

CSR REPORT 2024



ATALIAN
GLOBAL SERVICES



CSR REPORT 2024

MESSAGE FROM THE CEO	5
----------------------	---

OUR CSR MODEL

Our model of value creation and sharing	6
Our CSR Model	8

CSR STRATEGY AND INITIATIVES

Ensuring ethics and compliance	13
Prioritising responsible purchasing	14
Strengthening our health & safety culture	15
Exercising our duty of vigilance	16
Enhancing our human capital	17
Reducing our environmental impact	25
Our CSR performance	27
Multiple CSR initiatives in the Group	28

CSR PERFORMANCE INDICATORS	30
----------------------------	----

MESSAGE FROM THE CEO



Quentin
VERCAUTEREN DRUBBEL
CEO

*“Corporate Social
Responsibility
is part of the
Atalian Group
DNA and we
consider it as a
key performance
driver”*

At Atalian, Corporate Social Responsibility (CSR) is a committed approach and stays at the heart of our business model, starting with our 63,000 employees.

CSR is part of the Atalian Group DNA and we consider it as a key performance driver. Since 2012 Atalian has been a member of the Global Compact and since 2015 we have been following 9 out the 17 Sustainable Development Goals, focusing on human rights, environment, and anti-corruption. This commitment was followed with the signature of the Diversity Charter, and later the declaration of Caring for Climate in 2015 and the French Climate Pledge in 2021.

In 2024, the strategy of the Atalian Group is to drive business awareness and action thru a new roadmap: I.M.P.A.C.T.S. Our goal is to answer our social and environmental challenges in a better way, in order to support our stakeholders, and more specifically our customers, in their own challenges, and to comply with ever-increasing regulatory requirements.

Our 63,000 employees are at the middle of our business model. Our actions are focused around their safety, health and well-being at work. We support them day-to-day to ensure they have safe working conditions. We have also implemented training programs to develop their skills and carriers within the Group.

Environment is also key for the Group. Since 2023, Atalian has been measuring its carbon footprint for both direct and indirect emissions and has set targets to reduce its scope 1 and 2 emissions by 42% and scope 3 by 25% by 2030, in line with its SBTi trajectory.

Together, every day, we are convinced that we can achieve sustainable growth for the benefit of our employees, our customers, and for our group.

OUR MODEL OF VALUE CREATION AND SHARING

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 63,000 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 presence in 15 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, ISO 45001 and MASE or equivalent
 - Integrated information, management and reporting tools



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

CREATING VALUE



TRENDS IMPACTING THE

- Population growth and urbanization
- Economic globalization
- Technological and digital revolution

ATALIAN MODEL

- 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



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



OUR CSR MODEL

Corporate Social Responsibility lies at the heart of Atalian’s strategy, as the Group takes a long-term approach and ensures that its actions contribute to shaping the future – in an environmentally respectful, socially fair and inclusive, ethically committed and transparent manner. Above all, this commitment to sustainability is driven by our clients and increasingly echoed among our employees.



Alexandra FICHELSON
Group CSR and
Investor Relations Director

Atalian accelerated its CSR approach in 2024 through a wide range of initiatives. Alexandra Fichelson, CSR Director, reflects on an intense year and outlines the foundations of the Group’s CSR strategy.

How would you describe 2024?

2024 was a pivotal year for Atalian. Backed by the Executive Committee, we approved our new CSR roadmap, structured around 10 strategic priorities covering all our social, environmental and governance challenges, addressing the expectations of our stakeholders as well as the increasingly stringent regulatory requirements we face.

In 2024, the Group also established strengthened CSR governance, including a dedicated CSR department and a steering committee that meets every two months to monitor progress. A dedicated CSR platform was deployed.

What were the key milestones of the year?

- Several major and structuring projects were launched in 2024, including:
- The Group’s decarbonisation project was initiated with a carbon footprint assessment covering scopes 1, 2 and 3. The main pillars of the decarbonisation plan were defined, aligning the Group with SBTi (Science Based Targets initiative) objectives: a 42% reduction in CO₂ emissions for scopes 1 & 2, and a 25% reduction for scope 3 by 2030.
 - A double materiality matrix was drawn up – a vital tool to ensure compliance with the EU’s CSRD (Corporate Sustainability Reporting Directive), to which Atalian will be subject.
 - A responsible purchasing policy was rolled out in France, integrating the CSR priorities of the Group’s roadmap.

What are the main conclusions of the double materiality assessment?

The double materiality analysis, summarised in the matrix, is truly the cornerstone of our CSR strategy. The process, which began in September 2024 and concluded in February 2025, enabled us to reassess and identify the ESG topics where the Group has a significant socio-environmental impact (positive or negative), as well as those that present major financial risks or opportunities.

It also allowed us to review the materiality of the 21 issues listed in the initial roadmap (late 2023), and to measure the gaps between our current sustainability performance and stakeholder expectations, thereby defining the key indicators and objectives of our Group’s CSR policy.

In 2024, Atalian defined its new IMPACTS CSR roadmap, covering all its social, environmental and governance challenges.”

AN AMBITIOUS ROADMAP



After reviewing all of its policies, the Group has established a new multi-year CSR roadmap – IMPACTS – updating its commitments and objectives, backed by clear performance indicators to track progress. The Group’s vision goes far beyond regulatory compliance; it reflects a broader transformation, aiming to position Atalian as a responsible, committed player, recognised as such by its stakeholders.

- I** **Imagining:** Designing innovative services, processes and offerings to create sustainable value
- M** **Mission:** Committed to a more sustainable world for our clients, suppliers, employees, planet and society
- P** **Progress:** Rolling out digital and sustainable solutions while preserving the agility we value
- A** **Actions:** Deploying ethical and responsible services and practices
- C** **Clients :** Becoming the preferred partner of our clients by supporting them in their own CSR commitments
- T** **Transitioning Energy and Environment:** Committed to more responsible purchasing and the development of environmentally respectful practices, solutions and services
- S** **Social and Societal:** Supporting, training and developing our Talents, while ensuring their well-being. Taking strong action on inclusion and working closely with local communities, schools and associations



OUR CSR PRIORITIES



ATALIAN’S DOUBLE MATERIALITY MATRIX

The identification of the Group's material ESG issues and their impact is the result of a rigorous four-step methodology.

