# ATALIAN 2018



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#### MESSAGE FROM THE CHAIRMAN





#### HOW FAR WILL OUR GROUP GO?

This question is asked often, and I always respond that we will go as far as possible as long as we are still in line with our mission and values. We must continue to maintain our entrepreneurial spirit, integrity, responsibility, agility, and simplicity.

In terms of our organisation, methods and tools, our Group experienced a profound, intense, and very fast-growing transformation in 2018.

The most significant event of 2018 was the acquisition of Servest. This acquisition was a perfect example of our ambition. With 125,000 employees in 32 countries and a turnover of 2.7 billion euros, the Atalian group is now among the top 5 global players in Facility Management.

This acquisition represents much more than a simple geographic, economic or financial addition. It enriches our Group in regard to human resources as well as cultural and technological benefits. It's an opportunity for us to continue expanding worldwide, innovate our businesses, and create value for our customers, employees and stakeholders.

The acquisition of the Servest group also illustrates our determination to maintain what's in our DNA. Year after year, our group continues to transform and become more international. But it also remains an independent and autonomous group that is made up of mainly family capital and is driven by its founding values.

Our development and success is largely based on the investment and talent of our employees. Our employees are our strength; they are an absolutely essential asset that we must protect and develop. Our employees support almost half a million people worldwide. Recognising our employees is an immense responsibility that we strive to continuously improve on.

To guarantee sustainable growth, our social and environmental contributions and ethical initiatives are just as important as our economic and financial performance. The publication of this first Activity and Responsibility Report is an expression of this deep conviction.

> Franck JULIEN, Atalian Chairman

Julien Trach













A world leader in Facility Management



 $\checkmark$ 















## A global and integrated group working in Facility Management.

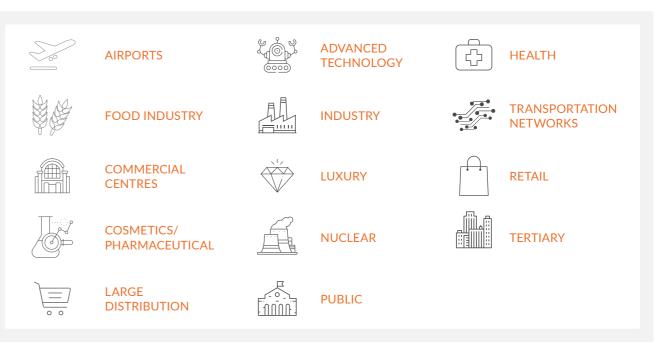
Created in 1944, the Atalian group is now a world leader in Facility Management. It is an independent company that is established in 32 countries across four continents. It helps companies and organisations outsource services by providing them with personalised solutions, adding value, and allowing them to focus on their core business. Atalian operates in the most diverse activity sectors and environments, offering a diverse and integrated range of services that meet the highest standards.

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## **OUR SERVICES**



## SECTORS



## **ENVIRONMENTS**

OFFICES	RETAIL SPACES
PRODUCTION SITES	PUBLIC AREAS

- 9 -

• LABORATORIES • HEALTHCARE

**KEY FIGURES** 

125,00 employees

€2.7 billion

32.9% turnover 2017

> 32 countries

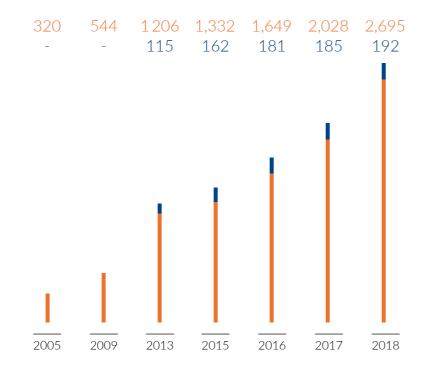
155 nationalities



#### FAST AND SUSTAINABLE GROWTH

2005-2018 turnover evolution In millions of euros

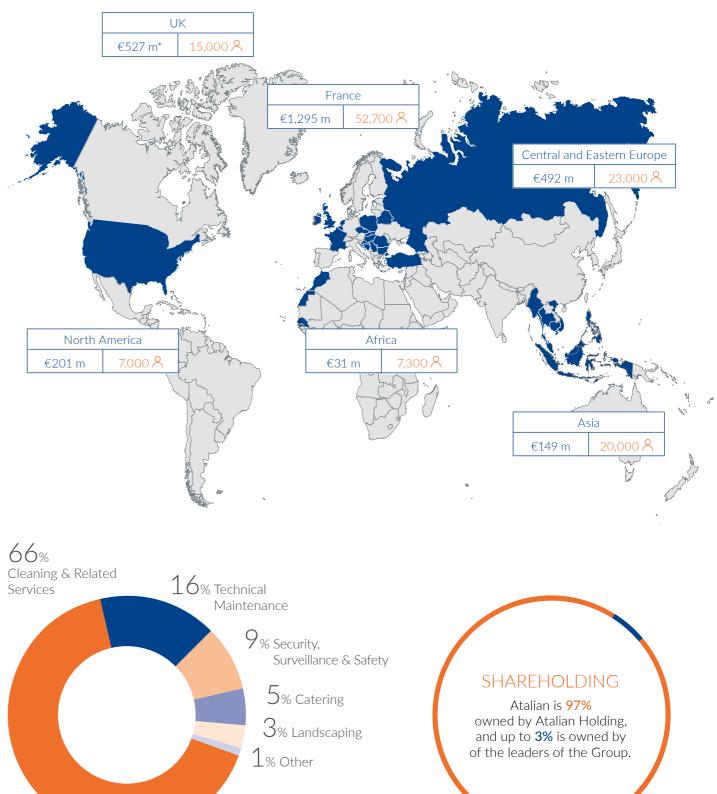
ATALIAN City One, partner

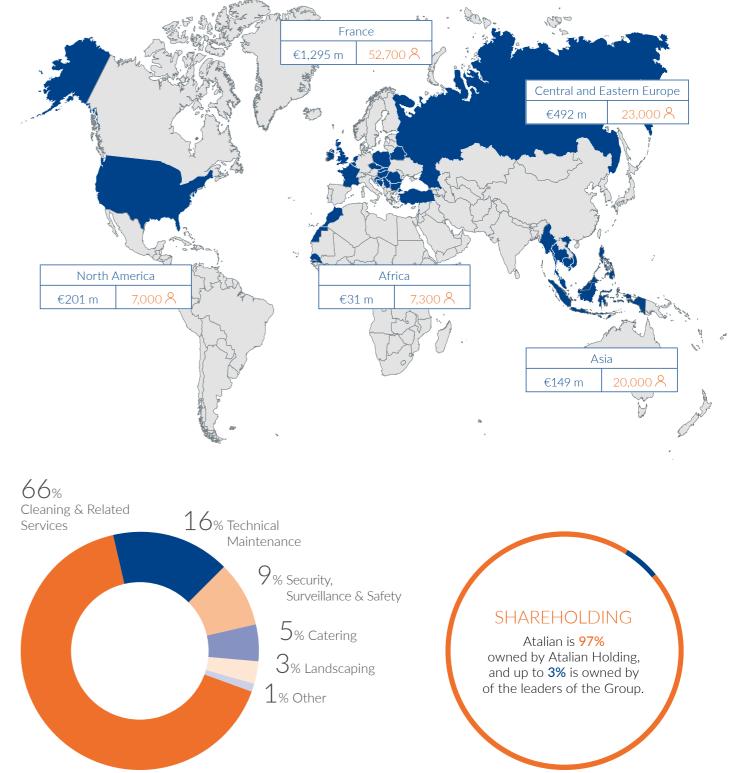


## COMITTED TO SOCIAL INITIATIVES

EcoVadis assessment result	66
Percentage of turnover achieved by ISO 9001 certified entities	96%
Percentage of turnover achieved by ISO 45001 or OHSAS 18001	
certified entities	68%
Percentage of turnover achieved by ISO 14001 certified entities	89%
Male/female representation 48%	6/52%
Percentage of employees on permanent contracts	72%
Percentage of employees with a disability	2%
Percentage of employees < 25 years of age	12%
Percentage of employees 55 years old+	21%
Percentage of trained employees	30%
Number of hours of training provided 41	17,252

#### A MAJOR INTERNATIONAL ACTIVITY





\* May-December 2018

#### **INTERVIEW WITH FRANCK JULIEN** - ATALIAN CHAIRMAN

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**C** 2018 was a turning point for our Group. We have expanded and are now one of the top 5 players in the world for Facility Management.



