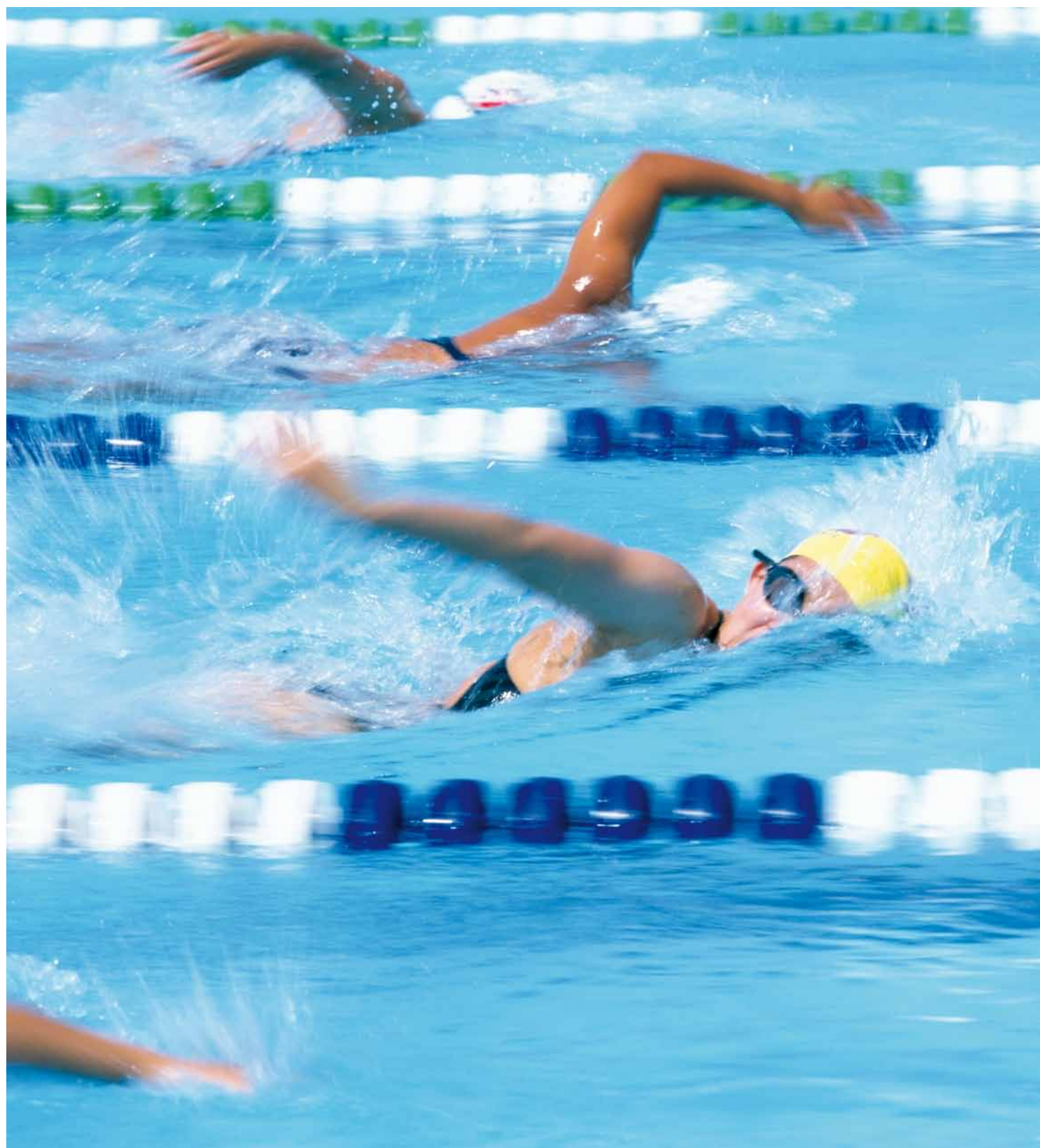


Our world moving forward

Corporate Responsibility Report 2010



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A+ is the highest level qualification from the Global Reporting Initiative, requiring entire management disclosure on sustainability performance standards and assurance by a third external party.



Foreword by the **Chairman & CEO**



Welcome to Atos Origin's second Corporate Responsibility Report. I am pleased to report that in the year since Atos Origin became the first Information Technology (IT) services company to join the Global Reporting Initiative (GRI) we have continued to build extensively on the very solid foundations we laid last year.

For 2010, we decided to undertake the development of a formal process to select the essential issues that the market and our main stakeholders consider are essential for Atos Origin to manage and communicate in its Corporate Responsibility Report. This has enabled the Group to select its main Key Performance Indicators (KPIs). The whole process has been audited by an external party —and the summarized results are presented in **this 2nd Corporate Responsibility Report which has achieved an A+ rating in accordance with the GRI standards.**

Building for the Firm of the Future on a Sound Foundation
Sustainability remains at the core of our corporate strategy and our ambition to be recognized as a world leader in providing innovative IT solutions to help our clients become more sustainable. This year the Group has further proven its commitment in this important area.

Among the many achievements detailed in this report, I am particularly proud of our decision to **join the United Nations Global Compact** and by our announcement that we are to offset the carbon emissions of all our data centers, thus becoming the **first global IT provider to offer fully integrated carbon neutral hosting services.**

Since we last reported, the sustainability agenda has moved on, shifting the focus to responsible growth and a business strategy for the long-term. In 2010, following the economic crisis, our clients have faced fundamental and permanent changes to the way they do business. Over the next ten years, it is now even clearer that the successful and surviving businesses will be those that properly embrace sustainability. This new approach recognizes that sustainable business is good economics which means that sustainability needs to become part of a company's core business, embedded in its processes, running through its culture and influencing every activity.

Towards Greater Sustainable Excellence
Such significant changes in our society mean that IT services companies like Atos Origin, which are committed to bringing about sustainable and IT-enabled business transformation, can become a front runner in both promoting and delivering sustainable excellence globally.

I am also delighted that we will soon be able to leverage even greater skills and resources to achieve this goal. On 15 December 2010, Atos Origin and Siemens announced one of the largest deals in the European IT Services industry, one which will **create a European IT Champion with pro forma 2010 revenues of approximately EUR 8.7billion and 78,000 employees worldwide.**

In this respect, I want our new company to be recognized as one of the best companies to work for, innovative, socially responsible and able to attract and retain the best talents across all our geographies. This is the purpose of the **Well Being at Work ambition** which was launched early 2010 and this is also the reason why I recently announced the objective to be **the first company to run without internal email within 3 years**, something which will positively transform our way of working.

Supported by innovative sustainable IT such as our Ambition Carbon Free offering, Smart Grid, Intelligent Workplaces and a wide range of Green IT solutions, our sustainable business program provides companies with the solutions to nurture growth and deliver long-term success for both them, their clients and the planet.

Finally, as this new report clearly demonstrates - *Our actions provide the best evidence of our commitment.*



Thierry BRETON,
Chairman and CEO

Key Highlights of the year

By placing sustainability at the core of our corporate strategy, Atos Origin has been able to build on a sound foundation and expand its activities and achievements in this area. This is a convincing evidence of our continued ambition to be recognized as a world leader in providing innovative IT solutions to help our clients become more sustainable.



Global reporting standards recognition

In May 2010, Atos Origin published its first Corporate Responsibility report in line with the Global Reporting Initiative (GRI) guidelines and was rated Level B+ by the GRI.



Member of the UN strategic business club

In July 2010, Atos Origin joined the United Nations' Global Compact, thus demonstrating once again its commitment to operating under universally recognized responsible business principles.



Well Being at Work puts employees as first priority

In early 2010, Atos Origin launched its Well Being at Work initiative, demonstrating that its employees remain its first priority. The Well Being at Work program will underpin the company's ongoing transformation to become a fully integrated and global company.



A new headquarter meeting high-quality environmental standards

The new Atos Origin Campus in Bezons, France is the first office building in France to obtain the triple certification HQE Construction (High Environmental Quality for building), THPE (Very High Energy Performance), and HQE for Operation.



Contributing to a greener Olympic Games

At the Vancouver 2010 Olympic Winter Games, Atos Origin, Worldwide IT Partner of the International Olympic Committee (IOC), contributed to the shrinking of the Games' carbon footprint through innovative solutions.



The first international IT Group offering Carbon Neutral hosting services

In 2010, Atos Origin decided to offset all of its data centers' carbon emissions. The project selected is a wind power project located in India. The Group engaged with the Carbon-Neutral Company at the beginning of 2011.



Ethics in business

In line with its commitment to the UN Global Compact, in December 2010 Atos Origin published its new Code of Ethics, distributed it to all its employees worldwide and launched a related training program.



Toward a zero email company

In early 2011, Atos Origin announced its ambition to be a Zero Email Company within three years as the company believes that the volume of emails that we send and receive is unsustainable for business. We are adopting innovative social business solutions to bridge the 'social business gap' and provide a more personal, immediate and cost effective means to manage and share information.

2010 main Key Performance Indicators

		FY 2009	FY 2010		
Carbon Management for clients	HMRC Business Case Carbon and cost savings targets	---	5% - 10%	+	EN26
Carbon Neutral Data Centers	Carbon audit total savings	---	600,000 €	+	EN6
Investments in social research and development	Responsible IT systems	---	2,368,920 €	+	EC8

Environmental Commitment

		FY 2009	FY 2010		
Carbon Footprint Management	Global footprint at similar scope (CO ₂ e)	142,592,245	122,589,332	+	EN16
Offices rationalisation	Total square meters reduction by year	49,262	60,209	+	EN5
Reduction of energy consumption in Data Centers	Reduction of DCs energy consumption by outsourcing business	---	2,000MWh	+	EN6
Travel rationalisation, use of remote working	Remote working tool usage (number of hours connected)	40,810,996	54,137,893	+	EN7

Social Responsibility

		FY 2009	FY 2010		
Employees recruiting	People entering the company	4,500	6,686	+	EC7
Training of employees	Average hours of training	19.72	34.53	+	LA10
Career development monitoring	Percentage of performance appraisal	76.87%	77.31%	=	LA12
Contribution to social projects	Combat disease, promote sports and well being habits	173,000 €€	475,348 €	+	EC1

Atos Origin at a glance

Key Facts

The Group employs
around 48,000 people
serving clients
in 25 countries
worldwide and
generates 5 billion EUR
revenues [EC1]

Atos Origin is a leading
information technology
services company
generating annual revenues

of EUR 5 billion and
employing around
48,000 people in over
25 countries worldwide.

Atos Origin's mission
is to advance the
performance of its clients
by offering innovative
solutions that deliver
measurable business
value. Atos Origin

ensures sustainability
in the management
of all its activities and

the Group is committed
to minimizing its impact
on the environment,

looking after the well-being
of its people and ensuring
profitability.

Group's Activities

Through Hi-Tech Transactional Services (HTTS), Consulting, Systems Integrations and Managed Operations, and its deep industry knowledge, the Group is able to provide innovative and individually tailored end-to-end IT solutions. The Group is predominantly based in Europe, with a growing development in the emerging markets. 75% of the Group's 2010 revenue are generated by multi-years contracts in domains such as Application Management, Managed Services, HTTS and Medical BPO.

Global Strategic partnership between Atos Origin and Siemens

On 15 December 2010, the two Groups announced one of the largest deal in the European IT Services industry which will create a European IT Champion with pro forma 2010 revenues of approximately EUR 8.7billion and 78,000 employees worldwide. Through this strategic alliance, Atos Origin will strengthen its expertise in many areas including Cloud computing services, Systems Integration and HTTS and will strongly benefit from Siemens IT Solutions and Services (SIS) know-how and expertise in Corporate Responsibility and Sustainability solutions.

The transaction is expected to close by early July 2011 after consultation with the Work's Council of Atos Origin, Antitrust approval and the approval of Atos Origin's Shareholders at an Extraordinary Shareholders Meeting.

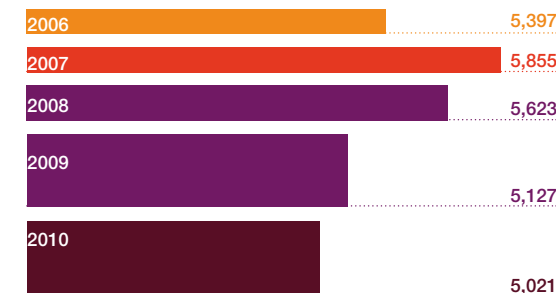
Sustainability as part of the Group's business strategy

Atos Origin does not simply preach the benefits of sustainability to business; it commits and has actively implemented sustainable best practices throughout its own organization and put sustainability at the core of its business strategy. The Group considers that, as a leading IT services company, it has a key role to play in influencing the ICT market towards more sustainable and environmental-friendly behaviours.

The Group pursues financial profitability without compromising on its ethical, social and environmental stance: practical solutions that deliver lasting business benefits. Recently, Atos Origin has proven its commitment by joining the United Nations Global Compact, and by participating in the internationally recognized Global Reporting Initiative (GRI), providing hard facts to support its claims. Drawing on its own experience, Atos Origin accompanies its clients on their transformation towards sustainability and helps them optimize their environmental efficiency through innovative and sustainable IT solutions.

Group's Key Figures

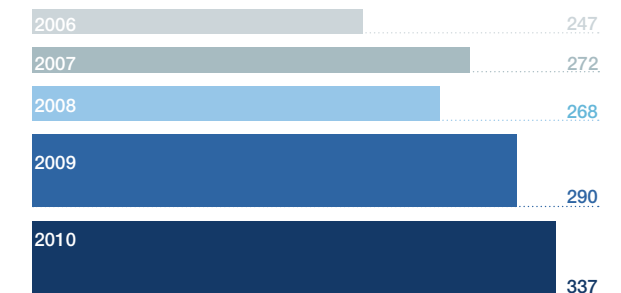
5-year revenue performance (in EUR million)



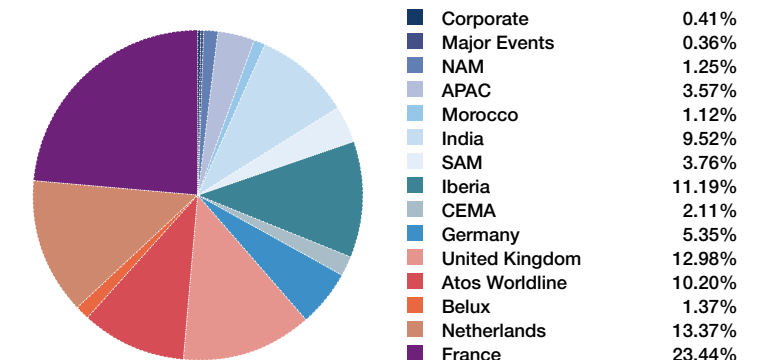
5-year employees evolution



5-year operating margin performance (in EUR million)



Employees as per 31st December 2010



“
ICT has been recognized as a sustainable and green enabler across all sectors and here IT services providers such as Atos Origin have a key role to play.
”

IT Sector

Opportunities & Challenges

The Drive for Sustainability is now on the agenda of almost all clients. Here Atos Origin's continuously developing portfolio of innovative services ensures that clients are able to fully and safely exploit the latest opportunities, delivering real value while reducing the risk.

Through its Scientific Community – a network of some 60 members, representing a mix of all skills and backgrounds, and coming from all geographies where Atos Origin operates – the Group anticipates and crafts its vision regarding upcoming technology disruptions and the new challenges faced by the industry.

In 2010, three opportunities and challenges related to Sustainability issues and on which Atos Origin is already taking action, have received special attention:



Social Networks

“Social networking” has become a major source of attention for the IT industry in 2010. Web based social network services make it possible to connect people who share interests and activities across political, economic, and geographic borders. It is estimated that there are now over 200 active sites using a wide variety of social networking models.

From Social Computing to Social Business

In a world where public and workplace environments are blending but formally remain separate, **Atos Origin's social business solutions are set to bridge the gap between the two with secure offerings that will facilitate people engaging with people.**

Social computing is about using computers to help connect people in the working environment. However it can also analyze social behaviour which is very interesting in terms of customer preferences and business intelligence. Atos Origin has identified a need to develop a portfolio of social business solutions looking at handling changing customer behaviour. The benefits of this may lie in enhancing efficiency in internal processes but also to create value, say, in product development, by

leveraging the potential of social networks and communities. Many of our clients have already started using social networks, primarily for marketing purposes, but we are now seeing a move towards other business processes, product development, peer-to-peer, employee-to-employee and towards the partner ecosystem and the whole supply chain. In customer services we are also starting to see proliferation of blogs and the use of Twitter, etc.

Companies are aware of the potential of social networks but they also need to guarantee protection and security with respect to company data, brand capital and intellectual property. Atos Origin's services will make sure clients get the value while reducing the risk. But to get there companies need to change their mindset to embrace the new social culture and here Atos Origin has an important role to play, as security remains important.

Atos Origin is in an ideal position to help its clients determine which products to use with the optimum level of security and hassle-free access and its offerings around Social Computing will enable its clients to fully exploit this new phenomenon.



For more information:
www.atosorigin.com/en-us/Business_Insights/innovation

Smart Mobility

Accompanying the Cloud revolution, another massive change is already underway: the emergence of the Mobile Internet as a mainstream delivery medium. By 2014, more access to the Internet will be via smartphones and the mobile Internet than via PCs with fixed Internet. The combination of the Mobile Internet and Cloud is opening a new era for distributed

applications. Together, the Mobile Internet and Cloud will ensure that user experience becomes the key differentiator for any organization that deals with its customers, partner organizations or its own people via the Internet.

Users will then benefit from the connection with smarter context aware applications.



For more information:
www.atosorigin.com/en-us/Business_Insights/innovation

Access by everyone to everyone and anything through mobile devices will radically change our user experience and information processing capability. In interacting with the surrounding world, users will expect the “system” to deliver appropriate content for the end device as allowed by the connection bandwidth available and to understand the user’s location and context at the point that the service is delivered. This “context aware computing” will be capable of understanding everything known by the “system”.

Payments through these innovations will be impacted too. Major retailers are increasingly using mobile as another marketing or distribution channel as, with or without payment, the mobile experience can affect a consumer’s attitude towards a retailer and their propensity to spend. The growing number of smartphone applications and increased user adoption will provide a boost for mobile payments. **Atos Origin, with its offering around Smart Mobility services, brings various means to leverage this fantastic opportunity to its customers, public bodies or enterprises.**

IT for Green

This is about addressing the ability of ICT products and services to save energy and materials in industrial and business processes, energy distribution, vehicle emissions, building controls, and everyday work and living. In 2008, The Climate Group estimated that the better use of ICT could save up to 15% of CO₂ emission by 2020, which translates into €600 billion of energy cost savings.

Recent reports like “*Smart 2020: Enabling the low carbon economy in the information age*”, by the Climate Group (2008) and “*A Green Knowledge Society. An ICT policy agenda to 2015 for Europe’s future knowledge society*” (Sept. 2009) have

shown that, **if we take into account both Green for IT and IT for Green, the use of IT could create a positive balance in the abatement of the carbon footprint.** Here it is generally agreed among experts that in the next 10 years, the effect of IT for Green will be five times more important than the effect of its related ICT consumption, see Figure 1. **ICT has been recognized as a green enabler across all sectors and here IT services providers such as Atos Origin have a key role to play.**

Many applications of IT for Green are emerging across various industries and their value chains. The following table shows some examples of such applications:

The Drive for Sustainability

The Drive for Sustainability is now on the agenda of almost all clients. The drivers in the private sector have been mostly cost reduction and pending regulations, stakeholder pressure, and brand development.

Governance Risk and Compliance (GRC) offerings are now becoming popular in the market. They are also expanding to the public sector, both to comply with the overall agenda of creating in a better environment, less energy consumption etc, but also due to higher expectations expressed by citizens. The recent tough economic conditions have accelerated this trend in 2010 as enterprises look for further cost reduction opportunities.

Atos Origin approaches IT and Climate Change through the dual aspects of Green IT: Green for IT and IT for Green. According to Gartner, Green IT is defined as ‘the optimal use of ICT for managing the environmental sustainability of enterprise operations and the supply chain, as well as that of its products, services and resources throughout their life cycle’.

Green IT has to be understood in its dual nature with the ultimate goal of quickly reducing CO₂ emissions through either Green for IT or IT for Green.

Green for IT

In 2009, ICT products and services accounted for some 2% of total CO₂

emissions and 7.8% of EU electricity use, and this may grow to 10.5% in 2020 (EU report 2009). So what can greener IT do to limit this growth?

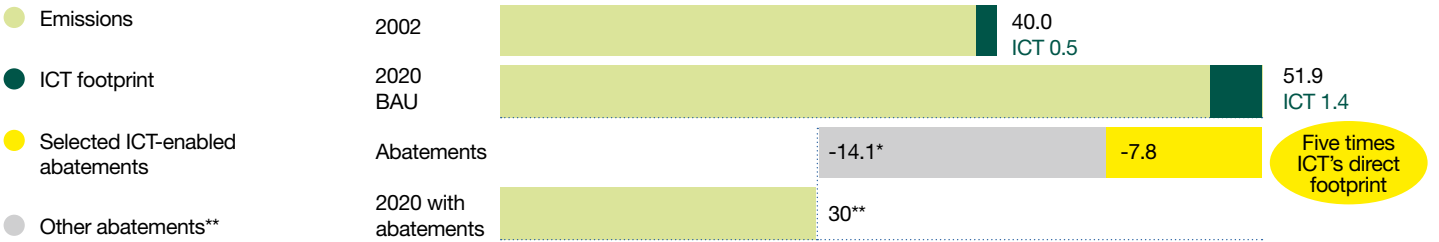
The primary lever of Green for IT is the **electricity consumption** for all the ICT products and services. Typically more than half of ICT electricity is consumed within data centres (78% for Atos Origin in 2010). Here the main areas of savings, where Atos Origin is already taking action, include: virtualization techniques (incl. cloud) to regroup applications and data in smaller number of environments; the use of low consumption equipments whenever possible; moving from always on to always available (idle but “on” computers consume 80% of peak power); the relocation of data centers to regions where electricity provision is cheaper, or greener by nature (renewable), or where cooling may be carried out more efficiently.

For the remaining ICT electricity consumption, the main levers are workstations and mobile devices through power consumption levels and more efficient battery charging. Here it is important to also take into account the broader impact of ICT on the environment, including the CO₂ consumed during the full lifecycle of equipments, the use of possibly polluting products and the management of waste.

Industry	Line of work	Description
Energy	Smart Grid	Hardware and software tools that enable a more efficient routing of electricity, adjusting it to the demand, and thus, needing less generation of electricity, with a major part of it provided by renewable resources.
Construction	Smart Buildings	Design, construction, and operation of buildings (both new and existing) more efficiently.
Transport	Smart Logistics	Advanced methods for the optimization of the global supply chain, in order to minimize unused resource (empty transports, storage, waste...)
Transport	Efficient Vehicles	Intelligent electric vehicles that combine their efficiency with the capabilities of the Smart Grid.
Transport	Traffic control	Optimization of the monitoring and flow control of traffic, to avoid congestion and their impact in energy efficiency.
Industry	Smart Motors	Optimization of motor systems of industrial systems, in order to achieve better efficiency per unit of energy. Usually, by means of advanced, embedded systems.
Industry	Industrial process automation	Optimization of fabrication processes, minimizing the waste of materials and energy.
General	Telepresence	Use of advanced videoconferencing and digital world environments, to minimize the necessity of travel (mainly air travel, that has a high carbon footprint).
General	Collaboration technologies	Technologies such as social networking, Google apps and Microsoft’s Office Communication Server are now being widely adopted; providing presence data, instant messaging, audio and video communication, conferencing facilities and application sharing. Each of these features reduces the requirement for travel and the resulting impact on the environment.
General	Environmental Infomarkets	B2B markets for the interchange of environmental information, with economical value: carbon taxes, carbon loans, etc.
General	Environmental Risk Management	Usage of technology in several industries (transport, chemical, security, agricultural...) for the assessment and control of environmental risks.

ICT impact :

The global footprint and enabling effect (GtCO₂e)



* For example, avoided deforestation, wind power or biofuels.
** 21.9 GtCO₂e abatements were identified in the McKinsey abatement cost curve and from estimates in this study. Source: Enkvist P., T. Naucler and J. Rosander (2007), "A Cost Curve for Greenhouse Gas Reduction", The McKinsey Quarterly, Number 1.

As well as Green for IT, IT for Green should also be analysed from the broader perspective of **IT for the Environment**. This encompasses Environmental Risk & Crisis Management for both **natural disasters and man-made disasters**. The latter includes CO₂ emissions, but also the transport of hazardous substances, the management of waste, or pollution (terrestrial, aerial, maritime) in general.

We believe that IT for Green is a market in its own right which will really take off when CO₂ emissions are charged at their true economic price (probably around 100€/tons of CO₂). Companies need to anticipate this timing which will be affected by policy initiatives of governments through incentives and penalties to reduce carbon emission. In any event, ICT can help to reduce the physical investments required in various sectors which in turn will reduce the carbon footprint.

Next steps

It is essential to position Sustainability within Groups' corporate strategy. We have therefore identified the following trends which will need to be balanced with the current business drivers and market conditions:

Trend 1 – Anticipate and master Green IT norms

The majority of large companies will require their IT suppliers to be compliant with green standards and norms. IT service providers need to anticipate this by having an understanding of the full lifecycle CO₂ emission, energy consumption measurement and green design.