- 1 The double materiality analysis began with the 21 ESG priorities defined during the creation of the CSR roadmap at the end of 2023, combined with the themes listed by the CSRD. These priorities were then broken down into more detailed sub-priorities, which formed the basis for identifying both positive and negative socio-environmental impacts, as well as the associated financial risks and opportunities (IROs – Impacts / Risks / Opportunities). To conduct this work, the Group engaged around thirty internal and external stakeholders through interviews led with the support of an external consultant.
- 2 The Group then selected the most significant IROs. Any priority or sub-priority with at least one significant IRO is itself considered material.
- 3 The results of the double materiality analysis were reviewed and validated by subject-matter experts (QHSE, Directors of Procurement, HR and Compliance), then approved by a Validation Committee composed of the CEO, the France and International CEOs, and the CFO.
- 4 Additionally, a cross-review was conducted using the interviews carried out for the Duty of Care assessment, allowing for further validation and alignment between the identified IROs and the impacts listed in the double materiality matrix.

Given the nature of our business and in line with the double materiality matrix we have developed, the following topics are expected to be disclosed starting in 2025:



Cross-cutting standards

- **ESRS 1** – General principles*
- **ESRS 2** – General disclosures*

Topical standards

Environment

- **ESRS E1** – Climate**
- **ESRS E2** – Pollution**
- **ESRS E3** – Water and marine resources
- **ESRS E4** – Biodiversity and ecosystems
- **ESRS E5** – Resource use and circular economy

Social

- **ESRS S1** – Own workforce**
- **ESRS S2** – Workers in the value chain**
- **ESRS S3** – Affected communities
- **ESRS S4** – Consumers and end-user**

Governance

- **ESRS G1** – Business conduct**

* mandatory
** includes at least one material sub-topic

THE SUSTAINABLE DEVELOPMENT GOALS TO WHICH ATALIAN IS CONTRIBUTING

CSR is an integral part of our DNA and we consider it to be a real driver of performance. Atalian has been committed since 2012 through its membership of the Global Compact, and since 2015 through its alignment with 9 of the 17 Sustainable Development Goals relating to human and labour rights, the environment, and the fight against corruption.



2024. MULTIPLE INITIATIVES, ON ALL CSR FRONTS

- Deployment of the new **Supplier Code of Conduct** (with enhanced CSR content) and the Responsible Purchasing Policy introducing a CSR self-assessment questionnaire as part of the tender process.
- Signing of a **100% green energy contract** for all Atalian sites in France.
- Participation in the Pollutec trade show to present **specific cleaning techniques** (cryogenics, laser, steam, etc.), in situ supply chain solutions and industry-specific solutions with a CSR focus.
- Continuation of the “Become an Agency Manager” course as part of the **Atalian Academy**.
- Awarded the **STMicroelectronics Tours Societal Trophy** in recognition of our commitment to employee health, safety and well-being, and our initiatives promoting diversity, inclusion and equal opportunities.
- Organisation of a conference at the Préventica trade show in Lyon, in partnership with CARSAT and the French National Research and Safety Institute (INRS), on **the prevention of MSDs and the use of autonomous mobile robots**.
- **Adult literacy programmes**.
- Support for initiatives promoting **a return to sustainable employment for people who are furthest from it**, in particular through the Individual Operational Preparation for Employment programme.

ENSURING ETHICS AND COMPLIANCE

Atalian continues to strengthen its compliance programme to meet the legal and regulatory requirements of the countries in which it operates. This programme is built around codes, procedures, controls and initiatives that address all compliance matters and align with the provisions of the Sapin II Law and the recommendations of the French Anti-Corruption Agency.

Appointed in September 2024, Aurélie Banck presents the system and action plans that have been rolled out to ensure compliance across the Group.

Why did you join the Group in 2024?

I chose to join Atalian because people are at the heart of the Group's activities. Compliance is not only a major legal and technical challenge, but also a human one, as much of our role involves shaping behaviours and embedding a culture of everyday compliance. This strategic role enables me to apply my expertise to strengthening internal processes and supporting Atalian in addressing its regulatory challenges.

What are your takeaways from the monitoring by the French Anti-Corruption Agency?

It is clear that the Group has made significant progress. The next step is to pursue a continuous improvement approach to further develop our compliance processes.

To what extent has Atalian strengthened its compliance framework?

Atalian has clearly reinforced its measures to prevent integrity breaches, with a marked increase in awareness and a strong commitment from senior management. The focus now must be on consolidating this progress and embedding a lasting culture of compliance.

What were the main compliance-related actions in 2024?

The year was marked by the adoption of a new Code of Conduct and several core procedures that form the cornerstone of our framework — notably, a whistleblowing policy and a dedicated reporting line accessible to all Group stakeholders, as well as procedures concerning gifts and hospitality, and business introducers.

We also rolled out an ambitious training programme for employees in roles exposed to corruption risks: over 1,400 people received a half-day session delivered by a certified training provider.

New governance structures were introduced, including an Ethics and Compliance Committee bringing together central support functions and business line representatives, and a Donations and Sponsorship Committee, which meets monthly to review relevant initiatives.

We regularly engage with managerial teams to raise awareness of corruption risks and provide updates on the compliance programme both in France and abroad.

Lastly, we responded to the preliminary report received this summer from the French Anti-Corruption Agency, providing the necessary evidence to demonstrate our compliance with legal obligations.



Aurélie BANCK
Group Compliance Director

20 reports received via the ethics alert line

96% of employees in corruption-exposed roles in France trained in 2024

>20 donations and sponsorship requests reviewed and assessed

PRIORITISING RESPONSIBLE PURCHASING



Guillaume BOURGER
Group Purchasing Director

“ESG criteria are playing an increasingly important role in our purchasing decisions – and in those of our clients.”

GREEN ENERGY ACROSS 100% OF OUR CONTRACTS

As a concrete example of our strong commitments, Atalian renegotiated all of its energy contracts in 2024, making the strategic decision to switch 100% to green electricity and gas.

This move not only reinforces our environmental approach but has also helped reduce energy costs through more favourable contractual terms. It is a perfect illustration of how a responsible strategy can also be a driver of competitiveness and differentiation.

