

# CSR REPORT

# 2023



**ATALIAN**  
GLOBAL SERVICES



# CSR REPORT 2023

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## MESSAGE FROM THE GROUP CEO

For Atalian, Corporate Social Responsibility (CSR) naturally lies at the heart of our strategy. Firstly, because, like any company wishing to take the long view, we must ensure that our actions contribute to preparing for the future, by being respectful of the environment, socially equitable and inclusive, ethically committed and transparent. But also, and above all, because this demand for sustainability is shared with and desired by our customers, whatever their size or sector of activity. Considering the challenges of energy and ecological transition, considering the challenges of social cohesion and living together, they expect their suppliers to be resolutely active and to contribute concretely to their own CSR targets. Last but not least, this CSR requirement is increasingly prevalent among our employees; the exemplary nature of our actions contributes to their support and pride in belonging to our Group.

In 2023 and 2024, Atalian undertook a comprehensive project to revisit all its policies and establish a new multi-annual CSR roadmap. This new roadmap updates our commitments and objectives with precise performance indicators to measure our progress. This roadmap will serve our customers and can be tailored to the specific scope of services we provide for them.

Guided by our new CSR roadmap, we are firmly committed to supporting our customers, employees, and all our stakeholders towards a more environmentally respectful and socially equitable future. Our actions, concrete and measurable, aim not only to minimize our carbon footprint and resource consumption but also to maximize our positive impact on communities. Our vision goes far beyond mere regulatory compliance; it is part of a deep transformation dynamic, aiming to make Atalian a responsible and committed actor, recognized as such by its stakeholders.

The path is ambitious and the challenges are numerous, but we are convinced that together, we can build a future where economic performance rhymes with social and environmental responsibility. It is with this vision that we approach the years ahead, determined to make Atalian the reference partner for Facility Management in terms of service quality as well as CSR.



Frédéric BAVEREZ  
Group CEO

*"Our vision goes far beyond mere regulatory compliance; it is part of a deep transformation dynamic."*



# 1

## OUR NEW CSR ROADMAP

AN AMBITIOUS  
NEW CSR ROADMAP

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## AN AMBITIOUS NEW CSR ROADMAP

As part of the Group's latest developments (change in scope stabilized at the end of 2023, managerial changes, finalization of refinancing in March 2024), the Group, under the sponsorship of its CEO along with the Executive Committee, decided at the end of 2023 to review its CSR roadmap, capitalizing on the actions and initiatives already undertaken by the Group.

The target of this new roadmap is to respond more effectively to today's social and environmental challenges, to support and meet the ESG (Environment, Social, and Governance) needs of its customers and stakeholders, while complying with an ever more stringent regulatory environment. As part of this approach, the Group has decided to enlist the support of a specialist consultancy firm.

More precisely, the target of this roadmap is to contribute to our customers' own ESG objectives through their "Scope 3". Atalian is subject to CSRD for fiscal year 2025, with a report to be published in 2026. The Group is doing everything in its power to be ready.

## A GLOBAL COMMITMENT FOR A LASTING IMPACT



## DEPLOYMENT OF THE 10 CROSS-FUNCTIONAL PROJECTS

All the 21 issues and consecutive 60 actions identified by the Atalian Group are fully covered by the 10 cross-functional projects identified in the ESG roadmap. These projects have been designed to address a wide range of environmental, social, governance-related challenges, thus ensuring a complete and consistent coverage of the Group's priorities.

Atalian has set up a dedicated steering committee for each cross-functional project, sponsored by an Executive Committee member. This governance structure reinforces the Group's commitment to these initiatives, ensuring effective monitoring and coordination aligned with the Group's global strategy.

The calendar is ambitious. By the end of 2024, the Group plans to define and implement specific action plans, along with their respective calendars and KPIs (key performance indicators). These actions are designed to meet the 21 issues identified by the CSR roadmap, while taking into account the specific needs of Atalian's customers. Finally, the Group will ensure that all of the actions taken are fully compliant with the regulatory requirements, while remaining in line with the expectations of its stakeholders.

### THE 10 CROSS-FUNCTIONAL PROJECTS

1. Decarbonation plan (and GHG assessment)
2. Responsible purchasing policy
3. Management of energy, waste and recycling, internally and for the offer
4. ESG Training
5. Promoting ESG within the offering
6. « Devoir de Vigilance » / CS3D & Double Materiality Matrix
7. Employer Brand
8. Integration policy / Equal opportunities
9. Extra-financial reporting
10. ESG Communication

# PRESENTATION OF THE I.M.P.A.C.T.S. ROADMAP

The I.M.P.A.C.T.S. roadmap, launched at the end of 2023, symbolizes the deep and unwavering commitment of the ATALIAN Group to integrate Corporate Social Responsibility (CSR) into the DNA of all its activities and to make these principles a tangible reality at every level of the organization.

Carefully and meticulously developed, this roadmap is perfectly in line with the Group's core values, its long-term strategic vision, and its firm ambition to position itself as a leading, essential, and sustainable operator in the Facility Management sector.

To establish its roadmap, Atalian was assisted by a specialized consulting firm to best meet the expectations of its customers and comply with current regulatory framework. This comprehensive work aims to better serve and support our customers in their CSR needs while respecting the highest sectoral and regulatory requirements. The goal is to contribute to the CSR objectives of our customers through their "Scope 3."

The project was carried out in several phases:

- Benchmarking and evaluation of the Group's CSR maturity
- Mobilizing identified employees during workshops and interviews to determine goals and work areas
- Organizing steering committees to validate the main points of this roadmap (issues, goals, KPIs, prioritization, and timeline)
- Validating the Roadmap by the Executive Committee and the CEO.

Each dimension of the I.M.P.A.C.T.S. roadmap demonstrates ATALIAN's determination to transform its ethical commitments into concrete actions, to constantly push the boundaries of innovation to proactively meet client expectations, and to generate a significant positive impact both socially and environmentally. These strategic axes are not only pillars of CSR but also essential levers to drive change, encourage the adoption of sustainable practices, and enhance the added value brought to our customers and to all of our stakeholders.

By embedding this roadmap into its overall strategy, ATALIAN reaffirms its ambition to become not only a key player in the ecological and societal transition but also a trusted partner for its customers. The Group is committed to increasing its competitiveness and strengthening its resilience by adapting to rapid market changes and anticipating future challenges in an ever-evolving global environment.



## IMAGINE

We go beyond the boundaries to create **new services, new processes and new innovative and sustainable offerings** that are as close as possible to our customers' needs. At Atalian, every idea is an opportunity to catalyze positive change and create sustainable value.