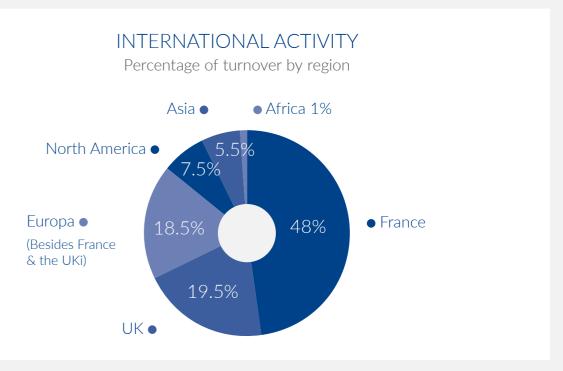
#### BY ACQUIRING SERVEST IN 2018, ATALIAN HAS GROWN. WHY THIS ACQUISITION? WHAT CHANGES DOES IT BRING TO THE GROUP?

Our goal was to become a one of the top players in Facility Management at the international level. The acquisition of the British group Servest has allowed us to expand and become one of the top 5 actors worldwide in Facility Management. It was a great opportunity that we knew we had to seize. The Group now carries out almost 60% of its activities abroad. In a way, its centre is no longer in France. We will continue to move in this international direction.

#### **C** The acquisition of Servest will benefit the entire Group and its customers.

But why Servest? First of all, it should be noted that Servest and Atalian were familiar with each other and had many similarities. We had formed a joint-venture in 2016 and had already developed joint customers. Our business expertise was similar. The 2 groups shared the same entrepreneurial culture, the same ambition, and both exhibited high growth rates. And geographically, we were perfectly complementary.

Acquiring Servest allowed us to effectively enter into the United Kingdom. It is both the most advanced FM market in the world and a strategic location for various international contracts. The acquisition was a major step forward that brought the Group to the top.



- 13 -

With this acquisition, we have gained in maturity. Servest was already focused on integrated FM. It had strong sectoral expertise (industry, health, transport and logistics, construction, distribution, administration, etc.), and worked with larger customers than Atalian had. This was an opportunity for us to expand into the English-speaking world and benefit from some extremely valuable talent. We'll be able to continue our international development in the United Kingdom of course, which is a market that is being completely redistributed because of Brexit, as well as in the United States or even Asia. The acquisition of Servest will benefit the entire Group and its customers. We very quickly entrusted major functional and operational responsibilities to Servest leaders in many areas where their expertise brought value.

#### HOW DO YOU MANAGE FAST GROWTH? WHAT ARE THE AXES OF TRANSFORMATION THAT MAKES THIS POSSIBLE?

To accompany and support our very rapid international development, we first redesigned the organisation of the Headquarters. The transformation launched in September 2017 by merging the French and International headquarters, and was completed in 2018. Today, the Group relies on a solid and unified corporate structure covering all support functions: finance, taxation, purchasing, IT, HR, QHSE, sales, etc. The new corporate departments have established global strategies and implemented action plans that have started to show positive results.

In the French market, which remains a major pillar of the Group's activity, we have also developed our organisational model. Our activity was structured by trades: cleaning, security, technical maintenance, etc. Because we wanted to offer our customers a more integrated FM offer and simplify our organisation, we decided to unify different business divisions so we are able to operate in a much more collaborative way. Today, the different industries work much closer with each other. We have built bridges between departments, not only commercially but also in regard to finance, management control, HR, etc. We have appointed managers that are responsible for all the business lines and have also merged a number of legal entities. This reorganisation will continue in 2019.

#### **C** The transformations launched in 2017 have been fully realised.

2018 was also an important year in terms of transformed methods and tools. After audits were conducted in a number of countries, we implemented action plans to harmonise the methods and practices in all our entities. We have also invested significantly into IT initiatives and have started the global deployment of our new centralised information and management systems: ERP, CRM, office automation tools, etc.

These transformations allow us to improve our efficiency and bring more value to our customers.

#### WHERE DOES HUMAN CAPITAL FIT INTO THE ATALIAN MODEL? WHAT SORT OF EMPLOYER DOES ATALIAN WANT TO BE?

We know how much our ability to ensure sustainable growth rests on the men and women who work at the Headquarters and in our subsidiaries. We are dependent on all the talented people who drive change and carry out our projects in the 32 countries where we work.

From the largest to the smallest entities, they work on the ground every day to provide our customers and users with high-quality services. Without these men and women, the Group would be nothing.

However, there are different situations in every country.

In some countries, unemployment is rampant and this affects certain social issues. In others, labour shortages are hindering company advancement. Regardless of the situation, our social engagement is essential.



We need to be an exemplary employer. We must attract and retain talent. We must prevent exclusion and promote diversity. We must protect our employees and allow them to thrive by focusing on occupational health and safety, equal treatment, skills development through training and long-term employment, etc. A Group that employs 125,000 people is automatically a leader who must take on the necessary responsibilities wherever it is located. Our social commitment, which has been a constant focus for several years, is starting to show results. In 2018, our CSR performance was determined to have improved by Ecovadis. They rank Atalian as one of the top rated Facility Management companies.

# PRESENT IN 32 COUNTRIES

#### EUROPE:

Belgium • Belarus • Bosnia • Bulgaria • Croatia • France • Hungary • Ireland • Luxembourg • Netherlands • Poland • Czech Republic • Romania • United Kingdom • Russia • Serbia • Slovakia • Turkey

**AFRICA & MIDDLE EAST:** Ivory Coast • Mauritius • Lebanon • Morocco • Senegal

#### ASIA:

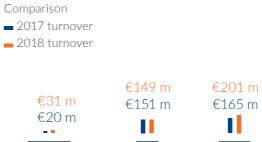
Cambodia • Indonesia • Malaysia • Myanmar • The Philippines • Singapore • Thailand • Vietnam

## **AMERICAS:** United States

## **GROWTH BY AREA**

Africa &

Middle East



Asia

North America



#### Atalian established itself in Senegal

With the acquisition of the Senegalese company Axess, which is based in Dakar, Atalian continued to expand its presence in Africa. Axess offers global safety and security solutions: engineering, HSE audits, electronic security operational security port security close protection in security areas, guarding, etc. Founded in 2006

#### **FEBRUARY**

#### Partnership with the start-up accelerator Immowell Lab



Atalian established a strategic partnership with Immowell Lab, an accelerator of start-ups that is dedicated to supporting wellness through real estate. This initiative is part of the Group's innovation strategy, which aims to anticipate business needs in terms of building management and occupant services and offer new and various approaches and services.



Atalian supports the Gustave Roussy center, the top European centre for cancer care and research. Franck Julien, Atalian President, and Frédéric Varnier, Deputy Managing Director of the Gustave Roussy Foundation, signed a partnership agreement to support the Cure Cancer in the 21st Century campaign. Atalian will offer support for therapeutic innovation, providing the best researchers with a cutting-edge technological resources and will support patients during and after their treatment by improving patient-hospital relationships.

#### MARCH

#### Development of activity in the catering industry in Belgium

Atalian's Belgian subsidiary, Green Kitchen is dedicated to Catering and offers a concept of fresh, natural and balanced cuisine for company restaurants and a daily delivery service to workplaces. Green Kitchen is continuing to develop in Belgium by signing a 5-year partnership

with Spaces (subsidiary of International Workplace Group), which offers an innovative concept of co-working office spaces. Green Kitchen will provide catering for these spaces (at least 20 are planned to be opened at the end of 2020).

#### **APRIL**

Distribution of the 2018 Responsible Purchasing Policy



#### MAY

#### Acquisition of the Servest group

Two years after forming a joint venture with the Servest group, Atalian acquired Servest and became one of the world leaders in Facility Management. Now present on four continents and in 32 countries, Atalian employs over 125,000 people and will generate 2.7 billion euros in turnover in 2018. The Group is now one of the top 5 facility management companies in the world and offers personalised solutions at local and global levels, as well as solutions that are adapted to the digital and mobile era.

#### MAY

#### Publication of the Communication on 2018 progress

In its Communication on 2018 progress, Atalian describes the Group completed in 2018 to fully integrate the United Nations Global Compact principles into



its values, practices and operation systems. In this document, Franck Julien emphasises that "since we became a signatory of the Global Compact in 2012, Atalian has made significant progress, has matured and has fulfilled its commitments to be a responsible company". He added "2018 allowed us to demonstrate our dynamism, combine our values with our development, and establish our CSR strategy».

#### JUNE

#### EcoVadis Gold Medal for the 2nd consecutive year

Atalian has been using the EcoVadis rating platform to evaluate its CSR performance

since 2013. By continuing to improve its CSR initiatives in France and abroad, the Group received another Gold Medal and went from "confirmed" to "advanced" with a rating that increased from 62 to 66 (out of 100). Atalian is in the top 2% of companies in its sector and in the top 3% for all industries.

