

/ Sustainable Development report 2015



ATALIAN
GLOBAL SERVICES

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A WORD FROM THE PRESIDENT

WHAT IS THE PLACE OF CSR TODAY WITHIN THE COMPANY?

CSR is an integral part of our DNA and we consider it a real driving force of performance. This means performance for the Group; since it encourages us to implement a process of continual improvement. But above, performance for our clients! Our Energy Management offer is a perfect example of this, combining environmental protection, energy efficiency and cost reduction.

ATALIAN GROUP IS GROWING STEADILY DESPITE A STRAINED ECONOMIC CONTEXT, HOW DO YOU EXPLAIN THIS?

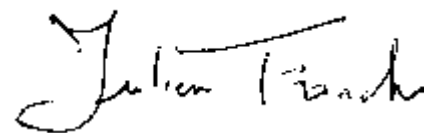
ATALIAN draws its strength from its viscerally entrepreneurial culture; underpinned with strong values such as agility, attentiveness, proactivity, audacity and proximity. The definition of entrepreneurship is being able to see things through to the end and seeing further ahead. It means creating value, finding new solutions and innovating.

Connected objects and robotics are going to transform our models and the way our services respond to our clients. We have chosen to anticipate these revolutions in order to develop a new service offer with high-added value. The Innovation by ATALIAN programme was launched this year and has enabled us to identify, test, validate and deploy the most useful innovations for our clients.

WHAT ARE YOUR AMBITIONS FOR 2016?

Once again this year our results prove that our strategy is the right one. We will continue to rely on the strength of the Group and the commitment of our teams to pursue this ambition. Looking further ahead, we continually strive to achieve excellence, offering new solutions and reinventing our services. In this way we will create value and perpetuate our growth.

Franck JULIEN,
President ATALIAN Holding



Key Figures

1.8B€
(FORECAST 2016)



90 000
EMPLOYEES



25 000
CLIENTS




25
COUNTRIES IN THE WORLD



45%
MEN

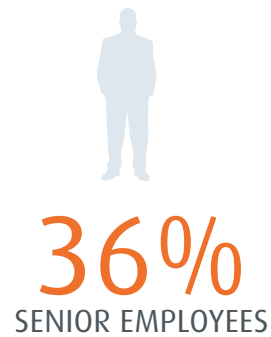
55%
WOMEN



8%
GRADUATE EMPLOYEES



36%
SENIOR EMPLOYEES



FACILITY MANAGEMENT

ATALIAN FACILITIES coordinates the different Group services in France and at an international level.

CLEANING

700 M€ turnover

2nd operator in france

38 900 employees

AIRPORT ASSISTANCE

90 M€ turnover across the Front-of-house, Cleaning and Landscaping activities of the Group

LANDSCAPING

64 M€ turnover

3rd operator in france

700 employees

TECHNICAL MAINTENANCE

186 M€ turnover

6th operator in france

1 300 employees

ENERGY MANAGEMENT

2.3 M€ turnover

2,2 M de m² de parc installé

INTERNATIONAL

650 M€ turnover

40 000 employees

SECURITY

138 M€ turnover

5th operator in france

4 500 employees

FRONT OF HOUSE

162 M€ turnover

2nd operator in france

4 500 employees

BUILDING MAINTENANCE

17 M€ turnover

100 employees

Highlights of the year

ECONOMICS



CREATION OF AN INNOVATION UNIT

This year ATALIAN created a team which is 100% dedicated to innovation, whose mission is to identify, test, validate and deploy the most useful innovations for our clients. Several innovative solutions are already deployed on our client's sites, specifically in terms of energy performance, robotics and remote monitoring and steering of services.



MOVING TO THE USA

ATALIAN continues its development abroad with the acquisition of TEMCO-Euroclean, one of the leaders of Facility Services on the North-American market. This major acquisition reinforces the development policy of the Group at an international level. Initiated by Franck JULIEN in 2000, the objective of this strategy is to set-up additional operations in 3 new countries per year.



ATALIAN AWARDED ECOVADIS SILVER MEDAL FOR SECOND YEAR RUNNING

ATALIAN's CSR performance has been once again been recognised. For the second consecutive year, ATALIAN has been awarded a silver medal by ECOVADIS for its diligence and commitment to responsible procurement practices.



SOCIAL



PROFESSIONAL HR MEETINGS; AN ASSET FOR THE COMPANY AND ITS STAFF

In 2015 ATALIAN set-out to train 500 managers in conducting professional HR meetings for their team members. These meetings not only allow the company to get to know its employees better, but also help employees develop their careers in an optimal way.



ATALINK, A FEDERATING TOOL

At the end of 2015, the Marketing and Communications Department created a collaborative platform in English and French. This tool allows all the employees of the Group to communicate and exchange everywhere in the world.

ENVIRONMENT



SIGNING THE CARING FOR CLIMATE DECLARATION

At ATALIAN we are convinced that climate change mitigation will only be possible if large private corporations are willing to take action. On this premise ATALIAN has made a conscious effort to take action and share its sound practices. In December 2015, the Group decided to sign the Caring for Climate Declaration in December 2015 and became one of the 400 signatories globally, of which 32 are based in France.



OUR LANDSCAPING SUBSIDIARY IS CERTIFIED LEVEL 2 ISO 26000

Following a commitment to improve its environmental performance, Pinson Paysage, ATALIAN's landscaping subsidiary in France has been awarded the ISO 26000 Level 2 'Aware' status. The subsidiary even performed its own carbon foot-print assessment.

Meeting with Tayeb BELDJOUDI

Corporate Director for Quality, Hygiene, Security and Environment



WHAT IS YOUR VISION OF SUSTAINABLE DEVELOPMENT TODAY?

For me Sustainable Development is an integral part of any Group brand-image. Several years ago, we were only at the beginning of our mission. We had a fairly basic vision of what sustainable development was and at the time it was not a very operational one. Now I feel that Sustainable Development underpins our progression at an international level. Even more so for a Group like ours that is becoming increasingly global. We still have a lot of progress to make of course but our methodology is now more structured and we are developing and building a robust and long-lasting approach.

WHAT ARE YOUR OBJECTIVES FOR 2016?

For several years now we have conducted a number of CSR actions within the Group. With the development of the Group's operations at an international level, Sustainable Development has taken on more meaning and value. Accordingly, we have decided to create a CSR committee in 2016, which will bring together ATALIAN's Top Management, as well as stakeholders, so that our decisions can become an integral part of a long-term sustainable strategy.

Economics



Meeting with Matthieu DE BAYNAST

President of ATALIAN International



HOW DO WE HELP OUR CLIENTS IN THEIR CSR STRATEGY?

At an international level, ATALIAN focuses its efforts on continuous quality control. The Group's entities each have a team that is dedicated to quality control and to the renewal of QSE certifications. In terms of CSR, each country has a different social policy. Wherever we are implanted in the world, we initiate a dialogue with our clients to take this notion into consideration in what we do, and specifically to preserve the interests of our employees. Local legislation is evolving rapidly and we must take special care in adjusting to our client's requirements and market conditions. What we are noticing is that throughout the world there is real tendency to move towards increased protection of employees.

HOW IS CSR PERCEIVED AT AN INTERNATIONAL LEVEL?

The Group increasingly collaborates with international Key accounts that are particularly sensitive to this issue. The rise of CSR is a positive outcome of globalisation and we must ensure that we have the structure and the people in place to address our responsibilities in this area.

WHAT ARE YOUR COMMITMENTS FOR 2016?

Innovation has become an integral part of ATALIAN's DNA. We apply the principle of innovation to our CSR practices and we make a point of being a driving force on this subject in relation to our clients. We work closely with our clients on CSR to make it both relevant and positive.