## MISSION

We can make a daily contribution to a more sustainable world thanks to Atalian's position as a **major player in FM in Europe and our number of employees**. That's why every action we take is guided by our commitment and **responsibility to our customers, our suppliers, our employees, our planet and our society**.



## PROGRESS

The deployment of **digital solutions and more intelligent operations management, a sustainable approach to our actions, combined with the agility** we value, will enable us to go even further towards social and environmental progress.



## ACTIONS

From the design of services to the implementation of ethical and responsible practices, **we transform our convictions into concrete actions motivated by our ESG commitment**.



## CUSTOMERS

Being our **customers' preferred partner is at the heart of our ESG approach**. By meeting their needs with excellence, we build lasting partnerships. We are committed to exceeding expectations, **supporting them in their own ESG needs**, while integrating their feedback to shape a more collaborative future.



## TRANSITION FOR ENERGY AND ENVIRONMENT

The Energy Transition is our compass for decarbonization. Through **new practices, more responsible purchasing and the development of sustainable solutions and services**, we are committed to shaping an energy transition that minimizes our impact, and that of our customers and suppliers, on the environment and encourages the adoption of responsible solutions.



## SOCIAL & SOCIETAL

Atalian has nearly 65,600 employees in France and continental Europe. **Supporting, training, developing and guaranteeing the well-being of our Talents are key to our success**. In addition to our employees, we have a concrete role to play in society, thanks to our **strong commitment to social integration and our work with local communities, schools and associations**. By actively contributing to society, we are working for a more ethical world.



# 2

## A PROVEN CSR MODEL

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## A MAJOR PLAYER IN FACILITY MANAGEMENT

Founded in 1944, Atalian is now one of the major players in Facility Management (FM) in continental Europe. An independent company with a strong local presence, Atalian supports companies and organisations in the management of building and occupant services, providing customised solutions that create value. Atalian operates in a wide range of sectors and environments, offering a global and integrated range of services that meet the highest requirements.



### KEY FIGURES 2023

2,003 million euros of turnover

4.8% EBITDA margin

+ 4.1% growth compared to 2022

> 20,000 customers

19 countries of location

> 65,600 employees

88% customer loyalty

85% of services self delivered

### A WIDE AND INTEGRATED RANGE OF SERVICES



### OPERATING ENVIRONMENTS AND SECTORS



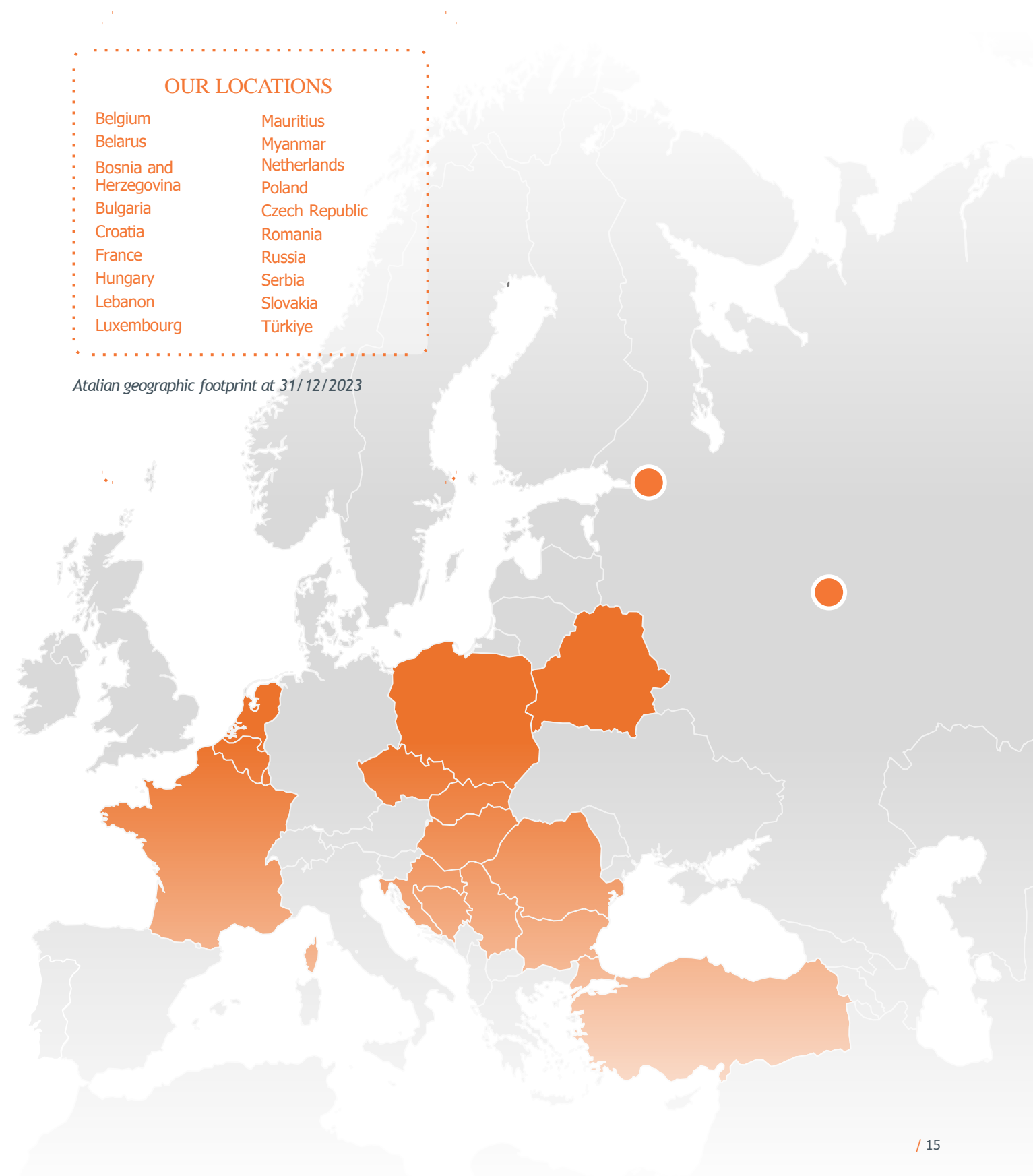
## A BROAD INTERNATIONAL FOOTPRINT

The Atalian Group has a broad international presence (19 countries) in markets offering very strong growth prospects and has strong commercial positions in continental Europe in each of the countries where it operates.