#### Acquisition of the BBA group

With the acquisition of the BBA group, the holding company of Sogepark and EFFI Service, Atalian continued to expand in France.

Specialising in the maintenance and cleaning of workspaces, special events (hotels, catering), living spaces (residential, social and transitional housing, co-ownership) and public spaces (local authorities, etc.) in Ile-de- France, BBA has a turnover of €40 million and has more than 2,000 employees.



2018 CSR Rating

ecovadis

#### AUGUST

#### Acquisition of the CADIOU group

Atalian strengthened its positions in Western France and its Mutitech centre with the acquisition of the Cadiou family group, which is established in Brittany. Cadiou specialises in engineering, installations. maintenance, compliance and electrical troubleshooting. It employs 160 people and generates €18.5 million in turnover with a diversified clientele (industry, tertiary sector, local authorities).

#### Atalian rewarded for its social commitment in Poland

#### OCTOBER

#### Validation of compliance with the GDPR





Cur priority in 2018 was to launch the integration process for Servest and to me, it went very well.

Servest was acquired in May 2018. We then focused on developing the process to integrate the two companies. We worked together to examine our respective organisation and operating models and set up shared services. Our teams communicated a lot and the integration was a success. In terms of activity, 2018 was a record year in the United Kingdom with very strong organic growth.

We achieved over £120 million in additional turnover. The outlook for 2019 is also excellent.

In the United States, the Group is still in a transitional phase. The teams worked hard to integrate the companies acquired at the end of 2017 and have strengthened their management committee and sales teams. 2019 should be a transformative year for our activity in the United States.

Sébastien Lastapis France

**C** We proudly implement the Group's values and generate sustainable growth while focusing on customer needs.

The numbers achieved were in line with our predictions. Our ambitious strategy has paid off: we have returned to organic growth in our historic businesses, strengthened our expertise through targeted acquisitions – Technical Maintenance in France and Catering in Belgium - and gaining the trust of new customers (up to €125 million annually in new contracts).

By creating solid local relationships and listening to our customers, which is attested by our 95% loyalty rate, this year we initiated a major transformation to provide adapted multi-service offers and increased added value while remaining committed to results.

To bring this promise to fruition, we have mobilised all our teams to rethink our master plan for customer relations: we have already created two new Territorial Directions, carried out an internal reorganisation, launched a new identity for the brand, and started developing new digital tools.



Norbert Moussart Central and Eastern Europe

#### **e** 2018. a vear of stabilization and consolidation.

In 2018, we were able to stabilise and consolidate our scope of activity in Europe (apart from the cessation of the security activity in Hungary), diversify our portfolio in Belgium through very targeted acquisitions (Technical maintenance with ABS and Catering with Green Kitchen), and

launch automotive engineering with the

integration of Aktrion Automotive.

Despite some challenges (labour shortages, monetary crisis in Turkey), we managed to successfully deploy our system of operational excellence throughout the region. We also signed new key accounts (Philips, Czech Ministry of Defense, IKEA, etc.) and entered into strategic partnerships with Jones Lang Lasalle and Cushman Wakefield, which strengthen our position in the Facility Management industry.

We will continue these actions in 2019 while maintaining the priorities established in 2018: organic growth, concentration on our core business, development of key accounts, and operational excellence.



**Rory Mallon** Asia

#### **C**Asia had a very good year and is the group's fastest growing market.

Facility Management is a **thriving** market in Asia. This is caused by an improvement in living standards, which has led to the emergence of a middle class that demands highquality services in all areas.

We have opened many branches and concluded contracts at the regional level. We have also made significant investments in employee training in sales and operational excellence. The group now has solid establishments in all the countries where it operates, allowing it to take advantage of market opportunities and pursue growth.

ATALIAN 2018 - A WORLD LEADER IN FACILITY MANAGEMENT



**Denis Hasdenteufel** Africa & Middle East

#### **C** 2018 was a year of strong growth for Africa and the Middle East.

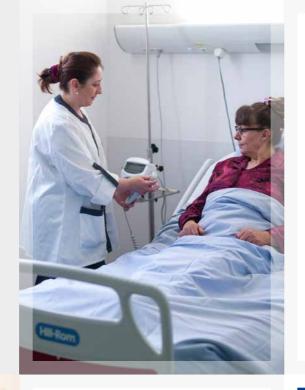
#### The Group achieved all of its 2018 objectives for the African

continent. It performed very well with 53% growth in turnover and 114% increase in EBITDA compared to 2017. The group recorded 20% organic growth over its existing scope and 33% external growth after the acquisition of Axess Senegal and Switch Group in Lebanon.

The acquisition of Servest will give us the opportunity to develop our services for English-speaking customers in the countries where we are established. It will also allow us to develop corporate catering in isolated living areas, which is a sector with high potential in Africa.

























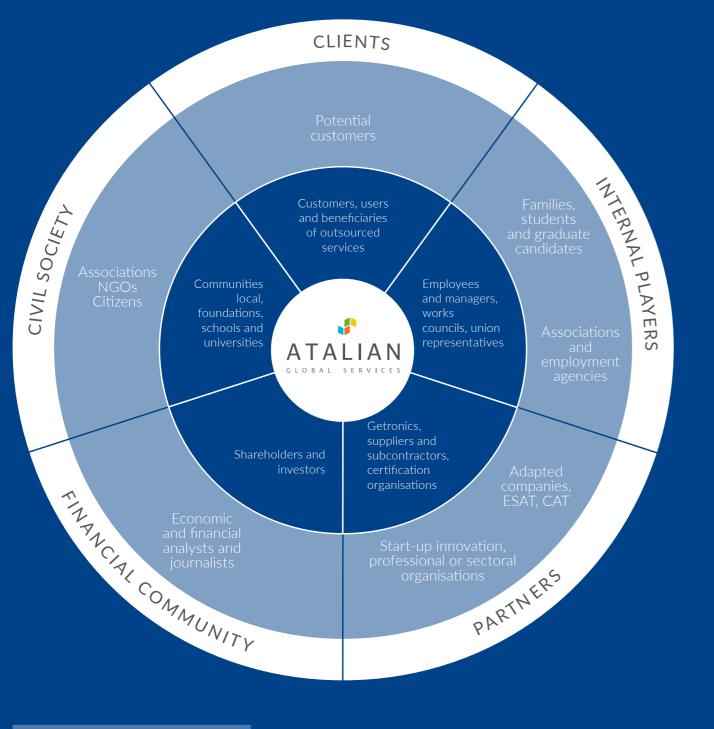






# The Atalian ecosystem

The sustainable and responsible growth of the Atalian group depends on its ability to work, communicate and share value with its stakeholders. This is why Atalian is committed to integrating all of its stakeholders, both internal and external, into its transformation and value creation strategy.



□ STAKEHOLDER category

One-time interactions

Strong and reciprocal influence

# Current trends that are impacting Atalian's business model and activities

In a complex and rapidly changing world, Atalian, a global service provider, is impacted by macro-trends that open up significant opportunities for growth but also impose economic, social and societal challenges.



Population growth and rampant urbanisation which require urgent solutions in terms of infrastructure, transport and services.



The globalisation of the economy and the emergence of new national or regional markets with a high growth rates, creating new opportunities or generating local labour shortages.



Climate change and

the depletion of natural resources which require the establishment of energy efficient solutions and sustainable alternatives in building, transport, etc.



## The increasing demands

of customers, users and patients who expect more personalised services, improved quality of life (health, safety, comfort, etc.), and responsible behaviour by economic players.



#### The technological and **digital revolution** that is profoundly transforming the business models of businesses, consumer/user behaviour, and usages.



#### The legal and regulatory obligations that

weigh on economic players and raise their requirements in relation to their own suppliers and subcontractors.

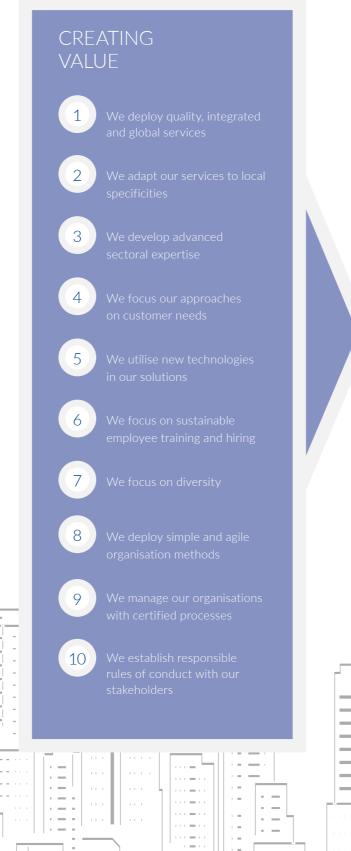
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# Our model of creation and sharing of value



1.1



Atalian intends to generate sustainable and responsible growth to benefit all its stakeholders. Our organisation and strategy are developed for this purpose. The following table summarises how we create and share value with our customers, employees, partners and local communities.