Becoming a powerful economic model

ATALIAN has a strong development strategy at an international level, the objective of which is to consolidate activities in France and in all the countries where we already operate, as well as develop operations in at least 3 countries per year.

“ Our multi-business expertise, which can be deployed across a multiplicity of countries and continents, allows us to reinforce the notion of long-lasting growth for the Group.” **Franck JULIEN, President of ATALIAN Holding**

Franck JULIEN, President of ATALIAN Holding

Developing operations in the United States and reinforcing our position in Europe

This year the Group pursued its development at an international level with the acquisition of TEMCO-Euroclean, one of the leaders of Facility Services on the North-American market.

Founded in 1917, the company generated 375.5 million dollar of turnover during the financial year ending on 30th of September 2015 and employs more than 10 000 full-time employees in the world. Based in the United States and headquartered in New York City, TEMCO-Euroclean has operations in 12 states across the United States: Connecticut, Georgia, Maryland, Massachusetts, Minnesota, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Tennessee and Texas.

TEMCO-Euroclean is also present in Europe via subsidiaries located in the UK, the Netherlands, Belgium and Luxembourg. Besides the development of operations in the USA, this acquisition also places ATALIAN as the leader of service-provision in Belgium and Luxembourg.



A SUCCESSFUL DEPLOYMENT IN POLAND

ATALIAN has been present in Poland since 2001. The Group has since then continued to reinforce its position in the country. ATALIAN Poland was awarded the Business Gazelles award in 2014 and this year it expanded its service offer (cleaning, catering, security and energy management) by acquiring the Aspen Group and some subsidiaries of METRO.

With a turnover of 19.5 Million Euros in 2015 and 3500 employees the Group has become one of the top 3 actors of Facility Management in Poland.



Continuously improving client satisfaction

Maintaining constant levels of satisfaction

Our level of client satisfaction is constant despite the increasing number of clients evaluated each year. With regards to our Cleaning business line for example, 25% more clients were evaluated over the past 3 years (2300 per trimester in 1212 and + 3000 in 2015). This is a real success for our teams on-site who are close to our clients on a daily basis.

“ At an international level there is a person that follows all the FAC of our European clients every month. An action plan with preventative and corrective measures ensues from this analysis, with the objective of constantly improving our performance and the satisfaction of our clients. ”

Alain CASTAY, International commercial and engineering Director

Quality and method auditing

ATALIAN offers its clients quality and method audits that are carried out by local QHSE teams. The objective of these audits is to analyse what already exists on site and to identify any client issues that may arise. The audit measures the security and quality characteristics of a site, as well as cost, deadlines and human resources in order to bring added value and real progress.

At ATALIAN the satisfaction of our micro-clients also counts

A specialised micro-client unit was created in 2015 in order to monitor client satisfaction. A Client Appreciation Form, which has been used for several years by our Key Accounts Department, was adapted to this very specific relationship. Today 2 people work full-time on these satisfaction surveys, conducting an analysis of the data collected and setting-up corrective action plans where necessary.



LEVELS OF CLIENT SATISFACTION

Cleaning	Technical maintenance
93%	83%

Landscaping	Security
84%	91%

“ CSR means that we do not focus exclusively on contracts based on means and results but also on performance. Today, what matters most to our clients is the perception of service. What is gratifying is being able to establish a connection between two systems, for example by setting-up innovation workshops. ”

Miguel DE SOUSA, Managing Director of Cleaning

A transparent evaluation

Financial consideration is no longer a decisive factor in the negotiation of a contract or in the decision to buy services. Most of our clients now ask for transparency and results in terms of CSR practices from providers and suppliers.

91% of companies now take CSR into consideration when making investment decisions.

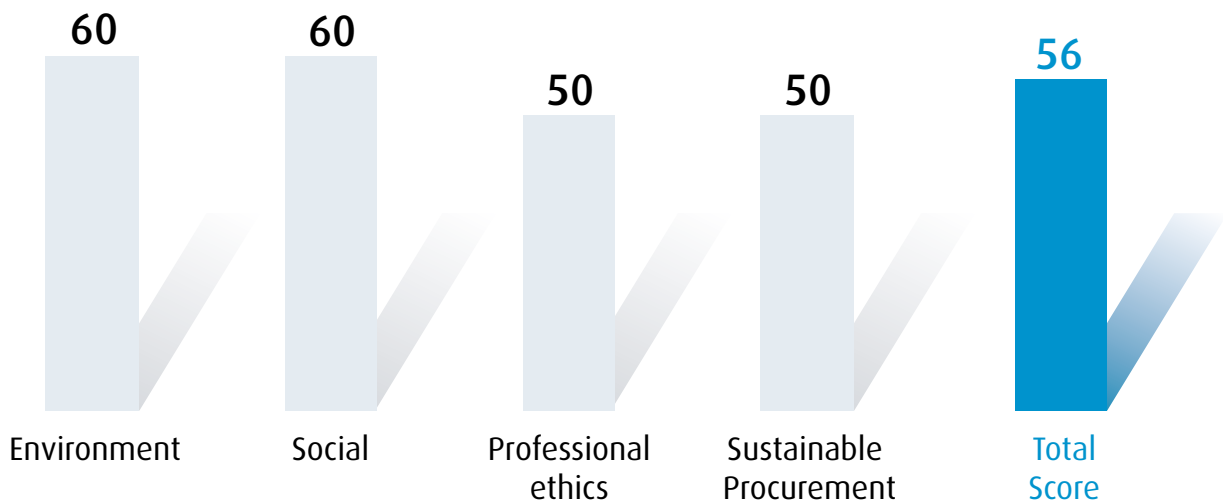
Since becoming a member of the Eco Vadis procurement platform in 2013, ATALIAN has been able to evaluate its CSR practices on a yearly basis and can now communicate its results to its clients and stakeholders in complete transparency. Additionally, this evaluation allows the Group to focus its CSR strategy and conduct concrete and long-lasting actions.

“ Our Sustainable Development rating (SD) in our response to tenders is constantly rising. This proves how important it is for our clients to have a supplier that demonstrates real initiative in this field. Because our strategy is mature enough, we regularly get top marks for it when replying to tender. Above and beyond our certifications, our approach has now become more concrete and more operational. Our CSR strategy is completely integrated in to our business proposals and we systematically offer our clients the possibility of using ecologically certified products and machines that help to reduce the consumption of resources.”

Manuel COLLADO, Sales Director France



ECOVADIS BENCHMARK OF ATALIAN



Innovating to anticipate the future of our services



Technological innovation will have an increasing impact on our business lines. The opportunities linked to connected objects, mobile tools and robotics will profoundly transform our practices, economic models as well as our business offer.

Buildings are becoming increasingly connected and intelligent. In a few years from now, they will part of a digital global network that will enable us to develop 'predictive' and people orientated services. Our relationship to robots is also likely to

evolve. This collaboration between man and machine will allow us to develop a service offering that is more adapted and brings higher-added value.

Rather than passively accepting these changes, we have decided to actively anticipate them and influence them in order to develop a new and more beneficial service offer. These developments are being steered through the set-up of discussion groups and internal work-shops involving suppliers and start-ups and through co-innovation with our partners and clients.

To this avail, we have created a team 100% dedicated to innovation, whose mission is to identify, test, validate and deploy the most useful innovations for our clients.

Perspectives from the Innovations Unit

HOW DO YOU CONCEIVE SUSTAINABLE INNOVATION?

Firstly, we must remember that innovation requires us to continuously question the status quo. To build a long-lasting vision, we must have a holistic approach to our services. We must be able to offer solutions that improve the well-being of users and value the work of our agents, whilst minimising environmental impacts and adhering to a long-term economic rationale.

