# corporate responsibility report

# 2014

Your business technologists. **Powering progress**

Atos

# Contents

From 2010 to 2013, Atos fulfilled the Global Reporting Initiative (GRI) of application level A+ for its Corporate Responsibility Integrated Report. The overall report was externally assured by an external auditor.

Atos has produced its 2014 Corporate Responsibility Integrated Report in accordance with G4 Comprehensive option. Atos has successfully completed the GRI Content Index Service. The overall process is assured by an independant auditor. With this approach, Atos demonstrates that its extra financial performance disclosures are accurate and exhaustive.

This document contains the main Key Performance Indicators relating to Atos' corporate responsibility. The name of the indicators (GRI labels) are placed at the top of specific pages with the following codification: GRI: [G4-XX].

# Profile

## Atos is a global digital services leader, with 2014 pro forma annual revenue of circa € 10 billion and 86,000 employees in 66 countries

Serving a global client base, the Atos Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Cybersecurity solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With our deep technology expertise and industry knowledge, the Group works with clients across different business sectors. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future.

Atos is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

## Key figures 2014

**Atos achieved all of its financial and operational targets in 2014**, placing the Group on track for its sustainable growth ambitions outlined in its Ambition 2016.

**12,417**
**Number** of employees entering the company [G4-LA1]

**7.6**
**Customer** Satisfaction strategic surveys results on a ten-point scale [G4-PR5]

**46%**
$CO_2$ footprint reduction achieved against the 50% target by 2015

# Interview with
# **Thierry Breton**

**In what ways has the sustainability agenda moved forward over the past year?**

**Thierry Breton:** Businesses have been focusing on the challenges of sustainability for more than ten years. More recently, we have seen two trends emerge. Firstly, what we at Atos call the Third Digital Revolution, and secondly, a period of lower economic growth in the wake of the financial crisis. Our sustainability agenda reflects both these trends. The new digital era provides an opportunity for a more responsible society at a time of economic pressure. Our strategy is to develop effective and innovative digital solutions that respond to the twin challenges of sustainability and economic uncertainty.

**As Chairman and CEO, what are you doing to make corporate responsibility and sustainable performance central to the operations and identity of Atos?**

**Thierry Breton:** I have put sustainability at the heart of our corporate strategy since 2009 and our leadership in sustainability has been recognized by entities such as the Global Reporting Initiative, the Dow Jones Sustainability Index and the Carbon Disclosure Project for many years. Those recognitions demonstrate our results achieved in four priority areas which are: being a responsible employer, delivering sustainable excellence to our clients, being ethical and fair in all our business relationships, and reducing our corporate environmental footprint. More recently, when we presented our Ambition 2016 three-year plan to our investors, stakeholders and shareholders at the end of 2013, we made it clear that corporate responsibility was a key part of the Atos DNA.

**What stands out for you as key corporate responsibility advances by Atos in 2014?**

**Thierry Breton:** We have made further progress in each of our four priority areas. To list a few: we are well on track to reduce the carbon intensity of our operations by 50% by the end of 2015 compared to 2012 as we have already reduced this carbon intensity by 46% in 2014 compared to 2012. We published a comprehensive group environmental policy which will be vigorously enforced in all our countries. We also strengthened our relationships with our key suppliers to establish long-term business partnerships, based on our shared commitments to ethical and sustainable excellence. In addition, Atos was the first IT company to obtain the "Binding Corporate Rules" approval from European data protection authorities for processing personal data. Our commitment to using social media technologies to increase collaboration, as part of our Wellbeing@work initiative, is transforming our workplace and making Atos an inspiring place to work for our people. Finally, we have introduced new sustainable solutions for our customers; for example, we are using the latest innovations and technologies to reduce the energy consumption and carbon emissions of our customers at datacenters through our Data Center Infrastructure Management tool.

**What impact will the Bull acquisition have on sustainability at Atos?**

**Thierry Breton:** As a result of our acquisition of Bull and our determination to recruit talented business technologists from around the world, Atos has become a more global organization with a diversified

> **❝**Our focus is to guide and accompany our clients on the path to **environmental** and social excellence using our own experience in these fields as well as our **digital expertise.❞**

# **Highlights of 2014**

**In April**, Atos launched a new employee shareholding plan "Sprint 2014," helping to strengthen the relationship between the Group and its employees.

**In April**, for the fourth consecutive year, **Atos fulfilled the Global Reporting Initiative (GRI)** of application level A+ for its Corporate Responsibility Report.

**In May**, Atos won the **Forrester Groundswell Award for Excellence** in Social Collaboration for its Zero email program in the Business-To-Employee: Employee Collaboration category.

**In June**, for the fifth year running **Atos partnered with the think tank Planet Workshops**, for the Global Conference, "Time to make a choice".

**Thierry Breton,**
Chairman and CEO

and comprehensive set of technical skills which we view as a major competitive advantage for us in the IT services market. One of our main objectives in 2014 was to maintain our leadership in sustainability while managing the Bull integration process and sharing our values with our new colleagues. Our acquisition of Bull has also enhanced our R&D capabilities, especially in Cloud, enabling us to accelerate the development of Cloud-based solutions that can help our customers reduce their carbon footprint.

More than ever, we are focusing on enhancing our work environment and support to our talented people, wherever they are in the world. Our priority is to create a global culture and a common identity that have corporate responsibility and sustainability as their cornerstones.

**How will Atos continue to assert its leadership position when it comes to corporate responsibility in the next few years?**

**Thierry Breton:** Our constant investment in technological and collaborative innovation will ensure that Atos continues to be a leader in corporate responsibility and sustainability. As an innovative and socially responsible company and a long-term partner to our clients, we are supporting our customers as they reinvent their growth models in a challenging economic period. Our focus is to guide and accompany our clients on the path to environmental and social excellence using our own experience in these fields as well as our digital expertise. In all our projects we want to share with our clients our experience of sustainability and our values, and partner with them in their own process of digital sustainable transformation. Reinforced by the accelerated transformations led in 2014, Atos has more than ever the global strength to provide its customers with the innovations they need for their sustainable growth. ■

**In September**, for the third year in a row, Atos was selected as an **index component of the Dow Jones Sustainability Indices** (DJSI).

**In October**, for the second consecutive year, Atos was listed on the **A List of the CDP Climate Performance Leadership Index 2014**, recognized as a global leader within the IT sector.

**In October**, Atos held its **Global Stakeholders Meeting** where we presented our progress on our Corporate Responsibility strategy and discussed our vision for the future.

**In November**, Atos was the first IT company to obtain the **Binding Corporate Rules (BCR) approval for processing personal data** on behalf of its clients and for itself, recognizing the strength of its global data protection policies and measures.

# Dedicated
## to responsible growth

# Major market trends for tomorrow

## By 2018

**25**
billion
connected objects

**4.5**
billion
smartphones

**2.5**
billion of consumers
engaged in social networks
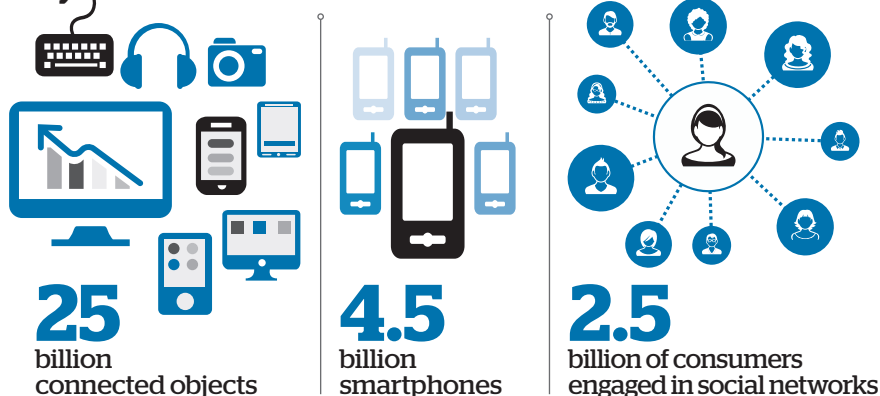
At Atos we are convinced that by integrating corporate responsibility and sustainability requirements and values into our operations we can advance our business objectives. In particular, we see the 21st century's digital revolution as a great enabler in advancing these goals.

Whilst over the last few decades companies have focused on the direct economic aspects of sustainability, for example by minimizing energy consumption to reduce costs, today we also face the social challenge that sustainability is needed to ensure on-going quality of life. The social aspect of sustainability thinking becomes a core success factor for our companies' and our planet's longer term future wellbeing.

### HARNESSING THE THIRD DIGITAL REVOLUTION

We all see that a Third Digital Revolution is underway which relates to the digitalization of the economy through the application of technologies sometimes referred to as SMAC (social, mobile, analytics, cloud).

By 2018, we anticipate 4.5 billion smartphones, 25 billion connected objects and more than 2.5 billion of us engaged in online social networks. With the consent of users, this data can be used to unlock valuable insights to help us get closer to a sustainable future, for example by optimizing global agricultural production and food supply, anticipating traffic congestion and managing low emission zones, or limiting energy production up to the precise needs of consumers.

Whilst it is clear that delivering such a connected world and managing the resulting data will in itself impose an environmental load from the associated energy consumption, the rigorous application of 'Green IT' techniques like Cloud, virtualization, efficient hardware components and free air cooled datacenters will help ensure minimal impact.

In the social sphere, the digital revolution will make possible a new model of society, based on sharing – a key principle for sustainability thinking. Smart Cities, enhanced by mobility, social networks and connected objects, are not only an efficient way to manage a city and improve its environmental footprint; they also enable a new era for citizen engagement.

At the same time, the digital revolution presents an opportunity for emerging countries to move directly to sustainable practices. The underlying challenge in this context is to make sure mistakes made by the lead nations in the first industrial revolution are avoided. Atos is working actively to address this challenge by viewing the current digital revolution as a platform to promote sustainable economic growth. ∎

# Our corporate and social responsibility vision

**By incorporating social, environmental and responsible governance factors in strategic and day-to-day business decisions, we aim at maintaining a leadership position in corporate and social responsibility (CSR), meeting the high expectations our stakeholders have of us, and at the same time helping clients to achieve their own business and CSR ambitions.**

**At Atos we make every effort to monitor and improve the factors that contribute to our economic,** environmental and social impacts, or that influence the assessments and decisions of stakeholders, by talking in detail about them to our clients, employees, business partners and suppliers, as well as local communities and public authorities.

These material aspects enable us to identify priorities for future innovation and strategic planning, and to embrace the social and environmental challenges the world faces as new opportunities for innovation and collaboration with clients, so that together we can grow our businesses and make a positive contribution to society, the environment and the economy.

Stakeholder dialogue plays a critical role in our business operations by stimulating innovation that appeals to clients, investors and employees, as well as creating opportunities to develop services and solutions with high growth potential.

As a result we are constantly in dialogue with stakeholders and aware of their concerns. We make sure that sustainability and social responsibility issues are integrated into our business and the services we provide to our clients.



Board meeting with the participation of employees' representatives

## Atos' corporate responsibility strategy is based on three strategic axes

1 Leadership in IT for sustainability
2 Corporate responsibility at the core of Atos' business and processes
3 Identifying challenges, establishing priorities and measuring performance

# Interview with **Olivier Cuny**

**66** With the support of our Business Technologists, digital transformation already helps many companies in the world better respond to their sustainability challenges, while also reducing their costs and increasing the excellence and efficiency of their business. **99**

**What do you see as the main corporate responsibility achievements at Atos during 2014?**

**Olivier Cuny:** Our commitment to excellence in sustainability was again largely validated in 2014. For the fourth year running, the Global Reporting Initiative (GRI) recognized our Corporate Responsibility Report for its highest level of transparency. For the third year in a row, Atos was selected as an index component of the Dow Jones Sustainability Indices (DJSI). Furthermore, we were once again named a member of the A List of the Climate Performance Leadership Index of the Carbon Disclosure Project (CDP), reflecting our performance in reducing carbon emissions and the transparency of our reporting procedures, and putting us in the top 9% of companies assessed.

In addition we decided to apply the latest G4 Guidelines' approach of the Global Reporting Initiative which is new and more demanding than the G 3.1 Standard that was used by most companies in previous years. It was a new challenge to demonstrate the transparency and the exhaustiveness of our extra financial figures: incorporating social, environmental and corporate responsibility and latest governance developments into our strategic and day-to-day business decisions and reporting is further reinforcing our performance in line with our stakeholders' expectations.

**How does Atos use collaborative tools and measure its performance in corporate and social sustainability?**

**Olivier Cuny:** In Atos we have been guided by the vision of creating the work environment of the future. Our Business Technologists tell us that working in a more collaborative way created by our enterprise social platform is conducive to sharing knowledge, best practices and stimulating innovation.

To measure our sustainability performance, around 700 people contribute globally and in each of our countries to the collection of data and monitor our sustainability performance against our targets. The dedication and reliability of these global and local teams are crucial to continue to transform Atos into a sustainable Firm of the Future.

**How is Atos meeting customer demand for IT solutions that support their sustainability requirements?**

**Olivier Cuny:** Sustainability is now a significant driver of our business operations. Our global partnerships with leading companies such as Siemens, EMC, VMware, SAP and many other partners enable us to provide our customers with a world-class suite of sustainability solutions. Our enhanced digital technology capabilities in areas such as Big Data, Cloud and Security solutions incorporate advanced digital solutions that were reinforced through the acquisition of Bull in 2014. They intuitively address the sustainability challenges of our clients, while optimizing their operational excellence. ■

**Olivier Cuny**, Group General Secretary in charge of Corporate Social Responsibility

**66** Sustainability is a significant driver of our business operations **99**



Our global stakeholders meeting brought together high level experts in the field of corporate responsibility and members of the Atos Scientific Community.

## **Recognition for Atos**

# How we create and share value with our stakeholders

**Atos' corporate social responsibility** process is supported by ongoing dialogue with all stakeholders, including clients, employees, business partners and suppliers, communities and public authorities.

In order to continue to grow in line with its values and commitment to corporate and social responsibility, Atos interacts closely with all its stakeholders. It is part of our collaborative culture to involve stakeholders when we design our range of services and solutions. By doing so, Atos earns its clients' trust, and reinforces the commitment of its employees while strengthening its ability to operate at a local and global level. That is why Atos is committed to standards such as the AA1000 Standards and the Global Reporting Initiative G4 guidelines on which Atos has based all its actions in order to structure its stakeholder approach, manage its annual materiality review and guide its reporting process. Integrating CSR within the Group's core activities is a way to better explain how Atos creates and shares value between its shareholders and its broader set of stakeholders. ■

√√ Stakeholders Engagement Process verified by Deloitte as requested by the GRI « G4 Comprehensive » option.

## INVESTORS & ANALYSTS

### STAKEHOLDERS' EXPECTATIONS
Atos' investors expect profitability and efficiency. Above all they require clarity and transparency. They need to be informed about the Group strategy and how Atos will allocate its resources.

### CHALLENGES
**Integrated thinking - Transparency - Credibility**
The value creation process relies on financial and non-financial performance. Therefore building a more integrated reporting mechanism is a useful tool for Atos in order to better disclose and explain the sustainability of its business model.

### CSR IMPACTS & ATOS' VALUE CREATION MODEL
- Develop long term relationships with investors
- Disclose publicly sustainability KPIs
- Help evaluation on stock markets to better integrate non-financial and long-term factors.

## PEOPLE

### STAKEHOLDERS' EXPECTATIONS
Atos' employees want to work in the best possible working conditions and to have the opportunity to evolve and grow inside the company. They expect a genuine recognition of their work. The protection of their personal data is also vital.

### CHALLENGES
**Well-being at work - Employee engagement - Brand appeal**
Our talented people are the foundation of the quality service we provide. The more our Business Technologists want to develop and share their knowledge, the more efficient and qualitative our service delivery is. Therefore, employee commitment and engagement is a critical asset for Atos to always adapt to its clients' needs. The capacity of the Group to fulfill its employees' expectations together with the size and the values of a global Group help us to attract the best talents in the market.

### CSR IMPACTS & ATOS' VALUE CREATION MODEL
- Generate employees' satisfaction
- Develop knowledge and skills
- Focus on Talent management
- Encourage social collaboration
- Instill Atos culture.

## CLIENTS

### STAKEHOLDERS' EXPECTATIONS

All around the world, technology is dramatically impacting the way of doing business. Against this backdrop and in order to adapt to the strengthening competition from pure digital players, Atos' clients expect to benefit from the right digital tools and expertise to meet their own challenges and to develop their own businesses. In order to adapt in a constantly evolving marketplace, their expectations for innovation and data protection are steadily increasing. Therefore Atos is accompanying each of them in order to help them understand how technology is modifying each sector, how data will become the black gold of tomorrow and how customers will in practice use more and more digital tools. In close co-operation with its clients' teams, Atos develops the most relevant digital solutions that fulfill and anticipate its clients' needs.

### CHALLENGES
**Customer satisfaction - Client trust - Anticipation of future clients' needs**

Data protection and IT security are critical to customer satisfaction and in earning and keeping client trust. This customer confidence allows Atos to be a long-term trusted partner able to constantly anticipate market trends and to develop a range of services and solutions best suited to the market's and its clients' needs.

### CSR IMPACTS ON ATOS' VALUE CREATION MODEL

- Accelerate leadership
- Develop market shares
- Build competitive advantages
- Power innovation's mindset and capabilities.

## SUPPLIERS & PARTNERS

### STAKEHOLDERS' EXPECTATIONS

The Group cannot be successful without its suppliers and partners: in order to build new services and offers, Atos has developed a robust ecosystem taking into account the local context where its operations are located. Atos' suppliers want to benefit from access to new markets, revenue growth and fair margins. They expect a long-term contractual relationship with Atos.

### CHALLENGES
**Collaboration - Knowledge sharing - Efficiency**

Collaboration within Atos' ecosystem is essential for addressing the common challenges of the global IT sector and to ensuring the development of innovation. The quality of Atos' services and offers is more and more linked to the quality of the management of its value chain. For example, the Group has to comply with an increasing numbers of laws and norms that regulate its activities. Therefore, our effective and fruitful cooperation with our relevant stakeholders is crucial in order to face these challenges and to help our customers achieve their goals.

### CSR IMPACTS & ATOS' VALUE CREATION MODEL

- Guarantee high quality of services
- Maintain mutual trust with our business partners
- Create synergies within Atos' ecosystem
- Minimize risks within the supply chain.

## COMMUNITIES & PUBLIC ENTITIES

### STAKEHOLDERS' EXPECTATIONS

The main expectations of civil society and local communities towards Atos include socio-economic impacts of Atos' operations, job creation, new technologies and smart digital solutions enabling both progress and limited environmental footprint.

### CHALLENGES
**Savings - Performance - License to operate**

Energy savings are critical for the sustainability of our operations. Investors, public bodies and local communities are increasingly looking for companies that can disclose their financial and non-financial data and their long-term performance in an ever more transparent and comprehensive way.