A RESPONSIBLE PURCHASING STRATEGY AT THE HEART OF ATALIAN’S CSR POLICY

The responsible purchasing strategy is a key pillar of the Atalian Group’s CSR policy. It contributes directly to our overall performance and our commitment to sustainable development.

It is built around a new Responsible Purchasing Policy, an updated Supplier Code of Conduct, and is fully aligned with the Group’s environmental, social and governance (ESG) priorities.

A NEW RESPONSIBLE PURCHASING POLICY

Atalian’s Responsible Purchasing Policy aims **to streamline our supplier base** by prioritising those offering the best overall performance – technical, economic, social and environmental.

National tenders now systematically include an evaluation of suppliers’ CSR performance, which accounts for at least 15% of the final selection weighting.

The Group also prioritises:

- concentrated, eco-labelled cleaning products that are safe for our employees and for the environment, while reducing packaging and greenhouse gas emissions from transport;
- FSC (Forest Stewardship Council)-certified sanitary consumables;
- reconditioned cleaning equipment or equipment with a high repairability index, designed to help reduce musculoskeletal disorders for operators.

Furthermore, Atalian is stepping up its efforts to combat fraud and ensures that all suppliers commit to strict ethical standards as defined in the Atalian Code of Conduct – particularly in relation to modern slavery, undeclared work and child labour.

In 2025, the Group Purchasing Department will continue to focus on two priorities:

- rolling out the Responsible Purchasing Policy across the Group;
- strengthening the assessment of suppliers prior to their approval.

STRENGTHENING OUR HEALTH & SAFETY CULTURE

Atalian is committed to providing all employees with a healthy and safe working environment. The Group’s occupational health and safety policy has enabled it to achieve very high standards, demonstrated by multiple certifications and the ongoing improvement of performance indicators across all entities.

MANAGING THE RISKS INHERENT TO OUR ACTIVITIES

Atalian ensures strict compliance with safety regulations and runs Health, Safety & Environment (HSE) training programmes to raise awareness among all employees of best safety practices and to prevent workplace accidents. Toolbox talks are held on a very regular basis, and information flashes are sent by SMS to all on-site personnel.

In 2024, the Group launched several additional initiatives to reinforce its prevention efforts: the ProSafe project to incorporate musculoskeletal disorder (MSD) risk into all key company processes; partnerships with clients to promote the reporting of hazardous or sensitive situations; an MSD-focused conference at the Préventica trade fair; and a QSE seminar including interactive workshops.

OPTIMISING OUR ORGANISATION AND PROCESSES

As the Group’s business activities grow more complex and regulations become increasingly stringent, Atalian continuously seeks to professionalise its organisation, streamline its methods and processes, and implement simple yet effective QHSE management tools to steer action plans and monitor performance.

In 2024, the Group launched a migration to new tools for digitising QSE forms (iAuditor) and reporting (Salesforce), with the aim of improving both efficiency and data reliability.

For 2025, the QHSE Department has set the following objectives: to complete the tool migration across all French operations, and to renew several MASE certifications (across all business lines), along with ISO 45001 certifications for the Cleaning and Security divisions.

KEY FIGURES

31 Health & Safety certifications held by Atalian*

18 Number of ISO 9001 or equivalent certifications held by Atalian

Workplace accidents

<17 Group frequency rate

<1 Group severity rate

*ISO 45001, OHSAS 18001 or equivalent



PREVENTING MSDS

Atalian signed a national voluntary commitment protocol with CARSAT to incorporate the prevention of musculoskeletal disorders (MSDs) into all key internal processes – including sales, procurement, operations, and communication.

In tenders, MSD risks are considered by commercial teams from the earliest stages of bid preparation. The Purchasing Department includes MSD risk in its product and equipment assessment criteria.

The QSE Department holds regular discussions with other departments to ensure consistent attention to MSD risks, especially during ProSafe steering committee meetings.

EXERCISING OUR DUTY OF VIGILANCE

To prevent human rights, ethical and environmental violations in the course of its activities, Atalian has implemented measures to identify, prevent and mitigate the risks associated with its operations, as well as those of its subcontractors and suppliers.

IDENTIFYING RISKS RELATING TO THE DUTY OF VIGILANCE

In 2024, Atalian carried out a risk mapping exercise related to the duty of vigilance, by consulting internal and external stakeholders (suppliers, subcontractors) of the Group. This analysis identified all the risks to which the Group is exposed in terms of human rights, ethics and the environment, and highlighted appropriate remedial or preventive actions.

MONITORING AND PREVENTING RISKS ACROSS THE ENTIRE VALUE CHAIN

The Compliance Department and the CSR Department are working together to ensure that the monitoring and prevention of risks identified under the duty of vigilance are aligned with the Group's double materiality analysis and its CSR roadmap.

The action plans developed as part of the Group's CSR strategy contribute to mitigating various risks covered by the duty of vigilance. In France, Atalian is rolling out a responsible purchasing strategy and a CSR assessment questionnaire for suppliers, which is intended to be extended across the entire Group. Atalian has also updated its Supplier Code of Conduct to include CSR-related requirements (such as the fight against modern slavery, undeclared work and child labour, and the reduction of environmental impact).

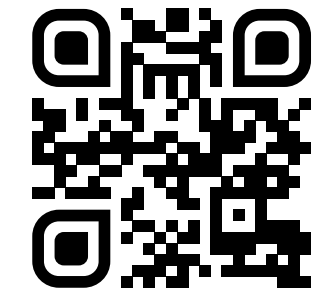
The Group has also begun work to extend the new ethics alert line – introduced as part of the Sapin II framework – to include topics covered by the duty of vigilance. In addition to the initial assessment of suppliers and subcontractors, this alert line, accessible to all stakeholders, helps identify anomalies or risky situations and carry out checks where necessary. This mechanism is brought to the attention of suppliers and subcontractors in the Supplier Code of Conduct.

CONTINUING TO STRENGTHEN PREVENTION POLICIES IN 2025

Atalian's strong commitment in 2024 to becoming a benchmark in the Facility Management sector with regard to social responsibility and duty of vigilance was clearly demonstrated. In 2025, the Group will continue to enhance its monitoring indicators, systematise its approach, and further strengthen its policies for preventing human rights violations throughout its value chain.

