

# COMMITTED TO RESPONSIBLE BUSINESS AND SUSTAINABILITY

SPAIN. FISCAL YEAR 2019



## EXECUTIVE SUMMARY

SUSTAINABILITY AND  
NON-FINANCIAL INFORMATION

accenture



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# A RESPONSIBLE BUSINESS MODEL

Today, Spain is one of the main markets for Accenture and a key country for discovering new ways of helping our clients in their digital and technological transformation process. In addition to this, we have also taken the lead when defining our responsible business model, in perfect alignment with the UN Sustainable Development Goals (SDG) in order to realize our objective: improve the way the world lives and works.

It is not only States but companies that have an inescapable responsibility to drive the social development and environmental sustainability. To this end, at Accenture we work together to achieve a greater goal than mere economic growth, by fostering a culture of responsibility and transparency to highlight our impact on society. We believe the time has arrived for responsible innovation, sustainability and social commitment to form a key part of all organizations' corporate models, by integrating them naturally into our strategy as the aim of every company and the day-to-day work of our professionals.

Every year we publish our annual sustainability report explaining to all our stakeholders how we realize our responsible business model. We also give account of our contribution to the SDG, focusing especially on those directly related to our business: number 5 (gender equality), number 8 (decent work and economic growth), 9 (industry, innovation and infrastructure) and 16 (peace, justice and solid institutions).

The following pages summarize the most relevant information and data of our Accenture in Spain Sustainability Report for the fiscal year 2019. It has been verified by KPMG Asesores S.L. and met the most demanding rank of the Global Reporting Initiative (GRI) "thorough compliance" and "Advanced" level of the United Nations Global Compact together with renewing the GRI "SDG Mapping Service" seal.

We should like to thank our clients, our professionals and society in general for their trust in Accenture to achieve these results in 2019.

# CLIENTS

## TANGIBLE RESULTS TO LEAD THE MARKET

We are a global leader in professional services, working with over 6,000 clients worldwide across a wide range of services and solutions in strategy, consulting, digital, technology and operations.

We combine our deep experience in all our business areas with specialized knowledge in over 13 economic sectors to help them optimize their performance and generate sustainable value for their shareholders.

Our commitment is to innovate so that organizations can obtain tangible results. To do so, we develop and scale technological solutions with industrial specialization via our extensive innovation centers network and the trends and technologies we consider a priority. So as to always offer the latest market capabilities, we trust our ecosystem of over 180 alliances and gain strength via acquisitions. And all this rests on a responsible business model that helps to improve the way the world lives and works.

### STRATEGIC GROWTH PRIORITIES

- **Cloud**
- **Intelligent Platforms**
- **Cyber-resilience / Security Intelligence**
- **Intelligence Experience Center**
- **Intelligent Engineering Software**
- **New IT**
- **Intelligent Operations**
- **End-To-End Marketing**
- **Industry X.0**
- **Applied Intelligence**

### WE HAVE STRENGTHENED THE BUSINESS WITH OUR LATEST ACQUISITIONS

- **Shackleton:**  
The most important integration of creative advertising in Spain
- **Pragsis Bidoop:**  
We expand our big data, artificial intelligence and machine learning capabilities
- **Insitum:**  
Strengthening our position as leading experienced agency

### TWO NEW CENTERS COMPLETE OUR NETWORK IN SPAIN

**Industry X.0 Center, Intelligent and Cybersecure Industry**  
Bilbao

**Advanced Technologies Center Pierre Nanterme**  
Alicante



How we work with our clients

[www.accenture.es/casos\\_de\\_exit](http://www.accenture.es/casos_de_exit)

## Worldwide

**\$43,200m**

global turnover

**+75%**

of the Fortune Global 500 companies  
and 91 of the Fortune Global 100  
companies are clients

**19%**

total share  
appreciation



## In Spain



**€1,151m**

turnover



**343**

clients



**+2,800**

projects completed

**Our top 25 clients  
already were in 2010**

**Are clients**

**86% 57**

Ibex-35  
companies

of the 100  
largest companies

# INNOVATION

## FROM IDEATION TO INDUSTRIALIZATION, CREATING VALUE FOR THE ECOSYSTEM

From research to launch: at Accenture we support innovation for creating value for our clients with a unique Innovation Architecture that enables the entire value chain.

A fundamental part of our Innovation Architecture are our local innovation centers, chief among which are the Accenture Digital Hub and the Liquid Studio, where our clients have access to the latest technologies, to the most specialized talent and to our deep industrial knowledge, so as to transform not only their business but also their sector.

In addition, we know that collaboration is required for systematic innovation. That is why we continuously engage with startups and IDEs (Innovation Drive Enterprises), signing collaboration agreements and developing initiatives that bring our professionals into contact with this ecosystem. We also maintain technological collaboration alliances with different partners, while promoting professorships, master's degrees and agreements with various renowned academic institutions in our country.

