



COMMUNICATION ON PROGRESS

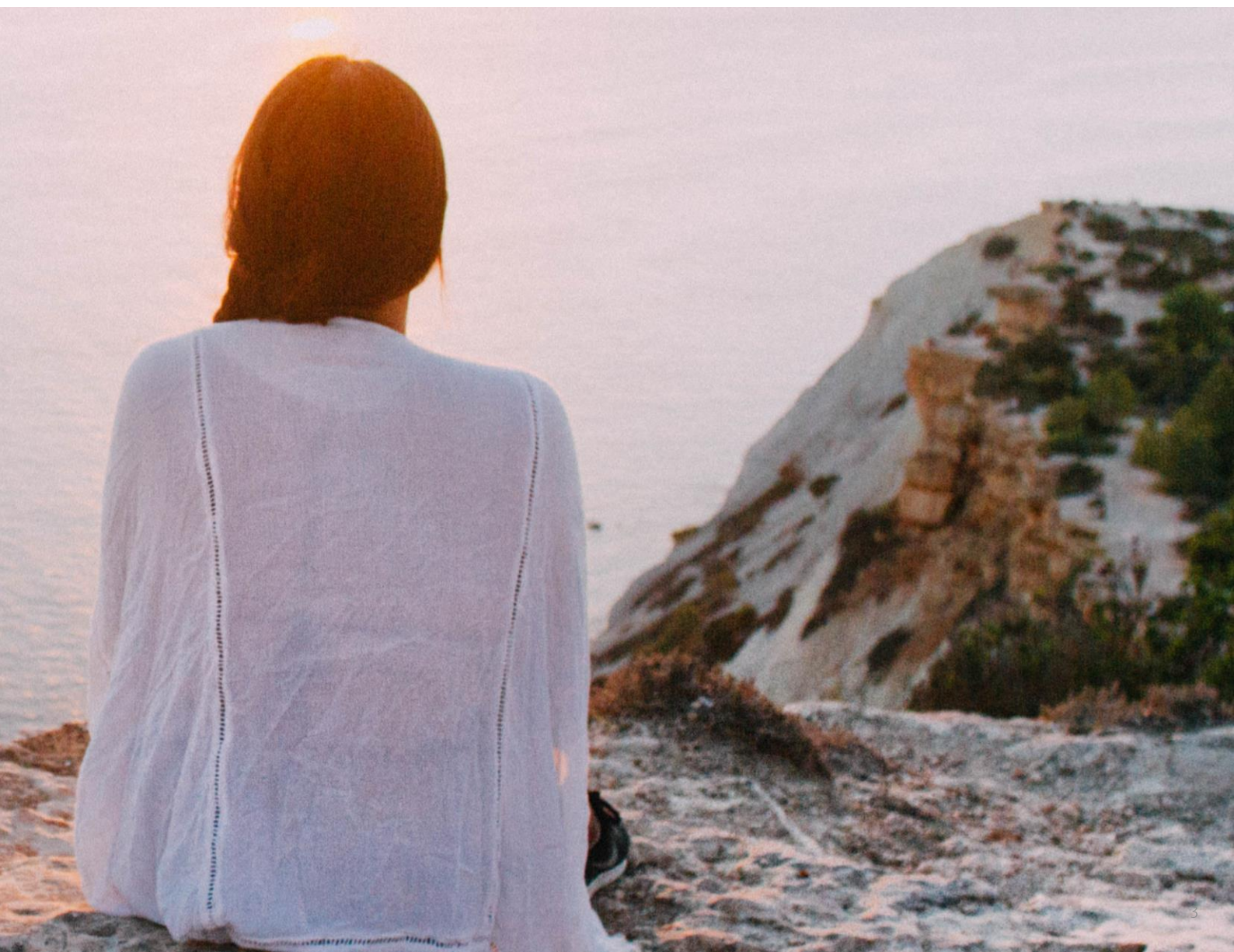
2019/2020



ATALIAN
GLOBAL SERVICES

SUMMARY

| | |
|---|----|
| PREAMBLE | 4 |
| Editorial | 4 |
| Our priority CSR challenges | 5 |
| A responsible approach | 6 |
| OUR CSR PERFORMANCE | 8 |
| Inclusion and diversity | 8 |
| Occupational health and safety | 12 |
| Help for communities and charitable actions | 14 |
| Environmental impact | 16 |
| OUR RESULTS | 18 |
| EcoVadis evaluation | 18 |
| CONCLUSION | 20 |



EDITORIAL



For more than a year, the world has been hit hard by the Covid-19 pandemic. We join in the suffering and sorrow of all those who have been directly or indirectly affected by this unprecedented health crisis. In particular, our thoughts are with our employees and all of our stakeholders who have been affected by this scourge.

While the current pandemic has reminded us of the essential nature of our cleaning and disinfection businesses, we must not forget the admirable men and women who work in them.

I would like to take this opportunity to thank our 131,000 employees for their commitment, professionalism and discipline. They have contributed to containing the pandemic, safeguarding jobs and enabling the Group to meet the expectations of its customers and all its partners.

Finally, in 2020, ATALIAN was once again awarded the EcoVadis gold medal. This clearly demonstrates the Group's performance, which is now in the top 4% of companies in the sector.

Franck JULIEN
Chairman & Group CEO



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

We welcome feedback on its contents.

OUR PRIORITY CSR CHALLENGES

The ATALIAN Group has prioritised the economic, social, environmental and societal challenges (risks and opportunities) of responsible development in relation to the Group's priorities and stakeholder expectations.



ECONOMIC CHALLENGES

- Well-being of building occupants and users, and of the equipment
- Functional, regulatory and budgetary performance of work, living and leisure environments



SOCIAL CHALLENGES

- Health, safety and quality of life at work
- Equal treatment and diversity
- Efforts to combat precarious employment and reduce part-time employment



ENVIRONMENTAL CHALLENGES

- Reduction of greenhouse gas emissions
- Reduction of energy and water consumption
- Waste reduction and recycling, reduction of plastic use...



SOCIETAL CHALLENGES

- Social inclusion (people with disabilities, long-term unemployed people, young people)
- and anti-discrimination efforts
- Development of responsible purchasing (non-harmful products...)
- Ethics and compliance (stakeholder relations, business conduct, supply chain compliance, etc.)

