

CSR REPORT 2021



ATALIAN
GLOBAL SERVICES



CSR REPORT 2021

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MESSAGE FROM THE CHAIRMAN

The year 2021 was once again marked by the health crisis that changed our perception and our organisation of work. To begin with, I would like to express my sincere thanks to our employees for their unlimited commitment at a time when our Group was the subject of many requests. I also have an emotional thought for the families of our employees who went through particularly trying times during this crisis.

*“With the
IMPACT 2030
CSR plan,
our roadmap
is drawn up”*

/ A MAJOR SOCIAL AND ECOLOGICAL AMBITION

Our social and environmental initiatives have been rewarded with the EcoVadis Platinum medal, placing us in **the TOP 1% of companies in the sector in terms of CSR**. The Group improved its score in 2021 and received the Platinum medal for the first time. It is a great pride. Our success has never been and will never be at the expense of sustainable and responsible actions and I am very satisfied with this.

All the regions in which we operate have contributed to this achievement thanks to the involvement and commitment of all the Group's employees. And now looking ahead to the future: the Group is determined to go further and has set up ambitious objectives with its **IMPACT 2030 CSR plan**.

Franck Julien



Franck Julien
Chairman & Group CEO

A RESPONSIBLE APPROACH FOR SUSTAINABLE DEVELOPMENT

Since 2010, the Atalian Group has been committed to a social responsibility approach and has integrated the principles and structuring of the ISO 26000 standard.

The Group's CSR strategy includes a list of 17 environmental, social and governance issues, while prioritizing them in view of their importance for the Group's stakeholders and their impact on its activities.

Atalian has been a member of the United Nations Global Compact since 2012. Through its decisions, actions and services, the Atalian Group is helping to realise 9 of the 17 sustainable development goals (SDG) defined by the United Nations in 2015, goals that relate directly to its business lines.

Atalian is a signatory of the Diversity Charter (2014) and of the Caring for Climate declaration (2015).

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 social responsibility charter (2016), code of ethics (2017), purchasing ethics charter (overhaul in 2021) and business conduct code (2018). The Group is firmly committed to enforcing this both internally, and in relations with external stakeholders: customers, suppliers, service providers, subcontractors and partners, as well as the communities impacted by its activities.



OUR VALUES

Atalian forged its identity and built its development on the basis of enduring values, shared by the management and employees alike. These values inspire and guide the decisions and action of the Group in every matter: economic, financial, social, employment and environmental.



INITIATIVE & RESPONSIBILITY

Our employees are our greatest asset and the foundation of our development. Their well-being, development and commitment are essential. We therefore encourage our employees to take initiatives and decisions, to perform their duties, but also to fully assume their responsibilities.



AMBITION & AGILITY

To develop in a changing and complex world, to meet the expectations of our stakeholders and to meet new societal challenges (urbanization, demographics, globalization, climate, digitization, pandemics...), we know how to react quickly, transform our organisations and methods, reinvent our businesses, and adapt at all times.



OPENNESS & DIVERSITY

Now established in 36 countries, our Group has developed rapidly by bringing together hundreds of companies and contractors, and tens of thousands of employees with extremely different cultures and profiles. This diversity is a fabulous asset that has enabled us to build an open company that is every bit as local as it is global.



ETHICS & REQUIREMENTS

Our stakeholders (investors, customers, suppliers) have demonstrated their great trust in us, and this obliges us to behave ethically in all circumstances and in compliance with the applicable laws and regulations, to respect our commitments and to be irreproachable. We leave nothing to chance. Every decision, process and gesture counts. No detail is overlooked when striving for operational excellence. We make a commitment to service and results. We measure our performance and report it transparently.



DIALOGUE WITH OUR STAKEHOLDERS

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, within its transformation and value creation strategy.

PERSONNEL

Employees, work experience students, trainees, trade union organisations

Provisions for dialogue: Social dialogue bodies, annual interviews, internal social networks, internal surveys, etc.

CUSTOMERS AND BENEFICIARIES OF OUR SERVICES

Private and public customers, building occupants, users of the services, customers of our customers, etc.

Provisions for dialogue: professional relations, customer relations services, satisfaction surveys, professional trade shows, conferences, external social networks

SUPPLIERS AND SUBCONTRACTORS

Subcontractor service companies, industrial and technological companies, suppliers of products, equipment and technologies

Provisions for dialogue: Contractual relations, co-innovation and co-development partnerships, audit and assessment of the CSR performance of suppliers and subcontractors

FINANCIAL COMMUNITY

Shareholders, investors and banks. Analysts and rating agencies, economic and financial press

Provisions for dialogue: Financial communications, investor presentations, specific interviews, publications and activity reports

CIVIL SOCIETY

Citizens, surrounding communities, associations and NGOs (employment, education, health, etc.), academic and scientific world, public authorities

Provisions for dialogue: Sponsorship and partnerships with associations, NGOs, schools, health institutions and public authorities, external social networks



atalian@france-televisions-fr

130,000 m² treated
4,500 occupants
160 dedicated Atalian employees

OUR CORPORATE SOCIAL RESPONSIBILITY INITIATIVE

Our corporate social responsibility initiative is based on an analysis of the underlying trends that impact our activities and the expectations of our stakeholders and the Group management. These expectations were the subject of a materiality analysis in 2021, that served to identify 17 environmental, social and governance issues directly related to our activities, in accordance with the recommendations of international benchmarks (GRI, Global Compact, SDG), and to establish a relevant hierarchy in view of their importance for our Management and for our internal and external stakeholders.

A two-part survey was conducted:

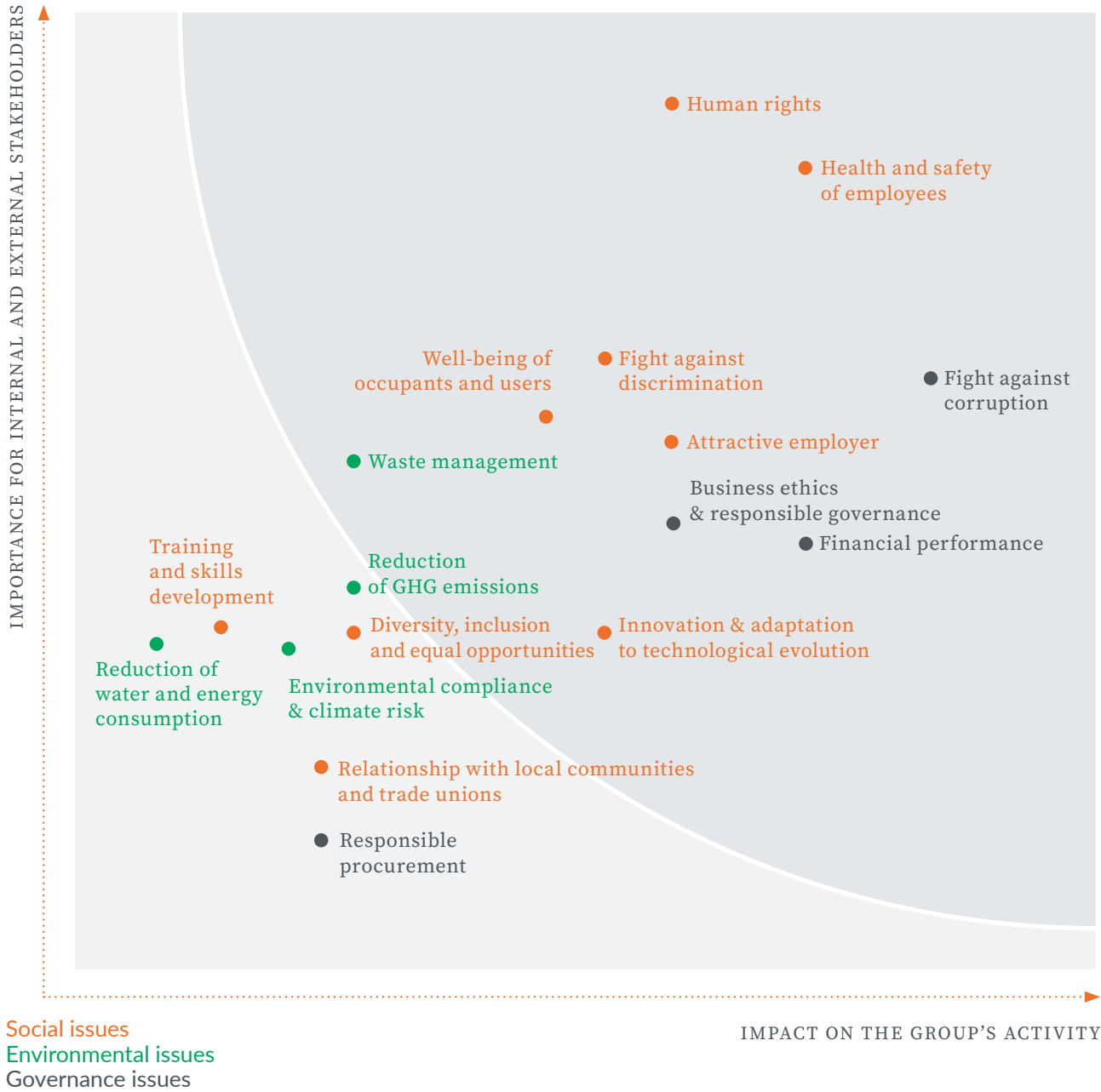
- with internal stakeholders (employees) and external stakeholders (customers, suppliers, partners, financial community, etc.), in order to assess the importance of each issue in terms of sustainable development,
- with the members of the Atalian management, to assess the importance of each of the issues on the economic and financial performance of the Atalian Group.

OUR 10 PRIORITY CSR ISSUES

1. Health and safety of employees
2. Fight against corruption
3. Human rights
4. Financial performance
5. Attractive employer
6. Fight against discrimination
7. Business ethics and responsible governance
8. Well-being of occupants and users
9. Innovation and adaptation to technological evolution
10. Waste management



ATALIAN'S MATERIALITY MATRIX



THE SUSTAINABLE DEVELOPMENT GOALS TO WHICH ATALIAN IS CONTRIBUTING

Through its decisions and activities, the Atalian Group is directly or indirectly helping to realise 9 of the 17 sustainable development goals (SDG) defined by the United Nations in 2015.



OUR MODEL FOR THE CREATION AND SHARING OF VALUE



MOBILISING OUR RESOURCES

HUMAN

- 123,600 employees of 155 different nationalities
- Experienced entrepreneurs enabling the Group to be agile
- Very diverse and very complementary talents
- Great cultural diversity

BUSINESS

- A very wide range of business know-how and sectoral expertise
- The ability to perform on its own 85% of the delivered services
- A strong brand in the Facility Management world
- Innovations stemming from partnerships with customers and suppliers

ECONOMIC

- A global network of sites
- An ecosystem of innovative partners
- Suppliers and subcontractors meeting the highest performance standards

ORGANISATIONAL

- A Group frame of reference deployed worldwide
- Certified management systems
- Integrated information, management and reporting tools.

FINANCIAL

- A family shareholding of 98.5%, as part of a long-term vision
- Investors and financial partners enabling the Group to implement its growth strategy

CREATING VALUE

- 1 We propose a broad range of solutions that enable our customers to focus on their core business while improving their performance
- 2 We leverage our vast geographic footprint to support our customers in the markets in which they operate
- 3 We develop our relationships with our customers in order to support them across a wider range of services and to provide them with higher value-added services
- 4 We are constantly improving our operating methods and digitizing our processes
- 5 We promote the engagement and growth of our formidable human capital
- 6 We seek to increase our creation of social, environmental and societal value

SHARING THIS VALUE WITH OUR STAKEHOLDERS

IMPROVING CUSTOMER PERFORMANCE

- Improving the quality of the outsourced services and 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 OF OUR EMPLOYEES

- Decent wages in all of the countries in which we are established
- 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, diversity at work, fight against precariousness
- Development of responsible procurement
- Reduction of our environmental impact
- Social and environmental actions for local communities
- Sponsoring education and health initiatives

BUILDING SUSTAINABLE RELATIONSHIPS WITH OUR PARTNERS

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

Atalian intends to generate sustainable growth to benefit all its stakeholders. Our organisation and our strategy are developed for this purpose. The synopsis opposite summarizes how we create and share value with our customers, employees, partners and the communities with which we interact.



ETHICS AND INTEGRITY



Ethics and integrity guide the Group’s behaviour, decisions and actions in all domains: economic, financial and societal.

Ruthy Zaghdoun
Group Corporate Secretary
(Global Head of Tax, Legal, Compliance, Internal Audit and Communication)

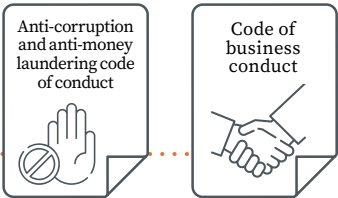
KEY FIGURES*

2,213 Gifts/Hospitality and Interest declarations sent with a 95% response rate
3,217 signed codes of conduct
3,894 people trained

* Compliance Department in 2021

Ethics and integrity are two fundamental values that the Atalian Group promotes in its business relations with its partners. Our objective is to guarantee that all of our subsidiaries behave ethically and carry out their business in accordance with the applicable laws and regulations, so as to ensure peace of mind as we pursue our development and assume our social responsibility.

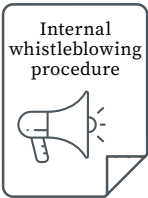
Since 2018, the Atalian Group has been built and strengthened around a compliance programme that meets the requirements of the legislative and regulatory framework of the territories in which it operates. This compliance programme is based on codes, procedures and initiatives covering all compliance issues that could potentially arise.