To detect these solutions we must constantly keep an eye on the latest technological, economic and social tendencies. We must also stay aligned with our business 'eco-system': clients, suppliers, professional organisations, influencers etc. Moreover, we must work with our staff to understand needs and give momentum to a culture of innovation and continuous improvement. ATALINK is an excellent way for our

employees to exchange on these subjects. Besides presenting our catalogue of innovative products, ATALINK allows us to communicate information, needs and ideas on the topic of innovation. It is by working together in this way that we can bring meaning to innovation.

WHAT ARE YOUR COMMITMENTS FOR 2016?

Before we can talk about 2016, let us review 2015. In 2015 we brought structure to the department. We set up our team, defined our processes and built our tools. Our actions took on a more operational and commercial tone. We endeavoured to provide successful, ergonomic and low-environmental impact solutions that would add value. We are going to continue in this vein and consolidate our collaboration with the different Departments of the Group. This year we want to go beyond trial and testing and demonstrate how innovation can have a major impact on our different Business Lines.

Harmonising sound practices

A Sustainable Procurement Policy

Created in June 2013, the Corporate Procurement Department is fully involved in ATALIAN's CSR commitments.

With its specific structure and its performance management system "Procurement Excellence" the Department aims to achieve excellence in the quality of services delivered, transparency and a sense of partnership with regards to our clients, suppliers and sub-contractors. To reach this goal, the Director of Corporate Procurement decided to draft a Sustainable Procurement Policy in 2015.

“ TO THIS DAY, MORE THAN 50 SUSTAINABLE PROCUREMENT POLICIES HAVE BEEN SIGNED BY OUR SUPPLIERS. ”

Didier SALLE, Director of Corporate Procurement

This document, whose scope is external, includes a Charter for Sustainable Procurement which suppliers and sub-contractors must sign, as well as a Charter for Ethical Procurement which is aimed at ATALIAN employees.

The tool was sent out to all ATALIAN employees in France and abroad and has been instrumental in harmonising our strategy, our values and good practices with regards to procurement.

Furthermore, the Corporate Procurement Department manages a network of 40 correspondents, 29 of which are in France and 11 of which are at an international level. They are in charge of raising awareness of and implementing our Sustainable Procurement Strategy.

A certified management system

In 2015 ATALIAN renewed its certifications and pursued its internal auditing system aiming to ensure the relevance of its management systems, be it in France or abroad.



DEFINING AND IMPLEMENTING A FRAMEWORK

In 2016 ATALIAN is looking into setting up an Organisation and Methods Department in order to duplicate and deploy its processes and good practices across all its entities and countries.

Social



Meeting with Carol RAMBON

Corporate Director of Human Resources



WHAT ACTIONS DID YOU UNDERTAKE IN 2015?

In 2015 the rate of disabled employees rose to 9.4% in France. This result stems directly from the actions carried-out by our Disability unit, whose objectives were clear: recruit and integrate staff with disabilities, adapt job roles and wherever possible adjust the work-environment to their needs, inform managers, facilitate disabled employees' access to training and promote partnerships with companies who employ disabled workers, for our strategic clients. This year, we also organised a training programme for managers who were taught the importance of training their staff and organising professional career meetings with their teams. With this in mind, we built a tool called Human Capital Management (HCM) which enables us, among other things, to identify and nurture talents within the Group and anticipate future successions as well as ensure continuous development.

WHAT ARE YOUR OBJECTIVES FOR 2016?

We are continuing to take steps to accompany our employees. This approach allows us to offer our employees and clients operational practices that are proactive and transparent. In terms of employment, our objective is to prioritise long-term contracts, as well as to increase the number of work hours of some employees who are often in a precarious situation. These actions foster the long-term integration of our personnel and guaranty quality of service for our clients. Customer loyalty can also be influenced by Strategic Workforce planning: in 2015 we compiled a skills data base to identify appropriate training programs that will begin in 2016.

Moreover, we are in the process of setting-up new partnerships with prestigious Business Schools to train our future managers in France and abroad.

Finally, in the near future we hope to increase the number of apprenticeship contracts. Our objective for 2016 is to reach 1 % of apprentices hired across all the Group's Business Lines.

Promoting Diversity

Beyond our commitments to the Global Compact and our CSR strategy, the Group genuinely values its employees.

The variety of nationalities in our Group is our strength

Since 2014 we are signatories to the Diversity Charter and we are proud to count amongst our staff 30% of foreign employees. This cultural wealth is definitely an advantage for us as a company.

“ We consider it a real opportunity to have people from different horizons in our teams and actively participate in offering equal opportunities. ”

Carol RAMBON, Corporate Director of Human Resources

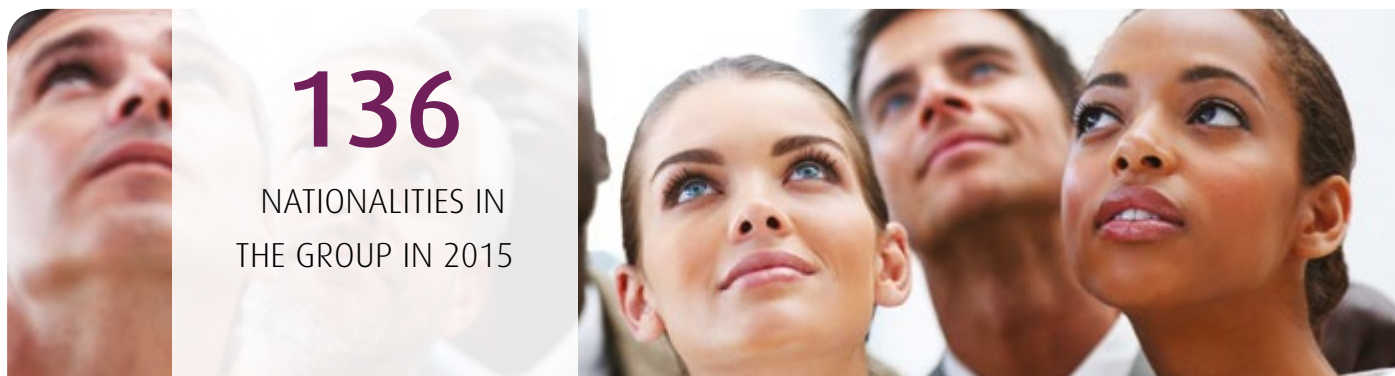


Meeting with Rita DOS ANJOS Deputy Director of the Louvre Museum

In the cleaning sector we are often confronted with a population from completely different horizons and the language barrier can quickly become an obstacle. Of the 147 employees we have on my site at the moment, more than a dozen come from different nationalities: Comorians, Portuguese, French, Algerians, Moroccans, Malians and Sri Lankans.

We spend 80% of our time in the field with our teams; therefore one has to adapt to help everyone get on with their work. I have learnt several languages by listening to them, by writing down and repeating words. Today I am able to communicate in French, Portuguese, Arab and English.

In our profession we take many initiatives to foster communication and transmit messages to our employees. We base our efforts on documents such as the Welcome booklet, QSE instructions, but also by having a relation which involves proximity on a daily basis. One of my team leaders decided to take action in favour of alphabetisation and for several months now he has been dedicating 15 minutes each day to teaching his 'foreign' staff rudimentary French.



Senior and junior employees: transmitting knowledge

We have set-up integration career paths for young people and encourage senior and junior employees to access professional training. We have also helped senior employees to access skills evaluation and set-up skills appreciation and a mentoring system.



