

Business & innovation

Steering our clients towards a sustainable future

“Corporate social responsibility is an integrated part of our commercial strategy, enabling significant new business opportunities for Atos and our clients.”

Robert Vassoyan*

Head of Healthcare & Life Science,
Head of Unified Communications & Collaboration, Atos

*Group Chief Commercial Officer in 2019

Creating value for our clients with innovative, sustainable business solutions lies at the heart of the Atos business model.

We believe passionately that digital technology, when combined with end-to-end security and an ethical approach to innovation, can not only transform the businesses of our customers but can also be a major driver for the sustainable development of our entire planet.

Our solutions will help accelerate progress towards UN Sustainable Development Goals 8 (Decent Work and Economic Growth), 9 (Industry, Innovation and Infrastructure), 12 (Responsible Consumption and Production) and 16 (Peace, Justice and Strong Institutions).

As a recognized leader in environmental technology and IT for decarbonization solutions, we are helping our clients reduce their environmental impact and improve their positive contribution to sustainable growth, all while tackling their business challenges.

And with our IT for decarbonization offerings such as energy-optimized datacenters and


supercomputers, Atos provides its clients with eco-friendly and carbon-neutral digital services that are on the cutting-edge of innovation.

Sustainability is a significant enabler of client satisfaction and value creation. Atos's leadership in corporate social responsibility is helping to accelerate our customer performance. In 2019 we recorded a major increase in our Net Promoter Score, a key measurement of client satisfaction, which rose from 48% in 2018 to 59% for 2019.

Co-innovation and co-creation are also major drivers of client satisfaction. We are continuing to develop our capabilities in this area, leveraging our Client Innovation Team and our global network of R&D labs and Business Technology and Innovation Centers. In 2019, we organized 370 innovation workshops and events around the world, including a series of high-level StratHacks to explore the opportunities of emerging technologies for our clients.

Our performance in data protection, compliance, cybersecurity and social value is another source of competitive advantage for Atos, earning us the trust and confidence of our clients. On these foundations we are building long-term partnerships with our clients, enabling them to maximize new business opportunities with an ethical and responsible approach to digital transformation.

With CSR fully integrated into our business strategy, supported by an increased focus on key industry verticals and a reinforced go-to-market approach, Atos is now delivering the next wave of sustainable digital transformation.

 **TO KNOW MORE**
2019 Universal Registration Document
> Section D - Corporate Responsibility

Ambitions for the future

Net Promoter Score (NPS)
above 50% by 2021

>8/10 Overall Customer Satisfaction
above 8 out of 10 by 2021