The Anti-corruption and anti-money laundering code of conduct and the Code of business conduct set out the conduct rules of our governing bodies and the zero tolerance advocated with regard to practices contrary to ethics and compliance (corruption, money laundering, etc.).



The risk mapping, developed with the participation of many Group stakeholders, lists the risks of corruption and influence peddling region by region within the Group.



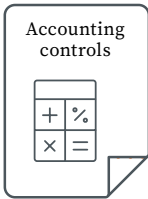
The internal whistleblowing procedure guides employees who wish to report an unethical situation or behaviour without fear of repercussions. It highlights the Group’s desire to prevent any situation that could potentially become problematic.



The procedures relating to Gifts & Invitations, Donations and Sponsorship, and Conflicts of interest guide our employees in their day-to-day operations.



The detailed Review procedure for third parties makes it possible to perform the control and monitoring of the partners with which the Group is working.



First, second and third level accounting controls are used to detect potential abusive situations.



Training. The Compliance Department is committed to training the Group’s employees so that the compliance programme is assimilated and applied in practical terms by its main stakeholders. All documents related to compliance and e-learning training have been translated into 13 languages so that they are accessible to all relevant employees. As on 31 December 2021, more than 3,000 Group employees had completed the training and passed the corresponding tests.



The Group benefits from a worldwide network of Compliance officers which helps to guarantee a culture of transparency wherever it operates.

Margaux Halpern
Group Compliance Officer



The role of the local Compliance Officers is to support the Group Compliance department in the roll-out of the new procedures to employees, but also to ensure upstream that local specifics have been taken into account.

Their mission is to ensure that the employees in their regions understand and use the procedures, by training them and monitoring the application of these new rules, under the supervision of the Group Compliance Officer. In this way, they help to encourage exchanges and to promote a culture of transparency.

THE NETWORK OF ATALIAN COMPLIANCE OFFICERS

Belgium	Philippines
Bosnia	Poland
Croatia	Russia (covering Russia and Belarus)
Czech Republic	Serbia
France (Headquarters)	Slovakia
Hungary	The Netherlands
Luxembourg	Turkey
Malaysia (covering Asia excluding the Philippines)	United Kingdom & Ireland
Morocco (covering Africa & ME)	United States

ENGAGEMENT AND GROWTH OF OUR FORMIDABLE HUMAN CAPITAL



Our employees are our most important asset. We must therefore look after them, their health, safety and well-being at work, while providing them with an environment conducive to their professional development.

Carol Rambon
Head of Human Resources

KEY FIGURES

123,600 employees
20,000 applications received
315,122 hours of training provided

HUMAN RESOURCES, A KEY GROWTH DRIVER FOR ATALIAN

The Group's activities and development rely heavily on the know-how and commitment of its employees on all levels. Our 123,600 employees are our greatest asset and an essential lever for growth. This is why our HR challenges are so important. This is all of the more true because in the countries where the Group operates, the job market is often under pressure and the Group's businesses are changing rapidly. They require new skills and profiles, that can be rare: contract manager, FM project manager, energy manager, etc.

LOOKING AFTER THE WELL-BEING OF OUR EMPLOYEES

Our first duty is to ensure the health and safety of our employees and their well-being at work. During the period of the health crisis that we experienced in 2021, our responsibility to the agents assigned to customer sites was even greater. We are also very attentive to the organisation of work and are seeking to optimise the presence and work time of our employees in an effort to combat precariousness.

To ensure the Group's sustainability and growth, we must also be able to recruit, develop the skills of our employees, build their loyalty by offering them employment stability and career opportunities.

RECRUITMENT, SKILLS DEVELOPMENT, CAREER MANAGEMENT

For the development of its human capital, the Group relies on 3 main pillars. **The first pillar is recruitment.** The Group has significant needs, particularly in terms of middle management functions (supervisors, managers, etc.). To facilitate recruitment, the Group is developing the renown and image of its employer brand and business lines, notably through the use of social networks.

To recruit the young graduates who will become its future managers, the Group's entities develop relationships with schools throughout the year, they organise regular meetings to publicize their business lines and career opportunities, participate in student forums to present their placement and job offers, and sign sponsorship agreements with prestigious institutes...

The second pillar is skills development. Of course, the training of our agents and technicians is a central concern for the Group. They handle potentially toxic products or work in high-risk areas (physical, chemical, biological, radiological risks, etc.) that require specific skills. For them to control the risks to which they are exposed, it's essential to comply with suitable protocols. With the health crisis,

the training of frontline employees has become an even more important priority. The Group's performance in terms of occupational health and safety demonstrates the importance that it places on training.

Skills development is every bit as crucial for supervisors and managers. The Group's entities therefore strive to train their supervisors and managers so as to ensure that they will be able to develop their potential, enhance their skills and grow in their professional life.

The third pillar is career management. The Group is convinced that developing existing talents within our organisations is better than constantly looking for them outside. Our subsidiaries make efforts to get to know their employees, identify talented individuals and develop their potential so as to help them make their way within the Group. One of the keys to retaining our employees, as well as one of our HR priorities, is the forward-looking management of jobs and skills.



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Ewen PALANQUE - Toulouse – France

My career at Atalian

I joined Atalian as a GMS (Department stores) Operations Manager in 2019. In 2021, I had an opportunity to participate in the 1st class of the internal training course "Becoming an Agency Director" proposed by Atalian Academy. This mentoring enabled me to acquire solid knowledge, essential for this position, through the various instructional modules (QSE, HR, Operations, etc.) and to become a Healthcare & Ultra-Cleaning Agency director.

My societal commitment

I'm committed to maintaining dialogue with my employees and to ensuring a peaceful social climate as well as serene working conditions. I'm convinced that a presence in the field and listening are the keys to this.



ATALIAN LAUNCHES ATALIAN ACADEMY



Career management and skills development are priorities for Atalian, which in France has launched the Atalian Academy so as to strengthen in-house training. Atalian Academy has developed an initial training course for its local managers, 100% remote, alternating e-learning and virtual classes, to become an agency director. This modular one-year course (Social – Management – Commerce – QSE – IT Tools), co-constructed with a training organisation in hygiene, cleaning and environment, involves internal tutors. The same type of course is being developed for account managers.



Atalian Academy has provided me with real added value thanks to the quality of the internal and external stakeholders, not to mention the exchanges with the other people taking the course. I now have the necessary baggage to succeed in my new role within the Group.

Ewen Palanque
Agency Director



INTERACTIVE VIDEO
AND VIRTUAL REALITY

Atalian has embraced new methods and technologies to strengthen its training programmes. E-learning, virtual classroom, interactive video, virtual reality, augmented reality... Atalian wants to give its agents the opportunity to train in an autonomous and decentralised way while understanding the specifics of the sites and equipment of their customers.

