

COMMUNICATION
ON PROGRESS
2021



ATALIAN
GLOBAL SERVICES

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EDITORIAL

The year 2021 was once again marked by a health crisis that changed our perception and our organisation of work. To begin with, I would like to express my sincere thanks to our employees for their unlimited commitment at a time when our Group was the subject of many requests. I also have an emotional thought for the families of our employees who went through particularly trying times during this crisis.

Our social and environmental initiatives have been rewarded with the EcoVadis Platinum medal, placing us in the top 1% of companies in the sector in terms of CSR. The Group improved its score in 2021 and received the Platinum medal for the first time. It is a great pride. Our success has never been and will never be at the expense of sustainable and responsible actions and I am very satisfied with this.

All the regions in which we operate have contributed to this achievement thanks to the involvement and commitment of all the Group's employees. And now looking ahead to the future: the Group is determined to go further and has set up ambitious objectives with its "IMPACT 2030 CSR plan".

Franck JULIEN
Chairman & Group CEO




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

We welcome feedback on its contents.

A RESPONSIBLE APPROACH

Since 2010, the ATALIAN Group has been committed to a social responsibility approach and has integrated the principles and structuring of the ISO 26000 standard.

The Group’s CSR strategy includes a list of 17 environmental, social and governance issues, while prioritizing them in view of their importance for the Group’s stakeholders and their impact on its activities.

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

To formalize its objectives and commitments to its stakeholders, the Group has enacted principles, behavioural rules and procedures that are presented in detail in its corporate social responsibility charter (2016), code of ethics (2017), purchasing ethics charter (overhaul in 2021) and business conduct code (2018).

The Group is firmly committed to enforcing this both internally, and in relations with outside stakeholders: customers, suppliers, service providers, subcontractors and partners, as well as the communities impacted by its activities.



OUR CORPORATE SOCIAL RESPONSIBILITY INITIATIVE

Our corporate social responsibility initiative is based on an analysis of the underlying trends that impact our activities and the expectations of our stakeholders and the Group management.

These expectations were the subject of a materiality analysis in 2021, that served to identify 17 environmental, social and governance issues directly related to our activities, in accordance with the recommendations of international benchmarks (GRI, Global Compact, SDG), and to establish a relevant hierarchy in view of their importance for our Management and for our internal and external stakeholders.

A two-part survey was conducted:

- with internal stakeholders (employees) and external stakeholders (customers, suppliers, partners, financial community, etc.), in order to assess the importance of each issue in terms of sustainable development,
- with the members of the ATALIAN management, to assess the importance of each of the issues on the economic and financial performance of the ATALIAN group.

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.



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
- Provisions for 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 the services, customers of our customers, etc.
- Provisions for dialogue: professional relations, customer relations services, satisfaction surveys, professional trade shows, conferences, external social networks





SUPPLIERS AND SUBCONTRACTORS

- Subcontractor service companies, industrial and technological companies, suppliers of products, equipment and technologies
- Provisions for 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
- Provisions for dialogue: Financial communications, 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
- Provisions for dialogue: Sponsorship and partnerships with associations, NGOs, schools, health institutions and public authorities, external social networks

OUR PRIORITY CSR CHALLENGES

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



IMPORTANCE FOR INTERNAL AND EXTERNAL STAKEHOLDERS



IMPACT ON THE GROUP'S ACTIVITY

Social issues

Environmental issues

Governance issues

CONTRIBUTING TO INCLUSION AND DIVERSITY

Facility Management is one of the major manpower activities and one of the last industries 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 sideline, that can help to act against precariousness or prevent 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 longterm unemployed.



155 nationalities

24 % Senior hiring rate

5 % Hiring rate of workers with disabilities

DISTRIBUTION OF MANAGERS WORLDWIDE



1,603
women



2,391
men

FOCUS UNITED KINGDOM & IRELAND

In the UK and Ireland, ATALIAN has taken many initiatives in recent years to promote diversity and inclusion. These initiatives include:

CHROMA (Creating Harmony, Respecting Others, Making Allies), the Diversity & Inclusion platform that includes three networks led by ATALIAN employees: Physical & Mental Health, Race, Ethnicity & Faith and LGBTQ+ & Gender.

Opportunity, a platform offering equal training and development opportunities to all company employees.

