

/ Sustainable Development Report 2017



ATALIAN
GLOBAL SERVICES



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This year will have counted many transformations within the Group. Firstly, we have made internal transformations: methods and tools have been redesigned to better anticipate the future of our business lines. The Group also strengthened its position in many of the countries in which it operates, which enables us in 2017, to post an international turnover that is almost equivalent to that of France. As part of this increasingly important international development, our sphere of influence has grown considerably and is gradually becoming global. Our multinational clients want to have a global vision of our services.

Moreover, customers also expect us to guarantee that we implement the regulations in force, regardless of the countries in which they are located. That is why ATALIAN created a role dedicated to Compliance.

Our customers also want to call upon a responsible and socially committed company. CSR is increasingly anchored in ATALIAN's strategy in response to this request. Indeed the set-up of a CSR Strategy Committee ensures, once a year, that we respect the commitments we have taken, that our decisions are coherent with the Group's strategy and that our areas of progress are regularly measured and analysed and enable us to define plans for improvement.

To vouch for our CSR approach, EcoVadis awarded us a gold medal for the second consecutive year, placing us among the top 2% of highest rated companies in the sector and even more significant, among the top 3 companies across all sectors.

In 2018, we will continue to rely on the strength of our Group and the commitment of our teams to pursue our ambition and our CSR policy.

Franck JULIEN
President ATALIAN Holding

KEY GROUP FIGURES

2 028 M€

turnover

100 000

employees

28 000

clients

4

continents

31

countries in the world





In recent years ATALIAN Group has grown considerably in terms of turnover, number of countries where we are present and of course collaborators. Therefore, it became essential to create a Corporate Human Resources and Global Communications Department.

Indeed, HR stakes on a group-level have evolved. We must anticipate the development of our business lines, under the effects of digitalization of course, but also in relation to the demands of our clients, who want to be supported in all areas of Facility Management throughout the world.

Having the necessary talents to support our growth has become primordial. We need women and men who have substantial knowledge of our Group and our business lines, but also have skills in other connected areas such as digitalization. We also want to promote cultural diversity, in terms of nationalities, as well as experience. Fostering and strengthening a common culture and promoting strong Group values are a real challenge.

On the other hand, it is our duty to play a role in inclusion and social development and to enable people who are excluded from the professional world, to be integrated through work.

Finally, making our customers benefit from our social, societal and environmental commitments is more than ever our priority.



Franck AIMÉ
Chief Human Resources Officer,
(inc. QHSE, Communications)







CSR AT THE SERVICE OF
OF OUR CUSTOMERS' PERFORMANCE

DEPLOYMENT ON A GLOBAL SCALE

High standards applied worldwide

ATALIAN has always paid particular attention to its operational methods and those of its subsidiaries, particularly in the context of managing the performance of its processes. That is why we apply standards from the International Organization for Standardization (ISO), for our Group and all our subsidiaries, in terms of quality (ISO 9001), health and safety at work (OHSAS 18001/45001) and the environment (ISO 14001).

Our primary ambition is to provide our subsidiaries with the processes and tools that enable them to meet high standards, to build skills in the management and control of processes and to achieve recognized levels of performance through certification audits carried out by external bodies.

All of our certifications are managed centrally by the QHSE Group Department and in concert with the QHSE correspondents based in our various countries. Our Group continues to expand internationally and for the year 2018 we plan to establish a QHSE progress plan over several years, in order to move towards the certification of all of our international subsidiaries. This ambitious deployment plan will be built on the basis of our experience and the levels of maturity of each of our subsidiaries.

Global Coverage of our Certifications

Quality
66%

Security
48%

Environment
62%

“Steering our organization through ISO certified processes, is a guarantee of the efficiency of our services and a criterion of recognition from our clients.”

Tayeb Beldjoudi, Group QHSE Director

Our certifications across the world

We have many certification standards in the areas of quality, health and safety of our employees and the environmental protection. These standards are for the most part international standards – ISO – but also relate to the various specificities of our sector and or local norms.

In 2017, more than half of all our subsidiaries in the world, exactly 66%, had their quality management certified according to the ISO 9001 standard, thus showing a real desire to bring our customers efficient services based on internationally recognized standards.

Concerned with the health and safety of our collaborators at all levels and positions, close to 50% of our subsidiaries have been certified by OHSAS 18001; a recognized standard in the management of health and safety at work.

And of course environmental protection, as part of our activities, is not left out, since 62% of all our subsidiaries are certified by ISO 14001 with regards to the level of their environmental management system.

ATALIAN's ambition to harmonise its practices and process everywhere in the world, within its sphere of influence, is larger still. By basing ourselves on these high normalizing standards, within 4 to 5 years, we envisage steering 100% of our subsidiaries towards these certifications.

A global network of QSHE correspondents

For ATALIAN and its QHSE Group Department, the last quarter of 2017 was a crucial period, namely with the establishment of a network of QHSE correspondents in each country.

Each of these quality, health and safety, and environmental risk prevention professionals were able to provide all the useful information needed to build a centralized database, which in turn will help set-up a KPI dashboard.

Because the safety of our collaborators and of our customers is our priority, we naturally started recording all the information relating to on-site accidents and by the end of 2017 we were able to establish a rate of frequency (Tf) and a rate of severity (Tg) for each country where we operate.