Juniors (-26 years)

27%

RECRUITMENT
RATE 2015



8%

EMPLOYMENT
RATE IN 2015



Seniors (+55 years)

20%

RECRUITMENT
RATE 2015



36%

EMPLOYMENT
RATE IN 2015



PROFESSIONAL EQUALITY

For women we have also set-up specific communication campaigns within certain business lines. Moreover, we have improved access to training for them and made efforts to adapt workstations to any specific needs they may have.



Women

62%

RECRUITMENT
RATE 2015



55%

EMPLOYMENT
RATE IN 2015



MEN

38%

RECRUITMENT
RATE 2015



45%

EMPLOYMENT
RATE IN 2015



DISABLED WORKERS: CREATING LONG LASTING EMPLOYMENT

In order to promote our disability integration strategy, we prioritize the recruitment of disabled workers registered with the French employment agency (Pôle Emploi). The workers we recruit are employed on 1 year contracts, mostly obliged to work a 104 hour contract. According to onsite requirements, some of these workers are taken on full-time and are given more thorough training.



Disabled workers

Data from the Cleaning Business Line

1 217

DISABLED WORKERS
IN 2015



9,4%

EMPLOYMENT RATE
IN 2015



RAISING AWARENESS AMONGST DISABLED WORKERS

We also conducted an awareness raising campaign which entailed sending out a survey to employees who may not be aware of our disability policy or do not know how to be registered as a disabled worker.

26 800

SURVEY LETTERS SENT OUT TO OUR EMPLOYEES
FROM THE CLEANING BUSINESS LINE



“ During the year 2015, TFN PROPRETE IDF formalised the employment of 10 employees who were under professionalization contracts. ”

Philippe HACQUIN,
Manager of the Disabled Workers unit

Taking action in favour of training; a first step towards well-being at work

Training is of paramount importance to our Business Lines and can be dispensed to all personnel, from onsite workers to project managers, right through to management.

“ Our training policy is a fundamental part of our companies’ social model. Helping our employees to grow is essential to the development of the Group. ”

Carol RAMBON, Corporate Director of Human Resources

Strategic Workforce Planning (SWP)

SWP is a tool that allows employees to have a clear vision of their future in the company within a 3 to 5 year time-frame. Consequently, they can develop the skills required for the exercise of their job and identify the skills they need to perfect, in order to evolve within the company.

Personalised development plans are set up on a regular basis: annual professional career meetings, positioning balances etc. The objective is to ensure there is conformity between the skills of each employee and the role assigned in our professions database.

We have dedicated software for managing careers and skills. This tool enables us to obtain a precise mapping of skills and capabilities of employees and dispense any training that might be required or requested from personnel.

“ It is by attracting and integrating talents that we can prepare ourselves for the future. ”

Carol RAMBON, Corporate Director of Human Resources

Apprenticeship and professionalization contracts

ATALIAN has an active recruitment policy for apprentice and professionalization contracts. The objective of recruiting apprentices is to allow young people to gain valuable experience within a professional context, whilst studying for a degree. Professionalization contracts on the other hand, allow alienated people to be recruited. Such a contract will allow them to gain professional skills and will help them to access or re-access employment in the future.

455

APPRENTICESHIP
CONTRACTS

16 500

STAFF TRAINED



PROFESSIONAL CAREER MEETINGS

At ATALIAN, more than 500 managers participated in a training programme where they learnt the value of dispensing training to their staff. At the same time they were encouraged to conduct professional career meetings with each of their team members in order to discuss their career path with them. The first stage of this project will end in March 2016. It will allow us to build a list of competencies for certain positions and to more easily detect the potentials present in the Group and offer the possibility of developing their career internally.

FOSTERING SOLIDARITY

FMAS ATALIAN makes a donation to an education centre in Thailand

FM Advance Service Co, a subsidiary of ATALIAN in Thailand made a donation to an education centre in Bangkok. The donation helped to buy new material to build a leisure park as well as a café for students.

ATALIAN sponsors young high-level sportsmen

Boris NEVEU, a high-level French kayaker, has been sponsored by ATALIAN's Security Business Line since April 2015 for a period of 24 months. Many high-level sportsmen often encounter financial and social difficulties. That is why ATALIAN decided to answer the call of tender from the French Ministry of Youth and Sports, which called upon companies to become associated with sportsmen. The objective is to help these sportsmen prepare themselves for international sporting events under the best of conditions. ATALIAN is thus very proud to be associated with this French champion (European and World Champion in 2015) and wishes him all the very best in his training.

ATALIAN supports the GLOBAL HEART WATCH non-profit organisation

In line with its CSR strategy, ATALIAN signed a three year partnership with the GLOBAL HEART WATCH foundation in March 2015; the first international non-profit organisation which fights against sudden death in adults.

GHW is committed to raising awareness and promoting scientific research in this area. The organisation helps companies train its employees in administering first aid and also helps to collect research funds for the Expert Centre for Sudden Death in France.



Encouraging a social link between employees

ATALINK, our social network

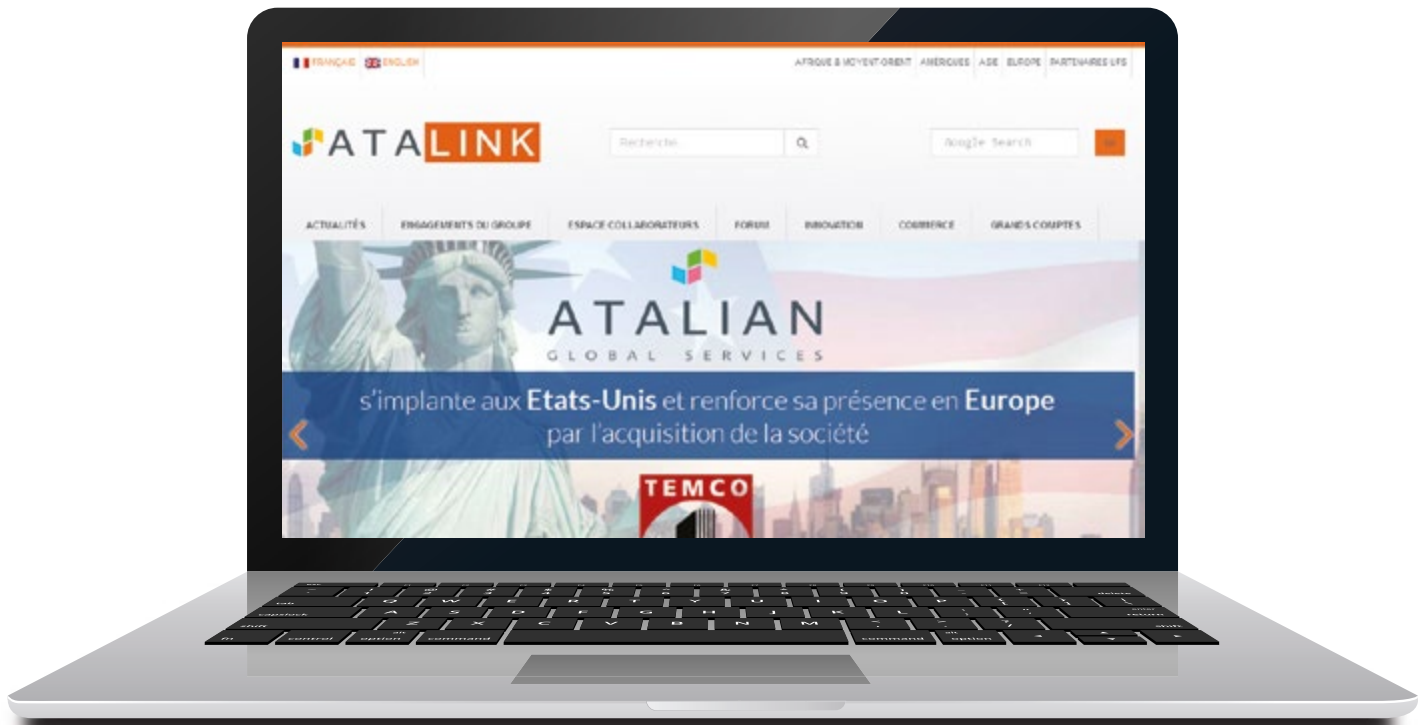
Over the last couple of years ATALIAN has rapidly evolved. Within a period of 6 years we have grown from a 500 million euro turnover to 1.8 billion euros in 2016.

