



SUSTAINABLE ENVIRONMENT



Taking action and innovating  
for the environment

# Taking action and innovating for the environment

*"Climate change challenges the very way we organise our society. To meet these challenges we must change some of the basic rules of our society to allow us to adopt a much more global and long-term approach and in doing so develop a solution that can benefit everyone."*

MARK MASLIN, PROFESSOR OF CLIMATOLOGY, UCL,  
ENVIRONMENT ADVISOR FOR SOPRA STERIA

**We, Sopra Steria, recognise that we must reduce the impact of our activities on the environment.**

By making the careful use of resources part of our culture, we strive to run our organisation in a way that minimises its environmental footprint. But we do more, with programmes such as carbon offsetting, investment in renewable energy and projects delivering access to water.

To deliver our environmental policy, we are implementing an action programme based on four approaches to Sustainable Development:

## Applying the principles of the low-carbon economy

Adopting science-based targets for our greenhouse gas emissions,

Engaging customers, partners and suppliers in reducing their emissions,

Implementing an internal carbon price,

Procuring renewable energy amounting to 69% of the electricity consumption of on-site offices and data centres;

## Being carbon neutral

Making our offices, data centres (on- and off-site) and business travel CarbonNeutral®, so that by engaging us, customers and suppliers reduce the carbon footprints of their value chains;

## Managing sustainability

Operating an Environmental Management System certified to ISO 14001;

## Developing the circular economy

Applying the principles internally and making suppliers and customers aware of their opportunities for action;

## Developing environmentally-friendly services

In the fields of energy, transport and dematerialisation, in particular;

## Contributing to local and international initiatives

Collaborating with other economic players in addressing climate change and environmental degradation.

### SOPRA STERIA'S GHG\* TARGETS APPROVED BY SCIENCE BASED TARGETS INITIATIVES

Sopra Steria's ambitious targets to reduce its GHG emissions for its Group perimeter are approved by Science Based Targets initiative. This approval rewards and recognises the long-term strategy that Sopra Steria has adopted in taking a consistent approach to identifying its real GHG emissions and reducing them in both its operations and supply chain.

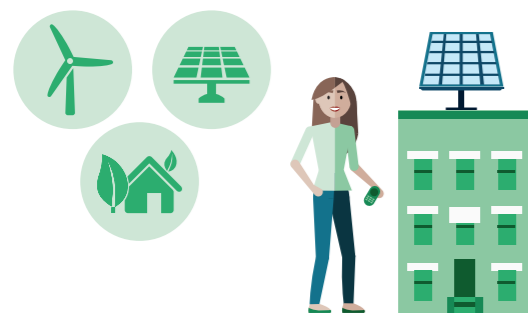
Sopra Steria Group is the first European IT services company to have the Science Based Targets initiative approve its ambitious GHG emissions reduction targets across its entire global business.

\*GHG: GreenHouse Gas

# Low-carbon services to create value for our customers

Combining added value, innovation and efficient performance of services delivered, Sopra Steria assists its customers with transformation and helps them make the best use of digital systems, while the same time seeking to reduce the environmental footprint of their activities.

## PoC Energy Consumption Device (ECD): a solution that helps with energy management



energy

The Energy Consumption Device (ECD) is a device that displays daily, weekly or monthly energy consumption in kWh or euros. The ECD project is a demonstrator positioned to meet new regulatory requirements on ECDs connected to "Linky" smart electricity meters in France. To deliver this project, which helps optimise energy consumption for a sample group of clients, Sopra Steria, a pioneer in designing and implementing IoT (1) solutions, is supported by its IoT Centre and offers its clients a full range of services.

- Support with the design and management of IoT projects.
- Designing IoT solutions in response to new uses or new regulatory requirements.
- Developing demonstrators or PoCs under a co-innovation approach.
- Roll-out of the solution with the support of a network of partners and Sopra Steria's IoT Line.

