

COMMUNICATION ON PROGRESS 2022



ATALIAN
GLOBAL SERVICES

SUMMARY

PREAMBLE 3

Editorial 3

Our social responsibility initiative 4

Dialogue with our stakeholders 6

CSR PERFORMANCE 8

Ensuring the occupational health and safety of our employees 8

Engagement and growth of our human capital 10

Contributing to diversity and inclusion 12

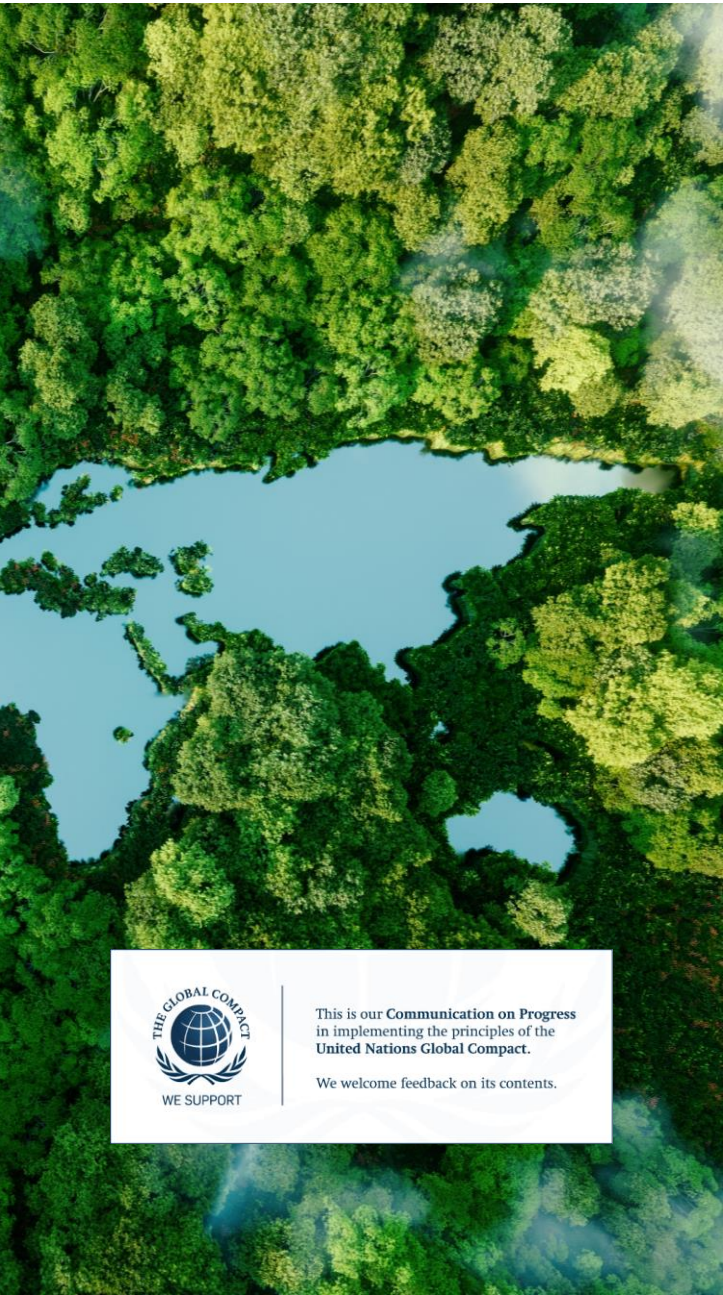
Reducing our environmental impacts and those of our customers 14

OUR RESULTS 16

EcoVadis assessment 16

CONCLUSION 18





EDITORIAL

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

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

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

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

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

Maximilien PELLEGRINI
Group CEO



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact**.

We welcome feedback on its contents.

OUR SOCIAL RESPONSIBILITY INITIATIVE

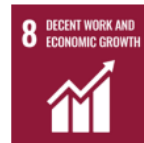
Since 2010, the ATALIAN Group has been committed to a social responsibility initiative and **has integrated the principles and structuring of the ISO 26000 standard**. The Group's CSR strategy includes a list of 17 environmental, social and governance issues, while prioritizing them in view of their importance for the Group's stakeholders and their impact on its activities.

ATALIAN has been a member of the United Nations Global Compact since 2012. Through its decisions, actions and services, the ATALIAN Group is helping to realise 9 of the 17 sustainable development goals (SDG) defined by the United Nations in 2015, goals that relate directly to its business lines. ATALIAN is a signatory of the Diversity Charter (2014) and of the Caring for Climate declaration (2015).

