its launch, more than 300 articles have been published. Through ATALINK a quiz was also set-up and enables staff to test their knowledge of the Group and win prizes. Finally, this network is a place for employees to discuss, share and communicate.

### LinkedIn, to improve our external BtoB communication

ATALIAN is present on LinkedIn via its Company Page, which is also accessible in French and in English. Employees are invited to contribute to the page if they desire. Important BtoB Group information is published on this page and enables all staff, clients, suppliers and other stakeholders to follow the Group in real-time. The page currently has close to 3500 followers.

### ATALIAN's values

Our philosophy is based on our past successes and our successes to come. It rests upon 5 pillars:

## IN FIGURES

300

Articles published on ATALINK

3 000

Collaborators connected to ATALINK

3 500

Followers on LinkedIn







# 4. Monitoring our impact on the environment

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Deploying our actions in favour of the environment **36**



**Martial PARMENTIER**  
National QSE Manager - Technical Maintenance unit

“Energy performance is at the heart of our concerns in terms of facility management. As part of the operational contracts that we manage, we accompany our clients in the implementation of their environmental protection and energy efficiency strategies. In this respect, all personnel dealing directly with clients are trained in environmental building management.

When these environmental initiatives are carried out (HQE operations, ISO 14 001, BREEAM in use), our QHSE service intervenes alongside clients and users to raise environmental awareness.

These actions not only benefit our collaborators but all the users of the building. Through the implementation of an environmental protection strategy within the buildings we operate, we can effectively increase our scope of action and reduce our environmental impact whilst improving the working conditions of millions of people.”



# RETHINKING INNOVATION

## **Participating in the emergence of a new work mode**

The mission of the Group's innovation Department is to identify, test, approve and deploy the most useful innovations for our clients. In 2016, its team developed new applications that enable our business lines to adapt their offer to the environmental and economic challenges of their respective markets.

### **Autonomous Cleaning by ATALIAN**

ATALIAN's autonomous cleaning project is based on the latest technological advancements of the sector.

This type of equipment supports the cleaning agent in undertaking his or her daily tasks, which allows him or her to spare more time to provide other high added value services. ATALIAN's Innovation Department has been testing this technology since early 2015 with the support of a team made-up of operational advisers and technical experts. The team helped to put in place several cleaning robots across a large number of operational environments to make sure that the technology was compatible with the realities of the field.



### ATALIAN Innovation embraces robotics



ATALIAN continues to monitor developments in the area of cleaning and robotics with great interest. In 2016, the Innovations Department organised a demonstration with a company named FYBOTS in a warehouse, in the presence of clients. The participants were able to observe an autonomous cleaning robot, developed by FYBOTS in action. This robot is the first of its kind to operate 100% autonomously; capable of emptying its reservoir by itself and able to recharge its own batteries.

This currently unique feature allows it to work 12 hours a day, 7 days a week. Above and beyond its ability to identify and avoid obstacles, which is a prerequisite for any robot, it is this autonomy that caught the attention of the audience at the demonstration. Its ability to take into consideration empty storage racks, to sweep them and report the information was also an impressive feature for our clients. This young company has promised further developments for next year.

### Offering services that are adapted to intelligent buildings

Technological change is revolutionising the world of facility management and is having an impact on our service lines. In the near future, the predictive management of buildings will facilitate resource management and daily operations. In this context, one of ATALIAN's major challenges is to gain expertise and equip itself with high-end tools to keep abreast of technological change.

### ATALIAN Innovation participates in the conception of a new eco-system

Today buildings constitute the second largest source of green-house gases in urban areas. In France, buildings represents almost half of country's the total energy bill. Managing the energy efficiency of buildings, i.e. significantly reducing energy consumption and CO2 is a major factor for the future development of our cities.

These efforts will only have a limited impact if they are not exploited as part of a global system. Buildings must be able to communicate between themselves in order to exchange information and share their energy resources. That is why ATALIAN Innovation regularly partakes in round tables on subjects such as building innovation or the place of robotics in the Cleaning sector. In this way, the Group is actively participating in the creation of a new eco-system in the area of Smart Buildings.

### SmartComfort; an application to monitor strategic areas

This application which was developed in partnership with one of its clients to monitor strategic areas (hall, catering areas, top-management offices) and the reliability of certain critical equipment is a perfect example of collaborative innovation. The client in question involved himself from the very beginning of the process, participating in prototype workshops and roll-plays.



