

Main Key Performance Indicators

Creating sustainable solutions and driving growth

The following tables set out the main Key Performance Indicators (KPIs) relating to Atos's corporate social responsibility in 2019 linked to its four challenges. The complete set of KPIs is contained in the Universal Registration Document.

Being a responsible employer

ATOS CHALLENGES	ASPECTS	KEY PERFORMANCE INDICATORS (KPIs)	GRI STD	REVIEWED BY DELOITTE	2019	2018	2017	PERIMETER PER EMPLOYEE	PERIMETER PER TURNOVER
Being a responsible employer	Talent and skills management	Average hours of training that employees have undertaken during the year	404-1	✓	38.76	3790	36.27	85%	-
		Percentage of employees with an Individual Development Plan	404-3	✓	85%	85%	80%	82%	-
		Number of digital certifications obtained per year	404-2	✓	51,736	40,316	35,263	100%	-
	Diversity	Percentage of females within Atos	405-1	✓	30.92%	29.42%	29.17%	100%	-
		Percentage of women identified in talents pool	405-1	✓	28.18%	27.88%	27.43%	86%	-
	Employees' engagement and well-being	Atos Trust Index* informed by Great Place to Work (GPTW)	A2	✓	59%	57%	54%	62%	-
		Absentee Rate (%)	A16	✓	2.42%	2.38%	2.33%	64%	-

Generating value with co-innovation and sustainable business solutions

ATOS CHALLENGES	ASPECTS	KEY PERFORMANCE INDICATORS (KPIs)	GRI STD	REVIEWED BY DELOITTE	2019	2018	2017	PERIMETER PER EMPLOYEE	PERIMETER PER TURNOVER
Generating value with co-innovation and sustainable business solutions	Client satisfaction and delivery capability	Net Promoter Score for all clients	102-43 102-44	✓	59%	48%	not disclosed	-	64%
	Innovation and digital responsibility	Client Innovation Workshops delivered	A10	✓	370	297	290	-	100%
	Security and data protection	Percentage of coverage of ISO 27001 certifications	A3	✓	100%	100%	100%	-	100%
		Total number of material complaints regarding breaches of customer privacy and losses of customer data giving rise to legal proceedings with an amount claim of at least €300K	418-1	✓	0	0	0	-	100%
	Sustainable technologies and solutions	Offsetting of all datacenters GHG emissions (%)	305-5	✓	100%	100%	100%	-	100%
	Corporate Governance	Percentage of females within the Board of Directors	405-1	✓	40%	50%	50%	100%	-
		Attendance rate at Board meetings	102-28	✓	85%	84%	91%	-	100%

Being an ethical and fair player within Atos's sphere of influence

ATOS CHALLENGES	ASPECTS	KEY PERFORMANCE INDICATORS (KPIs)	GRI STD	REVIEWED BY DELOITTE	2019	2018	2017	PERIMETER PER EMPLOYEE	PERIMETER PER TURNOVER
Being an ethical and fair player within our sphere of influence	Compliance and business ethics	Percentage of employees who successfully completed the 'Code of Ethics' e-learning	205-2	✓	95%	92%	91%	75%	-
		Number of significant fines (higher than €100K)	419-1	✓	0	0	0	-	100%
	Supply chain	Percentage of strategic suppliers evaluated by EcoVadis	A17	✓	52%	57%	52%	-	100%
		Total percentage of spend assessed by EcoVadis	A17	✓	56%	55%	54%	-	100%
	Local impact and communities	Total number of employees recruited	401-1	✓	12,051	13,510	12,596	78%	-
		Percentage of graduates recruited	401-1	✓	42.93%	45.67%	37.97%	100%	-

Supporting the transition to a low-carbon economy

ATOS CHALLENGES	ASPECTS	KEY PERFORMANCE INDICATORS (KPIs)	GRI STD	REVIEWED BY DELOITTE	2019	2018	2017	PERIMETER PER EMPLOYEE	PERIMETER PER TURNOVER
Supporting the transition to a low-carbon economy	Carbon impact and climate change	Energy intensity by revenue (GJ per € million)	302-3	✓	220.68	227.07	227.35	-	98%
		Energy intensity by employee (GJ per employee)	302-3	✓	23.97	28.11	29.68	97%	-
		GHG emissions by revenue (tCO ₂ per € million)	305-4	✓	20.97	22.46	24.88	-	98%
		GHG emissions by employee (tCO ₂ per employee)	305-4	✓	2.25	2.30	2.51	97%	-
		Number of offices and datacenters ISO 14001 certified	A14	✓	103	119	134	-	100%
	Natural disaster	Percentage of offices and datacenters ISO 14001 certified	A14	✓	89%	85%	80%	-	100%
		Percentage of core datacenters that have synchronous data replication capacities	A20	✓	100%	100%	100%	-	100%

2019 FOOTNOTES:

404-1: Indirect employees/Subco/Externals/Interns (with grant or salary) excluded.

A2: The population targeted by the GPTW survey is 94% of the headcount.

A10: See the methodological note in "Scope of the report" of the 2019 Universal Registration Document, section D Corporate Responsibility

205-2: the e-learning excludes Syntel.

All environmental KPIs exclude Belorussia, Bosnia and Herzegovina, Algeria, Tunisia and Mali.

302-1, 302-3, 305-1, 305-2, 305-3, 305-4 for **Offices** include Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, China, Colombia, Croatia, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Italy, Luxembourg, Malaysia, Netherlands, Philippines, Poland, Romania, Senegal, Serbia, Singapore, Slovakia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, Uruguay and USA.

302-1, 302-3, 305-1, 305-2, 305-3, 305-4 for **Datacenters** include Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, China, Colombia, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Italy, Malaysia, Netherlands, Philippines, Poland, Romania, Senegal, Serbia, Singapore, Slovakia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, Uruguay and USA.

302-3 the Energy Intensity includes the office's and datacenter's scope of countries. The employees included in that scope of countries are 105,495. The revenue applicable for that scope of countries are 11,458.40 million of Euros.

302-2, 305-1, 305-3, 305-4 for **Travels** include Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Ireland, Italy, Ivory Coast, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, Philippines, Poland, Portugal, Romania, Russia, Senegal, Serbia, Singapore, Slovakia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, United Kingdom and USA.

302-2 the Travel Intensity includes the travel's scope of countries. The employees included in that scope of countries are 105,946. The revenue applicable for that scope of countries are 11,487.55 million of Euros.

305-4 the Greenhouse Gas emissions Intensity includes the offices' and datacenters' and travels' scope of countries. The employees included in that scope of countries are 106,150. The revenue applicable for that scope of countries are 11,506.65 million of Euros.