Trend 2 – Spreading the knowledge in IT for Green research

The knowledge currently being gained from key research initiatives (e.g. EU-funded research contracts) should be spread across the IT community. This would enable IT departments and IT companies to accelerate their capability to serve clients in designing, engineering and operating IT for Green services.

Trend 3 – Regulatory advice

As green regulations are likely to become more and more a key driver for strategic decisions in large companies, there is an ever-greater need for consulting capabilities to serve clients on the specific issues and opportunities that are emerging today and anticipated for tomorrow.

Trend 4 – Green Business Transformation

There is a need for excellent Business Transformation capabilities to manage the necessary behavioural change required to leverage the benefits. This should be based on multi-perspective "Systems leadership" techniques already being adopted by Atos Origin.

Trend 5 – Going beyond just "business as usual"

The idea is to define a "green code of conduct" by inviting each company to systematically propose greener alternatives for their customers through the use of IT.

“Supported by Sustainable IT such as its **Ambition Carbon Free** offering, **Smart Grid, Intelligent Workplaces** and a wide range of **Green IT solutions**, **Atos Origin's sustainable business program** provides companies with the solutions to nurture growth and deliver long-term success.

Vision & Strategy

Atos Origin's vision and strategy is based around operating in compliance with the best international responsibility charters, reducing its carbon footprint, contributing to the well being of its employees and the community, as well as developing innovative and sustainable solutions that meet the demands of its clients.



Leadership in IT for Sustainability

In 2010, following the economic crisis, our clients have faced fundamental and permanent changes to the way they do business, some of which are illustrated below.



We are entering a decade of changes that are likely to be both very fast paced and very fundamental across all areas and which will impact the rules of business, the environment, technology, the social expectations, and the global socio-economic balance. Atos Origin strongly believes that if organizations want to survive the “Decade of Transformation”, continuing the way companies run their businesses today will not be an option.

Over the next ten years, the successful and surviving businesses will be those that embrace sustainability. Today, the sustainable agenda has moved on, shifting the focus to responsible growth and a business strategy for the long-term. This new approach recognizes sustainable business as good economics which means that sustainability needs to become part of a company’s core business, embedded in its processes, running through its culture and directing every activity.

Many organizations are already linking sustainability with operational excellence and actively seeking opportunities for cost savings and increased efficiency. This has led to pressure on the IT industry to develop technologies that support both profit and sustainability by controlling costs, improving performance and cutting environmental impact, something which is only likely to increase.

In 2009, it is estimated that the better use of ICT could actually save up to 15% of CO₂ emissions by 2020, which translates into 600 billion of energy cost savings (Climate Group).

Besides, living in a world where new technologies will further dominate the way we work, the following years are likely to be a pivotal point concerning what we understand to be the ‘workplace’ today. The top working talents’ demands are changing. Increases in flexible options such as job sharing, childcare and a boom in individual entrepreneurship will be partnered with a lower reliance on geographic location, increased collaboration and a higher level of technical competence across the board.

Atos Origin’s ambition is to be recognized as a world leader in providing innovative IT solutions to help its clients become more sustainable. Atos Origin wants to become ‘best in class’, not only for its own operations but also in the way it serves its clients. By embedding sustainability in our own company as part of the Group’s DNA, we automatically ensure that it is similarly embedded in all the propositions we make to our clients.

Corporate responsibility at the core of Atos Origin’s business and processes

Atos Origin’s Corporate Responsibility program is overseen by the Group’s General Secretary reporting directly to the Chief Executive Officer, Thierry Breton.

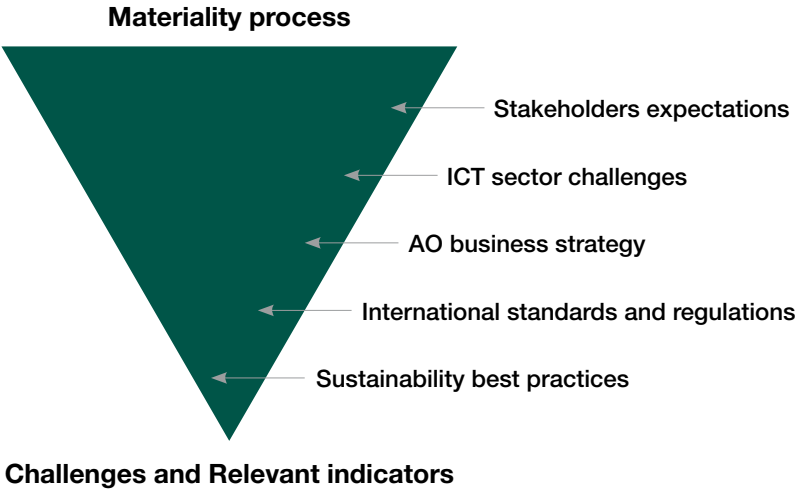
Atos Origin’s sustainability challenges are around operating in compliance with the best international responsibility charters, implementing global policies to reduce its carbon footprint, contributing to the well being of its employees and to the development of social communities, as well as developing innovative and sustainable solutions that meet the demands of its clients and their desire to improve their own sustainable performance.

All Corporate Responsibility strategic decisions, investments, partnerships are presented and discussed on a regular basis at the Atos Origin Executive Committee level.

By making sustainability part of their business and the IT transformation process, Atos Origin is convinced that its clients can future-proof their organization, create new opportunities, encourage innovation and ensure competitive advantage. This implies implementing actions to reduce carbon emissions, energy and waste that form a natural and effective part of a clients’ strategy: from sustainable business models that are collaborative, open, resilient and flexible to sustainable operational excellence ensuring cost reduction, compliance and value creation through new ways of working and smart innovations.

Identifying challenges, establishing priorities, measuring performance

Atos Origin communicates regularly with its stakeholders in order to alert, mobilize and identify their key issues. In 2010, the Group launched a formal materiality process of social and environmental key performance indicators in order to identify the essential challenges that the market and main stakeholders consider are essential for Atos Origin to manage and communicate in its Corporate Responsibility report.

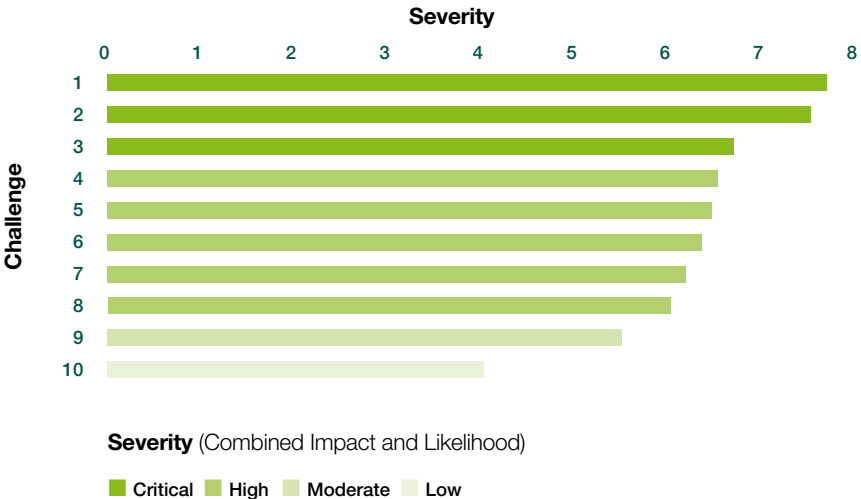


A total of ten challenges across four main categories have been identified and prioritized

according to their impacts on stakeholders and their likelihood to happen.

Key CR business challenge description

1	Choose the best location/relocation for activities (off shore, near shore, “province” shore, etc.)
2	Manage as best as possible benches, turnover and well-being at work
3	Reduce the risks of loss or disclosure of data/intellectual property/confidentiality (technical problem, fraud, trickery, employees corruption, etc.)
4	Improve the energy efficiency and the cooling system of datacenters
5	Be an attractive company for talented candidates
6	Improve the financial transactions system securization
7	Contribute to the development of emerging countries (know-how, TIC, etc...) and support them in these changes (trainings, etc.)
8	Ensure the positioning regarding cloud computing
9	Participate to the Well-Being of the society (Health, educational, transport systems, “smart cities”, etc.)
10	Contribute to the customers’ GHG emissions decrease



Relevant challenges have been classified in four categories

The detailed mapping, with “de facto” recognised standard guidelines defined by the GRI has allowed the selection of 37 significant KPIs on which global reporting has been focused. Out of these, 30 KPIs correspond to standard definitions and protocols provided by the GRI and 7 are specific to Atos Origin’s context and business:

Challenge identified	Categories	Relevant KPIs linked to GRI	GRI category
Choose the best location/ relocation for activities	Social responsibility & people well being	Number of employees by geographical localisation	LA1
Manage as best as possible inter-contracts, turnover and well-being at work	Social responsibility & people well being	Number of peopled trained	LA1
		Number and % of employees having left the company	LA2
		Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	LA5
		Absenteism rate	LA7
		Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	LA8
		Number of trainings hours/employee/year	LA10
		% of employees beneficiating from annual performance review	LA12
		% of people in inter-contracts	LA7 - AO1
		Results of surveys measuring employee satisfaction	AO2
		Number of consumers complaints regarding loss of private data	PR8
Reduce the risks of loss or disclosure of data/intellectual property/confidentiality (technical problem, fraud, trickery, employees corruption, etc...)	Governance, ethics & compliance	Results of surveys measuring customer satisfaction	PR5
		Percentage of employees trained in organization’s anti-corruption policies and procedures (Percentage of employees trained in Atos Origin’s Code of Ethic)	SO3
		Number of penalties for loss of private customer data	SO8
		Gaz & Fuel consumption for datacenters	EN6
Improve the energy efficiency and the cooling system of datacenters	Environmental commitment & operational excellence	Energy consumption for datacenters	EN3, EN4
		Energy saved due to energy efficiency	EN5, EN6, EN7, EN18
		Number of initiatives/projects to improve energy efficiency and the cooling system of datacenters	EN6
		Direct & indirect GHG emissions	EN16
		Cooling fluids (HFC, HCFC) consumption	EN19
		List of advantages for permanent employees	LA3
Be an attractive company for talented candidates	Social responsibility & people well being	% of employees covered by a collective agreement	LA4
		Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	LA11
		Diversity indicators: % of disabled people, of women in the management, etc in recrutement proccess, promotions and overall working life	LA13 - AO6
		Ratio of basic salary of men to women by employee category	LA14
		Number of people recruted	EC7
		% of security Incidents for financial payment systems platforms with associated root cause analysis	AO3
Improve the financial transactions system securitisation	Governance, ethics & compliance	% of employees attending Security Awareness trainings	AO3
Contribute to the development of emerging countries (know- how and TIC transfer) and support them in these changes (trainings,change programs)	Social reponsability & people well being	Number of trainings (related to IT) dedicated to local communities, in emerging countries	EC1
		% of local employees	EC7
		Number of IT projects/initiatives implemented for local communities	EC8
		Number of sustainable projects in emerging countries	AO7
Ensure the positioning regarding cloud computing	Business Development	Number of initiatives regarding cloud computing development	AO4
Participate to the Well-Being of the society (Health, educational, transport systems, “smart cities”, etc...)	Business Development	Number of initiatives/projects related to improvements of health system	AO5
		Number of initiatives/projects related to improvements of educational system	AO5
		Number of initiatives/projects related to green transport development	AO5
Contribute to the customers’ GHG emissions decrease	Business Development	Number of initatives/projects related to a decrease of customers' GHG emissions	EN26 - AO5
		GHG emissions reduction obtained at customer company level	EN26 - AO5

“ By embedding sustainability in our own company as part of the Group’s DNA, we automatically ensure that it is similarly embedded in all the propositions we make to our clients. ”

These indicators provide series of statistics against which to measure our sustainability progress and also indicate how well we are hitting our sustainability targets.

A detailed Atos Origin Dictionary has been developed at Group level to state corporate definitions and globally set calculations methods.



Site level view

The whole materiality process has been supported and validated by an external third party.

In 2010, a **Sustainability Dashboard** was designed and developed aiming to monitor the Group’s main KPIs and follow up targets and achievements according to the identified strategic challenges.

“ By making sustainability part of their business and the IT transformation process, Atos Origin is convinced that companies can future-proof their organization, create new opportunities, encourage innovation and ensure competitive advantage. ”

Our Sustainable Journey

During 2010, Atos Origin made considerable progress in its Corporate Responsibility initiatives in each domain of action and made many high-level commitments. The Group is now focused on implementing a number of programs and actions in line with its 2010 roadmap.



“ In 2011, the Group will continue the progress achieved so far. Great attention will be given to the integration of Siemens IT Solutions and Services (SIS) teams and the alignment of our sustainability strategy and actions roadmap. ”

Based on the materiality test exercise and continuous dialogue with its internal and external stakeholders, the Group has drawn up its mission and high level commitments.

Mission, Commitments & Achievements

Atos Origin's corporate responsibility program mission is developed in four different domains of action:

>> Governance, Ethics & Compliance

- to implement corporate governance best practices, ensure compliance with international regulations and guarantee the respect of ethics in business and in the relationships with the Group's stakeholders.

>> Social Responsibility

- to launch a "Well Being at Work" ambition aiming to improve the employees' working environment and their social responsibility impact in the community.

>> Environmental Commitment

- to consolidate green initiatives aimed at measuring, monitoring and reducing the Group's impact on the environment (carbon, energy efficiency, renewable energy, waste, purchasing, travel...).

>> Business Development

- to accompany our clients on their journey toward sustainability and bring about IT-enabled transformation and behavioural change solutions in our clients' approach and attitudes towards sustainability.

Atos Origin Corporate Responsibility Program follows the principles of the ISO 26000 international standard.

Our Commitments

- To operate in compliance with sustainable best practices and international standards and anticipate new European regulations.
- To continue to invest in and develop our People, contributing to their well being at work, and committing to good social responsibility.
- To improve our environmental performance and reduce our carbon footprint by a minimum of 15% by 2012 from our 2008 position and within comparable scope.
- To support our clients on their journey towards environmental excellence.

Key Achievements

This section presents an overview of some of the key progress we have made in our Corporate Responsibility initiatives according to each domain of action and high level commitments.

Governance, Ethics & Compliance

- Membership of GRI, Green Grid
- Publication of the 1st CR report in 2010 (B+)
- Corporate Responsibility Governance
- UN Global Compact
- New Code of Ethics
- Sustainable supply chain
- Compliance with AFEF/MEDEF recommendations

>> More info in sections 5,6 & 7

Sustainable Business

- Global Sustainability Solutions portfolio
- Carbon neutral hosting services
- Sustainability training & workshops
- Ground-breaking success stories
- Shrinking the Olympic Games carbon footprint
- Global Sustainability Solutions centre of excellence

>> More info in sections 10 & 11

Social Responsibility

- Creation of Atos University
- New Atos Campus
- Launch of Well Being@Work program
- Global eLearning platform
- Learning & Development programs
- New remote working policy
- Recognition schemes
- Global charity and social innovation initiatives

>> More info in section 8

Environmental Commitment

- Carbon Disclosure Project
- Deployment of Green Policies
- Green certifications (ISO 14001, TPHE)
- Launch of the Group's Carbon Audit Program in data centers
- Carbon emissions reduction: -16% in 2 years
- Partnership with Carbon Neutral Company
- Green partnerships (VMWare, Schneider Electric, Ademe, Carbon Trust, etc)

>> More info in section 9

Thierry Breton, Chairman & CEO of Atos Origin said:

“ Our actions provide the best evidence of our commitments. ”

Corporate Responsibility Governance

Atos Origin's Corporate Responsibility program, part of the Group's TOP (Total Operational Performance) program, is overseen by the Group's General Secretary reporting directly to the Chief Executive Officer, Thierry Breton.

In 2010, the Well Being at Work program was added to TOP Program scope, as part of the global transformation process of the Group, aiming to be recognised as one of the best companies to work for. In this respect, the Well Being at Work initiative is composed of 7 global projects out of a total of 30 for the TOP Program. In 2010 a Sustainability office was put in place. Under the

responsibility of the General Secretary, the Sustainability Office is composed of an international team of around 15 people including 10 countries heads of corporate responsibility as well as service lines representatives.

The Sustainability office holds weekly calls and meets monthly, either on a physical or virtual basis in order to discuss strategic decisions and the implementation of follow-up actions. Bi annual specific reviews are performed by the Group Executive Committee. The Board of directors also dedicates a yearly session on corporate responsibility.

Sustainability Policies

During 2010, Atos Origin developed and finalized a number of global policies concerning sustainability and corporate responsibility.

Remote Working & Smart travel policies

Atos Origin’s travel policy allows for business travel when a remote communication option is not appropriate for the business purpose. The train is the preferred method of travel for both economic and environmental reasons. However, video conferencing and conference calls are strongly recommended for brief meetings whether national or international. To encourage virtual meetings, as part of its Remote Working policy, the Group has started the deployment of the Microsoft Office Communication tool, thus enabling virtual meetings through chats, web or video conferencing, sharing of documents. *Specific KPIs related to travel are available in section 9 of this report.*

Code of Ethics

As previously mentioned Atos Origin published its new Code of Ethics in December 2010 and distributed it to all its employees worldwide. The code is being signed by each new joiner and is easily available on the Group’s intranets. *More information is available in section 7 of this report.*

Diversity Policy

In 2010, workshops were held in order to develop a new equality and diversity policy for the Group in order to harmonize several already existing initiatives and set a global framework compliant with international human rights and labour standards. The policy will be available in 2011.

Car Fleet policy

As from January 2010, cars with emission above 120g CO₂ /km are no longer allowed and leasing terms for cars having a carbon emission above 120g CO₂/km could not be renewed or extended anymore. *Specific KPIs related to car fleet management are available in section 9 of this report.*

Waste management policy

In 2010, Atos Origin implemented a global waste management policy, in order to ensure that the collection, storage, transportation and disposal of waste was properly managed and recycled as far as possible so as to minimise the impact on environment and any risks to the health and safety of people. *Specific KPIs related to waste management are available in section 9 of this report.*

Sustainable Supply Chain

A full global Sustainable Purchasing policy has been in place since 2008 in order to:

Secure the supply chain

In this respect, we have developed a partnership with Ecovadis, a company specialising in sustainable purchasing solutions, to assess the sustainable performance of our suppliers. It consists of selecting a group of suppliers each year (global geographical coverage, local and global suppliers, small and large, risky and not risky purchasing categories) and in evaluating their level of compliancy with best practices. The scoring assessed for each supplier allows Atos Origin to identify any possible risks on the supply chain and to find the best way of

mitigating them. As a result, Ecovadis ratings help us reduce risks, drive performance and eco-innovation in our supply chain. Approximately 100 evaluations are conducted each year and purchasers have a 24X7 online access to the Ecovadis Platform to review the suppliers’ evaluations details.

Reinforce supplier relationship management

Atos Origin maintains continuous dialogue with its stakeholders (See Section 11 for more information). The Ecovadis assessment is a good opportunity to develop this dialogue with our suppliers and help them to implement best practices.

Promote best practices with suppliers

The Atos Origin Sustainable Supplier Charter is attached to all major contracts. It complies with the UN Global Compact principles and encourages suppliers to implement best practices (environment, social, ethic, supply chain).

Mobilise and involve the purchasing community

All purchasers have signed the purchasing code of ethics, and commit to abide to its rules and principles. They are also trained in sustainability issues and have online access to materials designed to support their daily job (e.g. Sustainable purchasing book). In 2010, Sustainability has been integrated into the bonus score card of all Global Category purchasers and country purchasing managers. This decision demonstrates that sustainability is a concrete part of the purchasing organisation and incentive model.

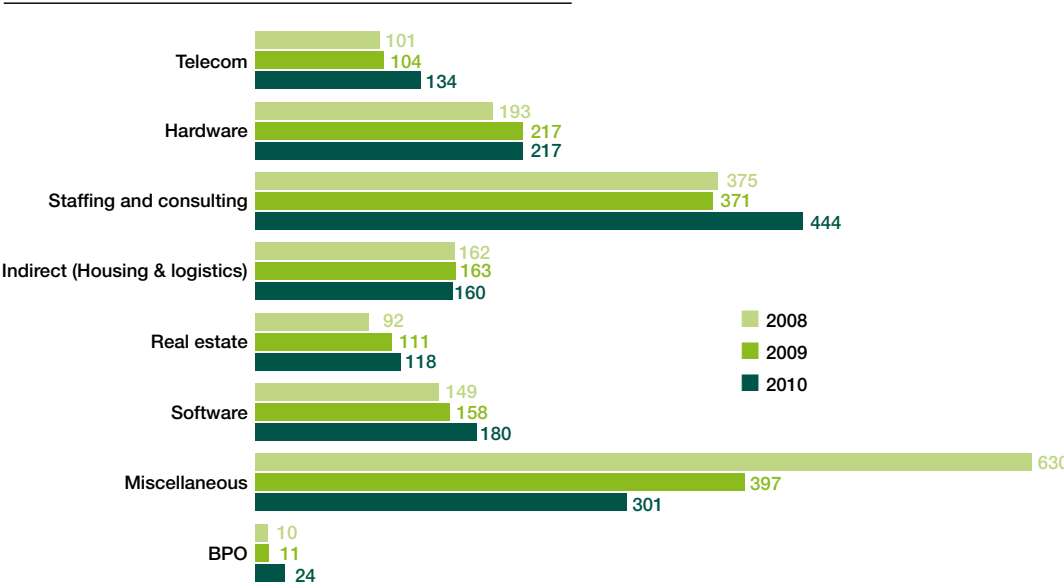
Report and monitor Sustainability

Through the Ecovadis assessment, Atos Origin follows up on specific KPIs in order to further understand the supplier portfolio profile (e.g., scoring progress of suppliers, % ISO 14001 certified, % of suppliers with a formal purchasing policy designed, etc).

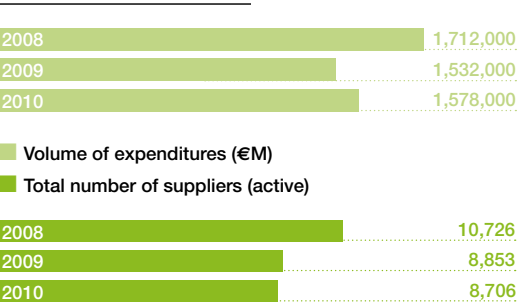
In 2010, we worked with 8,706 suppliers located in 17 different countries. The amount of expenditure was EUR 1,578,000*. The total number of suppliers (active) against the volume of expenditure is decreasing. This is a result of the effort to rationalise the purchasing portfolio and to favour those partners we want to develop. Some expenses, directly linked to specific projects (e.g. the new headquarter of Atos Origin in Bezons) have disappeared in 2010. In terms of purchasing categories, Staffing and Consulting expenditures represent 28% of the total budget.

* This figure does not include the reselling activity

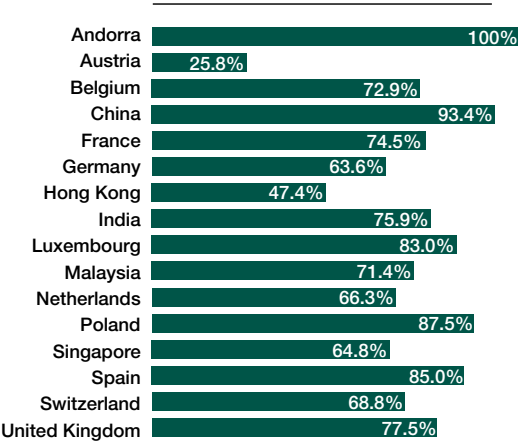
Split of expenditures by purchasing category



General information



% of local/global suppliers



On average, 72% of our suppliers are locally based. This local sourcing policy contributes to support the local business development and also reduce the environmental footprint of our procurement activities [EC6]

The majority of suppliers assessed are not located in countries which are identified as risky^(*).

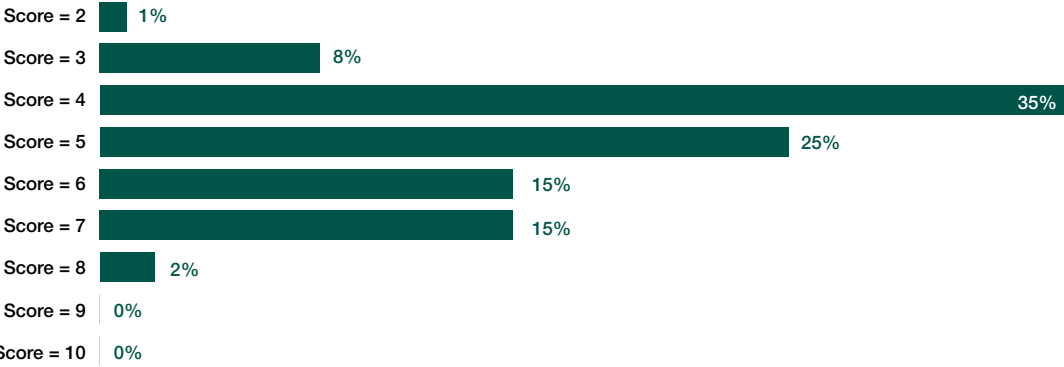
^(*) Atos Origin locations considered under risk: China, Hong Kong, India, Malaysia and Poland.