The Group has tested a platform for creating interactive 2D video tutorials that can be used offline, from a smartphone or PC, and its use is now being prepared. Interactive video is a very effective learning method, which also makes it possible to check the acquired knowledge.

The Group is also banking on virtual reality. The aim is to train new agents by placing them virtually, via a VR headset, in their working environment so that they fully understand the specifics and possible risks, while experiencing them in an immersive way. POCs (Proof of Concept) conducted in partnership with customers have produced excellent results in terms of information retention and employee engagement.

DEVELOPING SELF-AWARENESS

Atalian Turkey brought together its key account managers in Gallipoli for a 3-day training course to teach them how to analyse their way of being, their strengths and the added value that they bring to their team. The training used a psychometric tool based on the work of Carl Jung. This training enabled the participants to:

- better understand their way of communicating and that of others,
- better communicate with their colleagues to improve collaboration,
- have a common language to help them overcome challenges and conflicts.

On the last day of the training, the team visited the site of the Battle of Gallipoli (1st World War), one of the most important victories of the Turkish War of Independence.



TALENT MANAGEMENT AT
THE HEART OF EVERYTHING

Retaining talent is strategic for the Group. In France, the Career Management and Human Resources Development department, created in 2021, which brings together Recruitment, Career Management and Training, extended the Talent Review to all business lines (Cleaning, Security, Multi-technical, etc.). This will make it possible to get to know the employees better, so as to better identify and develop talent. It now has a talent management tool in order to:

- professionalize the personnel reviews,
- have a common and harmonised process for all managers,
- have an overall view of the development potentials and commitment levels,
- consolidate the desire for change,
- draw up succession plans,
- define action plans to develop and retain talent.

From 2022, 3,000 employees will be involved in the **Talent Review**. Talent management is a tremendous asset in addressing our operational challenges and fostering internal promotion. It is also the best way to ensure the sustainability of our organisations.



people@atalian

Ny SOM - Cambodia

My career at Atalian

I speak 4 languages - Khmer, English, French and Mandarin - and French was very useful when I joined Atalian Cambodia as General Manager in 2021. About 30 years ago, in Cambodia, it was extremely rare for a woman to be able to study. In the university where I was learning languages, I was the only woman in my class. The same thing was true 15 years ago when I got my Master's degree in Development Management.

My societal commitment

I believe in good deeds and good acts, and I believe in education, especially at work. I have a positive mindset and a high level of ethical standards, which is very important in Cambodia.

As Managing Director, I ensure the compliance of our environmental practices: the reduction of single-use plastics, the reduction of water and energy consumption, and paper recycling.



ENSURING THE OCCUPATIONAL HEALTH AND SAFETY OF OUR EMPLOYEES



A TOP PRIORITY FOR ATALIAN

Employee health and safety have always been a priority for the Group. Its occupational health and safety policy has enabled it to achieve very high standards, as evidenced by multiple certifications and by the constant improvement of the performance indicators put in place worldwide. With the Coronavirus pandemic, health and safety have become even more critical in all of our countries. For its employees, customers and partners, the Group demonstrated a great capacity for adaptation with regard to ensuring optimal compliance with health and safety instructions, despite unfavourable operating conditions (absences, telecommuting, curfews, lockdown, 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, Personal Protective Equipment, 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.

KEY FIGURES

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

47% Percentage of countries covered by Health and Safety certification*

36 Number of Health and Safety certifications worldwide*

Workplace lost time accidents:

18 Group frequency rate

0.36 Group severity rate

*ISO 45001, OHSAS 18001 or equivalent

people@atalian

Christine PINÈDE – France

My career at Atalian

After a first part of my professional life as an Executive Assistant, I resumed my studies, in evening classes, and obtained a Master's degree in Health and Safety at Work. I joined Atalian as a QSE animator in 2017. I work with our agents in the field on a daily basis. I listen to them, make them reflect on their work situations, I give them freedom to speak and try to answer their questions as accurately as possible.

My societal commitment

On a personal basis, I trained in Amma massage, it's a non-therapeutic manual relaxation technique that is received while sitting on an ergonomic chair. Easy to organise in a company, the session lasts 15 to 20 minutes. It's a practice that is part of a comprehensive approach to the prevention of stress and MSDs.



REDUCING RISKS FROM CONCENTRATED CHEMICAL PRODUCTS

For its cleaning activities, the Group favours the safest maintenance solutions for its agents: solutions without irritating effect on the skin, water-based, ready-to-use products to facilitate and secure their handling. The utmost rigour is observed with regard to the wearing of PPE.

LIMITING MDS WITH EXOSKELETONS

To improve the working conditions of our agents required to handle heavy loads, the Group has tested and deployed different types of exoskeletons in the field. The LiftSuit is a lightweight passive textile exoskeleton (-900 grams) whose straps store energy when the agent leans forward and then releases energy when the agent lifts an object. In this way, the LiftSuit reduces the impact of repetitive movements and heavy loads on the musculotendinous system. It reduces fatigue, muscle pain and severe pathologies.



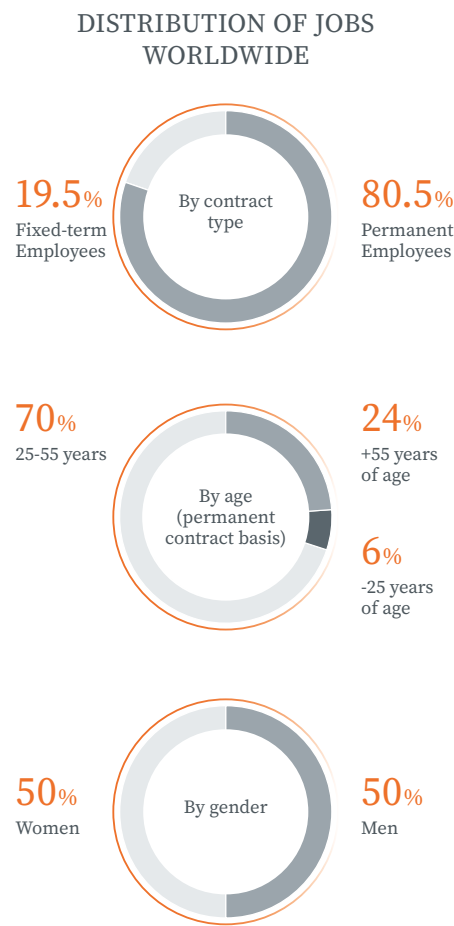
COMMITTED TO MENTAL HEALTH AT WORK

The mental and physical health of employees has always been a priority for Atalian UK, which signed The Mental Health at Work Commitment. It consists of six core commitments, including providing mental health tools to all employees and promoting an open culture around mental health, promoted by CHROMA, the Diversity & Inclusion platform of Atalian UK. In the words of Daniel Dickson, CEO Atalian United Kingdom & Ireland: "We're committed to addressing the impact of work on the mental well-being of our employees.

