

CSR REPORT 2022



ATALIAN
GLOBAL SERVICES



CSR REPORT 2022

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MAXIMILIEN PELLEGRINI MESSAGE

Since 2010, the ATALIAN Group has been committed to an ambitious CSR approach. In 2022, the urgency of the climate change situation and the social and economic challenges posed by the Russian-Ukrainian conflict have made it clearer than ever that these commitments must be put into practice.

In 2022, ATALIAN stepped up its efforts to reduce the environmental impact of its activities and those of its customers, thereby helping to limit global warming and preserve non-renewable natural resources.

In particular, the Group has stepped up its efforts to reduce greenhouse gas emissions, control waste and limit the energy consumption resulting from its activities.

On the social front, ATALIAN has fully played its role as a major player in employment. Facility management is a major labour-intensive activity, offering a very wide range of qualifications. In today's turbulent social and economic climate in Europe and the rest of the world (shortages, rising energy prices, the return of inflation, rising credit rates, etc.), ATALIAN is more committed than ever to guaranteeing the well-being, health and safety of its employees.

In 2023, ATALIAN will further strengthen its corporate social responsibility approach, because there can be no sustainable development in a world without a future.

*“In 2023,
Atalian
will further
strengthen its
corporate social
responsibility
approach...”*



Maximilien Pellegrini
Group CEO



A MAJOR PLAYER IN FACILITY MANAGEMENT

Founded in 1944, the Atalian group is one of the major players in Facility Management. An independent company solidly established in Europe and the United States, Atalian supports companies and organisations in the management of services for buildings and occupants by providing customised solutions that add value. Atalian operates in the most diverse business sectors and environments with a global and integrated range of services that meet the highest requirements.



KEY FIGURES*

- 2,065.1

million euros of turnover
- 4.6%

EBITDA margin
- +1.6%

Growth compared to 2021
- 21,000

customers
- 20

countries of location
- 31

countries of operation
- 70,600

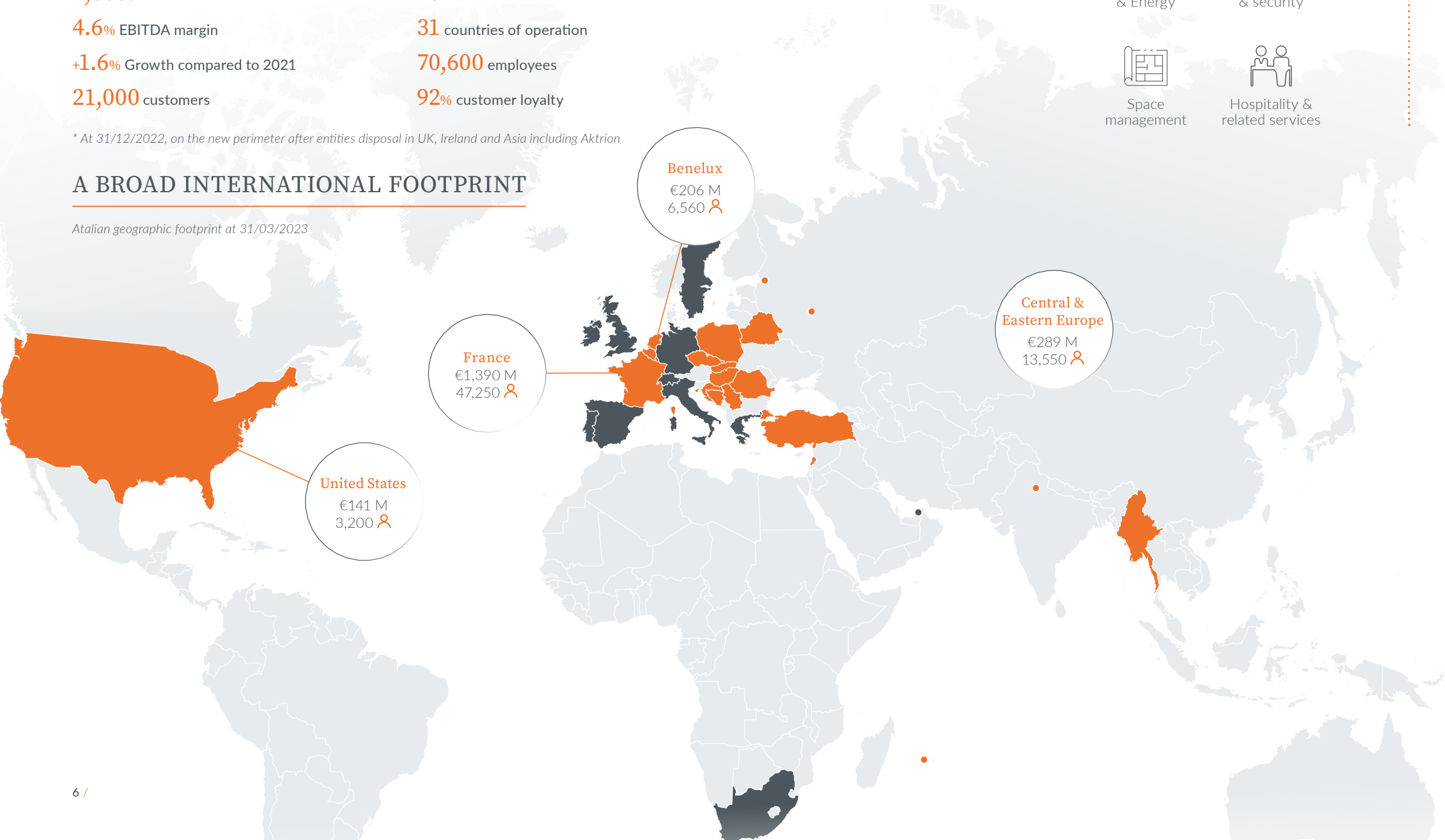
employees
- 92%

customer loyalty

* At 31/12/2022, on the new perimeter after entities disposal in UK, Ireland and Asia including Aktrion