The key findings of the scoring are as follows: In 2009 and 2010 we have assessed approximately 37.5% ✓ of the total suppliers (35% in 2009). We have scored 178 suppliers, however 123 of these are still active suppliers. In addition, the amount of expenses corresponding to budget with

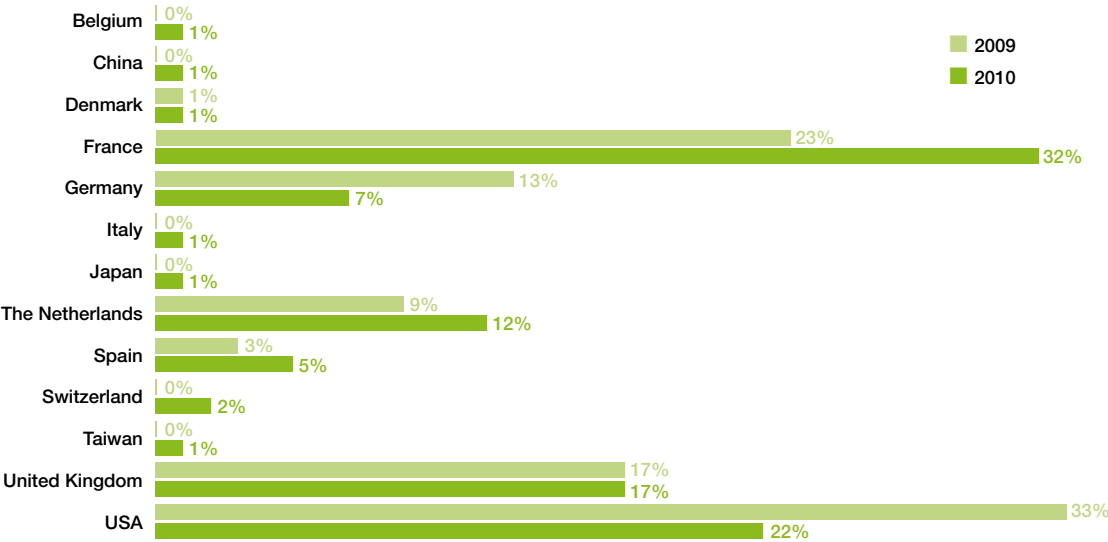
recent suppliers assessed is lower than the previous group evaluated in 2009. The average score of the group evaluated is 5/10. 56% of our suppliers are “under control” or above (> or =5).

The scores are split as follows:

Split per scoring (all suppliers)



% of suppliers assessed per country



27% of the suppliers assessed are ISO 14001 certified, and 26% are able to provide a formal procurement policy.

In light of these results and the sustainable commitment of Atos Origin, the objectives for 2011 are the following:

- Reinforce the usage of the Ecovadis platform by purchasers and remind them of the critical role they have to play to improve the supplier scoring;
- Track sustainable requirements in the procurement selection process and ensure

that sustainability criteria is 10% of the total weighting;

- Design a corrective action plan with suppliers scored equal to, or below, 3/10 (9% of the database assessed). The action plan will be developed together with purchasers and suppliers. A new assessment will be scheduled in the following 6 months to check progress;
- An action plan needs to be developed over the course of the year for those 35% scored at 4/10. A new evaluation will be carried out in the following 12 months.

✓: Data audited by KPMG Audit

Certifications, Ratings & Awards

In 2010, Atos Origin obtained a number of certification and awards as recognition for its sustainability achievements. Some examples are listed below:

“Most Innovative Partner Award”

Awarded by SAP during the annual SAP Partner Awards 2010, Atos Origin won the award for the development of the Sustainability Performance Management Dashboard for the manufacturing, retail and telecoms markets. The dashboard was developed for a number of companies including AkzoNobel.

Atos Origin in the UK has achieved the coveted Carbon Trust Standard for Managed Operations

This achievement demonstrates a 3 year track record of emissions reductions, excellent carbon and energy management practises and robust reduction plans, all audited by an independent third party assessor.

2010 Innovative Payments Awards

Atos Worldline won, in partnership with its French client BMS-Moneo, the Innovative

Payment Award for its online payment solution e-Moneo. Developed by Atos Worldline, online merchants are able to equip their online shops with the Moneo micro-payment solution. The solution is easy to install, fully secure and comes without any risks for customers who do not have to communicate their banking data.

“Sustainability Star” Award

The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games awarded Atos Origin a Sustainability Star for helping it achieve its sustainability goals at the 2010 Winter Games.

Research and Innovation Award

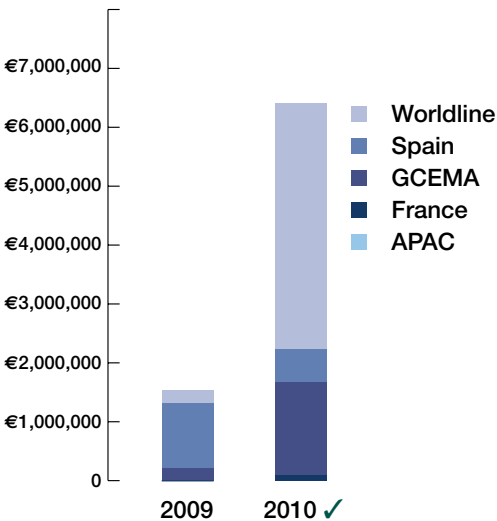
Atos Origin won the University-Company Award for its R&D activity in cooperation with universities and its contribution to international projects. The Group is currently managing 96 EU projects together with Spanish universities, thus helping to promote their image abroad. The award also recognises Atos Origin’s strong commitment to R&D. Since 1987, the Group has contributed to over 300 EU projects.

Social & Environmental pro-activeness

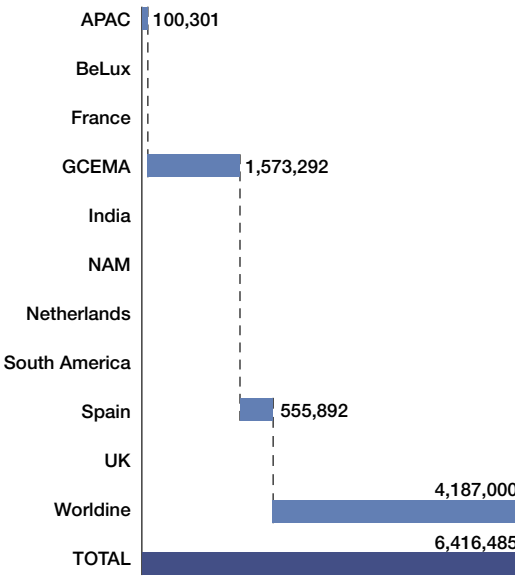
Atos Origin contributes to innovation in social and environmental areas. In 2010, the Group was granted various financial aid from governments in countries where it operates

for projects in the research & development, but also for training or partial work purposes in Spain, retirement programs in Germany, etc.

Assistance received from governments



2010 Assistance received (euros)^(*) [EC4]



^(*) Data does not include research tax credit

“
In 2010, Atos Origin signed up to the United Nations Global Compact, demonstrating its commitment to the ten universally agreed principles in the areas of human rights, labour standards, environment protection and anti-corruption.
”

Corporate Governance

Atos Origin firmly believes that ethics in business is a key element for success. Over the last few years, and as part of its continuous commitment towards corporate governance best practices, the Group has designed and implemented several decisions, policies and procedures in order to establish common practices and standardised methods ensuring integrity in business.



Governance Bodies

Atos Origin is a French “Société Anonyme” listed on the Paris stock exchange, and governed since February 10th, 2009, by a Board of Directors and a Chairman and CEO.

As part of its continuous commitment towards corporate governance best practices, on 23 December 2008 the Board of Directors formally expressed its adherence to the Afep-Medef Code of Corporate Governance for listed companies as a reference code and committed itself to comply with all these recommendations.

Since then, a session dedicated to corporate governance matters takes place regularly during the Board of Directors meetings. A specific yearly review of the implementation and compliance with the Afep-Medef recommendations is performed, on which the Company communicates at year end. The last review performed, by the Board of Directors on 22 December 2010, confirmed the Company’s compliance with the Afep-Medef recommendations and highlighted significant continuous improvements in terms of corporate governance.

Representation of women within the Board of Directors

The Board of Directors is today composed of around 18% of women and 25% including the censor member.

The question of diversity and the representation of women within the Board of Directors was considered by the Company before the Afep-Medef issued its new recommendation in April 2010 and even before the January 27th, 2011 Law^(*) was adopted in France, in relation to representation of women within Board of Directors. Atos Origin fully complies with this recommendation and with the applicable Law.

Independence of corporate bodies: aligned with the best market standards

The Afep-Medef Code places great importance on the necessity of having independent members on the Board of Directors and recommends having at least half of independent Directors. The Company fully complies with these independence requirements.

During 2010, the percentage of independent members:

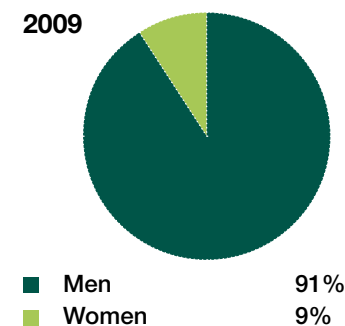
- of the Board of Directors increased from 50% in 2009 to 67%;
- of the Nomination and Remuneration Committee increased from 50% in 2009 to 100%;
- of the Audit Committee remained at 75%.

Corporate governance best practices: appointment of a Censor and a Reference Director

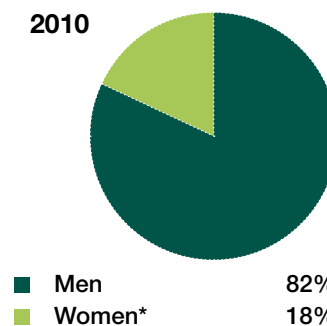
Ms. Colette Neuville was appointed as “Censor” during the 25 May 2010 General Meeting of Shareholders for a term of one year. A censor acts as an observer at meetings of Directors and can be consulted by it. In order to fully fulfill her role Ms. Neuville is summoned and participates in all Board meetings.

In addition to the Censor, in 2009 the Board of Directors appointed a Reference Director from among its independent members. Currently the Reference Director of the Board of Directors is M. Pasquale Pistorio. The Board of Directors can assign specific governance related tasks to the Reference Director. As an illustration, the yearly assessment of the Board’s mission is managed under the responsibility of the Reference Director. His role is to ensure continuous commitment and the application of best corporate governance standards by the Board of Directors.

2009



2010



[LA13]

* Excluding the censor

(*) LOI n° 2011-103 of 27 January 2011 on the balanced representation of women and men in Boards of Directors and Supervisory Boards and on professional equality.

Ethics in business

In early 2010, Atos Origin appointed a General Counsel in charge of Compliance and Regulatory, reporting to the Group General Counsel and the Group General Secretary. Then in July 2010, **Atos Origin signed up to the United Global Compact, demonstrating its commitment to the ten universally agreed principles in the areas of human rights, labour standards, environment protection and anti-corruption.**

On October 12nd 2010 the Board of Directors adopted a new version of the Code of Ethics, covering more issues than the previous release (adopted in 2003). Since November 2010, the Code of Ethics has been distributed to all employees and has started being presented and explained to those who are more directly concerned with its content in their day to day activities. Such training will be widely deployed in the group during 2011 and all trained people will have to sign an acknowledgement of receipt stating their commitment to abide by the Code of Ethics. The Code will also be attached to all employment contracts signed from January 1st, 2011.

The Code is also shared with suppliers and partners who are asked to commit to respecting its principles.

Professional integrity within Atos Origin and in its relations with third parties is the core of the Code of Ethics, the main issues of which are highlighted in the 2010 Annual Report. Among other issues, integrity covers the following:

- *No bribery no corruption:* Atos Origin is totally against any form of corruption or dishonest or illegal practice with the aim of obtaining a commercial advantage or other such advantage, whether directly or indirectly (i.e. in case of assistance of intermediaries), in any country.
- *Fair competition:* Atos Origin treats its customers, suppliers, partners, intermediaries with respect and shall not take unfair advantage of, nor take part directly

or indirectly in an agreement, understanding or concerted practice which would contravene the applicable laws and regulations concerning anti-competitive practices.

- *Conflict of interest:* decisions taken by Atos Origin employees within their professional activity shall be taken objectively and impartially in the interest of Atos Origin and not in the employee's own interest, whether financial or personal.
- *No fraud:* Misappropriation of resources or manipulation of data or assets, wrong financial reporting, may constitute fraud and are thus forbidden.

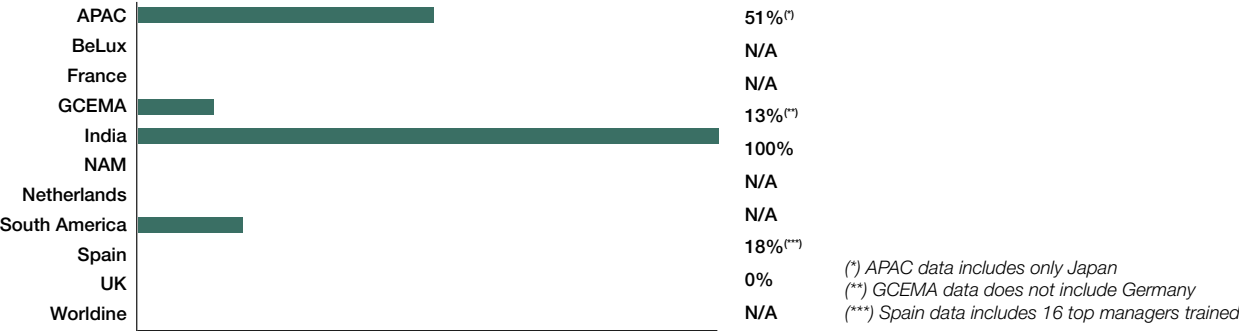
In 2010, the Group has reported zero ✓^(*) non-monetary sanctions for non-compliance with laws and regulations [SO8].

Intermediaries or consultants assisting Atos Origin in developing its business are screened before any relationship starts and their behaviour and knowledge of ethics are essential elements which are checked beforehand.

Ethics and integrity are the basic elements of main Group policies such as those regarding accounting or authorizations for signature. Monitoring, reporting and auditing help ensure that the principles are known and implemented by all.

In 2011, training sessions on the 2010 Code of Ethics will be given by Atos Origin General Counsels in all parts of the world where Atos Origin is established. It will be mandatory for top managers and for all persons considered as "core target" or who are more concerned in their day to day professional activities with the content of the code. It will be open to all other employees and around 3,000 people are expected to follow a training session. Other tools should be available to all employees in the second half of 2011 to ensure the correct implementation of these integrity principles in our day to day activities.

% of employees trained in the Code of Ethics ✓ [SO3]



Related to UN Global Compact Principle 10

Human Rights

The protection of human rights has long been a part of Atos Origin policy. It was first formalized in the 2003 Code of Ethics and in the Group values, and has been reaffirmed since then. The 2010 Code of Ethics confirms that Atos Origin will always take decisions based on competences without consideration for nationality, sex, age, handicap or any other distinctive trait. Participating in the UN Global Compact, in which two principles relate to human rights, is another way of showing how Atos Origin is willing to ensure such protection.

In the latest Well Being@ Work poll launched at the beginning of 2011, 62% of respondents indicate that staff are treated fairly regardless of gender, age, religion, disability or sexual orientation and only 15% thinking the contrary.

A commitment to respect human rights is also among the criteria for the selection of suppliers.

Related to UN Global Compact Principles 1, 2, 3, 4, 5, 6 and 10

Protection of Assets

Atos Origin's assets (people, information, intellectual property, financial equity and hardware) are protected and should only be used for conducting Atos Origin business.

The new Code of Ethics reminds all employees of the mandatory use of this according to Group's guidelines and that information reported or shared with third parties must always be accurate. It completes the Atos Origin Information Security policy.

In November 2010, a new Group Security organization was implemented following the appointment of a Group Chief Security Officer in order to ensure a common security vision and culture regarding security, to consolidate reliable information, report on security risks and harmonize Atos Origin security practices. This organization encompasses the protection of all Atos Origin assets.

Atos Origin's Information Security Management System (ISMS), built in 2001, continues to be enforced and extended across all countries. The new organization is aligned with this continuous process. Atos Origin has ISO 27001 certified activities all over the world (more than 15 countries have large perimeters certified) and continues to extend its certifications to new perimeters/ countries. Atos Origin thus enforces its information risk management and better protects customers' information assets and its own information assets. In 2010, the Group has registered zero ✓ issue relative to breach of customer privacy and loss of data. [PR8]

In 2011 Atos Origin will pursue the enforcement of protection of its assets and customers assets placed under its responsibility. It will continue to deploy the new group security organization, in order to harmonize security across all countries, anchor security in the business organization and align security with Corporate governance.

✓: Data audited by KPMG Audit
(*) Data does not include APAC, France, NAM, UK and Worldline

✓: Data audited by KPMG Audit

In 2011, the Group will also set-up a quarterly Global Security Committee (started in February 2011 with the involvement of other Atos Origin security stakeholders such as HR, Legal, Business, etc.), consolidate a new dashboard of security KPI across all countries to better measure gaps and ensure the improvement of reporting and follow-up of security activities in countries.

Atos Origin has put in place measures and policies to protect its IP assets and confidential information, including, but not limited to, the use of confidential agreements and encryption and logical and physical protection of information where required. Furthermore the Atos Origin legal department advises on all commercial transactions as to ensure that appropriate provisions are included in its contracts with customers and suppliers and confidential matters are appropriately dealt with and in compliance with applicable laws.

Financial transactions system securitisation

Atos Origin’s business unit Atos Worldline, operates the card payment systems that process, on a daily basis, billions of financial transactions on behalf of several banks, merchants and other parties. SEPA (Single Euro Payment Area) has been an important driver to globalise our processing (issuing & acquiring) platforms which leads to the ability to deliver global, cross-border, standardised, customised technical solutions & customer services. The payment terminal park designed, sold, and maintained by Atos Worldline, has integrated the multi acquiring requirements laid down by the SEPA initiative to enable interoperability between different card-based payment systems.

Together with this globalisation, financial transaction systems require the highest level of security, availability and reliability. Providing a continuous service to our clients, based on robust systems, while maintaining a high level of security at all levels, is a daily concern of Atos Worldline management. Security is embedded in Atos Worldline’s DNA: its organisation, processes, technical systems and employees.

Security committees govern the way security is organised, and decides on the security policies.

Security has the mandate to enforce policies, but at the same time security experts work side by side with technical engineers to develop and maintain our technical platforms.

In all processes (change, configuration, patch, incident management, etc), security is a recurring attention point. Technical measures are in place to act proactively on security anomalies (weekly security watch analysis, monthly monitoring of firewall configurations, quarterly vulnerability scans, yearly penetration tests and reviews of access rights, continuous intrusion detection systems, and monitoring and logging of system events). All these measures minimize the misuse of card holder data.

Continuous security awareness assures that security becomes a concern of every employee of Atos Worldline. Atos Worldline main certifications regarding security include: PCI DSS (cardholder data protection), SAS70 (in Germany and in Belgium) and ISO 27001 (in Germany).

KPI	Belgium	France	Germany
% of Security Incidents for PCI® platforms with associated root cause analysis	100%	100%	100%
% of employees attending Security Awareness trainings	98%	56%	93%

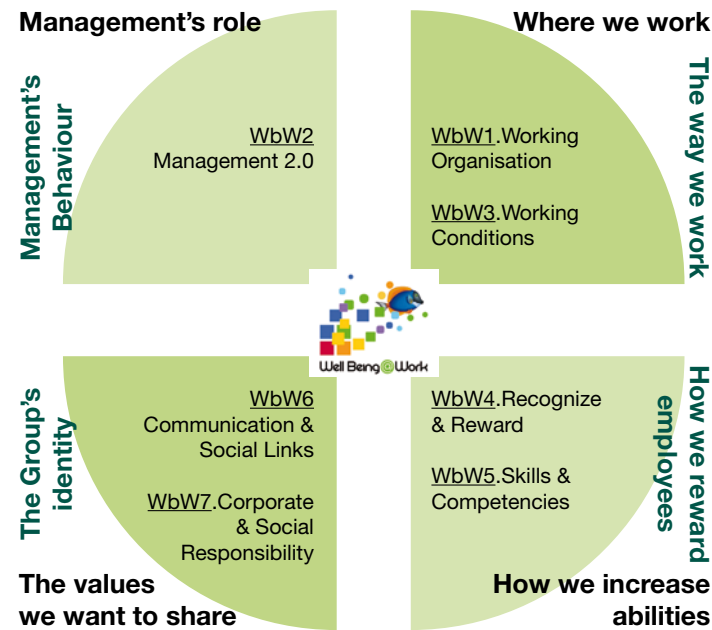
(*) Payment Card Industry Certification

“
Atos Origin has positioned itself in the market as an attractive employer for young graduates. The objective is both to enrich the experience of the youngest and the oldest by exchanging IT and wisdom competencies.
”

Building a Great Place to Work

The “Well Being at Work” ambition, launched early 2010 demonstrates that Atos Origin’s employees remain its first priority and places them at the heart of the Group’s transformation plan. Atos Origin’s ambition is to be recognized as one of the best companies to work for; a company that attracts the best talents, encourages personal development and anticipates new ways of working through the use of innovative IT technology.





Well Being at Work

“ We get the finest from our employees when they get the best from their company. ”

In early 2010, on the initiative of Thierry Breton the “**Well Being at Work**” ambition was launched globally. This is part of the Group’s transformation plan with the objective of imagining new ways of working, intensively using new technologies, and while matching the social expectations of employees and the “Y generation”.

“Well Being at Work” covers all aspects of the **future workplace**, from implementing efficiency through management processes, delivering specific tools for remote working, and covering training, talent management as well as enabling new levels of collaboration and flexible way of working.

A “Well Being at Work” **council** has been created, composed of around 30 young Atos Origin employees with high potentials from all the countries where we operate. Their mission: to imagine new working methods, define with the company professional links and relationships of the future and anticipate with a visionary approach our clients’ future expectations.

Coordinated by Philippe Mareine (General Secretary), Jean-Marie Simon (EVP Human Resources) and Marc Meyer (EVP Talent Management and Communication), the Well

Being @ Work’s ambition will be one of the key drivers for Siemens SIS cultural and managerial integration.

During the year Atos Origin has looked at **Best Practices** that already exist within the Group worldwide and that cover the key well being at work challenges. This has proved a useful starting point for the Well Being at Work initiatives that will be applied globally. 100 Best Practices have been identified and rated and they include specific actions to welcome new joiners, enable higher connectivity between colleagues, reward positive results and stories, motivate and develop talents, pave the way for self-improvement, strengthen conviviality and social links, and many others as well.

Attractiveness, efficiency, motivation and employees satisfaction are **parameters** that the program aims to overcome, with concrete and imaginative initiatives that complement the basic standards of people management.

The Well Being at Work Program has been designed using an approach which covers the features needed to build the “company of the future” through seven initiatives that affect the key work/life **expectations of an employee** at the company.

Our values and identity

Strengthening the group’s identity and values and facilitating communication and cooperation between employees, worldwide.



Atos Origin people comes from different companies, through mergers and acquisitions and so building a sense of belonging to the **same community** from Day 1 is essential to our culture. In 2010 an ambitious project of “rethinking” corporate values was launched with the aim of identifying a set of differentiating values that will represent Atos Origin as a whole. Known as “One company worldwide”, the project seeks to integrate the main stakeholder’s expectations in the process, from employees’ expectations to

top management directives. The results of the project will be available in 2011, in order to drive the Siemens SIS integration through common and shared values.

In the reporting period the Group has developed a global framework in order to welcome its new joiners. Various initiatives are also being implemented or reinforced in all countries to reinforce the social integration of new joiners’ within the group and ensure that they are welcomed and feel expected, and are provided with a proper work environment with the necessary tools and information to be as operational as quickly as possible.

New management’s role and behaviour

Accompanying the group towards a “Management 2.0”



This year Atos Origin has launched “**Management 2.0**”, a project which introduces the concept of Enterprise 2.0 describing an organization that is geared to meet the demands of tomorrow’s stakeholders and that is open, flexible, transparent and dynamic. For Enterprise 2.0 to succeed, new management practices must be introduced and these are fittingly referred to here as Management 2.0. It by no means replaces traditional management skills (Management 1.0), but adds in the extra competencies, behaviours and mindset to succeed in the new work environment. It is acknowledged that Management 2.0 is a vision for Atos Origin and its introduction would be a long-term initiative. But before it can be introduced, the company must first ensure that its entire management team possesses

the required Management 1.0 skills on which Management 2.0 will build. The Well Being@ Work project not only provides arguments as to why changing the way the company works and upgrading management skills is a must, but also develops and implements an organizational change program and training programs to facilitate and increase the implementation of Management 2.0.

In early 2011, the Group also announced its ambition **to be a “zero email” company within 3 years**. The volume of emails we send and receive is unsustainable for business and managers spend between 5 and 20 hours a week reading and writing emails. Our ambition is to eradicate all emails between Atos Origin employees and to achieve this we have set up collaboration tools and social community platforms to share and keep track of ideas on subjects ranging from innovation and Lean Management through to sales.

“ Collaboration tools and social community platforms can reduce email by between 10 and 20% immediately. ”

The way we work and where we work

Implementing new working organizations within the group, facilitating the development of virtual communities, the easy access to collaborative tools and the development of remote working; and also enabling a convivial and innovative working environment, hence facilitating a better balance between work and personal life.



The WHO (World Health Organization) estimates that by 2020, depression will become

the greatest cause of work related disability, second only to heart disease as the leading cause of disability in general. Furthermore, each case of stress related poor health leads to an average of 30.9 working days lost. And the employment costs related to mental health disorder in the EU were approximately EUR 132 Billion in 2004.