### SHARING THIS VALUE WITH OUR STAKEHOLDERS

#### IMPROVING CUSTOMER PERFORMANCE

- Improving the quality of outsourced services
- Improving the well-being of occupants and users
- Saving energy in buildings
- Reducing our customers' environmental impacts
- Simplifying outsourcing thanks to an integrated FM offer
- Providing recognition (certifications, approvals, etc.)

#### IMPROVING THE QUALITY OF LIFE FOR OUR EMPLOYEES

- Sustainable integration and personal development of our employees
- Improved health and quality of life at work
- Financial and material assistance to the families of our employees

#### GENERATING POSITIVE IMPACTS FOR SOCIETY

- Social inclusion and diversity at work
- Focusing on responsible purchasing
- Reducing our environmental impact
- Sponsoring education and health initiatives

#### BUILDING SUSTAINABLE RELATIONSHIPS WITH OUR PARTNERS

- Ethical behaviour with our partners (transparency, loyalty)
- Preventing corruption



# New technologies at the heart of our work

Technological innovation is very important to Atalian. It makes it possible to offer different solutions and strengthen the customer value chain. The acquisition of Servest, which held a significant interest (28.8%) in the capital of Getronics, a global specialist in information technology and communications, has endowed the Group with a strong capacity for innovation in its various businesses.

Atalian has started major technological and digital innovation projects in four key areas: transportation, distribution, workspaces and health. The Group is developing new services and applications based on the use of connected objects, artificial intelligence, Low code/ No code applications, and the processing of data collected in the field. New technologies have already been used in various specific environments: office towers, hospitals, airports, train stations, etc.

**C** Technology is a vector for transforming our businesses, creating value for our customers, and differentiating ourselves from other businesses.

Sébastien Lastapis France President



innovation by ATALIAN

But why? To optimise energy management, ensure the well-being of users (intervention at the request of cleaning agents, etc.), secure activities or passenger flows, define optimum routes in places that are open to the public according to collected and analysed data, etc. These new services involve developing building connectivity, defining indicators, and implementing management tools and advanced interfaces with the customer. Atalian is now ready to take on these technological challenges, as they will have a major impact on the future of Facility Management.



Q&A WITH Lewis Richard Chief Digital Officer at Atalian Servest UK

#### HOW IS INNOVATION APPROACHED WITHIN THE GROUP?

We have assembled a small, agile team that is focused on rapid development. We operate based on a PST model (Pioneers, Settlers, Town Planners). We play the role of «pioneer»: we develop innovations based on components supplied by «Town planners». We are working to rapidly create prototypes that, once approved, can be industrialised by our «settlers» at Atalian. We currently have Business Relationship Managers in the United Kingdom and France (also includes Benelux) and we are currently recruiting in Asia.

#### WHAT IS THE STATUS OF CURRENT PROJECTS?

Our innovation strategy focuses on the exploitation of the cloud, mobile services, and applications. In particular, we are advancing projects that are focused on intelligent automation and instrumentation. We are also working to improve the digital user experience in the environments where we provide services. For example, we are working on projects to integrate connected objects and AI (artificial intelligence) pilots to analyse natural language in catering activities. We are developing a «Station of the future" concept. We are exploring Smart Building opportunities in workspaces, etc. The fields of application of new technologies are limitless.

#### Optimising resources and energy management with new technologies



Thanks to new technology (connected objects, sensors, collected data processing, etc.), we are able to better manage energy consumption in buildings by intelligently controlling the lighting, heating and air conditioning. We are also able to better manage the resources allocated on the ground: depending on the occupancy rate of the building, we can determine the appropriate size of our teams by adding or removing a cleaning agent or preventive maintenance agent here and there.





#### The Open innovation platform

This online platform was created in partnership with start-ups. It is a specific categorised library of partners that is used by Atalian sales teams to develop their commercial and technical offers.

**C** We want to offer service solutions that integrate technology and allow us to make our contribution to the customer value chain.

> Sébastien Lastapis France President







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G Creating and sharing value with our stakeholders





















# Improving the value chain for our customers

Atalian is able to offer customers in 32 countries an integrated range of Facility Management services, allowing them to improve their overall performance: organisation, workplace wellness, employee engagement, user experience, environmental footprint.

## A VALUE-CREATING OFFER FOR OUR CUSTOMERS



89% 87% 96% 68% 2018 customer Portion of group turnover Portion of group turnover Portion of group turnover satisfaction index from countries with from countries with from countries with ISO 9001 certification ISO 14001 certification ISO 45001/OHSAS18001 (or equivalent) (or equivalent) certification (or equivalent)

**C** By combining

be successful.

our global model with

32 countries

155 nationalities

local culture, we will

Q&A WITH **Andrew Sugars** Group Commercial Officer

My job is to drive sustainable growth worldwide, both with new and existing customers. It also includes developing the Group in emerging markets and sectors where we are not yet present by offering more effective solutions than those that currently exist.

#### ATALIAN: GLOBAL OR LOCAL MODEL?

At Atalian, we don't want to lose our local expertise and presence. By combining our global model with local culture, we will be successful. This is what I call "globalisation at the local level". At Atalian, we are global. We offer global expertise, governance, management data, expert processes, etc. But we also will continue to offer our customers local contacts who understand their culture and environment. If we continue this, we will have a real advantage over our competitors.

#### WHAT ARE ATALIAN'S KEY SECTORS?

Healthcare, transportation, pharmaceuticals, retail and administration are key sectors for us. We want be recognised in these sectors for our expertise. We don't just clean up or serve meals...our experts really differentiate our company from our competitors by providing customers with in-depth knowledge of their environment. Furthermore, the border between real estate and Facility Management becomes very vague. We therefore must maintain very close relationships with real estate players and understand the market as a whole.

#### HOW DOES TECHNOLOGY AFFECT THE ATALIAN OFFER?

New technologies, applications, and smartphones dominate our personal lives and we are noticing these technologies slowly start to infuse into the working environment. The new generation wonders why we don't set up everything with our smartphone, as to book a meeting room, to adjust the temperature of their office... and many customers say, "we really need to catch up.» So, we are developing applications that will affect how we work. The challenge is clear: how can we strengthen engagement and improve the user experience in their work environment? How can we incorporate these aspects that we use in our private life into our work? To do this, it is absolutely essential that we can collect data and analyse it intelligently. This smart data will allow us to improve the way we work and enhance the efficiency of our services.

## GLOBAL PRESENCE AND LOCAL CULTURE



#### HOW WOULD YOU SUMMARISE YOUR JOB AT ATALIAN?

#### THE CUSTOMER, OUR PREFERRED PARTNER FOR DEVELOPING NEW SERVICES. WITH HIGH ADDED VALUE



Sébastien Lastapis France President

Faced with customer challenges that are being driven by ambitions in terms of employer branding, CSR and optimising the costs of their buildings, we have measured the importance of developing our model, from the customer promise to operations performance measurement.

By listening better to customer needs according to their sector of activity, our value proposition now aims to simplify their day-to-day processes by delivering integrated services to their activities while measuring their performance in real time. So, we are now starting to rethink office cleaning and maintenance, two services that were until now performed by different people, in a nonconcerted way to offer our customers a predictive turnkey service. The characteristics of this service can be specified by each customer to guarantee an optimal working environment for each employee.

The alignment of our operational approach with the personalisation of «turnkey and on-demand services», along with the deployment of new technologies, offers new professional perspectives to our employees, who benefit from greater expertise and better customer relations.

More than ever, we are convinced that the future of service companies depends on their ability to influence trends by demonstrating that they are already effective or even efficient.

**C** This Group is looking toward the future. We're paying attention, focusing on data networks and other technical issues. We created a large customer division several years ago to develop IFM (Integrated Facility Management) offers. It has worked well and brought us new contracts.

#### RECONCILING **ENVIRONMENTAL AND** FINANCIAL PERFORMANCE



The Arthur McKay subsidiary of Atalian Servest UK, which specialises in technical FM, has provided its expertise and services since 2009 to the Scottish Courts and Tribunals Service (SCTS). After years of effort and investment, it helped the SCTS obtain the prestigious Carbon Trust Triple Standard which recognises excellent performance in three areas:

- limiting carbon emissions,
- reducing water consumption,
- effective waste management.

In Scotland, very few public or private organisations have earned this Triple Standard. There are multiple initiatives that have contributed to SCTS' achievement: modernising heating installations and regulation systems, installing photovoltaic panels, thermal insulation, auditing waste management and reinforcing recycling processes, installing energy efficient and water-saving devices, water recycling, etc.