A BROAD INTERNATIONAL FOOTPRINT

Atalian geographic footprint at 31/03/2023



A WIDE AND INTEGRATED RANGE OF SERVICES

- Facility Management

Cleaning & associated services

Airport assistance

Infrastructure elements

Maintenance & Energy

Safety, surveillance & security

Space management

Hospitality & related services

OPERATING ENVIRONMENTS AND SECTORS

- Offices

Mass retail market

Public areas

Sales and service areas

Healthcare establishments

Industries

Transport and logistics

- Belarus

Belgium

Bosnia

Croatia

Czech Republic

Dubai

France

Germany

Greece

Hungary

India

Ireland

Italy

Lebanon

Luxembourg

Mauritius

Myanmar

Netherlands

Poland

Portugal

Romania

Russia

Serbia

Slovakia

South Africa

Spain

Sweden

Switzerland

Turkey

United Kingdom

United States

■ Countries where Atalian is established
■ Countries where Atalian operates through its partners

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 MISSION

We operate in tens of thousands of **work, living and leisure spaces**. We maintain and secure them, we make them healthier, warmer and more functional so as to provide a unique experience for their occupants and users, while ensuring their value as an asset.

Enabling organisations to focus on their core business and improve their performance by taking care of people and their environment is **our raison d'être**.

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**
- AMBITION & AGILITY**
- OPENNESS & DIVERSITY**
- ETHICS & REQUIREMENTS**

OUR COMMITMENTS

We look after people and their environment so that organisations and Society can function better. Our strategies and actions are based on 4 key commitments.

- 1 Optimising the operation of buildings and equipment**
Safety and security, technical and energy performance, environmental impact, budget savings.
- 2 Improving the well-being of occupants and users**
Hospitality, cleaning, health & safety, comfort and quality of life at work, user experience.
- 3 Imagining responsible services**
Reduction of GHG emissions as well as water & energy consumption, waste reduction and management (treatment, recycling, reclamation...).
- 4 Improving the quality of life of our employees**
Sustainable employment, professional equality, health and safety, professional development, quality of life at work.



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

Forms of 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 services, customers of our customers, etc.

Forms of dialogue: Professional relationships, customer relationship services, satisfaction surveys, trade shows, conferences, external social networks

SUPPLIERS AND SUBCONTRACTORS

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

Forms of 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

Forms of dialogue: Financial communication, 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

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



OUR SOCIAL RESPONSIBILITY INITIATIVE

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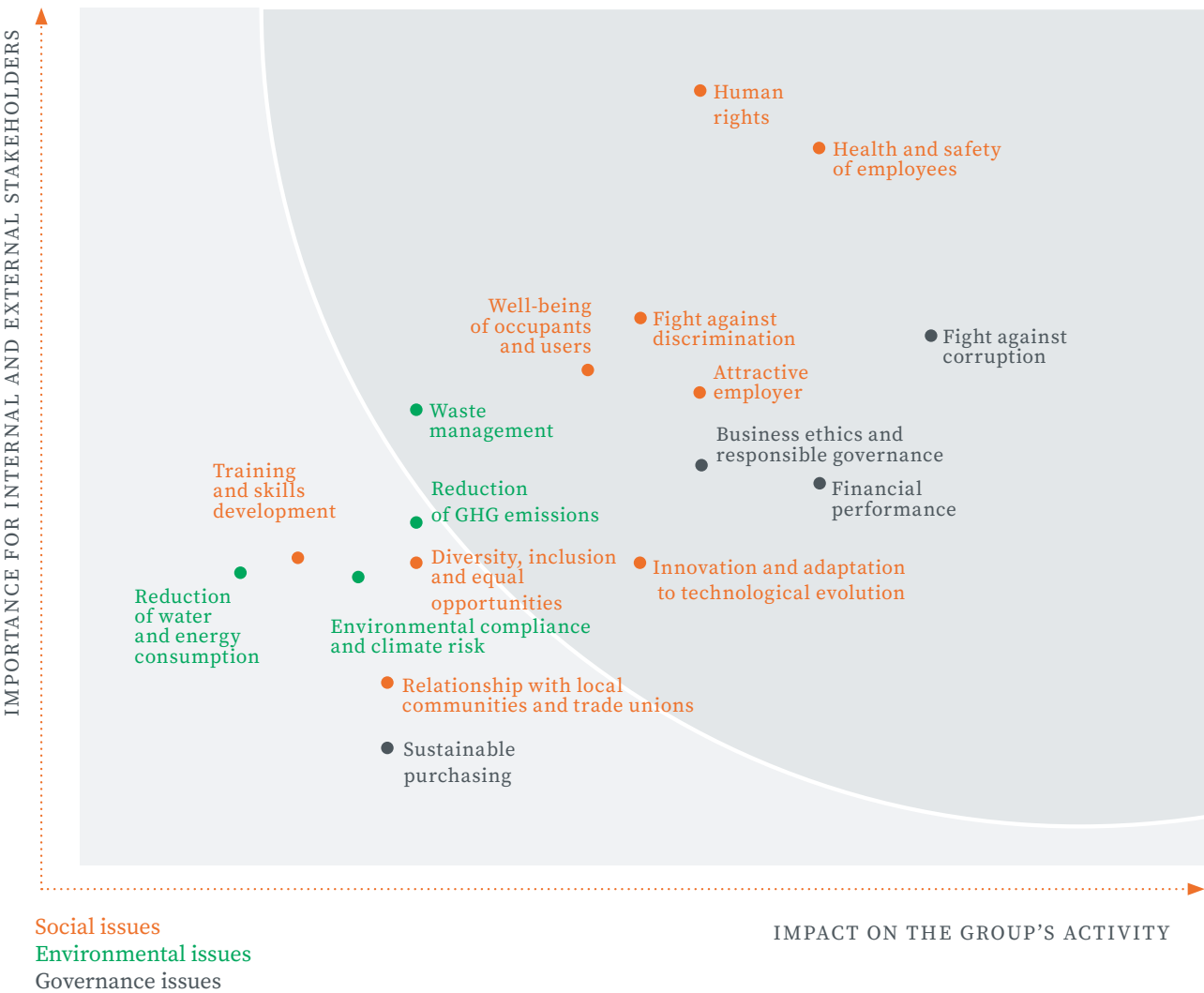
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OUR 10 PRIORITY CSR ISSUES

- 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 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

Atalian intends to generate sustainable growth to benefit all of its stakeholders. Our organisation and strategy are designed to create and share value with our customers, employees, partners and the communities with which we interact.