To formalize its objectives and commitments to its stakeholders, the Group has enacted principles, behavioural rules and procedures that are presented in detail in its corporate social responsibility charter (2016), code of ethics (2017), purchasing ethics charter (overhaul in 2021) and business conduct code (2018). The Group is firmly committed to enforcing this both internally, and in relations with outside stakeholders : customers, suppliers, service providers, subcontractors and partners, as well as the communities impacted by its activities.

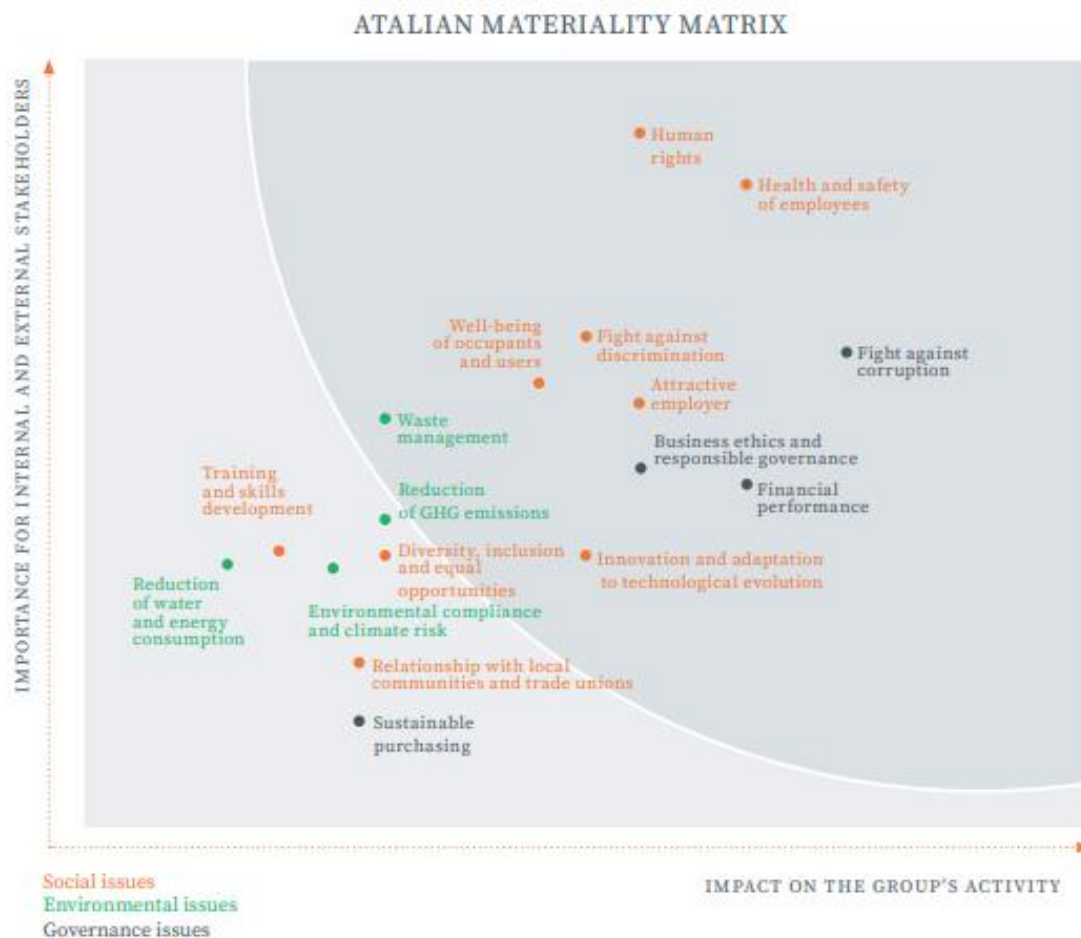
THE SUSTAINABLE DEVELOPMENT GOALS TO WHICH ATALIAN IS CONTRIBUTING

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



OUR 10 PRIORITY CSR ISSUES

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



DIALOGUE WITH OUR STAKEHOLDERS

The sustainable and responsible growth of the ATALIAN group depends on its ability to work, communicate and share value with its stakeholders. This is why **ATALIAN is committed to integrating all of its stakeholders**, both internal and external, within its transformation and value creation strategy.