# DEPLOYING OUR ACTIONS IN FAVOUR OF THE ENVIRONMENT

## **Cleaning Business Line**

In response to a request from our client Robert BOSCH, whose factory is located in the town of Rodez in the South West of France, our TFN Propreté agency in Toulouse conceived specific washing tunnels for automotive spare-parts.

From day one of their conception, energy efficiency and resource management were integral concerns. These considerations lead to reduced water and heat loss and to the recycling and reinsertion of the parts into the process. The tunnels are equipped with a system that enables the water vapour to be re-injected into the washing system and heat to be re-injected into the drying system.

TFN Propreté will soon be installing a mini biological used-water treatment plant at the site. The objective is to retrieve the treated water and reincorporate it into the washing process. As for the “slurry” emanating from the process this is dealt with by the appropriate sector.

### Landscaping Business Line

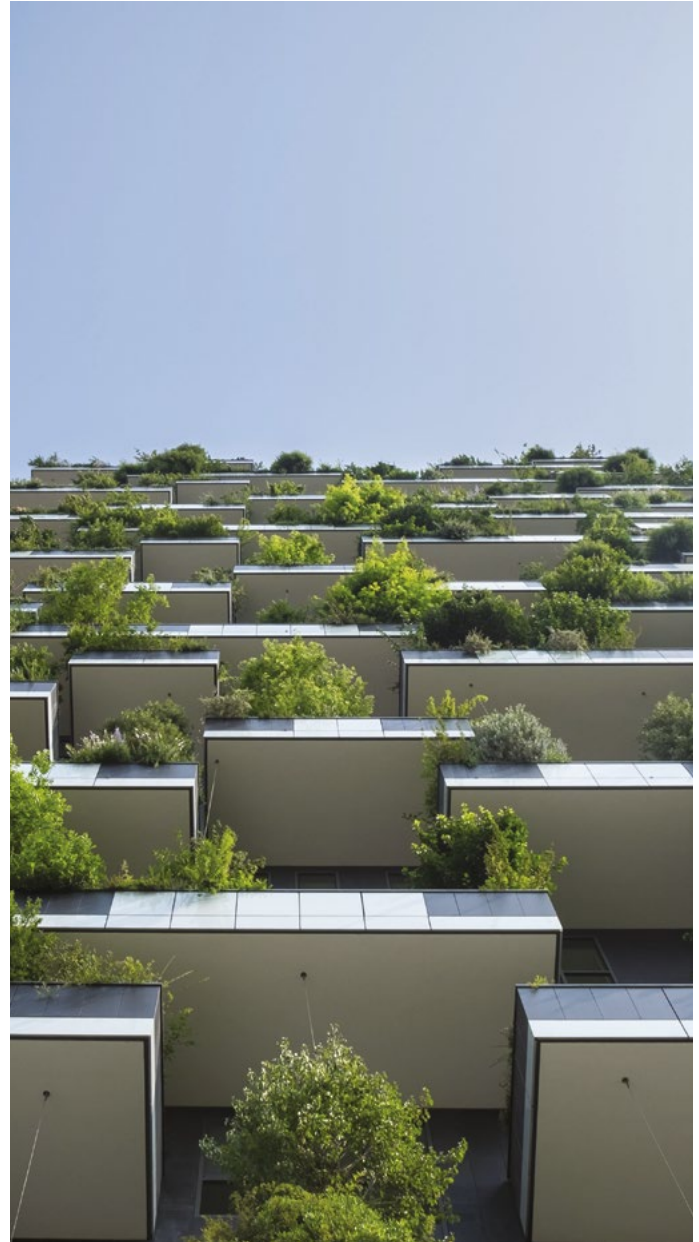
Limiting the use of agrochemicals has become a major concern for our Landscaping unit in order to respond to the Ecophyto\* and Ecophyto II\*\* plans of the EU. Our business line's subsidiaries can now offer several alternatives to chemical weeding, either through the use of equipment and or innovative techniques: thermal de-weeding, hot water de-weeding, mechanical, pulsed air, or through the use of products used in organic agriculture.