ATALIAN is now present in 25 countries and has taken on a global dimension.

It seemed essential to find a way to communicate more effectively with our staff and have a platform where people could freely interact and find an answer to their queries. For this reason we decided to create a collaborative tool both in English and in French that was accessible to all, friendly and interactive.

ATALINK is an internal and autonomous social network. It is not a work instrument but a network where information can be shared in a sociable way and which encourages exchange and participation. We have included spaces for discussion, as well as a forum so that everyone, whatever their role, position and geographical location, can exchange and interact with each other.

There is also a human resources section with job postings to encourage internal mobility and increase the skills of employees within the Group. It is a network that now links all ATALIAN employees across the world.



Taking action for health and security in the workplace

Teaching first aid techniques

Cardiac arrest is responsible for the death of 40 000 people per year and only 4% of victims survive due to lack of early intervention. Moreover, 30% of these cardiac arrests occur in the workplace. For every minute gained there is a 10% increase in the survival rate of a victim.

Thanks to our partnership with the Global Heart Watch foundation (cf. page 23), 50 Group employees were taught in June 2015 to recognise the signs of cardiac distress as well as provide first aid and learn how to use a defibrillator.



CARDIAC ARREST IN FIGURES

30%

CARDIAC ARRESTS
OCCUR IN
THE WORK PLACE

50

GROUP EMPLOYEES
TRAINED IN 2015



From left to right : Pierre VACHERON (President of ATALIAN Cleaning), Gilbert BLAISE (President and founder of GWH), Tina BLAISE (Chief Delegate of international development at GWH), Arnaud GOLDFARB and Miguel DE SOUSA (Director Generals of ATALIAN Cleaning)

Preventing Muscular-Skeletal Disorders (MSD)

In 2014 the Cleaning Business line initiated an MSD prevention strategy by deploying a training programme accredited by the INRS, in partnership with the INHI (see Glossary for definition) and the FARE.

ATALIAN now has a total of 20 trained INRS-qualified MSD Prevention Leaders scattered across the French territory.

Following on from the knowledge acquired and our successful experiences in the field, the project is advancing with the creation of new training modules this time for site managers (team leaders, client advisors, site managers). The training will aim to help them identify the risks linked to MSD's and to present them with solutions and to help them initiate a thought process on the subject.

Occupational Health and Safety Management System OHSAS 18001 for the Security Business Line



ATALIAN's Security Business Line has been committed to the MASE framework (Management of Health and Security at Work) for several years now. It subsequently obtained the OHSAS 18001 certification for its entire range of security services, people and goods across all of France. Thus, proving its commitment to a culture of Health and Security at Work prevention for all its employees and setting-up an integrated management for all of its entities.

Synopsis and development of FR¹ / SR² per entity

		FR				SR			
		2013	2014	2015	Profession	2013	2014	2015	Profession
ATALIAN	Group	35,12	29,42	34,17	-	2,01	1,94	1,63	-
CLEANING	Business Line	36,50	35,21	37,93	35,4	2,20	1,98	1,55	2,90
SECURITY	Business Line	17,23	21,53	19,50	21,4	1,32	1,62	1,92	2,10
LANDSCAPING	Business Line	69,11	70,50	60,99	68,2	1,78	2,00	1,90	3,21
MULTITECHNICAL	Business Line	38,85	23,95	19,17	41,20	1,28	0,78	0,62	2,70
INTERNATIONAL		-	8,68	7,66	-	-	0,43	0,54	-

¹ Frequency rate

² Severity rate

Security Certifications

ATALIAN in the nuclear energy sector

For a number of years now ATALIAN has been involved in the nuclear energy sector. ATALIAN decided to launch a CEFRI E certification. There was no obligation on ATALIAN's part at first, simply a willingness to be professional, since the certification is only a gage of good practice and expertise.

Since November 2013, a judgment now obliges any supplier wishing to work in this sector to have a preliminary certification. This judgement, which came into effect on the 1st of July 2015, was implemented by ATALIAN on all 8 client sites operated. TNEX, a subsidiary of ATALIAN specialised in cleaning radioactive facilities, has been certified for the past 7 years. This certification was also applied to other radioactive facilities in France owned by EDF and AREVA.

“ This certification ensures that all appropriate measures are taken to reduce the impacts of radioactivity on personnel, as required by the ALARA (As Low as Reasonably Achievable) principles. ”

Loïc MEAUZÉ, Quality Security and Environment Manager

This certification is based on similar principles to the ISO 9001, ISO 14001, OHSAS 18001 standards. This effectively simplifies the implementation of these principles since the Cleaning Business Line already has management systems that conform to these requirements.

What makes this certification different from others is the way it tackles radioprotection. The data specific to employees is shared on software accessible by the client and the supplier. This allows for greater responsiveness and follow-up on realistic needs in terms of radio-protection.

The Lillebonne agency near Caen, in the North of France, was awarded the EDF Security supplier Challenge.

The team from TFN Propreté on the EDF site of Le Havre, in Northern France, which is operated by the Lillebonne-Caen agency, was awarded Security Supplier of the year at the beginning of 2015 for its exemplary security practices by its client EDF.



OTHER AWARDS

Once again this year, several teams from the Cleaning Business line were rewarded by certain clients for their commitment and exemplary practices in terms of security:

- **Agency in Lillebonne Caen:** the team from the EDF Le Havre facility wins the EDF Security Supplier Challenge
- **Agency in Guernsey:** the team from the THYSSENKRUPP Isbergues facility wins the Health, Security and Environment Trophy
- **Agency in Marolles:** the team from the SAINT GOBAIN PAM Foug site wins 2nd prize of the Security Challenge

Environment



Respect for the environment

Signing the Caring for Climate Declaration

In 2012 ATALIAN carried out a Green House Gas (GHG) emissions assessment for each of its Business lines in order to evaluate the carbon foot-print of its activities

To take its actions further ATALIAN decided to complete a comprehensive carbon assessment report on a voluntary basis for the Cleaning Business Line in France (TFN Propreté).

An action plan which includes tangible measures was drawn-up with the objective of reducing our environmental impact by 10%. Implementing these practices and analysing our return on experience, not only enabled us to appreciate our impact on a Group level, but also allowed us to evaluate our impact on the different client sites we manage.

Other initiatives such as setting-up an onsite carbon foot-print calculator, drafting a CSR 'passport' to evaluate the environmental impact of every site we operate and analysing the life-cycle of our services, are all a direct reflection of this approach.

“ By having a responsible and structured approach, we wish to demonstrate the value of our strategy and our solutions and share our good practices in terms of climate change mitigation. To this end, ATALIAN signed the 'Caring for Climate' Declaration on 9th of December 2015 ”

Tayeb BELDJOUDE, Corporate Director for QHSE



COP21 AS AN EXAMPLE:

The discussions at the COP 21 that took place in November 2015, resulted in a historical agreement committing all member countries to reduce their greenhouse gas emissions. The objective of this agreement is to stabilise global warming caused by human activities and to 'significantly reduce' the temperature of the Earth's surface by 2°C by 2100 and to pursue efforts to limit global warming to 1.5°C.