A WHISTLEBLOWING LINE OPEN TO ALL STAKEHOLDERS

Atalian has made its ethics whistleblowing platform widely accessible through the OneTrust solution, enabling all internal and external stakeholders to report any breaches of conduct or applicable laws. This initiative reflects the Group's commitment to upholding the highest standards of ethics and compliance.



ENHANCING OUR HUMAN CAPITAL



Carol RAMBON
Group Human Resources Director

Human capital is fundamental to the Group's development. Operational excellence and customer satisfaction rely heavily on the expertise and commitment of Atalian's teams. Our people are therefore at the heart of our priorities. Their wellbeing and professional fulfilment are key objectives within Atalian's CSR roadmap.

HUMAN RESOURCES: A STRATEGIC PRIORITY FOR ATALIAN

Carol Rambon, Group Human Resources Director, underscores the vital importance of people in the Group's performance and outlines Atalian's HR strategy and challenges.

KEY FIGURES

- +63,000 employees
- 155 nationalities
- 86% permanent contracts
- 57% proportion of women in the workforce

What are the pillars of Atalian's HR strategy?

To support our development, win new clients and build loyalty, we must ensure our teams are fully equipped to deliver services that meet expectations. In a tight labour market where roles are evolving rapidly, investing in people is essential.

Atalian's conviction is simple: caring for our employees means caring for our clients. This principle is embedded in our HR strategy, which is structured around five key priorities:

- Fostering social dialogue, to build trust and transparency, support conflict resolution, encourage employee engagement and collect valuable feedback from the field.
- Ensuring a healthy and safe working environment, by continuously preventing occupational and psychosocial risks. A workplace where employees feel respected and protected is a cornerstone of engagement, performance and retention.
- Proactively managing skills and talent, by anticipating future needs, attracting and recruiting the right people, supporting career development, encouraging individual fulfilment and fostering loyalty.
- Promoting inclusion and diversity, not only to reflect our ethical standards and regulatory responsibilities, but also to drive innovation, creativity and performance.
- Accelerating digital transformation in HR, to respond more effectively to a constantly evolving working environment and support the Group's overall transformation.

“We firmly believe that taking care of our people means taking care of our customers.”



What is the Human Resources 2025 roadmap?

Our HR 2025 roadmap is part of an overall framework of employer brand development, managerial innovation, digital transformation, inclusion and societal commitment.

It responds both to internal priorities (need for social dialogue, need for security and well-being, need for skills...) and to the expectations of our customers, who must be at the centre of the concerns of each of our employees.

Our teams are the company's primary interface with its customers. The quality of the employee experience therefore directly determines the quality of the customer experience.

Among the main HR 2025 objectives are the strengthening of the attractiveness of the employer brand, the improvement of well-being at work, the development of key skills to support operations and support functions (business development, customer loyalty, hospitality, compliance...), talent management, support for the transformation of the Group, and the continuation of the digitalisation of HR processes.

Our HR roadmap for 2025 covers the Group in all its geographical areas with an agile approach, enabling the alignment of local and global objectives, while meeting the specific needs of each of our 15 countries of operation.



PROMOTING SOCIAL DIALOGUE

Employee relations at Atalian are based on continuous social dialogue, both at national and regional level, and on collective bargaining at central level, with an enhanced role and increased resources for trade union representatives.

Within its largest entities, Atalian ensures the continuity of social dialogue by appointing regional trade union representatives who act as effective relays with central trade union representatives, thereby facilitating two-way communication between the different levels and staff representative bodies (central Social and Economic Committee / central trade union representatives; local Committees / local representatives).

To ensure coherence and consistency in Group policies and decision-making, central Social and Economic Committees are chaired and coordinated by the Group HR Department based at head office.

Likewise, central collective bargaining is led by head office, with a constant focus on aligning internal agreements with developments in industry-wide negotiations.

To maintain this coherence, social dialogue at regional and local levels is conducted by regional HR managers, under the supervision of the Group HR Department.

* Trade union representative
** Social and Economic Committee



GUARANTEEING A HEALTHY AND SAFE WORK ENVIRONMENT

IMPROVING WELL-BEING AT WORK

Health and safety prevention, along with well-being at work, are ongoing priorities for Atalian across all its activities. The Group is committed to ensuring a healthy and safe working environment.

- Deployment of MASE certification in certain branches, complementing national ISO 45001 certification;
- Continued training initiatives as part of the Musculoskeletal Disorder (MSD) Prevention Facilitator programme;
- Training of Psychosocial Risks (PSR) and Harassment referents;
- Refurbishment of premises (offices, collaborative spaces, break areas, etc.);
- Appointment of Compliance referents.

In 2024, Atalian continued its training efforts on the following topics:

- Occupational Health and Safety (OHS) management for managers, supervisors and team leaders;
- Prevention of occupational risks;
- Musculoskeletal disorders (risk prevention at workstation level);
- The role of MSD Prevention Facilitator for Quality, Health, Safety and Environment (QHSE) managers;
- Programmes aimed at preventing and managing harassment and fostering a respectful work environment.





ATTRACTING AND RETAINING TALENT

RECRUITMENT

Atalian operates in a tight labour market and in professions that are evolving rapidly, requiring new, highly diverse, and sometimes rare skills. Its growth depends to a large extent on the expertise of its employees at all levels. Recruitment is therefore a critical challenge. The Group is looking for technicians and local managers (operations assistants and customer account managers), particularly for its Cleaning and Maintenance & Energy divisions. It also requires more specialised profiles, such as contract managers, FM project managers, and energy managers.

As such, the Group makes every effort to attract and recruit a wide variety of talent. Its inclusive employer branding highlights employees on social media and job boards. In 2024, this communication strategy was further intensified across all professions, helping to promote the diversity of our roles, the professional integration of young people through work-study programmes, and career development opportunities within the Group.

Atalian also builds strong relationships with schools linked to its business lines and continues to expand its work-study programmes.