\* Ecophyto Plan: aims to reduce by 50% the use of chemicals by 2018

\*\* Ecophyto II Plan: aims to reduce by 50% agrochemical products used by 2025

### Technical Maintenance Business line

4535 tonnes of equivalent CO<sub>2</sub> was the amount of carbon emissions generated by MTO in 2015. This figure was calculated after carrying-out a Carbon foot-print analysis of the entity. The assessment shows that professional travel is the main source of emissions. Concrete actions, such as training personnel to eco-drive, reducing consumption of fuel by 15%; renting electrical cars and raising awareness of personnel in the use of public transport in the Ile de France region, using bikes or walking should enable a 5% reduction of these emissions by 2018.







# 5. Taking action for a better world

Making a commitment for the future

40







# MAKING A COMMITMENT FOR THE FUTURE

## **ATALIAN Cleaning contributes to preserving French cultural heritage**

In 2016, ATALIAN Cleaning participated in the restoration of two edifices located in the town of Poissy in the French department of the Yvelines (near Paris) as part of a sponsorship programme. Constructed towards the end of the 12th century at the request of Philippe le Bel to honour the memory of St Louis, the Prieuré royal Saint-Louis de Poissy was one of the most important and prestigious monasteries of France from the end of the Middle Ages to the Revolution. The 'Maison de Fer', literally translated as the 'House of metal', is a more modern building that was constructed towards the end of the 19th century. Its entire structure, including its walls and roof, are constructed using metal, which is quite original and quite rare for a house during that period. By making this gesture, ATALIAN Cleaning is contributing to respectively saving a rare medieval site and is giving a second chance to one of the most original buildings in the Ile de France region. Participating in such an endeavour is not only in the interest of the general public but also contributes to preserving French cultural heritage.



### ATALIAN supports the « Bouchons d'amour »

ATALIAN supports a non-profit organisation: les Bouchons d'Amour. Thanks to the collection of plastic bottle caps, this organisation works towards improving the lives of persons suffering from a disability. The organisation also contributes to buying sports equipment for disabled sportsmen and participates in humanitarian operations on an ad-hoc basis.

By setting-up a number of collection points at headquarters and across its agencies, ATALIAN is actively supporting the operation. The aim is of course to increase awareness of the project and increase the number of collaborators involved.



### ATALIAN Hungary donates Christmas presents to a Kindergarten School

As part of its ATALIAN Academy Programme « Helping is good » ATALIAN Hungary decided to donate Christmas presents to a Kindergarten school located in the village of Kartal, in the Pest region.

The team prepared and wrapped a number of presents to distribute to the children during a visit organised in December 2016.

ATALIAN Hungary also organised a team-building event, at the beginning of December, during which the Department Directors gave out a number of awards to outstanding staff.

### ATALIAN renews its partnership with the Global Heart Watch NGO



ATALIAN renewed its partnership with the Global Heart Watch organisation at the end of 2016. Global Heart Watch is a non-profit organisation committed to preventing sudden death in adults. Cardiac arrest accounts for 40 000 deaths per year in France and only 4% of victims survive due to lack of early intervention.

GHW organises awareness raising sessions to help recognise the first signs of heart failure, as well as provide first aid training and learn how to use an automatic defibrillator. In June 2015 one such session was organised for ATALIAN employees at the headquarters in Vitry-sur-Seine.

### ATALIAN partners with the Coup de Pouce NGO

ATALIAN is also a partner of the NGO Coup de Pouce which advocates equal opportunities at school and which aims to help every child, whatever his or her social or family background, access a successful educational pathway. Since its creation, Coup de Pouce has provided support to 100 000 children and their parents.