A RESPONSIBLE APPROACH

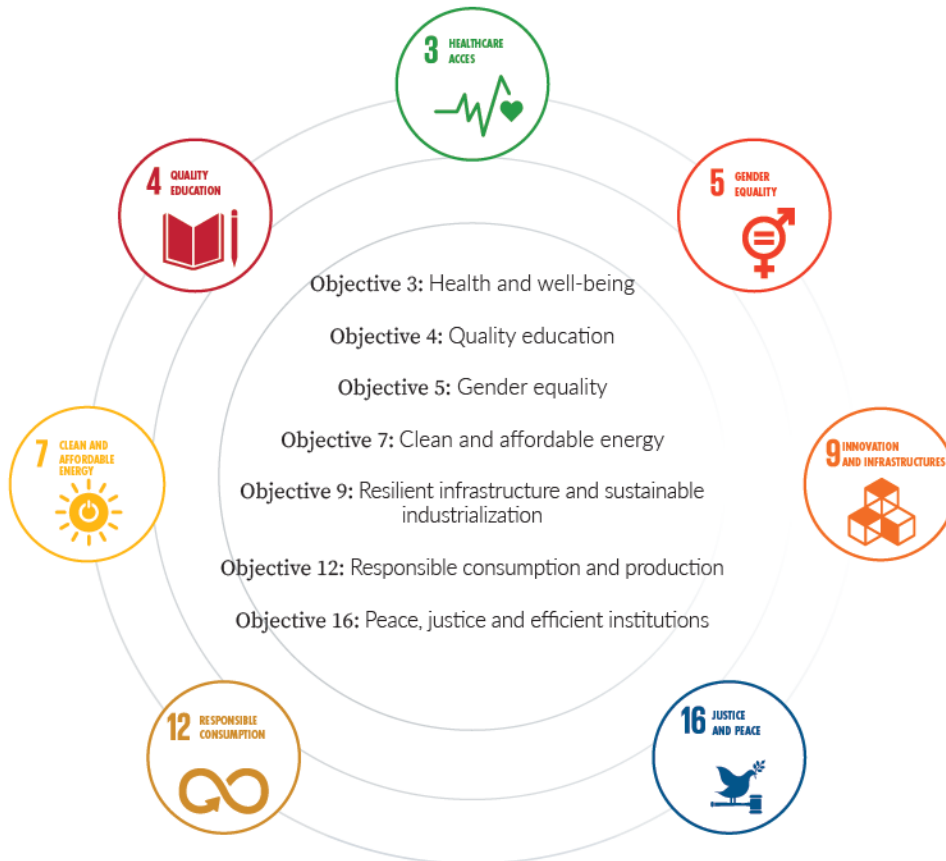
ATALIAN has been a member of the United Nations Global Compact. Through its decisions, actions and services, the ATALIAN Group is helping to realise 7 of the 17 sustainable development objectives defined by the United Nations in 2015, objectives that relate directly to its business lines. ATALIAN is a signatory of the Diversity Charter and of the Caring for Climate declaration.

To formalize its objectives and commitments to its stakeholders, the Group has enacted principles, behavioural rules and procedures that are presented in detail in its corporate societal responsibility charter, code of ethics, purchasing ethics charter and business conduct code.

The Group strives to ensure that these principles are respected internally and in its relations with external stakeholders: customers, suppliers, service providers, subcontractors and partners as well as the communities impacted by its activities.



ATALIAN SUSTAINABLE DEVELOPMENT OBJECTIVES



INCLUSION AND DIVERSITY

Facility management is one of the major manpower activities and one of the last industries with such a wide scope of qualifications. ATALIAN offers a large number of local jobs that don't necessarily require any particular qualification or proficiency in the local language. We also offer part-time jobs as extra work to limit or avoid financial insecurity. In this way, ATALIAN contributes to inclusion and diversity in the workplace, wherever it operates.

ATALIAN is committed to combating all forms of discrimination (age, sex, ethnic origin, religious conviction, etc.) at all stages of the management of human resources (hiring, training, professional advancement, promotion), and to increasing the integration of people with disabilities or limited literacy skills, as well as low-income workers and the long-term unemployed.



155 nationalities

22 % Senior hiring rate

7,9 % Hiring rate of workers with disabilities



AROUND THE WORLD

In Belgium and the Netherlands, ATALIAN is recognised as a “Social Institute” as a result of the Group’s integration of many people who are excluded from the labour market. In the Netherlands, more than 700 of the Group’s employees are considered people alienated from the workplace. The Group has forged partnerships with various players in the social and solidarity economy (Phare, Manus, etc.).

In the Czech Republic, ATALIAN works with the country’s employment services in an effort to integrate people in difficulty (55 years and over, single parents, etc.). 45% of ATALIAN employees are over the age of 55. 80% of the employees of ATALIAN Servis, one of the Group’s Czech subsidiaries and a member of the Czech Chamber of Commerce for the Disabled, have disabilities.

In Poland, ATALIAN actively contributes to the integration of people with disabilities. In 2020, it received the “Icebreaker” award thanks to its commitment.

In the United States, our recruiting departments work together with associations that are committed to disadvantaged communities (disabled, unemployed, low-income people, veterans, etc.). 31% of ATALIAN US employees are over the age of 55.