KEY FIGURES

- 16,500 fixed-term and permanent hires in 2024
- >460 work-study contracts
- >25,000 employees trained
- >290,000 hours of training delivered



ATALIAN “SUPER RECRUITER”

In 2024, Atalian retained the HelloWork “Super Recruiter” label. This label is a significant mark of recognition for the Group. Attractiveness as an employer and recruitment quality are critical to Atalian’s long-term success. This label rewards companies that stand out for their ability to attract and recruit talent effectively and innovatively. It reflects the rigour and excellence of Atalian’s recruitment processes.

The selection criteria include:

- A structured and streamlined recruitment process
- Innovative and appealing sourcing strategies
- Candidate support throughout the process
- Promotion of inclusive recruitment practices
- A fair and equitable hiring system.

SKILLS DEVELOPMENT

Atalian’s training policy is a key driver of overall performance. It is built around three main objectives:

- Enhancing the skills of employees across Facility Management professions (cleaning, maintenance & energy, security);
- Contributing to the development of the Group’s corporate culture;
- Supporting business performance and commercial development.

Skills development for account managers

One of the major HR initiatives in 2024 focused on supporting and upskilling Atalian’s account managers. Based on an in-depth analysis of the role, the Group developed a dedicated toolkit and defined the HR processes required to fully master the range of skills linked to the position.

The aim of this project is to maintain and expand the skills of account managers, identify emerging talent, and structure development and training programmes accordingly.

The toolkit, accessible via a dedicated web portal, provides account managers with an operational kit containing all the key tools for site management, client relations, business development, team management, Chronotime usage, and QHSE standards application.

Training for operational staff and frontline managers

Atalian offers certified training to field employees, enabling them to obtain industry-recognised Certificates of Professional Qualification (CQP) and Professional Training Certificates (TFP). These qualifications are strategic for Atalian: they ensure the ongoing and appropriate upskilling of employees, help to meet competency needs, and address challenges linked to competitiveness and social responsibility.

By developing CQPs and TFPs, Atalian is responding to market expectations while reinforcing its position as a responsible employer.

Tailor-made Compliance training programme

In 2024, the Group launched its Learning Management System (LMS) project – ATALEARN. This platform will offer a wide catalogue of training modules accessible via computer, tablet, or smartphone.

It will also enable the creation of custom training paths and the issuance of certificates. Training will begin in the first quarter of 2025.

ATALEARN

Atalian launches its own digital training platform

In 2024, the Group launched its Learning Management System (LMS) project – ATALEARN. This platform will offer a wide catalogue of training modules accessible via computer, tablet, or smartphone.

It will also enable the creation of custom training paths and the issuance of certificates. Training will begin in the first quarter of 2025.



SKILL MANAGEMENT & TALENT RETENTION

Atalian's HR policy is designed to prepare for the future by managing employees' skills and career paths, while anticipating the Group's evolving needs to support long-term growth. The Group follows a rigorous **workforce and career planning** (GEPP) approach, in which annual performance reviews and talent reviews play a central role in employees' development, fulfilment, and retention.

The annual performance review provides a valuable opportunity for dialogue between manager and employee. The Atalian skills framework enables a factual assessment of the skills that have been acquired, are in progress, or still need development. It may also serve as the basis for proposing an individual development plan. This review applies to all managers and supervisors, across all business divisions.

Talent reviews, carried out as part of our career management cycle, are used to identify employees with strong development potential, assess their performance and career prospects, and define individual or collective training plans to support their growth.

In 2024, Atalian conducted a talent review within the Cleaning division, covering regional directors, regional operations directors, branch managers and account managers. Additional talent reviews were also carried out in the Maintenance & Energy division and at Atalian Facilities.



ATALIAN ACADEMY

The Group has launched the **Atalian Academy** programme to identify and nurture future talent. The Academy currently offers two dedicated training paths: *Becoming an Account Manager* and *Becoming a Branch Manager*.

- Comprehensive and innovative 130-hour programmes delivered over several months;
- A blended learning format combining in-person and remote sessions;
- Developed in partnership with the **Institut National de l'Hygiène et du Nettoyage Industriel**, which supports Atalian in designing and delivering these modules;
- Led by internal experts, with a strong focus on field-based challenges.

In 2024, five new classes of *Becoming an Account Manager* and one class of *Becoming a Branch Manager* were launched.



ACTING FOR INCLUSION, DIVERSITY AND EQUAL OPPORTUNITIES

The Atalian Group plays a key social role in every country in which it operates. It actively promotes inclusion in the workplace and encourages equal opportunities and diversity by offering a large number of local jobs that do not necessarily require formal qualifications or fluency in the local language.

Atalian is fully committed to combating discrimination and has implemented policies aimed at supporting the employment of disadvantaged individuals and people with disabilities. These initiatives help to recognise individual potential and support professional integration for all.

COMBATING JOB INSECURITY

Combating job insecurity is a key concern for the Group and one of its stated priorities. Whenever possible, Atalian offers its employees contracts or amendments designed to reduce job precarity by promoting:

- permanent contracts rather than fixed-term ones;
- full-time rather than part-time positions for new recruits;
- additional hours through contract amendments to increase working time;
- continuous and/or daytime shifts.

STRENGTHENING OUR PARTNERSHIP WITH INDUSTREET

In 2024, Atalian further strengthened its partnership with INDUSTREET, the "campus for new careers in industry" created by the TotalEnergies Foundation. As a true incubator of talent, INDUSTREET provides both theoretical and practical training, particularly in the areas of industrial maintenance, robotics and digitalisation.

As part of this partnership, Atalian implemented several initiatives:

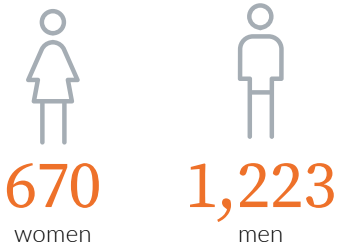
- hosting interns and recruiting them at the end of their placement within the Group;
- creating a new training pathway for the "Multi-Service Assisted Robotics" sector, focused on preparing candidates for cleaning roles using collaborative robotics. This new curriculum complements the "Multi-technical Cleaning Team Leader" programme co-developed in 2020.