Caring for Climate



Analysing the life-cycle of our services

Our Cleaning Business Line has also developed a tool that is able to complete a life-cycle analysis of our services.

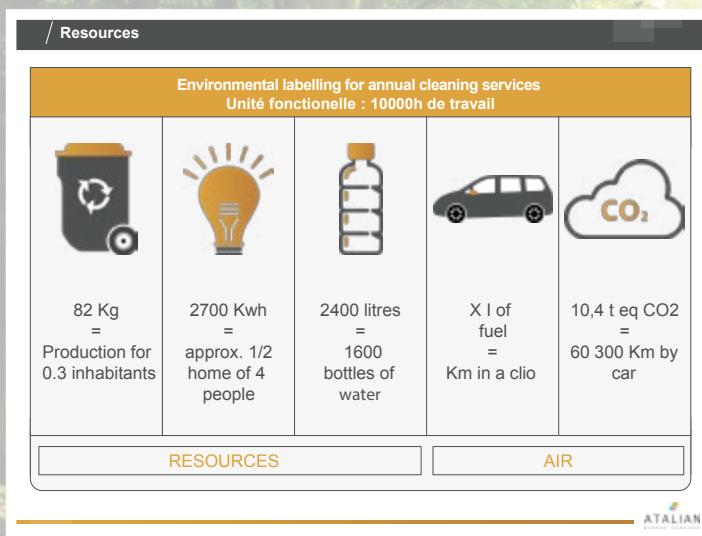
Devised in collaboration with a specialised consultancy firm, the aim of this new tool is to assess the life-cycle of our cleaning activities at different stages of a contract.

This collaboration has allowed the QSE Department of the Cleaning Business Line to set-up a specific 'life-cycle analysis' tool which will firstly analyse, in a simplified way, a certain number of specially selected and identified criteria and secondly generate an environmental 'label' for the service.

In order to foster a process of continuous improvement, this assessment is done on the first day of the contract and subsequently over the following three years and until the end of the contract.

With this new tool, ATALIAN once again demonstrates its concern for environmental issues. Not only is this project in keeping with our commitments to the 2015 version of the ISO 14001 environmental certification, but it also caters to our clients' increasing concern for environmental issues.

This 'labelling' will enable our clients to easily visualise the environmental issues relating to a given service and facilitate the incorporation of our services in our clients own Environmental management strategy (EMS).



Eco50 approach

For several months now, the Corporate Procurement Department, in collaboration with the Group QHSE Department, have launched the Eco50 approach; the objective of which is to achieve 50% of our sourcing with environmentally-friendly products by 2018. To achieve this ambitious goal, several actions have been taken. Firstly, we asked all of our suppliers to agree to this project in writing. Secondly, we asked them to send the Corporate Procurement Department a tri-monthly report on their progression in terms of producing environmentally friendly products. This reporting is divided into 3 different categories of manufactured products: dangerous, standard (low risk) and ecological products.

On top of these requests we conduct supplier audits in order to verify these trimestral results. These elements allow us to monitor the consistency of each supplier's approach and to have an accurate vision of their progression. We still have another two years left to achieve our objective.

ISO 14001: extended scope

During the renewal audit conducted in May 2015, the Cleaning Business Line successfully extended its ISO 14001 certification scope and thus went from 3 to 6 certified client sites.

“ The ISO 14001 certification of our services realized on site is a real win-win client/supplier partnership. The fact that our sound practices are recognised by accredited organisations bolsters this notion. ”

Loïc MEAUZÉ,
Quality Security and Environment Manager

By listening to the needs and requirements of its clients, the Cleaning Business Line took the opportunity to extend its environmental management system in France. 10 client sites will therefore be presented at the next renewal audit in 2016.



Helping our clients to reduce their energy consumption by 20 %

Via ATALIAN Energy Solutions, an innovative environmental management system developed in partnership with Ergelis, we can offer our clients the possibility of reducing their energy consumption by 20%.

Thanks to an intelligent control unit which is connected to the technical maintenance system of a building we are able to calculate the optimal configuration of a building's technical installations in real time. Not only does this contribute to significant energy bill savings, this solution also helps to reduce the environmental foot-print of buildings.

“ For our international clients, having a Group QHSE policy is a determining factor for referencing. Moreover, if a client shows an interest in our Energy Management offer, our first point of contact is often with the Director of Sustainable Development. In order to respond effectively to their expectations, we can rely on our corporate tools and approach. ”

Alain CASTAY,
International commercial and engineering Director



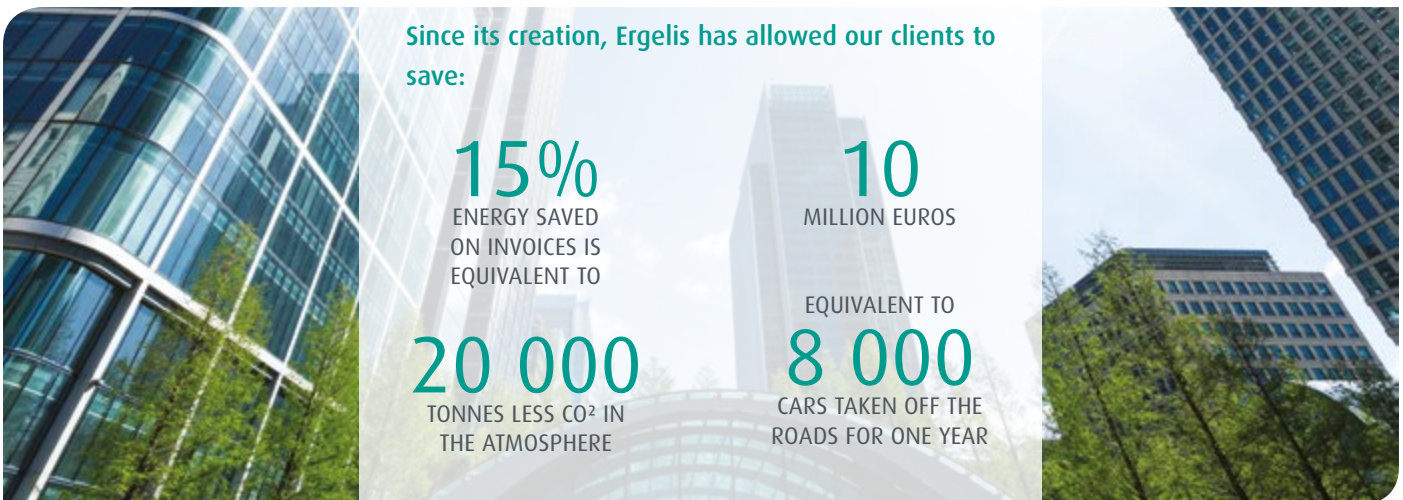
AMERICA HOUSE IS MADE GREENER THANKS TO ERGELIS

America House is a large multi-functional business centre located at the heart of Bucharest.

The environmental footprint of this 27 000 m2 building will be improved, thanks to the installation of ATALIAN's new Energy Solution, Ergelis Inside.

The objective will be to progressively reduce energy consumption by 10 to 15%.

America House will be connected to the ATALIAN Ergelis control centre where Energy Managers will continuously monitor energy performance and support on-site local teams in improving the energy efficiency of processes and reduce costs.



