

Summary of social & environmental indicators 2021

CORPORATE RESPONSIBILITY REPORT

17 MARCH 2022

The world is how we shape it

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Summary of 2021 social indicators

Employment

WORKFORCE BY GEOGRAPHIC AREA (INCLUDING ACQUISITIONS)

Scope/Topic	2018	2019	2020	2021
Group	44,114	46,245	45,960	47,437
France	19,013	19,499	19,759	19,831
International (excluding France)	24,849	26,476	26,201	27,606
of which United Kingdom	6,407	6,305	6,646	6,919
of which India	5,348	5,726	4,982	5,440
of which Spain	4,060	4,189	3,999	4,032
of which Germany	2,842	3,363	3,304	3,447
of which Norway		1,792	1,999	2,445
of which Italy		1,009	976	994
of which Morocco		308	279	277
Managers (« cadres »)	40,001	40,014	40,581	44,501

Note

The notion of "cadres" is specific to France. The number of managers outside France is extrapolated from the figures for France.

Employment

FULL-TIME EQUIVALENT (FTE) WORKFORCE (EXCLUDING INTERNS)

Scope/Topic	2018	2019	2020	2021
Group	42,614	44,230	43,898	45,852
France	18,439	18,849	18,464	19,319
International (excluding France)	24,175	25,381	25,434	26,533
of which United Kingdom	5,903	6,057	6,374	6,467
of which India	5,347	5,724	4,981	5,438
of which Spain	4,005	4,128	3,951	3,978
of which Germany	2,655	2,733	3,011	3,217
of which Norway		1,790	1,996	2,331
of which Italy		944	942	909
of which Morocco		299	267	275

Employment

WORKFORCE BY TYPE OF EMPLOYMENT CONTRACT (1/3)

Scope/Topic	2018	2019	2020	2021
Permanent contracts				
Group	95.7 %	96.1%	96.7%	97.0%
France	95.6 %	95.3%	96.9%	96.8%
International (excluding France)	95.7 %	96.7%	96.6%	97.2%
of which United Kingdom	94.1 %	95.2%	92.6%	96.3%
of which India	99.0 %	99.0%	99.7%	99.3%
of which Spain	93.8 %	97.3%	98.4%	97.7%
of which Germany	94.8 %	94.4%	95.3%	94.6%
of which Norway		99.6%	99.8%	99.9%
of which Italy		94.0%	96.7%	91.6%
of which Morocco		99.7%	95.7%	100.0%

Employment

WORKFORCE BY TYPE OF EMPLOYMENT CONTRACT (2/3)

Scope/Topic	2018	2019	2020	2021
Temporary contracts				
Group	3.6%	3.3%	2.9%	2.5%
France	4.1%	4.6%	3.0%	3.0%
International (excluding France)	3.3%	2.4%	2.9%	2.1%
of which United Kingdom	5.9%	4.7%	7.4%	3.7%
of which India	1.0%	1.1%	0.3%	0.7%
of which Spain	5.8%	2.5%	1.6%	1.9%
of which Germany	1.7%	1.3%	1.8%	2.9%
of which Norway		0.5%	0.2%	0.1%
of which Italy		0.7%	1.1%	1.2%
of which Morocco		0.3%	0.0%	0.0%

Employment

WORKFORCE BY TYPE OF EMPLOYMENT CONTRACT (3/3)

Scope/Topic	2018	2019	2020	2021
Internships contracts				
Group	0.7 %	0.6%	0.4%	0.5%
France	0.3 %	0.2%	0.1%	0.2%
International (excluding France)	1.0 %	0.9%	0.6%	0.8%
of which United Kingdom	0 %	0.1%	0.0%	0.0%
of which India	0 %	0.0%	0.0%	0.0%
of which Spain	0.4 %	0.2%	0.1%	0.4%
of which Germany	3.6 %	4.3%	2.8%	2.5%
of which Norway		0.0%	0.0%	0.0%
of which Italy		5.4%	2.2%	7.1%
of which Morocco		0.0%	4.3%	0.0%

Employment

AVERAGE LENGTH OF SERVICE FOR EMPLOYEES ON PERMANENT CONTRACTS

Scope/Topic	2018	2019	2020	2021
Group	7.1	7.1	7.7	7.5
France	8.0	8.0	8.6	8.8
International (excluding France)	6.4	6.4	7.0	6.7
of which United Kingdom	10.7	10.3	10.3	9.5
of which India	4.3	4.4	5.2	4.5
of which Spain	5.0	5.0	5.7	6.0
of which Germany	7.3	7.5	8.4	8.2
of which Norway		4.1	4.1	4.0
of which Italy		6.0	6.3	7.0
of which Morocco		4.1	5.2	5.2

Employment

AVERAGE AGE OF EMPLOYEES ON PERMANENT CONTRACTS

Scope/Topic	2018	2019	2020	2021
Group	37.8	37.8	38.7	38.8
France	37.5	37.8	38.5	38.9
International (excluding France)	38.0	37.8	38.8	38.8
of which United Kingdom	44.2	43.6	43.9	44.2
of which India	31.3	31.4	32.4	31.9
of which Spain	37.4	37.5	38.4	39.0
of which Germany	41.7	41.6	42.8	42.5
of which Norway		38.0	38.1	38.0
of which Italy		38.0	38.6	40.0
of which Morocco		32.0	33.7	33.4