KEY FIGURES

- 155 nationalities
- 30% senior employment rate
- 4% junior employment rate
- 3.7% rate of employees with disabilities
- +4,100 employees with disabilities in France

BREAKDOWN OF MANAGERS WORLDWIDE



PROFESSIONAL INTEGRATION THROUGH TRAINING

In 2024, Atalian made use of the Individual Operational Preparation for Employment scheme (Préparation Opérationnelle à l'Emploi Individuelle – POEI), offered by France Travail, to help people distant from the labour market find employment by joining the Group.

The POEI scheme enables candidates to acquire the necessary skills before recruitment. It has proven to be an extremely effective tool for supporting professional integration through training.

This publicly funded initiative allowed Atalian to implement concrete, large-scale actions, leading to the hiring of 90 employees following a 400-hour training programme. Additional training-to-employment campaigns using the POEI scheme are already planned for the Group's Cleaning division.

RECRUITMENT WITHOUT A CV

Atalian is a founding member of the Aéro Impact Human Resources Association (AIRH). This association enables the Group to play an active role in supporting local employment, training, and professional integration, while also generating positive social impact in communities located near airports.

The association's flagship initiative is the Aerowork recruitment platform, which Atalian uses for its airport-related recruitment. This innovative approach to hiring – based on candidates' interpersonal skills rather than traditional CVs – is designed to eliminate discrimination and help individuals find roles that genuinely match their potential.

ADULT LITERACY PROGRAMME

Atalian has been committed for many years to promoting basic literacy among its workforce. The Group provides training for employees who wish to strengthen or regain essential reading and writing skills that may be incomplete or have faded over time.

In 2024, Atalian delivered a total of 3,500 hours of adult literacy training.



CONTRIBUTING TO THE GROUP'S DIGITAL TRANSFORMATION

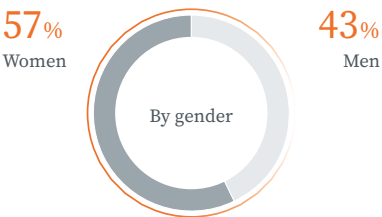
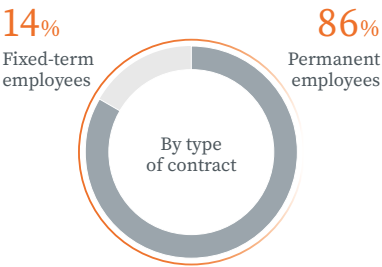
Digital transformation represents a major challenge across all of the Group's business lines – and HR is no exception. Atalian is therefore committed to rolling out the best HR tools and solutions available on the market.

In 2024, several systems were deployed across the Group's organisations:

- **Chronotime**, a platform for managing HR documents and processes;
- **MyPeopleDoc**, an application dedicated to time and activity management;
- **Geflog**, a solution for skills management and training planning.

All these tools are designed to enhance the employee experience while improving the operational efficiency of HR departments.

BREAKDOWN OF ATALIAN GROUP JOBS



REDUCING OUR ENVIRONMENTAL IMPACT

Atalian takes concrete action to limit its carbon footprint, support its clients in their decarbonisation trajectory and contribute to the fight against climate change. A signatory of the United Nations Global Compact since 2012, the Group aligns its actions with the SDGs and the principles of the ISO 26000 standard. In 2024, Atalian initiated its first Carbon Assessment (Scopes 1, 2 and 3) for the year 2023. The data will be updated annually.

IN 2024, ATALIAN CARRIED OUT ITS FIRST CARBON ASSESSMENT ON SCOPES 1, 2 AND 3

The organisational scope selected includes all Atalian entities worldwide, in accordance with the GHG Protocol methodology and ADEME's Carbon Assessment method.

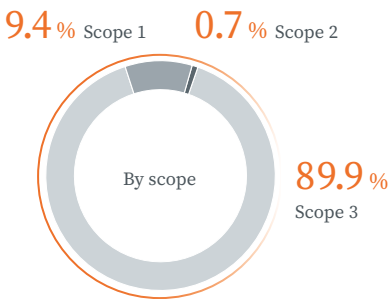
In 2023, the Group's CO₂ emissions amounted to 199,289 TCO₂e, with 63% of emissions generated in France and 37% internationally. These emissions break down as follows:

- **Scope 1:** 18,785 TCO₂, mainly related to our vehicle fleet
- **Scope 2:** 1,410 TCO₂ related to the energy consumption of buildings
- **Scope 3:** 179,094 TCO₂

In 2024, the Group CO₂ emissions are up to 182,361 TCO₂, down 8% compared to 2023. Details of these emissions are available on page 32 of this report.

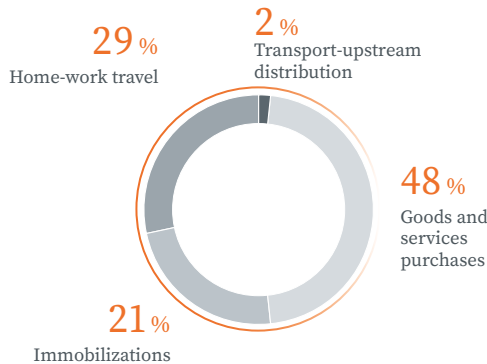


DISTRIBUTION OF CO₂ EMISSIONS

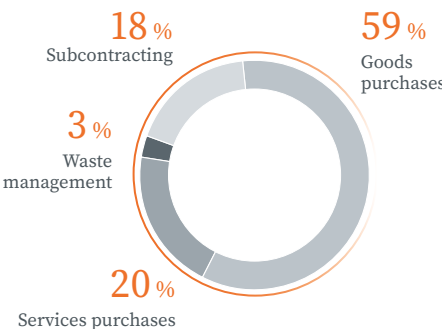


Focus on Scope 3 emissions

Distribution by type of emissions



Distribution emissions related to purchases





AMBITIOUS DECARBONISATION TARGETS

Based on 2023 Carbon Assessment, the Atalian Group has set a 2030 decarbonisation target in line with an SBTi trajectory, namely:

- **Scopes 1 and 2: 42% reduction** in CO₂ emissions compared to 2023.
- **Scope 3: 25% reduction** in CO₂ emissions compared to 2023.