We want to make sure that all employees are aware of the help, tools and services that are available to them."



CONTRIBUTING TO 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, which can be a sideline, that can help to act against precariousness or prevent falling into it. 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, gender, 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.

FOCUS UNITED KINGDOM & IRELAND

In the UK and Ireland, Atalian has taken many initiatives in recent years to promote diversity and inclusion. These initiatives include:

CHROMA (Creating Harmony, Respecting Others, Making Allies), the Diversity & Inclusion platform that includes three networks led by Atalian employees: Physical & Mental Health, Race, Ethnicity & Faith and LGBTQ+ & Gender.

Opportunity, a platform offering equal training and development opportunities to all company employees.



Atalian UK won in 2021 the IWFM (Institute of Workplace and Facilities Management) Impact 2021 award for its multiple initiatives in terms of diversity and inclusion.

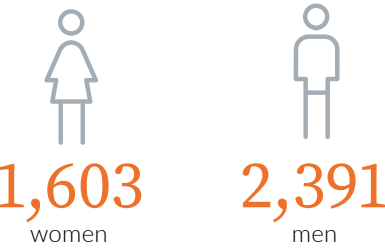
Within the framework of the CHROMA network, Race, Ethnicity & Faith, Atalian UK signed the Race at Work Charter, a UK government initiative intended to benefit black, Asian and ethnic minority employees in the UK.

In terms of disability, Atalian UK met the requirements of the Disability Confident Level 2 Employer standard in 2021, which commits Atalian to making vacancies accessible to people with visible or invisible disabilities while making the necessary adjustments.

KEY FIGURES

- 155 nationalities
- 24% Senior hiring rate
- 5% Hiring rate of workers with disabilities

DISTRIBUTION OF MANAGERS WORLDWIDE



GRETТА PEACE AND CHANTAL KOKOVI

With 5% employees with disabilities in its workforce, Atalian is fully committed to professional inclusion. Focus on two extraordinary women...

Gretta Peace, 34, from Haiti and Chantal Kokovi, 47, from Togo, both arrived in France a few years ago with unrecognised higher education degrees. Forced to restart from scratch, they successfully reconciled their multiple roles, despite their handicap: employees, single mothers, students in vocational retraining. They were very marked by the concern of the supervisors and the Atalian Handicap Unit, which ensured that their working conditions matched their disabilities and offered them the opportunity to succeed in their professional integration.

people@atalian

Ryan QUA - Singapore

My career at Atalian

I have more than 10 years of experience in FM. I joined Atalian in 2020 as Client Solutions Manager for the Asia region, before being promoted to Head of Client Solutions in Singapore. I'm convinced that it's necessary to have a proactive mindset, good listening skills and to anticipate customer needs in order to develop high-impact solutions.

My societal commitment

I've received first aid training in cardiopulmonary resuscitation and the use of automated external defibrillators and, in my district, I'm one of the first-aiders. I think the little touches make big differences.



REDUCING OUR ENVIRONMENTAL IMPACTS AND THOSE OF OUR CUSTOMERS



OUR ENVIRONMENTAL CHALLENGES

- Waste sorting and recycling
- Environmental compliance & climate risk
- Reducing greenhouse gas emissions
- Reduction of water and energy consumption

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 in all of its locations, the Group is changing its 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.

USING ECO-FRIENDLY PRODUCTS

For our cleaning activities, we systematically propose eco-responsible products (less water consumption, less aggressive, less harmful to people and the environment, etc.). We propose this even in countries

ECOLOGICAL CLEANING DRONE

The use of drones to access areas and perform the cleaning of cladding and inaccessible façades with conventional means (nacelles or rope operators) is already proposed by Atalian, but the Group has launched an international call for projects (France, Korea, China, etc.) in search of ecological drones that can perform high-pressure washes without chemicals.



GREEN APPLE ENVIRONMENT AWARD FOR ATALIAN

In partnership with SWRnewstar, Atalian UK won an Apple Green Award for the environmental measures put in place for its customer, the Post Office, in 2020/2021:

- Implementation of 5 new waste streams (10 in total): food, coffee grounds, tea bags, elastic bands and paper clips.
- 72% reduction of the amount of waste going directly to a rubbish tip* (94% since 2015).
- 31% reduction of vehicle movements at one of its largest customer sites*.
- Energy reclamation of 70% of sanitary waste (vs. going to a rubbish tip).
- Use of environmentally friendly organic cleaning products.

* Change 2020/2021



with little awareness of such good practices. This differentiating approach is now being evaluated worldwide. In 2021, 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. Atalian is also considering a financial commitment to Air France's SAF (Sustainable Aviation Fuel) programme, which helps to reduce the carbon footprint of employee air travel. The global health crisis contributed to a massive increase in the use of 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 with which we have signed framework agreements. We also work with collection organisations for specific waste treatment. The increasingly restrictive regulations favour the extension of standardised sorting concepts and make it possible to accelerate their deployment.

KEY FIGURES

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

53% Share of countries covered by ISO 14001 or equivalent certification

25 Number of ISO 14001 or equivalent certifications worldwide





ATALIAN UK MAKES A COMMITMENT TO THE HACKNEY FOOD BANK

In the United Kingdom, our catering subsidiary Angel Hill Food Co supported the homeless and provided meals to military personnel working at Covid screening centres in the borough of Hackney (Greater London). Since the initiative began in April 2020, our subsidiary has been supplying and delivering three meals a day at 10 locations, feeding up to 200 people at the height of the crisis. Angel Hill Food Co has prepared and delivered a total of over 100,000 meals.

HELPING THE COMMUNITIES AROUND US

At Atalian, we believe that it is important to help the communities around us and to make 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 offered free disinfection services (places of worship, schools, public spaces...) and contributed to the realisation of many projects, both social (education, health, food security...) and environmental (cleaning, decontamination...).

In Singapore, we contributed to the actions of the NTUC U Care fund for families in need, and we sponsored students to benefit from the scholarship programme set up by the National Environment Agency.

In Cambodia, we conducted disinfections for the organisation SOS Children's Village and for a local hospital, while also supporting local eco-tourism initiatives.

In Croatia, Slovakia and Poland, we made donations to local authorities, institutions and associations (education, health, human rights, etc.), we paid part of our taxes for the benefit of children with disabilities, and we offered Christmas gifts in children's homes.

In Turkey, we donated to the TOÇEV and Turkish Education Foundation, organisations committed to education, set up libraries in different regions, bought books and collected them from our employees. We provided disinfection and cleaning equipment to health professionals during the pandemic, computer equipment to schools and firefighting equipment.

In the United States, we carried out sponsorship operations and donated to institutions and associations committed to education, health and human rights.

AROUND THE WORLD

In Indonesia, we sent around 100 people to help with the floods in the city of Bekasi, set up an emergency response team for the victims of the Semeru eruption and launched the #CleanIsANewCare campaign to promote hygiene in public spaces.

