



## Human Resources and Social Policy

ATALIAN GLOBAL SERVICES

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## Preamble



Our ambition is to continue transforming Atalian into a leading player in intelligent Facility Management, placing user experience, service quality, and human performance at the core of our model. Caring for people and their environment is the foundation of our mission and guides our daily actions.

In this context of deep transformation of our business, we reaffirm our commitment to being a model employer in terms of employment, health and safety, skills development, diversity, and workplace well-being.

Our shared values are courage, ambition and commitment, openness and respect, and high standards.

ATALIAN's Human Resources and Social Policy is built around six key pillars:

### 1. Ensuring a healthy, safe, and respectful work environment

We are committed to ensuring a healthy and safe work environment by continuously taking steps to prevent occupational and psychosocial risks. A work environment where employees feel protected and respected is a key factor in performance and engagement.

### 2. Attracting, developing, and retaining talent

We are committed to managing skills and talent, an essential objective for ensuring the Group's performance and sustainability. We must anticipate skill needs, attract and recruit talent, ensure the development of our employees, offer them career paths, foster their growth... and retain them!

### 3. Promoting inclusion, diversity, and equal treatment

We are committed to promoting inclusion and diversity to uphold our ethical principles and foster creativity, innovation, and performance. In doing so, we strengthen our social and societal commitments and our adherence to our compliance policy.

### 4. Accelerate digital transformation to enhance human and operational performance

We are committed to supporting the company as it continuously evolves in the implementation of new technologies, including those related to AI and robotics, while ensuring that all our employees are included without creating a digital divide.

### 5. Develop a constructive, transparent, and responsible social dialogue

We are committed to promoting social dialogue to foster trust and transparency within our organizations, facilitate conflict resolution, improve employee satisfaction and engagement, and gather their ideas and feedback...

### 6. Actively combat forced labor and child labor

We are committed to being a leading player in the fight against forced labor and child labor.

This Human Resources and Social Policy ensures that our HR practices comply with the principles of the ILO (International Labour Organization), which aims to promote decent work, equality, diversity, and respect for international labor standards and the UN's Sustainable Development Goals.

**Elizabeth Ehringer**  
Chief People Officer Group

## Scope

This Human Resources and Social Policy must be applied and shared by all employees of our companies, whether they are on permanent or temporary contracts, regardless of their level of responsibility, their job roles, or their work locations. It applies to everyone: employees, corporate officers, temporary workers, and interns.

It applies in all countries where the Group operates, in compliance with local regulations.

### 1. Commitments and objectives to ensure a healthy and safe work environment for all

At ATALIAN, we are convinced that safe working conditions are essential to ensuring commitment, creativity, and collective success. We are committed to creating a work environment that fosters professional development and personal fulfillment. We practice managerial courage, constructive dialogue, autonomy, a sense of responsibility, and respect in collaboration, and we support team cohesion. We are particularly focused on creating a work environment conducive to the fulfillment of our employees, notably through:

- Our openness to dialogue and our explanation of the rationale behind our actions and decision-making,
- A healthy and safe work environment for all our employees, at our sites and at our clients' locations, with concrete measures to improve quality of life at work

To make Atalian a leader in its sector in terms of employment, occupational health, and safety.

We are committed to providing optimal working conditions for our employees. Atalian ensures strict compliance with safety standards and implements Health, Safety & Environment training programs to raise awareness among all our employees about best safety practices and prevent workplace accidents. For example, in 2025, the Group took multiple initiatives to strengthen safety prevention: in France, "informal discussions" are held once a month; events focused on health and safety themes are regularly offered directly to our employees or through client partnerships; the partnership with Carsat to integrate the risk of musculoskeletal disorders (MSDs) into all key company processes (Prosafe Project); partnerships with some of our clients to help prevent difficult or dangerous situations, conferences on safety topics at the Préventica trade show, etc.

Our commitments:

- Strengthen our Health & Safety culture based on prevention, training, and managerial leadership.
- Identify, assess, and reduce the risks associated with our operations.
- Maintain and renew our Health & Safety certifications (ISO 45001, MASE), regularly measure performance using reliable indicators, and share the results with all stakeholders to ensure continuous improvement.
- Promote work-life balance by offering initiatives such as remote work, flexible hours, and solutions for daytime work, where possible.
- Increase employee satisfaction by conducting satisfaction surveys among our employees.