Employment

NEW STAFF ON ALL TYPES OF EMPLOYMENT CONTRACT

Scope/Topic	2018	2019	2020	2021
Group	11,662	10,844	6,133	10,636
France	4,356	4,112	2,045	3,019
International (excluding France)	7,306	6,732	4,088	7,617
of which United Kingdom	1,083	1,155	1,293	1,764
of which India	1,636	1,695	490	2,255
of which Spain	1,414	1,229	632	978
of which Germany	770	651	366	702
of which Norway		499	517	739
of which Italy		219	132	214
of which Morocco		93	57	57

Employment

NEW STAFF ON PERMANENT CONTRACTS

Scope/Topic	2018	2019	2020	2021
Group	9,225	8,047	4,166	8,453
France	3,135	2,570	1,189	1,951
International (excluding France)	6,090	5,477	2,977	6,502
of which United Kingdom	784	942	723	1,481
of which India	1,533	1,620	480	2,214
of which Spain	1,193	1,084	566	841
of which Germany	623	488	298	569
of which Norway		428	459	670
of which Italy		107	56	85
of which Morocco		61	12	29

Employment

TURNOVER RATE FOR EMPLOYEES ON PERMANENT CONTRACTS

Scope/Topic	2018	2019	2020	2021
Group	16.9 %	17.7%	13.6%	16.0%
Women			13.5%	15.4%
Men			13.6%	16.4%

Scope/Topic	2018	2019	2020	2021
Group	16.9%	17.7%	13.6%	16.0%
France	16.2%	15.9%	10.1%	13.1%
International (excluding France)	17.4%	18.9%	16.1%	18.2%
of which United Kingdom	19.4%	21.7%	15.2%	12.6%
of which India	21.6%	19.4%	23.2%	29.1%
of which Spain	16.6%	20.5%	15.3%	19.3%
of which Germany	12.4%	14.7%	11.9%	13.8%
of which Norway		12.8%	12.4%	13.0%
of which Italy		13.0%	14.4%	16.2%
of which Morocco		25.5%	17.3%	16.4%

Training

AVERAGE TRAINING HOURS PER EMPLOYEE (MANDATORY AND NON-MANDATORY)

Scope/Topic	2018	2019	2020	2021
Group	<i>N/A*</i>	<i>N/A*</i>	<i>N/A*</i>	27
Women	<i>N/A*</i>	<i>N/A*</i>	<i>N/A*</i>	27
Men	<i>N/A*</i>	<i>N/A*</i>	<i>N/A*</i>	27

** N/A : Not available*

Training

NUMBER OF HOURS TRAINING PROVIDED DURING THE YEAR

Scope/Topic	2018	2019	2020	2021
Group	1,244,583	1,263,354	1,207,065	1,219,922
France	596,557	619,219	559,853	573,169
India	180,105	115,630	209,113	192,772
Spain	136,201	94,114	88,485	99,616
Germany	36,972	103,282	54,524	57,132
Norway	115,820	140,874	123,006	114,997
Morocco	19,651	14,723	17,187	11,810
Belgium		10,476		13,043
Poland		10,308		19,865
Tunisia		59,743		20,060
United Kingdom		83,117	79,571	53,163

Training

AVERAGE NUMBER OF TRAINING HOURS PER PERSON (AVERAGE FTE)

Scope/Topic	2018	2019	2020	2021
Group		4.1	27.3	27.09
France	4.6	4.2	30.1	29.9
India	4.8	30	38.5	37.5
Spain	4.9	3.3	21.7	25.3
Germany	2.0	5.5	17.5	18.4
Norway	10	11.8	65.1	53.7
Morocco	9.3	7.1	58.8	43.4
Belgium		2.0		17.9
Poland		1.6		19.9
Tunisia		14.8		31.3
United Kingdom		1.9	12.6	8.3

Diversity

GENDER EQUALITY

FEMALE STAFF

Scope/Topic	2018	2019	2020	2021
Group	31.6%	32.0%	32.5%	32.4%
France	28.4%	29.4%	29.6%	29.1%
International (excluding France)	34.0%	34.0%	34.6%	34.8%
of which United Kingdom	44.9%	43.7%	44.5%	45.0%
of which India	34.3%	33.1%	31.7%	30.2%
of which Spain	27.7%	28.6%	29.0%	29.7%
of which Germany	24.1%	25.2%	27.6%	28.7%
of which Norway		27.3%	27.0%	29.3%
of which Italy		28.5%	29.7%	29.7%
of which Morocco		35.1%	34.4%	38.2%

Diversity

GENDER EQUALITY

FEMALE NEW HIRES

Scope/Topic	2018	2019	2020	2021
Group	32.8%	33.1%	34%	33%
France	29.7%	30.9%	27.5%	25.9%
International (excluding France)	34.7%	34.4%	37.3%	35.7%
of which United Kingdom	48.2%	44.2%	53.2%	52.7%
of which India	38.4%	35.4%	29.4%	29.0%
of which Spain	23.5%	21.9%	25.2%	24.6%
of which Germany	29.9%	34.4%	32.0%	34.8%
of which Norway		29.9%	27.1%	34.5%
of which Italy		30.1%	28.0%	26.6%
of which Morocco		41.9%	42.1%	40.4%

Diversity

DISABILITY

PERCENTAGE OF EMPLOYEES WITH A DISABILITY

Scope/Topic	2018	2019	2020	2021
France: direct employment rate	2.16%	2.43%	2.48	2.96%
France: indirect employment rate	0.56%	0.63	Not included	Not included
France: employment	2.72%	3.06%	2.48%*	2.96%*