And their environmental performance is coupled with financial performance, since Arthur McKay has enabled SCTS to save more than £3 million thanks to these implemented actions.

"When you improve the management system of a building, you improve the environment for those who work there. This is why us facility managers are not just supervisors. We are in a privileged position to improve the environment for employees and encourage their engagement."



Christopher Scott Wilson Energy manager Atalian Servest UK

## OFFERING RESPONSIBLE. GREENER SERVICES

Our services allow our customers to improve their environmental footprint: reduce water and energy consumption, use eco-responsible products, preserve non-renewable resources, etc.





Angel Hill Food Co, a specialised catering subsidiary of Atalian Servest UK, is committed to end its use of single-use plastics by 2020 and has started this initiative at two of its largest sites.

This includes:

- replacing plastic cutlery and take-out containers with fully compostable alternatives,
- encouraging our supplier to replace plastic bottles with cans,
- establishing a system to reduce the use of single-use coffee cups.

Atalian Servest UK's largest catering contract has implemented these processes. All single-use to-go plastics have already been removed and replaced by 100% compostable options.

**C**The real shake-up in our business will come through streamlining and optimising work organisation through digital tools.

Franck Julien



Work Environment Manager - France





#### Henry Watts Atalian Servest UK Catering Managing Director

"We are proud to launch this initiative and demonstrate our commitment. I am very happy that our customers get to benefit from full assistance in this regard. Our joint efforts to reduce our environmental impact by reducing the consumption of single-use plastics mean that we are taking a step in the right direction. We will continue to develop and create solutions, as we progress in this field."

# Being an exemplary employer



Q&A WITH **Carol Rambon** Human Resources Director

#### WHAT ARE SOME HR CHALLENGES FOR THE ATALIAN GROUP?

We are a service company, made up of women and men, and our 125,000 employees are essential capital for the Group. They constitute our wealth, our strength, our expertise... And help us ensure

the Group's sustainability. They support the Group's continuous development; therefore we must be an exemplary employer with high employee retainment and a commitment to developing employee potential. We also must attract the right candidates and talent for all our positions in the countries where we work. In regions where there is a significant labour shortage, Atalian's reputation as an employer is all the more crucial.

#### HOW DO YOU MEASURE THE GROUP'S SOCIAL PERFORMANCE?

We implemented global social reporting in 2018. In all the countries where we operate, we now measure our performance based on many high-level criteria from the GRI G4\*: employment and hiring rate by age group,

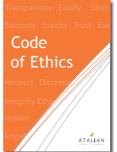


number of work-study contracts, number of employees trained, frequency and severity rate of work accidents, etc. So, country by country, we can assess our progress, see our success and our difficulties transparently. For the Group, this is an important step forward. Our employer brand strategy is now based on information that is more specific and complete.

Our HR action plans can now be built and managed by taking into account both the global dimension of the Group, the diverse social realities of each country, and the HR maturity levels of our subsidiaries.

#### WHAT ARE THE GROUP'S GOALS WITH REGARD TO ITS EMPLOYEES?

It is essential that our employees feel good about their job and their employer so they can flourish professionally. So, we make every effort to foster positive and lasting relationships. This requires a demanding occupational health and safety policy, and ambitious training policy, and compliance with the principles defined in our code of ethics. We strive to guarantee the equal treatment and respect for **diversity**. We also try to combat job insecurity. One of our goals is to reduce the number of part-time jobs and short contracts in favour of full-time jobs and permanent contracts.



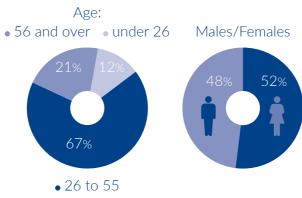
#### ATTRACTING AND **GROWING YOUNG TALENT**

As part of its global partnership with Paris-Dauphine University and the Paris-Dauphine Foundation, which works to promote the integration of students and young graduates into the professional world, Atalian launched its Graduate Program in February 2018. It is a 12-month course (in 2 successive positions) that allows young graduates with a specialised Master's (management, marketing, business development, finance, audit & management control) to gain insight into the professions, culture, and organisation of the Group. They also gain experience by completing an assignment according to the Group's needs and their own wishes and skills. Atalian has also opened its Graduate Program to young graduates from the l'école des Arts et Métiers. These initiatives illustrate the Group's desire to

attract and cultivate talent in all the countries where it is present.









environmental footprint.

**C** We have strong social

of responsibility. This allows

disadvantaged populations, and

help improve our customers'

our employees to flourish,

ambitions and sense

promote inclusion of







## SINGAPORE **SCHOLARSHIP**



To celebrate its annual company dinner, the Management Department of the subsidiary Ramky gave its employees

scholarships to help with their children's education costs.



In Malaysia, our subsidiary Harta helped employees prepare their children to return to school by giving them financial support -Bantuan Persekolahan – to buy books and school supplies. 104 families received support this year, amounting to 18,400 RM.



# Ensuring employee occupational health and safety

MFFT



Tayeb Beldjoudi, Group QHSE Director

In regards to occupational health and safety, the Atalian group has implemented a policy in recent years that has produced remarkable results, attested not only by multiple certifications, but also by the improvement of the established performance indicators. Today, 16 of the 17 European countries where the Group is present are OHSAS 18001 or ISO 45001 certified.

In 2018, the Group's QHSE Department continued to roll out Group procedures and operating methods in all subsidiaries and set up a global network of QHSE correspondents who are responsible for locally relaying the implementation of this strategy.

As said by Tayeb Beldjoudi, Group QHSE Director: "Before, there were as many processes and management systems

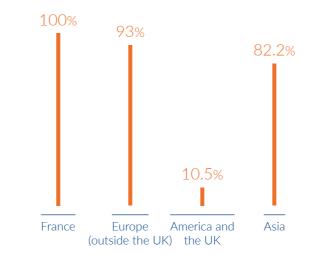
as there were countries. Now we have defined procedures, operating methods, and QHSE Group matrices which are deployed in most of our subsidiaries. In Europe, Africa and Asia, the goal is to **raise the skills of the subsidiaries** with lower QHSE quality. By 2023 we want 100% of our subsidiaries to have certified management systems not only in terms of Health and Safety (ISO 45001), but also Quality (ISO 9001) and the Environment (ISO 14001)."

The Group QHSE standards, especially the Health and Safety standards, have been defined in relation to a regulatory framework based on the most socially advanced countries - France, the United Kingdom, and the United States. As Tayeb Beldjoudi points out: "Our Group standards are very demanding and, for many countries in Europe, Africa and Asia, they are significantly higher than the national standards. Therefore, we are helping to countries to advance and improve their practices."

In France, Atalian has been innovative to develop its audit principle for the Cleaning and Security sectors. "Before we had independent management systems and separate audits. Now we have totally integrated systems. The health and safety of our employees and users are embedded in the concept of quality and customer satisfaction. We are the only ones in France to have this integrated certification process", concludes Tayeb Beldjoudi.

#### OHSAS18001/ISO 45001 Certifications

Percentage of the workforce working in ISO 45001, OHSAS 18001 or equivalent certified entities



#### HSE WELCOME BOOKLET



Upon hire, every employee receives a welcome booklet detailing all the applicable health and safety instructions and environmental practices.

## MAKING EXTERIOR AND WINDOW WASHING EASIER AND SAFER

# INNOVATE TO PREVENT MUSCULOSKELETAL DISORDERS (MSDS)



In the cleaning sector, 97% of occupational diseases are linked to MSDs (Musculoskeletal Disorders). In 2018, the Atalian Group supported 5 students from ENSAIT (École working outfit prototype that would prevent MSDs. The idea is to use intelligent textiles that incorporate tightening systems to relieve the efforts of agents. The prototypes produced are currently in the testing phase with one of the Group's customers.



## COMBATTING DISCRIMINATION

Rzeszów Aspen Serwis, our Polish subsidiary, won a silver medal in the 2018 Icebreakers inter-regional competition (more than 450 companies participated) in the Open Labour Market category. The goal of this event is to promote responsible business practices for recruiting and integrating people with disabilities. This award is a recognition of **the** subsidiary's social commitment. The company employs one hundred disabled workers in its administrative and cleaning departments and continuously demonstrates its efforts to combat discrimination.



For exterior and window washing, the Group tested a robotic washer with its customer BASF - Clean-Kong - which was designed by the French company Erylon. The process is traditionally done by technicians using ropes or scaffolding and extension poles. With this robot, Atalian provided a significant evolution in working methods. Supported by a winch, the robot is controlled by two agents - one on the ground and the other on the roof of the building. It increases productivity (150 m<sup>2</sup>/h compared to 56m<sup>2</sup>/h with rope using technicians) considerably while also increasing safety and reducing effort. Clean-Kong minimises vacuum exposure and musculoskeletal disorders. This system is an example of the Group's efforts to ensure the occupational health and safety of its workers.