Atos Origin believes that creating the right working environment will significantly reduce all risks encountered by stress or travelling.

In 2010, absentee rate in Atos Origin is 2,07% ✓^(*)

A new working environment for our Headquarters

In 2010, all 4,500 Atos Origin employees in the Paris region moved to the Group's brand new French Campus in Bezons. This Campus model is one of the first emblematic projects within this program which aims to strengthen the concept of "One Company" by getting teams physically closer, by federating them around a single workplace, and by improving their effectiveness through collaboration and increased sharing in order to better serve our clients, as well as by creating pleasant working conditions improving conviviality, life in common, exchanges.

A participative approach to create the campus model

One of the first tasks of the Well Being@ Work Council members has been to formalize their expectations regarding the Campus general infrastructure, global feeling, green attitude,

common spaces, technology, added services, workspace, etc. Here they came up with 88 ideas in order to improve employees' working conditions, of which around 90% have been implemented in Bezons. These include for instance the opening of a day-care center that will be opened in April 2011 and will offer 30 places for employees' children, thus greatly contributing to improve young parents' work/life balance. Our objective is now to develop this Campus model to other locations of the Group worldwide.

Remote working

Traffic is getting worse every day, we are spending valuable hours, either commuting to work or travelling to meetings/client sites or working globally. Furthermore, there is an increasing requirement from employees, the Y Generation and countries, to communicate and collaborate differently no matter the geographic location. The Group's objective is that everyone feels linked in to the company and engaged in the workplace through greater flexibility and virtual collaboration and that we work towards having zero email within three years.

Remote working requires interaction between people by voice, messaging, video, sharing of computer screen and collaboration using IT tools. It will greatly enhance our ability to work across organisational and geographical boundaries that exist today.

Although the home is a common location, remote working is much more than that. It relies on the use of English as the business language to ensure our communications remains consistent, the usage of new ways of communicating such as micro blogging, instant messaging and collaborative tooling, and finally increased flexibility in the way our workplaces are organised (e.g. hot desking, home working).

Atos Origin began the rolling out of a unified communication tool on a phased basis to all countries in 2010. This provides new and improved ways to communicate and collaborate including video, voice, instant messaging, web conferencing, recording meetings and presence management.

There are already 4,000 people active in virtual communities already mapped within the Group, using different internal tools in order to collaborate more efficiently. For instance, members of the Well Being@Work group (over 100) and the Scientific communities (over 60) already collaborate virtually. They share their findings and discuss key issues mixing remote collaborations, chats, blogs, forums through the Group's repository tool Livelink, the Atos Origin Wiki tool, and also instant messaging, videoconferencing, desktop sharing, as early adopters of Microsoft's Office Communicator and Live Meeting tools.

Using an internal platform collaboration tool across a distributed team has already demonstrated some great business benefits, for instance among the Service Desk Integration team within the UK, with:

- 15% reduction in emails
- Recurring savings each year of 220 days (equivalent to 10% of the team's resource)
- Better collaboration within the disparate teams including sponsors being able to track progress

Improving work/life balance

In some countries it has been agreed that employees can work formally at home for certain days of the week, for instance in France following the move to the new Headquarters building. The number of remote workers in Bezons is in line with targets 2010 (10%) and we think we will overachieve on our goal for 2011 (20%). It is a voluntary program allowing people to work at home a significant part of their working time, changing the habits of employees, but also and mainly for managers.

There are already 4,000 employees active in virtual communities, using different internal tools to collaborate more efficiently.

The way we reward employees and develop abilities

Investigating new levers, in order to guarantee a higher recognition of Atos Origin employees, and to retain the best; facilitating and fostering our employee's knowledge and skills personal development all along their careers and in harmony with their expectations.



Rewarding achievement

As a company, we recognize that public and official awards are

extremely important for motivation. Therefore in 2010 we carried out a review of our best practices in terms of recognition and rewards. An emphasis was put on one of them, the Accolade award, that makes it possible for a manager above a certain level to publicly

recognise and reward key individual or team achievements and as well as positive behaviour and attitudes that reflect our values. This award will be implemented globally in 2011. We also developed a new Team Award called Success Story recognizing the success of a team with our clients. One team was recognised for each of our 5 key markets. One award is given directly to each team by our Chairman and CEO and all team participants receive a diploma and a small gift.

(*) Data does not include Belux, UK, Germany, India, Morocco, Major Events and Corporate.
✓: Data audited by KPMG Audit

“
14 ✓ programs aimed at developing employees' skills & competences have been developed since 2009. [LA11]

“
In 2010, the volume of online learning within Atos Origin grew from 16,000 to nearly 60,000 hours.

Providing training for all

2010 was a very challenging year for our Atos University team. Eight different new global academies have been developed and rolled out around the world for the benefit of 11,794 employees.

A new Learning and Development (L&D) Portal has been inaugurated with the first launch taking place in France. In 2011, the portal will be further extended to other countries. It offers a single online training catalogue to all Atos Origin employees. This new tool is decidedly international and exactly in line with the Well Being at Work ambition which aims to massively increase training. As a result, employees and managers can now directly connect with learning opportunities, increasing the training effort and efficiency. Furthermore, training is more easily aligned with strategic and business needs. Individual development planning is also part of the portal.

For 2011 we are planning to further expand the learning & development possibilities for all employees. A unique concept of learning-on-demand will be introduced, providing free access to a wired range of diverse e-learning programs.

In 2010 Atos Origin pursued its global e-learning Program. This provides all employees with access to the best available online learning libraries, offering

5,000+ courses in a wide range of topics, such as the English language, IT, project management, leadership, and custom content on the company's offerings, tools and processes. This program gives our employees the opportunity to further develop their skills both professionally and personally, helping to ensure that they master the latest technologies and soft skills to meet the needs of our clients today and in the future.

With 4.32 learning days per employee on average throughout the year, Atos Origin has again substantially grown its Learning & Development effort in 2010 compared with 2009 (+33.8%), and aims at increasing this even further in 2011, to up to 5 to 6 days per employee on average.

Developing skills and competencies

People development and employability is an absolute priority for Atos Origin. Our employees have to face more and more complex and changing demands on a wide scope of technologies, and we need to ensure that our workforce competencies are adapted and fulfil these demands every day.

Such extensive knowledge has been typically mastered by senior employees which is why it is very critical for our company to ensure our senior people employability over time. For instance, in December 2010, Atos Origin and Atos Worldline in France reported on senior employee training, internal mobility and career

assessment meeting. This showed that 28% of trainees are aged above 45 years old. On the other hand, 15.5% of mobility demands concern senior people. That shows that our more senior workforce is still very active for their future at Atos Origin^(*).

Workforce management

In 2010 workforce management defined one unified global Resource Management process. This now serves as a strong basis for consistent systems development and implementations that progressively enable us to find resource matches across country and internal business unit borders.

To enable the globally consistent capture of the skills that are required to do the work for our clients, as well as the skills of our current staff, a uniform skills catalogue is deployed across the organization. Atos Origin continuously develops its services in order to respond to the demands of our customers. Ongoing, rapid developments in technology and relentless attention for efficient operations regularly enable staff reductions combined with a continuation of the expected service levels. Cost reduction, where possible, is important to retain our highly competitive position in the market.

To ensure effective management of people on the bench (people between assignments), the Human Resource managers of the company share the relevant information with each other on a weekly basis. Together they identify

possibilities to match available staff to work. Special attention and support, like training, e-learning, re-skilling and personal counselling programs are available for staff that have been available during an extended period. The company recognizes the importance of supporting these employees and places great emphasis on re-skilling and supporting them.

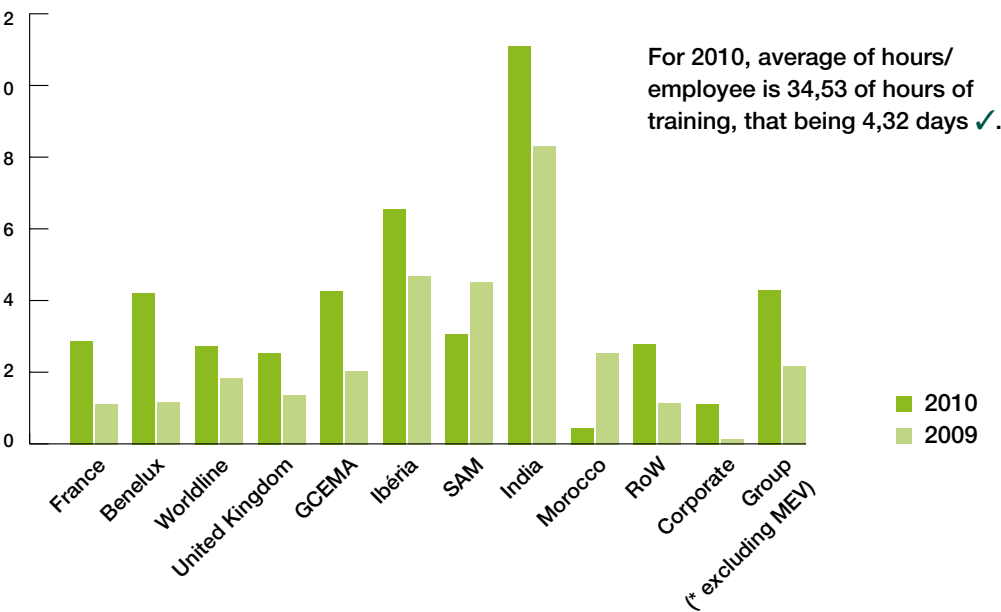
For 2011, the company will be developing its ability to better forecast the market demand for our portfolio of offerings in order to enable better forecasting of the skills required to deliver against market demand. In France the Group will launch a pilot, through a partnership with a French socially-driven organization Wecena in order to provide its employees on the bench with the opportunity to offer their IT competencies to local charity projects for short periods of time.

Promoting equality for rewards

When comparing males and females at equal level of competencies in Atos Origin, the difference in average OTE (On Target Earning) varies from 1% to 9%, with the exception of the top level of the company (EXE 99) which shows a difference that reaches 18%. This latest figure is explained by a very low number of females at this level of competence within the company (92% male). [LA14]

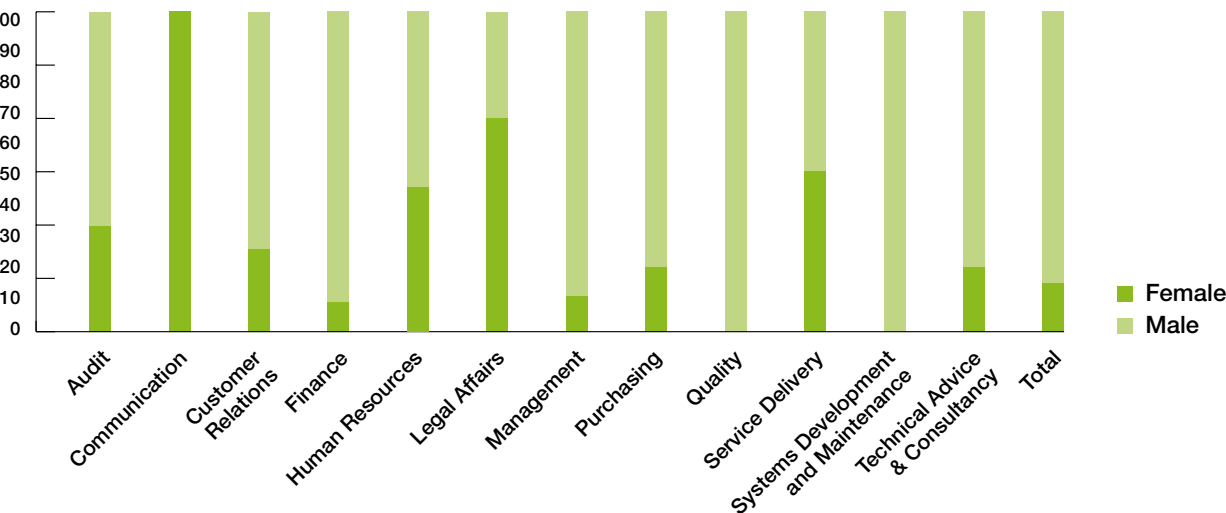
However, the female/male ratio is a slightly higher within the Top 400 managers of the group (15% females). [LA13]

Average training days per employee [LA10]



✓: Data audited by KPMG Audit

Top 400 per gender ✓ [LA13]



✓: Data audited by KPMG Audit
(*) Commission Emploi France Dec. 2010

Atos Origin is committed to closing this gap within the next five years in order to ensure that we have a good balance between male and female remuneration packages. In the meantime, we are also considering implementing a plan to narrow the male and female ratio at top level of the company.

Performance Management and Annual Review

Every employee worldwide is appraised according to our performance management cycle. This is followed by the Annual HR

review, which is a very important part of our talent management program. The reported Group average for employees receiving regular performance and career development reviews in 2010 was 77.31% ✓. [LA12]

Received formal appraisal in 2010	No	Yes	TOTAL
Number of Employees	10,803	36,814	47,617
%	22.69%	77.31%	

A responsible IT company

Establishing Atos Origin as a **responsible player** with regards to its employees, clients, suppliers, investors, and the community at

large, in becoming an innovative player and acting as a **reference for the IT sector**.

Total employees breakdown per contract type ✓ [LA1]



Of which Total Permanent employees breakdown per work in time type ✓



In all the countries where the Group operates Atos Origin is above the local minimum wage when existing in local policies(*) ✓. [EC5]

Equal Opportunity Recruitment

Atos Origin is committed to a non-discriminatory recruitment process. This is proven by our hiring figures for 2010: 9% of new joiners were aged 45 and

above while 39% of new joiners were aged 26 or below. Interestingly, data concerning the unemployment market shows that those two groups are struggling to find jobs in the current environment. Atos Origin has made a strong focus on these two populations to ensure that our recruitment actions contribute to the reduction of this recurrent existing problem.

In total, Atos Origin recruited 6,686 employees from January to 19th December 2010 of which 50% are within Europe. Regarding the ratio male/female, we recruited 29% females, which is higher than the resources available on the market (for those graduating from engineering schools).

Throughout local recruitment process, Atos Origin looks for the best person for the job and for a career within the company, regardless of ethnic group, religion, gender, age, physical disability or sexual orientation. Furthermore, most ✓(*) of our senior management come from local communities and so ensuring detailed local knowledge and respect for local cultures. [EC7]

Sustainable offshoring

For years, Atos Origin has been developing and tuning its offshore strategy to cope, on the one hand with the market demand to lower the cost of delivery in an increasingly global market, and on the other hand, to ensure the consistency of its offshore policy with its Corporate Responsibility policy.

No large IT supplier can serve large customers without an international and distributed delivery capability. Atos Origin has therefore looked very closely at where to locate and put in place strong delivery centers in several emerging geographies, in order to:

- Benefit from the large pool of talents in countries where the IT education was robust enough to provide well trained engineers, in various key technologies,
- Enjoy a large set of languages demanded by customers who prefer to exchange information in their native language when the delivery is not in their home country: Atos Origin has opened such centers in India (English), Morocco (French), Argentina (Spanish), Surinam (Dutch), and Poland (German).

All the workforce located in these centers are trained on the Group's standard processes and tooling and actively participate in the full life-cycle of projects, from the design

phase up to implementation. Our Indian centers play a pivotal role in the development of our innovation, building sophisticated proof of concepts on our most disruptive technologies.

These centers are organized along technology practises, enabling Atos Origin to provide end-to-end services to customers whatever the sourcing strategy required. The percentage of the workload performed nearshore/offshore varies depending on customers' demands, type of services, and the budget allocated.

At the end of 2010, about 13% of the overall workforce was located in these centers, (system integration, infrastructure services, HTTS). As Atos Origin's strategy is not to address Human-based BPO (accounting, HR, etc), but IT intensive BPO, public/government clients do not usually demand delivery outside their region. Therefore a significant turnover is achieved with professional services requesting proximity, this level is in line with our overall addressable market. Employees in offshore locations reached 6,278 representing a net increase of +25% compared to 2009. [LA1]

If customers request the Group to move work offshore to decrease TCO, a specific process is implemented within our HR management team so that the company can anticipate, re-skill and reassign the engineers who are initially working onshore to new projects.

Valuing Diversity

Atos Origin is committed to ensuring that its workforce represents our society in each country where it operates in terms of genders, nationalities, age and seniority, C&B equity.

Although Atos Origin is mainly a European organization (81% ✓workforce in Europe [LA1]), it employs 126 ✓[LA13] different nationalities and has operations within 25 countries. That demonstrates the large cultural diversity that exists in the company.

Related to United Nations Global Compact Principle 6

“ Atos Origin employs 126 different nationalities worldwide. ”

✓: Data audited by KPMG Audit
(*) Data does not include Hong Kong, France, Switzerland, Greece, Poland, Austria and Worldline.

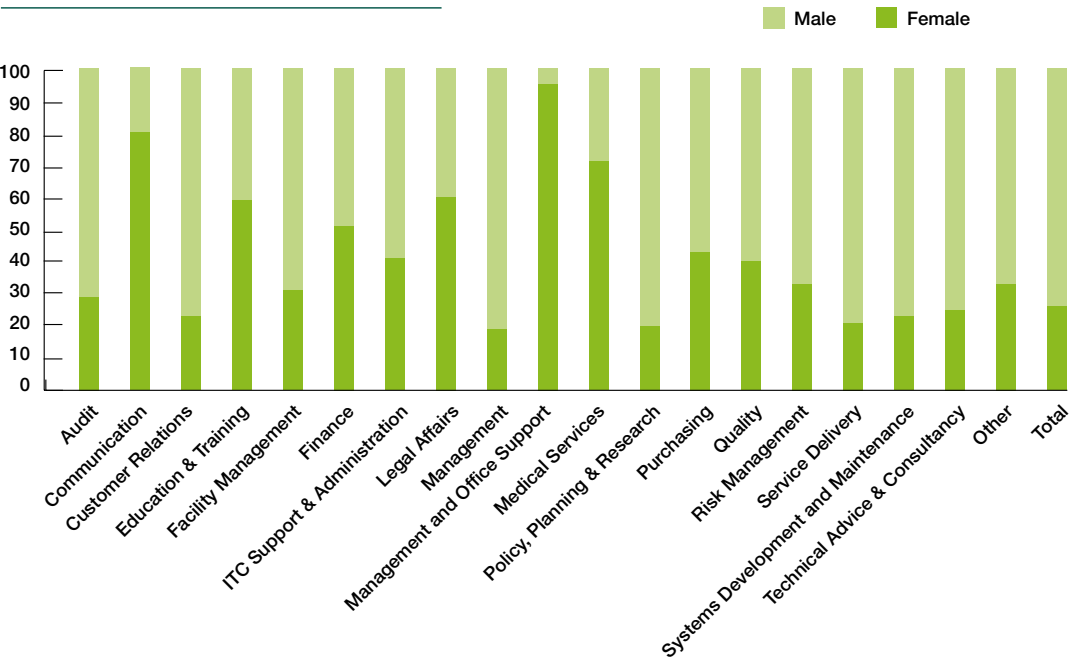
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(*) Data does not include France, Switzerland, Poland, Greece, Austria and Netherlands.

Promoting equality in employment

Recurring studies show that engineering and IT education are mainly followed by males (83% of graduates today, 90% twenty years ago^(*)). Within Atos Origin, we employ 26% females globally which reflect a better balance than the resources available on the market.

Our aim in the coming five years is not only to reach, but also to pass, the level of 30% females employed for young graduates. Studies (McKinsey, Gartner, etc) demonstrate that having a workforce balanced between males and females is far efficient than an unbalanced workforce, which could cause behavioural issues. Furthermore, a balanced workforce is more stimulating and generates different problem solving approaches.

Male/Female split per job family ✓ [LA13]

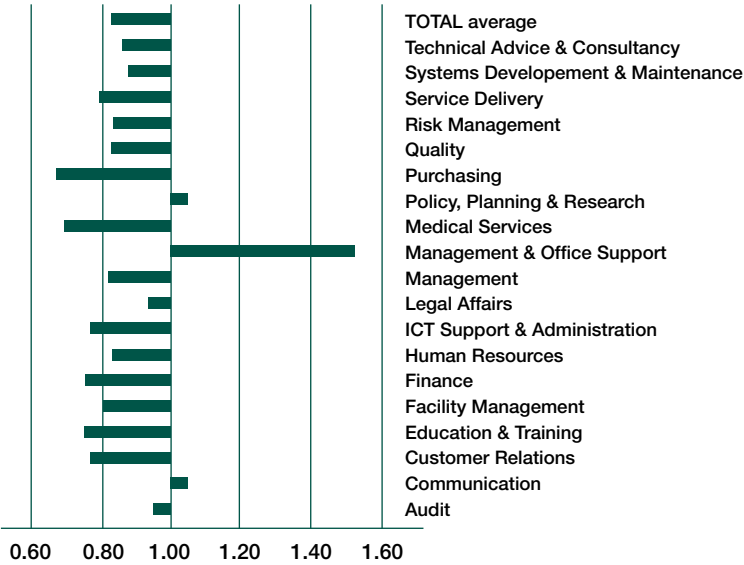


In 2010, a global initiative to develop a new equality and diversity policy was launched. Its objective is not only to develop an international policy according to recognized

human rights and labour standards, but also to have a proactive role in promoting rights, equal opportunities and career evolution for minority groups within Atos Origin worldwide.

Ratio Female/Male average annual basic salary* ✓ [LA14]

* 1: salary equality, <1: male>female, >1: male<female



✓: Data audited by KPMG Audit
(*) www.femmes-ingenieurs.org

In Germany, a pilot will be launched in 2011 which aims to reduce the gap between men and women's employment conditions, promoting the "mixed team - higher performance" philosophy, adopting new ways of flexible working and creating awareness, and developing greater confidence in the female population within the IT sector.

Promoting inter-generational collaboration

The average length of job tenure within Atos Origin is 8.8 years (25% ✓ of our employee have seniority higher than 12 years and 10% with seniority higher than 22 years) [LA13]. In the IT business, the voluntary attrition rate is in general quite high, even in times of crisis. Our group attrition rate in 2010 was around 10% ✓ [LA2] overall. These figures demonstrate that our employees are loyal to their company and feel good at working within Atos Origin.

The average age at Atos Origin is 38.7 years old [LA13]. However, this number varies quite significantly from one country to another and is very often explained by the history of each GBU

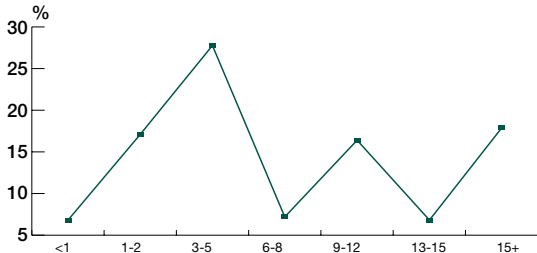
(through mergers, acquisitions, and type of business). Atos Origin is committed to guaranteeing the employability of senior people by offering training and re-skilling programs. For example, in France, Atos Origin has signed an agreement with union representatives to ensure that the career expectations of senior people are taken into account and aligned with business needs.

Regarding new graduates, in 2010 Thierry Breton established as a priority the hiring of graduates who were "fresh out of college". Nowadays in most European countries it is often difficult for young people to get their first job. In the year up to the end of December 2010, Atos Origin hired 2,614 employees below 26 years old, plus 863 interns. Atos Origin positions itself in the market as an attractive employer for young graduates, either through internships, apprenticeship programs or with permanent employment contracts where such young people are trained and mentored by elders.

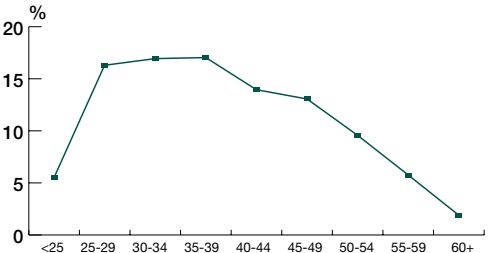
The objective is both to enrich the experience of the youngest and the oldest by exchanging IT and wisdom competencies.

“
In 2010, Atos Origin hired 2,614 employees below 26, plus 863 interns.
”

Employees split per seniority

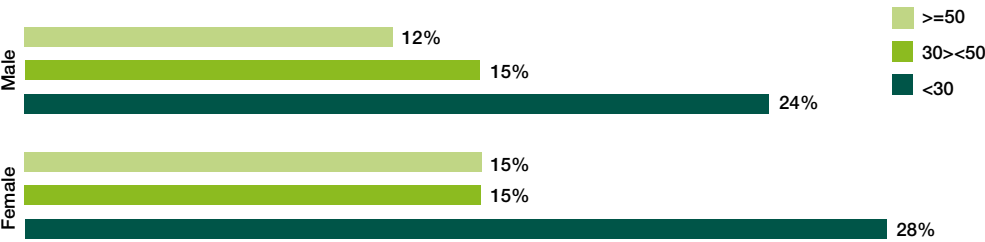


Employees split per age



Employees turnover by gender and age* [LA2]

*GRI definition of turnover



✓: Data audited by KPMG Audit

In same proportions, female employees aged < 30 are more leaving the company compared to male population. Turnover rate is equal between males and females aged between 30 and 50. Atos Group turnover rate is 17% ✓ including all genders and ages.