In India, we provided PPE to health workers at the height of the pandemic, assisted in an orphanage, and promoted sanitation initiatives. We carried out cleaning operations in Hyderabad, Gurugram and Mumbai.

In the Philippines, we organised blood donations for the Red Cross, supported events dedicated to employment and training in remote areas, and participated in the relief efforts after Typhoon Odette.

people@atalian

Ahmet KÖSE - Turkey

My career at Atalian

I work in the Security department at the company's head office.

My societal commitment

I'm not a member of any association but I'm committed to children who suffer from spinal muscular atrophy, a genetic disease that affects the nerve cells controlling the muscles. I communicate with children in need and their families, organise charitable campaigns for them and make visits to bring them comfort.



ATALIAN CSR PERFORMANCE

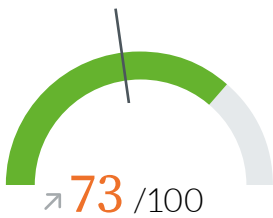


The Atalian Group's social responsibility is commensurate with its position within its business sector. The Group has more than 123,500 employees worldwide, in business lines with considerable economic, social, environmental and societal stakes.

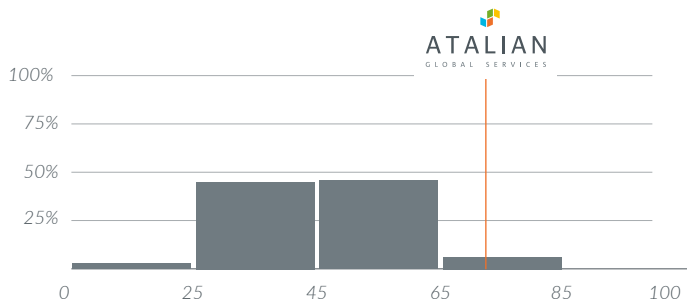
To measure its impacts and progress, the Atalian Group set up a global reporting system that includes nearly 70% of the GRI G4 indicators. The Group improved its EcoVadis score in 2021 (73/100 versus 66/100 in 2020) and obtained the EcoVadis Platinum medal for the first time, which reflects its commitment to sustainable development.

ECOVADIS OVERALL SCORE

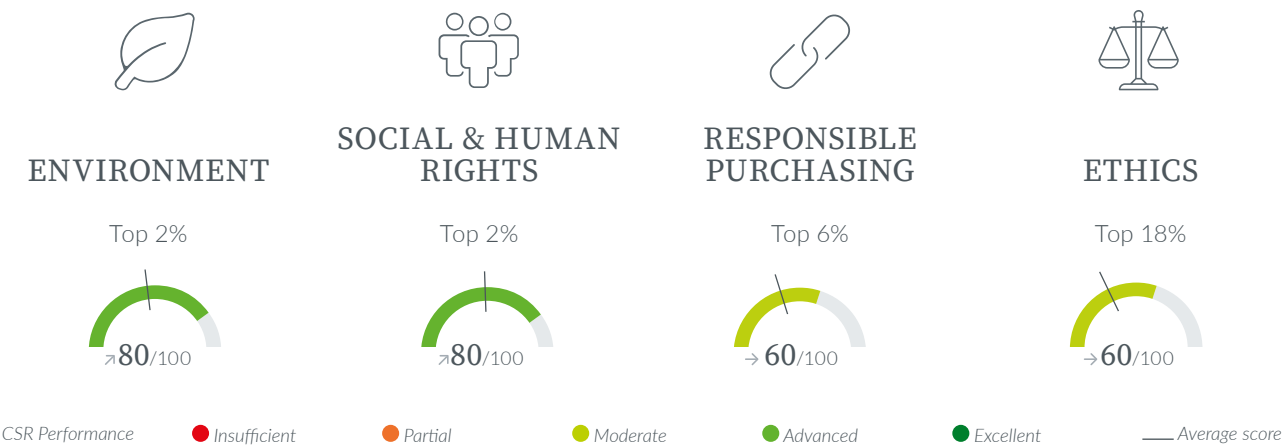
In its business sector, the Atalian Group is in the **top 1%** of companies best rated by EcoVadis.



DISTRIBUTION OF THE OVERALL ECOVADIS SCORES OF FM COMPANIES



DETAILS OF OUR ECOVADIS SCORE ON THE VARIOUS CRITERIA



The EcoVadis CSR assessment methodology

The EcoVadis CSR assessment methodology is based on international CSR standards (Global Reporting Initiative, United Nations Global Compact, ISO 26000). It is led by a scientific committee made up of CSR and supply chain experts, to ensure independent and reliable CSR assessments.

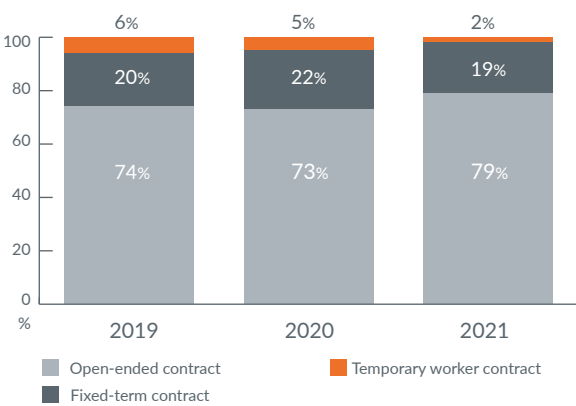
In 2021, faced with the coronavirus pandemic, the Atalian Group made every effort to protect the health and safety of its employees. The Group focused on skills development, ensuring equal opportunities by combating all forms of discrimination, as well as promoting diversity and inclusion.

ACTION ON EMPLOYMENT (GRI 201 & 401; SDG 8; GC 1)

Contractual commitment

Atalian works to reduce precarious employment and in particular part-time employment by giving priority in its activities to the offer of stable jobs of optimal duration.

BREAKDOWN BY CONTRACT TYPE

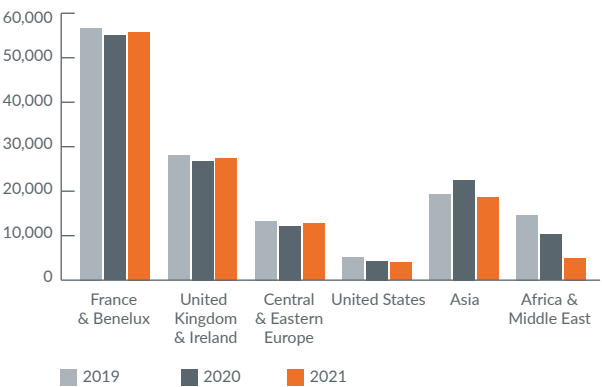


Evolution of the personnel

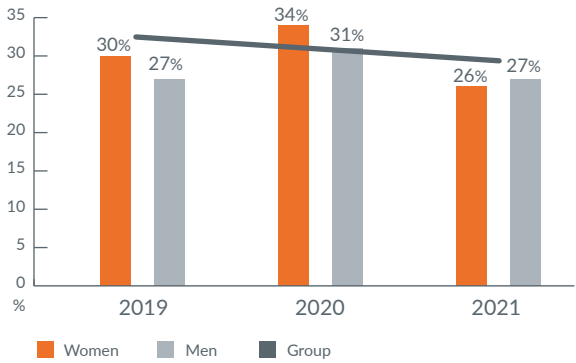
Breakdown by region: The health crisis led to a decline of the Atalian Group's personnel from 137,000 employees in 2019 to 131,000 in 2020 and 124,000 in 2021. However, the analysis by region shows that the trend was reversed in 2021 in the following regions: France & Benelux, United Kingdom & Ireland, and Central & Eastern Europe, where the number of employees is comparable to 2019.