## Our Goals and KPIs

KPIs	Objectives
0 fatal accidents	The lives and safety of our employees are our top priority. Ensure that no fatal accidents occur in the workplace by 2027
Number of managerial employees covered by a telework agreement Number of employees covered by a flexible work schedule agreement (i.e., employees on a daily flat-rate basis in France) % of full-time contracts	Offer initiatives such as remote work and flexible schedules  Reduce the proportion of part-time employees by 2030
% of fixed-term contracts % of temporary workers / contractors	Achieve a permanent employment rate of over 80% by 2030
Employee satisfaction rate	Achieve a 75% satisfaction rate in the employee survey by 2030, measured through regular surveys and organizational climate assessments.
Workplace accident frequency rate	Achieve a workplace accident frequency rate of less than 23 in 2026 and less than 20 by 2030 through prevention and awareness initiatives
Number of workplace accidents (WA)	Reduce the number of workplace accidents by 10% annually compared to the previous year by 2027 through prevention and awareness initiatives
Severity rate (SR)	Achieve a workplace accident severity rate of 1 or lower by 2027 and below 0.9 by 2030 through prevention and awareness initiatives
Health & Safety training coverage rate	Achieve 100% coverage of Health & Safety training over a two-year period by 2030 for all operational employees.
Number of sites certified to ISO 45001 / MASE or equivalent standards	Obtain or renew 100% of ISO 45001 and MASE certifications for the Group by 2030, ensuring the Group's high standards are maintained.

## 2. Commitments and objectives to attract, support, and retain our employees

At Atalian, our strength lies in the expertise and commitment of our employees

We promote responsible recruitment and a strong employer brand. We fill our vacant positions through internal promotion by making all our career opportunities visible, particularly in France via our ATALINK intranet. This approach is complemented and reinforced by a multi-channel “sourcing” strategy through partnerships and the use of dedicated platforms. Our recruitment processes are guided by a Responsible Recruitment Policy that guarantees:

- Compliance with the legal requirements specific to the countries where we operate, particularly regarding labor law, non-discrimination, personal data protection, and equal opportunity,
- Adherence to the principles of professional ethics, transparency, fairness, and respect for fundamental human rights,
- Rigorous and responsible management of our partners.

La formation est un levier majeur de performance, permettant de développer les compétences liées aux métiers du FM, de diffuser la culture ATALIAN et d'accompagner la performance commerciale et opérationnelle.

- In France, our training programs are based on recognized certifications (CQP, TFP).
- Internationally, we utilize national programs tailored to local needs.

We are also strengthening our network of internal trainers—both permanent and part-time—and leveraging high-performance digital tools (LMS, etc.).

Furthermore, to better meet the needs of our employees and strengthen the Atalian employer brand, we are working to expand our pool of permanent and part-time internal trainers. Finally, training relies on reliable, modern tools to improve management and innovate in our teaching methods (GEFLOG for better training management and ATALEARN for e-learning).

**Career management and employee retention** enables us to identify potential, promote internal mobility and prepare our talent for key positions. By supporting individual and collective development, we strengthen our ability to meet client needs while offering our employees clear and motivating career prospects.

Since 2022, in France, we have deployed a targeted apprenticeship policy focused on high-demand professions, in order to develop a qualified talent pool and sustainably meet operational needs.

**The integration of young talent through apprenticeship in France and equivalent programmes internationally** is a strategic lever for Atalian. It enables us to train young people in the specifics of our professions, ensure effective knowledge transfer, and prepare the next generation. By developing attractive and tailored programmes, we strengthen our employer brand, retain talent and contribute to the sustainable growth of the company.

#### **Our Commitments:**

- Deploy a Responsible Recruitment Policy based on transparency, equity and compliance with legislation.
- Strengthen the Group's attractiveness through effective recruitment mechanisms and recognised labels.
- Value and retain our talent to develop tomorrow's leaders.
- Develop competencies through Atalian Academy, our internal training resources and accredited programmes.
- Promote internal mobility and provide visibility on career opportunities via our digital tools (ATALINK).
- Promote apprenticeship and qualifying pathways to enhance the employability of young people and those far from employment.

## Our Objectives et KPIs

KPIs	Objectives
Average recruitment time: <45 days	Recruit the necessary talent to guarantee continuity and quality of services, with an efficient process of less than 45 days per position by 2028.
Internal mobility rate: % of employees changing position or department	Encourage internal mobility to enrich skills and strengthen expertise across all professions.
Succession plan coverage: % of key positions covered by a succession plan	Prepare key positions to guarantee business continuity and secure our performance by 2028.
Evolution of Atalian Academy beneficiaries, with a medium-term multi-division and international rollout	Offer motivating pathways and development prospects.
Training access rate: % of employees having completed training Number of training hours per employee: total hours / employee per year	Develop the competencies of all employees by ensuring access to training programmes, with a 2030 target of 100% over 2 years.
Number of apprentices (or equivalent) per year Conversion rate of apprenticeship contracts to permanent contracts	Welcome a significant number of apprentices each year to anticipate skills needs and energise our teams. Convert talent trained through apprenticeship into long-term employees, to secure our human capital.
Being a benchmark employer through Labels	Retain labels such as the HelloWork 'Super Recruiter' label — a mark of commitment and transparency toward candidates — which has allowed us to stand out and attract the best profiles, strengthen our employer brand, and reassure candidates before applying. Also includes Glassdoor and Indeed ratings.

