

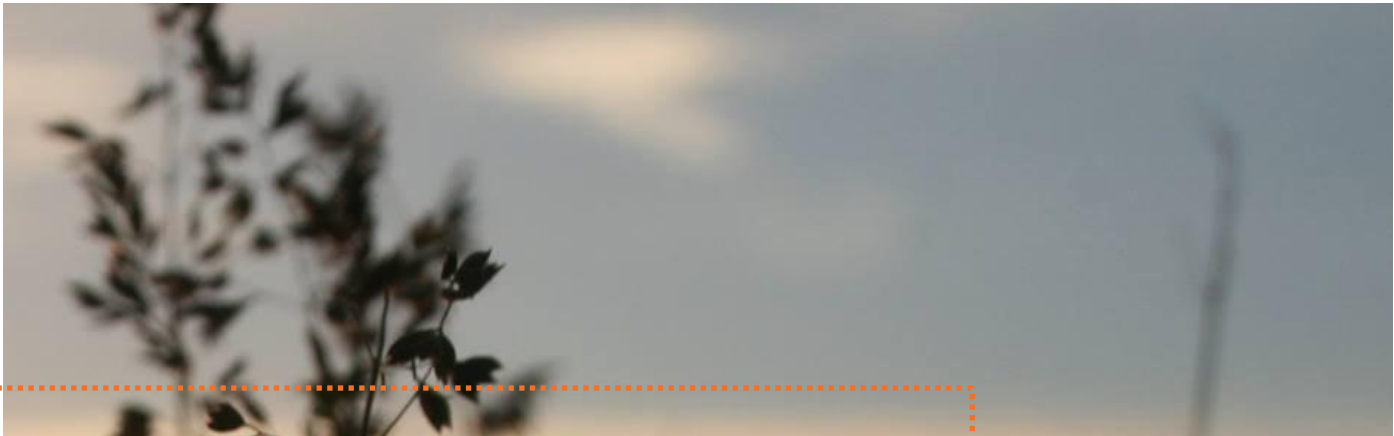


COMMUNICATION ON PROGRESS
2018

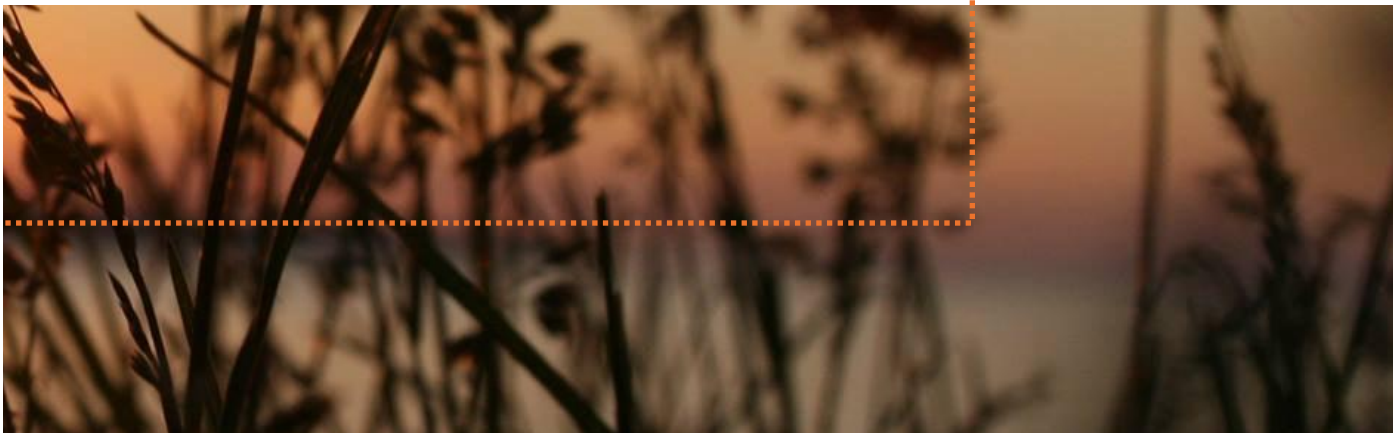




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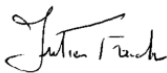
FOREWORD

Since becoming a signatory to the United Nations Global Compact in 2012, ATALIAN has progressed significantly, matured and fulfilled its commitments as a responsible company.

The year 2018 has demonstrated our dynamism and our ability to combine our values with our development, and today allows us to entrench our CSR strategy.

The creation of our first integrated activity report is the best example of this.