Brussels obtains its first star as part of the 'Eco-dynamic company' award

The 'Eco-dynamic company' award is a progressive certification, in which companies can make progress at their own pace and receive one, two or three stars. This year ATALIAN Belgium was awarded its first star for its efforts in terms of good CSR practices such as:

Energy savings

- Automatic regulation of the heating and cooling systems according to employee's work hours
- Automatic extinction of lighting in common areas and outside of work hours
- Installation of movement detectors in common areas, in the basement of the building and in the parking area
- Replacing obsolete computer equipment with more energy efficient equipment
- Choosing vehicles with the « Start & Stop » option

Sound practices and actions

- Offering clients a range of products that are more respectful of the environment
- Using more concentrated products to reduce packaging as well as reduce the quantity of product used
- Optimising professional travelling by encouraging employees to work at home
- Reducing waste by making reusable cups available and by removing drinks cans for employees and visitors

Innovation

- Setting-up a process for collecting cans and product containers by suppliers for recycling
- Using reverse osmosis water as an alternative to window cleaning detergent



A first successful step towards ISO 26000

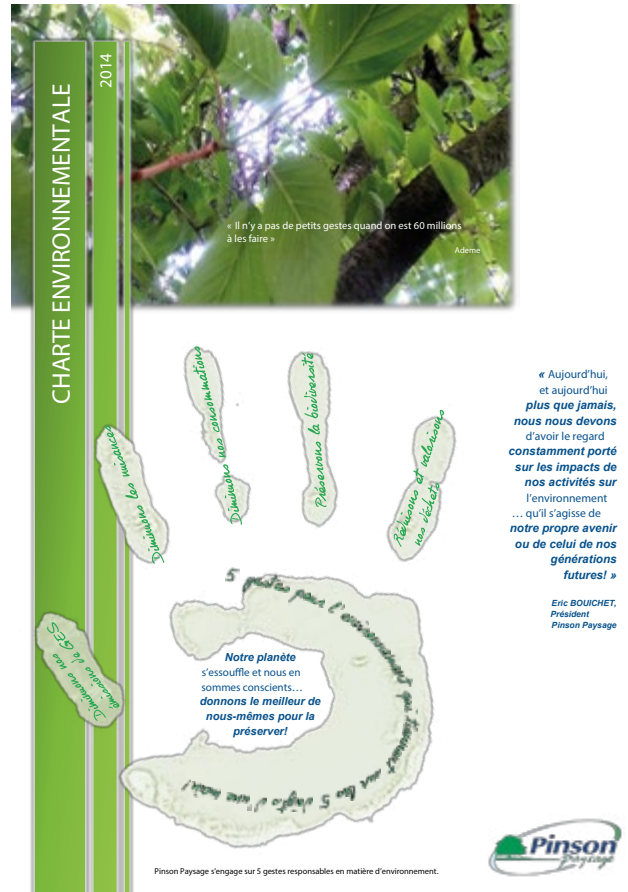
Pinson Paysage evaluated by the ISO 26000 norm on Social Responsibility

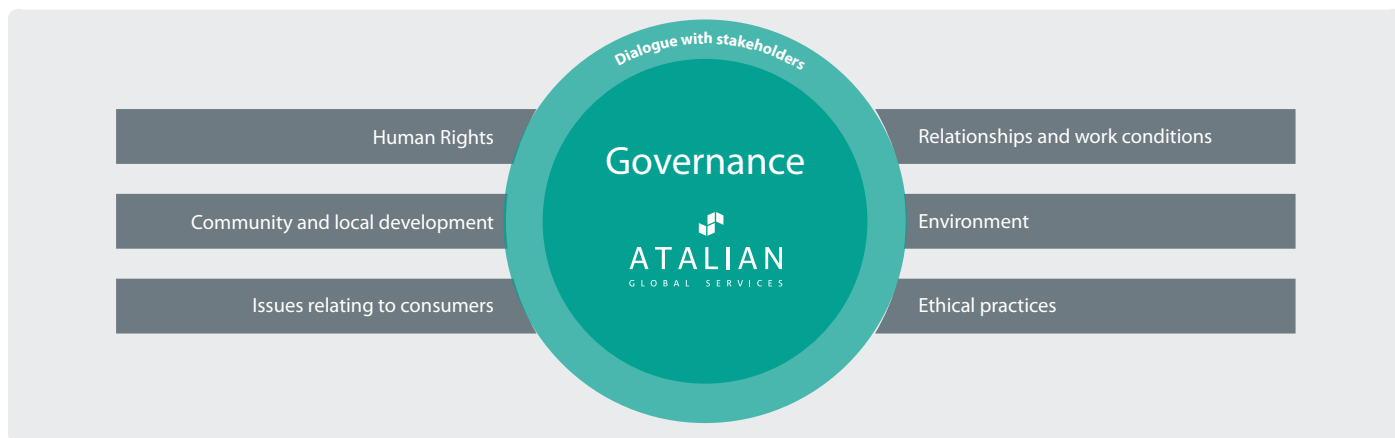
Via the ISO 26000 norm evaluation, Pinson Paysage, ATALIAN's landscaping subsidiary based in Paris, demonstrates its social responsibility.

With the help of the QSE Landscaping Department, the head-office endorsed the ISO 26000 AFAQ principles of the UNEP (French Union of Landscaping companies), the data from the Global Reporting Initiatives and the return on experience of its stakeholders (suppliers, clients, social organisations) to set-up this year-long project.

The Business Line's strategy was restructured with the 7 principles of the ISO 26000 in mind. Their general strategy now incorporates CSR as well as QHSE elements. Moreover, 4 different charters (Health-Safety, Sustainable Procurement, Environment and Ethics) have been drafted to reflect the intent and environmental practices of Pinson Paysage. A carbon footprint assessment was also undertaken on top of the obligatory GHG emission assessment

The final evaluation made by the SGS (French certifications and auditing bureau) which was performed in April 2015 awarded Pinson Paysage the level 2 "aware" / level 3 "mature" statuses.





Meeting with Eric BOUCHET

President of Pinson Paysage in the Ile de France region

WHAT APPEALED TO YOU IN THE ISO 26000 NORM?

Our profession is invariably linked to environmental protection. Moreover, the context and seasonality of our activity brings us to call upon a work force coming from a variety of social backgrounds. On top of our permanent personnel, we regularly take on disabled staff or even apprentices.

The concept of social responsibility, upheld by the ISO 26000 norm, is an integral part of our modus operandi and to be evaluated in this way seemed obvious. The comprehensive analysis offered by the ISO 26000 norm brought us to see further than the ad hoc local measures already in place. It is a wonderful tool that pushed us to implement social responsibility and SD in a concrete way within our company's strategy.

For example, we redefined our vehicle fleet policy and we have decided to use electric vehicles for all our contracts

inside Paris. We have also revised our procurement strategy to considerably increase our supplies of shrubs and plants from France

We have also been working on well-being at work by devising an internal survey on the issue; the results of which were very enriching and allowed us to conduct several initiatives to improve the working conditions of our employees.

HOW DO YOU PERCEIVE THE RESULTS OF YOUR EVALUATION?

At the end of this first evaluation, Pinson Paysage obtained a level 2 « aware » status. This is a meaningful award for all our teams since it is a level which allows us to communicate externally. However, it is not an end in itself and there are still other levels to reach. We have entered a new era where development and continuous improvement are paramount. We are expecting our next evaluation within the next two years and until then we intend to continue progressing.

Client testimonial



WHAT IS APTAR'S SUSTAINABLE DEVELOPMENT POLICY?