MOBILISING OUR RESOURCES



HUMAN

- More than 70,600 employees at the heart of our business
- 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 reference brand in the Facility Management world
- Innovations stemming from partnerships with customers and suppliers



ECONOMIC

- A vast and dense network of sites covering 20 countries
- An ecosystem of innovative partners
- Suppliers and subcontractors meeting the highest performance standards



ORGANISATIONAL

- Group guidelines (processes, procedures, codes, policies, etc.) deployed in all of our subsidiaries
- A global QHSE certification policy
- Management systems certified ISO 9001, ISO 14001 and ISO 45001 or equivalent
- 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

OUR VALUE CREATION LEVERS



TRENDS IMPACTING THE ATALIAN MODEL

- Population growth and urbanization
- Economic globalization
- Technological and digital revolution
- Climate change
- Growing importance of consumers
- Legal and regulatory obligations

SHARING THIS VALUE WITH OUR STAKEHOLDERS

IMPROVING CUSTOMER PERFORMANCE

- Improving quality of 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 purchasing
- 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



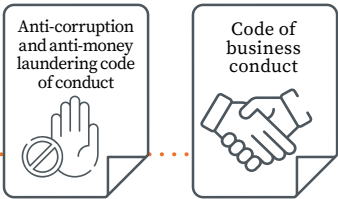
ETHICS AND INTEGRITY

Our unfailing compliance with national and international laws and regulations as well as the Group's compliance commitments guide our decisions and actions in all areas.

The fundamental values of ethics and integrity are firmly rooted in our daily business relationships with our partners. They are the very essence of our professional practices within the Atalian Group.

Since 2018, the Atalian Group has been built and strengthened around a compliance programme to meet the requirements of the legislative and regulatory framework of the territories in which it operates.

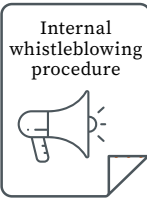
This programme is based on codes, procedures, controls and initiatives covering all compliance issues and responding to the eight pillars of the Sapin II law. The codes are translated into 13 languages and widely distributed within the subsidiaries to all employees.



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 country by country 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.

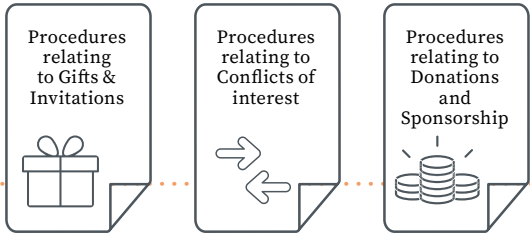
The Group also benefits from a global network of Compliance Officers that helps to ensure a culture of transparency wherever it operates.

The Atalian Group, which is currently being monitored by the French Anti-Corruption Agency, will have its compliance programme strengthened in all possibly identified areas of improvement. At the end of the two years of monitoring, the Atalian Group's compliance programme will therefore meet the highest standards in terms of compliance.

At the start of 2023, this reinforcement already led to the purchase of the One Trust solution, a platform dedicated to Compliance, which will ensure precise monitoring of the deployment and effectiveness of our programme within the Group, and also open our alert line to our third parties.



One Trust solution



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 preventing fraud 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 so that they are accessible to all relevant employees.

ENSURING THE OCCUPATIONAL HEALTH AND SAFETY OF OUR EMPLOYEES



A TOP PRIORITY FOR ATALIAN

Employee health and safety have always been a priority for Atalian. 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 throughout the Group.

During the height of the Covid pandemic, Atalian demonstrated great adaptability and efficiency in ensuring optimal compliance with health and safety guidelines, despite the very difficult operating conditions. In the more favourable health context that we are seeing today, the health and safety of employees remain a priority, and good practices (training modules, documentation, posters, signs, PPE, gel, plexiglass...) continue to be observed in all of our countries.

REDUCING RISKS FROM CHEMICAL PRODUCTS

For its cleaning activities, Atalian favours the safest cleaning solutions for its agents: water-based solutions that are not irritating to the skin, ready-to-use products that avoid the need for employees to handle concentrated products. The wearing of PPE is observed with the utmost rigour.



LIMITING MUSCULO-SKELETAL DISORDERS

Atalian is very involved in the prevention of MSDs that result from repetitive movements, carrying heavy loads and bad posture... In order to bring more comfort to our teams, we regularly test and deploy new ergonomic solutions: exoskeletons, robots and load-bearing cobots...

In the ultra-cleanliness sector, in the pharmaceutical industry, surface cleaning and in-depth cleaning services, notably tasks related to the decontamination of ceilings and partitions, are physically very demanding: we are testing exoskeletons and motorized telescopic poles.

KEY FIGURES

- 90% Share of Atalian turnover generated through certified Health and Safety entities*
- 31 Number of Health and Safety certifications worldwide*
- Workplace accidents:
- 19.1 Group frequency rate
- 0.62 Group severity rate

*ISO 45001 or equivalent

ENSURING THE SAFETY OF ITS LONE WORKERS

Our Cleaning and Security agents sometimes operate alone on-site, or out of sight or out of hailing distance. To ensure their safety and generate alerts in case of problems, Atalian has chosen the Beepiz application that turns any smartphone into a lone worker safety device (LWSD). Beepiz can trigger an automatic, manual or «potential incident» alert when a lone worker is in danger. A detailed alert with all of the information needed for a quick intervention (GPS position and precise indoor location, activity and usage reports).



people@atalian

Zuzana Thiele – Czech Republic

My career at Atalian

I joined Atalian in September 2021 as HR Director and was promoted in February 2022 to Company Executive and Compliance Officer. I'm also responsible for the QHSE department and the call centre. My main goals are to improve all of the HR processes, establish an HR partnership model, learning and development plans and increase employee satisfaction.

My societal commitment

On a professional level: I caution non-compliant behaviour within the company. On a personal level, I think that I have to give back to society the knowledge and skills acquired during my career, to invest them in our future. As a coach and mentor, I assist, train and sponsor young HR candidates in a non-profit educational organisation.