### CSR IMPACTS & ATOS' VALUE CREATION MODEL

- Limit or compensate environmental costs
- Generate sustainable profits on operations to support long-term innovation
- Have a positive and long-term impact on local economies
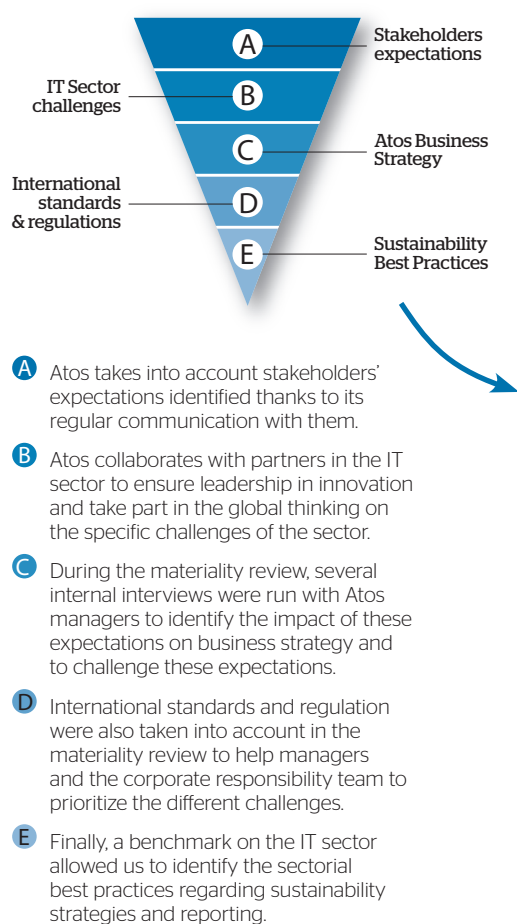- Power social progress and digital inclusion.

# How we identify **our challenges**

**Atos believes that sustainability** creates value and boosts performance in this new digital era. As we integrate CSR considerations into our strategy and operations, we are also on the road to integrating financial and non-financial data into our integrated reporting in line with the International Integrated Report Committee (IIRC) latest recommendations.

**Earning and maintaining the trust of its stakeholders is critical for Atos.**
The Group has therefore built its Corporate Responsibility approach based on a materiality analysis in order to prioritize its actions, taking into account its business activities and stakeholders' expectations.

## Identification and prioritization of relevant corporate responsibility issues



A   Atos takes into account stakeholders' expectations identified thanks to its regular communication with them.

B   Atos collaborates with partners in the IT sector to ensure leadership in innovation and take part in the global thinking on the specific challenges of the sector.

C   During the materiality review, several internal interviews were run with Atos managers to identify the impact of these expectations on business strategy and to challenge these expectations.

D   International standards and regulation were also taken into account in the materiality review to help managers and the corporate responsibility team to prioritize the different challenges.

E   Finally, a benchmark on the IT sector allowed us to identify the sectorial best practices regarding sustainability strategies and reporting.

## The Atos materiality matrix



Since 2010, the Group has performed regular materiality assessments in order to identify the principal challenges that the market and main stakeholders consider as essential for Atos. The 2014 results of the analysis led the Group to design the following Atos Materiality Matrix that summarizes our corporate responsibility challenges in relation to each of our key stakeholders. ■

Atos is member of the International Integrated Report Committee (IIRC) advancing towards a standard way of integrated reporting which satisfies both business and investors.

## 4 Top challenges

| | | |
|---|---|---|
| ★ **PEOPLE** | **BEING A RESPONSIBLE EMPLOYER.** Be a responsible employer, attracting and nurturing talented people from diverse backgrounds, promoting collaborative working and well-being at work. | |
| ▲ **BUSINESS** | **GENERATING VALUE FOR CLIENTS THROUGH SUSTAINABLE AND INNOVATIVE SOLUTIONS.** Ensuring high levels of customer satisfaction by providing the most relevant services to transform business and anticipate clients' needs. | |
| ▬ **ETHICS** | **BEING AN ETHICAL AND FAIR PLAYER WITHIN ATOS' SPHERE OF INFLUENCE.** Conducting business in an ethical and responsible way in all of our spheres of influence, including our supply chain operations and developing local economies. | |
| ● **ENVIRONMENTAL** | **MANAGING THE CORPORATE ENVIRONMENTAL FOOTPRINT.** Improving the environmental efficiency of our operations by reducing their energy and carbon intensity, and encouraging a transition to a decarbonized business. | |

## Taking the sustainable journey with our stakeholders

**Atos held its annual Global Stakeholders Meeting** at its headquarters in Bezons, France on October 7, 2014 to discuss Atos' progress in corporate responsibility, receive feedback on its material challenges, share knowledge and best practice and openly discuss strategic topics on the sustainability agenda.

During the one-day meeting, more than one hundred participants focused on innovation in three work streams: data protection, operational efficiency, and social impact. High-level experts recognized in the field of Corporate Responsibility contributed to the discussions as well as Atos' Scientific Community members.

The annual meeting forms part of our four-step approach to engaging in dialogue with our stakeholders. Atos consults stakeholders on its business, its sustainability strategy and its impacts. Atos also involves its stakeholders in defining or deploying action plans and develops long-term relationships with some of them with the objective of collaborating on innovation and across the value creation's path. Depending on the influence of the stakeholders on the company, Atos may engage in negotiations to find the best approach for converging stakeholders' expectations and Atos' business interests. ■



A round table discussion at the Global Stakeholders Meeting. The theme of this year was : "Innovation for a sustainable society".

# Our main Key Performance Indicators

**The following tables** set out the 19 main Key Performance Indicators (KPIs) relating to Atos' corporate responsibility performance in 2014 linked to its key challenges. The complete set of KPIs is contained in the Registration Document which is available in pdf format at **www.atos.net**

## Challenge 1:  Being a responsible employer

| GRI | Aspects | KPIs | Verified by Deloitte √ | 2014 | 2013 | 2012 | Perimeter per employee | Perimeter per Turnover |
|---|---|---|---|---|---|---|---|---|
| G4-LA9 | Talent management | Average hours of training that employees have undertaken during the year | √ | 16.87 | 16.95 | 21.1 | 100% | _ |
| G4- LA11 | | Percentage of employees receiving performance appraisal in the last twelve months | √ | 92.39% | 93% | 80.59% | 84.78% | _ |
| G4- LA12 | Diversity | Percentage of females within Atos | √ | 27.86% | 27% | 26.78% | 100% | _ |
| G4- LA12 | | Percentage of females within the Board of Directors | √ | 36% | 31% | 23% | 100% | _ |
| AO2 | Employee engagement | Percentage of positive responses to "Taking everything into account, I would say this is a great place to work" | √ | 55% | 54% | 47% | 65.14% | _ |
| AO11 | Working conditions | Total number of collaborative working communities | √ | 10,547 | 5,100 | 938 | 100% | _ |
| AO16 | | Global absenteeism rate | √ | 2.98% | 2.70% | Not disclosed | 71.26% | _ |

## Challenge 2:  Generating value for clients through sustainable and innovative solutions

| GRI | Aspects | KPIs | Verified by Deloitte √ | 2014 | 2013 | 2012 | Perimeter per employee | Perimeter per Turnover |
|---|---|---|---|---|---|---|---|---|
| G4- PR5 | Client satisfaction | Overall Customer Satisfaction from strategic surveys | √ | 7.6 | 7.07 | 7.0 | _ | 100% |
| AO10 | Innovation | Initiatives regarding innovative services & product developments: Innovation Workshops | √ | 123 | 114 | 11 | _ | 100% |
| AO7 | | Total contract value of "Sustainability offerings" | √ | 669,274,000 | 188,488,718 | Not disclosed | _ | 100% |
| AO3 | Data protection and Security | Percentage of coverage of ISO 27001 certifications | √ | 100% | Not disclosed | Not disclosed | _ | 99.58% |
| G4- PR8 | | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | √ | 0 | 0 | Not disclosed | _ | 100% |

## Challenge 3: Being an ethical and fair player within Atos' sphere of influence

| GRI | Aspects | KPIs | Verified by Deloitte √ | 2014 | 2013 | 2012 | Perimeter per employee | Perimeter per Turnover |
|-----|---------|------|-----------------------|------|------|------|------------------------|------------------------|
| G4-SO4 | Compliance and ethics | Percentage of management employees trained in Code of Ethics | √ | 72% | Not disclosed | Not disclosed | 72.25% | – |
| G4-SO8 | | Monetary value of significant fines for non compliance with laws and regulation | √ | 0 | 0 | 0 | – | 100% |
| G4-LA1 | Local impact and communities | Number of employees entering the company | √ | 12,417 | Not disclosed | Not disclosed | 100% | – |
| G4-EC9 | | Proportion of spending on local suppliers | √ | 90% | 92% | 92% | – | 86.69% |
| AO 17 | Supply chain | Percentage of strategic suppliers evaluated by EcoVadis | √ | 16% | Not disclosed | Not disclosed | – | 80% |
| | | Total percentage of spend assessed by EcoVadis | √ | 31% | 45% | Not disclosed | – | 80% |

## Challenge 4: Managing the corporate environmental footprint

| GRI | Aspects | KPIs | Verified by Deloitte √ | 2014 | 2013 | 2012 | Perimeter per employee | Perimeter per Turnover |
|-----|---------|------|-----------------------|------|------|------|------------------------|------------------------|
| G4-EN5 | Environmental impact | Energy intensity ratio by revenue (GJ per Million €) | √ | 262.68 | Not disclosed | Not disclosed | – | 86.66% |
| | | Energy intensity ratio by employee (GJ per employee) | √ | 30.84 | Not disclosed | Not disclosed | 78.07% | – |
| G4-EN18 | | Global Footprint by revenue ($tCO_2$/M € revenue) | √ | 19.64 | 19.309 | 31.563 | – | 82.75% |
| | | Global Footprint by employee ($tCO_2$/employee) | √ | 2.262 | 2.260 | 3,707 | 76.81% | – |
| AO14 | | Number of sites certified ISO 14001 | √ | 65 | 48 | 43 | 100% | – |

### Notes

G4-PR5 scores from 0 to 10

AO2 includes the countries which performed Great Place to Work surveys during 2014

AO16_B (Global absenteeism rate) exclude India, United Arab Emirates, Corporate Germany, Germany, Philippines, Canopy USA, Canopy Germany and blueKiwi

G4-LA11 excludes Germany, Corporate Germany & Austria

AO3 excludes Major Events and CES (blueKiwi, Canopy,Yunano)

G4-SO4 includes Canada, USA, South Africa, Portugal, Spain, Germany, Taiwan, Thailand, Singapore, Philippines, Malaysia, Japan, Hong Kong, China, and Australia

G4-EC9 excludes Indonesia, Egypt, blueKiwi, Canopy, Yunano, Major Events, Worldline (WL)

G4-EN5 and G4-EN18 for Offices include Ireland, UK, Canada, USA, India, Portugal, Spain, Germany, France, Russia, Turkey, Slovakia, Serbia, Romania, Poland, Croatia, Czech Republic, Austria, Italy, Netherlands, Luxembourg, Belgium, Thailand, China, WL Belgium, WL Germany, WL France and WL UK

G4-EN5 and G4-EN18 for Datacenters include Ireland, UK, Canada, USA, India, Spain, Germany, France, Turkey, Serbia, Croatia, Austria, Switzerland, Netherlands, Belgium, China, WL Belgium, WL Germany and WL France

# Actions that underline how much we value our people

# Interview with **Philippe Mareine**

**Management of Atos' human resources** is a top priority. We focus on creating an engaging work environment and a global culture that reflects the diversity and aspirations of our people. Our aim is to support our people throughout their careers at Atos, developing their skills and rewarding them for their commitment to our values and our clients.

**Philippe Mareine,**
Head of Group Human Resources, Global Siemens Alliance, Atos

**We are an increasingly diverse company.** Following the acquisitions of Bull and the agreement to acquire the Xerox ITO business, we are present in more than 70 countries.

**We are continuously adapting our organization** to the rapid changes in our industry. It is essential for us to adapt our workforce to address the needs of our customers.

**What does Atos aspire to when it comes to managing talent?**
**Philippe Mareine:** Our Business Technologists, their skills and competences are our primary assets and this means we have a specific responsibility towards our people. We have a continuous strategic priority to ensure that Atos is an attractive place to work, a place where talent is recognized and valued and where our workforce has the skills and know-how that our customers require. As we want to develop our business and climb the value chain in line with our Ambition 2016 objectives, we aim to create a highly desirable work environment to bring in the very best talent. Our new Internship program will give young engineers the opportunity to get to know our company, and we are working closely in partnership with leading universities on this program. This initiative will form a key part of our end-to-end management of our talents, together with our processes to identify, develop and incentivize high potentials to give them every opportunity to grow within our organization.

**Given the size of Atos and the number of countries you now operate in, how does Atos provide services to customers as a single global company?**
**Philippe Mareine:** Many of our customers operate globally, and expect us to run global delivery centers bringing together the skills and expertise from our worldwide teams. Indeed more than 12,000 people joined our on-shore and off-shore operations around the world in 2014 [G4-LA1]. At the same time, following our acquisition of Bull, close to 10,000 former Bull employees became part of Atos. All of these elements pose a

unique set of challenges for the management of our human resources. We now have a diverse workforce of 86,000 in our locations in 66 countries around the world. We want to make sure that the best elements of all our employees contribute to shaping the global identity of Atos, one Atos. We launched an important Diversity program in 2014 to ensure that diversity is reflected at all layers of our organization. Our Wellbeing@work program and its full set of initiatives played an essential role in 2014 in successfully integrating our newcomers through its easily accessible information, training programs and its social collaboration tools. There are now more than 10,000 online social collaboration communities at Atos, removing geographical and cultural barriers. This is a fantastic way of engaging people from different cultures and backgrounds to learn how to work in a global company together. In 2015 this will mature even more, with more focus on social collaboration valuable communities where our Business Technologists can share ideas on customer satisfaction, project quality and innovation.

**What challenges do you see in the new digital era?**
**Philippe Mareine:** As we migrate to the Cloud environment and enhance our capabilities in areas such as data analytics and Cybersecurity, we are working closely with employee representatives to understand how best to prepare our workforce to meet the future expectations of our customers. The need to further develop the skills of our workforce in a responsible and proactive way is one of the major challenges that our organization faces. ■

\* [G4-DMA-Market presence], [G4-DMA-Employment], [G4-DMA-Training and education], [G4-DMA-Diversity and equal opportunity]

**16.87**
**Average hours** of training that employees have undertaken during the year [G4-LA9]

**55%**
**Percentage of positive responses** to "Taking everything into account, I would say this is a great place to work" [AO2]

**36%**
**Percentage of females** within the Board of Directors [G4-LA12]

# People power Atos

**Our people represent the foundations of Atos.** To ensure a leading position in the new technology landscape and meet our ambition 2016, we need to attract and develop the best talents, helping them to grow their careers to become **the next-generation of Atos** managers.

## Nurturing our talent

**The Wellbeing@work program includes a full set of initiatives to improve our employees' work environment through the use of social innovation and collaboration.** The program has successfully raised the attractiveness of Atos for the Generation Y by adapting the workplace to the latest digital trends including social media, Bring Your Own Device initiative, and remote working. We also invest continuously in upgrading our physical work environment to make it more appealing to our emerging talent, creating workplaces which encourage collaboration, open innovation and team building. Our ambition is to become a motivating and inspiring place to work for the brightest minds.

Our contact with the early talented professionals often begins in universities. We offer talented students not just a first job but a rewarding and inspiring journey in which their skills and competences can develop and will be fully valued. In 2014 Atos revamped its approach to recruiting interns and apprentices, aiming to build partnerships with a select group of the world's leading universities and take on some of their best performing students.

In 2014, we also focused our hiring on candidates with between 1 and 3 years' experience who can benefit from our structured career development and opportunities for promotion as they develop. ■
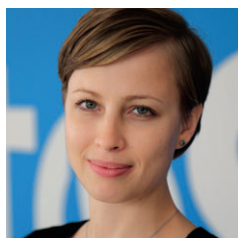
## Bringing everyone on board to Zero email™

**In her quest to encourage greater take up of Atos' collaborative tools which promote knowledge sharing and implementation of global initiatives,** Trinidad Torrente investigated the obstacles employees in the Iberia region were facing.

She was awarded with an Accolade in 2014 for her work helping Atos Spain achieve measurable progress towards becoming an enterprise collaborative environment. "Being recognized for the work I have done in this area has double value for me: firstly I was happy with the good results that were obtained and secondly it was good to know that I had been nominated by my colleagues. It shows that, despite the difficulties colleagues were encountering, our work was useful to them. This will motivate me to continue! ■

**Trinidad Martinez Torrente,**
Head of Social Collaboration & Knowledge Sharing,
**Global Business Unit Iberia.**



Recognition and rewards events are strongly encouraged in the framework of the Wellbeing@work program

## Accolade – Recognizing and rewarding employees

**Creating a sense of ownership of success is an important aspect for Atos** in motivating its Business Technologists, many of whom have readily adapted to a new business environment as well as the latest industry and technology trends in 2014. The global Accolade scheme recognizes and rewards key individuals or teams for their achievements either on a client project or for efforts taken internally at Atos.
In 2014, more than 12,000 accolades were awarded to individuals or teams who achieved outstanding results outside of their expected work duties and objectives, or who consistently demonstrated the values of Atos. ■

## Spotting young talent



**Irina Polubabkina,**
Business Intelligence Consultant, Atos

**How did you get your break to work for Atos?**
**Irina Polubabkina:** After I graduated from university I landed a position with Atos Consulting that exactly matched my goals: diverse projects, great teams and the possibility to learn and grow. In 2014 I was nominated to join the Juniors Group, the Atos global talent management program for young potentials, through which I have developed new skills and expanded my network. I now work on national and international SAP Business Intelligence projects.

**How's the job going?**
**Irina Polubabkina:** Currently I work on 2 projects in parallel. We have unparalleled relationships within our team around the world that helps us work out and implement very complex customer requirements and keep our customers satisfied. In my job I value more than anything else the opportunity I am given to learn, to discover and develop new skills. Diverse projects, customers with changing working environments and mobility create new working experiences. Routine in the daily job simply does not exist! ■

**92.39%**

percentage of employees receiving performance appraisal in the last twelve months [G4-LA11]

**10,000**

online courses available to all Atos' employees

# Upskilling for the new IT era

**Our clients' needs are evolving with increasing requests for global delivery centers offshore and nearshore,** run by international teams of our Business Technologists. At the same time, our industry is moving very fast as we embrace the new digital era of IT where we can offer our customers solutions using a Cloud environment, data analytics and Cybersecurity. To respond to these changes, we are investing proactively in providing our people with training and new skills that will meet our customers' requirements.

Senior management at all levels in Atos signed off on a new strategic training plan in 2014 to assess the new competences that will be required over the next few years and to reskill our employees accordingly.

The vast majority (92%) of our staff received individual performance management and career development reviews in 2014. These appraisals aim to identify potential strengths and areas for development and at the same time create a culture of feedback and coaching.

Learning & development is critical for Atos to ensure its workforce is constantly growing skills and meeting short and long term business needs. Through our global Learning & Development practice and the Atos University we have created a vast catalogue with more than 10,000 online courses available with free access for all Atos' employees. As a result, the share of e-learning increased up to more than 300,000 hours in 2014, out of 1.3 million hours in total.

Our established talent development program, including GOLD and the Juniors Group, provided high potential employees with the special skills they need to progress to senior managerial positions. ■

**Marc Meyer**, *Head of Group Executive & Talent Management*, **Atos**

"The employees in Atos are bold, they love challenges, they like what is new, unexpected and unprecedented. Surpassing themselves and striving for continuous improvement to make the impossible possible. To support them to reach their full potential we have put in place a series of talent programs at all levels and for managers as well as experts."