Franck JULIEN
President AHDS





This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact**.

We welcome feedback on its contents.



This communication on progress describes our actions in 2018 to fully integrate the principles of the Global Compact into our Corporate values.

HIGHLIGHTS IN 2018



Improved EcoVadis results

ATALIAN never ceases to improve in terms of CSR. Our recent EcoVadis results are a token of this, as we obtained a gold medal for the second year running.



Merger of ATALIAN and SERVEST

Two years after forming a joint-venture, the two international companies merged to create one of the global leaders of Facility Management: Atalian Servest.



ATALIAN supports Gustave Roussy

The Group signed a partnership with the Gustave Roussy Foundation in support of its campaign « Curing cancer in the 21st century ». ATALIAN will help to renovate the waiting areas of this cancer research institute.



A collection in favour of the Red Cross

For the second year running, ATALIAN organised a clothes collection at headquarters, in partnership with the French Red Cross. More than 250 kilos of clothing and textiles were collected as a result.

CSR STEERING & GOVERNANCE

In the past few years, the Group has very rapidly taken on a global dimension. With a presence in more than 30 countries, it was necessary for ATALIAN to build a global QHSE network. Following an audit that was conducted to gather local QHSE information, ATALIAN was able to identify a number of practices and certifications across the globe. The Group will now focus on applying a model, an ATALIAN standard, in order to harmonise good practices in terms of Quality, Hygiene, Security et the Environment.

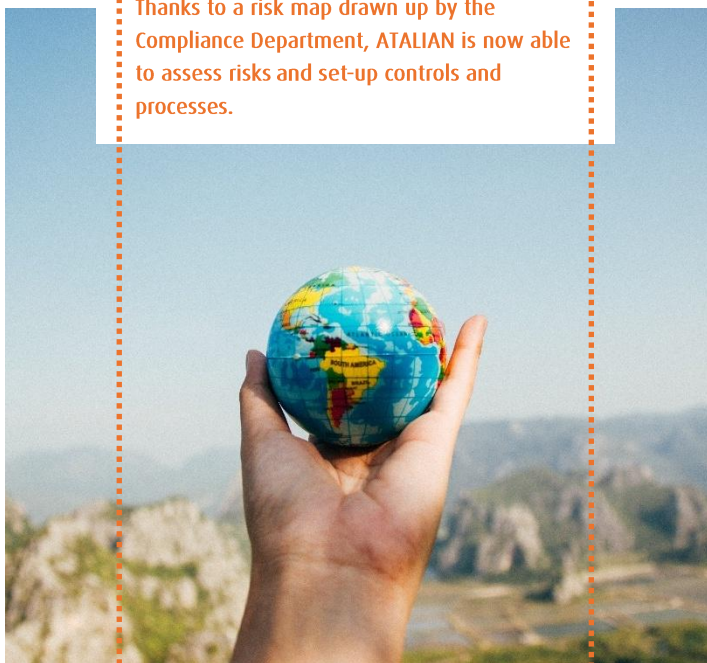
At the Group level, the coordination of risk management, compliance and operational management must be taken into consideration.
Thanks to a risk map drawn up by the Compliance Department, ATALIAN is now able to assess risks and set-up controls and processes.

Identifying the Group's certifications

Thanks to our global QHSE network, we have been able to identify a variety of certifications obtained in the countries where we are present, equivalent to ISO 9001, ISO 14001 & OHSAS 18001 certifications. This has resulted in a considerable increase in our certifications coverage across the globe, which is a token of our sound Quality, Security and Environment practices. Ultimately, our ambition is to achieve 100% certification coverage.

Devising a new CSR Group strategy

As part of revising our CSR strategy, ATALIAN was supported by Ross HOUGHTON, our CSR Manager based in the United Kingdom. Coming from Servest's Future Leaders program, Ross set-up a number of initiatives, including drafting Servest's first CSR report. Ross has also been involved in elaborating an ethical procurement policy for his entity, which required a collaborative approach in order to mitigate major issues such as modern slavery.



INNOVATIONS THAT BENEFIT OUR CLIENTS

The Group's objective is to bring innovative solutions and added-value to our clients. That is why ATALIAN decided, on the one hand, to create a unit dedicated to service-line specific innovations, and on the other to forge relations with start-ups offering solutions that match our client's requirements. Ultimately, the goal of this approach is to actively contribute to the well-being of occupants in the facilities where we operate.