### 3. Commitments and Objectives to Concretely Advance Diversity and Inclusion

We take great care in integrating each new employee, as we firmly believe this is the key to individual and collective success within ATALIAN.

We follow a fair and transparent recruitment process for our candidates. We are committed to ensuring equal treatment and giving all talent the same opportunity. We raise employee awareness of non-discrimination through information campaigns and training, as well as through a detailed code of conduct set out in our Non-Discrimination Charter.

To guarantee equity and inclusion, we facilitate access for people with disabilities by adapting positions and working conditions to each employee's needs.

In France, to promote inclusion, we work with France Travail agencies, Cap Emploi, ESATs (Establishments and Work Support Services) and adapted companies, etc. Within the HR Department in France, a dedicated Employment Integration unit deploys inclusion mechanisms, supports and raises management awareness of inclusion and diversity issues, and establishes partnerships with the protected sector. Internationally, we ensure the development of similar mechanisms.

We also participate in numerous actions with employment partners aimed at showcasing our professions and providing access to employment for people who are far from it.

#### Our Commitments :

- Guarantee a transparent recruitment process by respecting the principle of non-discrimination with equal treatment of applications.
- Strengthen gender parity at Atalian, including at managerial level, and combat inequalities in treatment.
- Change employees' perceptions of disability, diversity and inclusion.
- Develop partnerships with public and associative actors to support employment for underrepresented groups.

## Our Objectives et KPIs

KPIs	Objectives
€k in purchases from the protected sector	Increase purchases from the protected sector by 25% compared to 2023 (€100k in 2023) by 2030.
Proportion of men and women in managerial workforce Proportion of men and women on Division ExComs and Management Committees	Promote professional equality between women and men at all levels. Achieve a 40/60 parity by 2030.
Percentage of employees with disabilities (≥6%)	Promote the inclusion of employees with disabilities within our teams.
% of employees trained on diversity and inclusion	Ensure that 100% of employees participate in a diversity and inclusion training session by 2030.

## 4. Commitments to Support the Implementation of New Technologies

Our Group is working on the introduction of new technologies in its service offering as well as in its operations and management.

Digital transformation is an essential lever for modernising our practices, streamlining our processes and providing our teams with efficient, intuitive and accessible tools.

All Group employees are affected by a change in the way they work with clients or in our agencies and offices, the way they exchange information, and the way they receive training. To stay as close as possible to our employees and their needs, it is essential to have an adapted HR management approach. Atalian has deployed and continues to develop specific digital solutions such as Chronotime, MyPeopleDoc and Geflog for its employees.

In parallel, the Group promotes the digital acculturation of its employees, through specific training platforms enabling e-learning and specific content to broaden employees' knowledge and support their adaptation and employability. Our ambition is to build a resolutely 'digital-first' Group, where technologies — robotics, automation, connected solutions, artificial intelligence — augment the skills of our employees without ever replacing them. We ensure a human, inclusive and responsible support so that all our employees can fully benefit from these innovations.

### Our Commitments

- Provide as many employees as possible with access to digitised training.
- Massively train our employees in digital tools and new uses.
- Support the introduction of new technologies across different professions.
- Minimise or eliminate the digital divide across all employment categories.
- Develop a culture of innovation and digital mastery accessible to all.
- Deploy technologies and digital solutions that improve the efficiency, reliability and quality of our services.

## Our Objectives et KPIs

KPIs	Objectives
Number of e-learning training hours Number of employees trained via e-learning	Provide as many employees as possible with access to digital training. Achieve 50% of employees having completed at least one e-learning course per year by 2030. Increase the % of training hours delivered via e-learning by 2030.
% of relevant employees trained in digital tools and new technologies	Achieve 25% per year of relevant employees trained in digital tools and new technologies (robotics, etc.) by 2030.

## 5. Commitments and Objectives to Promote Social Dialogue

At Atalian, our commitment to open and transparent social dialogue is a key axis of our social strategy. We believe in the importance of transparent communication to build trust and promote professional development. To honour this commitment, we are active in the quality of social dialogue both with our employee representatives and directly with employees. We take key initiatives such as regular dialogue meetings between management and employees to discuss concerns, ideas and suggestions regarding working conditions. Direct briefings with our field teams are also essential moments of exchange.