ENGAGEMENT AND GROWTH OF OUR HUMAN CAPITAL



Carol Rambon
Group Human Resources Director

KEY FIGURES

70,600 employees
265,314 hours of training provided
500 work-study contracts

HR CHALLENGES ARE KEY FOR ATALIAN

To a large extent, the Group's activities and development rely on the know-how and commitment of its employees on all levels. Moreover, Atalian operates in a market where employment is under pressure and in trades that are evolving rapidly and require new skills and profiles, sometimes rare: contract manager, FM project manager, Energy manager, etc.

ATTRACTING AND RECRUITING TALENT

To grow its human capital, Atalian relies on 3 main pillars. First of all, recruitment. The Group has significant needs for technicians and local managers (operational assistants and account managers), in particular for the Cleaning and Maintenance & Energy divisions. To facilitate recruitment, the Group is developing the renown and image of its employer brand and business lines, through the use of social networks. It is developing close relationships with schools related to its trades so as to recruit young graduates who will become its future managers. It also relies on work-study contracts. More than 500 work-study positions were offered in 2022!

people@atalian

Sandy Franceschi – France

My career at Atalian

I started my professional career in April 2006 as a QSE Coordinator in Alsace Lorraine, then I became QSE Manager for the Eastern region in 2010 after VPNM was acquired by Atalian. I was then appointed QSE Manager for the Eastern North Normandy region in 2015 and then Director of the Fléville-devant-Nancy branch in October 2016.

My societal commitment

Atalian trusted me and enabled me to progress and evolve professionally while letting me organise myself so that I could take care of my son who was hospitalized for many consecutive months over several years. I love working with people and, as Atalian has done with me, I help my employees to excel and grow professionally. It's rewarding to see your employees evolve. This year, three of my team members have moved up to positions of responsibility (team leader, site manager and operations manager).



people@atalian

Gyula IFSICS – Hungary

My career at Atalian

I joined Atalian in December 2004 as the manager of a three-person sales team. It seems like yesterday...I learned a lot from my senior colleagues and area managers, which led to my position as Director of the Cleaning Division in 2012. In this position, I have taken on new responsibilities and challenges almost every day, which keeps my motivation intact, 10 years after my appointment.

My societal commitment

The well-being and commitment of our employees and team members are very important to me, because I know that it's thanks to their total involvement that we can provide a high quality service to our customers and partners. So, I try to help and grow our employees, in whom I see talent and potential. And when we develop our people, we develop ourselves...



DEVELOPING SKILLS AND INTERNAL PROMOTION

The second pillar of the Atalian HR strategy is talent development. Atalian invests heavily in training. In addition to mandatory safety training courses, the Group has set up skill-building programmes for branch managers and account managers. These blended learning courses have already been taken by all branch managers and more than 400 account managers. Atalian has also set up training courses, provided by Atalian Academy, to enable people to progress towards new responsibilities within the Group. An initial 12-month course to become a branch manager and a second 9-month course that enables site managers to advance to the position of account manager. Atalian is also continuing to train all of its cleaning staff through its network of in-house trainers.

MANAGING CAREERS AND RETAINING TALENT

The third pillar of the Atalian HR strategy is career management.

Atalian is convinced that developing existing talents within its entities is better than looking for them outside. Atalian therefore makes efforts to get to know its employees, identify talented individuals and develop their potential so as to help them make their way within the Group. Forward-looking management of jobs and skills is one of the Group's HR priorities, and it conducts personnel reviews of all its business lines and thousands of employees in order to:

- have an overall view of the development potentials and engagement levels,
- consolidate the desires for change,
- draw up succession plans,
- define action plans to develop and retain talent.



DEVELOPING CREATIVITY

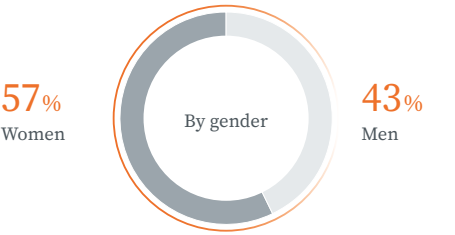
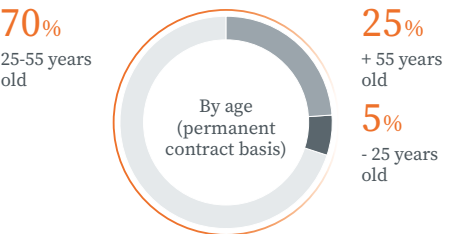
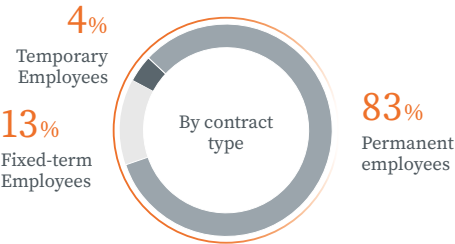


Atalian has chosen to train its employees in technological and managerial innovation, a proactive approach to anticipate responses to the needs of its customers.

In collaboration with DMM Group, a pioneer in soft skills training, Atalian has set up an Innovation Campus consisting of a 100% digital training course and a platform offering webinars, podcasts and interactive videos... As such, employees can experiment with artificial intelligence, IoT or sustainable management techniques... in the service of Facility Management.

CONTRIBUTING TO DIVERSITY AND INCLUSION

DISTRIBUTION OF JOBS WORLDWIDE



Facility management is one of the major manpower activities 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 side job, act on precariousness or avoid 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, 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. Atalian has been a signatory of the Diversity Charter since 2014.

COMMITTED TO THE LITERACY OF OUR EMPLOYEES



Atalian has been committed to literacy training for many years and trains its agents to develop or reinforce incomplete learning, forgotten knowledge, and acquired skills that are only transferable with difficulty to the professional sphere. In France, thanks to the Fédération des entreprises de propreté and to the *Clés en main* de la Propreté programme, Atalian enables its Cleaning agents to take 150 hours of training in written and spoken French.

people@atalian

Jérôme DIBON – France

My career at Atalian

I joined Atalian in January 2012 as a team leader as part of a contractual transfer and then in 2013 I was appointed Account manager. In 2016, I was promoted to Operations manager, and then in 2022 I followed the training path offered by Atalian Academy to become a Branch manager.