# Sharing our successes with our employees

**In line with our strategic ambition to be a top tier IT services world leader, we consider that wellbeing in the workplace should include rewarding our Business Technologists.**

In April 2014, we launched a new employee shareholding plan, Sprint 2014, to further strengthen our relationship with employees by being more closely associated with the successes and future performance of the Group. Sprint 2014 offered employees the opportunity to invest on generous terms in the growth and performance of Atos, increasing their ties to the company. The Board of Directors of Atos agreed to issue the new shares to eligible employees with a 20% discount to the reference price. The offering was available to 70,000 employees eligible for the Atos savings plan in 27 countries and proved to be one of the most successful stockholder programs in our history. In addition, more than 700 senior managers and high potential employees were granted Atos performance shares in 2014 as further incentives to reward and retain key personnel. ■

# **Our stimulating** workplace environment

The **Wellbeing@work** program is making Atos a place where people thrive and develop their careers. More than ever 2014 was the year of **social collaboration**.

## Our tools to encourage
### a culture of collaboration



The third edition of the Wellbeing@work week was a great occasion to set up social events.

**Wellbeing@work is transforming every aspect of the Atos workplace,** from the design of our offices to our use of social media. The program is reinventing our working processes and making Atos a more diverse, collaborative and enjoyable place to work.

The program was also fundamental in enabling the integration of the new joiners from Bull in 2014. In September our annual Wellbeing@work week provided a special opportunity to welcome colleagues from Bull and introduce them to the innovative working tools at Atos. The Wellbeing@work week was structured into five themes which represent the program's core objectives: connect, collaborate, communicate, congratulate and celebrate. A Sustainability Day built awareness of our sustainability program and our commitments to protecting the environment and working with local communities.

In 2014, close to 50,000 employees actively participated in the Great Place to Work® (GPTW) survey with an increase of 10% of the participation compared to 2013. Managed by the Great Place to Work Institute®, this global survey is used annually by Atos and thousands of international companies. In 2014, 55% of our employees responded positively to the statement "Taking everything into account, I would say Atos is a great place to work" compared to 54% in 2013 [AO2]. Three Atos countries were awarded in 2014: Austria, Poland and Russia. In addition, Forrester Research awarded the Zero email™ program its Groundswell Award for 2014. Atos was also awarded the Human Capital trophy in June 2014 by Michael Page International in relation to our flexible working initiatives. ■

* **Diversity** as a value driver

**As Atos becomes an ever more global company,** it is essential for our growth and competitiveness that we recognize the value of the diversity of our workforce in all its forms. In 2014, we launched the Atos Diversity Program as part of Wellbeing@work to further develop diversity within our Group and to improve our Group's operational performance. The Program covers Gender, Disability, Senior Capital and Cultural Diversity from this perspective. ■

❝ I'm deeply impressed at how my team of highly experienced professionals who originate from more than a dozen countries in 3 continents and with roots in most of the main religions of this planet work together so closely and strive for one common target. Many clients, especially when it comes to larger scale outsourcing initiatives, increasingly expect Atos to have an internationally mixed team. They recognize that they will receive the best value from a service provider that tailors the best capabilities from around the globe to service their specific needs. Increasingly decision makers even pro-actively require us to establish our international delivery capabilities and the global deal teams who will interact directly with the client. For us, as a truly global Strategic Sales Engagement Atos team, this is not an issue at all as that's the way we operate. ❞

**Frank van der Sant**,
Head of Strategic Sales Engagements,
Head of Global Managed Services Sales, **Atos**

* [G4-DMA-Diversity and equal opportunity],
  [G4-DMA-Equal remuneration for women and men]



Atos has set up a Group Diversity Committee which brings together Diversity Leaders from all our different geographies and representatives from various Group functions

# Zen and the art of collaboration

**Atos' groundbreaking Zero email™ program aims to pioneer new ways of working using the right tools for the right job.** The social collaboration tools that are now used at Atos are creating clear business value.

By working together in online communities, sharing expertise and interests across borders, we aim to improve our performance and create a workplace of creativity which can unlock business potential, to the benefit of our customers. We have created very successful client communities for some of our large customers to ensure that there is a single platform where all information, developments and issues can be shared by our Business Technologists. For example, our ING client community is fully briefed on the account strategy, all business development activities and the team members. It has led to improved customer proposals based on more accurate information about the client's needs, better results from meetings as our teams are well informed and prepared and it has resulted in delivery of thought leadership and innovation to the client.

The Atos Enterprise Social Network "Zen" on blueKiwi has now replaced internal email, eliminating the information overload caused by excessive emails. Instead, each day some 5,000 posts and comments are created on the platform. This reflects the growing culture of collaboration at Atos, where a new, more social and innovative working environment is now developing.

On the basis of these successful communities on blueKiwi and the adoption of the new collaborative Leadership style, the Zero email™ program is moving now to the next phase with social collaboration providing the new impetus to broaden our innovation, to encourage a connected culture, generate revenues and accelerate our digital transformation. ■

## Atos Social Service Desk

**Social collaboration tools improve the productivity and quality of Atos' customer services.** To support the greater use of the new collaboration tools that Atos now uses, a new style of help desk has been established to enhance coordination and collaboration using tools such as blueKiwi, Lync and Sharepoint.

A key success factor in improving services to customers is to have an effective communication system in place to resolve problems speedily. In the particular context of a Service Desk, communication between teams is essential to describe the incidents, to avoid misunderstandings and provide a high level of service.

In Latin America, a novel communication model was deployed in 2014 to some Service Desk operations to facilitate Atos' Zero email™ ambition. The project defined the communication needs on a Service Desk environment with reference to the latest tools and functionalities in Atos. The new model has now been implemented in two countries in the region, creating a better understanding of request context, improving client relationships and increasing efficiency from high rates of adoption by Service Desk teams. When properly implemented, the results are tremendous: operational efficiency increased and project communication went upward. According to a survey conducted within a pilot team, 91% of the team members feel better connected to the operations thanks to the change in communication behavior. 75% of them state that email is neither a required nor an appropriate tool to communicate with the team. Finally, 92% of the team feels more able to contribute with each other than ever before."

In conclusion, Atos social collaboration operations contribute to better, efficient team work and unlock business benefits to improve customer satisfaction. ■

**27.86%**
Percentage of females within Atos [G4-LA12]

**2.98%**
Global absenteeism rate [AO16]

**Mauro Cruz**,
*LATAM Tower Service Manager in Managed Services*, **Atos Brazil**

❝The success of this project is linked to the commitment of each person to the company's Zero email™ vision. We didn't change the culture in one day, but we did act as an influencer to create more disciples.❞

# Our successful integration of Bull

**Atos has used its successful experience** of previous large transactions to integrate more than **9,000 Bull employees** into the organization and create a European global leader in Cloud, Cybersecurity and Big Data.

**Philippe Reynier**, Chief Technology Officer, Global Managed Services, Atos

" At Atos, everyone is the actor of their own integration by joining the corporate-wide online communities. The collaboration platform is like a global encyclopedia of Atos knowledge, and is accessible in a very transparent way. It's incredibly easy and fast to access any kind of information you need to understand the Group, its teams and the activity that you are joining. BlueKiwi is open, tolerant and friendly to newcomers. You can quickly build a network of contacts and peers for your new job, and develop your skills. There is a real team spirit within Atos, a culture of sharing knowledge and experience, helping colleagues to be more efficient. "

## Comprehensive integration

**Atos has a long history of integrating employees following large mergers and acquisitions,** including the integration of over 30,000 employees from Siemens Information Systems (SIS) in 2011. This experience was put to valuable use in the Bull integration program.

One of the key success factors in this integration process was ensuring that the structure and governance of the integration program was transparent and shared with all employees, from both Bull and Atos. The integration projects were led jointly by representatives from Atos and from Bull, and work streams were aligned with major businesses and functions. Weekly meetings of management boards ensured tight coordination throughout the integration process.

Dialogue with trade union representatives of our employees was also fundamental to the success of the process. At Atos, this dialogue plays an essential role in the integration of acquisitions, and goes beyond the formal legal obligations that are required, providing important input to identify any issues and fine tune the integration process.



One of the key success factors integrating new employees is to set up social events such as in LATAM here with a kitchen course.

In addition, Atos made significant use of change management practices to speed up the integration of Bull by identifying any potential impacts on people and preparing communication and training needed to support former Bull employees with Atos' ways of working.

Having followed a mandatory training program in 2013 in workplace transformation Atos managers were able to play key roles to support the change management process. In 2014, a pilot session was run with managers from Bull to adapt the program for these new joiners and help create one single community of managers across Atos. In 2015, training sessions for all ex-Bull managers have been planned in all geographies for the first half of the year, training them in the distinct Atos leadership model and ensuring a common management culture that is focused on workplace transformation through collaboration across the company. ∎

## A network for change

**To integrate Bull, Atos set up a network of change leaders and used a buddy system.** Atos managers assumed the status of 'buddies' for new managers joining from Bull, addressing their concerns or questions. The buddies provided extensive support to the new joiners in helping them understand and master the processes and tools that are used across Atos. At the same time, the system also helped Atos as an organization better understand the culture and policies of former Bull employees.

As part of its change network, Atos appointed 162 change agents in its local sites, including managers and representatives of the Wellbeing@work program. The agents collected feedback from employees through regular dialogue on the progress of the integration and tested initiatives to accelerate it, including new training modules. Their role in 2015 will be to report any issues that need further attention in the new Atos.
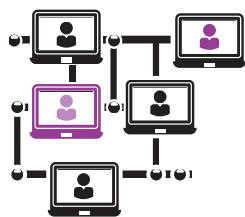
Atos provided support material to all countries to help managers implement the buddy system and answer the questions of Bull joiners. The global change management process was focused mainly on the 9 countries with the largest number of new joiners. ∎

# 9,000
former Bull
employees became
part of Atos

# 10,547
**Total number** of
collaborative working
communities [AO11]

## Bringing people together with our wellbeing initiatives

**Our Wellbeing@work program was one of the major levers** of the successful integration of Bull. From their first day with Atos, Bull employees had the opportunity to benefit from the program's initiatives to encourage a culture of collaboration through new ways of working. Since then they have taken full advantage of the offerings available and immersed themselves in Atos' global culture, including 700 employees from Bull following the e-training in English module. ∎

## The power of social collaboration

**Atos' innovative approach to social collaboration proved to be a major catalyst** for integration. In September 2014, a global open online community for integration was established, and in October all Bull managers were trained in social media at Atos. Country leaders used the online platform to host chats with all employees (Bull and Atos) to answer questions and clarify the way forward. Experts from Bull joined existing expert communities in areas such as Cloud, security, Big Data and innovation, and new communities were established to create dialogue and support around advanced Bull technologies. Bull employees are now playing an active part in these communities. ∎

### Accolade extended to Bull

**The first Bull team to receive an Accolade was a group of Brazilian and French employees working** on an international project in Brazil on high performance computing (HPC). They received an Accolade for their dedication and professionalism on the Felix project which will involve delivering a petaflopic infrastructure at Petropolis center to support scientific research and innovation. For Felix project leader, Luc Saint-Jeannet, this project will allow the development of cooperation programs in research & development over the next 5 years and will encourage the usage of specific HPC related applications with various stakeholders of the Brazilian ecosystem.

"The accolade award is a strong signal for this new Atos' team recognizing this specific challenging project and the great quality of the teamwork," commented Pierre Barnabé, Chief Operating Officer, Global Big Data & Security, Atos. ∎

Bull team receiving their first Accolade

**Aurélien Barreau**,
Head of offerings, partnerships and projects, Global Managed Services, **Atos**

**What role have the Atos social collaboration tools played in the integration of Bull employees?**
**Aurélien Barreau:** At the start many Bull employees felt worried about their new roles and the new ways of working at Atos. The Atos social collaboration tools helped us a lot, with easy access to information for example through the sharing of procedures in Sharepoint and the organization chart available through blueKiwi.

**How was the training for using these tools?**
**A.B.:** It has been a really positive surprise to find such a vast amount of training materials on using collaborative tools. BlueKiwi training and support is incredibly dynamic; The Power by Sharing approach at Atos leads to a more positive circle of information exchange and greater trust.

**What works well?**
**A.B.:** The information flow and access, and the positive attitude which is generated from the Atos social collaboration tools and teams to animate them! The Zero Email™ company message of Atos shows the dynamism and innovation of the Group in defining its work model for now and the future. This is really refreshing and appeals not only to Y-Gen employees. With blueKiwi we have saved time by removing the need for huge mailing lists on our projects – now we can make information available through blueKiwi and people can select it if they are interested. ∎

# Generating value for clients through our sustainable solutions

# Interview with **Patrick Adiba**

**If you look at the economic crisis** in the past years and at how fast things are changing, we need to view sustainability in a broad context – it's about environmental protection, it's about financial sustainability and people sustainability. Above all, it's about how to create sustainable models that will last over time.

**Patrick Adiba,**
Chief Commercial Officer,
Major Events, Atos

The trend we see is that customers are asking for sustainable solutions. Of course, there is a strong focus on environmental protection in our IT solutions, whether it's IT for green or green for IT. For us, this element is just part of the solution.

Organizations, particularly large organizations, have deep ecosystems. Applying corporate and social responsibility needs to be considered alongside achieving financial results. Organizations have to make it part of their DNA; if not, they may find unwelcome surprises in the future.

**How does Atos incorporate its approach to sustainability in its business?**
**Patrick Adiba:** At the highest levels, our clients strongly value the fact that we have taken steps to be evaluated and measured according to recognized standards for our corporate responsibility actions. For example, we are part of the Dow Jones Sustainability Index and the Global Reporting Initiative. Our customers appreciate that the compensation of our top managers is actually based on indicators which include corporate responsibility. We don't approach sustainability as an add-on or to show a label or to win a medal. We truly believe it's as important as people management and as financial results, and it is part of everything we do.

You could make a parallel between sustainability nowadays and quality standards 20 years ago when it was a plus to have quality labels to differentiate your business. However for almost 10 years or so now, it is rightly expected that businesses should achieve quality standards and if you don't have them, you will probably not get the business. I think the same is going to happen with sustainability. It should not be seen as something that is at the side of the business – it needs to be embedded and part of the DNA of the company, which is the case at Atos.

**To what extent is innovation a differentiator for Atos?**
**Patrick Adiba:** Innovation is too often seen as just a technical fix or to improve efficiency and increase automation. At Atos, we use technology in innovative ways to enable a transformational impact on sustainability. For example, at the Olympic Games, we have been able to help avoid thousands of pages being printed by making the information and results immediately available on tablets and mobile devices.

**What role do Atos' partners play in supporting the Group's sustainable IT solutions?**
**Patrick Adiba:** Partnership is now fundamental. We operate in a globalized world; companies can provide very specialized products and services and you need strong partners to create value together. At the same time, we need to have partners who share the same values and culture as us. In particular, partners who believe that sustainability is important and have placed it at the heart of their business models. ■

* [G4-DMA-Economic performance], [G4-DMA-Indirect economic impacts], [G4-DMA-Product and service labeling]

€ **669,274,000**
**Total contract**
value of "Sustainability offerings" [AO7]

**100%**
**Percentage**
of coverage
of ISO 27001
certifications [AO3]

**0**
**Total number** of substantiated complaints regarding breaches of customer privacy and losses of customer data [G4-PR8]

# Sharing innovation and ideas for a better world

**Our customers ask us for guidance** on how to respond to the challenges of digital transformation and socio economic change in a sustainable and responsible manner. Our thought leaders develop innovative, forward-looking solutions that ensure that our customers can fulfill their business ambitions. Customer satisfaction is our key metric, and we are committed to continuously improving our performance.

## Continuous improvement
### in customer satisfaction

**We take a proactive approach to making sure that we are providing our customers with the high quality service that they both demand and deserve.** In recent years, we have improved the governance and management of our customer satisfaction processes. It is a continuing priority for us to collect feedback from our customers, measure their satisfaction with our performance, and implement any follow-up actions required.

In 2014, we launched a new global training program in customer experience, which was taken by over 60% of Atos employees. We also carried out kaizen workshops with major clients around the world, focusing on areas such as pro-activity, trust and accountability to continuously improve customer satisfaction. Furthermore, we refined the Atos Customer Experience approach to help enhance our relationship with our clients, for example by organizing Critical to Quality Workshops or Innovation Workshops with them.

We carried out a series of major satisfaction surveys of our leading clients, with some promising results. For Managed Services, customer satisfaction rose from 7.6 in 2013 to 7.8 in 2014 (in a score of 0 to 10). For Systems Integration, there was an improvement from 7.9 to 8.3. Overall, strategic customer satisfaction rose from 7.07 in 2013 to 7.6 in 2014 [G4-PR5]. The data confirms that our strategic focus on improving customer experience is delivering tangible results and helping create sustainable long-term business. ∎

## Journey 2018

**Our innovation strategy is shaped largely by the contributions from our Scientific Community.** The mission of the Scientific Community is to help develop Atos' vision of upcoming technology disruptions and the new challenges faced by the industry. By sharing this vision with our clients, Atos helps them make critical choices regarding the future.

The main objectives of the Scientific Community are to anticipate future challenges of Atos' clients and to design solutions that benefit them and also society at large.

Its latest publications deal with the issue of the digital revolution, and explain why and how ICT is a response to the challenges of sustainable development.

In early 2015, the Scientific Community published its landmark report Ascent Journey 2018 - The 3rd Digital Revolution: Agility and Fragility. Atos believes that by 2018 we will see the full consequences of the digital revolution in business. We are committed to being the Business Technologist trusted partner for our customers on this journey. ∎



The Scientific Community is Atos' 100 leading scientific people. They are creators of change, making sure that whenever our clients choose us they always get the best solution available.

## Open innovation with leading customers

**Our customers are looking to innovation to adapt and thrive in the constantly evolving marketplace.** They want and need to collaborate, engage and create with us. To respond to this need, Atos has launched its program of Innovation Workshops, where we share our understanding and our knowledge.

These workshops are customer-focused and customer-tailored events that provide our clients with new insights into the future of their industry, highlighting any potential challenges and technology disruptors. The events stimulate and provoke thinking about how our customers can work with Atos to

leverage emerging technologies and trends, and in particular about how our customers can develop their own innovation strategies and processes. The program has been a resounding success with clients from all markets. In 2014, we organized 123 separate Innovation Workshops with a series of major customers [AO10]. ∎
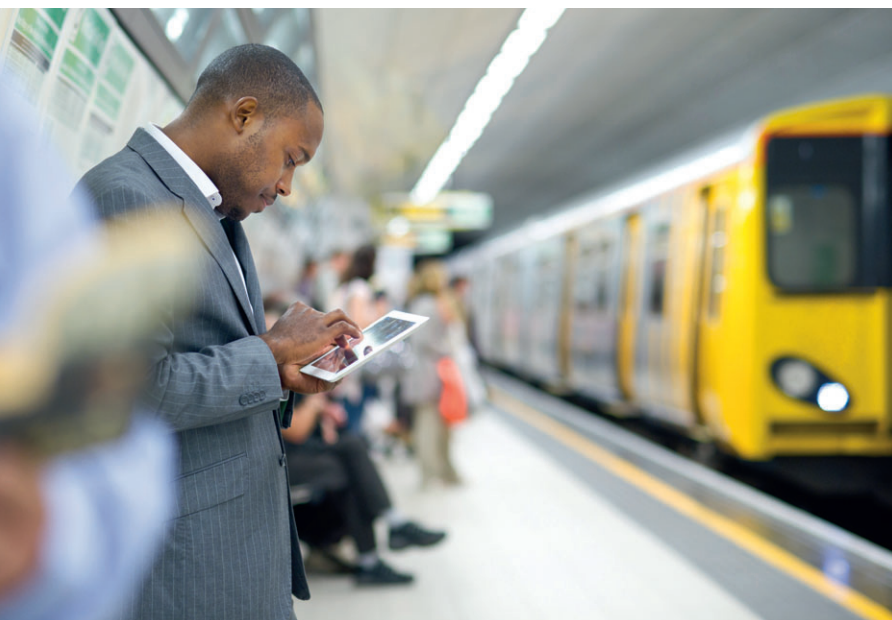
* [G4-DMA-Product and service labeling]

**Business Technology & Innovation Center**

**Atos**

In our network of **Business Technology & Innovation Centers (BTIC)**, Atos showcases innovative business technology in action for our customers.