ATALIAN UK won the IWFM (Institute of Workplace and Facilities Management) Impact 2021 award for its multiple initiatives in terms of diversity and inclusion. Within the framework of the CHROMA network, Race, Ethnicity & Faith, ATALIAN UK signed the Race at Work Charter, a UK government initiative intended to benefit black, Asian and ethnic minority employees in the UK. In terms of disability, ATALIAN UK met the requirements of the Disability Confident Level 2 Employer standard in 2021, which commits ATALIAN to making vacancies accessible to people with visible or invisible disabilities while making the necessary adjustments.

ENSURING THE OCCUPATIONAL HEALTH AND SAFETY OF OUR EMPLOYEES

Employee health and safety have always been a priority for the Group. 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 put in place worldwide. With the Coronavirus pandemic, health and safety have become even more of a priority in all of our countries. For its employees, customers and partners, the Group demonstrated a great capacity for adaptation with regard to ensuring optimal compliance with health and safety instructions, despite very poor operating conditions (absences, telecommuting, curfews, lockdown, travel restrictions, etc.).

In the subsidiaries, the support teams jointly implemented business continuity plans, prepared new intervention protocols, defined and provided the necessary information and protection resources (training modules, documentation, posters, signage, PPE, gel, plexiglass, etc.), reorganised the premises and mobilized the entire workforce so as to guarantee the health and safety of everyone. Our personnel members were sadly not spared by the pandemic, but their involvement, professionalism and discipline helped to contain the pandemic.

89 % of ATALIAN turnover generated through certified Health and Safety entities**

47 % of countries covered by Health and Safety certification**

36 Health and Safety certifications worldwide**

***ISO 45001, OHSAS 18001 or equivalent*



REDUCING RISKS FROM CONCENTRATED CHEMICAL PRODUCTS

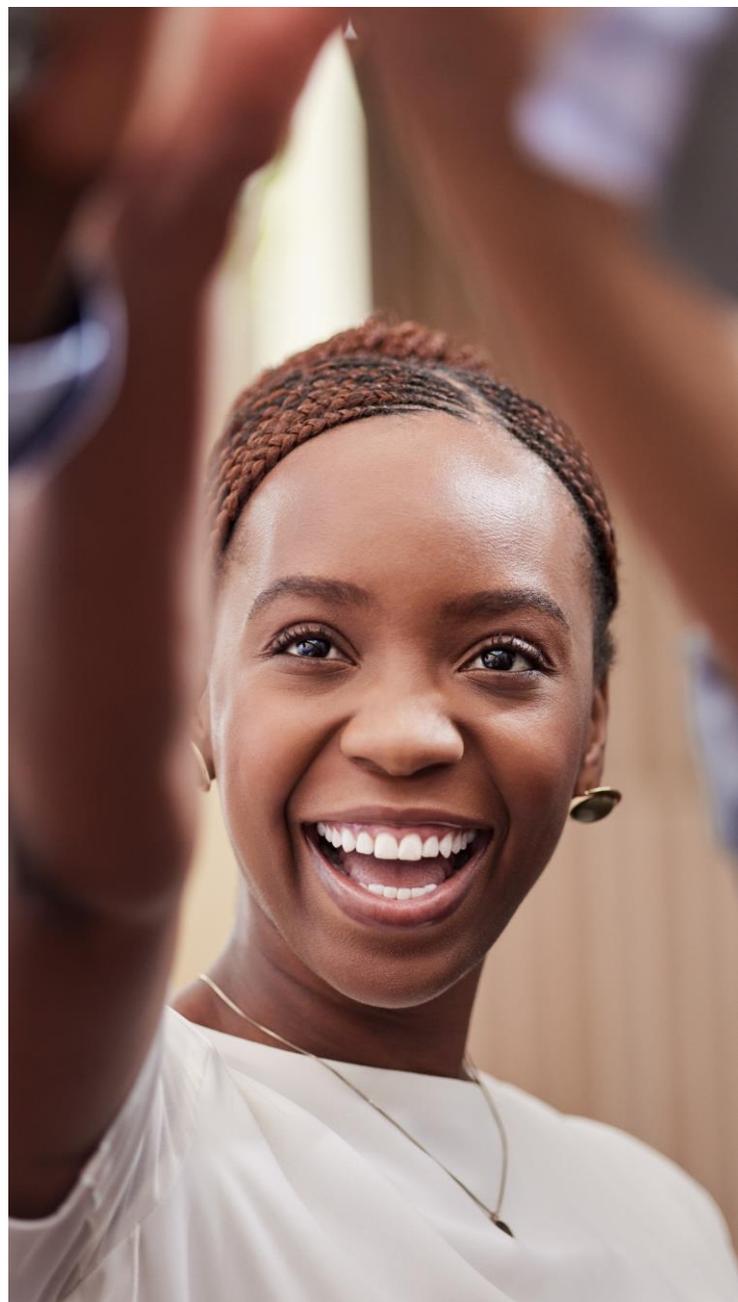
For its cleaning activities, the Group favours the safest maintenance solutions for its agents: solutions without irritating effect on the skin, water-based, ready-to-use products to facilitate and secure their handling. The utmost rigour is observed with regard to the wearing of PPE.