PERSONNEL

- Employees, work experience students, trainees, trade union organisations.
- Forms of dialogue: Social dialogue bodies, annual interviews, internal social networks, internal surveys, etc.

CUSTOMERS AND BENEFICIARIES OF OUR SERVICES

- Private and public customers, building occupants, users of services, customers of our customers, etc.
- Forms of dialogue: Professional relationships, customer relationship services, satisfaction surveys, trade shows, conferences, external social networks.





SUPPLIERS AND SUBCONTRACTORS

- Subcontractor service companies, industrial and technological companies, suppliers of products, equipment and technologies
- Forms of dialogue: Contractual relations, co-innovation and co-development partnerships, audit and assessment of the CSR performance of suppliers and subcontractors

FINANCIAL COMMUNITY

- Shareholders, investors and banks. Analysts and rating agencies, economic and financial press
- Forms of dialogue: Financial communication, investor presentations, specific interviews, publications and activity reports

CIVIL SOCIETY

- Citizens, surrounding communities, associations and NGOs (employment, education, health, etc.), academic and scientific world, public authorities
- Forms of dialogue: Sponsorship and partnerships with associations, NGOs, schools, health institutions and public authorities, external social networks

ENSURING THE OCCUPATIONAL HEALTH AND SAFETY OF OUR EMPLOYEES

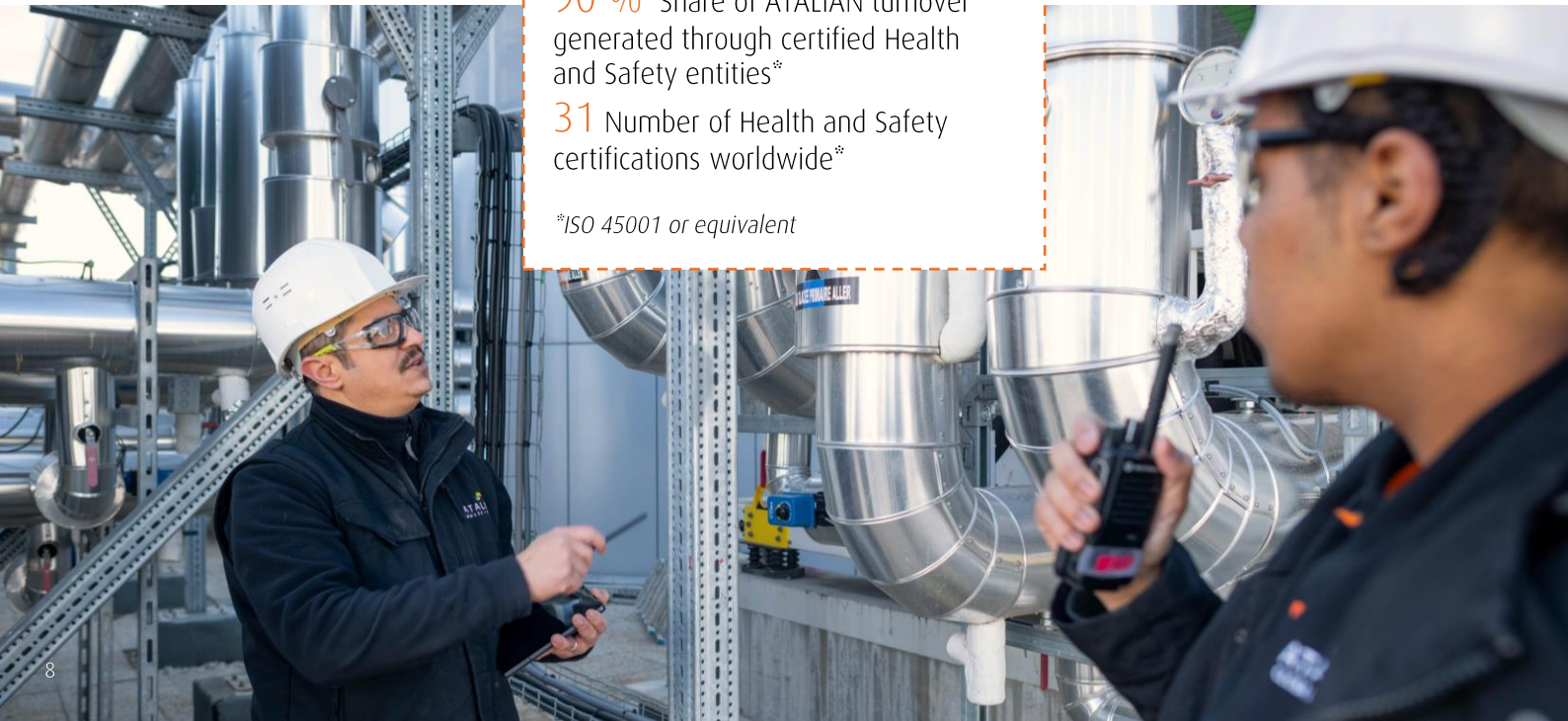
Employee health and safety have always been a priority for ATALIAN. Its occupational health and safety policy has enabled it to achieve very high standards, as evidenced by multiple certifications and by the constant improvement of the performance indicators throughout the Group.