# Getting consumers onboard the Happy Train

**In 2014, two members of the Atos Scientific Community launched a pioneering product,** Happy Train, which is designed to help organizations use the power of social media to influence the sentiments of their consumers and enhance their customer experience strategy.

A leading train operator has trialed the Happy Train service using the software to capture customer tweets, geo-locate them and analyze the texts to assess customer sentiment. Happy Train then delivered this information, together with any relevant data on the current state of the company's train operations, to company staff for them to interact with their customers on social media and take any other action needed.

Responses can be made in real time, including any relevant information, ensuring that today's always connected consumers do not lose patience or become frustrated.

It is not only train companies that can benefit from this innovative offering. Businesses from all consumer-facing sectors can use the software to make social media interactions more meaningful, leading to conversations that generate value for both parties. In addition, Happy Train can also form the foundations for making better operational and strategic decisions building a new, richer customer experience, improving relations between staff and consumers and for assessing different parts of the organization. ■

## Setting the standard in data protection

**In 2014, Atos became the first IT company to obtain the Binding Corporate Rules (BCR)** approval for processing personal data on behalf of its clients and for itself. A large number of European Data Protection Authorities approved Atos' BCR as achieving a very strong level of protection for all personal data processed on behalf of the Group's clients across all its services, including cloud computing.

BCR are one of the world's leading standards for personal data protection. The approval of Atos' BCR constitutes a strong acknowledgement of the importance and quality of the measures that we take at Atos to create a real data protection culture to safeguard our clients' data across all our solutions and services. ■

# Advanced digital solutions to drive sustainability

It is **the greatest challenge** facing organizations today, in whatever sector they operate – how to use new digital technologies to reinvent the enterprise, develop new business models and become more responsive, flexible and agile. At Atos, we have the expertise and the experience to deliver not only new digital capacities but to digitally empower and transform the organization and enable new opportunities for sustainable growth.



## Doubling farming
### production to feed a growing world

**Our customer, one of the world's largest agricultural equipment manufacturers,** has always invested in delivering farmers with the innovations they need to improve the productivity of their crops and fields. In particular, it is focused on helping farmers embark on doubling the production of their crops to feed, clothe and provide energy for a global population that will reach 9 billion within 40 years.

In response to this challenge, the manufacturer is implementing new, innovative ideas that are taking precision farming to the next level of sophistication. Working with Atos, it has launched a solution which allows growers to monitor the state of their planting operations on a near real-time basis and take any corrective actions that are needed. The Atos Connected Vehicle solution is the key enabler of this major development in precision farming. ■

## Decarbonized vehicles and 21st century mobility systems

My Car, the Atos electric car sharing scheme has had **455** users, **10,000** bookings, and more than **26,000 kg** of $CO_2$ avoided since 2012.

**In France, Atos Consulting is working in collaboration** with a Research & Development Institute (VEDECOM) that was launched in 2014 to work on decarbonized vehicles and new mobility systems. Atos is a founding member and donor of the institute.

The VEDECOM Institute is focused on ways to reduce carbon emissions, cut accident rates, improve the comfort of drivers and passengers and enable the development of new multimodal solutions. With partners including car manufacturers such as Renault and PSA Peugeot Citroen, and suppliers such as Valeo and Continental, Atos is leading the work stream that is researching the digitalization of the car. Atos believes that Information Communications Technology will play a fundamental role in the emergence of Smart Mobility which will transform our transport systems and breathe new life into our cities.

### Improving connectivity

The work stream that Atos is leading is researching ways to enhance the connectivity of vehicles, with a focus on driverless vehicles, secure communications and the safety and reliability of these new systems. With VEDECOM, Atos is also looking at drivers' acceptance of these new vehicles, investigating potential scenarios for their introduction and use. It is also researching the regulatory changes that will be needed to enable these revolutionary vehicles to reach the road. ■

## Speeding up gene sequencing: bringing personalized medicine within our reach

**State-of-the-art information technology is transforming medical science and research.** By combining High Performance Computing (HPC) with gene sequencing, new Atos company Bull is helping to speed up the development of the medical innovations that will help people around the world improve their health and their quality of life.

By equipping itself with a Bull supercomputer featuring 1,200 processing cores and 2.7 petabytes of storage, the National Center for Genome Analysis (CNAG) in Barcelona is set to become a benchmark establishment for gene research in Europe.

### Personalized medicine

Bull and the CNAG are speeding up DNA sequencing by using the power of HPC and Big Data. The use of HPC will enable genomics to move forward at a pace that will lead to personalized medicine, with the potential to transform everyday wellbeing.

All the genetic material in an individual's genome is often compared to an encyclopedia, with chromosomes representing the different volumes and genes the sentences within these volumes. Consequently, genome research, such as the research carried out in Barcelona, manages massive amounts of data, which requires huge computer processing and storage capacity. In response to this challenge, IT companies and medical research institutions are now pioneering biomedical supercomputing. By eliminating the bottlenecks that often occur in data analysis and storing that data

more efficiently, it is possible to carry out sequencing on a mammoth scale in much shorter periods of time than were required for the job previously.

### A major contribution to health

The CNAG manages large-scale DNA sequencing and analysis projects, in the highly strategic field of genomics. Its capacity of more than 800 sequencing Gbases/day – equivalent to sequencing eight full human genomes a day – makes it one of the most important centers in Europe. Currently, the center makes a significant contribution to three major international initiatives: the International Cancer Genome Consortium, the International Rare Diseases Research Consortium and the International Human Epigenome Consortium.

By deploying their know-how in supercomputing in this field, Atos through its Bull technologies is helping the Center maintain its leadership in the European genomics area and make a significant contribution to the continuing fight against cancer and rare diseases. ■
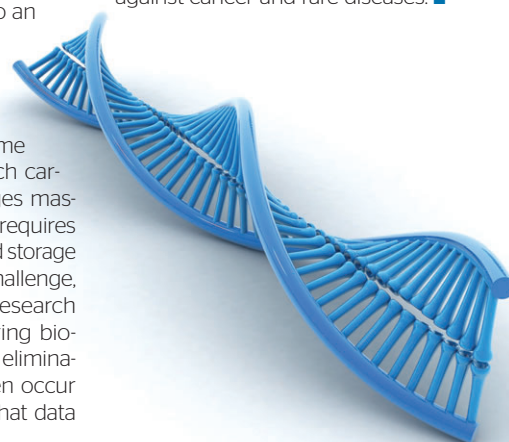
# Enhancing services
## for business and individuals

**Atos helps businesses** and **organizations** from all sectors develop a new relationship with their customers and respond to their **emerging digital demands**. Our Business Technologists can help ensure not only that customers are satisfied throughout their journey but that they can become social advocates for an organization.
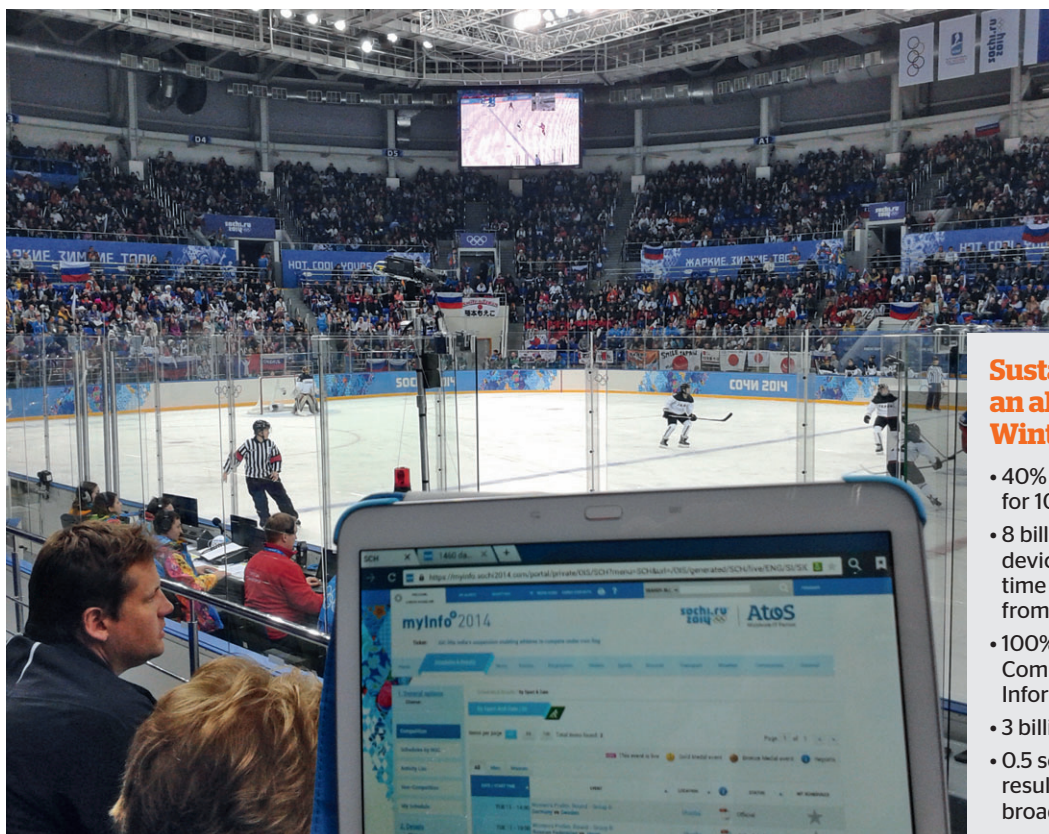


**Sustainability, an ally of Sochi 2014 Winter Games :**

• 40% fewer servers for 10% more data

• 8 billion connected devices served by real time data available from anywhere

• 100% Remote Communication Information System

• 3 billion viewers worldwide

• 0.5 second to process results for the world's broadcast media

## Bringing the spirit of the Olympic Games to billions

**Atos is using the latest technology to transform the user experience of one of the biggest sporting events – the Olympic Games.** Atos is the Worldwide IT Partner for the Olympic Games.

Sports fans everywhere have an insatiable thirst for information. As an illustration: Real-time results are processed and transmitted to 8 billion multiple devices worldwide. With the use of new media and digital technologies, the Olympic Games are superbly positioned to go a step further, reaching a global audience and providing fans with even more engaging and comprehensive contents, wherever they are, whatever device they use.

### Rio in the Cloud
Building on our experience from the Sochi 2014 Olympic Winter Games, Atos will deliver the core planning systems of the Rio 2016 Olympic Summer Games over the Cloud*, thereby significantly reducing the energy use and carbon footprint created from the huge computing infrastructure and volumes of data generated. The systems for accreditation, sport entries & qualification and workforce management as well as the volunteer portal will be provided through a highly secure, resilient and reliable IT infrastructure in the form of a private cloud. Atos will deliver the Rio 2016 cloud computing solution in partnership with other technology partners. Atos and the International Olympics Committee are working together to transition all IT services for the Olympic Games by 2018 to Canopy, the Atos Cloud, in time for the PyeongChang 2018 Olympic Winter Games. ∎

* Together with other local partners

**7.6**
Customer Satisfaction strategic surveys results [G4-PR5]

**123** Initiatives regarding innovative services & product developments: Innovation Workshops [AO10]

## Digital inclusion in the Netherlands

**Digital technology is bringing citizens and governmental authorities closer together,** helping to deliver better services for residents and to make public bodies more responsive to their end users. In the Netherlands, thanks to the Atos e-suite solution, Dutch residents, including those from disadvantaged groups, now have the opportunity to access local municipal services online seven days a week, 24 hours a day.

E-suite enables local governments to respond to the demands of today's citizens for integrated, interactive services through the Internet and other channels that are available around the clock. Atos e-Suite is a solution for digital services that fully meets the needs of modern communities and the requirements of e-government. Its features include providing the functionality for e-forms for citizens and businesses, as well as a Content Management System with a catalogue of products and services, a digital service counter, a customer contact system, an employee portal and a system for use by local businesses. ■
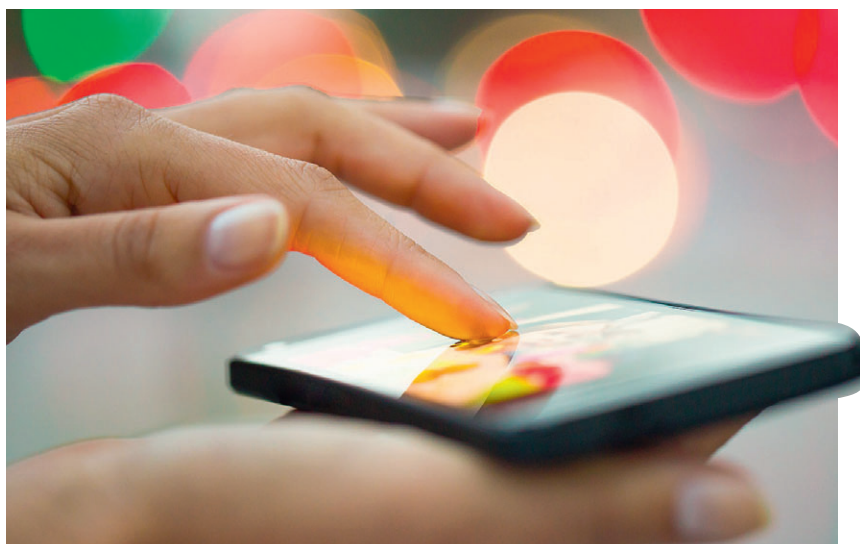
## The Connected Home for greater comfort and security

**2014 saw rapid growth in the home automation and connected object market.** Driven by the potential to increase comfort and security, many applications in this area are about to become mainstream. In June, Worldline, the Atos subsidiary in e-payment and transactional services, received the Connected Objects award for its Connected Home solution in partnership with Somfy, while its Connected Kitchen offering was also nominated for the Special Prize.

Connected Home, in partnership with SOMFY, is a R&D demonstration dedicated to service robotics. The robot provides a new user experience through more interactive ergonomics — sound, voice, gestures, light sensors — and is more intuitive for interacting with its household members in their daily lives.

Worldline believes that the home automation and connected object markets are about to converge. It is developing new services that will provide residents with even more comfort and security in the household and are seen as potential for use in the emerging markets of tele health and household management for people with a loss of autonomy. Whatever the household appliance, Worldline can connect it, optimize it and accompany customers on their digital transformation. ■

# A safer world for all

**Atos has world-class expertise** in protecting critical systems, infrastructure, personnel and customers from risks and in ensuring data security in full compliance with all regulations. At the same time, we work with our clients to explore how security and trust can function as a primary lever for innovation and growth.

## Lighting up Lodz and making city life safer

**In the Polish city of Lodz,** Atos has implemented a key feature of the local authority's Smart City vision that provides street lighting of streets on a physical presence basis in order to increase safety and comfort to residents while taking an ecological approach by optimizing energy consumption. Atos now aims to replicate the success of the pilot project in Lodz with other cities, helping to make urban life, safer, more attractive and more environmentally friendly.

The ZS20 system for intelligent lighting is designed to be easy to operate as well as scalable and robust. It incorporates physical sensors on street lighting, which transmit data over an Internet connection, to the facilities of the municipal authority. The street units all contain a power supply, communications module and diagnostics module, providing operators with the information they need to determine precisely when to turn on the LEDs and how bright they need to be. Based on other trials of smart lighting systems around Europe, replacing traditional mercury or sodium lighting with LED-based technology can reduce a city's annual electricity consumption for urban lighting by up to 60-70%.

### Renewing the city center

Atos has deployed the pioneering project right in the heart of Lodz, in the city center district of Srodmiescie. The lighting infrastructure began operating in April 2014 and was formally turned on in May. In total, 14 units were installed on two central streets; local partner Swarco, a leading traffic management company, has provided the luminaires , Orange is responsible for the connectivity, while Atos has delivered the secure software platform and is delivering the innovation using the SaaS (Software as a Service) model, minimizing capital expenditure from the municipal authority. An emergency module has also been installed.

The Lodz project has been a major attraction in the Polish City of the Future project, an open platform of intelligent solutions designed for cities.
By 2030, 60% of the world's population will live in urban areas. This increase in the urban population is presenting unprecedented challenges to city governments. As in Lodz, local governments are turning towards a new generation of technology to help them manage this evolution and ensure that their cities are sustainable, safe and efficient. At Atos, our Business Technologists are ready to respond to this call and to put citizens back at the heart of every city. ■

# An early **warning system** to save lives

**Over the course of human history, natural disasters have wreaked lasting damage on human societies in all parts of the world.** Ten years ago, coastal areas across Asia were devastated by one of the strongest tsunamis ever recorded.

However, we now have the technology that can help protect and preserve our people, homes and environments from these threats. Atos has played a leading part in an EU-funded international research project that developed the Distant Early Warning System (DEWS). Tsunamis travel very quickly and occur relatively near to land. It may be only a matter of 15-20 minutes after the earthquake that the wave hits the shore. Early detection can greatly reduce loss of life; DEWS gives local authorities enough time to react and take urgent measures to alert people to the danger.

### Sensors installed in Indonesia

The DEWS has already been installed in Indonesia and other versions of the system have been developed for use in the Mediterranean region. The system positions sensors at sea and on the coast to pick up earthquakes, to determine the size of the tsunami waves that they are likely to produce and where they will strike on the coastline. The tsunami detection system includes sensors for earthquake (seismic), sea level (tide gauge, buoys) and ground displacement (GPS land stations). DEWS processes this data and provides authorities with all the relevant information they need for making a decision on the type of public warning messages that are required.

The system not only provides faster warnings, but it also gives authorities more information than has been available to date. It can send immediate and personalised messages via SMS, email, voice messages over digital radio, and Facebook alerts. A wide range of communication means are available, so that people can receive relevant and precise instructions, enabling them to react quickly to any public warning that is issued as result of DEWS .

### Early detection worldwide

The potential of the DEWS model is not limited to tsunami warnings. Because DEWS is based on standardised interfaces and a Service Oriented Architecture (SOA), in the future it may lead to a new generation of early warning systems able to protect vulnerable populations against different types of natural hazards, such as volcano eruptions, floods or landslides. ■

## Simulated applications for sustainability

Atos through Bull technologies uses applications of its high performance computers to simulate vehicle crash tests. Its supercomputers model virtual tests significantly reduce the need for conducting physical crash test on vehicles and the associated cost, and the amount of waste created from the damaged cars. In addition, the virtual model helps improve the expertise to build safer vehicles, and ultimately the ability to save lives.

# Peak performance to reduce environmental impacts

**To compete successfully** in the digital age, an organization needs to ensure efficient, flexible and scalable operations. At a time when disruptive technologies are multiplying, barriers to market entry are coming down and regulatory requirements increasing, nothing less than world-class performance is good enough. At Atos, we are committed to developing the innovative solutions that can help all organizations achieve enduring operational excellence.

## Supercomputing powered by sun and wind

**On the volcanic island of Tenerife,** one of Spain's Canary Islands, Atos is currently operating one of Europe's large supercomputers – all powered by renewable energy.

Atos operates the supercomputer Teide-HPC (High Performance Computing) ordered by Spain's Institute for Technology and Renewable Energy (ITER). The Teide-HPC is located at the D-ALiX datacenter in Tenerife, the neutral access point for western Africa and the Canary Islands. It is the second most powerful HPC system installed in Spain.