### OUR INNOVATION ARCHITECTURE



#### **ACCENTURE RESEARCH, where we observe**

The center of studies of our company.



#### **ACCENTURE VENTURES, where we collaborate**

Investments, sponsorships and collaboration agreements with the innovation ecosystem.



#### **ACCENTURE LABS, where we research**

Technology laboratories that work on the specific application of emerging technologies.



#### **ACCENTURE STUDIOS, where we accelerate**

They provide specific agile digital solutions in the short term.



#### **ACCENTURE INNOVATION CENTERS, where we solve**

Centers to design solutions that respond to the challenges of our clients.



#### **ACCENTURE DELIVERY CENTERS, where we industrialize**

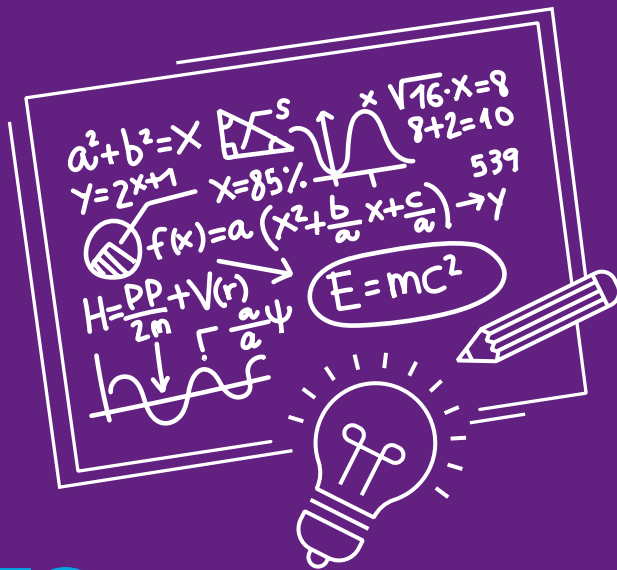
Industrial rollout of solutions tested throughout the value chain.



More information about our innovation centers at  
[www.accenture.es/nuestros\\_centros](http://www.accenture.es/nuestros_centros)



Almost  
**3,200**  
professional  
engaged with innovation  
(almost 3.7m hours)



**+€9.5m**  
invested in  
innovation

**+670**  
new patents  
worldwide

**70**  
startups  
and IDEs  
with which we have  
agreements

**135**  
client entities  
with which we have worked  
in this field



# PROFESSIONALS

## THE MOST DIVERSE AND INCLUSIVE COMPANY IN THE WORLD

Accenture is the most diverse and inclusive company in the world: for the second consecutive year that was the verdict of Refinitiv (formerly, Thomson Reuters). We strive to have diverse teams in every sense (gender, age, disability, sexual orientation, culture or initial training), something we consider key for the success of the company and especially relevant from both a business and social viewpoint.

We strive to offer our more than 12,000 professionals in Spain a wide range of social benefits, while at the same time facilitating working flexibility and life-work balance and the possibility of designing their own career via a transparent model. At the same time we boost their development and work to build a healthy working environment that enhances their physical and psychological wellbeing.

Innovation forms part of our DNA. That is why it is present from our initial contact with our professionals (using the latest, neuroscience-based selection methods together with artificial intelligence, analytics and gamification) and throughout their entire career, anticipating the training they will need or discovering the key factors behind their continued presence in the company.

Neither do we forget to return to society everything it has given us and act accordingly, supporting quality education that improves the employability of young people and offering opportunities to the most vulnerable groups. All this is possible thanks to our agreements with the leading universities in Spain and Vocational Training centers.

### A DIVERSE AND INCLUSIVE DNA

**40.2%**

women in the workforce  
Global objective: reach parity in 2025

**931**

persons from other countries and 71 different nationalities

**2,945**

professionals take part in our support network for LGBT

**419**

qualifications

**4** generations

**Bequal Seal**

for the inclusion of people with disability

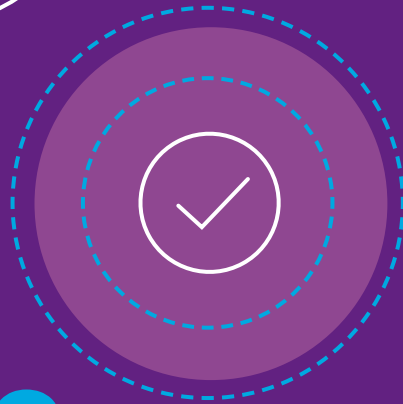
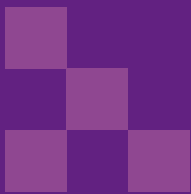


Discover how to unleash your talent in Accenture at [www.accenture.es/careers](http://www.accenture.es/careers)



**+12,000**  
professionals

**22.5%**  
of our workforce teleworks



**97.4%**  
of our professionals have an  
**indefinite contract**

**+2,700**  
persons  
hired last year

**383,000**  
hours training  
(31.9 hours per professional)

**+1,300**  
interns  
of whom almost 500 are  
Vocational Trainees



# GOVERNANCE AND TRANSPARENCY

## ETHICS, HUMAN RIGHTS AND CORPORATE GOVERNANCE: THE PILLARS OF TRUST

In an uncertain environment for our clients, our professionals and the public in general, trust is an increasingly valuable asset for organizations. At Accenture, we build trust on a solid basis: ethics, human rights and corporate governance to drive our future growth, our differentiation in the marketplace and to protect our professionals, our clients, our brand and our results.