My societal commitment

I have several societal commitments that are very important to me. First of all is acting in favour of gender equality. That's why my agency has parity. Secondly, at a time when we're increasingly connected, the right to disconnect is a major issue. Finally, I attach great importance to the professional integration of people in difficulty or with disabilities.



INCLUDING PEOPLE WITH DISABILITIES



Atalian is committed to the inclusion of people with disabilities in all of the countries where it operates. The Group's subsidiaries are implementing various local initiatives to facilitate the inclusion of disabled workers:

- Integration within our teams of people from work-based support institutions and services,
- Recruitment of disabled workers in partnership with associations,
- Partnership with associations for placing disabled people with our customers,
- Actions to maintain the employment of disabled employees (transportation, equipment, training, support when filling out application forms, etc.).

DISTRIBUTION OF MANAGERS WORLDWIDE



561 women



993 men



KEY FIGURES

152 nationalities

25% Employment rate of seniors

4.1 Employment rate of workers with disabilities

REDUCING THE VOLUME OF FIXED-TERM CONTRACTS



Atalian is also very attentive to the organisation of work and is seeking to optimise the presence and work time of our employees in an effort to combat job insecurity. The Group has set itself the objective of reducing the rate of fixed-term contracts while increasing the number of hours worked by part-time employees.

Mirjana Lelić – Croatia

My career at Atalian

I joined Atalian Croatia in January 2020 as Infrastructure Director with the goal of optimising processes, building a strong team and improving customer relations. Since then, through various actions on operating expenses, employee training and improved communication with customers, we've been able to create a stable working environment with clearly defined processes tailored to the services provided under our strategic contracts.

My societal commitment

In my work and in my personal life, I'm committed to creating an environment where everyone has equal opportunity. Encouraging diversity and inclusion is one of my main goals. In my conversations with colleagues, I regularly stress the importance of a safe work environment and the importance of clear communication and interpersonal relationships. At Atalian Croatia, we pride ourselves on being a company that doesn't tolerate discrimination.



REDUCING OUR ENVIRONMENTAL IMPACTS AND THOSE OF OUR CUSTOMERS

OUR ENVIRONMENTAL CHALLENGES

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

KEY FIGURES

88.6% Share of Atalian turnover achieved in entities certified ISO 14001 or equivalent

80% Share of countries covered by ISO 14001 or equivalent certification

13 Number of ISO 14001 or equivalent certifications worldwide

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 contributes 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 solutions with digital technologies enables the collection of occupancy and operating data, the processing of these data and optimisation of the energy management of buildings.

USE OF 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 where there is no particular demand. This differentiating approach is now being evaluated worldwide. In 2022, 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.

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 generalisation of standardised sorting concepts to accelerate their deployment.



A SECOND LIFE FOR OUR CLEANING MATERIALS



Atalian has launched a cleaning equipment reconditioning test in one of its subsidiaries, in partnership with Ennea Groupe, a specialist in the reuse and reconditioning of professional equipment. This test concerns a hundred or so items of motorized and non-motorized equipment: scrubbers, sweepers, injector-extractors, vacuum cleaners, carts, etc.

- The project aims to verify the feasibility of reusing our used professional equipment and contributing to our sustainable development initiative:
- Reduction of the amount of waste produced and of our carbon footprint,
 - transition to a more circular economy,
 - creation of local jobs for technicians,
 - encouraging our suppliers to adopt a virtuous approach (supply of spare parts) and assessing the reparability rate of their equipment.



people@atalian

Kelly BRUNO - Belgium

My career at Atalian

I joined the group as a cleaner in 2010. A year later, I became what we call a «floater» as part of a mobile team. In 2015, Atalian offered me the opportunity to train to become a supervisor. I grabbed this opportunity with both hands! Since then, I've been developing my skills as a District Manager. My responsibilities have grown with the customers for whom I'm responsible, and certainly with the growth that we're achieving as a team with our client H. Essers. I continue to enjoy my work every day.

My societal commitment

When my goddaughter was born deaf, my sister started looking for an association that organised vacations for hearing-impaired children. We realised that there wasn't one in our region. So my sister took the initiative to create one herself: Wondergebaar. Since then, these hearing-impaired children have been able to go to summer camp accompanied by people who all know sign language. To raise the necessary funds, I participate every year in the Dodentocht, a very famous 100 km walk in the region, between Antwerp and Brussels.



OUR SOCIETAL PERFORMANCE

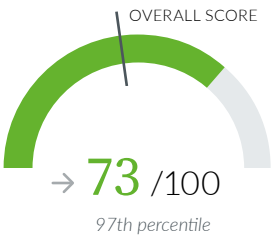


The Atalian Group's social responsibility is commensurate with its position within its business sector. The Group employs more than 70,000 people worldwide and is involved in businesses with considerable economic, social, environmental and societal challenges.

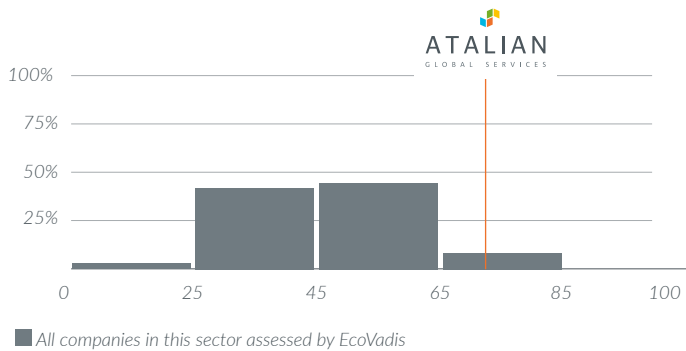
To measure its impacts and progress, the Atalian Group set up a global reporting system that includes nearly 70% of the GRI G4 indicators. The Group obtained the same score as in 2021 (73/100) and received the EcoVadis Gold medal, which reflects its commitment to sustainable development.