Sopra Steria has developed unique expertise in energy management for homes (SmartHome), office premises (SmartBuilding), power grids (SmartGrid) and cities (SmartCities), taking advantage of functionality offered by the new Linky and Gazpar smart meters.

The ECD consists of a box based on the Raspberry Pi 2 computer with a touchscreen display, and can be used to test:

- the Linky meter's connectivity over WiFi, LoRa and ZigBee;
- display of current consumption from the meter and daily, weekly and monthly totals in kWh and euros;
- remote configuration of prices used in the display unit;
- feedback of information from the display unit.



transport

## Preventing urban congestion - Project Colibry/Smart Cities

This workstream - part of the Smart City Master Plan - is managed by Toulouse Métropole and SMTC TISSEO, together with consortiums of businesses and partners including Sopra Steria, around projects targeting the airport area.

It has two primary goals:

- to reduce congestion on major urban road routes, amid increasing mobility;
- to influence behaviours and define new means of influence that complement infrastructure (data and new digital tools).

Project Colibry aims to reduce the use of private vehicles across the Toulouse/Blagnac/Colomiers airport region, in favour of new mobility solutions (car pooling, car sharing, cycling, etc.) and through actions carried out jointly by the local authority and businesses (cross-referencing of public and private data, optimisation of intercompany travel plans, creation of multiservice, multimodal hubs with co-working areas, etc.).

Source : Toulouse L'Open Métropole, Bilan Smart City 2016.

## Digiconso digital process for Crédit Agricole Consumer Finance



dematerialisation

The Digiconso project, run by Sopra Banking Software on behalf of Crédit Agricole Consumer Finance, will be able to handle almost 10,000 personal loan applications a day thanks to a completely digital process. Not only will this process reduce the need for both Crédit Agricole/LCL customers and advisers to travel, it has already prompted staff responsible for managing and developing the project to limit their own travel. Almost 150 employees, customers and Sopra Banking Software, located across 14 sites, conduct 75% of meetings remotely, either by telephone or using videoconferencing. A total of over 12 face-to-face meetings are avoided each week, together with the associated travel.

# Applying environmental commitments to the selection of offices

For its offices, Sopra Steria's policy is to favour buildings with a low energy consumption. Several of the group's premises benefit from new environmental standards, whilst others innovate and anticipate future regulations.

## Positive-energy offices controlled by the SI@GO® solution

Green Office® Meudon is a positive-energy building. It produces 100% renewable energy (cogeneration using biomass and solar panels). Sopra Steria, its occupant since July 2011, is one of the pioneers anticipating the RT 2020\* heating regulations.

All of the energy production and consumption in the building is controlled by the SI@GO® energy management solution developed by Sopra Steria. This building is certified HQE® Exploitation.



### CONTROLLING ENERGY AND RESOURCES

Sopra Steria optimises its property portfolio and favours buildings that comply with the BBC (Low Consumption Building) and HQE® (High Environmental Quality) standards.

In 2016, Sopra Steria reduced the greenhouse gas emissions<sup>1</sup> of its offices by 46.7% per employee compared to 2015.

<sup>1</sup>On a "market" basis, which takes renewable energy into account

## Recovery of excess heat and eco intelligent-cooling

In Sweden, Sopra Steria's Stockholm office is located in a green building equipped with the latest technological innovations in energy efficiency: the Kungsbrohuset.

Built in 2010, this building is heated by the body heat of the 250,000 passengers who pass through the nearby central station every day. And for cooling the building, an eco-intelligent system uses water from the Klara Sjö canal.

# CarbonNeutral® Data centres

All Group Data centres are certified CarbonNeutral®

Pooled use, modernisation and virtualisation of servers and the use of renewable energy has enabled us to reduce the carbon footprint of our data centres. As a result, in 2016, the Group reduced the carbon footprint of its Data centres by 32.3%<sup>1</sup> compared to 2015.

"In an extension of these initiatives, carbon offsetting allows us to strengthen our commitments and go further along the path to achieving carbon-neutrality. For this we base ourselves on the CarbonNeutral® protocol from Natural Capital Partners", stated Siva NIRANJAN, Sopra Steria's Head of Environmental Sustainability.