## 6. EVALUATING OUR RESULTS







## Global Reporting Initiative

CSR issue	Indicator	2013	2014	2015	2016
Governance	Number of CSR projects/SD	4	4	5	<b>6</b>
	Number of ethical commitments signed	46%	52%	57%	<b>75%</b>
	Number of deviations to the ethics code	0	0	0	<b>0</b>
Economics	Turnover ( <i>Millions of Euros</i> )	1 206	1 235	1 332	<b>1860</b> (pro forma)
	International Turnover ( <i>Millions of Euros</i> )	151	157	238	<b>710</b> (pro forma)
Quality	Client satisfaction index	89%	89%	92%	<b>92%</b>
	Rate of response to satisfaction questionnaire	86%	89%	95%	<b>96%</b>
	Number of internal QSE audits	91	89	123	<b>123</b>
	Number of external QSE audits	70	70	76	<b>76</b>
	Proportion of business lines ISO 9001 v2008 certified	100%	100%	100%	<b>100%</b>
	Number / % of entities OHSAS 18001 on 90 certified	1 <1%	60 67%	80 89%	<b>100%</b>
	Number / % of entities MASE certified	30 33%	28 31%	25 28%	<b>17</b> <b>16%</b>
	Rate of conformity to audits (non conf. External audits)	100%	100%	100%	<b>100%</b>
Social	Rate of recruitment juniors - 26 years	26%	27%	27%	<b>26%</b>
	Rate of employment juniors - 26 years	9%	9%	8%	<b>7%</b>
	Rate of recruitment seniors + 55 years	15%	16%	20%	<b>9%</b>
	Rate of employment seniors + 55 years	33%	35%	36%	<b>20%</b>
	Apprenticeship contracts (in numbers)	364	313	455	<b>381</b>
	Ratio men/women (%)	44% / 56%	43% / 57%	45% / 55%	<b>56% / 44%</b>
	Rate of employment Disabled workers (Cleaning)	7,2%	7,9%	9,4%	<b>9,8%</b>
	Rate of employment other nationalities	37%	36%	36%	<b>35%</b>
	Number of nationalities	131	136	136	<b>155</b>
	Employees trained ( <i>in numbers</i> )	16 453	11 828	16 500	<b>8 000</b>

## Global Reporting Initiative

CSR issue	Indicator	2013	2014	2015	2016	
Health / Safety	ATALIAN Rate of frequency	35,12	29,42	34,17	<b>34,14</b>	
	ATALIAN Rate of severity	2,01	1,94	1,63	<b>1,37</b>	
	Cleaning Rate of frequency	36,45	35,42	37,93	<b>38,37</b>	
	Cleaning Rate of severity	2,18	1,98	1,55	<b>1,57</b>	
	Security Rate of frequency	17,23	21,96	19,50	<b>20,41</b>	
	Security Rate of severity	1,32	1,63	1,92	<b>0,86</b>	
	Technical Maintenance Rate of frequency	38,85	23,95	19,17	<b>16,56</b>	
	Technical Maintenance Rate of severity	1,28	0,78	0,62	<b>0,32</b>	
	International Rate of frequency	<i>Not followed</i>	8,68	7,66	<b>8,94</b>	
	International Rate of severity		0,43	0,54	<b>0,74</b>	
		Number of audits conducted on internal clients	520	876	786	<b>682</b>
		MSD Prevention Coordinators	<i>Not followed</i>	10	20	<b>18</b>
Procurement	Number of entities that returned the supplier evaluation questionnaire	93%	85%	90%	<b>100%</b>	
	Rate of conformity of suppliers evaluated by agencies	64,7%	68,1%	70,5%	<b>72%</b>	
	Number of suppliers 20-80 CSR evaluated	<i>Not followed</i>	15/50	12/50	<b>27/50</b>	
	Rate of return CSR supplier evaluation		100%	100%	<b>100%</b>	
Environment	Percentage vehicles EURO 5 (%)	81,5%	81,8%	83,8%	<b>40%</b>	
	Percentage vehicles EURO 6 (%)	<i>NA</i>		6,9%	<b>47%</b>	
	Number of site carbon profiles carried out	<i>NA</i>	35	40	<b>25</b>	
	Percentage ecological procurement	32%	33%	33%	<b>33%</b>	
	Number of centres for collecting ink cartridges	16	19	21	<b>40</b>	
	Client partnerships for sustainable development week	8	11	20	<b>50</b>	
	Number of environmental incidents	0	0	0	<b>0</b>	
	Number of energy audits impacted by regulation	<i>NA</i>		15/15	<b>15/15</b>	



# 7. Glossary







### **APTMS**

Coordinator for the prevention of Muscular-skeletal disorders

### **AT**

Work-related accident

### **Carbon foot-print assessment**

The carbon foot-print assessment measures all Green House Gas emissions. It takes into account the primary energy and final energy output generated by products, services or activities on a given site. The carbon foot-print is measured in tons of CO<sub>2</sub> equivalent and is spread across several cost items. It enables a construction of a specific oriented and prioritized action plan according to the results obtained.

### **CARSAT**

The CARSAT is the French Insurance Fund for Retirement and Health at Work.

### **CDAF**

Corporation of Procurement Managers of France

### **Compliance**

The action or fact of complying with a wish or command

### **SD – Sustainable Development**

Sustainable Development is defined as the 'ability to answer the needs of the present without compromising the ability of future generations to answer theirs', quote from 1987. In economic terms, it covers three dimensions: efficient economic development, social equity (social responsibility) and ecological sustainability (environmental impact).