Welcoming the difference

In addition, a special program has been implemented in France, in collaboration with union representatives, to attract and develop handicapped people through proving meaningful employment. Again, the goal of this initiative is both to support this population and also open people's mind. Specific information and awareness campaigns were launched in 2010 to support this change. Everybody knows that diverse teams encourage creativity, attentiveness to others and to all differences, qualities which are also valuable for our customers and stakeholders.

Bargaining agreements

In 2010, 81% ✓ [LA4] of Atos Origin employees worldwide were covered by collective bargaining agreements, a total of 38,776 employees. The minimum number of weeks notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them are specified in collective agreements ✓ [LA5].

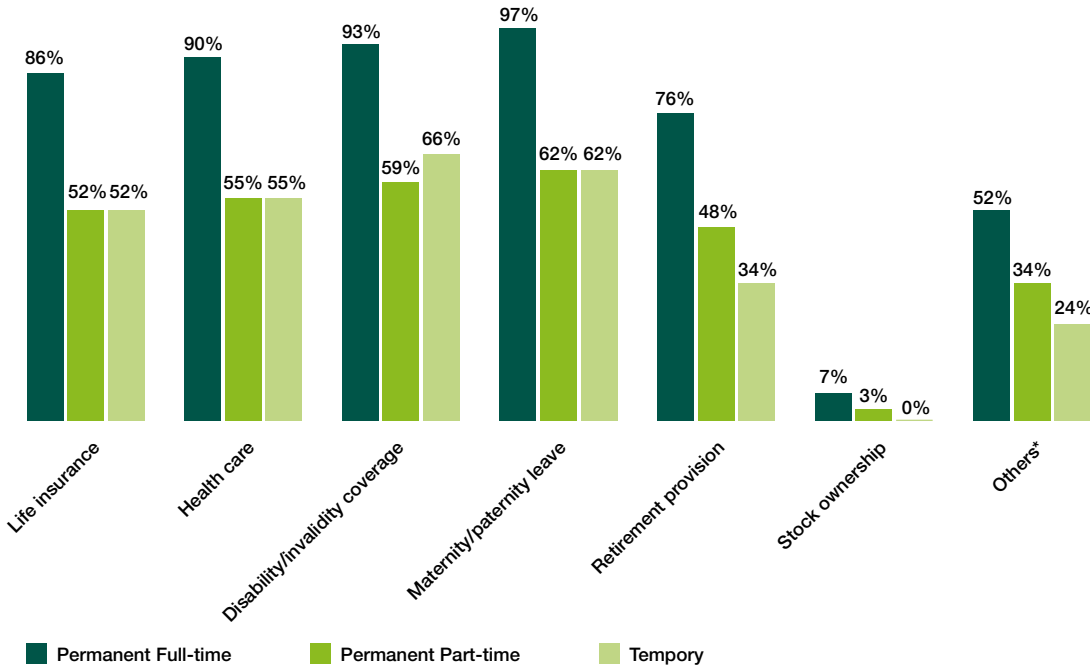
Related to United Nations Global Compact Principle 3

Defined Benefit Plan [EC3]

Atos Origin has put in place a number of instruments to provide benefits to employees (ie: Life insurance, Health care, Disability/invalidity coverage, Maternity/paternity leave, Retirement provision, Stock ownership, and others). The Group's team ensures that these benefits are provided in accordance with a non-discrimination policy.

LA3 : Repartition of Benefits provided to employees per contract type* ✓

*% of countries providing package



✓: Data audited by KPMG Audit

Social Engagement & Innovation

In 2010, Atos Origin's approach to social engagement included 42 programs around the globe. These involved employees from most of the countries where the Group operates and positively contributed to local communities and the society at large.

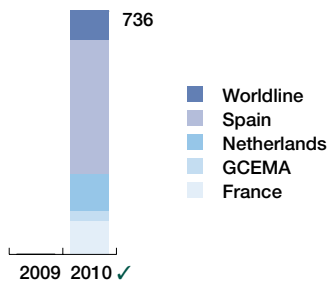
This approach also encompassed sport, which can be used as a way to encourage projects involving employees networking, sharing experiences, promoting wellbeing habits and raising funding to combat specific

diseases. Such projects include the Atos Origin Tour, a unique, annual international bicycle tour from Paris to Eindhoven. In 2010, 55 Atos Origin employees from 7 countries cycled 470 km in 2 days and raised funds for 5 different charities to help the fight against cancer.

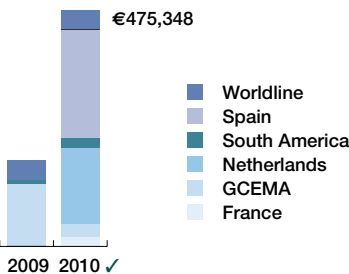
Projects where ICT innovation has played a crucial role in contributing to the needs of society include, among others:

“ A total of 700 employees have participated worldwide in different schemes and EUR 475.348 has been pledged for a wide range of social projects. ”

People involved (number of employees)



Funding for Social Communities

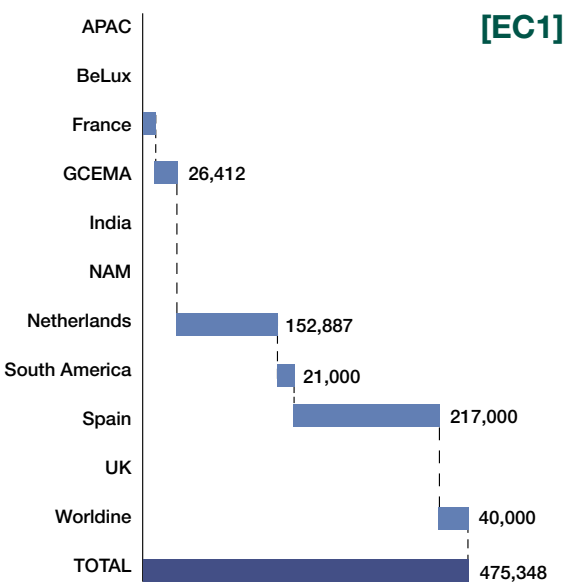


Increasing online accessibility to medical information

Atos Origin has developed and coordinates the integration of all of the elements of the KHRESMOI European project. A European survey on e-Health revealed that over 50% of the European population uses Internet to find information or resolve medical health issues, thus implying potential health risks. Therefore, within the next four years, through this system, Internet users will be able to search and access reliable health information in their local language, generated from various medical information sources (scientific publications, image banks, pharmaceutical databases, etc).

✓: Data audited by KPMG Audit

2010 funding for Social Communities (euros)



Innovative IT solution helping to substantially improve patients' quality of life

Atos Origin's Research & Innovation Department in Spain has participated in the European Project "Reaction" to remotely monitor diabetes patients. Here Atos Origin has developed an IT solution that enables healthcare professionals to remotely monitor and manage a patient's diabetes condition. Measurement sensors are connected to various hospital systems via a wireless network so that the patient's situation can be automatically assessed using advanced mathematical models. This effective monitoring of the treatment and sugar levels helps to minimise risks and substantially improves the quality of life of patients.

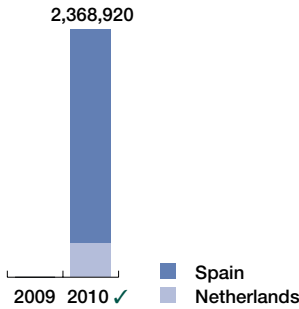
Olympic values promotion to Spanish youth inside public education

Atos Origin has designed the technical platform that will promote the Olympic values at schools in Spain. Developed by the Spanish Olympic Committee, the Ministry of Education, the University Camilo José Cela (Madrid) and Atos Origin, the project aims at promoting the Olympic values in the course “Education for citizenship”, such as ‘team effort’.

Atos Origin is always looking for projects where we can promote the **use of new technologies in a responsible way** and which act as a major lever to enable societal changes and create progress.

In 2010 Atos Origin dedicated **2.4 million EUR to develop IT solutions within social research and innovation programs.**

Funding for Social IT projects (€) [EC8]



Green Commitment

“
Atos Origin is convinced that if we want to dramatically reduce our environmental footprint, we have to consider the whole perimeter of our impact and this means carefully addressing the lifecycle of our activities.
”

Atos Origin has designed a specific portfolio to help companies to integrate measures to reduce carbon as part of their business model. And within Atos Origin, we are convinced that all parts of the company can contribute to the fight against climate change. In order to reduce its environmental footprint, Atos Origin considers the whole perimeter of its impact and carefully addresses the full lifecycle of its activities.



Related to United Nations Global Compact Principles 7, 8.

Our Green Ambition

The contribution of ICT to Climate Change cannot be ignored anymore. The rapidly expanding ICT sector is responsible for two percent of global GHG emissions and this level is predicted to rise over the coming years. This increase means that the ICT sector will generate more emissions than the aviation industry. Greenpeace expects that by 2020 the Internet and computer data storage (data centers) will triple their global emissions. The impact of data centers is a significant environmental issue as electricity consumption could soon exceed one billion kilowatt hours per year.

But at the same time, we believe that ICT contributes to decarbonising other sectors such as real estate, transport, and energy. The IT sector has the potential to reduce economy-wide greenhouse gas emissions to 15 percent of normal business by 2020. Considering that IT could cut its own emissions by up to 5 times through innovating solutions, IT companies have a responsibility to develop “low carbon solutions” and support their clients’ transformation (IT and Business) towards more sustainable operations.

Atos Origin addresses both issues.

If we want to dramatically reduce our environmental footprint, we have to consider the whole perimeter of our impact and this means carefully addressing the lifecycle of our activities. Atos Origin’s environmental programme addresses all the environmental impacts generated by company activities:

Air/Climate change (energy, carbon); Soil (withdrawal of raw materials for IT equipment manufacturing, energy, WEEE); Water and Biodiversity. In order to reduce dramatically its environmental footprint, Atos Origin addresses carefully the whole lifecycle of its activities (design of our needs and solutions; procurement of goods, IT equipment & services; usage and end of life).

Atos Origin has designed a programme based around specific issues: energy and greenhouse gases, environmental protection and waste (including waste electrical and electronic equipment), innovation and new service offerings. This mechanism is applied to all site locations worldwide. It includes the following initiatives:

- Carbon footprint abatement scheme (measuring, reduction, management, optimisation);
- Optimising energy consumption and the development of renewable energy supplies;
- Development of new sustainable policies and adjustment of internal policies; (See section 6)
- Environmental Certifications scheme (ISO 14001, THPE, etc.);
- Increase employees awareness (communication, training, events) – (See section 11)
- Development of a network of partners enabling Atos Origin and its clients to adopt best practices.

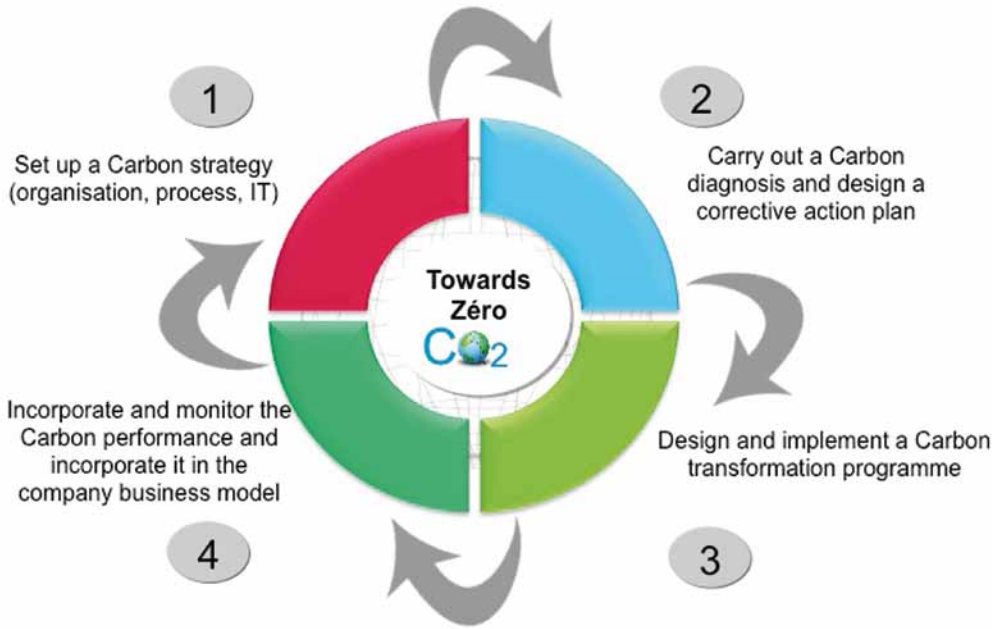
Our Carbon Strategy

Address Carbon in all stages of our activities

For several years, the UN Climate Change Conference has attempted to mobilize the nations of the world on the issue of Global Warming. The last Cancun summit reminded everyone of the importance of engaging countries and stakeholders in order to have any chance of obtaining positive results for the next Generation.

Within Atos Origin, we are convinced that here the strong support of companies is key. In addition, we know that ICT is responsible for an increasing part of GHG emissions, but also that ICT can be part of the solution to reduce them. Therefore, since 2009, Atos Origin has had a Carbon Program aimed at considering the impact of carbon in its profitability.

Address the Carbon in 4 steps



The objective is to identify clearly the main sources of GHG gases (facilities, data centers, travel, commuting, etc) and identify levers to abate them. In 2010, in considering the significant contribution of data centers to the Global Carbon Footprint (56,28%), despite all the efforts carried out so far, the Group has decided to offset the remaining carbon emitted by their activities.

A carbon strategy brings with it the need to adapt internal practices, adjust processes and modify our approach to business. Several local and global initiatives have emerged (e.g. Car-sharing, development of collaborative solutions, remote working, Green Campus concept, etc) which can contribute to minimising our Carbon emissions while reducing the operating costs.

Atos Origin has designed a specific portfolio to help companies integrating Carbon as part of their business model (see section 10). Even if all our clients are not subject to any regulations at the moment, it is part of Atos Origin responsibilities to draw their attention to this issue and to help them to address it. To sustain our vision, we have developed an ecosystem made of Carbon expert companies (e.g.: ADEME, O2France, Carbon Trust, AECOM, Carbon Neutral Company,

ManSystems) to comply the most as we can with best practices and to select the best partners for us and for our clients.

Finally, reporting (internally and externally) on our carbon performance is essential for informing stakeholders about the results obtained and to keep them interested and engaged. In terms of external reporting, we communicate our results on a yearly basis to several organisations (GRI, Carbon Disclosure Project).

One objective for all Group’s activities

In 2009, Atos Origin made a commitment to **abate its Carbon Footprint by 15% by 2012** (using the 2008 baseline) at a comparable scope. The company has launched a Carbon Footprint Abatement Programme (CFAP) which aims to measure the CO₂ emissions on a yearly basis. The evaluation gathers data coming from all countries where Atos Origin is located. Following the methodology promoted by the GHG protocol, Atos Origin measures direct and indirect GHG emissions.

“ We are convinced that progress can only be made where positive sustainable outcomes achieve tangible business benefits. We have observed in practice that Carbon efficiency allows for a significant reduction in the environmental impact and at the same time brings substantial financial savings. ”

The results : 16% reduction of global footprint, at similar scope(*) since 2008

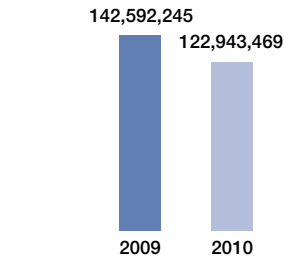
In 2010 Atos Origin's emissions^(*) for direct and indirect energy consumption amounted to 122, 589 tonnes of CO₂, (at a comparable scope^(**)) and using the same conversion factors than in 2009), thus a **13% reduction compared to 2009**

at comparable scope and well above the 2008 Group's target. In two years the accumulated reduction of carbon amounts to a total of 16%, at a comparable scope. Some countries, such as the Netherlands have begun to use renewable energy, a fact that has positively impacted on our total emissions footprint.

Extending the perimeter of measurement and improving the reliability of the data
In 2010, Atos Origin extended the scope of calculations^(*), including new countries and new types of emission sources^(**). In addition, new conversion factors have also been used according with DEFRA's updates and recommendations. Results confirm that we have successfully increased the ratio of turnover/carbon in one year. Atos Origin's **total footprint produced in 2010 at a global level, was 204,803 tCO₂** – For details of the methodology calculations, see section 12.

- GHG emissions from electricity being 63.1% (60.7% in 2009).
- 56.28% (against 63% in 2009) of the Carbon footprint was produced by the data centers
- Emissions relative to the headcount were 4.26 tCO₂e compared with 3.81 tCO₂e in 2009.
- Emissions relative to revenue were €40.79 (€36.33/tCO₂ in 2009) which is a progression of +12% by CO₂ produced.

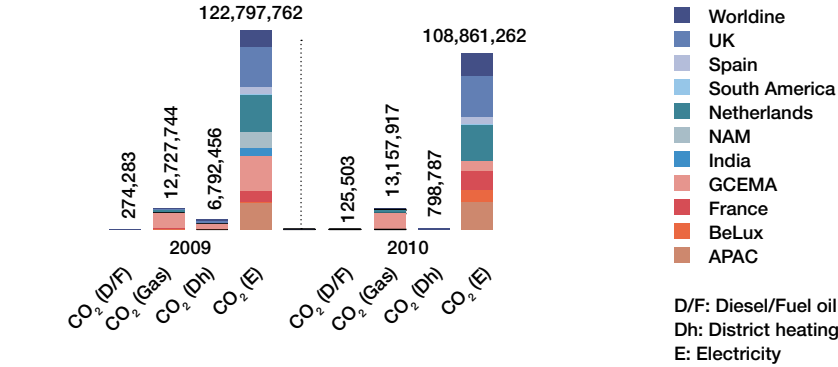
CO₂ Emissions in tons



A decrease of 13% in CO₂ emissions (with similar scope and conversion factors than 2009)

[EN16]

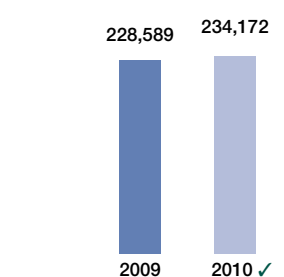
CO₂ Emissions by GBU and source (tons CO₂)



D/F: Diesel/Fuel oil
Dh: District heating
E: Electricity

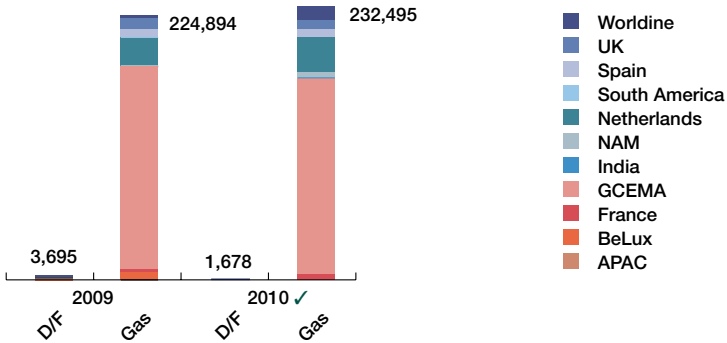
Direct energy consumption **[EN3]** was 234,172 GJ and indirect energy consumption **[EN4]** amounted to 1,228,827 GJ.

Direct energy consumption (GJ)



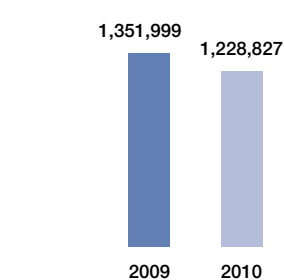
Direct energy is considered the Natural Gas and Diesel/Fuel oil.

Direct energy consumption by GBU (GJ)



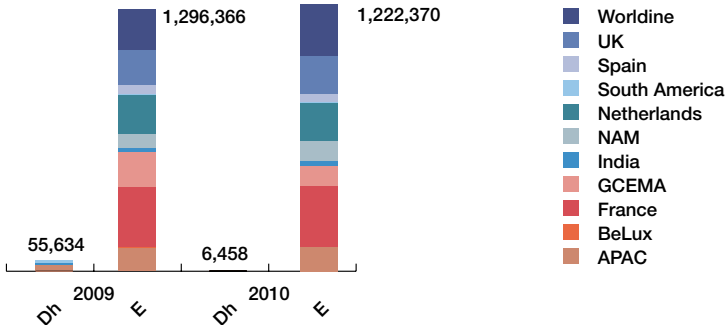
D/F: Diesel/Fuel oil
Gas: Natural Gas

Indirect energy consumption (GJ)

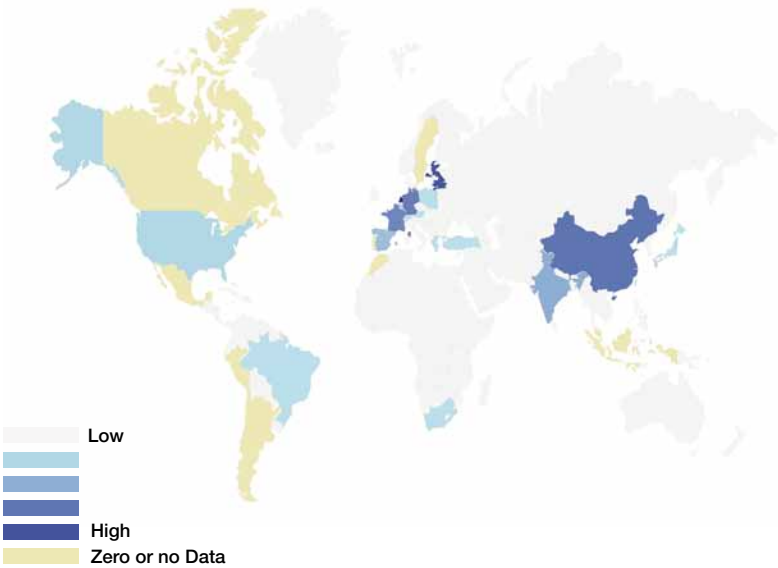


Indirect energy is considered the District heating and Electricity.

Indirect energy consumption by GBU (GJ)



Dh: District heating
E: Electricity

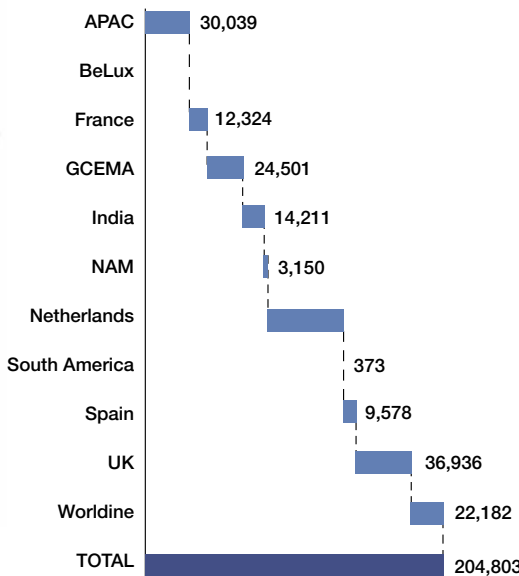


- The part coming from Direct Energy consumption (Gas, Diesel/Fuel oil) and Indirect Energy consumption (District heating and Electricity) is 143,067 tCO₂ ✓. **[EN16]**
- The part coming from Fugitive emissions (from the use of Ozone-depleting substances as refrigerant gases in the cooling equipment) is 1,568 tCO₂ ✓. **[EN19]**
- The part coming from indirect emissions of Business Travel^(**) is 28,059 tCO₂. **[EN17]**

Carbon reduction initiatives

In 2010, several initiatives were launched to track and abate the Carbon Footprint. In terms of travel, smart trips (train instead of air, remote meeting instead of travel) were encouraged. In addition, the promotion

Total Carbon Footprint in 2010 (tCO₂)



of remote meeting (conference calls, collaborative work solutions, etc) resulted in an increasing number of such meetings. From a purchasing point of view, it was decided to extend the lifespan of IT equipment from 3 to 4 years. This had a significant impact on carbon emissions as the embodied carbon through manufacturing, transport and assembly can vary from 45% to 50% of the total Carbon Footprint.

We also developed a new concept of office buildings known as the "Atos Campus" which promotes sustainability as a one of its key components. The principle is to create "the best place to work" for employees, with all conveniences and facilities needed.

✓: Data audited by KPMG Audit

(*) This data includes emission from Gas, Diesel/Fuel Oil, District heating and Electricity.

(**) For a similar scope comparison data does not include Belux, and the data for Gas, Diesel/Fuel Oil does not include Poland.

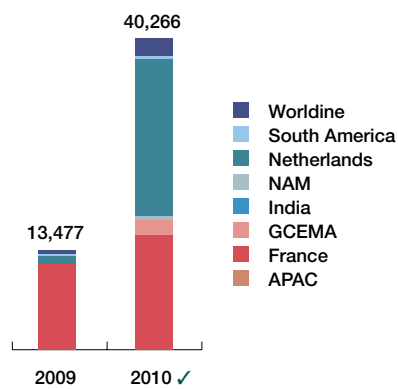
✓: Data audited by KPMG Audit

(*) The scope includes general data from Singapore; Diesel/Fuel oil data from Austria, Switzerland, Germany, Greece, Poland, South Africa and Turkey; Cooling Fluids from UK, France, NAM, the Netherlands, India, and Worldline; and Diesel data from Spain.

(**) Cooling fluids, travel, waste and water.