## Carbon offsetting projects to increase renewable energy production

The Group achieves carbon neutrality by offsetting its residual greenhouse gas emissions against reductions in emissions from renewable energy projects. Sopra Steria finances projects that increase the production of wind energy in India.

<sup>1</sup>market-based



### REDUCING THE ENVIRONMENTAL IMPACT OF DATA CENTRES

63% of the energy that Sopra Steria's on- and off-site Data centres used in 2016 was renewable.

# Sustainable business travel

## Reducing greenhouse gas emissions from business travel

Sopra Steria has introduced the means to limit emissions from business travel and the incentives to do so:

- introduction of video conferencing equipment at most sites to displace business travel, especially by air;
- incentives in favour of the least-polluting forms of transport, especially for short trips or regular customer visits;
- awareness and support campaigns for the changes made that concern all employees;
- in Germany, Sopra Steria has completely rethought its transport policy. It has subscribed to a railway operator's Green Energy programme that ensures that the energy consumed by its employees' journeys comes from renewable sources. As a result, 92% of journeys made by employees of the group in Germany are carbon neutral.



### CARBON OFFSETTING FOR ALL OF THE GROUP'S BUSINESS TRAVEL

To mitigate the impact of the carbon emissions of its business travel by offsetting them, Sopra Steria funds projects that preserve natural resources or develop the use of renewable energy.

In 2016, Sopra Steria's greenhouse gas emissions from business travel were 11.9% lower than they were in 2014.

# Contributing to circular economy

## Maximising the life cycle of WEEE

In its purchasing, the Group acquires equipment selected for a high level of recyclability (EPEAT label) and makes certain it is managed and recycled according to circular economy principles. Sopra Steria uses specialist WEEE recycling service providers, from the appropriate sector, in particular. In addition, a significant policy to develop processing uniformity for these WEEE was initiated in 2014. Service providers are encouraged to provide waste monitoring documents as well as produce statistics on the type of processing used (re-use, repair, recycling, etc.). In 2016, 98% of the Group's WEEE had a second life.

## Maximising the life cycle of other waste

In France, Spain and the United Kingdom, Group entities use environmentally accredited printer paper (FSC, PEFC, Blue Angel, Paper Loop).

For the buildings and facilities it controls, the Group has put in place local policies aimed at reducing the amount of non-hazardous waste generated.

Sopra Steria also works with building owners to develop selective sorting and optimise waste recovery during reprocessing.



### CIRCULAR ECONOMY

The circular economy aims to achieve a paradigm shift relative to the so-called linear economy, by limiting environmental impact and wastage of resources and increasing efficiency at every stage of the commodity economy.

The circular economy functions as a loop, limiting non-recyclable waste. Its aim is to produce goods and services while reducing consumption and wastage of commodities and energy. The circular economy is based on the "cradle to cradle" principle, as opposed to the "cradle to grave" principle of the linear economy.<sup>1</sup>

## Increasing use of renewable energy



### PROPORTION OF POWER CONSUMPTION COVERED BY RENEWABLE ENERGY

The percentage of electricity consumption covered by renewable energy (scope 2, offices and onsite Data centres) amounts to:

- 72% in the United Kingdom;
- 75% in France;
- 96% in Germany;
- 100% in Sweden, Switzerland and Denmark.

Sopra Steria has adopted an innovative approach to reducing its environmental impact by increasing the proportion of renewable energy to cover its energy consumption. Thanks to its efforts in 2016, the Group achieved a proportion of renewable energy use equivalent to 69% of total electricity consumption at its offices and on-site data centres (Scope 2), significantly higher than in 2015 (when the proportion of renewable energy equated to 20.4% of consumption). The target now is to achieve 85% coverage of total energy consumption at offices and on-site data centres by renewable energy in the next few years.

The use of renewable energy is made possible by investing in projects that are able to generate zero-carbon activity, where possible using instruments such as Guarantees of Origin (GOs) and International Renewable Energy Certificates (I-RECs).