The essential and regular flow of knowledge emanating from these indicators will enable us in 2018 to refine our choices and decisions, adapt our action plans for improvement and be even more efficient in carrying-out out health and safety preventive actions.

From the many years of feedback in the analysis of indicators and the root causes of the occurrence of work accidents, our Cleaning Division in France defined its new QHSE performance policy, for the next three years, incorporating a 2018 to 2020 MSD plan to increase its actions in the prevention of Musculoskeletal Disorders.

COMPLIANCE

Deploying a Code of conduct and a Procedure for internal alerts

When it comes to fighting corruption, ATALIAN decided to deploy a Code of Conduct and a Procedure for internal alerts within each of its subsidiaries, in France and abroad.

In order to make these documents actionable for collaborators, they were translated into English and local languages.

The second phase was to make sure that the Code of Conduct and the Procedure for internal alerts were compliant with local legislation. Indeed, for example in some countries, these documents must first be submitted to the Company's Executive Committee in the presence of unions.

Lastly, Compliance Officers were appointed in each of the 31 countries where the Group is present. In the long term, the Group would like to create its own Compliance e-learning tool and thus be able to train each new employee as soon as he/she joins the Group.



Compliance in 6 steps



Appoint Compliance
Officers



Identify types of personal
data



Identify priority actions



Identify risks



Implement internal
procedures



Anticipate GDPR
monitoring

Risk mapping

In 2017, a risk mapping was launched with our employees, with the help of an external firm. Around 60 collaborators were interviewed on the notion of risk. A report will be drawn up in 2018. This report will enable the Group to identify the risks and set-up appropriate action plans in response.

GDPR

The GDPR (the General Data Protection Regulation) legislation was voted in 2016 and came into effect in May 2018. This legislation aims to strengthen individual's control over their personal data and to encourage professionals to play an active role in monitoring the way that data is processed.

The protection of personal data is a means of reinforcing trust between ATALIAN and its customers, partners and employees, within an increasingly digital context.

At ATALIAN, the first step was initiated in 2017 with the launch of an audit. The second stage will be launched in 2018 with the organization of workshops that will help to determine the actions that need to be set-up in order to achieve perfect compliance.

PROVIDING OUR CUSTOMERS WITH SOLUTIONS

A new Responsible Procurement Policy with new objectives

Drawn up in 2015, the first Responsible Procurement Policy was, for our Procurement Department, a first step in formalizing its ethical approach towards its suppliers and sub-contractors.

In 2018, the time for assessment has come, and the results are very satisfactory. It is clear that our Group has gained maturity in terms of its Procurement strategy.

Our new Responsible Procurement Policy will be published at the beginning of 2018 and will define the Responsible Procurement objectives of the Group for the next 3 years. This new publication is more ambitious, more complete and includes additional complimentary indicators.

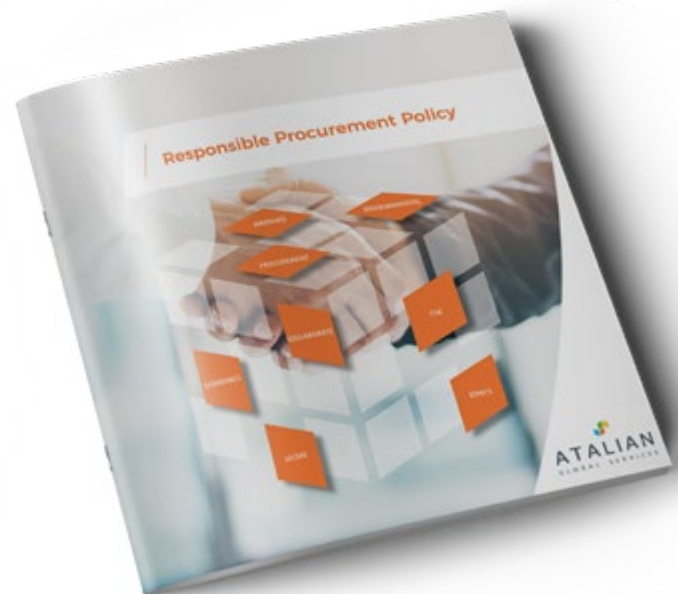
The document also encompasses the notion of the Group's economic performance, particularly in relation to the Charter for Responsible Supplier Relations, which ATALIAN signed in 2017.

To achieve this, a number of procurement processes have been set up for the entire Group, in France and abroad, called the "global frame of reference". A new Procurement organization was also set-up in 2018.

In order to better support ATALIAN's development, the Procurement Department is committed to the Group's economic improvement, but that is not all. In the future, it will also be a question of professionalizing the function. In this way the Group will formalize its objectives through

an annual progress contract, which will help to implement engaging, credible and detailed action plans.

The « digitalisation » of our Procurement function is also underway, with the deployment of a buyer's software that will enable the following: a significant improvement in the maturity and control of purchases thanks to an overall and precise visibility of expenses; standardization of practices; maximization of savings; centralization of supplier contracts; and monitoring of supplier performance. This is the ambition of Pascal GARNERO, ATALIAN's Chief Procurement Officer.



Signing the Charter for Responsible Supplier Relations

ATALIAN signed the Charter for Sustainable Supplier Relations in May 2017. The objective of the Charter is to encourage companies to adopt responsible procurement practices in relation to their suppliers and encourage a relationship based on reciprocal trust, where each party is aware of their rights and obligations.