### OUR LOCATIONS

- Belgium
- Belarus
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- France
- Hungary
- Lebanon
- Luxembourg
- Mauritius
- Myanmar
- Netherlands
- Poland
- Czech Republic
- Romania
- Russia
- Serbia
- Slovakia
- Türkiye

Atalian geographic footprint at 31/12/2023





## 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, but also to preserve their value as assets.

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 actions 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**

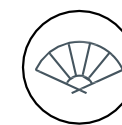
Reduction of GHG emissions as well as water & energy consumption, waste reduction and management (treatment, recycling, reclamation...).

4

**Improving the quality of life of our employees**

Sustainable employment, professional equality, health and safety, professional development, quality of life at work.

## STRENGTHS OF THE ATALIAN GROUP



**A VALUE-CREATING OFFER OF SERVICES**

An offer covering the entire FM spectrum, as well as customized solutions that generate economic, social and environmental performance.



**TREMENDOUS HUMAN CAPITAL**

More than 65,600 employees. Great cultural and social diversity. Talent. Contractors. Varied and complementary expertise.



**A DYNAMIC ECOSYSTEM OF PARTNERS**

A culture of partnership with the Group's customers and suppliers to co-design and deploy innovative and high-performance solutions.



**A VAST AND DENSE NETWORK OF LOCATIONS**

A presence in 19 countries. The ability to serve international customers by being always close to their sites.



**AN ORGANISATION BUILT FOR PERFORMANCE**

Guidelines for the group's trades. Certified management systems. Integrated information, management and reporting tools.



**A DIVERSIFIED CUSTOMER PORTFOLIO**

More than 20,000 customers, including many key accounts, in all business sectors, offering development opportunities.



## OUR SOCIAL RESPONSIBILITY INITIATIVE

Environmental, Social and Governance (ESG) is an essential component of Atalian's corporate strategy. The Group has been committed to sustainable development since 2010. It has integrated the principles and structure of the ISO 26000 standard into its operations.

### COMMITTED TO RESPONSIBLE DEVELOPMENT

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), the Caring for Climate declaration (2015) and joined the French Business Climate Pledge in 2021.

Since 2016, to formalize its objectives and commitments to its stakeholders, the Group has enacted principles, behavioural rules and procedures. In 2023, the Group reviewed all its compliance policies and procedures, establishing a new anti-corruption Code of Conduct and new complementary procedures. The Group is committed to ensuring that these policies and procedures are respected both internally and in its relations with external stakeholders: customers, suppliers, service providers, subcontractors and partners, as well as the communities affected by its activities.

### THE SUSTAINABLE DEVELOPMENT GOALS TO WHICH ATALIAN IS CONTRIBUTING



### A LONG-STANDING COMMITMENT TO CSR

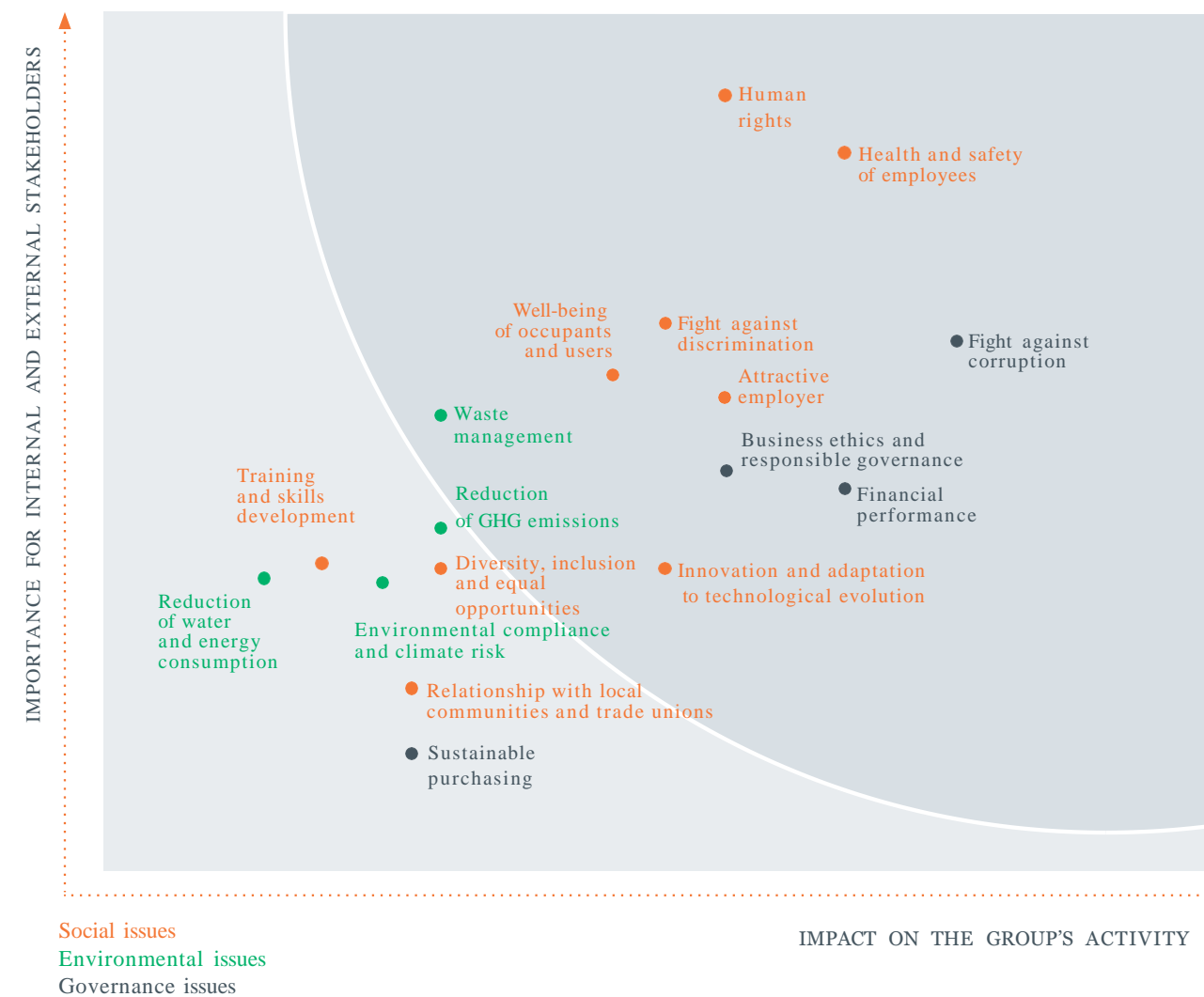


## OUR 10 PRIORITY ESG ISSUES

The Group's ESG strategy has drawn up a list of 17 environmental, social and governance issues, and prioritised them according to their importance for the Group's stakeholders and their impact on its activities.