Atos is using a significant part of the capacity of the HPC system to provide Cloud services to the European scientific community, using Canopy's Helix Nebula program. The project, the Science Cloud, consists of an innovative partnership between big science projects and major European companies to offer a platform based on cloud computing. It provides support to the enormous calculation needs of European scientists. This is bringing the benefits of the Cloud and the power of advanced computing to scientists and researchers in leading institutions such as CERN, the European Space Agency and the European Molecular Biology Laboratory.

### Renewables mix

One of the most unusual characteristics of the datacenter in Tenerife is its environmentally friendly power supply. Its energy needs are provided by a mix of electricity generated from solar panels on the roof and from wind turbines. At this location, Atos is also running its 'Ambition zero Carbon' program, which helps customers reduce the energy consumption of their datacenters. Atos has conducted an in-depth carbon audit of the datacenter and established a carbon offset plan for the residual emissions produced at Tenerife. The datacenter is one of the most energy efficient in Europe, minimizing carbon emissions and unnecessary energy costs, and it has been shortlisted for The European Award for Energy Efficiency in datacenters.

There are three wind farms that power the datacenter. Combined, the three farms produce 36,764 MWh of renewable energy per year, avoiding the consumption of 3,169,100 kg of the fossil fuels that would be needed to generate the same amount of energy with a conventional power plant.

ITER's wind farms are all located several kilometers away from the nearest population center, in full compliance with the minimum distance needed between wind farms and residents. This ensures that there is no negative impact from the noise of the facilities. Any energy generated that is not consumed by the site itself is sold to the local electric company, which then distributes it throughout the island of Tenerife. ■

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## The longest railway tunnel
### to reduce road pollution in the Alps

**Atos and Siemens have been working together as a supplier for AlpTransit Gotthard since 2009,** helping ATG construct what will be the longest railway tunnel in the world, the Gotthard Base Tunnel. In 2016, ATG will complete and hand over the tunnel to Swiss Federal Railways, creating the fastest and most efficient railway link through the Swiss Alps.

The future railway tunnel will cater for both passenger and freight transport, and will reduce journey times considerably, using substantially less

energy too. A key objective of the tunnel is to reduce road traffic at the Swiss interchange between Northern European countries and those in the south, by transferring freight transport to rail.

As part of the Atos-Siemens Global Alliance, the two partners jointly developed, implemented and delivered four datacenters which enable more than 50,000 sensors to be controlled and monitored along the entire tunnel length of almost 60 kilometers. In 2014, Atos and Siemens successfully developed a test and final production platform which allowed trains to travel over a pilot section of the tunnel of 17 kilometers, at speeds reaching 230 km/h. Following on from this success, Atos and Siemens are going to realize the next IT Infrastructure Project for the nearby Tunnel Monte Ceneri Railway. ∎



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## Smarter energy
### to reduce carbon emissions

**Atos Worldgrid is a world leader in smart energy,** with over 1,600 engineers working in more than 15 countries, helping energy companies and utilities improve the management of their electricity networks and reduce losses and carbon reductions.

In 2014, Atos Worldgrid launched an innovative new solution to help industrial customers better manage their use of electricity. Cloud Industrial Supervision provides an effective service to organizations in areas such as energy, industry and agriculture, regardless of the size of the market or of the process.

#### Plug and Play
Cloud Industrial Supervision is the first Plug and Play solution which simply requires ground devices to be connected to the electric and communication network. Because it enables remote operations from any part of the network, it is highly suitable for industrial processes which are physically spread out, with significant maintenance costs, such as the management of wind farms and water resources.

In the eco-neighborhood of Grenoble, France, Gaz Electricité de Grenoble is testing Cloud Industrial Supervision for the management of its cogeneration plants installed in different buildings. Cogeneration enables heat and electricity to be produced in a single process. ∎

# Partnering for the **future**

**Our customers want to reinvent their organizations** to respond to the requirements of sustainability and gain competitive advantage. In markets such as Manufacturing, Transport, Energy and the Public Sector, sustainability is now a major driver. To help our customers meet their sustainability targets, we have built up a strong ecosystem of sustainability partners with whom we have developed compelling end-to-end solutions.

## International Olympic Committee (IOC)

## Embracing **digital** transformation

**Atos believes that bringing people,** technology and business together will be the answer for growth and a sustainable future for our customers. At the Olympic and Paralympic Games, Atos embraces digital transformation and sees step changes in how disruptive technologies such as cloud address emerging challenges and can make a major impact, turning the Games into a fully connected global experience.

Atos has been a key technology provider for the Olympic Movement since 1989 and the Worldwide IT Partner to the International Olympic Committee (IOC) since 2002. The company leads the technology effort for the staging of the Games.

In 2014, Atos successfully completed the delivery of the key IT systems for the Sochi 2014 Winter Games. In August, we then launched the volunteer portal for the Rio 2016 Games over the Cloud*. The volunteer portal was first used by the Torino Organizing Committee for the 2006 Olympic and Paralympic Winter Games. Since then it has been updated and improved for each subsequent Games and supports the whole volunteering process from application through to selection and ultimately managing the rotas for all 70,000 volunteers.

For the first time in a Summer Games, the core planning systems at Rio will also be delivered over the Cloud*. Next to the volunteer portal this includes systems for accreditation, sport entries and qualification and workforce management .This important transition to the cloud will transform how we deliver future Games and help us to further improve the experience of media, athletes and spectators at each Olympic Games in the future. ■

* Together with other local partners

## SIEMENS
## A unique offering of sustainability and **performance solutions**

"The strategic partnership with Atos is one of the most significant relationships between a global engineering company and a global IT provider. The Alliance supports the implementation of the Siemens Digitalization strategy especially in the combination of classical IT applications with the operational systems of our customers. The market success for example of our joint datacenter solutions demonstrates the high customer value of our collaboration. "

**Gerhard Fohringer**,
Head of **Siemens** Global Alliance and VP Digitalization Strategy

**In 2011, Atos established a strategic business alliance with Siemens,** one of Atos' largest clients and shareholders. This partnership is unique in the IT services market, bringing together the strength of Siemens' products and solutions with Atos' foundation IT and business enabling IT solutions in over 20 industry areas.

In the area of sustainability, the alliance has enabled us to maximize our knowledge and experience of operating datacenters and help our customers decrease their environmental impact. By jointly developing our Data Center Infrastructure Management solution which brings about energy savings and increases the level of reliability and safety of our customers' operations, we have been able to help our customers achieve their emissions' reduction targets while also enhancing the overall performance of their businesses.

Atos and Siemens have initiated several new projects together in sectors such as Energy and Transport and in cross-cutting fields including Data Analytics and the Internet of Things, to provide visionary tools that improve decision-making. For example, in the city space, the Low Emission Zone solution that we have developed with Siemens enables cities to address rising pollution levels in designated areas. ■

## Performance enhancement that drives sustainability

**Atos and SAP** have established a Global Partnership to help customers achieve their sustainability goals. Together, we deliver cutting-edge expertise in the areas of sustainability and IT.

**Daniel Schmid,**
Chief Sustainability Officer, **SAP SE**

**What challenges do companies face when pursuing their sustainability goals nowadays?**
**Daniel Schmid:** There is a strong commitment from the top, from the executive board members, as well as from the bottom, from the employees who want to work for a company that is really dedicated to sustainability. The biggest challenge is how to convince middle management to move away from the antiquated approach of financially-driven thinking and adopt an approach where financial thinking is still important but is combined with a new focus on the impact on human beings and the environment. We have to show them how this new approach also leads to better business results. We feel that if we provide them with the tools and transparency they need to measure their sustainability performance, they will discover how sustainability positively affects their business.

**What does SAP value about this partnership with Atos?**
**Daniel Schmid:** We are both leaders in sustainability in our respective fields and we both place great priority on continuous improvement in areas such as transparency, employee engagement, diversity and reducing our carbon footprint. We share the same vision of improving the sustainability of our customers. Thanks to our partnership we can co-innovate and provide solutions to our joint customers who are on a journey to transform their businesses and become more sustainable.

Co-innovation brings in experience and expertise from both Atos and SAP. For example, we are already thinking about the next development of integrated sustainability reporting. Our relationship with Atos is crucial to deliver the right innovations for the future, helping take today's performance management and transparent Key Performance Indicators to the next level of the needs of future reporting.

Beside our continued work on sustainability performance management and reporting, in 2014 we worked together closely as co-innovation partner on health and safety solutions for our customers. Their expertise in enterprise sustainability and HANA was a great help for us to improve our portfolio of SAP sustainability solutions. ■

## A growing ecosystem

**In recent years,** Atos has developed an ever-growing ecosystem of partners who are global leaders in their sectors. Our partners include EMC, VMWare, VCE, CISCO, HDS and XEROX. These strategic partnerships enable us to deliver innovative solutions that can help organizations from all areas meet the ever increasing challenges of sustainability at the same time as improving their performance. ■

## Leaders in electric mobility

**Our partnership with Bolloré is part of our sustainability offering, especially in the fast developing area of smart mobility.** Front-runner Atos is the first company to have sealed in 2012 a partnership with Bolloré group to offer its employees electric vehicles in car-sharing mode. Numerous public and private organizations have subsequently followed Atos in similar projects.

Also in 2014, Atos launched the first application of Augmented Reality for electric cars. Developed in partnership with the start-up Diotasoft, the solution has been designed to help Bolloré market the Bluecar and to expand car-sharing services throughout the world. ■

# Responsibility and reach throughout the supply chain

# Interview with **Enguerrand de Pontevès** and **Alexandre Menais**

**As a global leader in IT services,** Atos sees a clear business link between its insistence on ethical and environmental excellence and its ambition to be a Tier One company for IT services and payments solutions and the preferred European global IT brand.

**Enguerrand de Pontevès**,
Group Chief Procurement Officer, **Atos**

**Reputation in business is key.**
We want to be known for being a good corporate citizen so that we can attract individuals and suppliers who share our values on ethics and social responsibility to work with us.

**In 2014 Atos** was assessed by EcoVadis on our own corporate and social responsibility performance and we obtained 70/100, improving by 2 points on last year's score, and qualifying for EcoVadis' Gold Recognition Level.

**Alexandre Menais**,
Group General Counsel & Group Chief Compliance Officer, **Atos**

"Our comprehensive approach to data protection is based on the highest standards in this area. Our Group-wide policy, processes, organization and data protection training ensure that we maintain trust and confidence with our employees and our customers."

**What benefits does a sustainable procurement policy bring to Atos?**
**Enguerrand de Pontevès:** By embedding our ethical, environmental and social commitments into our procurement policies over the last few years, our forward-looking initiatives have helped us reduce our exposure to risk, reduce costs as well as the impact of our environmental footprint. Some people were skeptical when we originally launched our Atos Fleet policy stipulating that all company cars leased by the Group should have $CO_2$ emission levels below 120g/km but we now have clear results from our KPIs that emissions from car usage have fallen.

**Why does Atos insist on ethical and environmental excellence in the supply chain?**
**Enguerrand de Pontevès:** In 2014 one third of Atos' total spend was with our subcontractors. Given our commitment to meeting the highest ethical, environmental and social standards, it is absolutely essential for us that corporate responsibility is as ingrained in their businesses as it is in ours. All our suppliers must adhere to our Sustainability Supplier Charter or provide their own which should be at least as strong as ours. Most of our suppliers score highly in our corporate and social responsibility assessments, and are clearly world class in this area. In 2014, we made sure suppliers operating in certain sectors and countries were re-evaluated to minimize any risk exposure to our business.

**How do you get the most out of your suppliers?**
**Enguerrand de Pontevès:** During 2014 we invested in our relationships with our main vendors who represent around 80% of our spend. Our new paperless invoicing system, Zero Paper, helped many of our suppliers produce timely and accurate electronic invoices which are processed directly in our accounting system. We are building on our relationships with our top 200 suppliers so that we can maintain an on-going dialogue to ensure compliance with our standards, and also develop opportunities to innovate and win more business together. This is perhaps a specificity of an IT services company – our suppliers are often companies with whom we can build partnerships to develop attractive propositions for our customers.

**What are the challenges that Atos and its clients face when it comes to data protection?**
**Alexandre Menais:** The exponential growth in the processing and dissemination of data provides many opportunities for businesses. At the same time, it expands the boundaries of information security responsibilities. From our perspective the protection of personal data whether it is our employees', our clients' or their customers', is paramount. We have an extremely comprehensive Group-wide approach to data protection and in 2014, we received approval of our Binding Corporate Rules from European data protection authorities as a processor and as a controller, i.e. for processing personal data on behalf of Atos' clients and for itself. ∎

* G4-DMA-Procurement practices], [G4-DMA-Indirect economic impact], [G4-DMA-Anti-corruption], [G4-DMA-Compliance], [G4-DMA-Customer privacy]

**31%**
Total percentage of spend assessed by EcoVadis [AO17]

**0** Monetary value of significant fines for non-compliance with laws and regulation [G4-SO8]

**72%**
Percentage of management employees trained in Code of Ethics [G4-SO4]

# Ethical and **secured business**

**As recent high-profile hacking incidents have underlined,** the security of a company's data is paramount. At the same time, processes to prevent corruption, data protection breach and other risks to reputation need to be actively implemented. Atos has taken an increasingly proactive approach to these issues through distinctive global policies and training programs which were moved forward in many areas in 2014.

## Corporate responsibility embedded in our supply chain

**As a service company, a large part of our purchases are concentrated on people-related areas. Indeed,** around one third of Atos' total spend is devoted to staffing and subcontractors. Although our procurement teams aim to centralize spend and sign global agreements with larger suppliers, 90% of goods and services are delivered at local levels, reducing our impact on the environment [G4-EC9].

In line with the Group objectives, Atos procurement favors decarbonized sources of electricity where possible for the needs of Atos' offices and operations. Several large countries such as France, the United Kingdom and Germany are now supplied with carbon-free energy. Leading by example, some countries such as the Netherlands use biomass to source all their offices and wind energy for the datacenters. Atos Global Procurement has also begun to use external consultancies specializing in the purchase of energy in every country where Atos is present.

Our global procurement policies on green travel and smart mobility support our commitment to reducing our environmental footprint. By providing tools and solutions to our employees, they are able to play their part in achieving our energy transition goals, for example through greater collaboration online, through our social network platform or by selecting low-carbon travel options, including our electric car sharing scheme, MyCar. ■

*[G4-DMA- Anti-corruption]



## Atos' personal data rules gain European authorization

**For the past few years,** personal data has been at the center of discussions as its role as a fuel for the development of the economy has become clearer and clearer. At the same time, concerns have been expressed by stakeholders with regards to the level of protection and security of such data in view of the development or growth of new services (Bid Data, Cloud, etc.).

The huge volumes of data now produced present Atos with an opportunity to use its data security expertise to build trust with its clients, its employees and other stakeholders. Applying our Group Data Protection Policy, our procedures for ensuring the policy's effective application, as well as extensive training and awareness-raising, we maintain the highest standards when it comes to the protection and security of personal data.

The principles of Atos' Group-wide Data Protection Policy are based on the provisions of EU Directive 95/46/EC of 24 October 1995 on data protection, which are often regarded as being some of the most stringent and protective rules when it comes to the processing of personal data. Atos' commitment in this sense even went a step further as in 2014 Atos became the first IT company to obtain approval of its Binding Corporate Rules as a data controller (i.e. for its own data) but also as a processor (i.e. for the processing of its clients data). Obtaining validation of its internal rules as being compliant with one of the world's leading standards for personal data protection is tantamount to official recognition of the strength of our global data protection policies, procedures, training, and more generally of all the measures that we take at Atos to develop and improve a strong data protection culture in order to safeguard our clients' data across all our solutions and services.

To further ensure that privacy is embedded in all processing of personal data carried out by Atos, a Data Protection Community operates at Atos, which from 2014 was coordinated by a Group Data Protection Officer, reporting to the Group General Counsel Compliance and General Matters and to the Group Head of Human Resources.

In 2014, 65% of Atos employees completed the mandatory e-learning module that Atos has developed on data protection. ■

# 90%
Proportion of spending on local suppliers [G4-EC9]

## Innovative tools to ensure internal compliance

**As a participant in the UN Global Compact since 2010,** Atos has implemented wide-ranging internal policies and processes designed to prevent compliance risks which are linked to the Group Code of Ethics in areas such as bribery, corruption, breaches of competition laws and export control legislation, and fraud.

A reinforcement of the compliance governance was approved by the Group Executive Committee of Atos, to ensure stronger connection to the Group Top Management and deeper follow up of compliance topics within the GBUs in coordination with the Group. In 2014 the mandatory e-learning for all employees on the Atos Code of Ethics was supplemented with ETO²S (Ethics in Tier One Organization School), a new classroom training for Atos managers on how to ensure compliance with the Code in their day-to-day work and responsibilities. The roll-out of this classroom training in all countries will be achieved in the first semester of 2015.

As well as operating a robust global compliance governance infrastructure, Atos improved in 2014 its compliance program with reinforced standardized contracts and processes. We also launched a Certification Program for lawyers and contract managers including trainings on compliance allowing the teams to build the right skills in a multi-risk environment. ■

## GRI: [[AO3]] Protection of Atos assets

**In 2014, we continued to deploy our Atos eXcellence In Security (AXIS) plan,** with the ambition of being recognized as the European IT security leader by 2016. To support this ambition of excellence in security Atos is replying on his information security management system, aligned and certified with ISO 27001 international standard. The scope of perimeters certified ISO 27001 in 2014 is 100% of the service lines activities (except Bull sites).

Within its security management system Atos Group Security organization defined a set of 50 Global Security and Safety policies, standards and guidelines. The Atos Group security policies are mandatory and binding for all Atos entities and employees in order to guarantee the safety and the security of Atos internal and external (i.e. customer related) business processes. ■

### Working with disability employment service providers

**Atos Global Procurement has taken the lead since May 2014** to engage employment service providers which use disabled people. Given the specific legal frameworks and requirements in existence in different countries, we work with these disability employment providers at a local level. This has been working extremely well in countries such as France, Spain, the Czech Republic and Slovakia. Indeed, the amount spent by Atos with such providers in France (known as Entreprises Adaptées and Etablissements et Services d'Aide par le Travail) grew considerably from €179, 000 in 2013 to €380,000 in 2014. ■

**Peter Hobday**,
Global Procurement Process & Development Director & Deputy Chief Procurement Officer, **Atos**
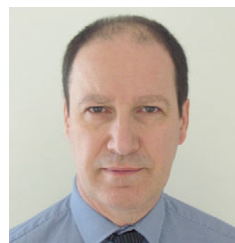
❝From a pure procurement perspective, we have a clear business case and benefit from working with organisations to provide opportunities for disabled people in sustainable work.❞

# Ethical and **secured business**

> **❝**Atos has reached a level of maturity on sustainable procurement which positions it amongst the leaders in the IT services sector.**❞**

**Pierre-François Thaler**,
Co-Founder of EcoVadis

## Towards a **deeper dialogue** with our suppliers

**Since 2013 we have introduced a number of initiatives** around greater partnering with our main suppliers who represent between 70-80% of our spend. This strategy started to take effect in 2014 with more interactions about how we can work more as business partners to develop innovative solutions for our customers. This deeper level of dialogue has also led to more regular communication on performance, service level agreements, and key performance indicators which have led to operational benefits. Recent changes to ISO 27001, the international standard in information security management, presented the opportunity in 2014 to talk with our suppliers about management of their subcontractors when it comes, for example, to health and safety, training, and data protection issues. ■

## eSourcing and **Zero Paper**

**Atos Global Procurement has further simplified interactions with suppliers through the use of our e-Sourcing system,** a contract management system including online authoring, as well as an online supplier information and performance management system (SIPM) which started at the end of 2014.