Set-up by the French National Procurement Council (CDAF) in 2010, the Charter includes 10 commitments for sustainable procurement, such as: ensuring financial equity, reducing the risk of reciprocal dependence, incorporating environmental issues (end-of-life recycling, waste management, energy consumption, carbon footprint etc.). Through these various commitments, ATALIAN aims to maintain a «win-win» partnership with its suppliers and subcontractors.



Environmentally-friendly products for more responsibility

For a number of years now, the Group has committed itself to increasing its use of eco-friendly products. We regularly broaden the range of products available to our users and two years ago, we set-up an indicator for measuring consumption, to ensure that we hold up our commitments.

Products with eco-labels are mainly used by our Cleaning division for our cleaning activities and by our Landscaping division, when it comes to natural gardening products.

Awareness of eco-friendly products is still disparate within the Group, depending on the country, but their use has been growing steadily over the last few years.

For our Cleaning division in France we have set-up an indicator to monitor our consumption of sustainable products. By the end of 2017, 25% of products were eco-labeled. Our objective is to surpass 30% in 2018. To reach this objective, we have set-up substitution actions with our suppliers.

The advantage of eco-friendly products is their low impact on the environment and safety for users. European legislation regularly evolves, forcing suppliers to review their product formulations in response to ever stronger constraints in this area. The use of eco-friendly products does not affect quality of service since the European eco-label guarantees equal efficiency of eco-friendly products compared to standard ones.

For several years now customers have been demanding the use of environmentally-friendly products on their sites.

What was just a simple recommendation at the time has now become an obligation from the customer. In fact it is not uncommon for customers to work upstream with our suppliers on this issue. New products regularly arrive on the market such as effervescent capsule products, which help to reduce our carbon footprint.

New solutions for the production of products on site are also emerging. The supplier offer is expanding and allows us to address a wider customer base than before.



Waste sorting

French legislation in this area has evolved since 2016, progressively obliging all companies to sort their waste at the source. ATALIAN Group signed a framework convention with VEOLIA and PAPREC to collect and treat the waste generated on our sites and customer's sites, when this service is requested.

We also work with organizations that collect certain specific waste, for example CONIBI for the collection of our printer cartridges.

The waste generated by our activities at customer sites affects all ATALIAN business lines. The waste undergoes special treatment, either via the process set-up at the customer site, following the signature of a framework convention or externalized to one of our partners mentioned above.

The waste generated by our clients mainly concerns our cleaning activities. For some time now we have been offering our customers "à la carte" and personalized solutions, in terms of the collection format and the evacuation of sorted waste (sorting by users at work, centralized sorting point, sub-contracted sorting before transport to increase the quality of sorting), but also through offering specific sorting options (cigarette butts, plastic cups, bottle caps and organic waste). We have devised solutions that are recreational in nature to improve user experience and subsequently improve our waste sorting processes.

Waste management is one of the ways in which ATALIAN can work to reduce the environmental impact of the services it provides to its clients. The main objective is therefore to optimize the management and use of "inputs" (materials to carry-out the service provision), by favouring short and closed circuits that focus on reuse wherever possible.

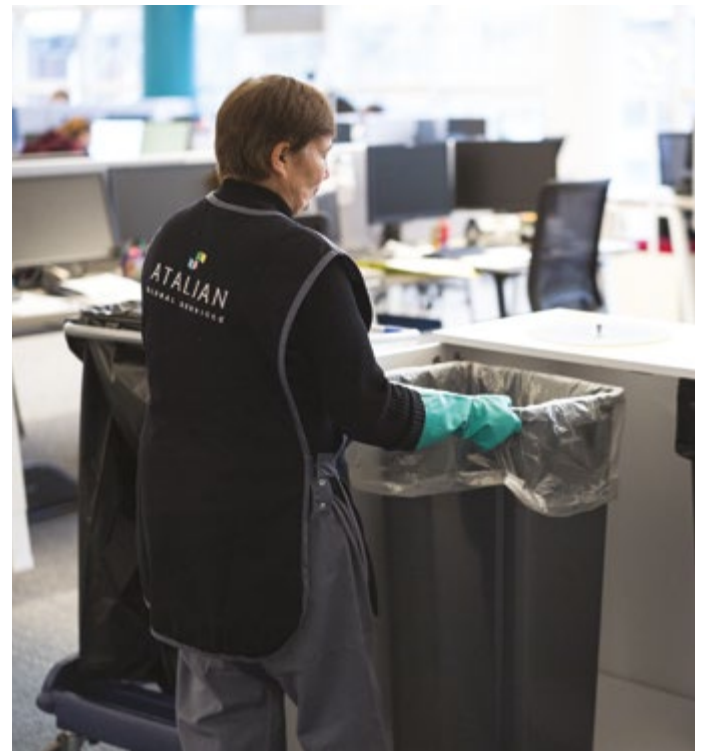
A concept is currently being rolled out at ATALIAN called the virtuous cycle of cleaning – a concept allowing us to offer customers a service provision methodology with specific gains, namely reducing the quantity

of waste produced.

Up until now, the degree of awareness among our customers was fairly disparate, with ATALIAN possessing a real added-value with regards to our expertise in setting-up waste management at client sites.

The feedback acquired enabled us to adjust the format of waste disposal and on-site support in setting up these processes.