LIMITING MSDS WITH EXOSKELETONS

To improve the working conditions of our agents required to handle heavy loads, the Group has tested and deployed different types of exoskeletons in the field. The LiftSuit is a lightweight passive textile exoskeleton (-900 grams) whose straps store energy when the agent leans forward and then releases energy when the agent lifts an object. In this way, the LiftSuit reduces the impact of repetitive movements and heavy loads on the musculoskeletal system. It reduces fatigue, muscle pain and severe pathologies.

COMMITTED TO MENTAL HEALTH AT WORK

The mental and physical health of employees has always been a priority for ATALIAN UK, which signed The Mental Health at Work Commitment. It consists of six core commitments, including providing mental health tools to all employees and promoting an open culture around mental health, promoted by CHROMA, the Diversity & Inclusion platform of ATALIAN UK. In the words of Daniel Dickson, CEO ATALIAN United Kingdom & Ireland: “We’re committed to addressing the impact of work on the mental well-being of our employees. We want to make sure that all employees are aware of the help, tools and services that are available to them.”.



HELPING THE COMMUNITIES AROUND US

At ATALIAN, we believe that it is important to help the communities around us and to make the world a better place. Our subsidiaries support a wide range of associations, foundations and organisations in the countries where they operate, in an effort to improve the life and environment of their communities. The global health crisis has led to even more opportunities to provide help.

Our subsidiaries offered free disinfection services (places of worship, schools, public spaces...) and contributed to the realisation of many projects, both social (education, health, food security...) and environmental (cleaning, decontamination...).

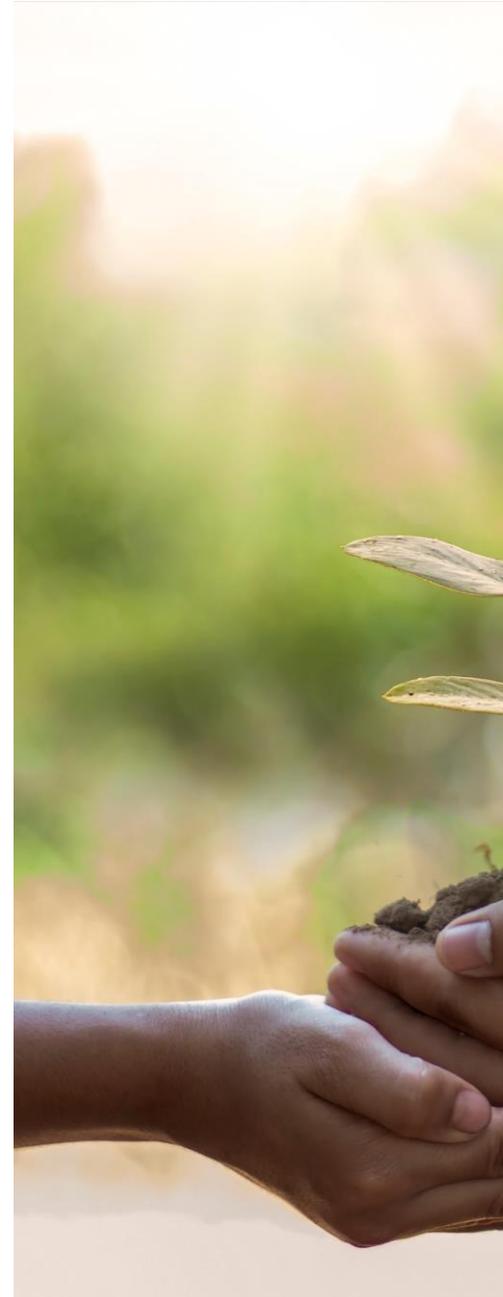
AROUND THE WORLD

In Indonesia, we sent around 100 people to help with the floods in the city of Bekasi, set up an emergency response team for the victims of the Semeru eruption and launched the #CleanIsANewCare campaign to promote hygiene in public spaces.