Launched in 2014, our Zero Paper system transmits electronic purchase orders to our suppliers and receives electronic invoices directly into our accounting system. This initiative aims to eliminate paper invoices, reduce wrong or lost invoices, lessen manual intervention in invoice handling, all in all offering greater visibility on invoice status to suppliers, and reducing delays in payments. ■

## Being a **supplier** to Atos

**The Atos Sustainability Supplier Charter** sets out our sustainable procurement values, and requires Atos' suppliers to respect the principles of the UN Global Compact in the areas of human rights, labor, the environment and anti-corruption.

The Charter is available on the Atos website and is provided to all suppliers who participate in a tender/request for proposal. Any prospective supplier is advised that they may be assessed on their corporate and social responsibility performance by EcoVadis, Atos' specialist partner assessor in this area, at any point during their contract with Atos.

EcoVadis assessments are carried out on four levels: Environment, Labor practices, Fair business practices and Supply chain. Suppliers are requested to answer a detailed questionnaire about their activities in corporate and social responsibility and to provide documents supporting their responses. This information is then scrutinized by a team of experts to provide a global score (out of 100), a score per area and detailed comments including areas for improvement.

In 2015 Atos plans to further integrate these assessments into the suppliers' management process during the request for proposal phase and the performance evaluation process. This will be facilitated by the growing use of our e-Sourcing platform and Suppliers Information and Performance Management platform. We will also organize workshops to follow up with a small minority of our suppliers who received poor scores in 2014, possibly due to a misunderstanding of the assessment process, so as to give them the opportunity to implement improvement action plans. ■

# Corporate citizenship, a core value and practice



© Rue Principale / Energie Jeunes

## Youth empowerment through education

**In France, Atos continues to work in partnership with the highly respected not for profit organization** Energie Jeunes, which aims to prevent early school drop-out in socially deprived areas. Since 2011 Atos employees voluntarily visit colleges and high schools in locations near to Atos' major sites to discuss with young people the importance of higher education, perseverance and fulfilling their potential. They also outline the business of new information technologies to make them aware of the opportunities in this area. Atos regularly organizes observation internships and visits at Atos locations, including its headquarters, to introduce students to the world of work and the variety of careers that exist within the IT services sector. The contributions by Atos employees to promote education and success will be evaluated as part of a five-year academic research study of the program in a sample of more than one hundred schools and this will include consideration of the social and societal impacts of Atos' partnership with Energie Jeunes. ■

## Building now for the long term

**Together with our partners in business and beyond,** Atos business technologists are conceiving, developing and implementing sustainable solutions to future proof organizations.

In 2014, Atos continued to affirm its commitment as a corporate organization to society. In addition to maintaining and creating employment in challenging business and economic contexts, we provided services having a positive impact on the daily lives of citizens and society at large in a variety of sectors including healthcare, education, financial services, waste and resource management, sustainability, and social collaboration.

Atos expanded its corporate citizenship actions across several geographies and initiated new initiatives in places where formal programs were not in place yet. The next generation approach to corporate citizenship has been increasingly embraced by weaving responsible business practices into our operations and culture; these are supported by structures, systems, processes and policies endorsed at every level of management, including the Atos Board of Directors. These measures emphasize to Atos staff and stakeholders our commitment to address societal and operational corporate challenges. ■

## Women employability / social entrepreneurship

**As a Pro Bono initiative,** Atos is building an information hub for social entrepreneurs, within the Pro Bono Program coordinated with the global law firm DLA Piper. Core competences include legal as well as business management counseling to European candidates eager to undertake social entrepreneurship careers and initiatives. ■

❝Atos were very supportive during the on-going discussions to both DLA Piper and UnLtd in the early stages of the creation of the legal help sheets for social entrepreneurs. Atos participants have been truly wonderful in providing direct support to UnLtd to scope out an online platform for the legal help sheets to sit on and subsequently an APP which is now in its developmental design stage ❞
**Julie Nicholson**, UnLtd.

## Digital inclusion

Atos is participating on a voluntary basis in the development of well-established and renowned NGOs which aim to support local communities to increase their basic digital skills. Volunteering encompasses a wide range of activities including specific skills relating to the application of technologies for universal access to digital resources and media as well as counseling for digital inclusion.

# Using our next generation IT to respond to the environmental challenge

# Interview with **Eric Grall** and **Philippe Vannier**

**Atos is pursuing its objective** to drive energy efficiency and capacity in its operations to meet its carbon neutral ambition. Our high performance computing, virtualization and Cloud technologies are leading to significant reductions in energy consumption.

**Eric Grall**,
Head of Global Managed Services, **Atos**

Our acquisition of Bull has been a spur towards our efforts to minimize consumption and improve PUE aspects.

**Philippe Vannier**,
Head of Big Data and Security, Group Chief Technology Officer, **Atos**

We expect that in 2020 our supercomputers will be 250 times more energy efficient than in 2010.

**How does Atos optimize service delivery while addressing climate change issues?**
**Eric Grall:** Reducing energy consumption, while providing even more powerful capacity and delivering secure services to our clients are all high on Atos' agenda. Unfavorable climatic conditions such as storms, floods and droughts can affect business continuity and we see it as part of our role to ensure the highest quality of service for our customers via our network of delivery centers across the globe, whatever the external threats.

To meet the high demand to securely process and convert to value ever increasing volumes of data, we have a clear strategy in place to minimize our carbon footprint. We continue to consolidate and to improve the Power Usage Effectiveness (PUE) of our datacenters. We have invested in the next generation of highly efficient datacenters, with a new modular datacenter due to open near Birmingham in the UK in early 2015. Our green and energy efficient datacenters will provide the minimum standards for any upgrades or new datacenters we plan in the future.

Together with Siemens, we have developed our Data Center Infrastructure Management tool – an incredibly effective solution to optimize energy and capacity efficiency in our datacenters.

**Philippe Vannier:** As we are extremely active in the field of high performance computing and data servers, our challenge at Bull is to provide the most powerful servers possible for our clients within an energy efficient framework. For at least the past four years we have made it our absolute priority to invest in R&D to improve the energy efficiency of

our supercomputers' systems and our data servers. High performance computers are the Formula One of the IT world; they are always three to four years in advance of the rest of the market. Our supercomputers are more energy efficient than those of our competitors, and this is one of our main differentiators in the market.

**How do new, disruptive technologies support Atos offerings in the area of sustainability?**
**Eric Grall:** Our use of cloud, high performance computing, Big Data and cybersecurity technologies is meeting a strong customer demand to leverage incredible data lakes through analytics, to create a better understanding and analysis of their business, of trends, of their customers. With our acquisition of Bull and its strong expertise in this area, Atos is even better equipped to deliver these offerings.

**How can Bull contribute to Atos' future sustainability offerings?**
**Philippe Vannier:** A number of leading organizations are using our expertise in high performance computing and Big Data to research climate change. For example, in 2014 the German Climate Computing Center DKRZ chose Bull to deliver a supercomputer capable of carrying out several billion operations a second.
Most of the complex problems that organizations will address in the future will involve processing huge volumes of data and massive computing power. The new generation of supercomputers will be capable of achieving a performance of more than one exaflop, i.e. one billion, billion operations a second, a thousand times more powerful than current systems. ■

* [G4-DMA-Energy],
  [G4-DMA-Emissions]

## 19.64
$tCO_2$ / M€ revenue
Global footprint
by revenue [G4-EN18]

## 262.68
GJ per Million EUR:
Energy intensity by
revenue [G4-EN5]

## 65
Number of sites
certified ISO 14001 aiming
for 100% of major sites
certified by 2015 [AO14]

# Towards energy **transition**

**Atos is committed to demonstrating** that it can be a thriving global IT services business while shifting to a more sustainable economic model.

## Our commitment to sustainable energy

**Atos' energy transition ambition** has necessitated a gradual change towards a more sustainable economic model which leverages renewable energy, energy efficiency and more sustainable practices.

Our focus on our energy supply and energy consumption has led us to setting ambitious targets to minimize the impacts of our operations on the environment, leading the way forward in the IT sector. These targets encourage us to reduce our sustainable house gas emissions which could affect climate change, to conserve energy and other natural resources, to develop decarbonized energy so as to reduce our dependence on non-renewable energy.

There is full support for these goals at all management levels and in all geographies, with clear action plans for their implementation in all of Atos' operations.

To establish our commitment to energy transition we also integrate our use of carbon as a performance indicator when assessing our profitability. We view our energy transition ambition as a distinct opportunity to optimize our processes and operations, and to invest in research and development for innovative, low-carbon technologies which will also benefit our clients. ■

New modular & green datacenter in the UK due to open in early 2015.

## How we create new standards in energy efficiency

**Atos' latest state-of-the-art datacenter in the UK will open in 2015.** The new datacenter in Longbridge, near to Birmingham has the strongest energy efficiency features of all Atos datacenters globally, and will be one of the most efficient enterprise-type datacenters in the world.

The main sustainable feature of the new datacenter is its air-to-air cooling system which involves heat exchangers to use cool outside air to bring down the temperatures in the data rooms. It removes the need for water coolers which are traditionally used in many datacenters, and which use large quantities of electricity to cool the water.

The energy consumption ratio by datacenter facilities mainly driven by cooling is expressed as PUE (Power Usage Effectiveness). For the Longbridge facility the PUE factor is 1.15 – which means there is 15% for electricity consumption by the datacenter facility on top of consumption by IT. This PUE, close to the theoretical optimimum of 1.0 means a spectacular reduction, compared to traditional water cooled datacenters with an average 1.7 PUE,. The energy saved at Longbridge, if compared with electricity consumption by a traditional datacenter, is more than 5.7 million kWh per annum.

Other sustainable features of the Longbridge datacenter are its steel sandwich panels (instead of brick and mortar or concrete building materials) which meet the highest construction sustainability standards in the UK. The datacenter has been constructed using modules of 400 m² which can be added to, avoiding building a larger facility than necessary with sections that remain empty for long periods. The facility also uses white racks, requiring less lighting. ■

### Our energy transition targets

**Carbon: reduce by 50% the ratio of ton of CO$_2$ / million € revenue (2012-2015)**
Atos is currently on track to reduce the carbon intensity of its operations by 50% by the end of 2015 compared to 2012 baseline. We decreased the ratio from 31.6 TCO$_2$ eq/M€ revenue in 2012 to 17.03 in 2014 representing a 46.1% drop within 2 years. ■

# Setting targets, measuring progress

**Atos has placed environmental sustainability** at the heart of its corporate strategy. Our company is committed to meeting a demanding series of environmental targets and to reporting on our performance publicly.

## Raising the bar for our environmental performance

**In 2014, Atos defined a new global environmental policy** which sets out in clear terms the environmental challenges the Group faces, and the objectives to address these challenges. It details a course of recommendations, intended for all company's business, based on specific actions, to monitor and reduce the environmental footprint of the organization and its operations. It is supported by key performance indicators and a formal reporting process.

Key areas include corporate carbon management, energy efficiency, use of decarbonized energies, compliance with an environmental management system (ISO 14001).

The Atos global environmental policy also acts as a reference document to help our external stakeholders better understand Atos' concrete commitments towards environmental protection, and its investment of resources in this area. It was signed off at the end of 2014 by the senior management of Atos for roll out in our service lines and in all 66 countries where Atos operates as from January 2015. ∎

## Preventing a state of alert

GRI: G4-DMA-Compliance [G4-EC2]

**Atos includes environmental risks as part of its overall risk management process.** Sustainability/Climate Change is one of the 27 risk categories that are systematically assessed to evaluate the main risks that could jeopardize achieving the Group's objectives and to ensure the effectiveness of any prevention or mitigation initiatives. Natural disasters and major country crises are also considered as these can affect the continuity of activities, particularly for example in our Managed Services.

As part of the acquisition in 2014 of Bull, Atos also looked in-depth at the potential impacts on its environmental footprint from the activities of Bull, in particular in areas such as its products, servers and datacenters. Since Bull has for many years applied the highest environmental standards in its operations – including an integrated QSE quality management system and ISO 50001 energy management certification for its manufacturing and logistics site in France – Atos concluded that the risks were mitigated and the final impact limited for Atos. ∎

## Leverage on ISO 14001 to achieve our targets

Atos has increased the number of sites to be certified according to ISO 14001 by 2015 from 102 to 110, of which 30% are datacenters and 70% are offices. By the end of 2014, 65 sites were certified and 17 were undergoing the process of certification. The 28 remaining sites will start certification in 2015. ∎

## A datacenter infrastructure fit for the future

**Atos and its strategic business partner,** Siemens, have jointly invested in the development of a unique Data Center Infrastructure Management (DCIM) solution.

This solution leverages real-time datacenter information to achieve greater performance. It allows end to end management of datacenters by connecting IT management into energy, cooling and facility management providing datacenter managers with an overall view of the datacenter to drive greater energy and capacity efficiency. DCIM collects and consolidates information such as actual energy consumption and temperature and suggests possible optimizations.

The innovative solution is being piloted at Atos' datacenter in Livingston, Scotland to identify energy savings and operational benefits delivered through rigorous management of the physical datacenter environment. The operational staff who install new IT equipment in the data room use DCIM as a daily tool to register all changes in equipment, locations, cabling and racks. ∎

> "Datacenter managers need to have a holistic view of the entire datacenter, and research shows that reducing costs is a key objective. Our joint collaboration with Atos in Data Center Infrastructure Management (DCIM) combines Siemens' established and comprehensive global offering in the area of Data Center Building Management Systems with Atos' unique ability in IT systems management and integration. The solution helps clients meet the most demanding datacenter challenges on real-world projects."

**Philippe Heim**, Siemens Building Technologies, **Portfolio Manager DCIM**

# Next generation technology for sustainable IT

**As our customers look** to analyze ever growing volumes of data, Atos is focused on delivering innovative datacenter solutions that combine increased performance with major reductions in energy consumption and carbon emissions.

## High energy efficiency for servers

**The continuous explosion in the amount of data that needs** to be managed and stored with the highest security level is one of the major challenges facing the IT industry. In addition, power consumption, which represents several megawatts for the biggest datacenters, has become the main factor limiting access to computing power and the associated benefits.

In this context, the adoption of best practice contributes directly to controlling spending and energy consumption alike.

To meet this requirement, Atos through its Bull technologies has for many years committed to innovation at all levels: components, power supply, cooling, and load management. It designs servers whose energy consumption and carbon footprint are improving from generation to generation with green innovation, consulting and services to optimize resources. Bull's servers, BullX and Bullion (which was launched in July 2014), are among the most powerful and energy efficient servers in the world. Both servers are chosen by demanding customers for whom energy consumption, computing power, memory, speed, scalability and reliability are the key selection criteria.

Bull's innovations include the water-cooled 'cold door', an intelligent door to minimize power consumption. This has been designed as an addition to an existing air-conditioning system or as an alternative to installing a new air-conditioning system. Water's thermal conductivity is much greater than air's. With this technology, consumption is reduced by half: 600 W can extract 40 kW, compared with 2.6 kW using air alone. ■



## BullX

**In 2014, BullX was listed twice among the top 10 leaders** in the world's Green 500 list which grades the world's most energy-efficient supercomputers. Its efficiency was also clearly attested by its IT and energy performance results (Mflops/W) based on the Linpack test, a test used to rank supercomputers.

The latest addition to the list of Bullx high performance computers is OCCIGEN, a supercomputer capable of executing over two million billion operations a second, which is set to be one of the most energy-efficient x86 supercomputers (global consumption of 975 kW, i.e. 1,670 Mflops/W per node). Thanks to this patented technology and the specific facilities, the overall power consumption of the system will deliver a Power Usage Effectiveness (PUE) rating of less than 1.1 for the computing elements. ■

## The virtues of virtualization

"We are in the first wave of IT services companies that are virtualizing our computer server platforms. In this respect, Cloud computing can enable savings of up to 30% in energy consumption compared to on premise solutions.

Our new Digital Data Center uses virtualized technologies and software-defined services to help our customers' access energy and cost-efficient, secure quality services delivered by our experts. I believe our range of offerings in this area is unique on the market, particularly in terms of the completeness of the offerings which enable our customers' servers, networks and storage to be virtualized."

**Eric Grall,**
Head of Global Managed Services, **Atos**

# **A pioneer** in carbon reduction

**Atos considers** its dedication to the goals of sustainable development as a long-term, on-going commitment. Building on our achievements to date in reducing our environmental footprint, we are now working to achieve even more ambitious targets to reduce our greenhouse gas emissions.

## **Strong focus** on datacenters, offices and travel

**The most significant environmental impact resulting from Atos'** business operations arises from the consumption of energy and thereby the direct or indirect emission of carbon into the atmosphere. To reduce energy consumption Atos is focusing its attention on its major emissions sources – datacenters, offices and travel.

$CO_2$ emissions from our datacenters have been reduced considerably over the past few years through actions such as consolidation of sites, improving power usage effectiveness, developing decarbonized energy and virtualization solutions to increase IT equipment usage.

At the same time, we are using innovation as a means to achieve our carbon neutral goal. For instance, Mobull, a datacenter container developed by Atos through its Bull technologies I as an alternative to a traditional datacenter, now incorporates a cooling system for

IT infrastructure which can produce up to 40% savings of energy consumption and reaches impressive power usage effectiveness levels of between 1.05-1.1. Atos will also benefit from the innovative cooling technologies developed by Bull for high performance computers in datacenters which are around 40% more energy efficient than traditional air-cooled servers.

In addition, as part of our Smart Campus concept, our smart desktops with voice and data sharing capabilities are playing a role in eliminating the need for travel, and our blueKiwi platform allows for remote collaboration with colleagues around the world. Our global travel policy plays an important role in our environmental efforts promoting the use of low carbon transport options.. We also plan to extend our successful fleet of Bolloré electric vehicles that currently operate from Atos' headquarters in France to some other sites. ■

## **Minimizing emissions**, maximizing efficiency

**Atos' determined efforts over the past** few years to reduce its environmental footprint have led to progressive reductions in $CO_2$ emissions.. Each year, the results are independently verified by an external third party. Based on its strong carbon performance, Atos has been ranked for the second year as a global carbon leader in the IT sector by CDP. ■



During the ceremony, Laurent Babikian Director France & Benelux, CDP Europe praised Atos for its scores.

**Decarbonized electricity: seek to consume 100% decarbonized electricity in our strategic datacenters by 2015.**

66% of the electricity bought by Atos datacenters (scope 2) is supplied by decarbonized sources. Similarly, 58% of the electricity bought by Atos offices (scope 2) is nearly carbon free. 100% of Atos residual datacenter emissions are offset, providing carbon neutral services. ■

## **Carbon neutral datacenter hosting for our clients**

**Since 2010, Atos has offset the $CO_2$ emissions** produced by its datacenters worldwide through the purchase of carbon credits for financing wind turbine technology projects. In this way Atos clients receive carbon neutral hosting services, limiting their own carbon footprint and associated costs. The carbon offsets are certified by internationally recognized standards such as the Verified Carbon Standard and Gold Standard projects. Atos has chosen to fund wind power technology in partnership with EcoAct, to encourage the development of more renewable electricity production. The wind farms are located in India where Atos is well established. ■

# Annexes

# Scope of **the report**

Atos applies the AA1000 standard and the GRI 'Guidance on Defining Report Content' **following the Principles of Materiality,** Stakeholder Inclusiveness, Sustainability Context and Completeness to develop its annual Corporate Responsibility Report. In 2014, for the third time, Atos has developed a Corporate Responsibility Integrated Report composed of two documents.

- Corporate Responsibility Report with main Key Performance Indicators (KPIs) and highlighting key initiatives and cases studies.