** In 2020, the reported proportion of 2.21% was recalculated to reflect the entry into force of new calculation rules issued by AGEFIPH in 2020 and not available at the time the 2020 report was published. Furthermore, the indirect employment rate (sheltered employers) is no longer counted when calculating the total employment rate from 2020 onwards, in accordance with the new regulations.*

Diversity

INTERGENERATIONAL POLICY

PROPORTION OF YOUNG PEOPLE AND OLDER EMPLOYEES (INCLUDING INTERNS)

Workforce by age bracket (1/2)

Scope/Topic	2018	2019	2020	2021
Group				
Under 25	9 %	10.0%	7.0%	7.9%
Over 55	8 %	8.7%	9.9%	10.4%
France				
Under 25	10 %	10.4%	6.9%	7.6%
Over 55	8 %	8.8%	10.1%	10.6%
International (excluding France)				
Under 25	9 %	9.6%	7.1%	8.2%
Over 55	9 %	8.6%	9.7%	10.2%
of which United Kingdom				
Under 25	7%	8.0%	7.4%	6.0%
Over 55	20 %	20.1%	20.2%	22.2%
of which India				
Under 25	17 %	17.3%	12.3%	18.3%
Over 55	0.3 %	0.3%	0.3%	0.4%

Diversity

INTERGENERATIONAL POLICY

PROPORTION OF YOUNG PEOPLE AND OLDER EMPLOYEES (INCLUDING INTERNS)

Workforce by age bracket (2/2)

Scope/Topic	2018	2019	2020	2021
of which Spain				
Under 25	6 %	5.4%	3.3%	4.5%
Over 55	3 %	3.4%	4.1%	4.7%
of which Germany				
Under 25	4 %	5.0%	3.3%	3.9%
Over 55	15 %	15.0%	18.1%	17.6%
of which Norway				
Under 25		2.5%	3.3%	2.7%
Over 55		6.8%	7.0%	7.1%
of which Italy				
Under 25		11.0%	9.8%	7.7%
Over 55		6.6%	7.9%	9.7%
of which Morocco				
Under 25		14.4%	10.0%	8.7%
Over 55		0.7%	0.4%	0.4%

Diversity

INTERGENERATIONAL POLICY

PROPORTION OF OLDER EMPLOYEES IN FRANCE (ALL CONTRACTS, EXCLUDING ACQUISITIONS)

Scope/Topic	2018	2019	2020	2021
Number of employees aged (45 and older)	4,919	5,186	5,491	5,929
Proportion of employees aged (45 and older relative to the total workforce at 31/12)	26%	27.2%	29.3%	30.2%
Number of employees aged (55 and older)	1,499	1,680	1,883	2,082
Proportion of employees aged (55 and older relative to the total workforce at 31/12)	8%	8.8%	10.10%	10.6%

Health, safety and working conditions

ORGANISATION OF WORK AND WORKING HOURS/PART-TIME WORK – EMPLOYEES ON PERMANENT CONTRACTS FROM 1 JANUARY TO 31 DECEMBER

Scope/Topic	2018	2019	2020	2021
Group	6.1%	5.9%	6.1%	6.4%
France	6.0 %	5.9%	6.3%	6.6%
International (excluding France)	6.2%	5.9%	5.9%	6.3%
of which United Kingdom	14.1 %	12.8%	12.1%	14.0%
of which India	0.2 %	0.1%	0.0%	0.1%
of which Spain	5.9 %	6.3%	5.5%	4.9%
of which Germany	9.0 %	8.8%	10.4%	10.1%

Health, safety and working conditions

SCOPE GROUP

Indicators	2018	2019	2020	2021
Absence rate	N/A*	N/A*	N/A*	2.7%
Lost time injury frequency rate (LTIFR)	N/A*	N/A*	N/A*	0.12
Total recordable injury frequency rate (TRIFR)	N/A*	N/A*	N/A*	0.21

* N/A : Not available

SCOPE FRANCE

Indicators	2018	2019	2020	2021
Absence rate	2.5%	2.6%	2.5%	2.7%
Occupational illness (number)	0	0	2	2
Frequency rate of workplace accidents in France	1.91	2.47	1.26	0.89
Severity rate of workplace accidents in France	0.056	0.023	0.013	0.013

Labour relations

Scope/Topic	2018	2019	2020	2021
Number of agreements signed during the year	36	49	112	31
France	21	24	38	11
Germany	14	24	16	19
Belgium	0	0	0	1
United Kingdom	0	0	2	0
Italy	1	0	0	0
Spain	0	1	0	0
Number of collective bargaining agreements in force	241	291	652	357
France	91	129	164	169
Germany	0	134	137	162
Belgium	0	11	11	12
United Kingdom	0	5	0	0
Italy	0	11	13	13
Spain	0	1	1	1

Summary of 2021 environmental indicators

Summary of GHG emissions by Scope

The following table summarises the Group's GHG emissions by scope and category. The second table also offers brief statements of the reasons why certain categories are not applicable.

*Results for 2021 relating to emissions in the supply chain (Scope 3-1) include 100% actual data for the first time, thus providing a more accurate assessment compared with the results for prior years, which were partly based on estimates. This is the main reason for the differences between 2021 and 2020 data. All of our supply chain data categories in 2021 were independently audited for the first time.