ECOVADIS OVERALL SCORE

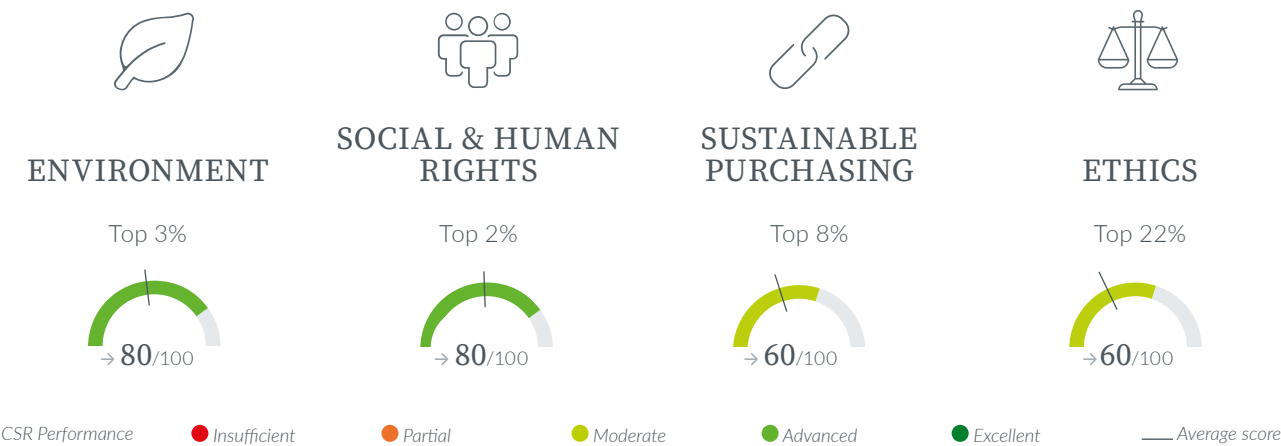
In its business sector, the Atalian group is in the top 2% of companies best rated by EcoVadis.



DISTRIBUTION OF ECOVADIS OVERALL SCORES FOR FM COMPANIES



DETAILS OF OUR SCORE ON THE VARIOUS CRITERIA



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.

Atalian currently employs more than 70,600 people worldwide. The health, safety and quality of life at work of its employees are an essential issue and a central element of its approach to societal responsibility. The Group also strives to contribute to the fight against global warming and the preservation of biodiversity, notably by limiting its greenhouse gas emissions.

SOCIALLY RESPONSIBLE MANAGEMENT

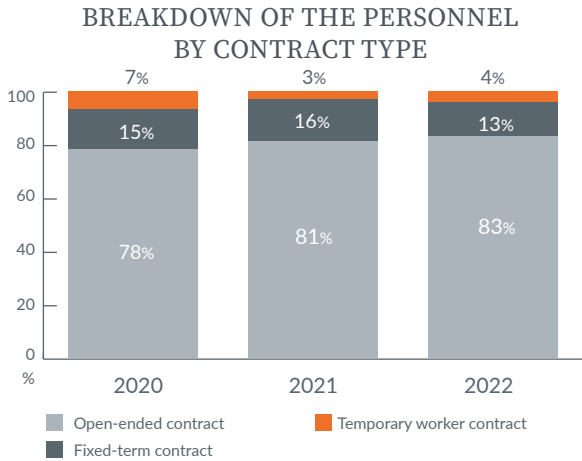
The group strives to be an attractive employer that ensures the development of the skills of all of its employees and guarantees equal opportunities by combating all forms of discrimination and promoting diversity and inclusion.

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

Contractual commitment

Atalian strives to reduce precarious employment and in particular part-time employment. The Group is organised in such a way as to increase the working hours of employees on precarious contracts and to favour stable jobs of optimal duration.

In recent years, and notably in France since October 2022, Atalian has been committed to a policy of reducing the volume of fixed-term contracts by identifying the positions that can be considered permanent and converting fixed-term contracts to open-ended contracts. Over the last 3 years, the share of employees in the Group benefiting from an open-ended contract has increased from 78% to 83%.



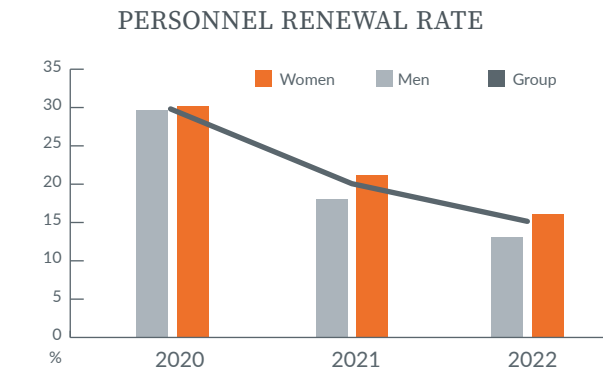
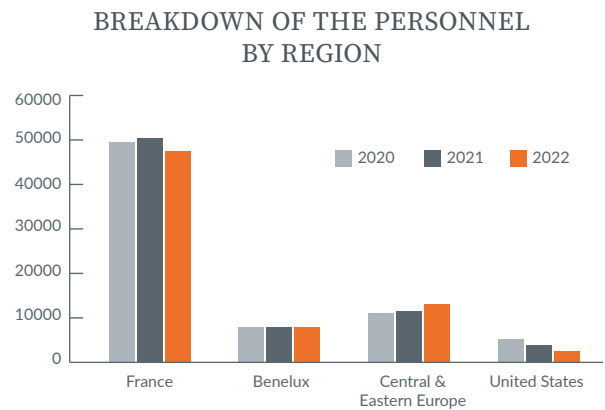
Evolution of the personnel

The Group's total workforce (open-ended, fixed term and interim contracts) stood at 70,564 employees at the end of 2022. It is almost stable compared to 2021 (-3%).

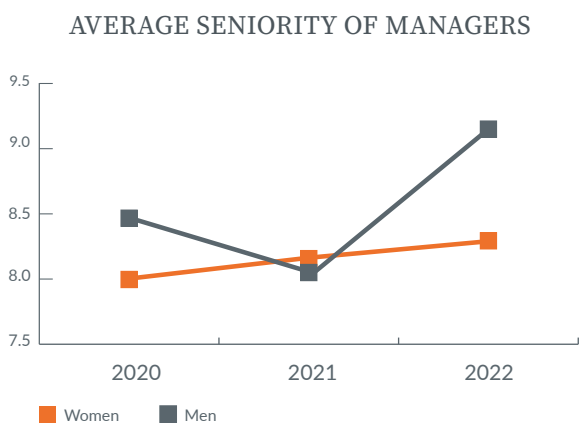
The permanent workforce (open-ended contracts) increased by 1% compared to 2021 and by 2% compared to 2020, and now represents 61,381 employees.