- Registration Document with the whole set of KPIs, results of materiality assessment, fully integrated with the financial statement of Atos. This is a detailed document for investor's community and legal official registration in compliance with French law Grenelle II.

Detailed Materiality Assessment and scope of the report are included in the Registration Document.

Atos has produced its 2014 Corporate Responsibility Integrated Report in accordance with G4 Comprehensive option. Atos has successfully completed the GRI Content Index Service. The overall process is assured by an external auditor. With this approach, Atos demonstrates that its extra financial performance disclosures are accurate and exhaustive. ■

## Third year of **Integrated Reporting at Atos**

**2014 Atos Corporate Responsiblity Integrated Report**

Integrated Reporting

**Corporate Responsibility Report**

Summary of Materiality Assessment

**4 Challenges 19 Main KPIs**

**2014 Registration Document**

Materiality Assessment

**4 Challenges 48 KPIs**

**Financial Statement**
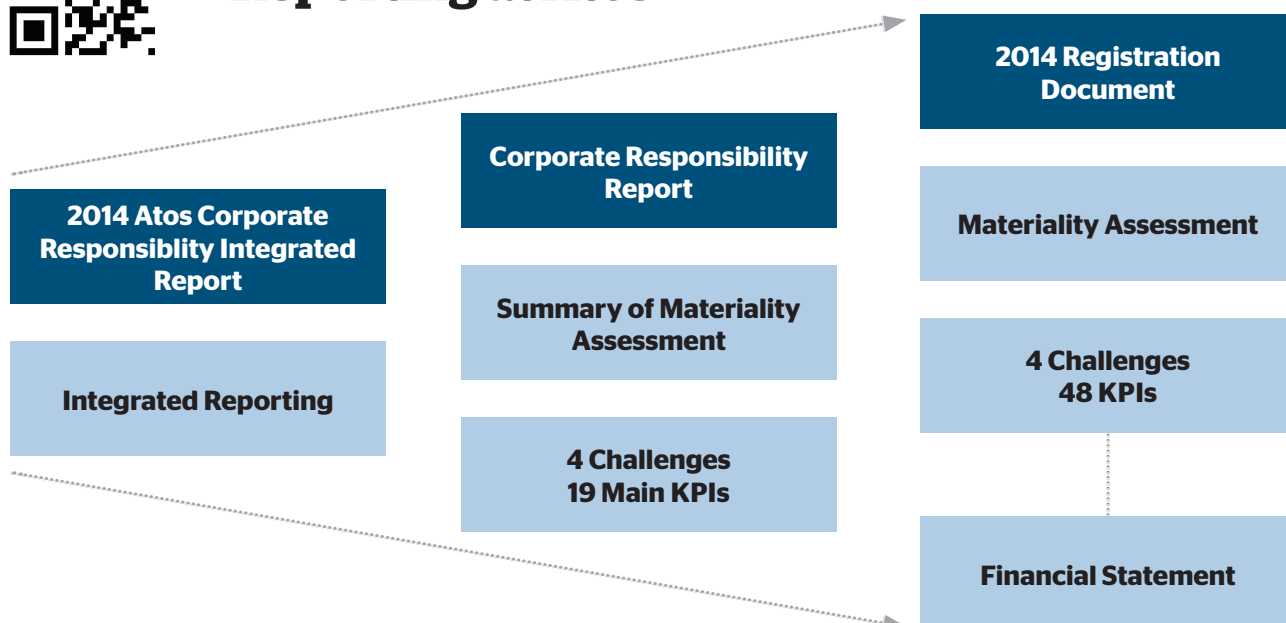
# GRI-G4 Content Index Table

Atos has produced its 2014 Corporate Responsibility Integrated Report in accordance with G4 Comprehensive option. Atos has successfully completed the GRI Content Index Service. The overall process is assured by an external auditor. With this approach,

Atos demonstrates that its extra financial performance disclosures are accurate and exhaustive. You can find below the entire GRI-G4 content index table with general and specific standard disclosures.. ■

**CONTENT INDEX** ATOS — APR 2015 SERVICE

## GENERAL STANDARD DISCLOSURES

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| **STRATEGY AND ANALYSIS** | | | | | | | | |
| G4-1 | Registration Document<br>P 8 - A.3 Interview with with Thierry Breton<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>Corporate Responsibility Report<br>P 4 - Interview with Thierry Breton | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Strategy and analysis | II.a) 1.1 | |
| G4-2 | Registration Document<br>P 66 - D.1.1.1 Market opportunities and risks<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>Corporate Responsibility Report<br>P 7 - Major market trends for tomorrow<br>P 10 - How we create and share value with our stakeholders<br>P 12 - How we identify our challenges | NA | NA | NA | YES :<br>Registration Document<br>P 43 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Description of key impacts, risks, and opportunities. | | |
| **ORGANIZATIONAL PROFILE** | | | | | | | | |
| G4-3 | Registration Document<br>P 5 - A.1 Business Profile<br>Corporate Responsibility Report<br>P 3 - Profile | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Organizational profile | | |
| G4-4 | Registration Document<br>P 5 - A.1 Business Profile | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-5 | Registration Document<br>P 330 - H.3 Headquarters | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-6 | Registration Document<br>P 7 - A.2.2 By business unit<br>P81 - D.2.1 Human Resources Fundamentals<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-7 | Registration Document<br>P 258 - G.2.1 Transformation into a Societas Europea (European Company) | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-8 | Registration Document<br>P 7 - A.2 Revenue Profile<br>P 29 - B.2 Market sizing and competitive landscape<br>P 41 - C.2 Markets | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-9 | Registration Document<br>P 11 - A.5 Atos in 2014<br>P 81 - D.2.2 People, Atos main asset | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | I.a) 1.1 | |
| G4-10 | Registration Document<br>P 81 - D.2.2 People, Atos main asset<br>P 88 - D.2.3.1 => Smart Working Conditions<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>P 249 - F.1.5 Partnerships and subcontractors | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | I.a) 1.2<br>I.a) 1.3 | 6 |
| G4-11 | Registration Document<br>P 92 - D.2.4.2 => Collective bargaining agreements | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | 3 |
| G4-12 | Registration Document<br>P 113 - D.4.2.1 A permanent dialogue with Atos suppliers<br>Corporate Responsibility Report<br>P 41 - Ethical and secured business | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Organizational profile | III.c) 2 | |
| G4-13 | Registration Document<br>P 29 - B.2 Market sizing and competitive landscape<br>P 132 - D.6.1 Scope of the report<br>P 248 - F.1 External risk factors<br>P 249 - F.2 Business risks<br>P 268 - G.3.1 Corporate governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |
| G4-14 | Registration Document<br>P 247 - F Risks analysis | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |

NA    Not applicable

## GENERAL STANDARD DISCLOSURES

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-15 | Registration Document<br>P 71 - D.1.3.1 Respect of the AA1000 standard<br>P 88 - D.2.3.1 Working conditions<br>P 123 - D.5.2.1 => Anticipate and comply with key environmental regulations<br>P 132 - D.6.1.1 New French legal requirements related to the CR reporting<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines<br>P 303 - G.6 Code and charts<br>Corporate Responsibility Report<br>P 9 - Interview with Olivier Cuny | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Organizational profile | | 1, 2, 4, 5 |
| G4-16 | Registration Document<br>P 69 - D.1.2 Atos stakeholders approach<br>P 88 - D.2.3.1 Working conditions<br>P 111 - D.4.1.2 => Data Protection in the cloud | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Organizational profile | | |

### IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-17 | Registration Document<br>P 132 - D.6.1 => Aspects Boundaries<br>P 218 - E.4.7.4 => Note 30 Main operating entities part of scope of consolidation as of December 31st, 2014 | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Identified material aspects and boundaries | General Principle 4 | |
| G4-18 | Registration Document<br>P 71 - D.1.3 Atos materiality assessment and the Corporate Responsibility dashboard<br>P 72 - D.1.3.2 Integration of new Global reporting initiative G4 guidelines<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Identified material aspects and boundaries | General Principle 4 | |
| G4-19 | Registration Document<br>P 71 - D.1.3 Atos materiality assessment and the Corporate Responsibility dashboard<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Identified material aspects and boundaries | | |
| G4-20 | Registration Document<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines<br>P 134 - D.6.1.3 Methodological detailed information | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Identified material aspects and boundaries | General Principle 2 | |
| G4-21 | Registration Document<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines<br>P 134 - D.6.1.3 Methodological detailed information | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Identified material aspects and boundaries | | |
| G4-22 | Registration Document<br>P 132 - D.6.1 Scope of the report<br>P 134 - D.6.1.3 Methodological detailed information | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Identified material aspects and boundaries | General Principle 1 | |
| G4-23 | Registration Document<br>P 74 - D.1.3.3 Identification and prioritization of relevant Corporate Responsibilities issues<br>P 72 - D.1.3.2 Integration of new Global reporting initiative G4 guidelines<br>P 107 - D.3.3 Full Partners sustainable ecosystem<br>P 132 - D.6.1 Scope of the report | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Identified material aspects and boundaries | General Principles 1 and 2 | |

### STAKEHOLDER ENGAGEMENT

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-24 | Registration Document<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations<br>Corporate Responsibility Report<br>P 10 - How we create and share value with our stakeholders | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Stakeholder engagement | | |
| G4-25 | Registration Document<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations<br>P 70 - D.1.2.2 Stakeholder dialogue | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Stakeholder engagement | | |
| G4-26 | Registration Document<br>P 70 - D.1.2.2 Stakeholder dialogue | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Stakeholder engagement | III.b) 1 | |
| G4-27 | Registration Document<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations<br>P 70 - D.1.2.2 Stakeholder dialogue<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>Corporate Responsibility Report<br>P 10 - How we create and share value with our stakeholders | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Stakeholder engagement | | |

NA    Not applicable

## GENERAL STANDARD DISCLOSURES

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| **REPORT PROFIL** | | | | | | | | |
| G4-28 | Registration Document<br>P 132 - D.6.1 Scope of the report<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Report profile | | |
| G4-29 | Registration Document<br>P 132 - D.6.1 Scope of the report<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Report profile | | |
| G4-30 | Registration Document<br>P 132 - D.6.1 Scope of the report | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Report profile | | |
| G4-31 | Registration Document<br>P 330 - H.4 Corporate Fonctions<br>Corporate Responsibility Report<br>P 63 - Contacts | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Report profile | | |
| G4-32 | Registration Document<br>P 132 - D.6.1 Scope of the report<br>P 132 - D.6.1.2 Global Reporting Initiative (GRI) guidelines<br>P 138 - D.6.2 Auditor assurance letter (Grenelle 2 + AA1000)<br>Corporate Responsibility Report<br>P 51 - Scope of the report<br>P 52 - GRI-G4 Content Index Table<br>P 62 - Auditor's Assurance Letter | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Report profile | General Principle 3 | |
| G4-33 | Registration Document<br>P 132 - D.6.1 Scope of the report<br>P 138 - D.6.2 Auditor assurance letter (Grenelle 2 + AA1000)<br>Corporate Responsibility Report<br>P 51 - Scope of the report<br>P 52 - GRI-G4 Content Index Table<br>P 62 - Auditor's Assurance Letter | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Report profile | General Principles 5, 6 and 7 | |
| **GOVERNANCE** | | | | | | | | |
| G4-34 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 268 - G.3.1 Corporate governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-35 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-36 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-37 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations | NA | NA | NA | YES :<br>Registration Document<br>P 43 - D.6.2 Auditor's Assurance letter | Governance | III.b) 1 | |
| G4-38 | Registration Document<br>P 268 - G.3.1 Corporate governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-39 | Registration Document<br>P 261 - G.2.4 Board of Directors | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-40 | Registration Document<br>P 268 - G.3.1 Corporate governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-41 | Registration Document<br>P 268 - G.3.1 Corporate governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-42 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 68 - D.1.1.2 =>Governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-43 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | II.a) 2 | |
| G4-44 | Registration Document<br>P 275 - G.3.1.8 Assessment of the works of the Board of Directors | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-45 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-46 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-47 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 72 - D.1.3.2 Integration of new Global reporting initiative G4 guidelines [G4-15] | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |

NA      Not applicable

## GENERAL STANDARD DISCLOSURES

| General Standard Disclosures | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-48 | Registration Document<br>P 67 - D.1.1.2 Vision, strategy and governance<br>P 72- D.1.3.2 Integration of new Global reporting initiative G4 guidelines [G4-15] | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-49 | Registration Document<br>P 109 - D.4.1.1 Compliance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-50 | Registration Document<br>P 109 - D.4.1.1 => Compliance Governance | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | | |
| G4-51 | Registration Document<br>P 283 - G.4.1 Directors' fees<br>P 284 - G.4.2 Executive compensation | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | I.a) 3.1 | |
| G4-52 | Registration Document<br>P 274 - G.3.1.7 The Nomination and Remuneration Committee | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | I.a) 3.1 | |
| G4-53 | Registration Document<br>P 274 - G.3.1.7 The Nomination and Remuneration Committee | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | I.a) 3.1 | |
| G4-54 | Registration Document<br>P 87 - D.2.2.3 => Remuneration analysis | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Governance | I.a) 3.1 | |
| G4-55 | | The entire indicator is missing. | The information is currently unavailable | Concrete assessment to report this indicator will be performed in order to improve the reporting. An operational test has been done in 2014 and will be reproduced in 2015. | no | Governance | I.a) 3.2 | |

### ETHICS AND INTEGRITY

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| G4-56 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risks<br>P 110 - D.4.1.1 => Improvement of the awareness<br>P 303 - G.6 Code and charts | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Ethics and integrity | III.d) 1 | 10 |
| G4-57 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risks | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Ethics and integrity | | 10 |
| G4-58 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risks | NA | NA | NA | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Ethics and integrity | III.d) 1 | 10 |

NA    Not applicable

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| **CATEGORY: ECONOMIC** | | | | | | | | |
| **MATERIAL ASPECT: ECONOMIC PERFORMANCE** | | | | | | | | |
| G4-DMA | Registration Document<br>P 66 - D.1.1.1 Market opportunities and risks<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 116 - D.4.3 Responsible company in the territorial anchor<br>**Corporate Responsibility Report**<br>P 12 - How we identify our challenges<br>P 25 - Interview with Patrick Adiba | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>**Corporate Responsibility Report**<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EC1 | Registration Document<br>P 7 - A.2. Revenue Profile<br>P 116 - D.4.3 Responsible company in the territorial anchor.<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>P 134 - D.6.1.3 Methodological detailed information / Detailed information related to G4-EC1<br>P 190 - E.4.7.4 => Note 3 Personnel expenses<br>P 191 - E.4.7.4 => Note 4 Non personnel operating expenses<br>P 192 - E.4.7.4 => Note 5 Other operating income and expenses<br>P 193 - E.4.7.4 => Note 7 Income tax expenses<br>P 309 - G.7.3 Dividend Policy | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Direct economic value generated and distributed | I.a) 3.1 | |

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-EC2 | Registration Document<br>P 106 - D.3.2.3 Making the world safer<br>P 121 - D.5.2.1 => Environmental risks integrated in enterprise risk management process<br>Corporate Responsibility Report<br>P 45 - Interview with Eric Grall and Philippe Vannier<br>P 47 => Preventing a state of alert | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Financial implications and other risks and opportunities for the organization's activities due to climate change | II.a) 4 | 7 |
| G4-EC3 | Registration Document<br>P 86 - D.2.2.3 Recognition and loyalty<br>P 203 - E.4.7.4 => Note 20 Pensions | | | | YES :<br>Registration Document<br>P 130 - D.6.2 Auditor's Assurance letter | Coverage of the organization's defined benefit plan obligations | | |
| G4-EC4 | Registration Document<br>P 116 - D.4.3 Responsible company in the territorial anchor.<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview | | | | YES :<br>Registration Document<br>P 130 - D.6.2 Auditor's Assurance letter | Financial assistance received from government | | |

### MATERIAL ASPECT: MARKET PRESENCE

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 86 - D.2.2.3 Recognition and loyalty<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 17 - Interview with Philippe Mareine | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EC5 | Registration Document<br>P 86 - D.2.2.3 Recognition and loyalty<br>P 96 - D.2.6 Being a Responsible employer - KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation | I.a) 3.1 | 6 |
| G4-EC6 | Registration Document<br>P 89 - D.2.3.2 Promote Diversity<br>P 96 - D.2.6 Being a Responsible employer - KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Proportion of senior management hired from the local community at significant locations of operation | I.a) 2.1;<br>III.a) 1;<br>III.a) 2 | 6 |

### MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 104 - D.3.2 Meeting sustainability challenges of clients through offerings<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 25 - Interview with Patrick Adiba<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EC7 | Registration Document<br>P 104 - D.3.2 Meeting sustainability challenges of clients through offerings<br>P 107 - D.3.3 Full Partners sustainable ecosystem<br>P 116 - D.4.3 Responsible company in the territorial anchor.<br>P 134 - D.6.1.3 Methodological detailed information / Detailed information related to G4-EC1 and G4-EC7 KPIs. (See G4-EC1 )<br>Corporate Responsibility Report<br>P 28 - Advanced digital solutions to drive sustainability<br>P 30 - Enhancing services for business and individuals<br>P 32 A safer world for all<br>P 34 Peak performance to reduce environmental impacts<br>P 43 Corporate citizenship, a core value and practice | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Development and impact of infrastructure investments and services supported | III.a) 1;<br>III.a) 2;<br>III.b) 2 | |
| G4-EC8 | Registration Document<br>P 69 - D.1.2.1 Mapping of stakeholders' expectations<br>P 116 - D.4.3 Responsible company in the territorial anchor<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>P 249 - F.1.5 Partnerships and subcontractors | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Significant indirect economic impacts, including the extent of impacts | III.a) 1;<br>III.a) 2 | |

### MATERIAL ASPECT: PROCUREMENT PRACTICES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 113 - D.4.2 Ethics in the supply chain<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EC9 | Registration Document<br>P 113 - D.4.2.1 A permanent dialogue with Atos suppliers<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 40 - Ethical and secured business | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Proportion of spending on local suppliers at significant locations of operation | III.a) 1;<br>III.a) 2 | |

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| **CATEGORY: ENVIRONMENTAL** | | | | | | | | |
| **MATERIAL ASPECT: ENERGY** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 124 - D.5.2.2 Reach energy efficiency everywhere<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 45 - Interview with Eric Grall and Philippe Vannier | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EN3 | Registration Document<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 134 - D.6.1.3 Methodological detailed information / Detailed information related to EN3 KPI | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Energy consumption within the organization | II.c) 3.1 | 7 and 8 |
| G4-EN4 | Registration Document<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Energy consumption outside of the organization | II.c) 3.1 | 8 |
| G4-EN5 | Registration Document<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 134 - D.6.1.3 Methodological detailed information / Detailed information related to EN5 KPI<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 45 - Interview with Eric Grall and Philippe Vannier<br>P 46 - Towards energy transition<br>P 47 - Setting targets, measuring progress<br>P 48 - Next generation technology for sustainable IT | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Energy intensity | | 8 |
| G4-EN6 | Registration Document<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3 Methodological detailed information / Detailed information related to EN6 KPI<br>Corporate Responsibility Report<br>P 49 - A pioneer in carbon reduction | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Reduction of energy consumption | II.c) 3.2 | 8 and 9 |
| G4-EN7 | Registration Document<br>P 124 - D.5.2.2 Reach energy efficiency everywhere<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3  Methodological detailed information / Detailed information related to EN7 KPI | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Reductions in energy requirements of products and services | II.c) 3.2 | 8 and 9 |
| **MATERIAL ASPECT: EMISSIONS** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75  - D.1.3.3 => Atos Materiality Matrix<br>P 120 - D.5.1  Become a zero carbon company<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 45 - Interview with Eric Grall and Philippe Vannier | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-EN15 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3 Methodological detailed information / Detailed information related to EN15, EN16, EN17 and EN18 KPIs | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Direct greenhouse gas (GHG) emissions (Scope 1) | II.d) 1 | 7 and 8 |
| G4-EN16 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3 Methodological detailed information / Detailed information related to EN15, EN16, EN17 and EN18 KPIs | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Energy indirect greenhouse gas (GHG) emissions (Scope 2) | II.d) 1 | 7 and 8 |
| G4-EN17 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3 Methodological detailed information / Detailed information related to EN15, EN16, EN17 and EN18 KPIs | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Other indirect greenhouse gas (GHG) emissions (Scope 3) | II.d) 1 | 7 and 8 |
| G4-EN18 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 135 - D.6.1.3 Methodological detailed information / Detailed information related to EN15, EN16, EN17 and EN18 KPIs<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 45 - Interview with Eric Grall and Philippe Vannier | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Greenhouse gas (GHG) emissions intensity | II.d) 1 | 8 |
| G4-EN19 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 136 - D.6.1.3 Methodological detailed information / Detailed information related to EN19 | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Reduction of greenhouse gas (GHG) emissions | II.d) 1 | 8 and 9 |