Scope	Category	2019		2020		2021	
		%	Emissions (tCO ₂ e)	%	Emissions (tCO ₂ e)	%	Emissions (tCO ₂ e)
Scope 1 (Offices + On-site data centres)	Diesel, gas	0,8%	2 664	1,0%	2 315	0,9%	2 526
	Direct fugitive emissions	0,6%	2 048	0,6%	1 403	0,4%	1 124
Scope 2 (Offices + On-site data centres)	Electricity, district heating	0,5%	1 724	0,5%	1 124	0,2%	627
Scope 3	3-1. Product and service purchases*	65,8%	221 311	80,6%	189 406	87,3%	259 011
	3-3. Emissions arising from energy not included in Scopes 1 and 2	1,6%	5 464	1,6%	3 833	1,5%	4 439
	3-5. Waste (WEEE, paper and cardboard, water)	0,02%	78	0,02%	50	0,01%	42
	3-6. Business travel	10,2%	34 310	4,9%	11 559	2,3%	6 957
	3-7. Employee commuting and homeworking	19,9%	66 778	10,1%	23 714	7,3%	21 716
	3-8. Off-site data centres	0,4%	1 250	0,5%	1 132	0,05%	141
	3-13. Tenants	0,1%	494	0,2%	509	0,1%	151
SOPRA STERIA GLOBAL: ENVIRONMENTAL FOOTPRINT	TOTAL	100%	336 120	100%	235 045	100%	296 733

Scope	Category	Reason for exclusion
Scope 3 Excluded subcategories	3-2. Property, plant and equipment	Emissions arising from capital purchases are included in subcategory 1 of Scope 3
	3-4. Upstream goods transport	Included in subcategory 1 of Scope 3
	3-9. Downstream goods transport	Sopra Steria's operating activities do not require downstream transport or distribution of goods
	3-10. Processing of sold products	Sopra Steria does not sell processed products
	3-11. Use of sold products	Emissions arising from the use of products sold by Sopra Steria are non-material
	3-12. End of life of sold products	Emissions arising from end-of-life processing of products sold by Sopra Steria are non-material
	3-14. Downstream franchises	Sopra Steria does not own any franchises
	3-15. Investments	The environmental footprint of Sopra Steria's investments in other companies is non-material

Reducing GHG emissions

Direct activities

Indicators	Scope			Target	Baseline	2019	2020	2021
	1	2	3					
Business travel, offices and on- and off-site data centres and fugitive emissions					2015			
Absolute emissions (tCO ₂ e)				Introduce an internal shadow carbon price for business travel in the Group's key geographies by 2025 .	51 192	41 996	17 533	11 375
Reduction in emissions per employee relative to 2015 (tCO ₂ e/employee)	o	o	o		N/A	-36,7%	-74,0%	-83,5%
Offices					2015			
Absolute emissions (tCO ₂ e)				Incorporate the Group's business travel, offices and data centres and fugitive emissions into the net zero emissions programme.	15 234	4 336	3 400	3 125
Reduction in emissions per employee relative to 2015 (tCO ₂ e/employee)	o	o			N/A	-76%	-81%	-83%
On-site data centres					2015			
Absolute emissions (tCO ₂ e)				Incorporate the Group's business travel, offices and data centres and fugitive emissions into the net zero emissions programme.	2 726	54	39	27
Reduction in emissions per employee relative to 2015 (tCO ₂ e/employee)	o	o			N/A	-98,3%	-98,8%	-99,3%
Off-site data centres					2015			
Absolute emissions (tCO ₂ e)					1 227	1 250	1 132	141
Reduction in emissions per employee relative to 2015 (tCO ₂ e/employee)			o		N/A	-13%	-23%	-91%
Fugitive emissions					2017			
Absolute emissions (tCO ₂ e)				SBTi Targets I and III	1 725	2 048	1 403	1 124
Reduction in emissions relative to 2017 (tCO ₂ e)	o	o			N/A	19%	-19%	-35%
Business travel*					2015			
Absolute emissions (tCO ₂ e)				SBTi Targets II and III	32 005	34 310	11 559	6 957
Emissions per employee (tCO ₂ e/employee)			o		N/A	0,80	0,30	0,15
Direct activities relative to revenue/pro forma EBITDA					2018			
Ratio of emissions from direct activities to revenue (tCO ₂ e/€m)					11,0	9,5	4,1	2,4
Ratio of emissions from direct activities to <i>pro forma</i> EBITDA** (tCO ₂ e/€m)	o	o	o		122,3	102,9	46,4	25,4

For energy, emissions are calculated within the framework of the Greenstone GHG Protocol, and from residual blend emission factors published by the Association of Issuing Bodies. For business travel, the emissions factors used are those arising from the GHG Protocol. For 2021, indicators were calculated for all of the entities over which the Group has operational control (and therefore the sites of the NHS SBS, SSCL and SFT joint ventures) and includes the employees of the acquisitions made through November 2021, i.e. Luminosity Limited, Sopra Steria Financial Services and Labs. The workforces of our acquisitions in December 2021 (EGGS Design and EVA Group) are not included. Joint ventures are only included from 2017. For 2020, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS, SSCL and SFT joint ventures) and all companies acquired during the year. For 2019, the scope for the calculation of indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS and SSCL joint ventures) but does not include SAB or Sopra Financial Technology GmbH. For other years, the scope of calculated indicators includes all entities over which the Group has operational control (and therefore includes NHS SBS and SSCL joint ventures) but does not include Kentor, Galitt, Beamap, Cassiopae or 2MoRO.