Since 2017, with a little help from French legislation, requests for the implementation of sorting across the entire customer scope have increased sharply. Indeed, more or less extensive sorting has been introduced and waste-sorting concepts have been generalised.



Reducing energy consumption

The laws relating to energy consumption are numerous and all set the following objective: to reduce final energy consumption by 50% in 2050, compared to the reference of 2012, aiming for an intermediate objective of 20% by 2030 (extract from the French law on the energy transition for green growth * LTECV * published in the Official Journal of 18 August 2015).

ATALIAN manages the energy consumption of more than 2 billion m² of assets in France and across Europe. In 2017, we bolstered our position as a Pure Player of energy management.

We are convinced that in order to ensure optimal energy management we must first understand what the building is being used for. To this avail, we have secured our position on the market in 3 clearly identified segments: offices buildings, logistics centers and shopping centers.

Our unique offer on the market (Ergelis):

- Enables the building to be connected and steered remotely
- Combines an intelligent or smart tool (the Ergelis© web platform) and human intervention (steering is performed by an Energy Manager who is part of the Ergelis team)
- Presents a contractual and firm commitment

Our objective to come is to maintain the % energy reduction mentioned opposite, whilst focusing on:

- Being the n°1 in Energy Management for buildings in France and in Europe
- Have a two figure annual growth rate to be ahead of the market



Energy savings made since the launch of the offer on the market:

21.7 M€ on buildings connected and steered by Ergelis
(figures ending November 2017)

Savings achieved (in % of bill) per segment:

- Offices: 14 – 15%
- Shopping Centers: 12 – 13 %
- Logistics: 45%

“Energy stakes increase from year to year. We believe that each building will have its own Energy Manager in the next five years.”

Dimitri Choueiry, Director General of Ergelis

Testimonial from a world class airline company

What were your expectations for reducing your energy consumption?

As part of the «Grenelle 2» law of 2010, the company set a target of reducing its ground-based energy consumption by 20% by 2020 compared with 2011, across its entire property portfolio.

Greenhouse gas emissions - equivalent in tons of CO₂ - will be reduced in the same proportion. For the Company's Head Office (140,000 sq. M), this translates into a target of 14% decrease in 2018 at the end of the 4th year of the Energy Performance Commitment Contract (EPE) set-up with ATALIAN. Therefore there is a real commitment to improving the energy efficiency of buildings as provisioned in the EPE, while maintaining the levels of service required. This approach is also virtuous in relation to the control and management of the real estate technical park.

What role does the reduction of energy consumption play in your CSR strategy?

Amongst all our environmental and social indicators, reducing our energy consumption is a prevailing notion in our CSR strategy. We specifically monitor this indicator as part of our ISO 14001 certification.

Has ATALIAN provided any solutions?

Yes an innovative and controlled Technical Building management solution. In collaboration with its subsidiary Ergelis, ATALIAN carried-out a technical audit of our building's technical management systems. A refresher program was implemented in order to make our remote monitoring operational and optimize operations.

EPE expertise: Ergelis' International Performance Measure and Verification Protocol for measuring, calculating and precisely monitoring the level of performance.

Which solutions were implemented? What were the results?

The technical solution deployed rests on the Ergelis platform, which

is permanently connected to the Technical Building management on site. This platform is monitored by an Energy Manager who remotely configures the optimal settings (schedule, set points, pump and ventilation orders) and acts as a relay with the teams on the field.

The savings made in the first year of 2015 was -12% (our target was set at -8%). In 2017 it was -15.8% (target of 14%), representing savings of 7570 MWh per year. These positive results contribute to the achievement of our overall reduction target across all our sites, as we achieved a 23% reduction (kWh / sq. M / yr) in energy consumption on the ground in 2017.



BEING EXEMPLARY

Our environmental foot-print « by ATALIAN Cleaning » - Initial feedback

Until now, and prior to setting-up its carbon calculator (awarded by the Paris Airports Sustainable Development Trophy in 2014), ATALIAN Cleaning offered its customers the possibility of carrying-out a study on the CO₂ emissions generated by our cleaning activities at their site and thus establish a carbon profile.

The year 2017 enabled us to go further, by carrying-out a wider diagnosis and incorporating more parameters, and subsequently enabling us to perform a holistic life-cycle analysis on all activities performed at customer sites.

ATALIAN's objective, beyond this analysis and these results, has been to simplify the understanding and flow of information from the output elements.

In this sense, an environmental labeling was implemented to improve the readings of the evaluation, using simple and interpretable analogies. Examples of analogies include: the annual energy consumption of a family of 4 people or the annual production of waste per inhabitant, or even the weekly water consumption of X inhabitants.

In partnership with our customers, 2 analyses were carried-out, one in the airport sector (airport terminal) and the other in the commercial sector (sky-scraper in La Défense).

These onsite experimentations gave their first results and were accompanied by a personalized environmental footprint dedicated to the activity. Thus giving us a more pragmatic and representative vision of the carbon footprint of our cleaning activities.

These two very fruitful reports will enable us to come up with proposals for environmental improvements in the years to come.



Vehicle Fleet

The management of our vehicle fleet, both environmentally and economically, is of utmost importance within our different business lines. To this avail a number of actions were identified: favor less polluting vehicles; optimize travel; or train drivers in eco-driving techniques.