Renewal of the personnel: In a business sector characterized by a naturally high turnover of employees, the Group has been experiencing a downward trend of its turnover rate in recent years, a fact that reflects the beneficial effects of the measures taken in an effort to be an attractive employer that is able to retain its employees.

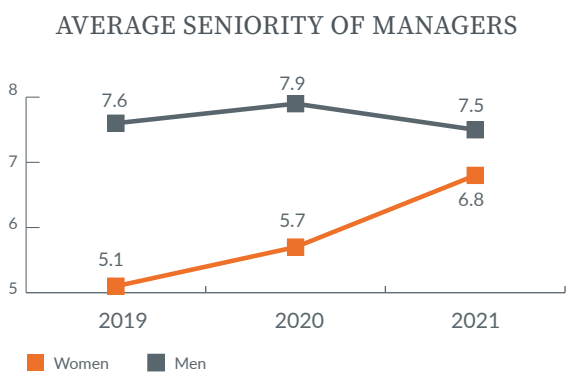
BREAKDOWN OF THE PERSONNEL BY REGION



PERSONNEL RENEWAL RATE

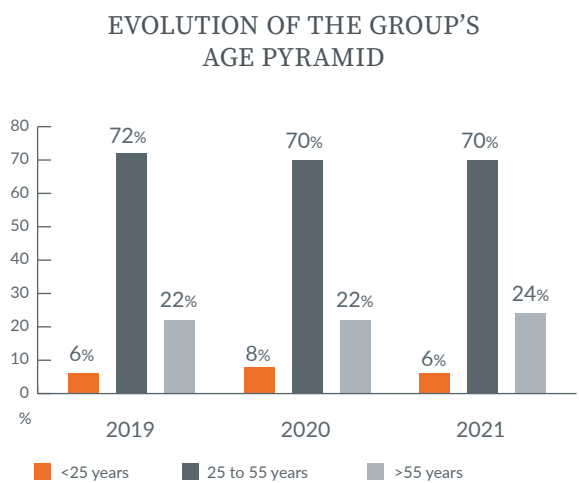


- **Talent retention:** The average seniority of managers is 7 years.
- **Employee promotion:** In 2021, 6% of employees were promoted to a position constituting a progression of their professional career. These promotions concerned 5% of the Group's female personnel and 7% of its male personnel. They include 3% of employees who provide services to customers and 6% of those who have support functions.

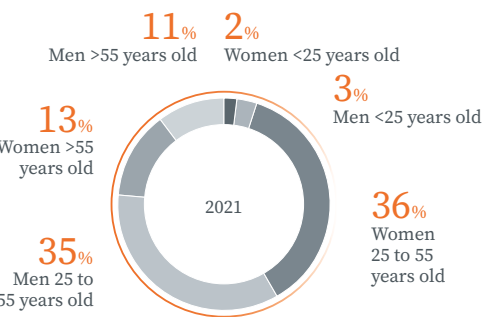


Social challenges

- **Social conventions:** Over the last 3 years, the percentage of employees covered by a collective agreement has increased by 5% per year. It was 42% in 2019, 47% in 2020 and 52% in 2021.
- **Parental leave:** The number of employees who took parental leave in 2021 was 2,472 (1,558 women and 934 men). Parental leave involved 2% of the Group's personnel and represents 248,129 days of leave, i.e. an average of 100 days per beneficiary.



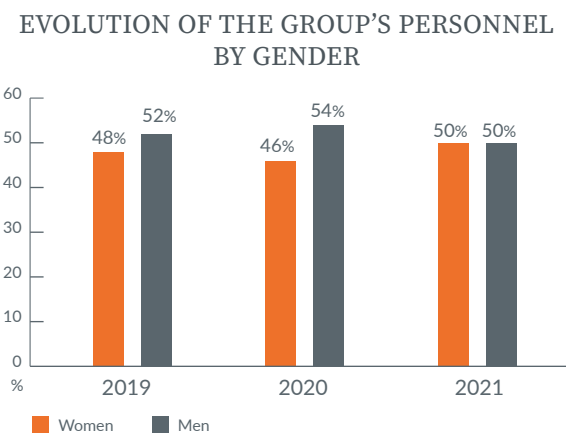
BREAKDOWN OF THE PERSONNEL BY GENDER AND AGE



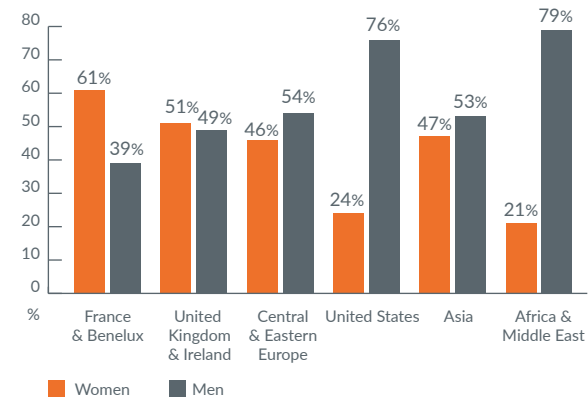
At Atalian, disability is not a barrier. Atalian adapts to encourage the orientation and support of people wishing to overcome their disability. In 2021, the Group had more than 2,300 people with disabilities (nearly 1,400 women and more than 900 men) representing about 5% of the personnel members on an open-ended contract. In recent years, this percentage has increased steadily (2% in 2019 and 3% in 2020).

ACTION ON DIVERSITY AND INCLUSION (GRI 405; SDG 5 & 10; GC 1 & 6)

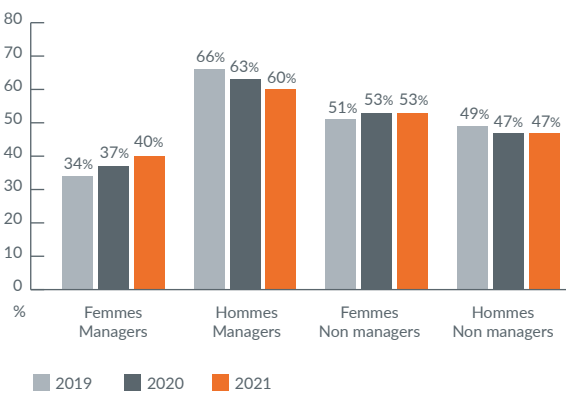
Atalian is closely monitoring the composition of its personnel in order to ensure the impact of its policy in support of diversity, gender equality and inclusion.