In France, the subsidiary Dialogue Partenaires Services (DPS), founded in 1992 by people from the social and solidarity-based economy, is a company that focuses on integration through economic activity. DPS supports people who are returning after long gaps of employment by providing them with a salaried position in the cleaning sector. Since its creation, DPS has allowed more than 5,500 people to benefit from its integration system.

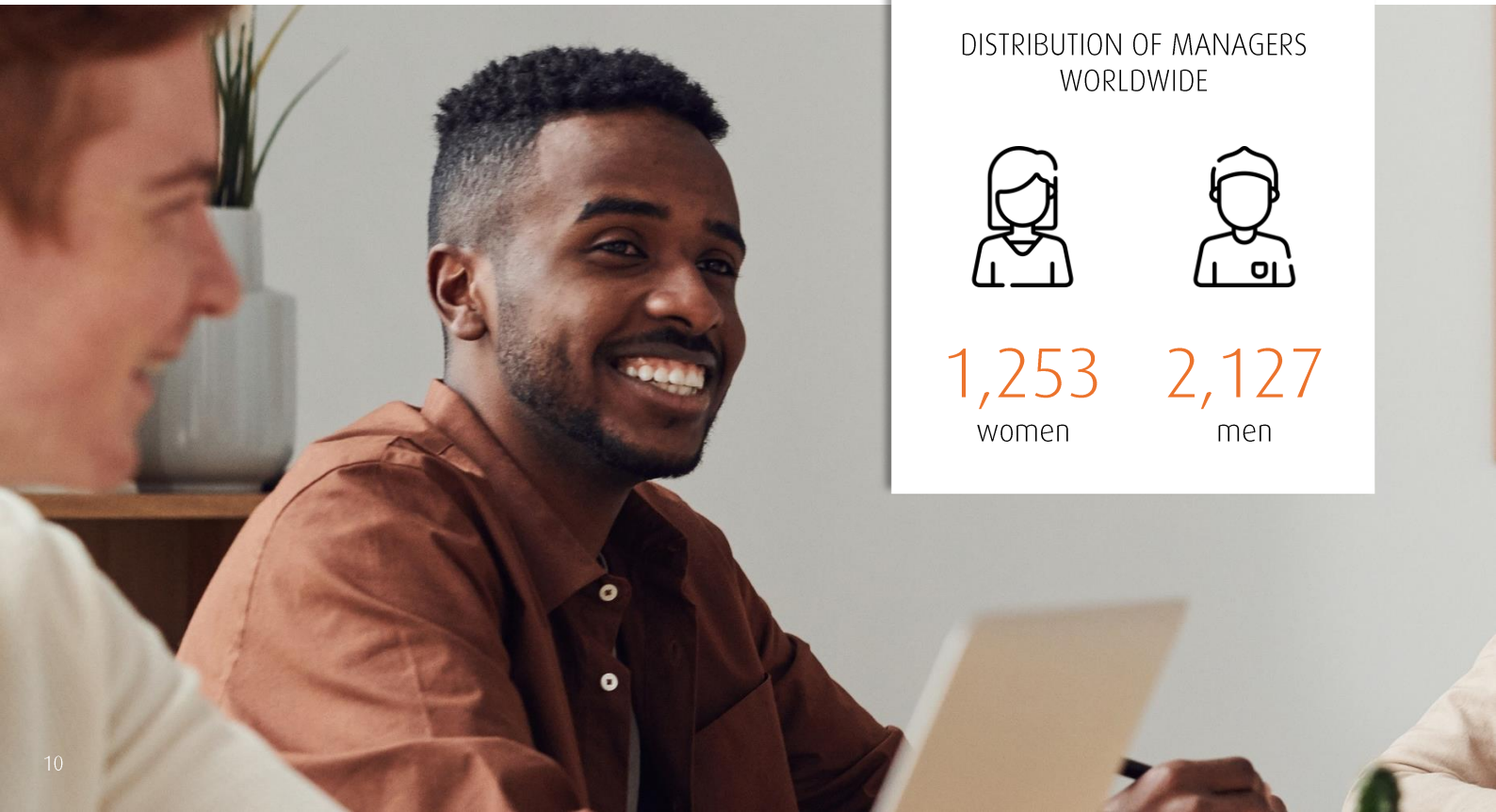


CHROMA - CREATING HARMONY, RESPECTING OTHERS, MAKING ALLIES

To promote and enhance its diversity and inclusion programme, our subsidiary in the UK and Ireland launched the CHROMA platform. This platform includes three networks – Workplace Equality Networks* – created to ensure that all employees have a voice, and to guide the company’s diversity and inclusion efforts.

- Physical & Mental Health network
- Race, Ethnicity & Faith network
- LGBTQ+ network

These 3 networks are open to all employees interested in change management. They are coordinated and managed by employee committees, with a Chairman and sponsors from the management, who select the initiatives, projects and actions to be implemented for diversity and inclusion.



DISTRIBUTION OF MANAGERS
WORLDWIDE



1,253
women



2,127
men

THE CHROMA OBJECTIVES

- Defending and promoting inclusion, giving a voice to each and every employee and promoting individuality
- Developing and improving the understanding of all forms of diversity
- Supporting the network's members, while encouraging their development and growth
- Improving processes, ensuring a zero tolerance approach to all forms of discrimination

In connection with the Race, Ethnicity and Faith network, ATALIAN UK & Ireland has notably signed the Race at Work Charter, a British government initiative designed to benefit black, Asian and ethnic minority employees in the UK.



I'm extremely proud of the diversity of our employees. We believe that we must listen to each of them and learn from them all so that we can implement the most informed changes and ensure that ATALIAN represents our full diversity.

Kelly Howell
 Human Resources Director
 ATALIAN UK & Ireland