### Our Commitments

- Ensure regular social dialogue by developing regular, transparent and respectful relations in France with our elected employee representatives (Social and Economic Committee — CSE), in accordance with legal requirements.
- Develop, with the same level of commitment, relations with elected employee representatives in all other countries where we operate, in compliance with our legal and social obligations.
- Listen to elected representatives and build a partnership based on transparent and respectful relations.
- Negotiate with employee representative bodies on topics including employment, training, quality of life at work, salaries, working hours and professional equality.

### Our Objectives et KPIs

- Regular Social Dialogue Forums: Establish, during our meetings with trade union delegates, social dialogue forums by 2030, where employees and management can discuss ongoing issues and develop joint solutions.
- Focus on Ethics: Ensure that social dialogue initiatives specifically address Ethics, with the objective of upholding our Group-level Compliance commitments and policies.

KPIs	Objectives
Number of meetings with employee representatives (France)	Establish, during meetings with trade union delegates, social dialogue forums by 2030, where employees and management can discuss ongoing issues and develop joint solutions. Organise at least 1 social dialogue forum per year by 2030, within the framework of meetings with trade union delegates.
% of employees covered by collective agreements within Atalian Group	By 2030, cover 100% of Group employees through collective agreements addressing career development, social benefits, health and safety, and diversity and inclusion.

## 6. Commitments and Objectives Regarding Forced Labour, Child Labour and Modern Slavery

At Atalian, we formally commit to implementing strict measures to prevent and eliminate forced labour and child labour. We also organise training sessions to raise employee awareness of these prohibitions.

ILO Conventions No. 29, 105, 138 and 182 are applied without exception throughout the Group. Recurring training sessions are delivered to prevent and detect any ambiguous situations and, where applicable, to report practices that do not respect the fundamental principles relating to forced labour and child exploitation.

In France, in accordance with article L4153-1 of the Labour Code, it is prohibited to employ workers under the age of sixteen, unless:

- Minors aged fifteen and over holding an apprenticeship contract, under the conditions set out in article L.6222-1;
- Students in general education who are taking information visits organised by their teachers or, during the last two years of secondary school or during high school, who are following observation periods mentioned in article L. 332-3-1 of the Education Code, or observation sequences, under terms determined by decree;
- Students following dual-track or vocational education during the last two years of compulsory schooling, when they are completing introductory or practical work placements or in-company training periods, under terms determined by decree;
- An employer whose activity consists of producing audiovisual recordings whose main subject is a child under the age of sixteen, with a view to their distribution for profit on an online platform service within the meaning of article 3(i) of Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services (Digital Services Act).

All our suppliers are subject to our Supplier Code of Conduct and must comply with our responsible purchasing policy, which reflects our commitments. We expect our suppliers to adhere to our principles of sustainability, ethics and transparency. They must commit to preventing and eliminating child labour and forced labour.

### Our Commitments

Une tolérance zéro au travail forcé et celui des enfants, et l’esclavagisme moderne sur l’ensemble de nos territoires et de notre chaîne de valeur.

### Our Objectives et KPIs

KPIs	Objectives
Number of employees made aware of risks related to forced labour and child labour	By 2027, fully implement and communicate a zero-tolerance policy on child labour and forced labour across all operations, ensuring that 100% of employees are informed of and committed to the policy.
% of at-risk suppliers assessed on risks related to forced labour and child labour	By 2027, assess 100% of at-risk suppliers on the topics of forced labour, child labour and modern slavery, and implement corrective action plans when a deviation is identified.
Number of recruiters trained on forced labour and child labour	By 2027, implement training and awareness actions for our employees, particularly recruiters and managers, on topics related to forced labour and child labour, in order to maintain our zero-tolerance policy. The objective is to train 100% of recruiters.

## Governance

Atalian’s Group Chief People Officer is responsible for implementing the Human Resources and Social Policy. She works closely with the HR Directors in each country, who ensure its application throughout the organization.

This policy must be adapted locally by the HR Directors of the divisions and countries. In addition, it oversees all existing thematic HR policies, such as the Group HR Development Policy or the Responsible Recruitment Policy.

## Distribution and Review

This policy is communicated to all employees upon their arrival at ATALIAN and remains accessible on the company’s intranet and website.

The 2026 version of the policy has been sent to all employees

An annual review is conducted to assess the relevance of the objectives or in the event of major changes in operations.

Revision date and version:	Revised by:	Reason for revisions
01/22/2026 - version 1.1	HR Department	Review of the Group Human Resources and Social Policy