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-EN20 | Registration Document<br>P 127 - D.5.3.2 Berecognized as a world carbon leader<br>P 129 - D.5.4 Managing the corporate environmental footprint – KPI overview<br>P 136 - D.6.1.3 Methodological detailed information / Detailed information related to EN20 | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Emissions of ozone-depleting substances (ODS) | II.b) 1.1 | 7 and 8 |
| G4-EN21 | | The entire indicator is missing. | The Standard Disclosure is not applicable | Regarding air emissions GHG are the most important source of impacts. Others emissions are not significant for Atos activities. | no | NOX, SOX, and other significant air emissions | II.b) 1.1 | 7 and 8 |

### CATEGORY: SOCIAL

### SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

### MATERIAL ASPECT: EMPLOYMENT

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 81 - D.2.1 Human Resources Fundamentals<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 17 - Interview with Philippe Mareine | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-LA1 | Registration Document<br>P 81 - D.2.2 People, Atos main asset<br>P 82 - D.2.2.1 Attract and develop people<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 14 - Our main key performance indicators<br>P 17 - Interview with Philippe Mareine | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Total number and rates of new employee hires and employee turnover by age group, gender and region | I.a) 1.2;<br>I.a) 1.3;<br>I.a) 1.4;<br>I.a) 2.1;<br>I.a) 2.2 | 6 |
| G4-LA2 | Registration Document<br>P 86 - D.2.2.3 Recognition and loyalty<br>P 96 - D.2.6 Being a Responsible employer - KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation | | |
| G4-LA3 | Registration Document<br>P 96 - D.2.6 Being a Responsible employer - KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Return to work and retention rates after parental leave, by gender | I.f) 1 | 6 |

### MATERIAL ASPECT: TRAINING AND EDUCATION

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 82 - D.2.2.1 Attract and develop people<br>P 85 - D.2.2.2 Right people with the right skills<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 17 - Interview with Philippe Mareine | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-LA9 | Registration Document<br>P 85 - D.2.2.2 Right people with the right skills<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 17 - Interview with Philippe Mareine<br>P 18 - People power Atos | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Average hours of training per year per employee by gender, and by employee category | I.e) 2 | 6 |
| G4-LA10 | Registration Document<br>P 85 - D.2.2.2 Right people with the right skills<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 18 - People power Atos | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings | I.e) 1 | |

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-LA11 | Registration Document<br>P 85 - D.2.2.2 Right people with the right skills<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 18 - People power Atos | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category | I.e) 1 | 6 |
| **MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 89 - D.2.3.2 Promote diversity<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 17 - Interview with Philippe Mareine<br>P 20 => Diversity as a value driver | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-LA12 | Registration Document<br>P 89 - D.2.3.2 Promote diversity<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity | I.a) 1.2;<br>I.a) 1.3;<br>I.a) 1.4;<br>I.f) 1;<br>I.f) 2.2;<br>I.f) 3 | 6 |
| **MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 89 - D.2.3.2 Promote diversity<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 20 => Diversity as a value driver | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-LA13 | Registration Document<br>P 89 - D.2.3.2 Promote diversity<br>P 96 - D.2.6 Being a responsible employer - KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation | I.f) 1 | 6 |
| **SUB-CATEGORY: SOCIETY** | | | | | | | | |
| **MATERIAL ASPECT: ANTI-CORRUPTION** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 109 - D.4.1.1 Compliance<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais<br>P 40 - Ethical and secured business | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-SO3 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risk<br>P 115 - D.4.2.2 Enhance sustainable relation<br>P 136 - D.6.1.3 Methodological detailed information / Detailed information related to AO17 and SO3<br>(See AO17) | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Total number and percentage of operations asessed for risks related to corruption and the significant risks identified | III.d) 1 | 10 |
| G4-SO4 | Registration Document<br>P 110 - D.4.1.1 => Improvement of the awareness<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 40 - Ethical and secured business | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Communication and training on anti-corruption policies and procedures | III.d) 1 | 10 |
| G4-SO5 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risk<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Confirmed incidents of corruption and actions taken | III.d) 1 | 10 |
| **MATERIAL ASPECT: COMPLIANCE** | | | | | | | | |
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 109 - D.4.1.1 Compliance<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |

## SPECIFIC STANDARD DISCLOSURES

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-SO8 | Registration Document<br>P 109 - D.4.1.1 => Policies to prevent from compliance risk<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence – KPI overview<br>P 136 - D.6.1.3 Methodological detailed information / Detailed information related to G4-SO8<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | | |

### SUB-CATEGORY: PRODUCT RESPONSIBILITY

### MATERIAL ASPECT: PRODUCT AND SERVICE LABELING

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 100 - D.3.1 Meet Clients needs and expectations<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 25 - Interview with Patrick Adiba<br>P 26 - Sharing innovation and ideas for a better world | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-PR3 | | The entire indicator is missing. | The Standard Disclosure is not applicable | Atos services (ICT) are not subject to labelling. | no | Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements | | |
| G4-PR4 | | The entire indicator is missing. | The Standard Disclosure is not applicable | Atos as a BtoB company is not communicating widely to its consumers. | no | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes | | |
| G4-PR5 | Registration Document<br>P 100 - D.3.1 Meet Clients needs and expectations<br>P 108 - D.3.4 Generating value for clients through sustainable and innovative solutions – KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 26 - Sharing innovation and ideas for a better world | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Results of surveys measuring customer satisfaction | | |

### MATERIAL ASPECT: CUSTOMER PRIVACY

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>P 111 - D.4.1.2 Data protection<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-PR8 | Registration Document<br>P 108 - D.3.4 Generating value for clients through sustainable and innovative solutions – KPI overview<br>P 111 - D. 4.1.2 => Atos comprehensive data protection approach<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | | |

### MATERIAL ASPECT: COMPLIANCE

| DMA and indicators | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| G4-DMA | Registration Document<br>P 75 - D.1.3.3 => Atos Materiality Matrix<br>Corporate Responsibility Report<br>P 12 - How we identify our challenges<br>P 39 - Interview with Enguerrand de Ponteves and Alexandre Menais<br>P 47 => Preventing a state of alert | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Generic Disclosures on Management Approach | | |
| G4-PR9 | Registration Document<br>P 123 - D.5.2.1 => Anticipate and comply with the key environmental regulations<br>P 123 - D.5.2.1 => Compliance with laws and regulations regarding hardware providers | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services | III.d) 2 | |

## ATOS SPECIFIC KPIs

| Atos specific KPIs | Page Number | Identified Omission(s) | Reason(s) for Omission(s) | Explanation for Omission(s) | External Assurance | Name of disclosures | Grenelle 2 | UN Global Compact Principles |
|---|---|---|---|---|---|---|---|---|
| A02 | Registration Document<br>P 92 - D.2.4.2 => Taking into account employees' expectations<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators<br>P 20 Our stimulating workplace environment | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Percentage of positive responses to «taking everything into account, I would say Atos is a Great place to work» | | |
| A03 | Registration Document<br>P 108 - D.3.4 Generating value for clients through sustainable and innovative solutions — KPI overview<br>P 113 - D.4.1.3 Asset protection => Security key performance indicators and reporting<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators<br>P 41 => Protection of Atos assets | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Information security and percentage of coverage of ISO27001 certification | | |
| A06 | Registration Document<br>P 96 - D.2.6 Being a Responsible employer - KPI overview<br>P 136 - D.6.1.3 Methodological detailed information / Detailed information related to AO6 KPI | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Great Place To Work diversity perception | | |
| A07 | Registration Document<br>P 108 - D.3.4 Generating value for clients through sustainable and innovative solutions — KPI overview<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Total contract value of «sustainability offering» | | |
| A010 | Registration Document<br>P 102 - D.3.1.2 Innovative approach of sustainable business<br>P 108 - D.3.4 Generating value for clients through sustainable and innovative solutions — KPI overview<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators<br>P 26 Sharing innovation and ideas for a better world | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Customer innovation workshops (number) | | |
| A011 | Registration Document<br>P 90 - D.2.4.1 Social collaboration<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators<br>P 21 Zen and the art of collaboration | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Collaborative technologies development / Total number of collaborative working communities | | |
| A014 | Registration Document<br>P 122 - D.5.2.1 => ISO 14001 selected as Management Environmental System<br>P 129 - D.5.4 Managing the corporate environmental footprint — KPI overview<br>Corporate Responsibility Report<br>P 14 Our main key performance indicators<br>P 45 Interview with Eric Grall and Philippe Vannier | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Number of sites certified ISO 14001 | | |
| A016 | Registration Document<br>P 88 - D.2.3.1 Working conditions<br>P 96 - D.2.6 Being a responsible employer - KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Lost working days/ Absenteeism rate | I.b) 2 | |
| A017 | Registration Document<br>P 115 - D.4.2.2 Enhance sustainable relation<br>P 118 - D.4.4 Being an ethical and fair player within Atos' sphere of influence — KPI overview<br>Corporate Responsibility Report<br>P 14 - Our main key performance indicators<br>P 42 => Towards a deeper dialogue with our suppliers | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter<br>Corporate Responsibility Report<br>P 62 - Auditor's Assurance letter | Supplier Screening | | |
| A019 | Registration Document<br>P 123 - D.5.2.1 => Anticipate and comply with the key environmental regulations / WEEE<br>P 129 - D.5.4 Managing the corporate environmental footprint — KPI overview | | | | YES :<br>Registration Document<br>P 138 - D.6.2 Auditor's Assurance letter | Waste Electrical and Electronic Equipment (WEEE) | | |

# Auditor's Assurance Letter

## Limited assurance report of one of the Statutory Auditors on a selection of social, environmental and other sustainable development information.

This is a free translation into English of the Statutory Auditors' report issued in French and is provided solely for the convenience of English speaking readers.
This report should be read in conjunction with, and construed in accordance with, French law and professional auditing standards applicable in France.

### For the attention of the general management.
Pursuant to your request and in our capacity as Statutory Auditors of ATOS, we hereby present you with our limited assurance report on:

› a selection of social, environmental and other sustainable development information disclosed in section "Key Performance Indicators" of the Corporate Responsibility Report, identified by the sign (√)

› and the sections "How we identify our challenges" and "How we create and share value with our stakeholders" of the Corporate Responsibility Report, identified by the sign (√ √), that present the processes of establishing the material information and their perimeter (Identified Material Aspects and Boundaries) and managing the dialog with stakeholders (Stakeholders engagement).

### Responsibility of the company
This selection of information (the "Information") extracted from the registration document and the sections "How we identify our challenges" and "How we create and share value with our stakeholders" have been prepared under the responsibility of the Corporate Responsibility Department in conjunction with the Human Resources Department, in accordance with internal protocols for measuring and reporting used by the ATOS Group (the «Reporting Criteria») at the company's headquarters.
As disclosed in the Corporate Responsibility Report, ATOS SE takes into account the GRI (Global Reporting Initiative) "G4 Comprehensive" guidelines and the AA1000 APS (2008) standard in order to identify the main issues of corporate responsibility and select the indicators (KPIs «Key Performance Indicators») used to manage these issues and to communicate the performance of the Group externally.

### Independence and quality control
Our independence is defined by regulatory texts, the profession's Code of Ethics as well as by the provisions set forth in Article L. 822-11 of the French Commercial Code. Furthermore, we have set up a quality control system that includes the documented policies and procedures designed to ensure compliance with rules of ethics, professional standards and the applicable legal texts and regulations.

### Responsibility of the Statutory Auditor
Based on our work, it is our responsibility to express a limited assurance:

› on the fact that some information selected by ATOS SE and identified by the sign (√) are presented, fairly, in all material aspects, in accordance with the Reporting Criteria ;

› that the description made by the Group in the sections "How we identify our challenges" and "How we create and share value with our stakeholders" of the Corporate Responsibility Report, identified by the sign (◊), of the processes of establishing the material information and their perimeter (Identified Material Aspects and Boundaries) and managing of the dialog with stakeholders (Stakeholders engagement) has been presented fairly, in all material aspects

To assist us in conducting our work, we referred to the corporate responsibility experts of our Firm.
We conducted the following procedures in accordance with the professional standard for the services related to social and environmental information which are directly related to the mission of the auditor (NEP 9090[1]) and ISAE (International Standard on Assurance Engagements) 3000[2].

### Nature and scope of procedures on quantitative Information
We have carried out the following work to obtain limited assurance on the fact that the quantitative Information[3] selected by ATOS SE and identified by the sign (√) does not contain any material anomalies that would call into question its fairness, in all material aspects, in accordance with the Reporting Criteria. A higher level of assurance would have required more extensive work.

### We performed the following procedures:
› We assessed the appropriateness of the Reporting Criteria with respect to its relevance, completeness, neutrality, clarity and reliability, by taking into consideration, when relevant, the sector's best practices;
› We have verified the set-up of a process to collect, compile, process, and check the completeness and consistency of the selected Data;
› We have interviewed the relevant staff from the Corporate Responsibility Department, the Group Human Resources Department at the headquarters and the business units in order to analyze the deployment and application of the Reporting Criteria.
› We have set up analytical procedures on the selected Data and verified, using sampling techniques, the calculations as well as the consolidation of selected Data.
› We have tested the selected Data for a representative sample of entities[4] that we selected based on their activity, their contribution to the consolidated Data, their location and a risk analysis. We have conducted interviews to verify the proper application of procedures and conducted substantive tests, using sampling techniques, to verify the calculations performed and reconcile data with supporting evidence. The selected sample represented between 34% and 100% of the social and societal quantitative information and between 28% and 34% of the environmental quantitative information.

### Nature and scope of procedures on the processes of establishing the "Identified Material Aspects and Boundaries" and managing the "Stakeholders engagement"

We met the people contributing to the identification of key issues, facilitation and reporting of Corporate Responsibility (Executive Committee, Head of Corporate Responsibility and Human Resources), in order to assess the implementation of the Corporate Responsibility report's preparation process as defined by ATOS SE.

We interviewed the persons responsible of the «Global Business Unit» representing different geographical areas in order to understand how they deploy the policies defined by ATOS SE in terms of Corporate Responsibility, to assess the consistency of the issues identified by ATOS SE with local CR issues and identify possible specific local issues existence.

We conducted tests at corporate level on the implementation of the procedure related to:
› Identification of stakeholders and their expectations;
› Identification of material Corporate Responsibility issues;
› Implementation of policies and guidelines of Corporate Responsibility.

### Conclusion
On the basis of our work, we did not identify any material anomaly likely to call into question the fact that:
› the Information selected by ATOS and identified by the sign (√) has been presented, in all material aspects, in accordance with the Reporting Criteria;
› the description made by the Group in the sections "How we identify our challenges" and "How we create and share value with our stakeholders" of the Corporate Responsibility Report, identified by the sign (√ √), of the processes of establishing the material information and their perimeter (Identified Material Aspects and Boundaries) and managing of the dialog with stakeholders (Stakeholders engagement) as requested by the GRI « G4 Comprehensive », has been presented fairly, in all material aspects.

Neuilly-sur-Seine, April 20th 2015
French original signed by one
of the statutory auditors,

DELOITTE & ASSOCIÉS

Christophe
Patrier
Partner

Florence
Didier-Noaro
Partner
Sustainability
Services

(1) NEP 9090 – « Prestations relatives aux informations sociales et environnementales entrant dans le cadre des diligences directement liées à la mission du commissaire aux comptes »

(2) ISAE 3000 – Assurance engagements other than audits or reviews of historical information

(3) AO2 - Percentage of positive responses to «Taking everything into account, I would say this is a great place to work», AO3 - Percentage of coverage of ISO 27001 certifications, AO7 - TCV solutions Sustainability offerings, AO10 - Customer innovation workshops delivered in GBUs, AO11 - Total number of communities, AO14 - ISO14001 certified sites (Offices plus DC), AO16 - Global absenteeism rate, AO17 - Percentage of strategic suppliers evaluated by EcoVadis, AO17 - Total percentage of spend assessed by EcoVadis, EC9 - Percentage of local spending, EN5 - Energy intensity ratio (employee) in [GJ per Employee], EN5 - Energy intensity ratio (revenue) in GJ per € Million, EN18 - Global Footprint by revenue (tCO$_2$/M€ revenue), EN18 - Global Footprint by employee (tCO$_2$/employee), LA1 - New employees hires during the Reporting Period, LA9 - Average hours of training per employee, LA11 - Percentage of employees receiving performance appraisal in the last 12 months, LA12 - Percentage of female in Governace bodies (Board of Directors), LA12 - Percentage of females within Atos, PR5 - Overall Customer Satisfaction from Strategic surveys (score from 0 to 10), PR8 - Number of third party complaints regarding breaches of customer privacy, higher than 100000€, SO8 - Total value of significant fines (higher than 100K EUR) (EUR), SO4 – Percentage of management employees trained in Code of Ethics.

(4) GBU India, GBU Spain, GBU UK

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**More than 700 employees from around the world have contributed to reaching our global 2014 corporate responsibility performance goals by collecting and interpreting all KPIs relevant data. Their dedication is crucial to transform Atos into a sustainable Firm of the Future.**

# Want to learn more?

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# About the Corporate Responsibility Report 2014

**For the third year running, Atos has produced an integrated Corporate Responsibility Report containing key information about the Atos Group, its financial results, strategy and operations.**

The Atos Corporate Responsibility Report 2014 has been prepared in line with the latest G4 guidelines of the Global Reporting Initiative. It forms part of our regular corporate communication with stakeholders. This document sets out how Atos seeks to maintain its leadership role in corporate responsibility and covers Atos' priorities, programs and progress in this area. The main highlights of 2014 and the testimonials from our employees, clients, partners and other key stakeholders clearly illustrate the importance of corporate responsibility at Atos as a key driver for business competitiveness.

In today's connected world, Atos addresses the 4 very specific challenges that its customers meet to run their businesses successfully in the digital age.

Atos offers to its clients an enhanced **customer experience**, ensures **operational excellence** at all levels, and puts **security** at the very heart of their business thanks to its global expertise in data protection. Finally, Atos helps its customers to **reinvent and transform their activities,** by identifying for them new ways to thrive in the digital era.

None of the successes achieved in 2014 could have happened without the involvement and dedication of Atos' 86,000 Business Technologists in 66 countries around the world.

For more information about Atos, see **atos.net**