OCCUPATIONAL HEALTH AND SAFETY

A TOP PRIORITY FOR ATALIAN

Employee health and safety has always been a priority for the Group. With the Coronavirus pandemic, it became the top priority and remained so throughout 2020, in all of our countries. For employees, customers and all of our partners, the Group and its subsidiaries demonstrated a great capacity for adaptation and anticipation from the onset of the health crisis with regard to ensuring optimal compliance with health and safety instructions, despite very poor operating conditions (absences, telecommuting, curfews, confinement, travel restrictions, etc.).

In the subsidiaries, the support teams jointly implemented business continuity plans, prepared new intervention protocols, defined and provided the necessary information and protection resources (training modules, documentation, posters, signage, PPE, gel, plexiglass, etc.), reorganised the premises and mobilized the entire workforce so as to guarantee the health and safety of everyone. Our personnel members were sadly not spared by the pandemic, but their involvement, professionalism and discipline helped to contain the pandemic.

89 % of ATALIAN turnover generated through certified Health and Safety entities*

47 % of countries covered by Health and Safety certification*

20 Health and Safety certifications worldwide*

**ISO 45000, OHSAS 18001 or equivalent*



LIMITING MUSCULOSKELETAL DISORDERS THANKS TO LOAD-BEARING ROBOTS

Load-bearing robots have been studied in an effort to improve the working conditions of hotel cleaning agents.

After motorizing the trolleys, ATALIAN wishes to assess the use of such robots in order to avoid the back-and-forth transportation of laundry and waste.

To limit virus propagation as the robot moves around, a UVC lamp has been fitted to its base.



REDUCING RISKS FROM CONCENTRATED CHEMICAL PRODUCTS

For its cleaning activities, our Czech subsidiary began using a wall-mounted product distribution system – QuattroSelect® – that enables agents to easily and safely fill trigger sprayers, pails and scrubber-dryers.

The system is designed for 4 different products.

The dilution rate is always appropriate so as to avoid overdosing and waste.