Building innovative solutions

Since 2015, the Innovations team supports the Group in responding to these stakes. Above all, we are a catalyst for this innovation process, which must involve all stakeholders: a combination of listening to clients and our service line expertise, enables our multidisciplinary work committees to elaborate a relevant strategy and to suggest innovative solutions.

We also foster strong links with innovative ecosystems across the world: supporting startups in their innovative projects makes it possible to guide the development of solutions that are adapted to our needs, but also to build long-term relations with these actors of disruption.

Collaborative innovation

The Innovation Squad is the Group's collaborative innovation initiative. An internal network of innovators identifies the innovative products or services that respond to the operational needs of the client, which are in turn centralized on a digital platform. Our team helps the network to qualify these new products/services daily (steering, tests, QSE, legal), by offering methodological expertise and sound practices, to accelerate the deployment of their projects.

Anticipate the trends of tomorrow

Whether they are technological (robotics, AI, Internet of Things...) or social (well-being in the workplace, nomadism), these trends will impact ATALIAN Group's activities. Anticipating and mastering these mutations will help to improve the quality and efficiency of our services, whilst bringing an element of differentiation in our sales offer.



MONITORING OUR COMPLIANCE

ATALIAN's success is largely due to the application of fundamental values such as integrity and responsibility, which underpin our decisions, our professional practices and our business relations. As a key player of Facility Management in France and abroad, we are convinced of the importance of encouraging our Employees, Executive Managers and other stakeholders (clients, suppliers, sub-contractors, partners) to have anti-corruption and whistleblowing behaviour.

In 2018, an Anti-Corruption Code of Conduct was drafted to alert, accompany and bring answers to employees in need of advice.

In order to be accessible to all employees, the policies were translated into all languages and adapted to local norms. All the policies are readily available on the

Based on the Group's Code of Conduct, and addressed to all employees, two new policies were drafted by the Compliance Department in 2018.

Gift and entertainment policy

The Gift and entertainment policy lays-out a number of rules in relation to gifts, invitations, trips, meals, accommodation that might be given or received. This policy was devised by the Group, along with a tracker, to limit the risks and monitor the gifts and invitations received. Indeed, the Tracker document must be filled in on a yearly basis by employees with decision-making powers.

Conflict of interest policy

The Conflict of interest policy allows the Group to ensure that employees adopt appropriate behaviour to reduce the risks of conflict of interest, in the event of direct or indirect family, private or financial relations with other stakeholders. Managers and employees that are at risk of being exposed to conflicts of interest when exercising their role, must fill-in the annual declaration of interests Tracker.

VALUING HUMAN POTENTIAL

Aware that the success of the Group depends on the men and women who make it up, ATALIAN is increasingly committed to recruiting juniors. We pride ourselves in being a Group that is open to future talent and places emphasis on the potential of each employee. On top of several prestigious partnerships with business schools, that have been in place for several years, we recruited

Pursuing partnerships with business schools

Since 2016, ATALIAN has pursued its global partnership with Paris Dauphine University aimed at developing their relationship, both in terms of training and the professional integration of students and recent graduates of the Parisian University.

In November 2018, the Group entered into a new partnership with ENSAM in France (National School of Arts and Crafts). The goal of this partnership is to become known to engineering students and integrate them into our teams through internships / the Graduate Programme or permanent contracts.

Redesigning our HR communications

With the recruitment of a Group Talents Manager, ATALIAN decided to focus on the ways and means of attracting future employees to work at ATALIAN. As a result, an employer branding identity was defined. ATALIAN is now more present at business school forums to facilitate relations with young people who wish to pursue a career at ATALIAN. Along with an increased presence in the field, ATALIAN also decided to increase its presence on social media and now regularly publishes job offers on LinkedIn.



PROGRESS PLAN

A desire to go even further

Our commitment and the various actions implemented until now, demonstrate our desire to constantly improve our practices. We will continue to follow this leitmotiv in the coming years, with a primary ambition of developing 100% certification coverage of our entities worldwide. This should allow the Group to reach full maturity in terms of QHSE within the next 5 years.

A secondary ambition is for our practices to be exemplary. Harmonizing our best practices, communicating more about our successes and the means implemented to achieve them, creating an ATALIAN standard for all our entities across our 4 continents (Europe, Asia, USA, Africa) are some of the goals we have set ourselves to go even further.

Harmonize our practices and monitor our performance

In 2018, we built our Group QHSE strategy and defined our operating and reporting methods.

For the past year, we have been consolidating Health & Safety and customer satisfaction indicators, on a monthly basis, across the Group and for all our countries. A spreadsheet that centralises all the KPI's is then shared with CEO's across the world, to monitor performance.