To date, the Group's vehicle fleet represents 3,500 light vehicles, including 75 electric vehicles. Whilst the market share of electric vehicles in France is 1.47%, ATALIAN has chosen to achieve a 2% rate of electric vehicles. These are mainly commercial cars, Kangoo ZE, Zoe, Twizy, Nissan NV200 or Goupil.

In addition, the vehicles are mainly rented for a 3 year period on average, which makes it possible to regularly replace the previous range with the Euro 6 range i.e. newer and therefore more efficient vehicles on an ecological level.

Optimizing the travel of our agents and training them in eco-friendly driving also reduces our impact on the environment. Other small actions can have a positive impact: respecting the maintenance schedule, regularly checking the tire pressure or systematically reclassifying vehicles; put together, these actions also make sense.

In addition, customers are more and more concerned with the ecological impact of our agents on their site. ATALIAN therefore systematically proposes the introduction of eco-friendly cars in its service offerings. This is why the Group is able to target 3% of electric cars in its fleet within 3 years.



STEERING INNOVATIVE PROJECTS

ATALIAN's Smart Cleaning Programme

ATALIAN continues to develop its Smart Cleaning Programme, which is leading to significant technical, structural and economic breakthroughs. For this, the Innovations Department has been working with the Group's experts and support functions to develop tools that are adapted to our company, our strategy and our CSR vision.

The tools developed should bring about profound changes to both our customers and operational staff's attitudes, essentially transforming our work methods. These training programmes will be adapted and strengthened to incorporate a digital component and thus increase the employability of our agents.

The various projects in progress will be delivered in 2018. The Group will then be able to evaluate the social, economic and environmental benefits of this endeavor.

ATALIAN is also aiming to facilitate the work of its site managers and customer relations officers, by automating operational steering (scheduling, managing anomalies, reporting), so that they are closer to their teams and clients. In this way, they will be able to listen more intently to their needs and be closer to their customers and teams, in order to have a stronger relation of trust in the long term.

If necessary, the services provided will be adjusted: rationalising consumables and chemical products, transferring agents within their

assigned site, resource use etc. Moreover, the services will be congruent with the purpose of the building and the client's needs.

2018 will be a year for return on experience. The results will enable us to adjust the tools we have designed in order to increase their efficiency. During the next three years, we will further study and expand the training programme so that we can offer more productive training templates and methods, especially in terms of cost effectiveness, knowledge retention and pedagogy, to ensure that our teams adhere to the projects.



Smart maintenance, the future of buildings

The building sector is undergoing a digital revolution: real estate parks generate more and more data, positioning the operator at the heart of this new value chain. Everyone is familiar with technological trends –such as smart building, Building Information Modeling, connected objects, digital service portals, but the sector is still struggling to find opportunities to materialize the business offerings of tomorrow.

It is therefore essential to bring new solutions to both operational staff and our clients, which is what our “Smart Maintenance” programme has been set up to do since it was launched at the end of 2016. Three fundamental themes have been identified during numerous workshops which gathered operational and sales staff as well as customers:

- Data: how to make better use of operational data analysed on a daily-basis
- Knowledge: how to capture and exploit each person's knowledge and expertise
- IoT: how to exploit the potential of the IoT (Internet of things) in our activities?

To answer these issues, the program coordinates various projects supported by business experts in the targeted field. Some projects, which were launched from the start, have now entered a pre-deployment phase, while others are just being set-up.

For example, since November our Energy Management unit has been operating across 43 sites. The energy readings are systematically reported and analysed in order to detect any consumption anomaly or billing error. These algorithms enable our experts to free up considerable time, which means they can devote themselves fully to their core business, namely the investigation and implementation of energy saving actions.

On an operational level, we are pursuing the digitalisation of our technical documentation. The first experiments were launched in the summer of 2017 on a couple of pilot sites and the results are very promising: elimination of paper documents, automation of intervention reports and monitoring of certain operational indicators, and up to 20% time savings observed during technical rounds/patrols.

These projects enhance the reliability of information feedback to make it more automated, complete and structured. This rigor in the management of our data is fundamental and will enable us in the months and years to come to build services with higher added value on these solid foundations.

The initial work undertaken in 2016 opens up the possibilities for 2018 and the years to come: being in control of our clients' operational and real estate data will enable us to provide more predictive maintenance services and more precise investments; combining artificial and human intelligence to assist our technicians on a daily-basis, digitalization of buildings and their occupants experience in order to ensure wellbeing in the workplace and access to services.

In conclusion, the future seems more interesting than ever and ATALIAN will continue to anticipate, in partnership with its customers, all the technological turns that lead to more efficient real estate operations.

Arthur Giavitto, Deputy Director of Innovations



The background of the image is a close-up photograph of a stone wall. The stones are rectangular and arranged in a regular pattern. They have a mottled appearance with various shades of grey, blue, and beige, and some visible veining. A solid dark blue horizontal band is positioned in the lower half of the image, serving as a background for the text.

CSR AT THE SERVICE OF **SOCIAL PERFORMANCE**

HELPING OUR PEOPLE TO DEVELOP THEIR SKILLS

Reducing employment insecurity

We are well aware that our activity involves high rates of fixed-term and part-time contracts. However, we want to commit ourselves to minimize employment insecurity. To do this, every year we launch a campaign addressed to part-time employees, who wish to have their work hours reevaluated and transfer to a full-time contract when it is possible.