### I-REC, International Renewable Energy Certificates

International Renewable Energy Certificates (I-RECs) provide a direct, independent and verifiable mechanism for accessing renewable energy production in countries in which there is no market for it. Sopra Steria has purchased I-RECs for its entire consumption of grid electricity in India, sharply reducing the greenhouse gas emissions from its operations there. These I-RECs are based on a hydroelectric power project in India, and support the development of renewable generation capacity there.

### Guarantees of Origin

In France Sopra Steria acquires certified green energy through Guarantees of Origin for most of its electricity consumption there.

These Guarantees of Origin, from Origo, are based on hydroelectric power produced on the River Rhône in France; by buying them Sopra Steria supports the adoption of such low-carbon electricity production methods.

## Innovative forms of collaboration to address environmental challenges

Sopra Steria's collaborative approach with clients and partners creates an environment for creativity and innovation that benefits all.

### Harrow, home to over 240,000 Londoners

*"Climate change is possibly the biggest challenge humanity has ever faced, and it will take us in Harrow and in communities all over the world to engage and act. Harrow Council, the local government authority responsible for the London Borough of Harrow, is proud to stand with its partner Sopra Steria, promoting strong sustainability practices everywhere."*

HARROW COUNCIL, CLIENT OF SOPRA STERIA

### We Mean Business

We Mean Business is a group of organisations collaborating with thousands of companies who recognise that the transition towards a low-carbon economy is the only way to ensure sustainable and prosperous economic growth. With We Mean Business, Sopra Steria committed itself to reporting its actions in response to Climate Change and to adopting science-based targets for reductions in its greenhouse gas emissions.

As a result, Sopra Steria has set itself the target of reducing its emissions by 15% by 2020 (with a 2014 base year). This commitment covers emissions under Scopes 1, 2 and 3 (business travel and off-site Data centres) of the GHG Protocol.

In 2016 Sopra Steria already reduced its (market-based) greenhouse gas emissions by 19%, by procuring renewable energy.



### ISSYGRID®, A CONSORTIUM BASED ON ENERGY EFFICIENCY

Sopra Steria is involved in IssyGrid®, the first operational smart grid district in France. The consortium brings together energy operators, urban services stakeholders and the Town of Issy-les-Moulineaux. Implemented in the Seine-Ouest business district in Issy-les-Moulineaux, the project has been extended to housing in Fort d'Issy. IssyGrid® will ultimately include 2 000 homes, 5 000 inhabitants, 160 000 sq.m. of offices and 10,000 employees.

## Responding to the demands of our customers



### ENVIRONNEMENTAL PERFORMANCE

Every year, Sopra Steria has its CSR performance, environment performance in particular, assessed by acknowledged market players. In 2017, Sopra Steria has been identified as a global leader in the corporate response to climate change and has been awarded a performance score of A by CDP.

### Monitoring environmental performance with Ecovadis assessment

Ecovadis is a specialist in the CSR evaluation of companies. At the request of its customers, Sopra Steria allows Ecovadis to assess its CSR performance as a supplier. This assessment takes account of the company's impact and initiatives in environment and supply chain. Renewed annually, the Ecovadis assessment bears witness to the progress that Sopra Steria has made in aligning its action programmes with its impact. As a result, Sopra Steria is certified Gold, Ecovadis's highest rating.

## Responsible purchasing engaging suppliers in climate change

### A responsible purchasing process based on best market practices

Sopra Steria is particularly attentive to the issues of responsible purchasing.

Its policy in this respect is based on:

- a Charter of Responsible Purchasing, which sets out the fundamental principles of fairness and transparency in its purchasing activity, and which is an annex to all contracts.
- assessment of its suppliers' CSR by Ecovadis.

As of 2015, this programme is being progressively deployed at group level.

In 2016, 67 of the Group's strategic suppliers were assessed via Ecovadis in the Group (HQ), in France, Belgium, Poland, Spain, the United Kingdom and Luxembourg.