All these indicators are also reviewed and analyzed during Quarterly meetings with the QHSE correspondents network to define a pertinent progress plan.





CONCLUSION

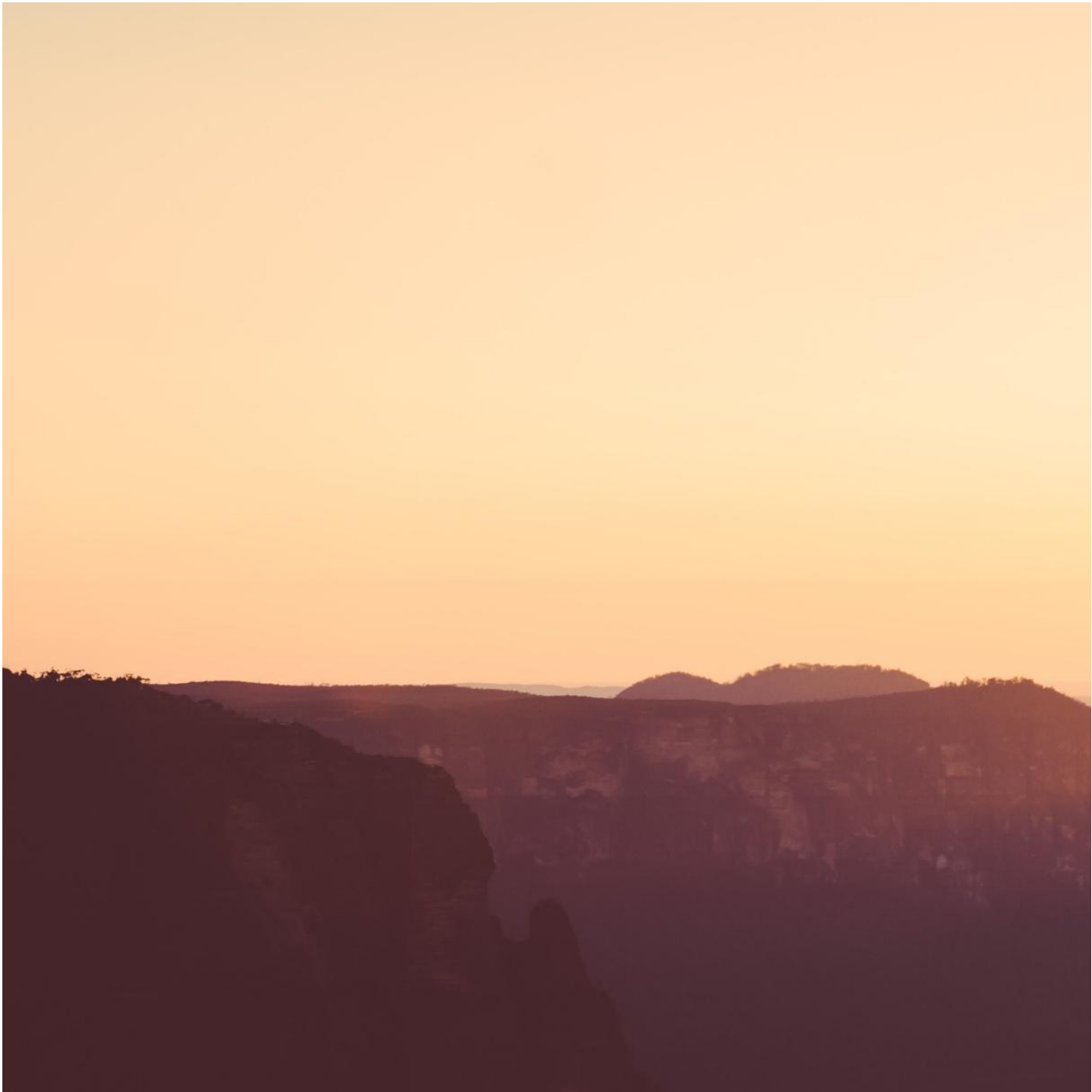
As part of becoming a more international Group, ATALIAN has successfully associated development with professionalisation. The year 2018 was rich with small but also major actions, proof of the Group's intelligent transformation.