(***) This includes only the indirect GHG emissions (not included company cars emissions); from the travel emissions by rail, air, taxi and employees' vehicles.

Energy saving due to initiatives (GJ) [EN5]



Other initiatives revolve around encouraging the reduction of our carbon emissions by developing innovative partnerships such as with O2 France, or designing new IT solutions (e.g. DESIMA, Ambition Carbon Free, Green IT). For example, we have encouraged experiments with start-ups on innovative solutions which reduce the energy consumption of computers.

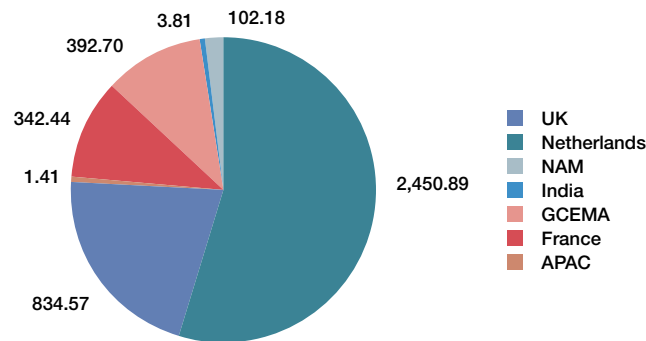
Renewable energy sourcing is also considered an efficient way to dramatically abate our carbon footprint. In Netherlands, data centers are using **100%** of renewable energy and in the UK, 70% of sites are sourced with renewable energy.

Within Atos Origin, we are convinced that all parts of the company can contribute to the fight against climate change. All our internal policies (e.g. car fleet management, purchasing policy, travel policy) take this aspect into account.

In 2011, we will focus more on measuring and tracking carbon results. The objective is, to:

- Strengthen GHG measurement and monitoring;
- Intensify internal and external reporting;
- Continue to involve our stakeholders in this program as they contribute to our success.

Reductions achieved by Greenhouse Gas initiatives (tons CO₂e) ✓ [EN18]



The benefits : lower impact, higher profitability

From an environmental point of view, Atos Origin can already measure the benefits. For instance, we have already observed an improvement in energy efficiency (e.g. **4 millions Kilowatts/hour (M Kwh) has been saved in our French data centers**) and a reduction

of the Carbon Footprint. In terms of business, our clients are now paying more attention to sustainable strategy and their achievements. The major part of the questionnaires we receive in the context of RFIs or RFPs show a growing level of demand in these areas and demonstrate that they want to work with responsible companies. In addition, in some

countries, compliance with best practices provides new business opportunities, giving access to new markets (e.g. Adhesion to the European Code of Conduct for Data Centers in the UK or ISO 14001 in the Netherlands, Spain and UK).

From a risk point of view, our program helps us to anticipate the strengthening of the regulations on carbon emissions (e.g. carbon taxes or an expansion of the EU Emission Trading System to new sectors and activities) and to limit the financial (fines or penalties) and environmental risk in case of non compliance with regulations (e.g. WEEE management policy).

2010 has provided the first results of a carbon transformation program, but our initiatives and corrective action plan will provide greater results in the long-term, that is why we must continue our efforts.

Offsetting program

Although the company is not yet subject to regulatory restrictions, Atos Origin is committed to facing its responsibilities with respect to climate change and to dramatically abating its carbon emissions in every possible way. The Group's ambition is to become the most carbon efficient player in the ICT market by helping its clients to lower their own environmental impact. In this connection, Atos Origin has decided to implement **a voluntary offsetting mechanism**.

Offsetting is considered as a complementary action to the Carbon Footprint Abatement program and should not be envisaged independently. It also

represents a positive way of supporting technology transfer toward emerging countries which have not always had the means to build green energy plants.

Having established the extent of its own carbon footprint and instigated measures to reduce this, Atos Origin has engaged The Carbon Neutral Company, recently named Best Offset Retailer by Environmental Finance, to help compensate the carbon footprint produced by its data centers – 115.256 tCO₂^(*) – through investment in a windmill turbine project in the Thar Desert, India.

This project also significantly contributes to the local community through the provision of a clean water supply to local villages, the facilitation of a vaccination program and the reconstruction of a village school. The project has been validated by the Voluntary Carbon Standard (VCS) and the credits have been verified and registered on the Voluntary Carbon Standard registry, hosted by APX.

From a business perspective, Atos Origin is the first global IT provider to offer carbon neutral hosting services to support its clients towards more sustainable operations. Clients choosing to outsource their IT infrastructure and applications to Atos Origin's carbon neutral data centers, will benefit from our Carbon efficiency strategy. This program is part of our Sustainable Infrastructure offering (Ambition Carbon Free, Green IT).

(*) The exact total amount of CO₂ compensated is 117500 t CO₂ eq. It was based on the 2009 figures with the assumption that our datacenters would not exceed the 2009 performance.

Thierry Breton, Chairman & CEO of Atos Origin said:

“ Sustainability is at the core of our corporate strategy and we are delighted to be the first global IT provider to offer fully integrated carbon neutral hosting services. We fully understand the importance of technology in reducing the carbon footprint of our own organization and those of our clients, which is why we have developed our Green IT solutions portfolio to support our clients on their journey to a more sustainable business. ”

Green Data centers

The volume of data collected and stored by companies doubles every eighteen to twenty-four months. This is due to many factors (dematerialisation of physical processes, proliferation of personal or business applications, development of the Internet, Web files, photos, videos, social networks, browsing history on the Web, mail box) and their evolution (transition to high definition and mobile phone, etc.).

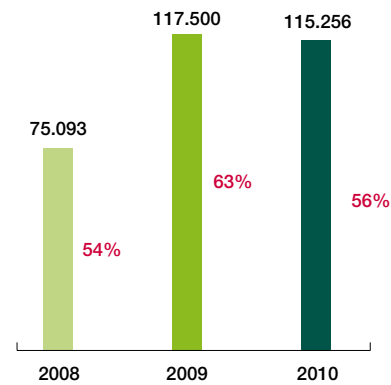
Data centers provide essential services to our clients but are also responsible for a dramatic increase of GHG production. Considering the expected development of Internet usage, we expect that by 2020, the volume of data exchanged via the Internet and computer

data storage (data centers) will dramatically increase, tripling its global emissions. We think that the capability of data centers to meet the climate change challenge is critical for the future of the Human Society.

✓: Data audited by KPMG Audit

Contribution of data centers to the Global CO₂ Footprint

Datacenters carbon emissions (in tons CO₂ eq-Total)



Towards Greener data centers

Two years ago Atos Origin launched a “Greener data centers” program aimed at improving their energy efficiency. Based on the European Code of Conduct guidelines, a global program was designed and has been implemented in all of the Group’s data-centers.

Atos Origin provides IT based solutions for clients, which will improve their business processes and lower their emissions. However, we are aware that emissions are generated from the supply and operation of the IT equipment. Atos Origin has undertaken many activities and continues to do so in an ever increasing drive for efficiency in the delivery of our services. These include:

- further deploy the virtualization of servers, storage and networks and encourage the use of cloud computing,
- improve the operational efficiency of plant supporting our data centers, reduce electricity consumption in purely running these sites to support IT infrastructure.

This has led to reduction of our electricity demand for the supply of our services by around 2,000MWh ✓ of electricity per annum. **[EN6]**

A first in the IT sector

We conducted a first carbon audit (Bilan Carbone®) in a data center located in France with the strong support of O2 France and ADEME. The project revealed that we could save additional tons of CO₂ and confirmed that, considering the forecast of energy prices and carbon tax, the carbon issue should be addressed as of now.

Based on this successful experimentation, **in 2010 it was decided to roll out the carbon audit initiative across all Atos Origin data centers.** Supported by O2 France, the program aims at auditing 15 data centers over 15 months (from Q4 2010 to end of 2011). At the end of the project, Atos Origin will be able to set up a customised action plan per data center and incorporate carbon as part of the performance management.

Expected results:

- Lower our carbon footprint and identify new ways of reducing the energy bill and carbon emissions,
- Reduce the carbon footprint of applications that we host for our customers, helping them minimising their environmental impact.

Reducing the impact of our activities

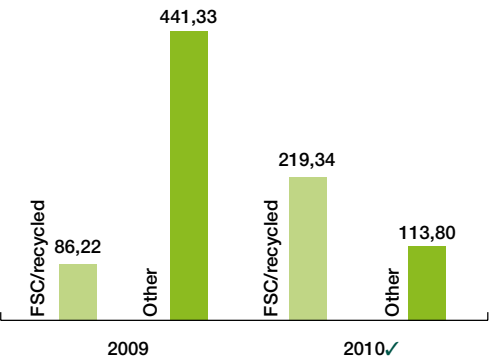
Waste management

Atos Origin ensures that the collection, storage, transportation and disposal of waste are properly managed and recycled when possible so as to minimise the impact on the environment and the risks to the health and safety of people.

Office paper use by type:

In 2010, France generated 159,153 kg of Waste Electrical and Electronic Equipment. In French data centers, the recycling ratio reached 90%.

Type of paper used in tons



Smart travel

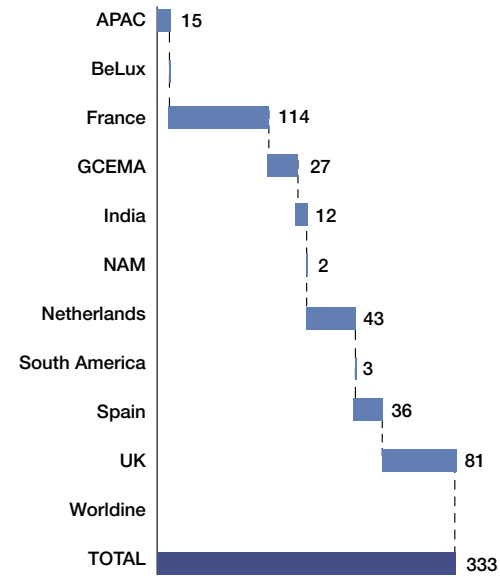
If we consider the number of travels, rail is clearly the preferred mode of transport for employees, and the first mode of transport used in Europe where are located over 80% of employees. However, if we consider the total distance travelled per employee, 71% of all kilometres were by air. This figure reflects the increasing activity in India which requires frequent travels and strongly distort statistics.

This can vary strongly from country to country according to the local transportation network and the location of sites.

Remote conferencing

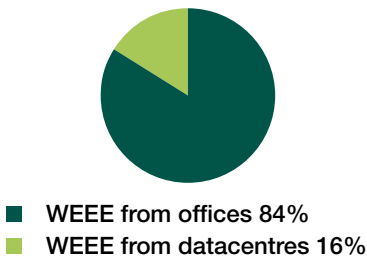
Remote meeting technologies allow the avoidance of travelling when possible. In 2010, Atos Origin strongly promoted and developed remote and collaborative ways of working. In addition to reducing fuel consumption and the carbon footprint, they also improve the working conditions of employees (more flexibility) and reduce operational costs. The increasing number of connections made in 2010 shows the capability of a company such as Atos Origin to use remote technologies. The number of connections has continuously increased between 2008 and 2010 (+83%).

Total of paper used in 2010 (tons) **[EN1]**

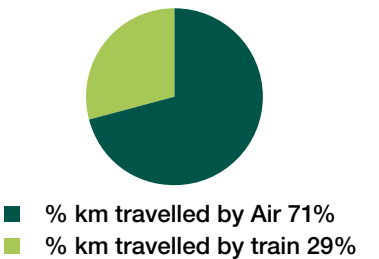


- 219 tons of FSC/recycled paper (a 66% of total paper used **[EN2]**)
- 114 tons of other paper
- A decrease of 37% on total paper used reported.

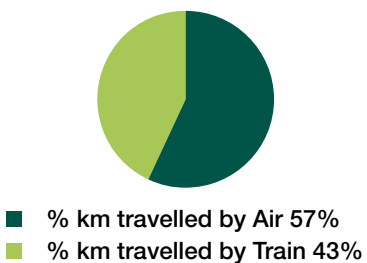
Waste produced in 2010 - France



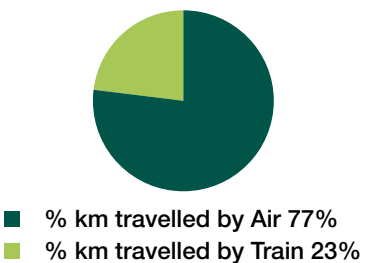
Mode of transport - 2010



Mode of transport France - 2010

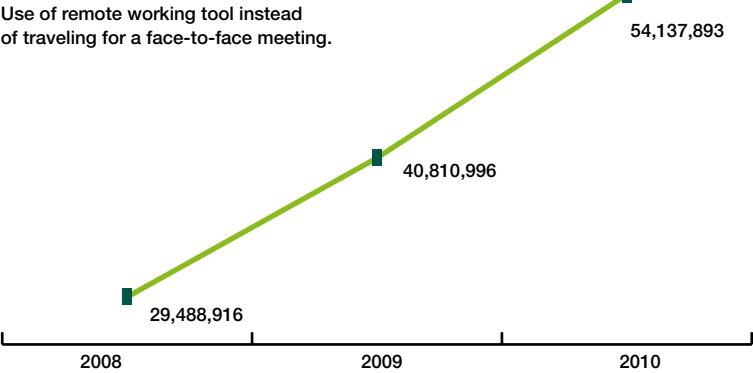


Mode of transport Germany - 2010



✓: Data audited by KPMG Audit

Number of hours connected [EN7]

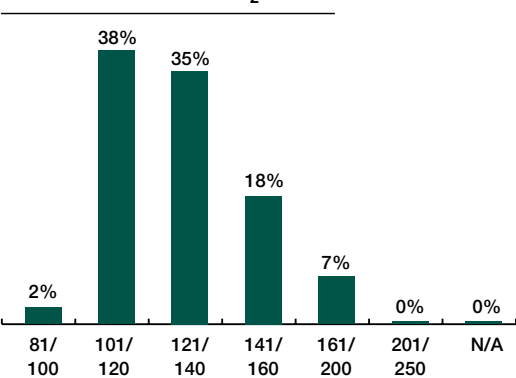


Car Fleet

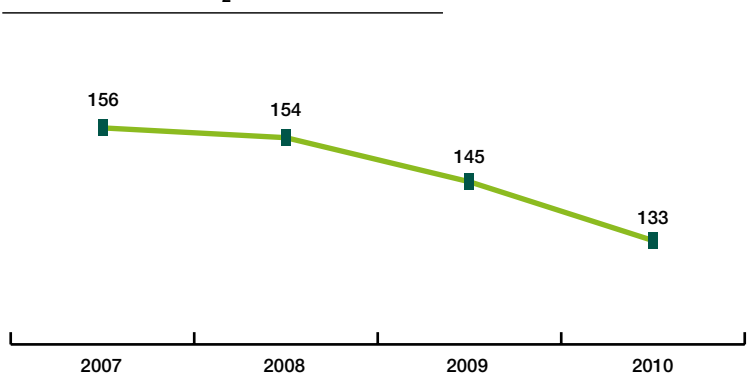
Based on data provided by one of our leasing suppliers, 40% of our fleet is below or equivalent to 120 g CO₂/km.

In addition, should the global carbon footprint of the fleet increase in volume (because the number of cars managed by this leaser is growing), the average CO₂ emissions of our car fleet has still been continuously reducing for the last 4 years. **Between 2009 and 2010, this figure dropped by more than 8 points, from 145 g CO₂ to 133 g CO₂.**

Split of cars per CO₂gr/km



Fleet average CO₂ Emission (g/km)



Environmental Certifications

Atos Origin has continued to pursue the roll out of its **ISO 14001 Certified Environmental Management System (EMS)** started in 2009. The Group is implementing it in all countries where it operates (offices and data centers). In 2010, 24 sites (including offices and data centers) were ISO 14001 certified. The group's objective is to have 35% certified by the end of 2011 and 80% certified by 2013.

As already mentioned, the new Atos Origin Campus in Bezons, France meets high-quality environmental standards. It is the first office building in France to obtain the triple certification **HQE Construction, THPE,** and **HQE for Operation.**

All data centers in the United Kingdom have obtained the **Carbon Trust Standard certification.**

“ Our client DSM, a leading international chemical company, renewed its SAP platforms and services with a new environmentally friendly solution to contribute to its sustainability ambitions. A two-digit percentage reduction in costs was achieved in the first year, with a 46% power consumption reduction. ”

Helping to build the Firm of the Future

The Group understands the role it has to play through developing solutions that allow its clients to operate in a more sustainable way which is both good for their own business and for the environment. Atos Origin's "Firm of the Future" strategy helps its clients transform to a sustainable, collaborative and adaptive organization addressing both strategic and operational levels and the supporting infrastructure.



SUSTAINABILITY AS A BUSINESS ENABLER

Atos Origin’s mission is to become ‘best in class’, not only for its own operations, but also in the way it serves its clients by providing innovative IT solutions to help its clients become more sustainable.

Atos Origin is fortunate enough to have a varied portfolio of clients covering all aspects of the world economy, and who affect a significant portion of the world’s population through their extended value chains and stakeholders. For example, both DSM and

AkzoNobel, the world’s top two chemicals companies within the Dow Jones Sustainability Index, use our solutions to run their businesses more sustainably.

Atos Origin’s responsibility extends to helping its clients to clearly identify the challenges they face, the existing risks (regulation, finance, environment, reputation) and all the benefits of implementing sustainability in their business and organisation.

Sustainability Solutions



www.atosorigin.com/en-us/Business_Insights/the_firm_of_the_future/
www.Firm-of-the-future.com



In 2010, with the support of our scientific committee and best experts, we designed a sustainable portfolio of offerings (e.g. Ambition Carbon Free, Green IT, Smart Grid, Sustainability Performance Management). The offerings aim to help clients to optimize their environmental effectiveness while ensuring operational efficiency and business profitability.

To improve performance, Atos Origin has developed an experimental laboratory to test solutions before proposing them to customers. Based on an ecosystem composed of the best players in the market, this approach allows us to identify the strengths and weaknesses of the solutions and to measure tangible benefits (e.g. energy savings, carbon reductions). When the solution has been proven, it is integrated into our portfolio of offerings, for the benefits of both our clients and the planet.

Atos Origin’s Sustainability portfolio is mapped on to 3 focus areas:

- >> **Strategy:** solutions that help **evolve** our clients’ business models from a Firm of The Past to a Firm of The Future
- >> **Operations:** solutions that **enable** Sustainable Operational Excellence
- >> **Infrastructure:** solutions that **embed** sustainable platforms, infrastructure and technologies

In each area we provide leading innovative solutions. Taken separately or as a complete portfolio, Atos Origin provides the innovation, solution-focus and long-term partnership approach to ensure that our clients adapt and flourish in these increasingly volatile times.

Transforming towards the Firm of the Future
2010-2020 is being referred to as the Decade of Volatility by many. One thing seems certain though, and that is that the level of volatility our organisations and respective value chains will face is unprecedented. Put simply, organisations can either seek out opportunities, learn to adapt, evolve and flourish in these transformative times, or hold on to old models, old ways of thinking, cracking and dying under the pressure of dynamic change. It is our belief that this decade can be the decade of Opportunity, Creativity, Collaboration and Courage for those organisations able to adapt and redesign for resilience. The Firm of The Past is the top-down, hierarchical, silo’ed, short-term profit-focused, command and control based business model that has served us up until now. The Firm of The Past is ill-equipped to deal with dynamic change.

The Group understands the important role it has to play through developing solutions that allow its clients to operate in a more sustainable way which is both good for their own business and for the environment. Here Atos Origin envisages a “Firm of the Future”, an organization more akin to a dynamic living organism and which thrives within ever-changing business, socio-economic and environmental systems.

To help businesses transform into a “Firm of the Future”, Atos Origin has developed a strategy to help its clients transform to a sustainable, collaborative and adaptive organization addressing both strategic and operational levels and the supporting infrastructure.

The Firm of The Future is inter-dependent, open, collaborative, empowering and values-focused. It seeks out opportunities in volatile times, is dynamic and is a Business Inspired By Nature. Nature has been dealing with dynamic change for over 3.8 billion years. Those organisations that are able to learn from nature’s wisdom and become firms of the future are the ones that will survive and thrive in this decade of turbulence and opportunity. In order to help provide thinking and solutions enabling our clients to evolve towards a Firm of The Future a Business Inspired By Nature, Atos Origin has formed a unique partnership with BCI – Biomimicry for Creative Innovation.

Enabling Sustainable Operational Excellence
Increasing regulatory pressure; rising input costs; globalisation leading to increased complexity and competition; increased speed to market; etc, are just some of the mounting pressures our clients’ businesses face. We believe that Sustainable Operational Excellence is fundamental for any client seeking to still operate in 3-5 years time. As a result Atos Origin provides fit for purpose solutions in all of the following aspects of Sustainable Operational Excellence:

- Energy, Waste, Water and Resource Management
- Sustainability Performance Management – Intelligent Sustainability
- Maintenance Excellence
- Governance Risk & Compliance, REACH
- Sustainable Product Lifecycle Management

Embedding sustainability into the DNA of our clients’ operations, so that sustainability metrics are part and parcel of the day-to-day decision making process, helps ensure our clients gain a competitive advantage and succeed in these challenging times. In this emergent space Atos Origin works collaboratively with leading software providers. For example, we work closely with SAP in all of the above aspects of Sustainable Operational Excellence.

Putting Sustainable Infrastructure at the heart of clients’ operations
A core part of Atos Origin’s business is running infrastructures based on long-term partnerships with its clients. As the pressure mounts for our clients to adapt and evolve, it is paramount that Atos Origin can provide innovation as well as a tried and trusted service. For Atos Origin, IT is an enabler for change rather than an inhibitor as it is often experienced.

This means that balancing innovation, openness and adaptation with secure, reliable platforms is core to what we do. The key aspects of our Sustainable Infrastructure portfolio are:

- >> **Atos WorldGrid** – A world leader in Smart Energy and Utilities (electricity, oil & gas and water, etc), Atos WorldGrid focuses on offering smart energy solutions around production, transport, distribution and retail, to enable energy efficiencies and increase sustainability, while improving operational performance. Smart grid and smart meter technologies are an important part of the transformation towards a more sustainable future. This is an area that Atos Origin excels in.
- >> **HTTS** – Atos Origin is a world leader in providing the infrastructure to run transaction services in sustainable ways and improve the financial transaction systems securitisation.
- >> **Green IT** – To ensure that the IT function runs as sustainably as possible, Atos Origin provides solutions ranging from Green Data Centres through to Green IT Strategies.
- >> **Ambition Carbon Free** – Atos Origin has a unique offer to measure, manage, reduce and offset the carbon footprint aspects of its clients’ infrastructure (not limited to IT, but covering all aspects of the business).



www.atosorigin.com/en-us/services/atos_worldgrid/default.htm



www.atosorigin.com/en-us/services/solutions/hi_tech_transactional_services/



www.atosorigin.com/NR/rdonlyres/E884F5F2-1ADF-40E0-AC60-6C2E70204949/0/GreenIT_Factsheet_June2010.pdf



www.atosorigin.com/NR/rdonlyres/A7F9BC0C-3165-48E1-93E3-034869A919B8/0/Ambition_Carbon_Free_Factsh.PDF

Innovative IT solutions for new economic, environmental and social paradigms

Information systems are a useful resource when it comes to social business, public health and environment management. In 2010, the Group contributed its sustainable expertise and innovative solutions to these domains, some examples of which are listed below:

Thierry Breton, Chairman & CEO of Atos Origin said

“ I am very pleased about the Transgreen initiative which is at the heart of our own strategy of intelligent energy management. This trans-Mediterranean energy highway project is a response to the major challenges shared by the countries on the two shores: energy efficiency and development of renewable energies and controlling and meeting the demand for energy in a sustainable way.

”

Demand Response and Energy Management

Demand Response systems represent a reliable means of optimizing energy sourcing costs at a fraction of the cost of classical energy production or buildings renewal investments. Here Atos WorldGrid has developed a coherent set of Demand Response and Energy Management software tools targeted to the residential and commercial markets. The main Demand Response (DR) components include:

- Virtual Power Plant (VPP) system providing aggregated demand-side management automation in real-time across a very large customer base thanks to distributed load curtailment and load shaping
 - Site energy management systems providing local load-shedding and load-shaping functions with communication infrastructure management (energy box support, remote configuration, and field management)
 - Customer energy management portal and reporting
- The system delivers a direct margin increase through energy sourcing optimization and so becomes essential for all home or building energy management targeted at carbon emissions and overall energy consumption reduction. The building energy management functions include:
- Energy consumption reduction (ie: Monitoring electricity usage in real-time; Benchmarking consumption against standards and best practices).
 - Energy cost reduction (ie: Forecasting short and long-term site electricity usage)
 - Energy reporting and participation to the sustainability value creation (ie: Database, energy, power, costs and CO₂ reporting in multiple dimensions Energy savings targeting and monitoring)

The Building Energy Management Solution tools are developed and tested in our new Atos Origin campus in Bezons before general deployment to all company sites worldwide. These innovative solutions have the objective of reducing our own electricity bills by 15% to 20% by optimizing the energy consumption of IT systems and lights. This solution contributes to Atos Origin's strategic plan to reduce carbon emissions and will be offered to our customers as part of our Global Sustainability offerings.

Towards a trans-Mediterranean grid capable of carrying up to 5 GW of renewable energy

In July 2010, Atos Origin joined the Transgreen project. This is part of the Mediterranean Solar Plan which aims to build renewable, particularly solar electricity production facilities on the south and east of the basin, with a capacity of 20 Gigawatts by 2020. This industry initiative plans to examine the feasibility of running an electricity grid between the two shores of the Mediterranean and developing connections around the Mediterranean basin.