- Breakdown by region: The analysis by region shows divergent developments. France and the USA recorded a decline of their overall workforce in 2022 while the Benelux and Central & Eastern Europe saw their workforce grow over the last 3 years. The trend is different for personnel members with open-ended contracts: only the United States have seen a decline since 2020.

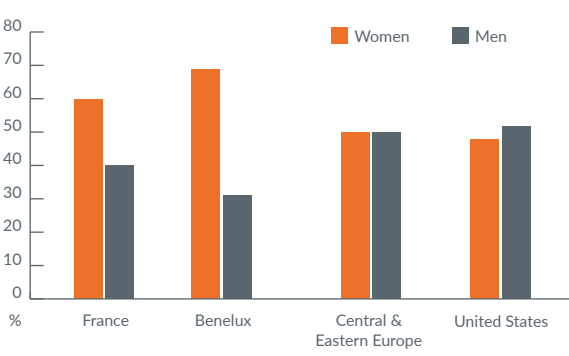
- Renewal of the personnel: In a sector characterized by traditionally high workforce renewal, the Group has seen a downward trend of its renewal rate in recent years, which reflects the beneficial effects of the measures taken to be an attractive employer able to retain its employees.



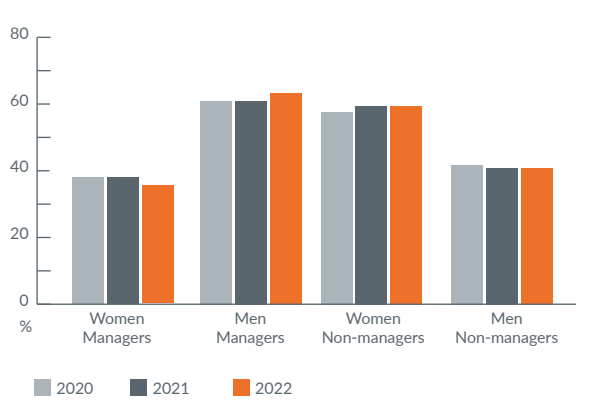
- **Retention of talented people:** Thanks to the decline of the renewal rate, the average seniority of managers is increasing. It is 8.6 years in 2022 while it was just over 8 years in 2020 and 2021.
- **Promotion of employees:** As in 2021, approximately 6% of the Group's employees were promoted to a position that represents an advancement in their professional career. These promotions concerned 5% of the Group's female personnel and 7% of its male personnel. They include 6% of employees who provide services to customers and 6% of those who have support functions.



BREAKDOWN OF PERSONNEL OF THE REGIONS BY GENDER



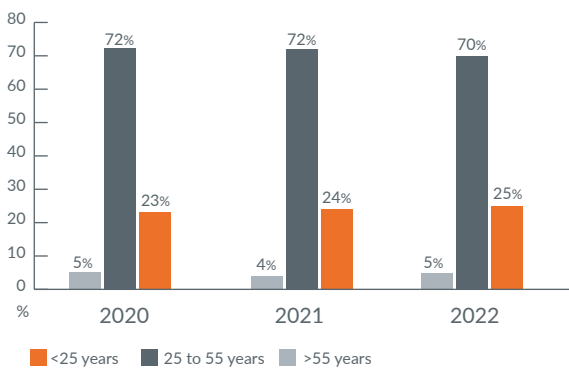
EVOLUTION OF OCCUPATIONAL CATEGORIES BY GENDER



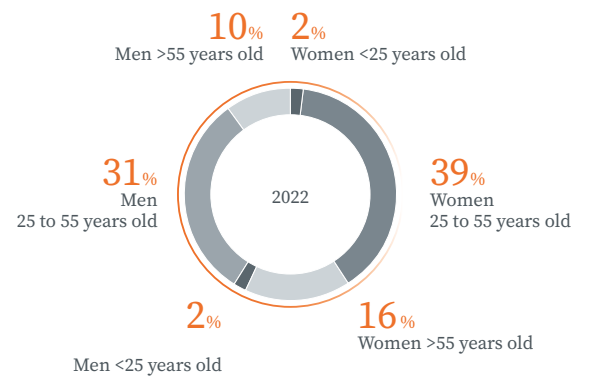
Personnel benefits

- **Social conventions:** As a result of the evolution of the Group's perimeter, the percentage of employees covered by a collective agreement has increased. Today, 78% of the Group's employees benefit from a social convention.
- **Parental leave:** The number of employees who took parental leave in 2022 was 1787 (1134 women and 653 men). Parental leave involved 3% of the Group's personnel and represented 151,929 days of leave, i.e. an average of 85 days per beneficiary.

EVOLUTION OF THE GROUP'S AGE PYRAMID



BREAKDOWN OF THE PERSONNEL BY GENDER AND AGE GROUPS



ACTION IN SUPPORT OF 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.

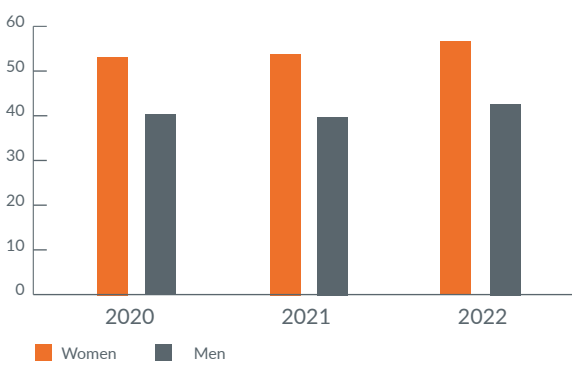
Evolution of the Group's personnel by gender and age groups

The gender breakdown of the Group's workforce is stable from one year to the next. Over the past 3 years, 57% of the workforce has been female and 43% male.