In India, we provided PPE to health workers at the height of the pandemic, assisted in an orphanage, and promoted sanitation initiatives. We carried out cleaning operations in Hyderabad, Gurugram and Mumbai.

In the Philippines, we organised blood donations for the Red Cross, supported events dedicated to employment and training in remote areas, and participated in the relief efforts after Typhoon Odette.

In Singapore, we contributed to the actions of the NTUC U Care fund for families in need, and we sponsored students to benefit from the scholarship programme set up by the National Environment Agency.





In Cambodia, we conducted disinfections for the organisation SOS Children’s Village and for a local hospital, while also supporting local eco-tourism initiatives.

In Croatia, Slovakia and Poland, we made donations to local authorities, institutions and associations (education, health, human rights, etc.), we paid part of our taxes for the benefit of children with disabilities, and we offered Christmas gifts in children’s homes.

In Turkey, we donated to the TOÇEV and Turkish Education Foundation foundations committed to education, set up libraries in different regions, bought books and collected them from our employees. We provided disinfection and cleaning equipment to health professionals during the pandemic, computer equipment to schools and firefighting equipment.

In the United States, we carried out sponsorship operations and donated to institutions and associations committed to education, health and human rights.

ATALIAN UK MAKES A COMMITMENT TO THE HACKNEY FOOD BANK

In the United Kingdom, our catering subsidiary Angel Hill Food Co supported the homeless and provided meals to military personnel working at Covid screening centres in the borough of Hackney (Greater London). Since the initiative began in April 2020, our subsidiary has been supplying and delivering three meals a day at 10 locations, feeding up to 200 people at the height of the crisis. Angel Hill Food Co has prepared and delivered a total of over 100,000 meals.

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 is contributing 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 multi-technical solutions with digital technologies enables the collection of occupancy and operating data, the processing of this data and optimisation of the energy management of buildings.

USING 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 with little awareness of such good practices. This differentiating approach is now being evaluated worldwide. In 2021, the share of ecocertified products consumed by the Group reached 35%.



GREEN APPLE ENVIRONMENT AWARD FOR ATALIAN

In partnership with SWRnewstar, ATALIAN UK won an Apple Green Award for the environmental measures put in place for its customer, the Post Office, in 2020/2021:

- Implementation of 5 new waste streams (10 in total): food, coffee grounds, tea bags, elastic bands and paper clips.
- 72% reduction of the amount of waste going directly to a rubbish tip* (94% since 2015).
- 31% reduction of vehicle movements at one of its largest customer sites*.
- Energy reclamation of 70% of sanitary waste (vs. going to a rubbish tip).
- Use of environmentally friendly organic cleaning products.

* Change 2020/2021

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. The global health crisis contributed to a massive increase in the use of collaborative platforms and a significant reduction of business travel and of the Group's carbon emissions.

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 extension of standardised sorting concepts and make it possible to accelerate their deployment.

ECOLOGICAL CLEANING DRONE

The use of drones to access areas and perform the cleaning of cladding and inaccessible façades with conventional means (nacelles or rope operators) is already proposed by ATALIAN, but the Group has launched an international call for projects (France, Korea, China, etc.) in search of ecological drones that can perform high-pressure washes without chemicals.

ECOVADIS EVALUATION



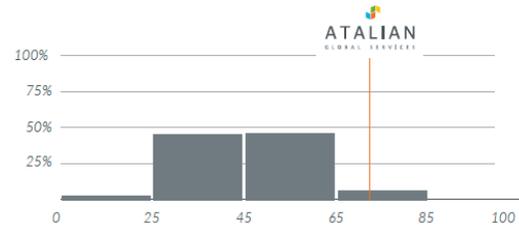
The ATALIAN group’s social responsibility is commensurate with its position within its business sector. The Group has more than 123,500 employees worldwide, in business lines with considerable economic, social, environmental and societal stakes.

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 improved its score in 2021 (73/100 versus 66/100 in 2020) and obtained the EcoVadis platinum medal for the first time, which reflects its commitment to sustainable development.