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



## OUR KEY ISSUES REVIEWED WITH THE NEW ROADMAP

As part of its new CSR roadmap, the Atalian Group has thoroughly reviewed, modified and enriched its existing challenges. This process was undertaken to respond more precisely and proactively to evolving environmental and societal issues, while integrating the growing needs of our customers, suppliers, employees and investors. In addition, this overhaul aims to ensure rigorous compliance with current regulatory frameworks.

These updated challenges will form the basis for the Group's Double Materiality Matrix, a strategic project currently under development, scheduled for completion in early 2025. This matrix will enable us to further refine our approach, closely aligning our ESG priorities with the expectations of our stakeholders and the imperatives of sustainable development.

### OUR 21 MATERIAL ISSUES

Atalian has carried out a rigorous assessment of its strategic priorities. This process has enabled the Group to identify, adjust and integrate key issues in response to evolving stakeholders' expectations and regulatory imperatives.

The table below presents the 21 issues identified, classified into three distinct categories:

- **Maintain**, for issues that have been retained as they are;
- **Updated** for those that have been adjusted;
- **New** for new issues integrated into the Group's ESG strategy.

Environment		7 issues
1.	Sustainable mobility and reducing CO <sub>2</sub> emissions	UPDATED
2.	Waste reduction and waste management	UPDATED
3.	Energy efficiency and reduction of water consumption	UPDATED
4.	Environmental compliance and climate risk management	MAINTAIN
5.	Preserving biodiversity	NEW
6.	Circular economy	NEW
7.	Innovative, eco-responsible services for customers	NEW

Social		8 issues
1.	Respect for the human rights of internal and value chain workers	UPDATED
2.	Employee health, safety and well-being	UPDATED
3.	Customer experience and loyalty	UPDATED
4.	Promoting diversity, inclusion and equality for all	UPDATED
5.	Talent attraction, training and retention	UPDATED
6.	Dialogue with our relevant stakeholders	UPDATED
7.	Employee mobility and work-life balance	NEW
8.	Socio-economic impact and local roots	NEW

Governance		6 issues
1.	Business ethics and prevention of corruption	UPDATED
2.	Cybersecurity and data management	NEW
3.	Economic performance	MAINTAIN
4.	Responsible purchasing	MAINTAIN
5.	ESG governance structure and incentive compensation practices	NEW
6.	Corporate culture, values and reputation	NEW

## PROMOTING INCLUSION AND DIVERSITY

The Atalian Group plays a major social role in all the countries where it operates. It actively contributes to inclusion in the world of work and promotes equal opportunities and diversity. Atalian is fully committed to combating discrimination and has put in place policies for the integration of people in difficulty and people with disabilities. These initiatives help to develop individual skills and to promote professional integration for all.

### ATTRACTING TOMORROW'S TALENT

In 2023, Atalian was awarded the HelloWork «Super Recruiter» label. This label demonstrates the professionalism of the Group's recruitment process and its commitment to improving the candidate experience. The Super Recruiter label is a mark of the Group's commitment to transparency in its dealings with applicants and has enabled it to stand out and attract the best candidates. It has enhanced the employer brand and reassured candidates.

Atalian has also adopted an inclusive employer brand communication strategy, promoting its employees on social networks and job boards. The intensification in 2023 of this communication strategy for all of Atalian's business lines has made it possible to promote the diversity of our business lines, the professional integration of young people via work-study programmes, support for our employees and career development within the Group.

### PROVIDE A SPRINGBOARD FOR LONG-TERM UNEMPLOYED PEOPLE

Atalian also invests in professional reconversion and organises training for jobseekers within the framework of a Collective Operational Preparation for Employment (COPE).

In 2023, the Maintenance & Energy division has recruited 13 employees with different backgrounds and profiles, who are moving towards a new career path: becoming HVAC Maintenance Technicians.

#### KEY FIGURES

- > 65,600 employees
- 155 nationalities
- 26% Employment rate of seniors
- 4% Employment rate of juniors
- 4.2% Employment rate of workers with disabilities

### ENCOURAGING DIVERSITY AND INCLUSION



As a signatory of the Diversity Charter since 2014, Atalian strives to create a working environment where every individual is respected and valued. 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.

### DEFENDING EQUAL OPPORTUNITIES

Atalian is a founding member of the Aéro Impact Ressources Humaines (AIRH) association. This association enables Atalian to make an active contribution to local employment, professional training and integration, and, more broadly, to positive spin-offs in the communities surrounding airports.

AIRH's key tool is the Aerowork recruitment platform, which Atalian uses to recruit for jobs in airport areas. This resume-free, discrimination-free recruitment method, based on candidates' interpersonal skills, aims to help candidates find a job that really suits them.

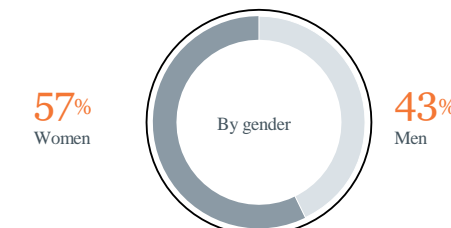
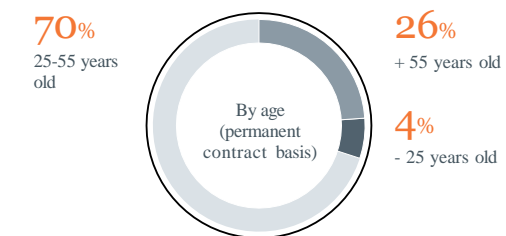
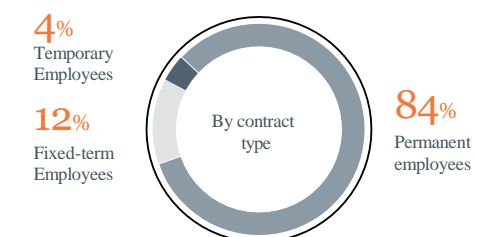
### COMBATING JOB PRECARITY

Combating job precarity is a priority for the Group. Whenever possible, Atalian offers its employees contracts or amendments that reduce job precarity by promoting:

- hiring on permanent rather than fixed-term contracts,
- full-time rather than part-time contracts for new recruits,
- proposals for additional hours by means of supplementary agreements to increase employees' working hours,
- continuous and/or daytime working.