*Data taking into account emission reductions due to green business travel in Germany. Excluding the emissions reduction from green travel gives the following values: 7,402 tCO₂e in 2021, 12,698 tCO₂e in 2020, 37,164 tCO₂e in 2019, 38,176 tCO₂e in 2018, 38,133 tCO₂e in 2017 and 36,555 tCO₂e in 2016.

**Pro forma EBITDA as calculated in Chapter 5, Note 12.5.1

Reducing GHG emissions

Indirect activities

Indicators	Target	Baseline	2019	2020	2021
Purchases (excluding emissions from business travel, offices, on- and off-site data centres and fugitive emissions)*		2018			
Absolute emissions (tCO ₂ e)		246 447	221 311	189 406	259 011
Ratio of residual emissions to revenue (tCO ₂ e/€m)		60,2	49,9	44,4	55,3
Ratio of residual emissions to <i>pro forma</i> EBITDA** (tCO ₂ e/€m)		666,8	542,0	501,5	578,4
Employee commuting and homeworking***		2019			
Absolute emissions (tCO ₂ e)		-	66 778	23 714	21 716
Emissions per employee (tCO ₂ e/employee)		-	1,48	0,52	0,46
Waste electrical and electronic equipment - WEEE	Scope 3	2017			
Absolute emissions (tCO ₂ e)		1,75	1,75	1,37	0,73
Emissions per employee (tCO ₂ e/employee)		0,00004	0,00004	0,00003	0,00002
Paper and cardboard waste		2017			
Absolute emissions (tCO ₂ e)		9,27	8,84	4,14	7,97
Emissions per employee (tCO ₂ e/employee)		0,00023	0,00020	0,00009	0,00017
Wastewater		2017			
Absolute emissions (tCO ₂ e)		66,50	67,18	44,68	33,16
Emissions per employee (tCO ₂ e/employee)		0,00164	0,00149	0,00097	0,0007

In 2021, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS, SSCL and SFT joint ventures) as well as new acquisitions the workforce from acquisitions through November 2021, in particular the acquisitions of Luminosity Limited and Sopra Steria Financial Services and Labs. The workforce from acquisitions completed in December 2021, EGGs Design and EVA Group, is not included. Joint ventures are included from 2017.

In 2020, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS, SSCL and SFT joint ventures) as well as new acquisitions Sodifrance, Anteo (Consulting and E-Business Solutions), Holocare and cpartners. Joint ventures are included from 2017.

In 2019, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS and SSCL joint ventures) but does not include the companies SAB or Sopra Financial Technology GmbH.

*By applying the methodology and scope updated in 2021 to previous data, the amounts would be: 242,305 tCO₂e in 2020 and 270,835 tCO₂e in 2019. The values for the ratio to revenue would be: 56.8 tCO₂e/m in 2020, 61.1 tCO₂e/m in 2019.

The values for the pro forma ratio to pro forma EBITDA would be 641.5 tCO₂e/m in 2020, 663.3 tCO₂e/m in 2019.

**Pro forma EBITDA as calculated in Chapter 5, Note 12.5.1

***Emissions arising from employee commuting in 2019 and 2020 were estimated and taken into account for our CDP response. The method was further developed to calculate 2021 emissions and audited.

Reducing GHG emissions

Scopes 1 & 2

Information marked with the ✓ symbol has been audited by the independent third party to provide a reasonable assurance opinion. The figures presented are rounded, which may explain slight discrepancies in some totals.

Country	Year	Scope 1 ✓				Scope 2 ✓			
		Diesel, gas, biodiesel (offices and on-site data centres) ✓		Fugitive emissions ✓		Grid electricity, district heating (offices and on-site data centres) ✓			
		tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%
France*	2021	259,4	0,2%	106,0	0,1%	262,00	0,2%	262,00	0,2%
	2020	281	3,9%	97	1,3%	624	8,6%	624	8,6%
	2019	374	2,2%	194	1,1%	765	4,5%	765	4,5%
	2015	284	9,7%	N/A	N/A	2195	74,7%	2195	74,7%
United Kingdom*	2021	1724,2	1,9%	198,0	0,2%	0,00	0,0%	0,00	0,0%
	2020	1468	45,9%	73	2,3%	0	0,0%	0	0,0%
	2019	1696	26,6%	33	0,5%	0	0,0%	0	0,0%
	2015	1067	32,9%	N/A	N/A	1844	56,9%	1844	56,9%
Total: Rest of Europe	2021	360,3	0,5%	32,0	0,0%	365,00	0,5%	365,00	0,5%
	2020	339	5,1%	30	0,5%	500	7,6%	500	7,6%
	2019	425	3,0%	39	0,3%	888	6,3%	888	6,3%
	2015	233	9,4%	N/A	N/A	1805	72,9%	1805	72,9%
Total: Rest of the World	2021	182,1	1,6%	788,0	6,9%	0	0,0%	0	0,0%
	2020	226,2	4,6%	1203	24,7%	0	0,0%	0	0,0%
	2019	169	1,6%	1781	16,8%	72	0,7%	72	0,7%
	2015	653	6,2%	N/A	N/A	9880	93,8%	9880	93,8%
Total: Group	2021	2526	0,9%	1124,0	0,4%	627	0,2%	627	0,2%
	2020	2315	1,0%	1403,0	0,6%	1124	0,5%	1124	0,5%
	2019	2664	0,8%	2048	0,6%	1724	0,5%	1724	0,5%
	2015	2237	4,4%	N/A	N/A	15724	30,7%	15724	30,7%

In 2021, the scope of the indicators calculated concerns all entities over which the Group has operational control (thus including the sites of the NHS SBS, SSCL and SFT joint ventures) and includes the employees of the acquisitions completed to and including November 2021, in particular the Luminosity Limited, Sopra Steria Financial Services and Labs acquisitions. The employees of acquisitions completed in December 2021, EGG Design and Eva Group are not included. Joint ventures are only included from 2017 onwards.