OVERALL SCORE



DISTRIBUTION OF THE OVERALL SCORES OF FACILITY MANAGEMENT COMPANIES



In its business sector, the ATALIAN group is in the top 1% of companies best rated by EcoVadis.

DETAILS OF OUR SCORE ON THE VARIOUS CRITERIA



ENVIRONMENT

Top 2%



SOCIAL &
HUMAN RIGHTS

Top 2%



SUSTAINABLE
PURCHASING

Top 6%



ETHICS

Top 18%



CSR Performance

● Insufficient Partial

● Moderate

● Advanced

● Excellent

● Average score

— Score moyen



IMAGINING TOMORROW

The ATALIAN group has much to be proud of concerning its CSR performance. As the upgrade from Gold to Platinum of the EcoVadis medal awarded in 2021 proves it: the Group has been improving year after year.

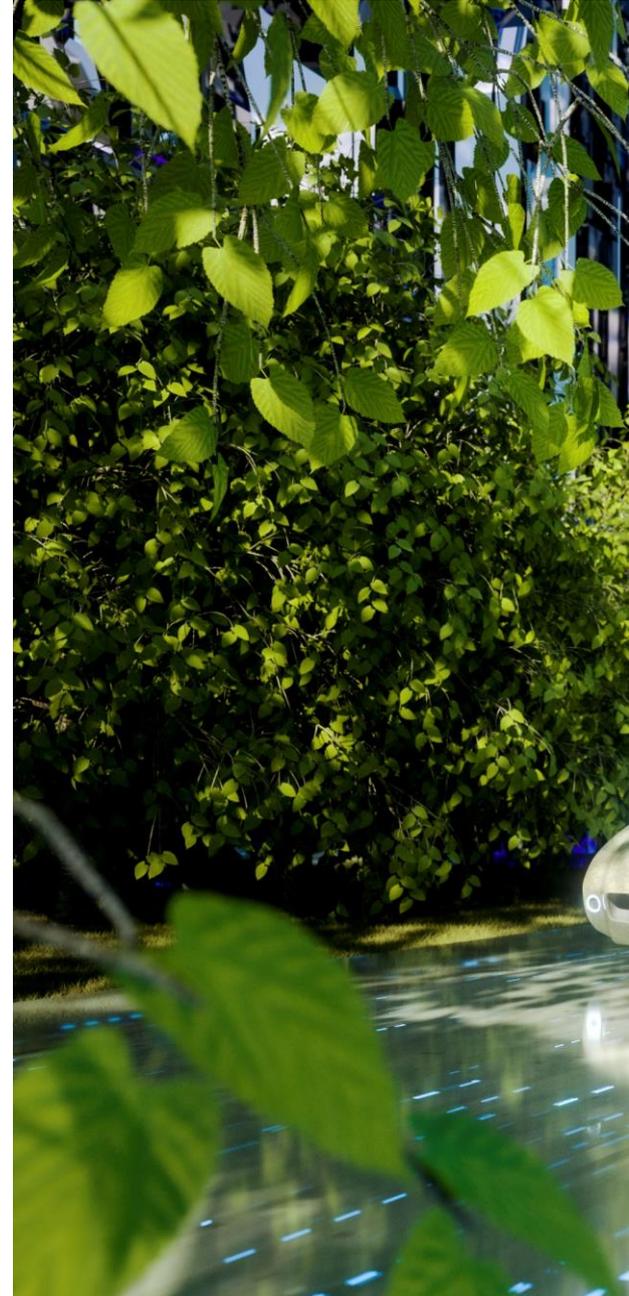
The Group now meets 9 of the sustainable development objectives established by the United Nations member states and has been implementing a CSR policy for several years now, encouraging each of the regions in which it operates to carry out sustainable social and environmental projects and initiatives.

Always looking to the future, the Group set up a CSR special unit in 2021. The first project of this unit was to launch a worldwide survey to identify the CSR issues considered to be priorities for all our stakeholders, as well as their impact on the Group's activity.

A dual materiality matrix was constructed based on the results obtained and enabled us to identify the 10 priority issues for the Group in the coming years. It will serve as the foundation to launch our "IMPACT 2030 CSR plan".

There will be many projects in this area and the challenge is significant. But it is vital for the Group to always know how to anticipate the future, and we know how responsible the future will have to be.

So, we will never stop imagining tomorrow...





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