#### DISTRIBUTION OF JOBS WORLDWIDE



## DEVELOPING OUR EMPLOYEES' EXPERTISE

Human capital is a major priority for Atalian. The Group does its utmost to attract and retain a wide range of talented people and ensure their ongoing professional development. This strategy is part of a forward-looking management of jobs and skills aimed at anticipating and preparing for the future by aligning skills requirements with the company's strategic objectives.

### TRAINING TAILORED TO THE NEEDS OF OUR EMPLOYEES

The Group has developed the "Atalian Academy" to provide a range of training programmes for its employees, using both internal and external trainers. The "Becoming an Account Manager" training plan is a 100-hour programme over several months that trained its second class of students in 2023.

The Group is also continuing its literacy training course for employees who are interested. In 2023, it provided 6,500 hours of training.

The Group's major training project in 2024 will involve supporting and upgrading the skills of its Account Managers. Based on an in-depth analysis of the role of Account Manager, which corresponds to the first level of operational team management, the Group will develop and deploy the HR tools and processes needed to meet all the challenges of this key position. These tools will be aimed at maintaining and enhancing the skills of Account Managers, spotting potential and structuring gateways and mechanisms for career development and training. A toolbox to encourage and organise their managerial role will complete the package.

### WORK-STUDY, TO INTEGRATE FUTURE TALENTS

Atalian believes in work-linked training and is actively developing it to offer students training tailored to their professional aspirations and a first immersion in the world of work, thereby increasing their employability. For Atalian, work-linked training is an opportunity to promote the Group's development and innovation by integrating young talent, trained according to its specific needs. The synergy between theoretical training and professional practice prepares students to meet the demands of the company, while enriching it with freshly acquired and up-to-date skills.



### FORWARD-LOOKING MANAGEMENT OF SKILLS AND CAREERS

Career and mobility management helps to build loyalty among the Group's employees and to attract high-potential employees. At the beginning of each year, the annual performance review is a real opportunity for managers and their immediate employees to exchange views.

As part of its strategy of digitalising tools and processes, in 2023 the Group deployed TalentSoft to carry out its annual performance interview campaigns and manage its talent reviews.

#### KEY FIGURES

>65,600 employees  
371,158 hours of training provided  
23,301 employees trained

## ESTABLISHING A GENUINE HEALTH AND SAFETY CULTURE

Atalian is committed to ensuring a safe and healthy working environment for all its employees. The Group's policy on health and safety at work has enabled it to achieve very high standards, attested to by multiple certifications and by the constant improvement of performance indicators throughout the Group.

### REDUCE THE RISKS RELATED TO OUR ACTIVITIES

Atalian implements the necessary measures to limit the risks associated with its activities. The Group ensures that safety standards are strictly applied and implements Health, Safety & Environment training programmes to raise employee awareness of best safety practices and prevent workplace accidents. Talks are organised very regularly. Information flashes are sent by SMS to all employees working on site, etc.

Atalian is also involved in the ProSafe project, which aims to embed the issue of musculoskeletal disorders in all the company's key processes.

### OPTIMISING AND SUSTAINING OUR ORGANISATION AND PROCESSES

As the Group's activities become increasingly complex and regulations more rigorous, Atalian is constantly seeking to professionalise its organisations, streamline its methods and processes, and equip itself with appropriate, easy-to-use and effective QHE management tools to steer its action plans and measure its performance.

#### KEY FIGURES

74% Share of Atalian turnover generated through certified Health and Safety entities  
33 Number of Health and Safety certifications worldwide\*  
Workplace accidents  
17.4 Group frequency rate  
0.77 Group severity rate

\*ISO 45001 or equivalent



## CONTRIBUTE TO DECARBONISATION

Fully aware of the urgency of climate change and the current socio-economic challenges, Atalian has stepped up its efforts to minimise its own ecological footprint and that of its customers. Atalian is committed to a responsible and ambitious approach to decarbonisation, in line with the United Nations' sustainable development goals. Since 2010, Atalian has incorporated the principles of the ISO 26000 standard on corporate social responsibility.



### OPTIMISING ENERGY MANAGEMENT IN BUILDINGS

Atalian, through its subsidiary Ergelis, is an innovative player in building energy management. Its range of solutions incorporating digital technologies makes it possible to collect occupancy and operating data, process this data and optimise the energy management of buildings.

The Group's teams of Energy Managers, who are building professionals in operation, help their customers to achieve their energy efficiency targets and meet the requirements of the BACS Decree and the Tertiary Decree, thereby helping to make buildings more efficient, more sustainable and more environmentally friendly.

### USE OF ECOLOGICAL PRODUCTS

For our cleaning activities, we systematically propose eco-responsible products to our customers (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.

In addition, the Group has embarked on a rationalisation process for its products, focusing on concentrated, eco-labelled cleaning products that are more respectful of the environment, resulting in a reduced carbon footprint thanks to fewer deliveries from suppliers, as well as FSC (Forest Stewardship Council) sanitary consumables ranges.

### 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 sorted and recycled whenever possible 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.

## RECONDITIONING OF MATERIALS

Atalian, in partnership with Ennea Groupe, a specialist in the reuse and reconditioning of professional equipment, is rolling out a system for reconditioning its cleaning machines, both motorised and non-motorised: scrubbers, sweepers, injector-extractors, vacuum cleaners, carts, etc. Initially launched as a test at the end of 2022, equipment reconditioning is now widely deployed.

The reconditioning of cleaning equipment fully contributes to our sustainable development initiative:

- reduction of the amount of waste produced and of our carbon footprint,
- transition to a circular economic model,
- 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.

### KEY FIGURES

**64%** Share of Atalian turnover achieved in entities certified ISO 14001 or equivalent

**13** Number of ISO 14001 or equivalent certifications worldwide



## PROMOTE RESPONSIBLE PURCHASING

The Atalian Group’s responsible purchasing strategy is a central element of its CSR policy, contributing to its sustainable development and overall performance. It includes developing the purchase of non-harmful products and respecting ethical rules in relations with stakeholders – notably suppliers - and in the conduct of business. This approach is not only beneficial for the environment and society but is also seen as a performance driver for the Group.

*The social and environmental aspects are increasingly important in our decisions, but also in our customers’ choices.*

Jérôme MENIN  
Head of Group Purchasing

### ECO-RESPONSIBLE PRODUCTS AND SOCIALLY COMMITTED SUPPLIERS

The Atalian’s purchasing strategy has been strongly impacted by inflation and the Group’s geographical refocusing. This situation has enabled the Group to identify and consolidate strategic partnerships.