Ensuring the reliable production & distribution of drinking water for over 2 million inhabitants in the Paris region

Atos WorldGrid has designed, produced and commissioned the new Real Time Operations system at the Neuilly-sur-Marne water plant on behalf of Syndicat des Eaux d'Ile-de-France. This latest generation industrial system ensures the monitoring of the quantity, quality and safety of the drinking water supply for 2 million inhabitants. Dehydrated ground is now assessed at 95%, and the effluent water discharged into the Marne river is now cleaner than at the point of catchment.

An innovative solution for long-term preservation of cultural heritage

In 2010, Atos Origin implemented an unparalleled long-term digital preservation solution for the digital holdings of the National Library of France (BnF), a first worldwide. A distributed Preservation and Archiving System was launched in May 2010 and already holds 30,000 works. This represents a volume of around 6 terabytes, and it is expected to reach 1,800 terabytes in 2014.

Towards a sustainable health lifecycle system

Atos Origin has long-term experience in providing IT services to the healthcare sector. The Group is present along the whole value chain: prevention – Health advice, vaccines – primary care – Diagnosis, treatment, minor surgery, Hospital Care – Diagnosis, treatment, surgery, Acute/emergency care, Long time assistance – Disease management, Rehabilitation, geriatrics, etc. Our state of the art solutions include:

- Improved cost management for hospitals
Atos Origin provides an end to end information flow across the various departments of an hospital (admissions, pharmacies, laboratories, etc.). It provides a mutualised solution with a pay-as-you go pricing system to more than 50 hospitals and traceability, availability and 24/7 accessibility are all guaranteed on its shared platforms.
- Facilitating exchanges between the various stakeholders of the healthcare system and professionals
Thanks to the contract for the French personal electronic medical record that was awarded to Atos Origin, one single, highly secure file can now be used to transfer information between doctors dealing with a patient. Several other national platforms and institutional agencies (Pharmaceutical File enabling the centralized delivery of medical data in France in order to combat drug interaction, National Cancer Institute [INCa], etc) are benefiting from Atos Origin's Santeos services, a French subsidiary of the Group.

- Deliver effective occupational health, employee assistance and wellbeing services

Services range from lean service transformation, commissioning, hosting and software development, through to disability assessments, occupational health and front line primary care. It has a team of more than 3,000, of whom around two-thirds are qualified medical professionals. Our activities with the NHS (Choose and Book programs) or Royal Mail are current examples of the Group's involvement. At the Department for Work and Pensions (DWP), it delivers medical advice and assessment services for those claiming incapacity and disability benefits to provide the DWP with the information it needs to make fast, well informed, decisions. Finally, it provides all medical input to ill health retirement and injury benefit schemes for the largest pension scheme in Europe.

Innovation@work

The 'new way of working is a key element to improving sustainability within clients' businesses. It enables innovative methods of connecting customers, employees and suppliers and allows them to respond more quickly and efficiently. For Atos Origin, it is about making clients' organizations more productive, cost effective and sustainable. We use proven technologies to create customized solutions and we call it "Innovation@work". First we map a client's business. Then we develop a change management strategy aimed at improving efficiency, productivity, cost reduction, sustainability and employee satisfaction.

Extended workplace solution

Based on its experience of the moving of all its Paris employees into a new Campus, the Group has developed, as part of its transformation programs TOP and Well Being@Work, a 'Campus model approach' in order to share this positive experience with customers. Atos Origin's project management approach covers: a definition of the work environment based on an in-depth analysis and definition stage in order to understand employees' usage and identify activity profiles; overall supervision of the building conception and space planning definition; the arrangement of workspaces; the choice of IT and tools; Human Resources and Change Management; site branding and communication to employees. The transformation project in Bezons was successfully managed within a year.

“ In the UK, Atos Healthcare works in partnership with its clients to deliver effective occupational health, employee assistance and wellbeing services that enhance the lives of over 800,000 people each year.

”

Enabling clients to transform towards Sustainable Business

This section contains examples of case studies showing some of the varied projects we completed in 2010 to help our clients' operations, value chains and organisations become more sustainable.



Sustainability Dashboard for AkzoNobel

One of the world's largest producer of paints, coatings and specialty chemicals, AkzoNobel was looking for a system that would create a clear reporting overview of all its sustainability issues and performance. It engaged Atos Origin to design and implement a sustainability dashboard, helping the company to visualize business and projects' performance, thus leading to greater transparency and improved decision making on future investments.

AkzoNobel is now able to better monitor, report and manage its sustainability efforts in over 300 plants and sub units worldwide. "Our ranking, coupled with our consistent performance over the last few years, is clear evidence of how successfully sustainable business is being integrated into our global operations." Hans Wijers, CEO, Akzo Nobel



Accompanying a leading oil-field client on its first sustainability journey

Baker Hughes, a top-tier oil field services company needed to increase manufacturing performance while reducing overall cost, accelerate their green initiative and solve the disconnect between the plant floor and the rest of their business operations. They selected Atos Origin to implement its Intelligent Sustainability solution, to evaluate a single plant's energy usage, to look for improvement possibilities and gather energy usage information. The solution put in place enabled Baker Hughes to embed sustainability within the core decision making process of their business and to identify plant floor operational changes. The real-time operational

visibility increases productivity while reducing cost resulting in greater customer satisfaction. Improvements identified included:

- Energy Consumption reductions via reduction in machine idle times
- Energy Consumption reductions via adjusted machine idle time profiles
- Cost savings and energy consumption reductions via adjusted electricity demand profiles



Revolutionizing Green IT in Government

HM Revenue & Customers in the UK needed a cohesive, actionable Green IT Strategy which addressed how they are going to meet their carbon reduction targets. They selected Atos Origin in order to design a cohesive, actionable Green IT strategy within only eight months, through the establishment of a Green IT framework. **As a result the HMRC is a trail-blazer in the UK Government and was able to meet its green ICT objectives**, rather than just create a documented strategy.



Green SAP

DSM decided to renew their SAP platforms and services in order to increase its flexibility and improve its cost-effectiveness by implementing a new future ready SAP-related environment that also contributes to DSM's sustainability ambitions. Since Atos Origin has demonstrated to be a reliable hosting provider for DSM and has a proven track record of SAP services, DSM has chosen to extend the long-lasting relationships between the companies.



Paperless Solution provided by Atos Origin and Adobe Systems for Iberia Maintenance

Together with Adobe Systems, Atos Origin implemented a paperless solution at Iberia Maintenance, a division of Iberia Airlines Group. This enabled them to track the aircraft review process through electronic cards with an enclosed digital signature. According to Iberia Maintenance, **the new system has allowed impressive savings in costs and productivity gains**, including 4,320 hours/year in hangar planning for revisions, 2.5 tons of paper and 100 toner cartridges saved per year.



Green Medal at the Olympic Games

As part of its partnership and collaboration with the International Olympic Committee, Atos Origin, the Worldwide Information Technology (IT) Partner for the Olympic Games and the holder of the largest sports-related IT contract in the world, is continually looking at ways to minimize the environmental impact of the Games. With such a high-profile project, the goal is to measure the direct, indirect and associated levels of carbon generation and seek to deliver tangible improvements.

The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) awarded Atos Origin a «Sustainability Star» for helping it achieve its sustainability goals.

Atos Origin developed technology solutions and undertook specific measures that helped VANOC reduce the 2010 Winter Games' carbon footprint in terms of energy savings, CO₂ emissions reduction and enhanced access of information via online portals. These include:

- deploying an environmentally-friendly infrastructure through the use of virtualization. The design of a more efficient IT infrastructure helps to reduce electricity consumption by 30% in several instances;
- the first-ever online volunteer platform developed and operated by Atos Origin for the 2010 Winter Games processed over 50,000 applications from people in 100 countries, thus mainly reducing paper consumption and the associated greenhouse gas (GHG) emissions;
- the online Accreditation System, deployed for the first time in Vancouver, significantly contributed to reduce the amount of paper used during the 2010 Winter Games. Previously, applications for accreditation were printed and sent around the world;
- Atos Origin also won praise for its remote Commentator Information System (CIS) that gives media direct access to instantaneous competition results and its remote INFO System that allows media to access the Olympic Family intranet, including event information, schedules, athlete biographies, results and weather forecasts.

“ In Vancouver, Atos Origin was recognized for its Games-related sustainability technology innovations to creating greener Games, contributing among others to reduce electricity consumption by 30% in several instances. ”

For **London 2012**, Atos Origin is working with the London Organising Committee of the Olympic and Paralympic Games (LOCOG) to evaluate the use of new technologies, such as virtualisation, so that the London 2012 Games use less energy and hardware than in Beijing 2008. Here we are looking across the board at how we can reduce our impact including:

- Implementing technology that uses less energy
- Designing an architecture that requires less equipment
- More wireless services (reduces hardware)
- Reducing printing
- New technologies

We are also expecting to increase access to the CIS from outside the host city, thus enabling journalists to access the rich information from offices in their home countries to reduce costs and the carbon footprint. And with myInfo+, Atos Origin is providing improved electronic access to reports and playing a key role supporting LOCOG on a number of initiatives to only deliver the essential high-demand reports for the London 2012 Games on paper. It will also be the first time that the result book can be downloaded from myInfo+.



For more case studies:
http://www.atosorigin.com/en-us/services/solutions/sustainability_solutions/



www.atosorigin.com/en-us/Business_Insights/Case_Studies/case_studies_container/cs_sustainability_dashboard_for_akzonobel.htm

Thought Leadership



www.syntec-numerique.fr/actualites/liste-actualites/publication-du-livre-vert-volume-3-management-des-gaz-a-effet-de-serre



Atos Origin is an active member of Think Tank organizations such as the Green Grid and in 2010 strongly participated in and contributed to key working sustainability groups and reports. Some examples include:

As a member of the French **Syntec Informatique** – the French association of software and computing services companies – Atos Origin contributed to the **Green Book** titled “**Carbon accounting**” in cooperation with Syntec Informatique and the key IT players.



In February 2010, Atos Origin and **IDC** in Spain jointly developed and published a **report** entitled “**ICT as a key factor in cost optimisation**”, which highlights ICT as a key factor in cost optimisation in this crisis period. Following a survey carried out by 115 of Spain’s largest companies, the report highlights that savings of up to 11.4% of a company’s total operational costs can be achieved thanks to ICT.

According to a study conducted by **Forrester** on behalf of Atos Origin, Forrester was able to demonstrate the efficiency of Atos Origin’s sustainability solution through the analysis of a business case at AkzoNobel.

“
As a global and responsible company, Atos Origin contributes to promoting and developing sustainable behaviour by positively influencing its stakeholders to take sustainability into consideration in their decision-making.
”

Stakeholder dialogue

Atos Origin continues to communicate regularly with its stakeholders in order to inform, alert, mobilize and arouse awareness about the challenges and opportunities of sustainability. This section highlights a selection of actions undertaken at both global and local levels in 2010.



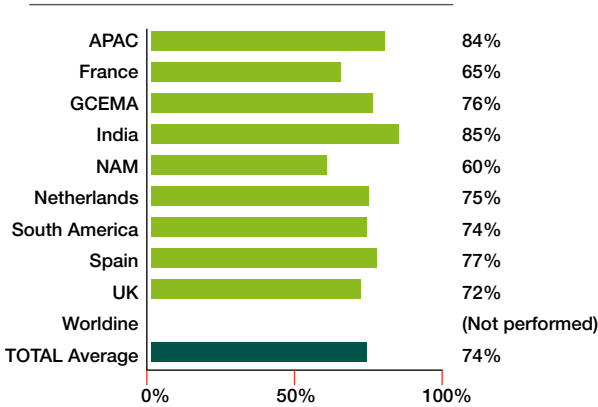
Clients

Sustainability workshops
and conferences

Atos Origin held a series of CEO Innovation Press Conferences in 2010 which demonstrate the Group's ongoing commitment to innovation. Through its Scientific Community, Atos Origin is continually looking at market and industry trends to understand what its clients need not only for today, but for tomorrow. Innovations launched during these conferences included the launch of our Ambition Carbon Free solutions in February 2010.

In October 2010, Atos Origin participated as an official partner of Les Ateliers de la Terre (Planet Workshop) that was held in Evian. This annual international event is a professional platform to fight against climate change.

Customer satisfaction per GBU ✓ [PR5]



Employees

Communicating with representatives

The European Work Council (EWC) is well established and well recognized within the Group. It allows Atos Origin management to share strategy, changes and concerns with the employees' representatives at European level and bring transparency, cooperation and trust between the participants. It is an opportunity to exchange ideas and very often, to find solutions for global issues. Atos Origin values good labour relations and is used to engage employee representatives where situations require such involvement. Three face to face meetings have been held during the course of 2010 and continuous communication has been maintained between top management and EWC & Select Committee throughout the year.

Customer satisfaction

In 2010, The Group conducted Customer Satisfaction surveys at country level. Other indicators of our customers' satisfaction include the high level of recurring business (75%) and the winning of awards. These include:

>> **First in customer satisfaction in global telecom IT outsourcing for second consecutive year** – Atos Origin was named Top Vendor in IT Telecom Outsourcing for the second consecutive year in customer experience following an in-depth survey by analysts Black Book, part of Datamonitor. KPI's such as best of breed technology and process improvement, customization, innovation, delivery excellence, support and customer care, and overall performance were rated. Atos Origin scored as Top Vendor in IT Telecom Outsourcing on 11 out of 18 performance areas.

More awards can be viewed on the Group's corporate website <http://www.atosorigin.com/en-us/Newsroom/en-us/awards/default.htm>

Well Being at Work poll

As part of its "Well Being at Work" initiative, and in the transition to the certification process "Great Place To Work", at the end of 2010 the Group launched a global survey in order to measure the impact of the Well Being at work initiatives in employees' lives, their understanding, perception and resulting employee satisfaction. The survey which was completed in early 2011 was conducted among a representative sample of all employees. Some first results indicate that the Group is perceived:

- as a responsible Group towards its employees, with 62% of respondents indicating that staff are treated fairly regardless of gender, age, religion, disability or sexual orientation; (only 15% thinking the contrary).

- as a responsible Group, with 50% of respondents indicating that the company behaves responsibly towards the environment (only 11% thinking the contrary). Globally positive feedback was registered regarding direct management with 80% of respondents highlighting the trust of their management when working remotely.

Increasing employees' awareness
about Atos Origin sustainability
program

In 2010, the Group increased the awareness of its sales people on sustainability issues and launched a **specific sales training program** for its sustainability offering. Around 20 webinars and physical workshops were held both at global and country level (Spain, the Netherlands, France and Germany). In total around 500 sales people from all Group business units were trained during the year. In 2011, further courses are planned for the sales force, with a specific focus by market.

Some countries implemented successful training programs during 2010: the UK and the Netherlands both focused on green aspects as part of their communications related to ISO 14001 certifications. 3,000 employees in the UK and 3,500 in the Netherlands were trained on Sustainability issues. An e-module was also developed in France with the external support of the company 'Des Enjeux et des Hommes' and will be deployed in 2011.

In 2011, Atos Origin's objective is to establish a **global sustainability eLearning module**, part of Atos University program that will be accessible for all employees worldwide. India and France are working on developing this international module.

Employees' participation is encouraged through the Group's internal online platform FISH (Fresh Ideas Start Here) which was launched in 2009. In 2010, the Group's employees worldwide shared around **1900 ideas** in order to contribute to strengthening the Group and also improve our way of working in various subjects including among others well being at work, environmental issues, sustainability solutions, etc. Ideas submitted include for instance the opening of day-care centers, initiatives to reduce the use of emails internally, remote working facilities, initiatives to reduce office paper, for greener transport, etc. The Well Being at Work program for instance recognizes employees' concern as 7 of the Top rated Fish ideas are related to well being at work issues that have already been implemented or are under implementation.

Global Awareness on Sustainability
issues

In 2010, the Group held many employee events in order to increase awareness on sustainability issues, such as environmental or diversity issues. Examples of such events include a one week activity concerning disabled people, organised by the Group in eight offices in France including the Group's headquarters in Bezons, in partnership with French organisation Mission Handicap. Many workshops, animations, testimonials, and talks were organised from 11 to 15 October 2010 in order to increase employees' awareness about disabled employees and to answer questions and preconceived ideas related to professional integration, etc. Following this first event, the Group is already planning a second one that will be held before the summer of 2011.

A photo contest has been organized in Spain aiming at reinforcing employees' awareness around sustainability issues. Over 350 employees participated to the contest and provided more than 400 photos related to the 3 P's (People, Planet & Profit). All photos have been displayed on the local intranet.

“ In 2010 the Group launched a specific sales training program for its sustainability offering and trained in total over 500 sales people from all business units.

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[www.atosorigin.com/en-us/Business Insights/the firm of the future/](http://www.atosorigin.com/en-us/Business%20Insights/the%20firm%20of%20the%20future/)

To mobilize our stakeholders on sustainability issues and solutions, Atos Origin employees have participated in the creation and publication of white papers and studies on a regular basis.



White paper on “Sustainability and operational excellence – One Goal not Two”,
November 2010



White Paper, “A Business Inspired by Nature”,
December 2010



White Paper, Cloud and Sustainability – An actionable approach,
November 2010



A Sustainable Strategy for Sustainable Growth – the new Agenda,
July 2010

Shareholders & Investors

The Group’s first Corporate Responsibility Report 2009, including full details on Atos Origin’s activities, commitment and achievements, was presented and distributed to the Board of directors and to the Group’s shareholders at the Annual General Meeting (AGM) that was held in May 2010. The Report was made available primarily online on the Group’s corporate website www.atosorigin.com for easy access and review by the

Group’s stakeholders. The report was also easily accessible for investors (both in pdf and online versions) directly from the Investors’ section of the company’s website.

In 2010, Atos Origin conducted 8 briefings with analysts in order to explain the Group’s corporate responsibility strategy, commitment and 2009 achievements.

Suppliers

One of the objectives of our global Sustainable Purchasing policy is to positively influence our suppliers in implementing sustainable best practices in order to better mitigate our supply chain risks. To that end, the Group’s aim is to reinforce the supplier relationship management and keep a continuous dialogue with all its suppliers (from relationship to partnership).

- As of May 2009, our Purchasing Charter, which covers the scope of the United Nations’ Global Compact, has been appended to requests and contracts. Suppliers are requested to abide to the sustainable principles promoted in the Charter.
- Through a partnership with the Ecovadis company, we assess and score the sustainability performance of part of the Group’s suppliers’ on a regular basis. The objective is to verify if they comply with sustainable principles promoted in our charter and also to measure the sustainable

performance of our purchasing policy. It is also a way to show our stakeholders how we pay attention to the companies we work with.

- All Group purchasers are responsible for introducing sustainability in the product/service selection and in contract management. When the performance is under the threshold required, they build up a corrective action plan together with the supplier and follow up the implementation. The assessment creates a very good opportunity to develop relationships with our suppliers, consider best practices implemented or try to align them with our values.

In addition, each year, we take this opportunity to assess Atos Origin as a supplier. We measure where we are and the progress we need to work on to improve our own score to be considered as the best IT partner.

Partners

Atos Origin is an active member of global organisations such as the **Green Grid**, a consortium of IT manufacturers and users that take actions to promote sustainable development on a national, European or global level.

Since 2009, Atos Origin has been a member of the **Global Reporting Initiative (GRI)**, the 1st IT Company to join the organisation. Atos Origin follows the GRI guidelines for the development of its Corporate Responsibility Report and maintains a continuous dialogue with the organisation in order to improve its sustainability reporting processes. In May 2010, Atos Origin participated at the GRI event that was held in Amsterdam: “*The Amsterdam Global Conference on Sustainability and Transparency*”.

In 2011, as part of its commitment to offer carbon neutral hosting services, Atos Origin engaged with the **Carbon-Neutral Company** to help it compensate the carbon footprint produced by its data centers. The Carbon-Neutral Company (www.carbonneutral.com) is a world leading provider of carbon reduction solutions. It works with more than 500 companies in 32 countries to develop offset-inclusive carbon reduction programmes and since 1997 it has purchased carbon credits from approximately 200 projects in 24 countries.

As partner of **Les Ateliers de la Terre**, Atos Origin participated in the 5th Global Conference that was held from 17th to 19th November 2010 in Evian. Les Ateliers de la Terre provides an international platform and an institutional meeting around different sustainability issues. The Global Conference is a key opportunity for participants and partners to share experiences and best practices.

“
Atos Origin is committed to transparent and public reporting on sustainability and has taken all reasonable steps to ensure that the information in this report is accurate.
”

Information about the Report

Scope of the Report

Defining the scope

This chapter describes the scope of Atos Origin's Corporate Responsibility Report 2010 and the guidelines on which it is based. It also addresses how Atos Origin reports according to globally-accepted reporting standards, defines the scope on its corporate responsibility reporting, and the process used to obtain this assurance.

Global Reporting Initiative (GRI) guidelines

Atos Origin has taken all reasonable steps to ensure that the information in this report is accurate. The report is set up according to the international Global Reporting Initiative (GRI) G3 guidelines, a worldwide standard for reporting on corporate responsibility. GRI defines 79 Performance Indicators clustered into 6 categories (economic, environment, labour practices & decent work, human rights, society, product responsibility). This report is prepared in accordance with the reporting criteria and guidelines of the A+ application level of the Global Reporting Initiative (GRI).

Atos Origin is committed to transparent and public reporting on sustainability. This report covers the period from 1st January 2010 to 31st December 2010 in a comparable period to the previous report on March of 2009. Our reporting period has an annual cycle. However we perform an half-yearly internal revision which is helping us to obtain a better performance overview thus allowing improvements during the reporting period.

Process for defining report content

The selection of the KPI's is based firstly on our business strategy and secondly on an external materiality test. Our business strategy includes a prioritization of topics which is an essential requirement for our sustainability dashboard (an internal project ongoing).

Atos Origin has applied the 'Guidance on Defining Report Content' following the Principles of Materiality, Stakeholder Inclusiveness, Sustainability Context and Completeness:

Materiality:	The indicators selected are relevant topics for our organization because they reflect Atos Origin's economic, environmental, and social impacts and even influence the decisions of its internal and external stakeholders. The materiality test reviewed by KPMG guaranteed our decision. These indicators are considered Key Performance Indicators for Atos Origin and represent the way to control our sustainable performance.
Stakeholder Inclusiveness:	Atos Origin takes into account its stakeholders for selecting the content and the most relevant topics for this report and in following pages it will explain how it has responded to their reasonable expectations and interests. The KPIs selected are a probe of the Atos Origin's commitments.
Sustainability Context:	The relationship between sustainability and Atos Origin's strategy is strongly tied. Sustainability is completely aligned with our mission of helping customers towards sustainability with our ITC services. As a global company our sustainability performance is undertaken in a global context and reported as it is explained in the reporting scope (specific limitations on the scope are informed). The KPIs selected represent the process to control our sustainable performance and an overview of our sustainable development. Topics covered in this report include available information as sustainability objectives and measures.
Completeness:	The report was developed taking into account the entire chain of entities upstream and downstream, and covers and prioritizes all information that should reasonably be considered material on the basis of the principles of materiality, sustainability context, and stakeholder inclusiveness. Coverage of this report reflects significant economic, environmental, and social impacts and will enable stakeholders to assess the Atos Origin's performance in the reporting period.

Our approach is based on interactive stakeholder dialogue, our experience in applying GRI for clients in the Netherlands, Spain, the UK, our experience in applying GRI in Atos Origin for all the Group Business Unit- (GBUs), and the issues relevant to Atos Origin's operations.

Data was collected in two rounds (H1 & H2). We started gathering the data for about 24 KPIs in June 2010, and we then increased the KPIs data collection up to 56. After a materiality test performed by an external company, we decided on gathering data for 37 significant applicable KPIs.

The GRI table can be found in *section 13* of this report. It states which subjects have been considered applicable and then included in the report, or not applicable, and for that reason excluded. The required profile information and an overview of the management approach for each indicator category is also provided.

Reporting scope

Atos Origin obtains its corporate responsibility (CR) data from internal measurement and from external sources (third parties). Data relating to subcontractors is not reported here, but can be found in the Annual Report.

The report covers the performance of the Atos Origin group on corporate sustainability and covers the following Global Business Units and Service Lines: APAC (Asia Pacific including China, Hong Kong, Singapore, Malaysia, Indonesia, Taiwan, Japan), France, GCEMA (Germany, Austria, Poland, South Africa, Greece, Turkey and Switzerland), India, NAM (North America & Canada), the Netherlands, South America (data for Brazil only), Iberia (data for Spain only), the United Kingdom and the Service Line Atos Worldline (French, German and Belgium subsidiaries). These entities are included in the scope for Product Responsibility, Social, Economic, Environmental and Human Rights indicators; furthermore, Morocco, Belux, Major Events and Corporate are included for Laboral indicators. When the perimeter for data collection is not exhaustive, it is specified into a footnote.

Note that the consolidated data does not include Joint ventures @ 50% and newly acquired companies (Sinsys, Infotek).

This report only includes data from entities that are fully owned or majority owned and from those joint ventures where Atos Origin has a controlling interest with respect to corporate responsibility.

Reporting tool

Atos Origin's Sustainability Office is the contact point for questions regarding the Report or its contents and includes representatives from each GBU and Service Line. Representatives are responsible for collecting and documenting the required data and to collect the evidence.