Thanks to its use of product concentrates, the system also reduces costs and the environmental impact related to transport, storage and waste.

Finally, it's a totally safe solution, as it enables the employees to avoid contact with concentrated chemicals.

HELP FOR COMMUNITIES AND CHARITABLE ACTIONS

At ATALIAN, we believe in giving back to the community and making the world a better place. Our subsidiaries support a wide range of associations, foundations and organisations in the countries where they operate, in an effort to improve the life and environment of their communities. The global health crisis has led to even more opportunities to provide help. Our subsidiaries contribute to the realisation of many projects, both social (education, health, food security...) and environmental (cleaning, decontamination...).



AROUND THE WORLD

SUPPORT FOR SICK CHILDREN IN THE CZECH REPUBLIC

Our Czech subsidiary chose to convert its customer gift budget into support for the Motol Hospital in Prague, more specifically its paediatric oncology department, and the project for an animated series Plešouni / Baldies. This series, which deals with childhood cancer, aims to help people who suffer from it to cope with the disease and prepare them for treatment. The series will be distributed free of charge to all oncology departments in the Czech Republic. With this initiative, ATALIAN is striving to act as a socially responsible company on the local level.

IN TURKEY, ANTI COVID-19 AID IN SCHOOLS

A school in the city of Van, in eastern Turkey, lacking the means to clean its classrooms, called on our subsidiary following a publication on social networks presenting its school disinfection services. ATALIAN sent a team to perform a professional cleaning and offered disinfection products in sufficient quantities to last until the end of 2020.

IN INDONESIA, HELPING PEOPLE AFFECTED BY COVID-19

On 21 October, ATALIAN Indonesia mobilized to distribute food and to address the shortages caused by Covid-19. The team was able to reach out to communities that are isolated due to travel restrictions, in an effort to cover the basic needs of the most disadvantaged families, especially families with children.

IN MOROCCO, ACTIONS SUPPORTING EDUCATION

Working with the association Initiatives ATALIAN Maroc is active in the rehabilitation and construction of schools for the development of the suburbs of Casablanca, while organising meetings with the students of these schools in order to introduce them to the company and its business sectors.

IN THE PHILIPPINES, ATALIAN BRINGS RELIEF TO VICTIMS OF THE TAAL VOLCANO AND TYPHOON VAMCO

In collaboration with the Philippine Red Cross, the ATALIAN team donated food and basic necessities for families in Batangas that lost their homes and livelihoods when the Taal volcano erupted on 12 January 2020. Similarly, after super typhoon Vamco swept through the Philippines on 12 November, ATALIAN employees brought food aid and organised clean-up operations for the neighbourhoods of Dao Street and Sitio Sabra in Davao City.

FOCUS ON MENTAL HEALTH IN THE UNITED KINGDOM AND IRELAND

ATALIAN UK & Ireland has chosen 3 main beneficiaries for its 2020 charitable actions: Mind, Alzheimer's Society and Alzheimer Scotland. Despite the pandemic, the ATALIAN team made every possible effort to raise funds for these three deserving charities. ATALIAN is also working to actively support initiatives in the local communities that are home to its employees and suppliers: support for local sports teams and schools, fundraising for mental health and cancer charities, financial support for medical aid in supplier countries, etc. A social committee and a charitable committee have been set up to provide oversight of the social and charitable undertakings.



ENVIRONMENTAL IMPACT

As a signatory of the United Nations Global Compact and the Caring for Climate declaration, ATALIAN is committed to reducing the environmental impact of its activities and its customers’ activities. To improve its environmental performance, the Group is changing its practices and operating methods, and developing innovative solutions in partnership with its customers and suppliers. Thanks to the worldwide deployment of high environmental standards, the Group is contributing to the preservation of non-renewable resources and the fight against global warming.

ENERGY SAVINGS

ATALIAN is an innovative player in the energy management of workspaces (offices, logistics platforms, industrial sites, shopping centres, etc.). Its offer of multi-technical solutions with digital technologies enables the collection of occupancy and operating data, the processing of this data and optimisation of the energy management of buildings.