Placing emphasis on increasing the work hours of our employees, as well as temping staff, will enable us to reduce the amount of temporary contracts.

Furthermore, our Provisional Management of Employment and Skills project also progressed during the course of the year. Set-up in a pilot region in 2016, the project was extended to the entire Cleaning Division in France in 2017. In 2018, we will continue in this vein with the objective of deploying the project across all French entities in 2019. To do this, an "HR Development" unit was created within the Human Resources Department. This division was set-up in order to monitor and steer local Human Resources, mobility, career management and integration.

Finally, last year we emphasized the importance of apprenticeship. The results in 2017 were encouraging and allowed us to fix an objective of 1 % across all regions of France; objectives that we should be able to reach in 2018



Promoting training programmes

The company's policy is particularly relevant to the social model that ATALIAN wishes to bring to life: grow the portfolio of skills of each employee and allow the construction of career paths. Indeed, developing the skills of its employees has become a major challenge for ATALIAN. Our goal is for 80% of our employees to be trained in 2018 and 100% in 2020.

Because of the nature of our profession, our training is primarily regulatory and is addressed to all of the Group's divisions (security agents, technicians, gardeners, and cleaning agents) in the commercial, healthcare, hygiene, food-processing and industrial sectors.

Incorporated into the Group's strategy, the Cleaning Division's operational management training program was set-up in 2016. This permanent training course is essential to the long-term functioning of the company.

Thanks to professional interviews, the employees can become actors of their learning and professional development within the company. The objectives of our training policy rest upon our strategy and policy in terms of quality.

In the short term, the aim is to improve performance, in the medium term, to acquire any missing skills and in the long-term, to prepare the company for the future, by working on the management of people, innovation etc. The training programs are mainly focused on our business lines and on management.



During the 2017-2018 period, the company deployed the equivalent of 105 hours of professional training addressed to the Cleaning Division's Customer Advisors. 75% of Customer advisors from the Cleaning Division were registered on this program.

2017 - 2018:

Training of part-time employees has become a priority target. Creation of a new role: Trainer / Referent in charge of managing ad hoc trainers.

100% of our employees will be trained in the next three years, until 2020.

Dominique Lerambert, Group Training Manager

FIGHTING AGAINST DISCRIMINATION

The French Government recently observed that for some inhabitants of certain areas, regardless of their degree, age or career paths, it is more difficult for them to secure employment.

For this reason, an experimental project was launched (« emplois francs » in French), starting in April 2018, which encourages companies, thanks to government aid, to recruit unemployed people living in priority areas of the city. ATALIAN has been promoting equal opportunities for a number of years and has prioritized this initiative wherever possible.

In the same vein, in the context of our recruitments, particularly within the Security division, we prefer to focus on partnerships with the French Employment Houses (Maisons pour l'emploi), or to call upon our internal organization DPS.

Furthermore, we are not the only ones interested in equal opportunities and insertion. Our customers are also drivers of the issue and often insert specific clauses inside their tender processes. These clauses commit our Group to provide a certain volume of services via local non-profit initiatives, or by including workers with disabilities or who are excluded from the professional world.

ATALIAN has always shown its support for the employment of disabled workers. With a rate of 7.9%, our Cleaning Division is well above the legal minimum obligation. We also set-up ad-hoc employer groups with our customers, especially for key accounts. Indeed, we often use the so-called «protected» area in France, whereby organisations employ heavily disabled people within a structured context.

The types of services concerned are mainly cleaning and associated services, during the day, and landscaping services.

In addition, we are working with CAP Emploi on the recruitment of

Disabled Workers, with the non-profit company «Paralysis Association of France» (« Association des Paralysés de France ») for our client SNECMA, ATF Gaia which employs 80% of Disabled Workers for the repackaging of computer hardware.





DPS, «A stepping stone towards sustainable employment»; our slogan sums up our vocation.

We recruit people who are far removed from employment and without any qualifications.

For the duration of the integration period, the employee working at DPS will acquire, depending on the nature of the job offered, all the codes of professional life, as well as technical experience in connection with the role he/she will take on.

DPS offers the employee the possibility of benefitting from a socio-professional follow-up which will conclude with a pedagogical project and a diploma.

Our structure also offers personalized administrative assistance: constitution and follow-up of administrative, medical and housing files. This support enables the employee to face the constraints for which he/she is not ready to deal with and which prevent the employee from projecting himself/herself in the future.

This insertion pathway, as well as a personalized follow-up, gives the employee a period of great stability, which aims to help him/her return to sustainable employment.

Cyril KEYSER, General Manager of DPS

DPS, a stepping stone towards permanent employment

At the end of 2016, ATALIAN Group acquired the company DPS, Dialogue Partenaires Services. Founded in 1992, by professionals from the Social Economy sector, the company fosters professional insertion through economic activities, employs 110 people and achieves a turnover of more than 3.8 million euros.

Insertion through economic activity (IAE) enables people furthest from employment, because of particular social and professional difficulties (age, state of health, precariousness), to benefit from enhanced support to facilitate their professional integration.

DPS assists people who are isolated from the professional world in their endeavours to return to employment by giving them a job in the cleaning sector. Until now more than 5 500 employees have benefitted from DPS's insertion program.