In 2024, Atalian’s priority in terms of responsible purchasing will be to integrate sustainability criteria into its purchasing decisions, in particular a preference for eco-responsible products. Atalian has initiated a process to rationalise its product purchases, giving preference to concentrated, eco-labelled cleaning products, which reduce packaging and GHG emissions linked to their transport, as well as FSC-labelled (Forest Stewardship Council) ranges of sanitary hygiene consumables.

Atalian also aims to ensure that its suppliers comply with social and ethical standards and laws, by rationalising the supplier panel, strengthening key partnerships and better evaluating suppliers with a view to implementing a continuous improvement process.

### A POLICY IMPLEMENTED IN ALL OUR COUNTRIES

For several years now, the Group’s purchasing policy has been rolled out in all countries, and the roadmaps, although adapted to the specific characteristics of each country, are based on a common core aimed at simplifying, optimising and rationalising purchasing. Many of the Group’s subsidiaries in Europe are progressing well in terms of purchasing maturity.

Over the past 3 years, the Group’s objective has been to move from a tactical purchasing policy, essentially focused on supply, to a strategic purchasing policy that focuses on value creation.



## OUR SOCIAL PERFORMANCE

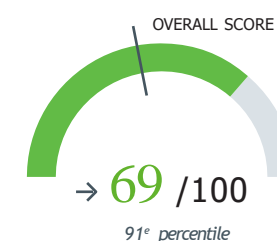


The Atalian Group’s social responsibility is commensurate with its position within its business sector. The Group employs more than 65,600 people worldwide and is involved in businesses with real economic, social, environmental and societal challenges.

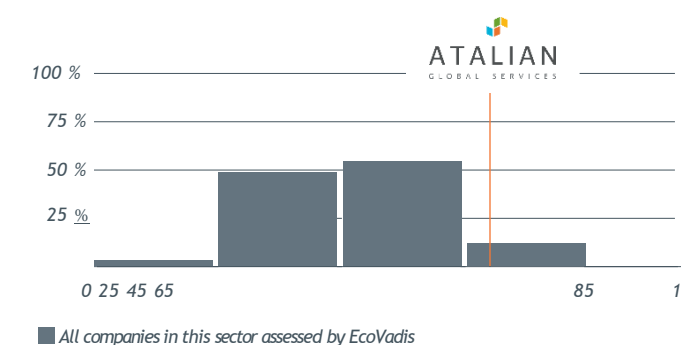
To measure its impacts and progress, the Atalian Group set up a global reporting system that includes nearly 70% of the Global Reporting Initiative (GRI) G4 guidelines indicators. In 2024, the Group obtained a score of 69/100 and received the EcoVadis Silver medal.

### ECOVADIS OVERALL SCORE

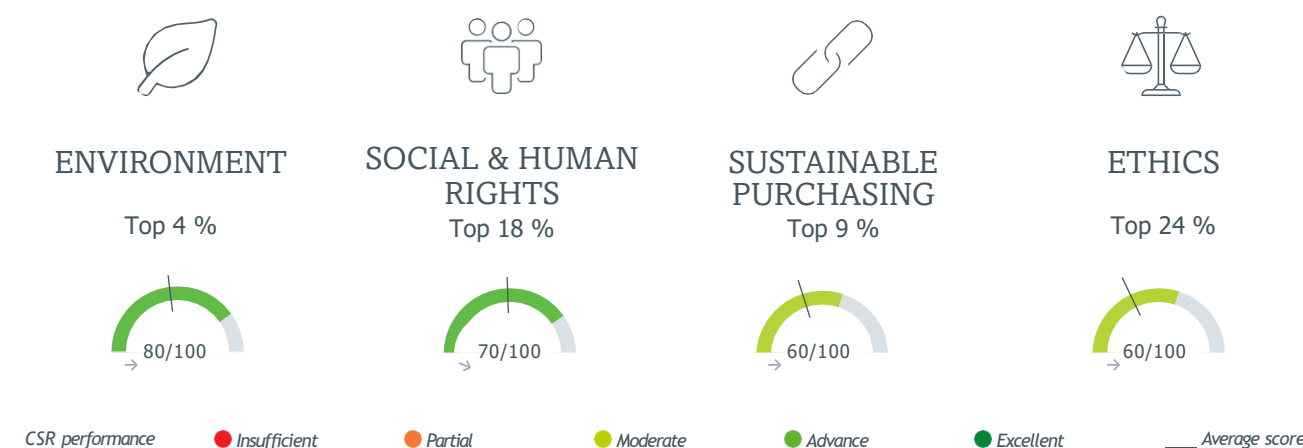
In its business sector, the Atalian group is in the top 6% of companies best rated by EcoVadis.



### 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.



# 3 OUR ESG PERFORMANCE

SOCIALLY RESPONSIBLE MANAGEMENT

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RESPONSIBLE MANAGEMENT OF ENVIRONMENTAL IMPACTS

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Health, safety and quality of life at work of our employees are essential to Atalian's approach to corporate social responsibility. The Group also strives to contribute to the fight against global climate change and the preservation of biodiversity, notably by limiting its greenhouse gas emissions.

## SOCIALLY RESPONSIBLE MANAGEMENT

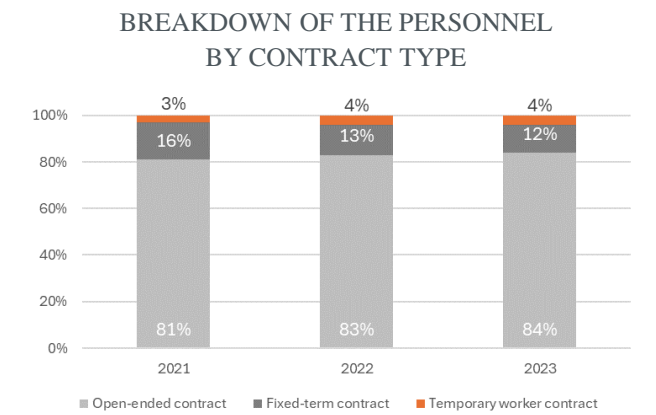
The Group is an attractive employer, developing the skills of all its employees and guaranteeing equal opportunities by combating all forms of discrimination and promoting diversity and inclusion.