Typical savings on the stock of connected buildings managed by ATALIAN (Source Ergelis)

- Office 14 % à 15 %
- Shopping centre 12 % à 13 %
- Logistics 45 %



90 % of ATALIAN turnover generated through entities with ISO 14001 or equivalent certification

53 % of countries covered by ISO 14001 or equivalent certification

18 ISO 14001 or equivalent certifications

USE OF ECO-FRIENDLY PRODUCTS

For our cleaning activities, we propose the use of eco-responsible products (less water consumption, less aggressive, etc.). We propose this even in countries where there is no particular demand. This differentiating approach is now being evaluated worldwide. In 2020, 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 its fuel consumption, the Group promotes the use of less polluting vehicles, optimises travel, trains drivers in eco-friendly driving, and systematically offers the use of eco-friendly cars in its offers. Vehicles are most often leased for period of 3 years, which allows them to be replaced regularly by more efficient ecofriendly models. In 2020, the global health crisis contributed to a massive increase in the use of online collaborative platforms and a significant reduction of business travel and of the Group's carbon emissions.

WASTE SORTING AND RECYCLING

The waste produced by our activities on customer sites is processed either directly in the structure set up on-site, or through outsourcing with our partners. We also work with collection organisations for specific waste treatment. The increasingly restrictive regulations favour the extension of standardised sorting concepts in order to accelerate their deployment.



ECOVADIS EVALUATION

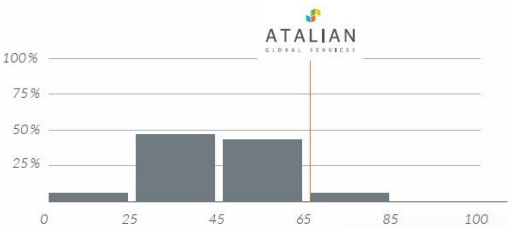


The ATALIAN Group’s social responsibility is commensurate with its position within its business sector. The Group has more than 131,000 employees worldwide, in business lines with considerable economic, social, environmental and societal stakes. To measure its impacts and progress, the ATALIAN Group has set up a global reporting system that includes nearly 70% of the GRI G4 indicators. Its performances are improving year after year. In 2020, the Group was awarded the EcoVadis gold medal for the third consecutive year.

OVERALL
SCORE



DISTRIBUTION OF THE OVERALL SCORES
OF FACILITY MANAGEMENT COMPANIES



In its business sector, the ATALIAN group is one of the 4 % of companies best rated by EcoVadis.

ATALIAN SCORE DETAILS ON THE VARIOUS ASSESSMENT CRITERIA



ENVIRONMENT

Top 7 %



SOCIAL & HUMAN RIGHTS

Top 11 %



SUSTAINABLE PURCHASING

Top 5 %



ETHICS

Top 17 %



CSR Performance

● Insufficient Partial

● Moderate

● Advanced

● Excellent

● Average score

— Score moyen



ALWAYS LOOKING AHEAD

Our CSR approach, which is characterised by strong commitments that are anchored in our corporate culture, now shows a recognised level of maturity. This is characterised in particular by coherent actions in line with the 7 SDGs of the Global Compact.

But our ambition does not stop there, and we want to extend our commitment over the next 3 to 5 years and contribute even more to the Sustainable Development Objectives for a better and more sustainable future for all.

Our focus will be on :

- **SDG 8**
Decent work and economic growth through job-creating training for young people
- **SDG 13**
Measures to combat climate change by better managing our carbon footprint

Achieving these objectives will only be possible with the commitment and motivation of all employees and the support of our stakeholders, so that everyone can be proud.





LEGAL INFORMATION

Design - Writing
ATALIAN / FactorySantelli

Photos
Pexels / Istock / Shutterstock



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