An analysis of the workforce by region shows that gender disparity is particularly pronounced in France and the Benelux countries, where women represent 59% and 69% of the workforce respectively, while there is almost gender parity in Central and Eastern Europe and the United States.

Atalian has set targets for Manager positions to achieve gender balance in line with its policy and commitment to diversity.

EVOLUTION OF THE GROUP'S PERSONNEL BY GENDER



Atalian also maintains a consistent and constant distribution over time between the various age categories of its workforce. In the last 3 years, its workforce has included approximately 75% employees under 55 years of age and 25% seniors.

At Atalian, disability is not a barrier to hiring. Atalian adapts so as to welcome people with disabilities who wish to contribute their skills to the Group and supports them throughout their career within the company. In 2022, Atalian had more than 2,500 people with disabilities (nearly 1,500 women and more than 1,000 men), representing 4.1% of the workforce benefiting from an open-ended contract. This percentage has been stable in recent years (4.8% in 2021 and 3.8% in 2020).



atalian@tour-alto-paris

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

ACTION IN SUPPORT OF SKILLS DEVELOPMENT (GRI 404; SDG #4)

Atalian implements training and skills upgrading programmes for its employees. The number of training hours provided in 2022 is equal to 265,314 hours, a figure almost identical (-4%) to that of 2021 and an increase of 24% compared to 2020. Nearly half of these training hours (119,782 hours) are dedicated to training on good practices to be implemented so as to ensure safety and protect the health of employees. The number of hours of safety training increased by 13% compared to 2021.

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

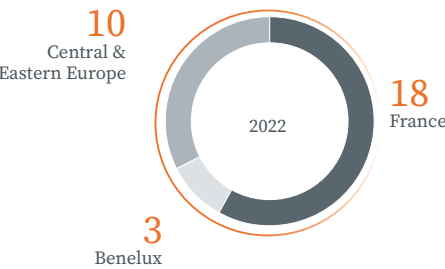
Atalian promotes and guarantees occupational health and safety. The Group is committed to preventing physical and psychological occupational hazards. For the 2022 fiscal year, the accident frequency rate* was 19.1 and the accident severity rate** was 0.62.

* 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 or equivalent certification.

NUMBER OF ISO 45001 CERTIFICATIONS BY REGION



RESPONSIBLE MANAGEMENT OF ENVIRONMENTAL IMPACTS

In 2022, Atalian retained all of the ISO 9001 and ISO 14001 certifications it held, demonstrating its willingness and ability to adopt a continuous improvement approach to quality and environmental management.

To reinforce its approach to sustainable development, Atalian has drawn up a CSR roadmap - Impact 2030 - which adds environmental performance indicators to the social and governance performance indicators already in place, particularly in terms of reducing greenhouse gas emissions and reducing waste and energy consumption resulting from its activities.

In 2022, Atalian continued its decarbonisation approach, which aims to reduce the Group's carbon footprint through innovation, investment (notably in a fleet of electric vehicles), optimising energy consumption and reducing the use of fossil fuels in favour of renewable energies.

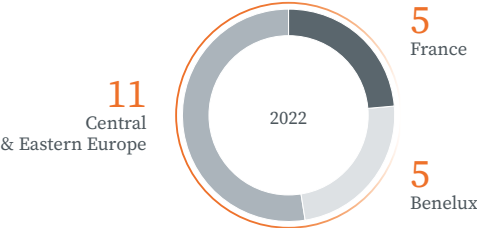
GHG emissions from the vehicle fleet, which account for almost all Scope 1 emissions, have been assessed for the entire Group fleet under its new configuration, which now includes France, Benelux, the 11 countries of Central and Eastern Europe and the United States.

For the year 2022, the CO2 emissions of the 5,410 thermal vehicles in our fleet of 5,738 vehicles correspond to 25,207 t_{eq}CO₂. This estimate is based on the annual volume of fuel consumed, using the emission factors for these fuels as indicated by ADEME (the French Environment and Energy Management Agency).

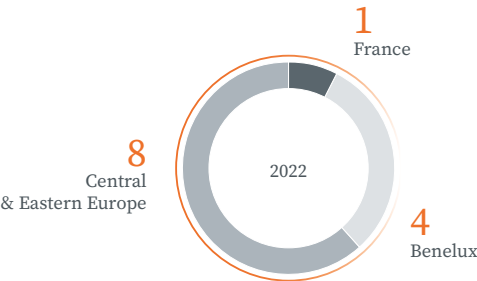
In 2022, the Group has established the carbon footprint of the main entities located in France, which represents 2 thirds of its activity in terms of employees and sales in its new configuration. For France, scope 2 corresponds to energy consumption in buildings in 2021, with emissions of 145 t_{eq}CO₂.

In 2023, the Group will assess its carbon footprint in terms of scopes 1, 2 and 3, measure its reduction and thus meet the expectations of its stakeholders.

NUMBER OF ISO 9001 CERTIFICATIONS BY REGION



NUMBER OF ISO 14001 CERTIFICATIONS BY REGION



BEING READY FOR TOMORROW

The Atalian Group has adopted a proactive approach to contribute directly and indirectly to achieving 9 of the 17 Sustainable Development Goals established in 2015 by the United Nations. The Group's CSR approach was rewarded once again in 2022 by the Ecovadis assessment, which certified the Group as «Gold Medal».

This assessment is very gratifying for our Group, which has always encouraged its managers and employees to take social and environmental initiatives and lead ambitious projects.

In line with its Impact 2030 roadmap, Atalian has drawn up a Carbon Footprint for scopes 1 & 2 in 2022. The objective for 2023 is to have data on the Group's greenhouse gas emissions in scope 3, in particular by taking the necessary action with those involved in the supply chain, and by studying the emissions linked to travel between employees' homes and workplaces.

In 2023, we will be preparing for the entry into force of the Corporate Sustainable Reporting Directive (CSRD) established by the European Commission and scheduled for the reporting in 2025, of the extra financial data for the year 2024.

There are many projects and the challenge is great, but it is vital for the Group to constantly look to the future, to structure itself accordingly and to transform itself as the world around it transforms.

Atalian must be ready for tomorrow... and we will be!





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