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

#### Contractual commitments

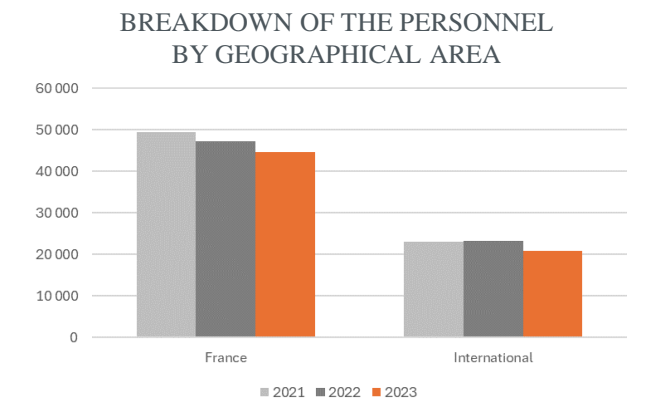
Atalian strives to reduce precarious employment, particularly part-time work. The Group is organized in such a way as to increase the working hours of employees on precarious contracts and to give preference to stable jobs of optimum duration.

Over the past few years, and particularly in France since October 2022, Atalian has been committed to a policy of reducing the number of fixed-term contracts, by identifying positions that can be considered permanent and converting fixed-term contracts to open-ended contracts. Over the last 3 years, the proportion of Group employees on open-ended contracts has risen from 81% to 84%.



#### Evolution of the personnel

The Group's total workforce (open-ended, fixed term and interim contracts) stood at c. 65,600 employees at the end of 2023. It has decreased by 7% since 2022, notably due to scope changes.

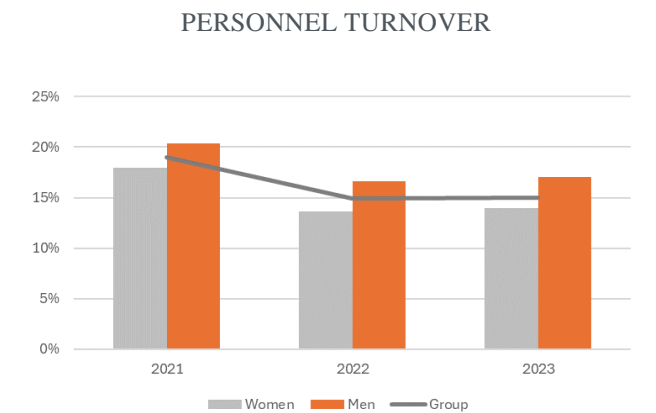


#### Breakdown by geographical area

Analysis by geographical area shows divergent trends. France saw a decline in overall headcount in 2023, as did International (Benelux and Central & Eastern Europe), mainly due to changes in scope.

#### Turnover of the personnel

In an industry characterized by traditionally high staff turnover, the Group has seen a downward trend in its turnover rate compared with 2021, reflecting the beneficial effects of the measures taken to build employee loyalty.





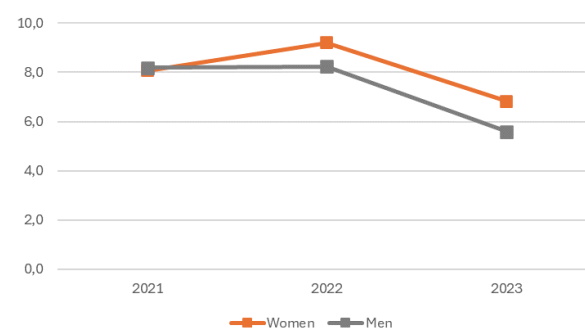
**Retention of talented people**

With a high staff turnover rate of 15%, the average seniority of managers decreased in 2023. It stood at 6.1 years in 2023, compared with 8.2 years in 2022 and 8.1 years in 2021.

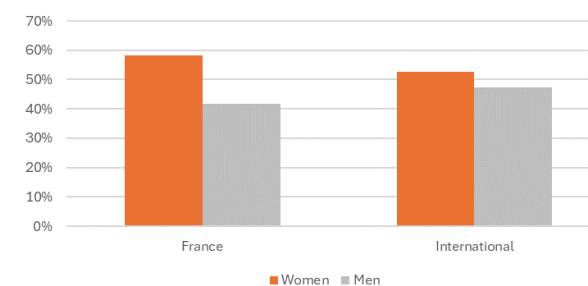
**Promotion of employees**

In 2023, around 4% of the Group's employees were promoted to a position representing a progression in their professional career. These promotions concerned 2% of the Group's female workforce and 6% of its male workforce. They account for 3% of working employees and 11% of supervisory support teams.

AVERAGE SENIORITY OF MANAGERS



BREAKDOWN OF PERSONNEL BY GEOGRAPHICAL AREA AND GENDER



EVOLUTION OF OCCUPATIONAL CATEGORIES BY GENDER



**Personnel benefits**

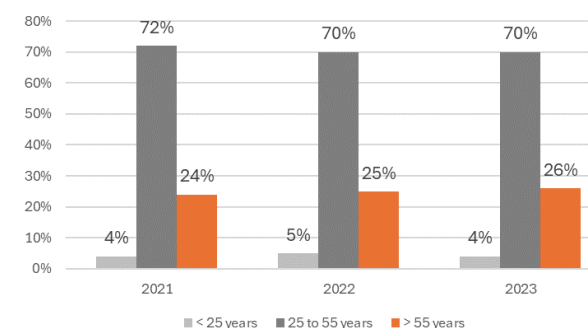
**Social conventions**

As a result of changes in the Group's scope of consolidation, the percentage of employees covered by a collective bargaining agreement has improved. By 2023, 80% of the Group's employees will be covered by a collective bargaining agreement.

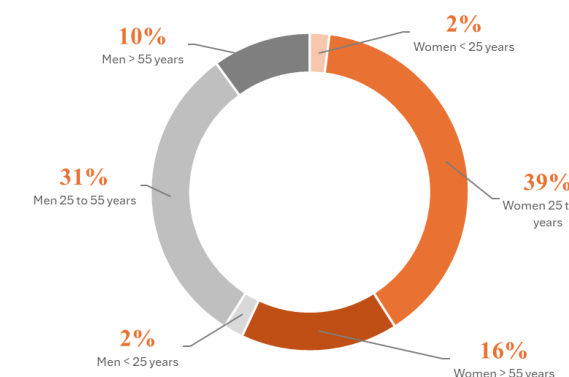
**Parental leave**

The number of employees taking parental leave in 2023 was 1,678 (915 women and 763 men). Parental leave involved 3% of the Group's workforce and represented 126,346 days of leave, or an average of 75 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; ODD #5 & 10; GC #1 & 6)**

Atalian closely monitors the composition of its workforce to ensure the impact of its policy in favor of diversity, gender equality and inclusion.