In 2020, the scope of the indicators calculated covers all the entities over which the Group has operational control (thus including the sites of the NHS SBS, SSCL and SFT joint ventures), and includes the new acquisitions Sodifrance, Anteo (Consulting, E-Business Solutions), Holocare, cpartners.

In 2019, the scope of the indicators calculated covers all the entities over which the Group has operational control (thus including the sites of the NHS SBS and SSCL joint ventures), but does not take into account SAB and Sopra Financial Technology GmbH.

*France includes French Polynesia. United Kingdom includes Ireland. Africa and Middle East includes Lebanon, Senegal, Cameroon, Ivory Coast, Morocco, Tunisia and the United Arab Emirates.

**By applying the methodology and scope updated in 2021 to previous data, the amounts would be: 242,305 tCO₂e in 2020 and 270,835 tCO₂e in 2019.

***Data taking into account emission reductions due to green business travel in Germany. Excluding the emissions reduction from green travel gives the following values: 7,402 tCO₂e in 2021, 12,698 tCO₂e in 2020, 37,164 tCO₂e in 2019, 38,176 tCO₂e in 2018, 38,133 tCO₂e in 2017 and 36,555 tCO₂e in 2016.

****Emissions arising from employee commuting in 2019 and 2020 were estimated and taken into account for our CDP response. The method was further developed to calculate 2021 emissions and audited.

Reducing GHG emissions

Scope 3

Information marked with the ✓ symbol has been audited by the independent third party to provide a reasonable assurance opinion. The figures presented are rounded, which may explain slight discrepancies in some totals.

Scope 3

Country	Year	3-1 Residual emissions from purchases (excluding business travel, offices, on- and off-site data centres and fugitive emissions)**		3-3 Energy-related emissions not included in Scopes 1 and 2✓		3-5 Waste treatment✓		3-6 Business travel***✓		3-7 Employee commuting and homeworking****✓		3-8 Off-site data centres✓		3-13 Tenants✓	
		tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%	tCO ₂ e	%
France*	2021	112 393	89,4%	581	0,5%	12	0,0%	3195	2,5%	8 934	7,1%	0	0,0%	0	0,0%
	2020	N/A	N/A	610	8,4%	19	0,3%	4814	66,4%	N/A	N/A	500	6,9%	303	4,2%
	2019	N/A	N/A	860	5,0%	23	0,1%	14138	82,8%	N/A	N/A	553	3,2%	160	0,9%
	2015	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	458	15,6%	N/A	N/A
United Kingdom*	2021	85 144	92,2%	1022	1,1%	15	0,0%	419	0,5%	3 730	4,0%	58	0,1%	0	0,0%
	2020	N/A	N/A	741	23,2%	10	0,3%	782	24,5%	N/A	N/A	119	3,7%	3	0,1%
	2019	N/A	N/A	959	15,0%	20	0,3%	3528	55,3%	N/A	N/A	128	2,0%	10	0,2%
	2015	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	332	10,2%	N/A	N/A
Total: Rest of Europe	2021	56 030	83,3%	741	1,1%	6	0,0%	3081	4,6%	6534	9,7%	83	0,1%	10	0,0%
	2020	N/A	N/A	555	8,4%	12	0,2%	4646	70,3%	N/A	N/A	514	7,8%	15	0,2%
	2019	N/A	N/A	686	4,8%	15	0,1%	11378	80,4%	N/A	N/A	699	4,9%	18	0,1%
	2015	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	437	17,7%	N/A	N/A
Total: Rest of the World	2021	5 445	47,6%	2095	18,3%	8	0,1%	262	2,3%	2518	22,0%	0	0,0%	141	1,2%
	2020	N/A	N/A	1927	39,6%	9	0,2%	1317	27,0%	N/A	N/A	0	0,0%	188	3,9%
	2019	N/A	N/A	2 959,00	28,0%	20	0,2%	5266	49,8%	N/A	N/A	0	0,0%	306	2,9%
	2015	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0,0%	N/A	N/A
Total: Group	2021	259 011	87,3%	4439,0	1,5%	42	0,0%	6957	2,3%	21 716	7,3%	141	0,0%	151	0,1%
	2020	189 406	80,6%	3833,0	1,6%	50	0,0%	11559	4,9%	23 714	10,1%	1132	0,5%	509,00	0,2%
	2019	221 311	65,8%	5464,0	1,6%	78	0,0%	34310	10,2%	66 778	19,9%	1250	0,4%	494	0,1%
	2015	N/A	N/A	N/A	N/A	N/A	N/A	32 005	62,5%	N/A	N/A	1227	2,4%	N/A	N/A

In 2021, the scope of the indicators calculated concerns all entities over which the Group has operational control (thus including the sites of the NHS SBS, SSCL and SFT joint ventures) and includes the employees of the acquisitions completed to and including November 2021, in particular the Luminosity Limited, Sopra Steria Financial Services and Labs acquisitions. The employees of acquisitions completed in December 2021, EGG Design and Eva Group are not included. Joint ventures are only included from 2017 onwards.