The data is gathered through global tools and various questionnaires. The most of LA indicators data have been extracted from a Group HR tool (Nessie people), other part of data have been collected from the countries via a questionnaire. Data from HR indicators have been collected at Group level. The rest of indicators have been collected from the GBUs via two questionnaires, one for calculating the full carbon footprint plus the EN3, EN4, EN16 and EN19 indicators, and another for the rest of the GRI indicators. Figures are presented in a relative way (using percentages and ratios), unless the reporting protocol requires absolute figures to be disclosed.

Detailed information related to EN3, EN4 and EN16

The data collection related to the KPI EN3, EN4 and EN16 involved all the GBUs. With few exceptions, countries provided the information necessary to get a reliable estimation of the carbon footprint. In order to align the GRI collecting process to our Carbon Disclosure Abatement Project we used a methodology of collecting based on the GHG protocol and the GRI guidelines. In this way we can integrate the two processes and gather the data for both reports.

For the CO₂ calculations, country regulations and calculation methods have been applied. The conversion factors have been adjusted according to the country and the type of energy consumed (fuel oil, diesel, gas, electricity).

Conversion factors are based on Defra: Guidelines to Defra/DECC's Greenhouse Gas Conversion Factors for Company Reporting, available at: <http://www.defra.gov.uk/environment/business/reporting/conversion-factors.htm>. For the figures communicated on page 55), we used Electricity/Heat Conversion Factors from those last updated for 2010. But for establishing a comparable base between 2009 and 2010 in this report (for the figures communicated on pages 46), we used the same Electricity/Heat Conversion Factors as in the 2009 report (2006-5 year rolling average) and the data for Commonly Used Fossil Fuels is sourced from the Digest of UK Energy Statistics 2008 (BERR), available at: <http://www.berr.gov.uk/whatwedo/energy/statistics/publications/dukes/page45537.html>.

An explanation of the effect of a re-statement of information is provided in the EN16 KPI in order to achieve a comparable scope with the 2009 report. But for a better clarification of the scope in EN3 (direct consumption: Gas, Diesel/Fuel Oil), EN4 (indirect consumption: District heating and Electricity) and EN16 (direct and indirect emissions) note that we use a "comparable scope" for comparison data between 2009 and 2010. As mentioned in the EN16 footnote: "data does not include Belux, and the data for Gas, Diesel/Fuel Oil does not include Austria, Switzerland, Greece, Poland, South Africa, and Turkey".

For more details:

- Data from Gas, Diesel/Fuel Oil:
- 2009 data: APAC (only Malaysia), Belux, France, GCEMA (only Germany), India, NAM, The Netherlands, SAM (only Brazil), Spain, UK, Atos Worldline.
 - 2010 data: APAC (except Malaysia and Indonesia), France, GCEMA, India, NAM, The Netherlands, SAM, Spain, UK, Atos Worldline.

- Data from District heating and Electricity:
- 2009 data: APAC (except Singapore), Belux, France, GCEMA, India, NAM, The Netherlands, SAM (only Brazil), Spain, UK, Atos Worldline.
 - 2010 data: APAC (except Malaysia and Indonesia), France, GCEMA, India, NAM, The Netherlands, SAM, Spain, UK, Atos Worldline.

Carbon footprint assessment methodology

Based on the GHG protocol, Atos Origin measures its own emissions considering the three 'classes' of emissions sources identified in the GHG Protocol, relevant to assessing and reporting the GHG emissions of entities.

- Scope 1 emissions: Those emissions directly arising from sources associated with the subject, principally from the following types of activities: the combustion of fuels for the generation of electricity, heat, or steam; processing and/or manufacturing of materials or chemicals; transportation in company owned/controlled mobile combustion sources; and fugitive emissions of refrigerant gases as a result of cooling plant failures.

- Scope 2 emissions: Those emissions indirectly attributable to the subject from the generation of purchased electricity, heat, steam or cooling that is consumed in owned or controlled equipment or operations.
- Scope 3 emissions: Select non-Scope 2 indirect emissions. The most common examples are emissions from transport-related activities.

Our report included the full scope mentioned above, all countries and GBUs. The conversion factors used are based on the DEFRA publications.

Detailed information related to PR5

We have included some assumptions and techniques for underlying estimations applied to the compilation of the Indicators and other information in the specific KPIs. For example, in the KPI PR5, we have converted the GBUs reported average of customer satisfaction to a % by dividing the average between the scale in each GBU. In a questionnaire on a scale of 1-6, where 1 is very good and 6 is poor, 1 means a satisfaction of 100%, and 6 means a satisfaction of 0%.

Detailed information related to SO3

In 2010, the data related to SO3 includes the number of employees having been trained to the Code of Ethics, as well as employees having signed the Code of Ethics.

Assurance scope - External assurance process

Atos Origin has engaged KPMG Audit to provide a limited assurance on certain key performance indicators. Their report can be found in section 12 of this report.

Auditor’s report providing limited assurance on
a selection of sustainability indicators published
in the Atos Origin 2010 Corporate Responsibility Report

As requested by Atos Origin, we have performed a review to enable us to provide limited assurance on some 2010 sustainability indicators^(*) (“the Data”) selected by Atos Origin and identified by the symbol ✓ presented in the 2010 Corporate Responsibility Report.

The conclusions below only relate to this information, and not to the whole Corporate Responsibility Report.

The Data were prepared under the responsibility of the Group’s Sustainability Department, in accordance with the Group’s reporting procedures for sustainability indicators, based on the Global Reporting Initiative (GRI) Guidelines and the AA1000 Accountability Principles Standard (the “Standards”), which can be consulted at the Group’s head office.

The methodological note presented in *section 12* of the 2010 Corporate Responsibility Report provides details on data collection and on the calculation of the published indicators. It is our responsibility, based on the work performed, to express an opinion on the selected Data.

Nature and scope of our work

We conducted our work in accordance with the applicable French professional guidelines and the International Standard on Assurance Engagement (ISAE) 3000.

We planned and performed the assurance engagement described below to provide limited assurance that the selected Data are free of material misstatement. A higher level of assurance would have required a more extensive review.

- For the selected data:
- We assessed the Standards on sustainability reporting with respect to their relevance, reliability, objectivity, clarity and completeness.
 - We conducted interviews with the persons responsible for implementing the Standards at Group level.
 - We performed detailed tests on the basis of the data available for five entities^(**), representing between 21,6% and 100% of the Group’s quantitative consolidated data.

For these countries, we conducted interviews with the persons in charge of sustainable data in order to verify the understanding and application of the Standards and Procedures. We verified the calculations on a test basis, performed consistency controls and reconciled data with the supporting documentation.

- We conducted consistency tests on Data consolidation.

We worked with a team of auditors specialised in sustainable development and extra-financial auditing of our audit firm.

Information on the procedures

- We would like to bring your attention on the following improvements occurred during the year:
- A materiality test has been undertaken by the Group in order to select the most relevant indicators to be monitored. Consequently, more quantitative data have been collected than preceding year,
 - The Group has improved the definitions of the indicators and has formalised them in a worldwide Dictionary,
 - The global collecting process has been supported by a corporate software,
 - For social indicators, a dedicated corporate organization and the use for some indicators of the Group human resources tool have ensured to report more reliable data,

- For environmental indicators, traceability, analysis and internal controls have been improved including energy consumption and associated CO₂ emissions (excluding refrigerants).
- We identified the following points for improvement:
- Data reporting responsibility between countries and Group level has to be clarified in order to improve the reporting efficiency and reliability,
 - Quantitative data should be provided as much as possible in order to ensure comparison between countries and between different years,
 - Specially for some new indicators, definitions and calculation methods have still to be clarified and an increased awareness from contributors is still required to enable a consistent reporting of data. Such improvements must be implemented before we can express an opinion on some indicators^(**).

Conclusion

Based on our work, we did not identify any material misstatements which could call into question the fact that indicators EC1 for the amount in Euros, LA1, LA2, LA3, LA4, LA11, LA12, LA13, LA14, EN1, EN3, EN4, EN16 (excluding refrigerants), PR5 and HR2 were prepared, in all material respects, in accordance with the above-mentioned Standards.

Paris, La Défense, 4th May 2011

KPMG Audit

Department of KPMG S.A.
Philippe Arnaud
Partner
In charge of the Sustainability
& Climate Change Services

() Indicators verified:*
Economic indicators:
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earning, and payments to capital providers and governments;
EC4 Significant financial assistance received from government;
EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation;
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation;
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, inkind, or pro bono engagement.

Environmental indicators:
EN1 Materials used by weight or volume;
EN3 Direct energy consumption by primary energy source;
EN4 Indirect energy consumption by primary source;
EN5 Energy saved due to conservation and efficiency improvements;
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives;
EN7 Initiatives to reduce indirect energy consumption and reductions achieved;
EN16 Total direct and indirect greenhouse gas emissions by weight (t CO₂ eq);
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved;
EN19 Emissions of ozone-depleting substances by weight;
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.

Human rights indicators:
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.

Labor practices and decent work indicators:
LA1 Total workforce by employment type, employment contract, and region;

LA2 Total number and rate of employee turnover by age group, gender, and region;
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time part-time employees, by major operations;
LA4 Percentage of employees covered by collective bargaining agreements;
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements;
LA7 Rates of injury, occupational diseases, sick days, and absenteeism, and number of work related fatalities by region;
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases;
LA10 Average hours of training per year per employee by employee category;
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing pre-retirement;
LA12 Percentage of employees receiving regular performance and career development reviews;
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity;
LA14 Ratio of basic salary of men to women by employee category.

Product responsibility indicators:
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction;
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.

Society indicators:
SO3 Percentage of employees trained in organization’s anti-corruption policies and procedures;
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.

() Atos Origin France, Atos Origin Netherlands, Atos Origin Spain, Atos Origin UK, Atos Origin Worldline.*
*(**) EC1 for the number of employees, EC4, EC5, EC7, EC8, EN5, EN6, EN7, EN18, EN19, EN26, PR8, SO3, SO8, LA5, LA7, LA8 and LA10.*

GRI Attestation Letter



Statement
GRI Application Level Check

GRI hereby states that **ATOS ORIGIN** has presented its report “Corporate Responsibility Report 2010” to GRI’s Report Services which have concluded that the report fulfills the requirements of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

26 April 2011, Amsterdam

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The “+” has been added to this Application Level because ATOS ORIGIN has submitted (part of) this report for external assurance. GRI accepts the reporter’s own judgment for choosing its assurance Provider and for deciding the scope of the assurance.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 12 April 2011. GRI explicitly excludes the statement being applied to any later changes to such material.

Key Performance Indicators

STANDARD DISCLOSURES PART I: Profile Disclosures				
Profile Disclosure	Description	Degree of reporting (we do report ***/we partially report**/ we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization	***	CEO Forward - Section 1, p.1 & Vision & strategy - Section 5, p.13 (CR)	
1.2	Description of key impacts, risks, and opportunities	***	Risk analysis - Section D.1, p.184 (AR) / ICT sector oportunities and challenges - Section 4, p.6 & Vision & strategy - Section 5, p.13 (CR)	
2. Organizational Profile				
2.1	Name of the organization	***	Atos Origin at a glance - Section 3, p.4 (CR) / Business Profile - Section A1, p.1-3 (AR)	
2.2	Primary brands, products, and/or services	***	Business Profile - Section A1, p.1-3 (AR)	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	***	Profile - Section A5, p.13-17 (AR)	
2.4	Location of organization's headquarters.	***	Locations - p.84 (CR)	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	***	Business Profile - Section A.1, p.1-3 (AR)	
2.6	Nature of ownership and legal form.	***	Corporate Governance - Section D.2, p.192 (AR) / Corporate Governance - Section 7, p.25 (CR)	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	***	Sales and production - Section E.3.1, p.43 (AR)	
2.8	Scale of the reporting organization.	***	Business Profile - Section A.1, p.1-3 (AR) / Atos Origin at a glance - Section 3, p.4 (CR)	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	***	Risks, Governance and Capital, Section D.3, p.199-203 (AR)	
2.10	Awards received in the reporting period.	***	Our sustainability journey - Section 6, p.23 (CR)	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	***	Scope of the report - Section12, p.67 (CR) / Atos Origin in 2010 - Section A.4, p.7 (AR)	
3.2	Date of most recent previous report (if any).	***	DA = 2009 CR report + 2009 AR	
3.3	Reporting cycle (annual, biennial, etc.)	***	DA = Annual	
3.4	Contact point for questions regarding the report or its contents.	***	Contacts - inside cover (CR)	
3.5	Process for defining report content.	***	Vision & strategy - Section 5, p.13 & Scope of the Report, p.67 (CR) / Strategy - Section B.2, p.30 (AR)	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	***	Scope of the report - Section12, p.68 (CR)	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	***	Scope of the report - Section12, p.68 (CR)	

Profile Disclosure	Description	Degree of reporting (we do report ***/we partially report**/ we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
3. Report Parameters				
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	***	Scope of the report - Section12, p.68 (CR)	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	***	Scope of the report - Section12, p.68 (CR)	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	***	Scope of the report - Section12, p.69 (CR)	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	***	Scope of the report - Section12, p.68 (CR)	
3.12	Table identifying the location of the Standard Disclosures in the report.	***	Key performance indicators - Section 13 (CR)	
3.13	Policy and current practice with regard to seeking external assurance for the report.	***	Auditor s report - Section 12, p.70 (CR)	
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	***	Corporate Governance - Section D.2, p.192-198 (AR)	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	***	Corporate Governance - Section D.2, p.192-198 (AR)	

Profile Disclosure	Description	Degree of reporting (we do report ***/we partially report**/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
4. Governance, Commitments, and Engagement				
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	***	Mission - Section 6, p.18 & Ethics in Business - Section 7, p.26 (CR) / Codes and charts - Section D.6, p.231 (AR)	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	***	Corporate Responsibility Governance - Section 6, p.19 (CR)	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	***	Section D, p.214 (AR) / DA = In 2012, TOP management will have new social targets in BSC.	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	***	Risk analysis - Section D.1, p.184 (AR)	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	***	Social Engagement and Innovation - Section 8, p.41 & Thought leadership - Section 10, 60 & Stakeholders dialogue - Section 11, p.61 (CR)	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	***	Social Engagement and Innovation - Section 8, p.41 & Thought leadership - Section 10, p.60 (CR)	
4.14	List of stakeholder groups engaged by the organization.	***	Stakeholders dialogue - Section 11, p. 61 (CR)	
4.15	Basis for identification and selection of stakeholders with whom to engage.	**	Vision & Strategy - Section 5.3, p.13 & Stakeholders dialogue - Section 11, p.61 (CR)	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	***	Stakeholders dialogue - Section 11, p. 61 (CR)	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	***	Vision & Strategy - Section 5.3 & Stakeholders dialogue - Section 11, p.61 (CR)	

GRI KPIs Disclosures

Profile Disclosure	Description	Degree of reporting (we do report ***/we partially report**/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)				
DMA EC	Disclosure on Management Approach EC	**	Atos Origin positioning on the IT market - Section B, p.18-65 (AR)	
DMA EN	Disclosure on Management Approach EN	**	Commitments and achievements - Section 6, p.18 & Green commitment - Section 9, p.43 & Sustainable solutions - 10, p.54 (CR) (Explanation at aspect level)	
DMA LA	Disclosure on Management Approach LA	**	Building a great place to work - Section 8, p.29 & Stakeholders dialogue - Section 11, p.61 (CR)	
DMA HR	Disclosure on Management Approach HR	**	Sustainable Supply Chain - Section 6 & A responsible IT company - Section 8, p.36 (CR)	
DMA SO	Disclosure on Management Approach SO	**	Social Innovation & Engagement - Section 8, p. 61 & Ethics in business - Section 7, p.26 (CR)	
DMA PR	Disclosure on Management Approach PR	***	Stakeholders dialogue - Section 11, p.61 & Protection of assets - Section 7, p.28 & Financial transaction system securisation - Section 7, p.28 (CR)	
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	***	Key Facts - Section 3, p.6 & Social Engagement & Innovation - Section 8, p.41 (CR)	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	**	Risk analysis - Section D.1, p.184 (AR) / ICT sector opportunities and challenges - Section 4, p.06 & Vision & strategy - Section 5, p.13 (CR) / DA= Climate change has been identified as an opportunity to increase environmental efficiency in operations (Carbon Footprint Reduction in IT infrastructure) and a lever to enable environmental excellence in clients. In addition, risks and opportunities due to natural disasters are part of the Group risk management process.	
EC3	Coverage of the organization's defined benefit plan obligations.	**	Human resources policy - Section B.4, p.59 (AR) / A responsible IT company - Section 8, p.40 (CR)	
EC4	Significant financial assistance received from government.	***	Social & Environmental pro-activeness - Section 6, p.23 (CR) & DA = The government is not present in the shareholding structure.	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	**	A responsible IT company - Section 8, p.36 (CR)	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	**	Sustainable Supply Chain - Section 6, p.21 (CR)	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	**	A responsible IT company - Section 8, p.37 (CR)	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	**	Social Engagement and Innovation - Section 8, p.42 (CR)	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	*		

Profile Disclosure	Description	Degree of reporting (we do report **/ we partially report**/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
Environmental				
EN1	Materials used by weight or volume.	***	Reducing the impact of our activities - Section 9, p.51 (CR)	7
EN2	Percentage of materials used that are recycled input materials.	***	Reducing the impact of our activities - Section 9, p.51 (CR)	
EN3	Direct energy consumption by primary energy source.	***	Our Carbon Strategy - Section 9, p.46 (CR)	7
EN4	Indirect energy consumption by primary source.	***	Our Carbon Strategy - Section 9, p.46 (CR)	7
EN5	Energy saved due to conservation and efficiency improvements.	**	Reducing the impact of our activities - Section 9, p.51 (CR)	7,8
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	**	Green DataCenters - Section 9 p.50 (CR)	7,8
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	**	Reducing the impact of our activities - Section 9, p.52 (CR)	7,8
EN8	Total water withdrawal by source.	*		
EN9	Water sources significantly affected by withdrawal of water.	*		
EN10	Percentage and total volume of water recycled and reused.	*		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	*		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	*		
EN13	Habitats protected or restored.	*		
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	*		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	*		
EN16	Total direct and indirect greenhouse gas emissions by weight.	***	Our Carbon Strategy - Section 9, p.46 & Information on the Report - Section 12, p.67 (CR)	7
EN17	Other relevant indirect greenhouse gas emissions by weight.	***	Our Carbon Strategy - Section 9, p.48 (CR)	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	***	Our Carbon Strategy - Section 9, p.48 (CR)	7,8
EN19	Emissions of ozone-depleting substances by weight.	**	Our Carbon Strategy - Section 9, p.47 (CR)	7
EN20	NOx, SOx, and other significant air emissions by type and weight.	*		
EN21	Total water discharge by quality and destination.	*		
EN22	Total weight of waste by type and disposal method.	*		
EN23	Total number and volume of significant spills.	*		
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	*		
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	*		

Profile Disclosure	Description	Degree of reporting (we do report **/ we partially report**/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	**	Key highlights of the year - Section 2, p.03 & Enabling clients to transform towards Sustainable Business - Section 10, p.58 (CR)	7,8,9
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	*		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	*		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	*		
EN30	Total environmental protection expenditures and investments by type.	*		

Profile Disclosure	Description	Degree of reporting (we do report **/ we partially report*/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
Social: Labor Practices and Decent Work				
LA1	Total workforce by employment type, employment contract, and region.	***	A responsible IT company - Section 8, p.36 (CR)	
LA2	Total number and rate of employee turnover by age group, gender, and region.	***	A responsible IT company - Section 8, p.39 (CR)	6
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	***	A responsible IT company - Section 8, p.40 (CR)	6
LA4	Percentage of employees covered by collective bargaining agreements.	***	A responsible IT company - Section 8, p.40 (CR)	3
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	**	A responsible IT company - Section 8, p.40 (CR)	3
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	*		
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	**	The way we work and where we work - Section 8, p.32 & A responsible IT company - Section 8, p.39 (CR)	1
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	**	The way we reward employees and develop abilities - Section 8, p.33 (CR) & DA= Atos Origin have punctual disease awareness for workforce (as global flu, etc.) but until today, no one dedicated to families.	1
LA9	Health and safety topics covered in formal agreements with trade unions.	*		
LA10	Average hours of training per year per employee by employee category.	**	The way we reward employees and develop abilities - Section 8, p.34 (CR)	1
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	***	The way we reward employees and develop abilities - Section 8, p.34 (CR)	
LA12	Percentage of employees receiving regular performance and career development reviews.	***	The way we reward employees and develop abilities - Section 8, p.36 (CR)	
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	***	Corporate Governance - Section D.2, p.192 (AR) / Corporate Responsibility Governance - Section 6, p.19 & A responsible IT company - Section 8, p.37 (CR)	1, 6
LA14	Ratio of basic salary of men to women by employee category.		A responsible IT company - Section 8, p.38 (CR)	6

Profile Disclosure	Description	Degree of reporting (we do report **/ we partially report*/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
Social: Human Rights				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	*		2
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	***	Sustainable Supply Chain - Section 6, p.22 (CR)	1-6, 10
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	*		2
HR4	Total number of incidents of discrimination and actions taken.	**	Human Rights - Section 7, p.27 (CR) & DA= Atos Origin is committed to ensuring that all employees and applicants are not subject to unlawful discrimination. In 2010, a team has been put in place to work in a new Diversity policy to increase employee awareness and promote anti-discrimination values.	6
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	**	Human Rights - Section 7, p.27 & A responsible IT company - Section 8, p.36 & Stakeholders dialogue - Section 11, p.62 (CR)	3
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	*		5
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	*		4
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	*		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	*		
Social: Society				
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	**	Ethics in business - Section 7, p.26 (CR)	10
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	**	Ethics in business - Section 7, p.26 (CR)	10
SO4	Actions taken in response to incidents of corruption.	**	Ethics in business - Section 7, p.26 (CR)	
SO5	Public policy positions and participation in public policy development and lobbying.	*		
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	*		
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	*		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	**	Ethics in business - Section 7, p.26 (CR)	10

Glossary

Profile Disclosure	Description	Degree of reporting (we do report ***/we partially report**/we do not report*)	Corporate Responsibility Report (CR) 2010 (more detailed info in Annual Report (AR)) (Where to find info/remarks)	UN G Principles
Social: Product Responsibility				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	*		
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	*		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	*		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	*		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	***	Stakeholders dialogue - Section 11, p.62 (CR)	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	*		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	*		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	**	Protection of assets - Section 7, p.27 & Financial transaction system securisation - Section 7, p.28 (CR)	10
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	*		

AGM –
APAC –
AR –
BPM –
BPO –
C&B Equity –
CEO –
CFAP –
CSDM –
CR –
CxO –
DA –
eCS –
EMS –
EWC –
FSC –
GBU –
GCMEA –

GHG –
GJ –
GRC –
GRI –
HQE –
THPE –

HR –
ISO 14001 –
IT/ICT –
KPI –
LEAN –

NAM –
NGO –
STEP –
TOP Programme –
UN –
UNGC –

WEEE –

Annual General Meeting
 Asia Pacific region
 Annual Report
 Business Process Management
 Business Process Outsourcing
 Compensation & Benefits Equity
 Chief Executive Officer
 Carbon Footprint Abatement Programme
 Continuous Service Delivery Model (an internal Atos Origin model)
 Corporate Responsibility
 An executive at Management Board level
 Direct Answer
 eServices for customers, citizens and communities
 Environmental Management System
 European Work Council
 Forest Stewardship Council
 Group Business Unit
 Germany, Central Europe Mediterranean and Africa, with countries Austria, Germany, Greece, Poland, South Africa, Switzerland, and Turkey
 Greenhouse Gas
 Gigajoule
 Governance, Risk and Compliance
 The Global Reporting Initiative
 Haute Qualité Environnementale (High Environmental Quality)
 Très Haute Performance Energétique (Very High Energy Performance). The label Very high energy performance (THPE) implies an energy consumption at least 20% below the baseline defined by the 2005 Thermal Regulation (France).
 Human Resources
 ISO 14001 environmental certification
 Information Technology/ Information and Communication Technology
 Key Performance Indicator
 The Lean approach is designed to assess company processes to better identify sources of waste, variability, and lack of flexibility in the way of working.
 North America & Canada
 Non-Governmental Organisation
 Socio-cultural, Technological, Economic and Political (trends)
 Total Operational Performance (an internal Atos Origin programme)
 United Nations
 United Nations Global Compact. UNGC 10 principles are described below:
 • **Principle 1:** Business should support and respect the protection of internationally proclaimed human rights
 • **Principle 2:** Business should make that they are not complicit in human rights abuses
 • **Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining
 • **Principle 4:** Business should uphold the elimination of all forms of forced and compulsory labour
 • **Principle 5:** Business should uphold the effective abolition of child labour
 • **Principle 6:** Business should uphold the elimination of discrimination in respect of employment and occupation
 • **Principle 7:** Business should support a precautionary approach to environmental challenges.
 • **Principle 8:** Business should undertake initiatives to promote greater environmental responsibility
 • **Principle 9:** Business should encourage the development and diffusion of environmentally friendly technologies.
 • **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery
 Waste Electrical and Electronic Equipment

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The ink used for this report is made from a composite of vegetable oils (including soybean oil, linseed oil, tung oil, coconut oil and palm oil).

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