To achieve its decarbonisation objectives, the Group has identified several areas of action:

- **Scope 1:** Reduction of GHG emissions from the vehicle fleet through its greening, optimisation of the use of combustion engine machines, awareness-raising and training of employees in eco-driving, etc.;
- **Scope 2:** Reduction of energy consumption through awareness-raising and training of employees in eco-friendly practices, and the use of renewable energy.
- **Scope 3:** Action on value chain actors: purchasing of low-carbon products as part of the responsible purchasing policy, actions in favour of sustainable mobility (eco-driving, public transport, car-sharing, etc.), logistics optimisation, implementation of a circular economy policy (Repair – Reuse – Reduce) to minimise waste production and maximise equipment lifespan.

In 2024, the Group already initiated significant actions for the environment:

- Signature of a 100% green energy contract for all Atalian sites in France;
- Deployment of the new responsible purchasing policy encouraging the purchase of eco-labelled and recycled products;
- Launch of a CSR evaluation questionnaire for suppliers;
- Launch of a life cycle analysis calculator for its services at certain sites to better meet customer needs. Atalian plans to carry out a life cycle analysis of its activities at numerous client sites in 2025.

The Atalian Group holds 18 ISO 9001 and 14 ISO 14001 certifications, demonstrating its commitment and capacity to engage in continuous improvement in quality and environmental management. In 2024, Atalian obtained a score of 78% in the “Environment” component of the EcoVadis certification.

OUR CSR PERFORMANCE

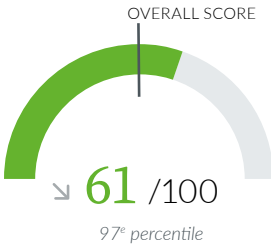


Atalian’s corporate responsibility reflects its prominent role within the facility management sector. The Group employs over 63,000 people worldwide and operates in fields with significant economic, social, environmental and societal impacts.

To measure its progress and impact, Atalian has implemented a reporting system across all its operations, incorporating nearly 70% of the indicators from the G4 Global Reporting Initiative (GRI) guidelines. In 2024, the Group achieved a score of 61/100 and was awarded the EcoVadis Bronze Top 35% Medal.

ECOVADIS OVERALL SCORE

Within its sector, Atalian ranks in the **top 35%** of companies assessed by EcoVadis.



About the EcoVadis CSR Assessment

The EcoVadis CSR assessment methodology is based on internationally recognised standards (GRI, United Nations Global Compact, ISO 26000). It is overseen by a scientific committee made up of CSR and supply chain experts to ensure independent and reliable evaluations.



MULTIPLE CSR INITIATIVES IN THE ENTIRE GROUP

In the 15 countries where Atalian has operations, a lot of initiatives are being developed around CSR challenges. The examples presented in these pages illustrate our goal to transform our business model to implement sustainability principles.



ATALIAN WINS THE STMICROELECTRONICS SOCIAL RESPONSIBILITY AWARD

STMicroelectronics, a long-standing client and a major player in technological innovation, is deeply committed to sustainable development and actively involves its partners in its CSR initiatives.

This award, presented in June 2024, recognises Atalian's dedication to employee health, safety and well-being, as well as its efforts to promote diversity, inclusion, and equal opportunities—key pillars of the Group's new CSR roadmap.

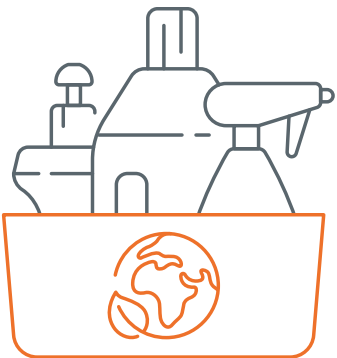
WASTE SORTING AND RECYCLING

In France, waste generated on client sites is either managed directly through on-site channels or externally via framework agreements with specialist partners. The Group also collaborates with collection organisations for specific waste types. As environmental regulations become increasingly stringent, standardised sorting systems are being widely adopted and more rapidly deployed.



USE OF ECO-FRIENDLY PRODUCTS

In its cleaning operations, Atalian systematically promotes the use of environmentally responsible products that consume less water and are safer for both humans and the planet. The Group has also begun rationalising its product range by selecting concentrated, eco-labelled products that lower the carbon footprint by reducing supplier deliveries. It also uses FSC-labelled (Forest Stewardship Council) sanitary consumables.



ATALIAN IN SERBIA.

HEALTH, WELL-BEING AND SKILLS IMPROVEMENT

In Serbia, as part of our commitment to employee well-being, we have introduced flexible working hours and renewed private health insurance contracts, further strengthening our dedication to their health and welfare. Additionally, over the past year, we have organized multiple training sessions and seminars aimed at professional development and skill enhancement. We actively support young talent by offering internships and trainee programs, providing them with hands-on experience and better preparation for the workforce after completing their education. In doing so, we contribute to the development of specialized expertise and encourage young professionals to build their careers within the country.

ATALIAN IN POLAND.

INCLUSIVE, BARRIER-FREE WORKPLACE FOR PEOPLE WITH DISABILITIES.

As part of our partnership with FireFlies, Atalian employees participate in the 3rd edition of the mentoring program - both as mentors and mentees. This space allows sharing experience, deepening knowledge, and seeking the best solutions for including people with disabilities at work.

ATALIAN actively supports the employment of people with disabilities, 15% of our employees. We offer benefits and support from the Company's Rehabilitation Fund (ZFRON), (~250 applications for assistance granted in 2024 alone). Employees with disabilities also have access to free medical care, a sports package and language learning applications. As Atalian, we are actively engaged in activities to raise awareness of disabilities, building an open culture within the company.



ATALIAN IN FRANCE.

USE OF ECO-FRIENDLY PRODUCTS

In its cleaning operations, Atalian systematically promotes the use of environmentally responsible products that consume less water and are safer for both humans and the planet. The Group has also begun rationalising its product range by selecting concentrated, eco-labelled products that lower the carbon footprint by reducing supplier deliveries. It also uses FSC-labelled (Forest Stewardship Council) sanitary consumables.



ATALIAN IN TÜRKİYE.