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***Data taking into account emission reductions due to green business travel in Germany. Excluding the emissions reduction from green travel gives the following values: 7,402 tCO₂e in 2021, 12,698 tCO₂e in 2020, 37,164 tCO₂e in 2019, 38,176 tCO₂e in 2018, 38,133 tCO₂e in 2017 and 36,555 tCO₂e in 2016.

****Emissions arising from employee commuting in 2019 and 2020 were estimated and taken into account for our CDP response. The method was further developed to calculate 2021 emissions and audited.

Reducing GHG emissions

Total Scopes 1, 2 & 3

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Country	Year	Total: Scopes 1, 2 and 3		Emissions / employee
		tCO ₂ e	% compared to other countries	tCO ₂ e / employee
France*	2021	125742	42,4%	6,41
	2020	7246	3,1%	0,37
	2019	17067	5,1%	0,89
	2015	2937	5,7%	0,17
United Kingdom*	2021	92310	31,1%	13,33
	2020	3196	1,4%	0,48
	2019	6374	1,9%	1,01
	2015	3243	6,3%	0,80
Total: Rest of Europe	2021	67241	22,7%	4,91
	2020	6611	2,8%	0,51
	2019	14148	4,2%	1,11
	2015	2475	4,8%	0,29
Total: Rest of the World	2021	11439	3,9%	1,67
	2020	4871	2,1%	0,76
	2019	10573	3,1%	1,51
	2015	10533	20,6%	1,95
Total: Group	2021	296733	100,0%	6,30
	2020	235044	100,0%	5,13
	2019	336121	100,0%	7,44
	2015	51193	100,0%	1,47

In 2021, the scope of the indicators calculated concerns all entities over which the Group has operational control (thus including the sites of the NHS SBS, SSCL and SFT joint ventures) and includes the employees of the acquisitions completed to and including November 2021, in particular the Luminosity Limited, Sopra Steria Financial Services and Labs acquisitions. The employees of acquisitions completed in December 2021, EGGS Design and Eva Group are not included. Joint ventures are only included from 2017 onwards.

In 2020, the scope of the indicators calculated covers all the entities over which the Group has operational control (thus including the sites of the NHS SBS, SSCL and SFT joint ventures), and includes the new acquisitions Sodifrance, Anteo (Consulting, E-Business Solutions), Holocare, cpartners.

In 2019, the scope of the indicators calculated covers all the entities over which the Group has operational control (thus including the sites of the NHS SBS and SSCL joint ventures), but does not take into account SAB and Sopra Financial Technology GmbH.

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****Emissions arising from employee commuting in 2019 and 2020 were estimated and taken into account for our CDP response. The method was further developed to calculate 2021 emissions and audited.

Resource consumption

Direct activities

Indicators	Target	Baseline	2019	2020	2021
Energy use in offices		2015			
Absolute consumption (MWh)		61 625	73 126	59 615	58 638
Consumption per employee (MWh/employee)		1,98	1,62	1,30	1,25
Energy use at on-site data centres		2015			
Absolute consumption (MWh)	Reduce energy consumption per employee; in France, reduce absolute energy consumption at commercial premises by 40% by 2030 (in accordance with the ELAN law)(1).	14 561	9 063	9 714	8 467
Consumption per employee (MWh/employee)		0,38	0,20	0,21	0,18
Energy use at off-site data centres		2015			
Absolute consumption (MWh)		20 223	16 621	15 949	15 461
Consumption per employee (MWh/employee)		N/A	0,37	0,35	0,33
Renewable energy use		2015			
Using renewable energy for electricity consumption at offices and on-site data centres	Increase the proportion of the Group's electricity consumption (at offices and on-site data centres) from renewables to over 85%	20,4%	90%	95%	99,2%
Water use in offices		2017			
Absolute consumption (cu. meters)	Manage water consumption to minimise leaks and waste	244 480	246 985	164 250	121 926
Consumption per employee (cu. meters/employee)		6,00	5,50	3,60	2,59

In 2021, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS, SSCL and SFT joint ventures) as well as the employees of the acquisitions made up until and including November 2021, particularly those of Luminosity Limited, Sopra Steria Financial Services and Labs. The workforces of our acquisitions in December 2021 (EGGS Design and EVA Group) are not included. Joint ventures are only included from 2017.

In 2020, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS, SSCL and SFT joint ventures) as well as new acquisitions Sodifrance, Anteo (Consulting and E-Business Solutions), Holocare and cpartners.

In 2019, the scope used to calculate indicators includes all entities over which the Group has operational control (and therefore includes the NHS SBS and SSCL joint ventures) but does not include SAB or Sopra Financial Technology GmbH.

(1) ELAN: Decree 2019-771 of 23 July 2019 reforming housing, planning and digital technology.