### **Eco-driving**

Ecological and cost-efficient set of driving techniques that help reduce the consumption of fuel

### **EcoVadis**

EcoVadis is a platform which enables the Procurement Department of large

donors to evaluate the practices and CSR actions of their partners.

### **Economic Insertion Company**

An economic insertion company helps people who are isolated from the professional world to access employment through socio-professional support: people who have been unemployed for a long time, people who receive minimum pensions, young people without qualifications etc.

### **Ethics**

Ethics encompasses a number of rules which are complementary to legal rules. Ethics is defined as a fundamental thought-process which influences moral norms, limits and rights.

### **GHG – Greenhouse gases**

The greenhouse effect is the process by which radiation from a planet's atmosphere warms the planet's surface to a temperature above what it would be without its atmosphere. A greenhouse gas is a gas in an atmosphere that absorbs and emits radiation within the thermal infrared range. This process is the fundamental cause of the greenhouse effect. The increase in concentration of GHGs in the Earth's atmosphere is a major cause of global warming. GHG emissions mainly originate from human activities and or the combustion of fossil fuels. The most widespread GHG gases are: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), and ozone (O<sub>3</sub>).

### **Global Compact**

The Global Compact is a United Nations initiative that was launched in 2000, the objective of which is to encourage business worldwide to adopt sustainable and socially responsible policies and to report on their implementation. It is a principle based-framework which encompasses ten principles the areas of human rights, labour, the environment and anti-corruption.

Although it is essentially business orientated, the Global Compact also encourages social society to participate, as well as professional organisations, governments, other UN organisations and educational institutions. Companies sign the Global Compact on a voluntary basis. Member companies are committed to a progress every year in 4 major areas and must draw-up an annual report called the Communication on Progress (COP) to explain the progress they have made.

## Corporate Governance

Corporate Governance defines the relationships that exist between the Top management of a company, its board of directors, its shareholders and other stakeholders. Company governance provides the framework within which, on the one hand company objectives are fixed and on the one it defines the means by which to increase and monitor performance.

## GPEC – Provisional Management of Employment and Skills

GPEC is an anticipatory and preventive management of human resources in the face of contextual constraints and strategic company decisions. It is made up of all the approaches, procedures and methods to describe and analyse the various possible futures for a company, in order to determine, analyse and anticipate decisions relating to human resources.

## HEQ – High Environmental Quality

The objective of this initiative, which began in 1996, is to limit the environmental impacts of construction. It is made up of 14 different principles: use of natural resources, waste management, noise disturbance, respect for and protection of the environment and creating a satisfactory work-environment.

## Stakeholder

Person, community or organisation that has an influence on or a stake in the activities' of a company. Stakeholders can be external (clients, suppliers, investors) or internal (employees).

## PCR

Person Competent in Radioprotection

## Sustainable Development Report

Increasing demand for credible and comparable data on environmental performance and social responsibility (as opposed to economic performance) has progressively encouraged, large corporations especially, to draft a Sustainable Report once a year. Not only is it a tool for steering strategy and communicating externally and internally, but it also defines the scope of responsibility of a company, the management system in place and the relations between all actors (collaborators, shareholders, suppliers etc.) that the company deals with. In

France, a law that was voted in on the 15th of May 2001 obliges all companies registered on the stock-exchange to draft an environmental and social report. This has of course contributed to the increase in the number of publications.

## QSE Manager

Quality, Security and Environment Manager

## CSR – Corporate Social Responsibility

Corporate Social Responsibility is a concept that enables companies to incorporate social, environmental and economic issues into their activities and in their interactions with stakeholders on a voluntary basis.

## Smart Building

The concept of Smart Building is the integration of active and passive energy management solutions which aim to optimise consumption and to promote comfort and security of users, whilst respecting the regulations in force.

## RF – Rate of Frequency

Number of work-related accidents with one sick leave per 1 million hours worked.

## RS – Rate of Severity

Number of days remunerated for every 1000 hours worked.

## MSD

Muscular Skeletal Disorders





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# ATALIAN

G L O B A L   S E R V I C E S

For a better performance

ATALIAN GLOBAL SERVICES  
Headquarters  
111-113 quai Jules Guesde  
94400 Vitry-sur-Seine  
T. +33 1 55 53 03 00

Follow us on:  
[atalian.com](http://atalian.com) |  LinkedIn