ENERGY PERFORMANCE AND CARBON EMISSIONS REDUCTION

In Türkiye, Atalian teams installed a new cooling system for the Allianz Tower. The project involved bypassing the existing cooling system and replacing it with a variable refrigerant volume (VRV) system. This new system, operating in redundancy, ensures increased reliability and improved energy efficiency. This new system resulted in a significant reduction in electricity consumption of 1,872,790 kW, a reduction in CO₂ emissions of 921,413 tons, and the preservation of 2,242 trees per year. This is a great example of the Group's support for its clients in managing their energy transformation challenges.

SOCIAL PERFORMANCE INDICATORS 2024

EMPLOYMENT ACTIONS (GRI 201 & 401 ; ODD #8 ; GC #1)		ACTIONS TO PROMOTE DIVERSITY AND INCLUSION (GRI 405 ; ODD #5 & 10 ; GC #1 & 6)	
Group headcount		Number of people with disabilities	
France headcount	43,920	Employment rate of disabled workers	3.7%
International headcount	19,375	Number of trainees/apprentices	
Total headcount	63,295	Total Group	461
Contractual commitment (Group)		Breakdown of headcount by gender (total Group headcount)	
% of permanent contract	86%	% women	57%
% of fixed-term contract	14%	% men	43%
Average tenure (in years) (Group)		Breakdown of headcount by gender in France (total headcount France)	
Women	5.3	% women	58%
Men	5.3	% men	42%
Group	5.2	International breakdown by gender (total headcount)	
% of employees promoted to a position that represents a progression in their professional career		% women	55%
Women	7.8%	% men	45%
Men	9.1%	Breakdown of total headcount by age (permanent contract basis)	
Group	8.3%	Under 25	4%
Employees	8.4%	25-55	67%
Supervisory staff	8.0%	55 and over	29%
ACTIONS TO PROMOTE SKILLS DEVELOPMENT(GRI404; ODD #4)		Share of women by age (permanent contract basis)	
Training, education and talent retention		Under 25	2%
Number of hours of training provided	291,526	25-55	37%
<i>of which hours devoted to training in good practice to ensure the health and safety of employees</i>	<i>93,635</i>	55 and over	18%
<i>of which hours devoted to literacy training</i>	<i>3,500</i>	Share of men by age (permanent contract basis)	
Number of employees trained	25,195	Under 25	2%
		25-55	30%
		55 and over	11%
		Share of Managers by gender (Group)	
		Women among managers	35%
		Men among managers	65%
		Share of Non-executives by gender (Group)	
		Women among non-managers	58%
		Men among non-managers	42%

HEALTH AND SAFETY PERFORMANCE INDICATORS 2024

ACTIONS ON EMPLOYEE HEALTH AND SAFETY (GRI 403 ; ODD #3, #8 ; GC #1)	
Quality certifications	
Number of ISO 9001 or equivalent certifications	18
Health and safety certifications	
Number of ISO 45001 or equivalent certifications	31
Accidents at work	
Group accident frequency rate*	16.8
Group accident severity rate (%)**	0.93
Training	
Number of hours of training devoted to health and safety	93,635

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

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



ENVIRONMENTAL PERFORMANCE INDICATORS 2024

ACTIONS TO COMBAT CLIMATE CHANGE, ENERGY EFFICIENCY, THE CIRCULAR ECONOMY AND ENVIRONMENTAL MANAGEMENT (GRI 302 & 305 ; ODD #7, #12 & #13)

Direct CO ₂ e emissions as a percentage of total Group CO ₂ e emissions	10,7
Number of ISO 14001 or equivalent certifications held by Atalian	14
Number of training hours dedicated to environment	6,281

Categories of emissions	Emission items	Emissions 2023*		Emissions 2024**	
		Absolute value (tCO ₂ e)	Carbon intensity kgCO ₂ e/k€ turnover	Absolute value (tCO ₂ e)	Carbon intensity kgCO ₂ e/k€ turnover
Scope 1 (Direct emissions)	Mobile heat-powered sources	17,708	8.8	18,730	9.3
	Stationary combustion sources	1,077	0.5	810	0.4
Total Scope 1		18,785	9.4	19,540	9.7
Scope 2 (Indirect emissions from electricity)	Indirect emissions from electricity consumption	1,410	0.7	240	0.1
Total Scope 2		1,410	0.7	240	0.1
Scope 3 (Other indirect emissions)	Purchase of Goods and Services	86,208	43.0	76,117	37.9
	Fixed assets	37,361	18.7	33,126	16.5
	Fuel and energy-related emissions (not included in Scope 1 or Scope 2)	NC	NC	NC	NC
	Freight transport /Upstream distribution	NC	NC	NC	NC
	Waste generated	2,823	1.4	2,300	1.1
	Business Travel	659	0.3	384	0.2
	Commuting to and from work	52,042	26.0	49,838	24.8
	Upstream leasing assets	NC	NC	NC	NC
	Freight transport /Downstream distribution	NC	NC	NC	NC
	Use of products sold	NC	NC	NC	NC
	Downstream leasing assets	NC	NC	NC	NC
	End of products sold	NC	NC	NC	NC
	Franchises	NC	NC	NC	NC
	Investments	NC	NC	NC	NC
	Other indirect emissions	1	0.0	756	0.4
Total Scope 3		179,094	89.4	162,581	80.8
Total greenhouse gas emissions		199,289	99.5	182,361	90.7

* Reference framework: GHG Protocol
Atalian's carbon assessment was carried out in accordance with the Greenhouse Gas Protocol, the international reference methodology for measuring and managing greenhouse gases.

** In 2024, the differences compared to 2023 concerning stationary combustion sources and indirect emissions linked to electricity consumption are explained by a change in methodology and the use of actual data (vs. estimates).

Sources and calculations:
Data collected: Energy consumption, expenditure by category, distance travelled, etc.
Emission factors: DEFRA standards, ADEME.
Results in tCO₂e: Converted from activity data.

Scope and limits
Entities directly controlled by Atalian.



Photo credits: © ATALIAN - Christel Sasso
Executive Studio (Claire-Lise Havet, Edouard Meyer) -
Abaca Corporate - Shutterstock
Design & conception: factorysantelli.com
© ATALIAN GLOBAL SERVICES

Headquarters
56 rue Ampère - 75017 Paris - France
Tél. : +33 (0)1 55 53 03 00

atalian.com