Ecovadis integrates the new regulatory requirements to be imposed upon companies on an international level (Sapin 2 Act, Duty of Vigilance for Parent Companies, UK Modern Slavery Act).



### MANAGING RISKS

Thanks to the Ecovadis programme, Sopra Steria is managing the risks that Climate Change poses to its supply chain. Sopra Steria expects its main suppliers to measure their carbon footprints and take steps to manage them.

# Water, a vital and irreplaceable resource

In the context of its environmental and humanitarian approach, Sopra Steria is committed to taking significant action for humanity - the right to water.



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## 1001fontaines - Supplying safe drinking water in a region without any water supply network

In 2014, the Group committed itself to supporting 1001fontaines, an international charity, which aims to improve the health of rural populations in developing countries by enabling them to produce and consume safe drinking water in their daily lives. Sopra Steria financed the setting up of a plant to produce safe drinking water in a region of Madagascar without a water supply network.

The plant, in operation since the end of 2015, will provide drinking water for around 4000 people. In 2016, Sopra Steria renewed its sponsorship for a new plant in another village.

## The NGO Les Puits du Désert - Providing drinking water to isolated populations

The NGO Les Puits du Désert, supported by the Group since 2016, operates in the desert region of Ténéré, in northern Niger, to give 60000 isolated people access to water.

It works in conjunction with a local NGO and French public development partners. The Group's support helps build or restore wells that provide water for drinking and hygiene. The Group's support will continue in 2017.

# Water, energy and education: acting for future generations



## THE COMMITMENT TO WATER APPLIED TO EDUCATION

Building on solidarity programmes already undertaken by the group for schools in India, Sopra Steria is working with Planet Water Foundation to provide access to drinking water for schoolchildren.

## Aqua Tower Water and Planet Water Foundation - Giving over 19000 children access to drinking water

In 2015 the Group launched the Aqua Water Tower project at Ganage Junior College in Pune (India), in partnership with Planet Water Foundation (PWF). The Aqua Tower system uses the water purification technology "ultrafiltration" that requires very little maintenance. A total of 8 schools have been equipped with drinking water towers, in partnership with Planet Water Foundation, thus providing access to clean water to over 19000 children.

## Solar panels to promote digital inclusion

In India, the group supports the deployment of solar panels for powering computer labs at schools that the group sponsors, in areas where the availability of electrical power and access to digital technology constitute real challenges for underprivileged youngsters. Today, 9 schools are equipped with solar panels and others will join them soon.

## Efforts to combat the lack of energy

Sopra Steria contributes to two projects to combat the lack of energy in India via two carbon offset projects:

- SELCO Solar Energy Access (in schools supported by Sopra Steria as part of its community activities): this project, run by SELCO Solar Pvt and Natural Capital Partners, provides very low income households with solar equipment consisting of solar-powered water heaters and photovoltaic systems.

The benefits are also financial: the project is supported by regional rural banks and microfinance institutions to help the most underprivileged households secure credit at acceptable terms. The project also helps provide pupils and students with lamps so they can do their homework. It covers 65 schools and has helped provide 2666 solar-powered lamps.

- India Solar Water Heating: this project supplies households and small and medium-sized enterprises in rural regions all over India with solar-powered water heaters. It encompasses the manufacture, installation and maintenance of this solar-powered equipment. Equipment is distributed by private entrepreneurs or large businesses that act as distributors and franchisees.



## Sopra Steria

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### Sopra Steria at a glance

Sopra Steria, a European leader in digital transformation, provides one of the most comprehensive portfolios of end-to-end service offerings on the market: consulting, systems integration, software development, infrastructure management and business process services.

Sopra Steria is trusted by leading private and public-sector organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added value and innovation, Sopra Steria enables its clients to make the best use of digital technology.

With 40,000 employees in more than 20 countries, Sopra Steria had revenue of €3.7 billion in 2016.



[www.soprasteria.com](http://www.soprasteria.com)

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