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

90 % Share of ATALIAN turnover generated through certified Health and Safety entities*

31 Number of Health and Safety certifications worldwide*

**ISO 45001 or equivalent*



REDUCING RISKS FROM CHEMICAL PRODUCTS

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

LIMITING MUSCULO-SKELETAL DISORDERS

ATALIAN is very involved in the prevention of MSDs that result from repetitive movements, carrying heavy loads and bad posture... In order to bring more comfort to our teams, **we regularly test and deploy new ergonomic solutions**: exoskeletons, robots and load-bearing cobots... In the ultra-cleanliness sector, in the pharmaceutical industry, surface cleaning and in-depth cleaning services, notably tasks related to the decontamination of ceilings and partitions, are physically very demanding: we are testing exoskeletons and motorized telescopic poles.

ENSURING THE SAFETY OF ITS LONE WORKERS

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



ENGAGEMENT AND GROWTH OF OUR HUMAN CAPITAL

HR CHALLENGES ARE KEY FOR ATALIAN

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

ATTRACTING AND RECRUITING TALENT

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



70,600 employees

265,314 hours of training provided

500 work-study contracts

DEVELOPING SKILLS AND INTERNAL PROMOTION

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

MANAGING CAREERS AND RETAINING TALENT

The third pillar of the ATALIAN HR strategy is career management. ATALIAN is convinced that developing existing talents within its entities is better than looking for them outside. ATALIAN therefore makes efforts to get **to know its employees, identify talented individuals and develop their potential** so as to help them make their way within the Group. Forward-looking management of jobs and skills is one of the Group's HR priorities, and it conducts personnel reviews of all its business lines and thousands of employees in order to : have an overall view of the development potentials and engagement levels, consolidate the desires for change, draw up succession plans, define action plans to develop and retain talent.



DEVELOPING CREATIVITY

ATALIAN has chosen to train its employees in technological and managerial innovation, a proactive approach to anticipate responses to the needs of its customers. In collaboration with DMM Group, a pioneer in soft skills training, ATALIAN has set up an Innovation Campus consisting of a 100% digital training course and a platform offering webinars, podcasts and interactive videos... As such, employees can experiment with artificial intelligence, IoT or sustainable management techniques... in the service of Facility Management.

CONTRIBUTING TO DIVERSITY AND INCLUSION

Facility management is one of the major manpower activities with such a wide scope of qualifications. ATALIAN offers a **large number of local jobs** that don't necessarily require any particular qualification or proficiency in the local language. We also offer part-time jobs, which can be a side job, act on precariousness or avoid falling into it. In this way, ATALIAN contributes to inclusion and diversity in the workplace, wherever it operates.

ATALIAN is committed to **combating all forms of discrimination** (age, sex, ethnic origin, religious conviction, etc.) at all stages of the management of human resources (hiring, training, professional advancement, promotion), and to increasing the integration of people with disabilities or limited literacy skills, as well as low-income workers and the long-term unemployed. ATALIAN has been a signatory of the Diversity Charter since 2014.





152 nationalities

25 % Employment rate of seniors

4,1 % Employment rate of workers with disabilities

DISTRIBUTION MEN / WOMEN

	
57%	43%
women	men



COMMITTED TO THE LITERACY OF OUR EMPLOYEES

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

REDUCING OUR ENVIRONMENTAL IMPACTS AND THOSE OF OUR CUSTOMERS

As a signatory of the **United Nations Global Compact and the Caring for Climate declaration**, ATALIAN is committed to reducing the environmental impact of its activities and its customers' activities. To improve its environmental performance in all of its locations, the Group is changing its operating methods and developing innovative solutions in partnership with its customers and suppliers. Thanks to **the worldwide deployment of high environmental standards**, the Group contributes to the preservation of non-renewable resources and the fight against global warming.