# Contributing to social inclusion and diversity at work



Since 2010, the Group has been committed to responsibly promoting sustainable development. It became a member of the United Nations Global Compact in 2012 and signed the Diversity Charter in 2014. The Group continues to implement these commitments worldwide through multiple initiatives that promote social inclusion at work.

Our managers are committed to combatting all forms of discrimination (age, sex, ethnic origin, religious conviction, etc.) at all stages of human resource management (hiring, training, professional advancement, promotion) and also strive to increase inclusion for people with disabilities, limited literacy skills, low-income, or limited/no employment history.

**Facility** management is one of the major manpower activities and one of the last industries with a wide scope of qualifications. We offer a large number of local jobs that don't require any particular qualification or proficiency in the local language. We also offer part-time jobs as extra work to try to combat job insecurity. These are some examples of how Atalian is promoting inclusivity wherever it operates. And we want to continue these efforts as much as possible.

> **Carol Rambon** Group HR Director

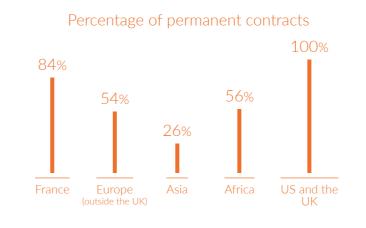


#### 850 APPRENTICESHIP AND **PROFESSIONALISATION CONTRACTS**

Atalian has an active recruitment policy for apprenticeship and professional development contracts. The apprenticeship contract allows young people to enter the professional world before obtaining a diploma. The professionalisation contract allows people who are far from employment acquire a professional qualification to better integrate into the labour market.

> 155 nationalities

1.139 work-study contracts



# PROMOTING RETURN TO EMPLOYMENT

Our French subsidiary, Dialogue Partenaires Services (DPS), was founded in 1992 by people from the social and solidarity economy. It is an enterprise that focuses on integration through economic activity. DPS supports people who are returning to work after long gaps of employment by providing them with a salaried position in the cleaning sector. Since its creation, more than 5,500 people have benefitted from DPS' integration system.

## INCREASING THE EMPLOYABILITY OF PEOPLE WITH DISABILITIES

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#### Singapore

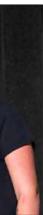
Our Ramky subsidiary is collaborating with the SG Enable agency. They work to promote the integration of disabled people. Ramky's commitment to increase the employability of people with disabilities was successfully illustrated by our client Deutsche Bank.

## SG ENABLE



Our Turkish subsidiary works closely with **İŞ-KUR**, the Turkish national employment agency. Every two months, it sets up meetings to present its open opportunities for people with disabilities and conducts recruitment interviews for its various agencies and projects.







#### OFFERING "NEET" JOBS

#### In the United Kingdom, Atalian Servest UK has set

up programs to provide employment for people who are not students, employees or interns (NEET - Not in Education, Employment or Training). The company is achieving this through internships that are funded by the apprenticeship tax. Atalian Servest UK currently





# Applying our code of ethics and combatting corruption

The Group's success rests on the application of fundamental values - such as integrity and responsibility to guide its decisions, professional practices and business relationships. To increase awareness and provide appropriate responses for risky situations, both internally and in relation to third parties (customers, suppliers, subcontractors, partners), the Group established a new Code of Conduct in 2018. It focuses on combatting corruption and is adapted to the local standards of each country we work in.



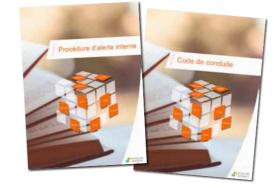
O&A WITH **Ruthy Zahgdoum** Group Tax and Compliance Director

#### WHAT IS THE JOB OF THE COMPLIANCE DIRECTOR?

Our job is to guarantee the Group's compliance with legislation and regulations in matters of corruption, fraud, cash management, conflicts of interest, money **laundering**, and denunciation in all the countries where we are established. The Group is subject to the Sapin 2 law as well as the FCPA law in the United States or the UKBA law in the United Kingdom, both of which have extra-territorial scope.

#### HOW DOES THE COMPLIANCE MANAGEMENT **TEAM WORK?**

The General Compliance Department is established at Group Headquarters and reports directly to the Group General Management. It is a team of four people and relies on a global network of Compliance Officers - one per country - to implement this policy locally. This is based on Atalian's Anti-Corruption Code of Conduct. In 2018, we established a new version of the Code of Conduct that was adapted to local standards. We distributed it to all of our subsidiaries at the end of the year.



#### HOW DO YOU IMPLEMENT THE GROUP'S COMPLIANCE POLICY?

In 2018, we met with many Group employees - buyers, salespeople, accountants, managers, etc. - to learn about how different professionals work and understand compliance risks so we could create a **risk diagram**. We also carry out internal audits in our subsidiaries and do our due diligence with regard to our suppliers and subcontractors.

All the information collected has enabled us to develop a Compliance e-learning program. It is managed by the Headquarters and is intended for the support services and operational managers of the subsidiaries. We also carry out on-site training. We have a total of nearly 5,000 people to train worldwide.

#### HOW DO YOU MEASURE THE GROUP'S PERFORMANCE?

The Anti-Corruption Code of Conduct is accompanied by various procedures: a gift and entertainment policy that imposes rules and a register of gifts, a **Conflict of** interest policy, a Purchasing procedure, a whistleblowing policy, etc. This entire system is now deployed worldwide and we are adapting it locally according to specific legal and regulatory requirements It allows us to anticipate compliance risks in all our entities around the world.

# Reducing our environmental impact

As a signatory to the United Nations Global Compact and the Caring for Climate declaration, Atalian is fully committed to reducing the environmental impact of its activities and its customers' activities. To improve our environmental performance, we are changing our practices and operating methods and are developing innovative solutions in partnership with our customers and suppliers. Thanks to the worldwide deployment of high environmental standards, we are helping to preserve non-renewable resources and combat global warming.

Percentage of group turnover from countries with ISO 14001 certification

#### **SAVING FNFRGY**



Atalian is an innovative player in effective energy management for office buildings, logistics centres and shopping centres. Its Ergelis service allows us to connect buildings and control them remotely through a smart tool (the Ergelis<sup>®</sup> web platform) and an Energy Manager. The Ergelis service is accompanied by a firm contractual result commitment.

#### Savings (in % of the bill) on the portfolio of connected buildings managed by Atalian

Office 14% to 15% Commercial Centre 12% to 13% Logistics 45%

#### WASTE SORTING AND RECYCLING



The waste produced by our activities on customer sites is processed either directly on-site or externally with our partners Veolia and Paprec, with whom we have concluded framework agreements. We also work with collection organisations for specific waste treatment. The increasingly restrictive regulations favour the generalisation of standardised sorting concepts to accelerate their deployment.

#### Our goals

- Reducing energy consumption
- Reducing carbon emissions
- Using eco-friendly products
- Sorting and recycling waste

## USING ECO-FRIENDLY PRODUCTS

For our cleaning and maintenance activities, we systematically prioritise using eco-friendly products (less water consumption, gentler for the environment, etc.). We are doing this in a growing number of countries, including countries that are not in high demand. This highly differentiating approach is now evaluated worldwide. In 2018, the share of eco-certified products consumed by the Group reached 35%.

#### **REDUCING GREENHOUSE** GAS EMISSIONS

Atalian uses a fleet of several thousand vehicles for its activities. To reduce its carbon footprint and fuel consumption, the Group encourages the use of ecofriendly vehicles and optimising travel, trains drivers in eco-friendly driving, and systematically offers the use of eco-friendly cars in its services. The vehicles are most often rented for a period of 3 years, which allows them to be replaced regularly by more efficient eco-friendly models.

## 77%

Percentage of vehicles with Euro 6 standard (Belgium, France, Poland, Czech Republic, United Kingdom, Slovakia, Turkev)

#### 2.15%

Percentage of electric vehicles in the group's fleet





# Contributing to local social and environmental initiatives

Atalian supports multiple initiatives in the countries where it operates, and even beyond, to help local communities transform people's lives and improve their environment. Involved with numerous associations, foundations and non-governmental organisations, the Group contributes to many social (education, health, food security, etc.) and environmental (cleaning, depollution, etc.) projects.



In Mauritius, our subsidiary Atalian Interactive financed the Christmas Star project in 2018, which was led by the non-governmental organisation SOS Children's Village. This organisation helps children who are experiencing poverty or are abandoned or removed from their parents because of illtreatment. Donations from Atalian Interactive allowed them to buy school materials, shoes and Christmas gifts for 80 children from the villages of Bambous and Beau-Bassin.