Resource consumption

Indirect activities

Indicators	Target	Baseline	2019	2020	2021
Waste electrical and electronic equipment - WEEE		2017			
Absolute quantity (kg)		82 609	82 947	64 657	62 541
Quantity per employee (kg/employee)	Give 100% of WEEE a second life by 2025 (reuse through resale and donation, heat recovery or raw materials for recycling).	2,10	1,90	1,50	1,34
Proportion given second life		96,2%	97,0%	97,0%	99,5%
Paper and cardboard waste*		2017			
Absolute quantity (kg)		435 196	415 122	194 418	337 455
Quantity per employee (kg/employee)	Recycle 100% of paper and cardboard waste by 2025 (heat recovery or raw materials for recycling).	10,80	9,40	4,40	7,25
Proportion of paper and cardboard waste collected separately and recycled		97,0%	96,0%	99,7%	99,8%
Paper purchased		2017			
Absolute quantity purchased (kg)	Reduce paper consumption and increase use of certified environmentally responsible paper.	112 409	96 873	39 132	23 549
Paper purchased per employee (kg/employee)		3,00	2,40	0,90	0,51

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*These data account for the change in methodology in the UK. Under the former methodology, paper and cardboard waste would have amounted to 150,663 kg in 2021.

Resource consumption

Energy, water

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Country	Year	Energy consumption✓			Proportion of electricity consumption (offices and on-site data centres) provided by renewables✓	Water✓
		Offices + miscellaneous✓	On-site data centres✓	Off-site data centres✓		
		Total MWh	Total MWh	Total MWh		
France*	2021	25 071	3 823	9 616	98,5%	37 090
	2020	26 519	3 974	9 390	90%	62 235
	2019	31 708	2 718	10 390	86%	74 874
	2015	28 092	3 161	7 813	1%	55 760
United Kingdom*	2021	16 029	2 759	561	100%	37 789
	2020	14 676	3 689	930	100%	31 603
	2019	17 953	4 087	865	100%	57 841
	2015	9 987	7 651	6 943	70%	21 272
Total: Rest of Europe	2021	11 900	25	5 284	100%	18 972
	2020	11 683	23	5 630	N/A	35 811
	2019	13 522	22	5 366	N/A	43 560
	2015	10 219	2 055	5 467	N/A	27 315
Total: Rest of the World	2021	5 638	1 859	0	100%	28 074
	2020	6 738	2 028	0	N/A	34 602
	2019	9 943	2 236	0	N/A	70 710
	2015	13 326	1 784	0	N/A	140 133
Total: Group	2021	58 638	8 467	15 461	99,2%	121 926
	2020	59 615	9 714	15 949	95%	164 250
	2019	73 126	9 063	16 621	90%	246 985
	2015	61 625	14 651	20 223	20%	244 480

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Resource consumption

WEEE, paper-cardboard

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Country	Year	Waste electrical and electronic equipment (WEEE)✓					Paper and cardboard waste**✓				Purchases of certified paper from sustainable sources✓		
		Total	Proportion reused	Proportion valorised by heat or raw material recovery	Proportion incinerated without heat recovery	Proportion sent to landfill	Total	Proportion valorised by heat or raw material recovery	Proportion incinerated without heat recovery	Proportion sent to landfill	Total	% of paper from sustainable sources	Quantity purchased per employee
		kg	%	%	%	%	kg	%	%	%	kg	%	kg/employee
France*	2021	31 791	51,3	48	0,4	0,3	65 024	100	0	0	8 019	72	0,41
	2020	30 354	71	28,3	0,6	0,1	53 782	100	0	0	23 454	69	1,19
	2019	19 724	44,3	50,6	2,8	2,3	109 168	84,8	15,2	0	55 268	48	2,89
	2015	20 939	N/A	N/A	N/A	N/A	96 269	N/A	N/A	N/A	N/A	N/A	N/A
United Kingdom*	2021	11 745	40,7	59,4	0	0	222 508	100	0	0	7 592	34	1,10
	2020	16 013	15,7	81,6	2,8	0	63 730	100	0	0	6 270	57	0,94
	2019	19 426	27,3	68,8	4	0	173 509	100	0	0	11 173	79	3,11
	2015	25 674	N/A	N/A	N/A	N/A	146 900	N/A	N/A	N/A	N/A	N/A	N/A
Total: Rest of Europe	2021	15 904	28	71,4	0,6	0,0	48 417	100	0	0	6 592	84	0,49
	2020	18 262	24,2	70,2	2,6	3	73 014	99,1	0,9	0	7 701	86	5,32
	2019	26 468	48	49,7	0,8	1,5	119 940	99,9	0,1	0	21 437	79	13,96
	2015	6 452	N/A	N/A	N/A	N/A	58 062	N/A	N/A	N/A	N/A	N/A	N/A
Total: Rest of the World	2021	3 101	98,7	0,5	0	0,8	1 506	49,3	0	50,7	1 345	70	0,21
	2020	27	0	80	20	0	3 893	100	0	0	1 705	72	0,30
	2019	17 328	0	99,3	0,7	0	12 506	100	0	0	8 995	71	1,45
	2015	107 181	N/A	N/A	N/A	N/A	27 217	N/A	N/A	N/A	N/A	N/A	N/A
Total: Group	2021	62 541	45,7	53,7	0,3	0,2	337 455	99,8	0	0,2	23 548	63	0,51
	2020	64 657	44	53	2	1	194 418	99,7	0,3	0	39 132	71	0,88
	2019	82 947	32,3	64,7	2	1,1	415 122	96	4	0	96 873	60	2,35
	2015	160 246	N/A	N/A	N/A	N/A	328 448	N/A	N/A	N/A	N/A	N/A	N/A

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Thank You.