ENERGY SAVINGS

ATALIAN is an innovative player in the energy management of workspaces (offices, logistics platforms, industrial sites, shopping centres, etc.). **Its offer of solutions with digital technologies** enables the collection of occupancy and operating data, the processing of these data and optimisation of the energy management of buildings.

USE OF ECO-FRIENDLY PRODUCTS

For our cleaning activities, we systematically propose **eco-responsible products** (less water consumption, less aggressive, less harmful to people and the environment, etc.). We propose this even in countries where there is no particular demand. This differentiating approach is now being evaluated worldwide. In 2022, the share of eco-certified products consumed by the Group **reached 35%**.





A SECOND LIFE FOR OUR CLEANING MATERIALS

ATALIAN has launched a **cleaning equipment reconditioning** test in one of its subsidiaries, in partnership with Ennea Groupe, a specialist in the reuse and reconditioning of professional equipment. This test concerns a hundred or so items of motorized and non-motorized equipment: scrubbers, sweepers, injector-extractors, vacuum cleaners, carts, etc. The project aims to verify the feasibility of reusing our used professional equipment and contributing to our sustainable development initiative : **reduction of the amount of waste produced and of our carbon footprint**, transition to a more circular economy, creation of local jobs for technicians, encouraging our suppliers to adopt a virtuous approach (supply of spare parts) and assessing the reparability rate of their equipment.

REDUCING GREENHOUSE GAS EMISSIONS

ATALIAN uses a fleet of several thousand vehicles for its activities. To reduce its carbon footprint and its fuel consumption, the Group **promotes the use of less polluting vehicles, optimises travel, trains drivers in eco-friendly driving**, and systematically offers the use of eco-friendly cars in its offers.

WASTE SORTING AND RECYCLING

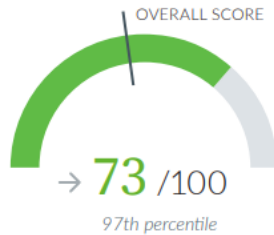
The waste produced by our activities on customer sites is processed either directly in the structure set up on-site, or through outsourcing with our partners with which we have signed framework agreements. We also work with **collection organisations** for specific waste treatment. The increasingly restrictive regulations favour the **generalisation of standardised sorting concepts** to accelerate their deployment.

ECOVADIS ASSESSMENT

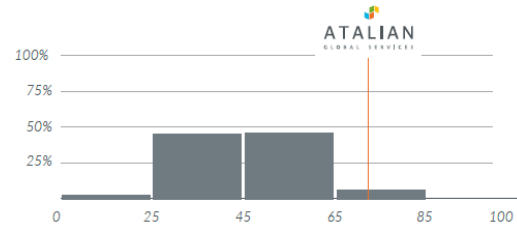


The ATALIAN Group’s social responsibility is commensurate with its position within its business sector. The Group employs more than 70,000 people worldwide and is involved in businesses with considerable economic, social, environmental and societal challenges. To measure its impacts and progress, the ATALIAN Group set up a **global reporting system that includes nearly 70% of the GRI G4 indicators**. The Group obtained the same score as in 2021 (73/100) and received the EcoVadis Gold medal, which reflects its commitment to sustainable development.

OVERALL GLOBAL



DISTRIBUTION OF ECOVADIS OVERALL SCORES FOR FM COMPANIES



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



DETAILS OF OUR SCORE ON THE VARIOUS CRITERIA



ENVIRONMENT

Top 3%



SOCIAL & HUMAN RIGHTS

Top 2%



SUSTAINABLE PURCHASING

Top 8%



ETHICS

Top 22%



CSR Performance

● Insufficient

● Partial

● Moderate

● Advanced

● Excellent

— Average score



BEING READY FOR TOMORROW

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

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

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

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

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

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





LEGAL INFORMATION

Design - Copywriting
ATALIAN / FactorySantelli

Photos
Istock / Shutterstock / Executive Studio



ATALIAN

GLOBAL SERVICES



ATALIAN GLOBAL SERVICES
Administrative headquarters
111-113 quai Jules Guesde
94400 VITRY-SUR-SEINE
T : 01 55 53 03 00

Follow us on :

ATALIAN.com |  LinkedIn