We are intending to deploy DPS across other Group activities in France in the coming years. This acquisition confirms ATALIAN's commitment to the insertion, training and support of people with difficulties and without qualifications.



A man with short brown hair, a beard, and black-rimmed glasses is smiling broadly while looking down at a smartphone in his hands. He is wearing a light blue button-down shirt. The background is a blurred office or modern interior with glass railings.

CSR AT THE SERVICE OF SOCIETAL PERFORMANCE

DEVELOPING UNIVERSITY PARTNERSHIPS

ATALIAN's ambition is to attract, develop and retain the talent needed for its sustained growth strategy. Attracting young talents at all levels, whether they are graduates of higher education or college, allows the group to expand and train future employees in its methods, values and corporate culture in the long-term.

ATALIAN promotes partnerships with business schools and universities through the payment of a French apprenticeship tax, both with large internationally recognised schools and technical colleges.

That is why the Group signed a partnership with the Paris Dauphine University in 2016. This partnership aims to develop relations, both in terms of training and professional integration, with students and young graduates from the Parisian University. Thanks to ATALIAN's Graduate Program, which aims to introduce young graduates, with a specialized Master's degree, to the activities, culture and organization of the Group, ATALIAN is attracting and cultivating its future talent.

Additional partnerships are currently being evaluated and should be set up in 2018.



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Like most graduates, I didn't have a clear idea of the kind of career I wanted after graduating.



ATALIAN offered me a unique opportunity through its Graduate Program, offering rich and multiple experiences, which I consider a great stepping stone for my career. It corresponds with my expectations perfectly, especially in terms of learning and international open-mindedness.

I was lucky enough to meet and work with different teams and to travel to several countries. It is a form of accelerated training which gives an insight into several different business lines and missions that I didn't even know existed. We are lucky enough to be supported and coached during the program which enables you to quickly gain skills, something that you cannot find elsewhere.

I was impressed with the pride people have in their work on a daily basis at ATALIAN. This contributes to the creation of a serene and dynamic work environment.

The University/Company partnership is first and foremost at the service of graduates, since it allows companies to meet students. The company presentation sessions organized to that avail are also an opportunity for students to participate in speed-recruiting sessions.

Hamza Maaroufi, Acquisition Auditor from ATALIAN's Graduate Program

The rise and the inevitable transformation of the group in the face of its successes immediately attracted me: nothing is more interesting and formative in my eyes, than a company going through change, especially when it has the ambition to continue on this pathway and the vision to do so.

Unknown by the general public, the externalized services sector is booming, and the challenges are numerous. This group is made up of entrepreneurs whose heads are full of ideas and who are motivated to put them into practice. It is always reassuring for a young graduate to know that there are interesting pathways, especially in terms of international outlook.

The integration into the professional world is thus more stimulating and more serene. ATALIAN's partnership with Dauphine University is a real opportunity for its students, since it allows one to integrate a large French corporation with an international dimension, and offering multiple opportunities. Entering the work force can sometimes be tricky; the numerous exchanges with ATALIAN managers, who were more than available, helps to facilitate a student's orientation when it comes to the difficult challenge of finding one's first job.

Sophie Vortemann, ex Paris Dauphine student

“
I got to know ATALIAN at the Dauphine University employment forum. The Group figures spoke for themselves: a strong growth, a strong presence at international level, 2 billion euros turnover...



MANAGING CAREERS AND MOBILITY

Given the new global dimension of the Group, particular attention has been given to the notions of mobility, career development and management. And that starts with recruitment; within certain managerial positions, we now privilege candidates who speak English, in order to anticipate the future needs of the group in terms of international mobility.

Two positions are currently being created: one dedicated to the promotion of talent and key people when it comes to mobility; the other dedicated to recruitment, integration and mobility in France. These two positions will be filled in 2018.

We are also looking to create synergies between the different Group business lines. The creation of our France Service unit in 2017, incorporating the Cleaning and Security divisions, is key to this ambition. But career management is also all about interviews: professional interviews and annual interviews. Firstly, more than 20 000 professional interviews were carried out in France in 2017. In order to achieve this, 400 managers and local managers were previously trained in carrying-out professional interviews.

During the course of 2017 we also gave our annual interview grids a new format to incorporate new criteria, including the professional project, mobility and careers management. This new format was first addressed to key-people and later extended to other entities. The feedback from these annual professional interviews will be exploited in 2018 by the Group Careers Management Manager.



INVESTING IN SPONSORSHIP PROGRAMMES

Signing of a philanthropy agreement with the Gustave Roussy Foundation

ATALIAN decided to sponsor Gustave Roussy, the leading European centre for cancer research and care. At the beginning of 2018, we signed a partnership agreement with the Gustave Roussy Foundation to support their major campaign «Curing cancer in the 21st century».

ATALIAN will contribute to the renovation of the waiting areas for patients at the Gustave Roussy centre. ATALIAN has been providing cleaning and hotel services to the centre since 2017.

New student halls of residence for Paris-Dauphine University

ATALIAN is a partner of the Paris Dauphine University and the Paris Dauphine Foundation since 2016.

This partnership allows the Group to attract young graduates to support its growth strategy, but it does not stop there. In fact, ATALIAN also decided to finance the university's student accommodation. The residence offers 55 new studios ranging from 16 to 31 m², with internet access, to students with an international mobility grant or coming from the «Equal Opportunities» program.