# HELPING THE NEMA FOUNDATION

Since 2009, Atalian has been supporting the Nema Foundation, an English charity organisation that works in Mozambique to improve the access to education, drinking water, food security and medical care. By raising funds through raffles, setting up donation boxes on customer sites, and even having cake sales, Atalian has already raised more than £50,000 to support the Nema Foundation's free school meals project which aims to reduce malnutrition, increase school attendance, and improve children's concentration. The most recent donation provided 1,120 children in five villages with a daily school meal for six months.





#### BLOOD DRIVE FOR THE NGO RED CRESCENT

In cooperation with the NGO Red Crescent, our Turkish subsidiary organised a blood and stem cells drive. Many employees, often for the first time in their lives, participated and derived great satisfaction from it.

"On behalf of Red Crescent Turkey, we would like to thank you for donating your muchneeded blood and blood products. Thank you for the support you have given us and your efforts to raise awareness of blood donation in our society."





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The price of school supplies increased significantly in 2018 in Turkey due to the monetary crisis, so many schools were struggling to afford them. So, our Turkish subsidiary donated supplies (bags, pens, notebooks, paper, etc.) and balloons to organisations and schools located in Diyarbakır and Siirt in eastern Turkey. A total of five different schools, including one that caters to children with disabilities, benefited from this initiative.

## PREVENTING POLLUTION AND PROMOTING ENVIRONMENTAL PRESERVATION

In March 2018, the employees at Harta, our Malaysian subsidiary, participated in the Gotong-Royong program which was led by the Jerantut City Council. Its goal was to maintain the cleanliness of the Ulu Cheka dam, prevent the risks of water pollution and contamination, and raise awareness among local populations of the need to protect their environment. Harta also donated 5,000 RM to the organiser of this environmental initiative. As Noremy Sollahudin, EM says: «The Gotong-Royong project is part of our societal contribution: developing people's interest in their environment and contributing to the wellness of villagers in Bukit Kampung Jelai who use the water from the Ulu Cheka dam".



## 🟥 PARTNERSHIP WITH LOCAL MATTERS ASSOCIATION

Atalian offered its support to the Local Matters association (Columbus, Ohio), which provides food education programs at various sites schools, offices, gardens, community centres, hospitals - benefiting 14,000 people each year. We helped them by financing and creating a community garden that allows the local residents to receive its produce while also learning about food production and health.



## DONATING SCHOOL SUPPLIES



• September 2018 - Rescuing disaster victims from the earthquake and tsunami that affected the cities of Palu and Donggala



• December 2018 - Support from the association DKM AI Fattah after the tsunami that affected the Sunda Strait and Lampung.



- September 2018 Partnership with the Jami Al - Maksum Infinia Park mosque to provide periodic cleaning and maintenance of the building.









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# Global reporting initiative

In 2018, the Atalian group finalised the implementation of global reporting for the social and environmental fields, integrating almost 70% of the GRI G4 indicators. The table below summarises the non-financial performances observed for the entire Group and by activity area.

CSR THEMES	MONITORED INDICATORS	FRANCE	EUROPE	USA + UK	ASIA	AFRICA	GROUP
GOVERNANCE	EcoVadis assessment						66
ECONOMY	Turnover (Euros)	1,295,000,000	492,000,000	728,000,000	149,000,000	31,000,000	2,695,000,000
	Total number of employees (permanent and fixed-term)	49,503	28,491	33,375	19,510	7,051	137,930
	Women	28,792	16,571	16,819	8,101	1,700	71,983
	Men	20,711	11,920	16,556	11,409	5,351	65,947
	Managers	828	836	2,613	517	137	4,931
	Female Managers	231	340	1,129	147	50	1,897
	Male Managers	597	496	1,484	370	87	3,034
	Permanent Employees	41,615	15,485	33,375	5,094	3,930	99,499
	Female Permanent Employees	24,169	8,316	16,819	2,626	887	52,817
	Male Permanent Employees	17,446	7,169	16,556	2,468	3,043	46,682
	Female Permanent Managers	231	277	1,129	86	49	1,772
	Male Permanent Managers	594	391	1,484	114	87	2,670
	Female Non-manager Permanent Employees	23,938	8,039	15,690	2,540	838	51,045
	Male Non-manager Permanent Employees	16,852	6,778	15,072	2,354	2,956	44,012
	Fixed-term Employees	7,888	4,697	-	14,349	1,343	28,277
	Female Fixed-term Employees	4,623	3,231	-	5,429	379	13,662
SOCIAL	Male Fixed-term Employees	3,265	1,466	-	8,920	964	14,615
	Temporary/interim employees	ND	8,309	-	67	1,778	10,154 (outside of France)
	Female Temporary/interim employees	ND	5,024	-	46	434	5,504 (outside of France)
	Male Temporary/interim employees	ND	3,285	-	21	1,344	4,650 (outside of France)
	Hiring rate	28%	39%	40%	86%	21%	30%
	Resignation rate	6%	13%	9%	5%	15%	7%
	Turnover rate (all reasons combined)	16%	20%	54%	5%	54%	23%
	Promotion rate	5%	6%	ND	5%	4%	3%
	Female Promotion rate	6%	5%	ND	6%	0%	ND
	Male Promotion rate	5%	7%	ND	5%	6%	ND
	Junior Employees < 25 years old (% of total permanent employees)	5%	8%	10%	42%	14%	12%
	Female Junior Employees < 25 years old (% of total permanent employees)	4%	7%	9%	36%	21%	5%
	Male Junior Employees < 25 years old (% of total permanent employees)	5%	10%	10%	45%	12%	7%
	Senior Employees > 55 years old (% of total permanent employees)	23%	24%	25%	10%	4%	21%
	Female Senior Employees > 55 years old (% of total permanent employees)	25%	27%	24%	14%	2%	12%
	Male Senior Employees > 55 years old (% of total permanent employees)	20%	19%	26%	8%	4%	8%

# Global reporting initiative

CSR THEMES	MONITORED INDICATORS	FRANCE	EUROPE	USA + UK	ASIA	AFRICA	GROUP
SOCIAL	Weighted average years at the company - Female Managers	8	4,21	6 (USA)	9,55	6,19	6,21
	Weighted average years at the company - Male Managers	8	4,32	9 (USA)	9,62	5,48	5,02
	Disabled workers	4%	2%	ND	0,24%	0,03%	2%
	Apprenticeship/Work-study contracts	ND	22	441	1	0	1 139
	Trained employees	19%	28%	20%	39%	5%	30%
	Number of provided training hours	170 014	32 547	38 568	163 082	13 041	417 252
	Percentage of employees covered by a collective agreement	100%	20%	5%	18%	23%	9%
HEALTH/SAFETY	Frequency rate	26,68	9,79	4,78	6,77	1,16	10,24
	Severity rate	1,03	0,22	0,04	0,11	0,02	0,32
	Number of ISO 45001, OHSAS 18001 or equivalent certifications	2	14	4	8	0	28
	% of countries with ISO 45001, OHSAS 18001 or equivalent certifications	100%	79%	50%	50%	0%	57%
	% of countries with ISO 45001, OHSAS 18001 or equivalent certifications (compared to country turnover)	100%	95%	ND	82%	0%	68%
	% of countries with ISO 45001, OHSAS 18001 or equivalent certifications (compared to staff)	100%	93%	10,5%	82,2%	0%	55%
	Customer satisfaction rate	93%	88%	ND	81%	86%	87%
	Number of ISO 9001 or equivalent certifications	5	23	6	9	4	47
QUALITY	% of countries with ISO 9001 or equivalent certifications	100%	93%	100%	75%	40%	80
	% of countries with ISO 9001 or equivalent certifications (compared to country turnover)	100%	99%	100%	88,3%	66%	96%
	Number of ISO 14001 or equivalent certifications	1	14	6	7	0	28
ENVIRONMENT	% of countries with ISO 14001 or equivalent certifications	100%	86%	100%	50%	0%	63%
	% of countries with ISO 14001 or equivalent certifications (compared to country turnover)	100%	93%	ND	77,8%	0%	89%
	% of establishments that returned the supplier evaluation						100%
PURCHASES	Supplier compliance rate assessed by agencies						72%
	Supplier feedback rate CSR 20/80						100%

## THE NON-FINANCIAL INITIATIVES BY THE GROUP GROW EVERY YEAR

In 2017, the Atalian group renewed its Premium subscription to the EcoVadis platform for 3 years in order to continuously assess and monitor its performance in terms of social, societal and environmental practices.