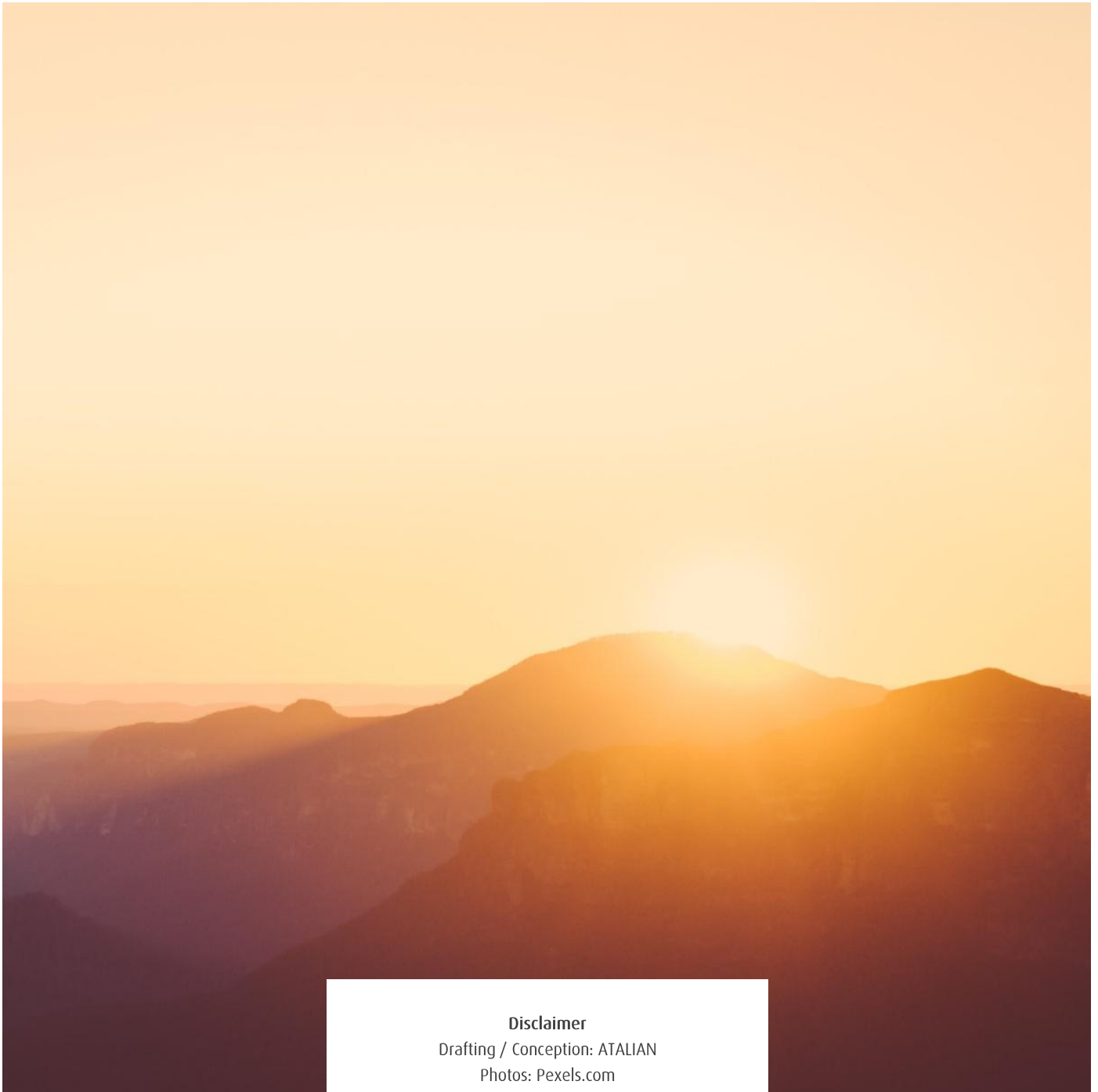
Now an essential player in the world of FM, our ambition is to become a reference employer. Moreover, we want to establish an ATALIAN standard, that is applicable in all countries where we are present, in terms of Quality, Hygiene, Security and the Environment, and in terms of ethics and responsibility.

We have already progressed significantly. We have structured our Compliance, developed a global QHSE network, defined a new CSR strategy for the Group and reviewed our employer branding and our methods for recruiting future talent.

The increase in our EcoVadis results confirms that our CSR actions have gained in maturity and that we are going in the right direction. We increased our score from 62 to 66 out of a 100 and have renewed our Gold medal for the year 2018; thereby going from a "Confirmed" to an "Advanced" level. We are proud to be amongst the top 2% of companies evaluated within our sector.

But we are not going to stop there, we will continue to progress where necessary in the years to come.





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GLOBAL SERVICES

For a better performance

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