In order to contribute more efficiently to environmental protection, a Sustainable Development (SD) team was set-up on the Aptar facilities of Le Vaudreuil and Val de Reuil in France 2 years ago. Its mission is as follows:

- Determine the opportunities for reducing waste, energy consumption, fuel consumption as well as the associated costs.
- Promote a culture of environmental respect
- Collect & encourage employee initiatives that foster environmental protection and contribute to reducing environmental impacts of on-site activities
- Participate in activities that benefit the community and the local environment

The Aptar sites of Le Vaudreuil and Val de Reuil are especially fond of suppliers who have a dynamic approach to SD. For our first participation in 'Earth Week' 2015, we invited these suppliers to present their approach and actions in these matters. Thanks to this event, employees from APTAR Le Vaudreuil and Val de Reuil were able to appreciate the actions taken and sound practices implemented by TFN Propreté onsite.



WHAT WERE THE MOST SIGNIFICANT INITIATIVES TAKEN BY APTAR IN TERMS OF SD ON THE APTAR SITES OF LE VAUDREUIL VAL DE REUIL?

These last couple of years, the most significant initiative taken by TFN Propreté was the dematerialisation of all paper documents (tracking services provision and controls, training and dialogue), which significantly contributed to reducing our consumption of paper and waste production.

In order to succeed in imposing more environmentally friendly practices, it was necessary to adapt most of our tools to this dematerialisation process, as well as to the demands and constraints of our pharmaceuticals activities.

Stimulated by our constant request for monitoring and innovation, TFN Propreté installed a new automatic cleaning product distribution system on our sites at Le Vaudreuil and Val de Reuil. 'Orbio' produces an alkaline cleaning solution and a disinfectant acid solution. This technology offers several advantages: low energy consumption, biodegradable products, eliminating transport linked to buying and packaging goods, efficiency that matches standard products and eliminating stock management.

It also reduces employee exposure to chemical risk and reduces the use of chemical products by 70%.

CAN WE TALK ABOUT A PARTNERSHIP IN TERMS OF SD?

Yes and these two examples are a demonstration of this partnership. A partnership was established between APTAR in Vaudreuil and Val de Reuil and TFN Propreté, enabling a thought process to emerge on implementing long term projects that are more innovative, more respectful of the environment and are generally in favour of SD.

Comments from M Benjamin OZANNE, Facility Manager of the APTAR sites of Le Vaudreuil / Val de Reuil and Sustainable Development Leader for the APTAR pharmaceutical sites in Europe

GRI



Global Reporting Initiative

CSR issue	Indicator	2012	2013	2014	2015
Governance	Number of CSR/SD projects	3	4	4	5
	Number of ethical code commitments signed	No tracking	46%	52%	57%
	Number of shortfalls regarding the ethical code	No tracking	0	0	0
Economics	Turnover (millions of euros)	1 174	1 274	1 300	1 750
	Turnover at an international level	126	155	157	650
Quality	Client satisfaction index	86%	89%	89%	92%
	Rate of response to satisfaction surveys	85%	86%	89%	95%
	Number of QHSE internal audits	75	91	89	123
	Number / % of sites MASE certified	65	70	70	76
	Proportion ATALIAN Business lines ISO 9001 v. 2008 certified	100%	100%	100%	100%
	Number / % of sites OHSAS 18001 certified out of 90	1 <1%	1 <1%	60 67%	80 89%
	Number / % of sites MASE certified	25 28%	30 33%	28 31%	25 28%
	Rate of compliance to audits (non conf - external audits)	100%	100%	100%	100%
Social	Rate of recruitment of young people - 26 years	24%	26%	27%	27%
	Rate of employment of young people - 26 years	8%	9%	9%	8%
	Rate of recruitment of senior people - 55 years	18%	15%	16%	20%
	Rate of employment of senior people - 55 years	36%	33%	35%	36%
	Study contract	Undisclosed	364	313	455
	Apprenticeship contracts (in numbers)	Undisclosed	34	191	227
	Proportion women/men	44% / 56%	44% / 56%	43% / 57%	45% / 55%
	Rate of disabled workers employment (Cleaning)	7,3%	7,2%	7,9%	9,4%
	Employment rate of different nationalities	39%	37%	36%	36%
	Number of nationalities	No tracking	131	136	136
	Staff trained (in numbers)	11 951	16 453	11 828	16 500
	Rate of Frequency (RF1) ATALIAN	31,20	35,12	29,42	34,17
Health / Safety	Rate of Severity (RS1) ATALIAN	1,76	2,01	1,94	1,63
	Rate of Frequency (RF1) Cleaning	32,76	36,45	35,42	37,93
	Rate of Severity (RS1) Cleaning	2,03	2,18	1,98	1,55
	Rate of Frequency (RF1) Security	15,04	17,23	21,96	19,50
	Rate of Severity (RS1) Security	1,05	1,32	1,63	1,92
	Rate of Frequency (RF1) Multi-technical	25,33	38,85	23,95	19,17
	Rate of Severity (RS1) Multi-technical	0,65	1,28	0,78	0,62
	Rate of Frequency (RF1) International	No tracking		8,68	7,66
	Rate of Severity (RS1) International			0,43	0,54
	Number of audits on internal clients sites	No tracking	520	876	786
	Animateur Préventeur Trouble Musculo Squelettique	No tracking		10	20
	Number of facilities that returned the supplier evaluation	86%	93%	85%	90%
Procurement	Rate of compliance of suppliers evaluated by agencies	86,7%	64,7%	68,1%	70,5%
	Number of suppliers 20/80 (turnover) CSR evaluated	No tracking		15/50	12/50
	Rate of return of CSR evaluations by suppliers 20/80			100%	100%
Environmental	Percentage of vehicles in Euro 5	81,0%	81,5%	81,8%	83,8%
	Percentage of vehicles in Euro 6	No applicable			6,9%
	Number on site carbon profiles achieved	No applicable		35	40
	Percentage of ecological procurements made	32%	32%	33%	33%
	Number of ink cartridges to collection centers	No tracking	16	19	21
	Number of partners during sustainable development week	6	8	11	20
	Number of environmental incidents	0	0	0	0
	Number of energy audits affected by the legislation	No applicable			15/15

Glossary



A1

Literacy diploma recognised by the French Ministry of Education, level 1

A1.2

Literacy diploma recognised by the French Ministry of Education, level 2

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 CO₂ 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.

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).

WEEE

Waste from Electronic and Electrical Equipment

Ecological foot-print

An Ecological foot-print is a measure of human impact on Earth’s ecosystems.

Outil de mesure de la pression qu’exerce l’homme sur la nature, qui évalue la surface productive nécessaire à une population pour répondre à sa consommation de ressources et à ses besoins d’absorption de déchets (Source: WWF).

GE – Greenhouse Effect

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 (CO₂), methane (CH₄), nitrous oxide (N₂O), and ozone (O₃).

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.

Company 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 other it defines the means by which to increase and monitor performance.

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.

INHNI

French Institute of Hygiene and Industrial Cleaning

INRS

The INRS is the French National Institute for Research and Security, which works towards the prevention of work-related accidents and occupational diseases. Created in 1947, the INRS is non-profit organization that helps the French National Health service and any organization that deals with the prevention of professional risks and sometimes the French Government. The institute relies on its cross-disciplinary resources to transmit a culture of prevention and offers methodological tools and practices.

Stakeholders

A person, a community or an organisation that influences or has a stake in a company's activities.

Stakeholders can be internal (employees) or external (clients, suppliers, shareholders, investors).

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.

QSEM

Quality Security 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.

HSW

Health and Safety at work

RF - Frequency Rate

The number of work accidents per 1 million work-hours

SR – Severity Rate

Number of days compensated per thousand work hours

MSD

Muscular-Skeletal Disorders

SOV

Security Operator Visit

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Conception-design-editing: ATALIAN.

Printed on FSC recycled paper with vegetable inks.



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