ATALIAN	2014	2016	2018		
	55	62	66		

# Glossary

#### CARBON FOOTPRINT

Tracking our carbon footprint entails measuring all the greenhouse gas emissions, taking into account the primary and final energy of the products and services that an activity or site can generate. This carbon weight, measured in tonnes of CO<sub>2</sub> equivalent (carbon dioxide), is divided into several items and thus allows us to determine a specific, oriented and priority action plan according to the results obtained.

#### CORPORATE DIVERSITY CHARTER

Since its launch in October 2004, the corporate diversity charter has encouraged businesses to guarantee the promotion and respect of diversity in their workforce. By signing it, these companies agree to combat all forms of discrimination and set up initiatives to promote diversity.

#### LOCAL COMMUNITY

A local community is defined as «persons or groups of persons living and/or working in areas that are economically, socially or ecologically affected (positively or negatively) by the organisation's activities. The local community may include people living near the organisation's activities, as well as isolated areas distant from them that could suffer the consequences of this activity. Source: Global Reporting Initiative (GRI).

#### COMPLIANCE

Compliance is "all the processes that ensure that all the company's employees and managers respect the applicable standards, as well as the values and ethical spirit instilled by leaders. Compliance can also be defined as a proactive action by the company to organise and implement the procedures and resources that are necessary to respect regulations. Compliance is drawn not only from local, European or international laws and regulations, but also from conventions or texts, depending on the sector of company activity. Source : Circle of compliance

#### SUSTAINABLE DEVELOPMENT

"Development that meets the needs of the present without compromising the ability of future generations to meet their own needs", quote from 1987. Applied to the economy, it integrates three dimensions: development that is economically efficient

(efficiency, profitability), socially equitable (social responsibility) and ecologically sustainable (environmental impact).

#### **CIRCULAR ECONOMY**

"The circular economy is an economic model whose objective is to produce goods and services in a sustainable manner by limiting the consumption and waste of resources (raw materials, water, energy) as well as waste production. It consists of trading the linear economy model (extracting, manufacturing, consuming, throwing away) for a 'circular' economic model." Source: Ministry of the Ecological and Inclusive Transition

#### FCO DESIGN

Eco-design entails integrating the environmental aspects into the design or redesign of products. When designing a product, it entails considering environmental requirements (regulations, brand image, etc.) as well as the environmental consequences of the product (consumption of resources. atmospheric emissions, waste production, end-of-life recovery, etc.). The requirements and consequences must be considered over the product's entire life cycle. It focuses on overall performance.

#### ECO DRIVING

Fuel efficient, ecological and economical driving adapted to current engines. This behaviour has a significant impact on consumption and the environment, as well as safety.

#### ECO PRODUCTS

Any product that has less impact on the environment throughout its life cycle and retains its performance during use.

#### FCOVADIS

Platform allowing the purchasing departments of major contractors to assess the practices and CSR improvement actions of their partners.

#### ECONOMIC INTEGRATION COMPANY

An integration company (EI) offers access to employment and socio-professional support for people who are struggling to find employment: long-term job seekers, recipients of basic social benefits, young people without qualifications, etc.

#### ETHICS

Ethics is the set of moral principles that underlie someone's behaviour. Professional ethics focus on the values that motivate professional conduct and are updated in ethical codes.

#### **GREENHOUSE GASES**

Greenhouse Gases absorb part of the sun's rays by redistributing them in the form of radiations and combine with other gas molecules, thus repeating the process and creating the greenhouse effect, which results in temperature increases. The increase in the concentration of Greenhouse Gases in our terrestrial atmosphere is one of the main factors behind global warming. Greenhouse gases originate primarily from human activities and fossil fuels. Among the most widespread GHGs: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), ozone (O3)... human activities and fossil fuels.

#### GDPR

The GDPR (General Data Protection Regulation), which in French is called the RGPD (Règlement général sur la protection des données), is the European Data Protection Regulation: «Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data».

#### **GLOBAL COMPACT**

The Global Compact is a United Nations initiative that was launched in 2000. Its goal is to encourage companies around the world to adopt a socially responsible attitude by being committed to integrating and promoting several principles relating to human rights, working conditions, and combatting corruption. Although primarily targeting the business community, the Global Compact also encourages the participation of civil society, professional organisations, governments, United Nations agencies, universities and other organisations. Its signature was a voluntary action taken by the company. Adhering companies commit to achieving progress each year in each of the 4 themes of the Global Compact and must submit an annual report called the Communication On Progress (COP) that explains the progress made.

#### GOVERNANCE

Set of relationships between the management of a company, its board of directors, its shareholders and other stakeholders. Corporate governance also provides the framework to determine the company's objectives and the means for achieving them and monitoring performance.

#### **GPEC - PROVISIONAL EMPLOYMENT** AND SKILLS MANAGEMENT

GPEC is an anticipatory and preventive method for human resources management depending on environmental constraints and the company's strategic choices. It includes all the approaches, procedures and methods intended to describe and analyse the various possible futures for the company with a view to clarify, analyse, and anticipate human resources decisions.

#### GRI (GLOBAL REPORTING INITIATIVE)

The Global Reporting Initiative is an NGO created in 1997 by joining the CERES (Coalition for Environmentally Responsible Economies) and UNEP (United Nations Environment Program). The GRI offers a set of indicators that measure the progress of companies' sustainable development programs. The objective of this initiative is to develop guidelines and regulate standards for drafting environmental and social reports. Published for the first time in 2000, then revised in 2002 and 2006, the GRI guidelines were the subject of "GRI G4" edition in 2013.

#### SRI (SOCIALLY RESPONSIBLE INVESTMENT)

Socially responsible investment (SRI) consists of integrating environmental, social and governance criteria (ESG) in financial management.

#### ISO 14001 STANDARD

Initiated in 1996 and revised in 2000, the ISO 14001 standard deals with «environmental management", meaning what the organisation does to minimise the harmful effects of its activities on the environment and improve its environmental performance (environmental protection).

#### ISO 26000 STANDARD

Published on 1 November 2010, the ISO 26000 standard presents guidelines for any type of organisation wanting to take

responsibility for and account for the impacts of its decisions and activities. It is not a certifiable standard.

#### ISO 45001 STANDARD

The ISO 45001 standard helps organisations to improve worker safety, reduce workplace risks, and create better and healthier working conditions. The standard text follows the same structure as other management system standards such as ISO 14001 and ISO 9001. It also takes into account other international standards in this area such as OHSAS 18001, the ILO-OSH guidelines of the International Labor Organization, various national standards and international labour standards and ILO conventions.

#### OHSAS 18001 STANDARD

The British standard OHSAS 18001 (Occupational Health and Safety management Systems) is a model for the prevention of occupational risks. Its objective is to provide interested companies with support to evaluate and certify their management system for occupational health and safety in compliance with international management system standards (ISO 14001 for the Environment, ILO-OSH 2001 for Occupational Safety and Health, etc.).

#### STAKEHOLDERS

Stakeholders are all the categories of actors, internal or external, that the company is in contact with. The main internal stakeholders are employees and shareholders; the main external stakeholders are customers, consumers, suppliers, competitors, public authorities, investors, associations (including NGOs), and citizens.

#### SUSTAINABLE DEVELOPMENT RFPORT

Both a strategic management tool and an internal and external communication, the Sustainable Development Report defines the company's field of responsibility, the management system put in place, and the relationships with all the company's actors. In France, the New Economic Regulations voted in effect on 15 May 2001 oblige listed companies to produce an environmental report and social report. This has contributed to the growth of a number of Sustainable Development reports.

#### NON-FINANCIAL REPORTING

Non-financial reporting includes the company's documentation of its social, societal and environmental performance by using indicators and a report. In France, article 225 of the Commercial Code defines the obligations for companies in this area, taking into account the requirements of the dedicated European directive. Non-financial reporting can be used by investors and non-financial rating agencies, as well as by associations or the civil society to identify the most successful companies in terms of CSR.

#### CSR (CORPORATE SOCIAL RESPONSIBILITY)

Corporate social responsibility, is a «concept in which companies integrate social, environmental and economic concerns into their activities and their interactions with their stakeholders on a voluntary basis».

#### SMART MAINTENANCE

Smart Maintenance is synonymous with «Predictive maintenance». By using monitoring and analysis methods. Smart Maintenance helps to continuously increase maintenance performance.

#### SMART BUILDING

The concept of smart building corresponds to the integration of active and passive energy management solutions that help optimise consumption and promote the comfort and safety of users while respecting current regulations.

#### OHS

Occupational Health and Safety.

#### **FR - FREQUENCY RATE**

Number of work-stopping occupational accidents per 1 million hours worked..

#### **SR - SEVERITY RATE**

Number of days compensated per one thousand hours of work.

#### MSD

Musculoskeletal disorders

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