GLOBAL REPORTING INITIATIVE TABLE

CSR item	Indicator	2014	2015	2016	2017
Governance	Number of CSR /SD projects	4	5	6	7
	Number of Code of Ethics commitments signed	52%	57%	75%	73%
	Number of deviations from the Code of Ethics	0	0	0	0
Economics	Turnover (<i>Millions of euros</i>)	1 235	1 332	1 649	2 028
	International turnover (<i>Millions of Euros</i>)	157	238	531	841
Quality	Client Satisfaction index in France	89%	92%	92%	93%
	Rate of response satisfaction surveys	89%	95%	96%	92%
	Number of external QSE audits	89	123	123	158
	Number of external QSE audits	70	76	76	135
	Proportion of business line divisions / ATALIAN countries ISO 9001 certified	100%	100%	100%	100%
		/	/	/	93%
		/	/	/	69%
	% OHSAS 18001 certified entities out of 90	67%	89%	100%	100%
	Proportion of business lines / ATALIAN countries OHSAS 18001 certified	31%	/	/	69%
		/	/	/	52%
	% MASE certified entities	31%	28%	16%	20%
	Rate of conformity of audits (<i>non conf. External Audits</i>)	100%	100%	100%	87%
Society	Taux d'embauche youth -26 years	27%	27%	26%	23%
	Rate of employment youth -26 years	9%	8%	7%	6%
	Rate of recruitment seniors +55 years	16%	20%	9%	9%
	Rate of employment seniors +55 years	35%	36%	20%	22%
	Apprenticeship contracts (<i>in Numbers</i>)	313	455	381	249
	Distribution men / women (%)	43% / 57%	45% / 55%	56% / 44%	44% / 56%
	Rate of employment disabled workers (Cleaning)	7,9%	9,4	9,8%	7,9%
	Rate of employment foreign nationalities	37%	36%	35%	38%
	Number of nationalities	136	136	155	154
	Employees trained (<i>in Numbers</i>)	16 453	16 500	8 000	9 555

CSR item	Indicator	2014	2015	2016	2017
Health/ Safety	Rate of frequency (TF1) ATALIAN	29,42	34,17	34,14	21,33
	Rate of severity (TG) ATALIAN	1,94	1,63	1,37	0,85
	Rate of frequency (TF1) Cleaning	35,42	37,93	38,37	31,36
	Rate of severity (TG) Cleaning	1,98	34,17	34,14	21,33
	Rate of frequency (TF1) Security	21,96	19,50	20,26	20,75
	Rate of severity (TG) Security	1,63	1,97	0,87	0,92
	Rate of frequency (TF1) Technical maintenance	23,95	19,17	16,56	20,76
	Rate of severity (TG) Technical maintenance	0,78	0,62	0,32	0,69
	Number of internal clients site audits	876	786	682	805
	Muscular Skeletal Prevention Coordinator	10	20	18	19
Procurement	% entities that sent back their supplier evaluation	85%	90%	100%	100%
	Rate of conformity of suppliers evaluated by the agencies	68,1%	71%	72%	71%
	Number of 20/80 suppliers (CA) CSR evaluated	15/50	12/50	27/50	30/50
	Rate of return CSR supplier evaluations 20/80	100%	100%	100%	100%
Environmental	Proportion of business lines / ATALIAN countries ISO 14001 certified	/	/	/	93%
		/	/	/	66%
	Percentage of EURO 5 vehicles (%)	81,8%	83,8%	83,84%	84,25%
	Percentage EURO 6 vehicles(%)	/	6,9%	47%	50,89%
	Number of sites carbon profiles made	/	40	25	30
	Percentage eco-friendly purchase (%)	33%	33%	33%	32%
	Client partnerships for sustainable development week	11	20	50	25
	Number environmental claims	0	0	0	0



France



International



Europe



A low-angle, upward-looking photograph of two modern skyscrapers. The building on the left has a curved facade with a grid of windows, some of which are illuminated from within. The building on the right is a tall, slender tower with a distinctive pattern of light and dark rectangular panels. The sky is a pale, clear blue. A semi-transparent teal rectangular box is overlaid on the lower half of the image, containing the word 'GLOSSARY' in white capital letters.

GLOSSARY

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.

CDAF

Corporation of Procurement Managers of France.

Compliance

The action or act of complying with a wish or a 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 stakeholders.

Economic insertion company

An economic insertion company helps people who are alienated from the professional world to find employment : long term unemployed people, young persons with no 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 (CO₂), methane (CH₄), nitrous oxide (N₂O), and ozone (O₃).

GDPR

GDPR or the EU General Data Protection Regulation replaces the Data Protection Directive 95/46/EC and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy and to reshape the way organizations across the region approach data privacy.

Global Compact

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

Although it is essentially business orientated, the Global Compact also encourages 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 plan 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.

Governance

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

Provisional Management of Employment and Skills

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

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.

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 maintenance

Smart Maintenance is equivalent to « Predictive maintenance ». Using specific surveillance and analysis methods, the objective of Smart Maintenance is to continually increase maintenance performance.

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.

SST

Health and Safety in the workplace

TF – Rate of Frequency

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

TS – Rate of Severity

Number of days remunerated for every 1000 hours worked.

MSD

Muscular Skeletal Disorders

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