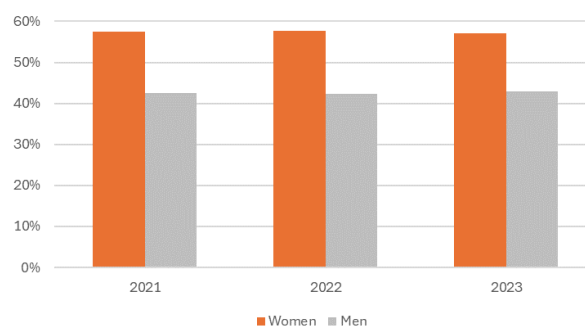
**Evolution of the Group's personnel by gender and age groups**

The breakdown of the Group's workforce by gender has remained relatively stable over the past 3 years. Women represent the majority, with 57% of the total workforce (43% for men).

An analysis of the workforce by country shows that gender disparity is particularly marked in France and the Benelux countries, where women account for 58% and 68% of the workforce respectively, while the opposite is true in Central & Eastern Europe, where women account for 46%.

Atalian has set targets for management positions to establish a 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 sustainable distribution between the different age categories of its employees. Over the past 3 years, 74% of Atalian's employees have been under 55, and 26% have been seniors.

At ATALIAN, disability is not a barrier to employment. ATALIAN adapts to welcome disabled people wishing to contribute their skills to the Group and supports them throughout their career with the company. In 2023, ATALIAN employed 2,734 disabled people (1,668 women and 1,066 men), representing 4.8% of the workforce on permanent contracts.



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

Atalian implements training and skills upgrading programs for its employees. The number of training hours delivered in 2023 totaled 371,158 hours, compared with 265,314 hours in 2022, representing 23,301 employees trained. More than half of these training hours (194,355 hours) were devoted to training in best practices for ensuring employee health and safety.

The Group is also continuing its alphabetization program for employees who so wish. To this end, it provided 6,500 hours of training in 2023.

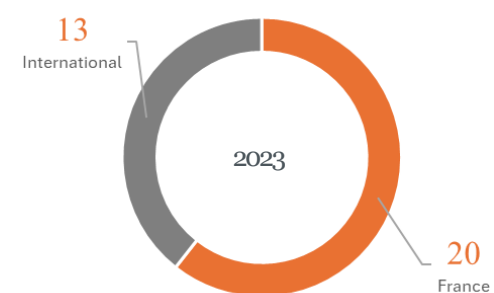
**ACTION ON EMPLOYEE HEALTH AND SAFETY (GRI 403; ODD #3 & 8; GC #1)**

Atalian is committed to promoting and guaranteeing health and safety at work. The Group is committed to preventing physical and psychological occupational hazards. In 2023, the accident frequency rate\* was 17.4, down from 19.1 in 2022, and the accident severity rate\*\* was 0.77%.

\* 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.

NUMBER OF ISO 45001 CERTIFICATIONS BY GEOGRAPHICAL AREA



The Atalian Group is committed to ISO 45001 or equivalent certification in all the geographical areas in which it operates.

**RESPONSIBLE MANAGEMENT OF ENVIRONMENTAL IMPACTS**

On a like-for-like basis, Atalian retained all ISO 9001 and ISO 14001 certifications held in 2023, demonstrating its willingness and ability to embrace continuous improvement in quality and environmental management.

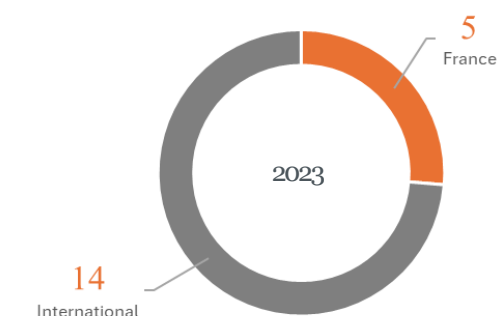
To reinforce its approach to sustainable development, Atalian is working on a new CSR roadmap – I.M.P.A.C.T.S. - which aims to add to the social performance and governance indicators already in place, performance indicators and an environmental trajectory, particularly in terms of reducing greenhouse gas emissions and reducing waste and energy consumption resulting from its activities.

In 2023, Atalian pursued its decarbonization approach, which aims to reduce the Group's carbon footprint through innovation, investment (notably in a fleet of electric vehicles), optimizing energy consumption and reducing the use of fossil fuels in favor of renewable energies.

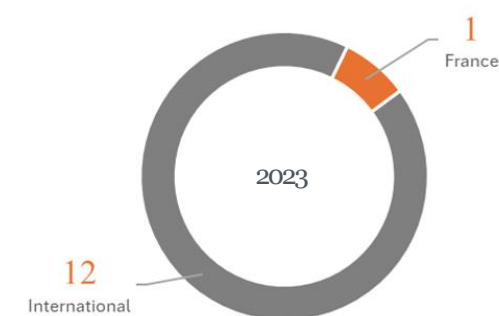
GHG emissions were last assessed in 2022. Following the Group's latest developments (changes in scope stabilized at the end of 2023, changes in management, finalization of refinancing in March 2024), the Group, under the sponsorship of its CEO and its Executive Committee, has decided to review its CSR roadmap, capitalizing on the actions and initiatives already undertaken by the Group.

This roadmap includes a decarbonization project, covering scopes 1, 2 and 3, and supported by a high-performance calculation tool. The decarbonization cross-function project is underway, and a 2023 GHG balance sheet and a revised carbon trajectory should be available in late 2024 / early 2025.

NUMBER OF ISO 9001 CERTIFICATIONS BY GEOGRAPHICAL AREA



NUMBER OF ISO 14001 CERTIFICATIONS BY GEOGRAPHICAL AREA





## TOWARDS A SUSTAINABLE AND RESPONSIBLE TRANSFORMATION

ATALIAN has been committed to Environment, Social, and Governance since 2010. Numerous actions, initiatives and innovations have been developed over the years.

In 2023, the Group has decided to go even further, in order to accompany its customers and all its stakeholders in an even more ambitious environmental and societal approach.

2024 marks a turning point in the Group's ESG strategy, supported by a committed management team. Today, ATALIAN is implementing its new CSR roadmap – I.M.P.A.C.T.S -, investing in a high-performance tool, setting up dedicated governance under the sponsorship of its CEO, and deploying specific and ambitious actions at Group level around updated ESG key issues.

By the end of 2024, the Group aims to have finalized its Double Materiality Matrix, a gap analysis, a carbon footprint for 2023 and a carbon trajectory for 2030 and 2050.

We will also be preparing for the entry into force of the European Commission's Corporate Sustainable Reporting Directive (CSRD), scheduled for 2025.

The projects and actions are numerous 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's ambition is to be its customers' preferred FM partner in terms of CSR and quality of service.



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