BREAKDOWN OF PERSONNEL OF THE REGIONS BY GENDER



EVOLUTION OF PROFESSIONAL CATEGORIES BY GENDER



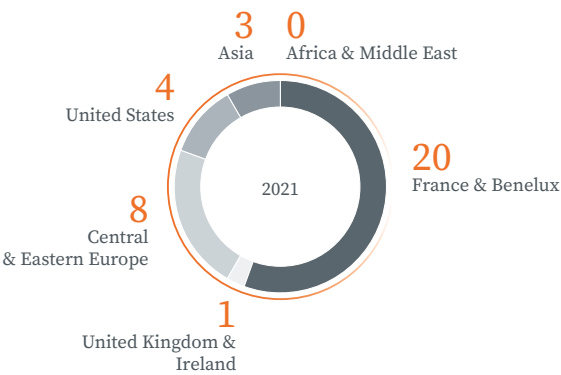
ACTION TO PROMOTE SKILLS DEVELOPMENT (GRI 404; SDG 4)

Atalian implements training and skills upgrading programmes for its employees. The number of training hours provided in 2021 is equal to 315,122 hours, of which more than half (173,444 hours) are dedicated to training on good practices to be implemented so as to ensure safety and protect the health of employees.



ACTION ON EMPLOYEE HEALTH AND SAFETY (GRI 403; SDG 3 & 8; GC 1)

NUMBER OF ISO 45001 CERTIFICATIONS BY REGION



The Atalian Group strives to promote and guarantee health and safety at work. It focuses on the prevention of physical and psychological occupational hazards. For the 2021 fiscal year, the accident frequency rate* was 18 and the accident severity rate** was 0.36.

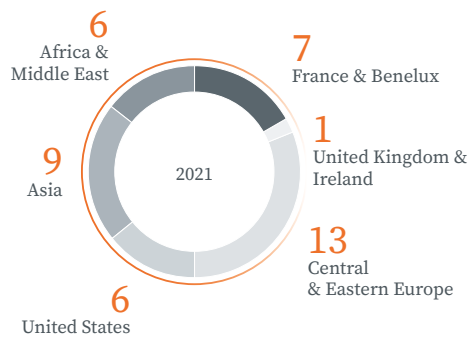
* Ratio between the total number of workplace accidents resulting in death or total incapacity for at least one day (excluding the day of the accident) and the number of hours of risk exposure, multiplied by 1,000,000 (to obtain actionable figures). The number of hours of risk exposure is calculated using the number of working days on an annual basis. This number of working days, converted into full-time equivalents (FTEs), is multiplied by 7.6 (hours worked per day) and 229 (days worked per year).

**Ratio between the number of calendar days actually lost as a result of workplace accidents (in the workplace) and the number of hours of risk exposure, multiplied by 1,000.

In all regions where it operates, the Atalian Group pursues ISO 45001, OHSAS 18001 or equivalent certification.

ACTION IN FAVOUR OF QUALITY AND THE ENVIRONMENT

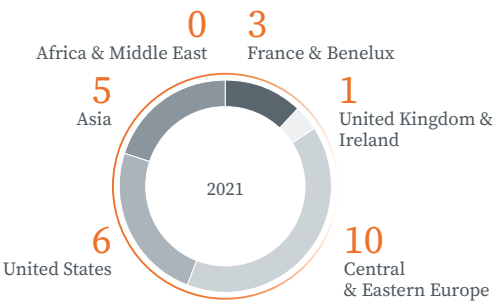
NUMBER OF ISO 9001 CERTIFICATIONS (OR EQUIVALENT) BY REGION



In 2021, the Atalian Group retained all of its previous ISO 9001 and ISO 14001 certifications, thereby demonstrating its willingness and ability to be part of a continuous improvement process in terms of quality management and environmental management.

To complement its initiative in favour of sustainable development, in 2022 the Atalian Group established a CSR roadmap – Impact 2030 – which adds environmental performance indicators to the social performance and governance indicators already in place, notably in terms of **reducing greenhouse gas emissions, waste and energy consumption** resulting from its activities.

NUMBER OF ISO 14001 CERTIFICATIONS (OR EQUIVALENT) BY REGION



Atalian has initiated a decarbonisation process that aims to reduce the Group's carbon footprint through innovation, investment (particularly in electric vehicles), optimising energy consumption and reducing the use of fossil fuels in favour of renewable energy.

This approach is taking shape through the gradual implementation of the control and management of the Group's GHG (greenhouse gas) emissions both at the level of the sources of emissions (Scope 1, 2 and 3) and at the level of its various Regions.

atalian@tour-alto-paris

51,000 m² of surface area technically maintained
1,000 occupants
7 dedicated Atalian employees



The deployment of the decarbonisation approach must be effective and operational in all the Regions by 2025.

The first action was to set up the reporting of GHG emissions from the vehicle fleet (Scope 1) used in France, UK and Benelux, i.e. 87% of the Group's 7,600 vehicles, which amount to **18,900 teqCO₂** in 2021.

In 2022, we will continue the decarbonisation process by implementing actions to evaluate the GHG emissions of the premises occupied by Atalian (Scope 2) in France, the UK and the Benelux.

We are also taking measures to manage our supply chain and the actions to be initiated with our suppliers (with, under consideration, support from Ecovadis), particularly concerning GHG emissions (Scope 3).

The aim of these actions is to enable us to assess our immediate carbon impact in order to set reduction targets and implement the means to achieve them.

IMAGINING TOMORROW

The ATALIAN group has much to be proud of concerning its CSR performance. As the upgrade from Gold to Platinum of the EcoVadis medal awarded in 2021 proves it: the Group has been improving year after year.

The Group now meets 9 of the sustainable development objectives established by the United Nations member states and has been implementing a CSR policy for several years now, encouraging each of the regions in which it operates to carry out sustainable social and environmental projects and initiatives.

Always looking to the future, the Group set up **a CSR special unit in 2021**. The first project of this unit was to launch a worldwide survey to identify the CSR issues considered to be priorities for all our stakeholders, as well as their impact on the Group's activity.

A dual materiality matrix was constructed based on the results obtained and enabled us to identify the **10 priority issues for the Group in the coming years**. It will serve as the foundation to launch our **IMPACT 2030 CSR plan**.

There will be many projects in this area and the challenge is significant. But it is vital for the Group to always know how to anticipate the future, and we know how responsible the future will have to be.

So, we will never stop imagining tomorrow...





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