We have a Code of Business Ethics (COBE) available to our professionals swiftly and simply thanks to the latest technologies. We also have a zero tolerance policy regarding corruption and perform follow-up and control of compliance with our internal policies and procedures.

Another of our chief responsibilities is data protection. We constantly evolve our policies on information security and data protection, to identify new threats and foster appropriate conduct to reduce the probability and impact of any attacks.

### OUR VALUES

- **Create value for the client**
- **A global network**
- **Respect for the individual**
- **The best people**
- **Integrity**
- **Stewardship**

### RESPONSIBLE TECHNOLOGY

We help our clients to adopt new technologies including artificial intelligence in a responsible manner. We have developed a code of ethics and values regarding artificial intelligence which acts as a guide for any internal or client-related initiative.



Be sure to see how we combine ethics and artificial intelligence in our COBE chatbot  
[www.accenture.es/chatbot\\_cobe](http://www.accenture.es/chatbot_cobe)

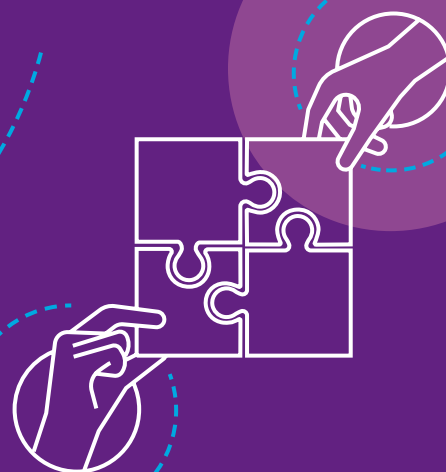
# We are one of the most ethical companies in the world

according to Ethisphere



## +21,300

hours training  
in ethics

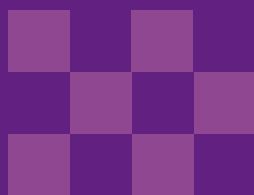


## We help our clients

to adopt new technologies, including artificial intelligence, in a responsible manner

## 32,481 hours

training in data privacy and information security



## Human rights:

we adhere to the chief international treaties

## 90%

of our professionals are aware of our global conduct principles

# SOCIETY

## OPPORTUNITIES FOR THE MOST VULNERABLE

At Accenture in Spain, we are aware that one of our chief commitments to society is to improve the employability and work opportunities of people in vulnerable situations.

For the past 16 years, via the Accenture Foundation, we provide our consulting services free of charge to the social sector together with our corporate donations, while providing our professionals with the necessary support to realize their social concerns via voluntary work or financial donations. Thus, we work with the ecosystem to generate innovative solutions that empower people to prosper in the digital economy.

In addition, we consider that culture, economic, scientific and humanistic progress are fundamental fields to support if we wish to achieve our mission of improving how the world lives and works. For this reason we collaborate with over 150 associations, bodies and institutions via different initiatives.

- Member of **+50 business and economic associations**
- **We support 6** of the leading **Spanish cultural organizations**
- We collaborate with **+100 universities, business schools and Vocation Training centers**

### TOGETHER FOR THE EMPLOYMENT OF THE MOST VULNERABLE

Since 2013, we have channeled our consulting services via a single collective impact initiative. By combining human ingenuity and the most innovative technologies, with different public, private and third sector organizations joining forces, we co-create digital solutions free, such as Software as a Service on a platform hosted on the Accenture cloud to help people to prosper in the current digital economy.

**+515,000**  
beneficiaries trained

**22** solutions for  
employment and  
self-employment

**+99,000**  
beneficiaries placed  
in jobs

**39** countries

**5** languages

**+1,500**  
organizations



Discover the impact of Together for Employment in real projects at  
[www.accenture.es/melia\\_hotels\\_juntos](http://www.accenture.es/melia_hotels_juntos)

**FREE CONSULTING:**

**+91,000** hours  
donated, with the  
participation of **138**  
professionals



**DONATIONS:**

**+€491,000**

**+€203,000**

Donated by  
**+ 5,100** professionals

**VOLUNTEER WORK:**

**+6,900**  
hours donated

**+1,000**  
professionals



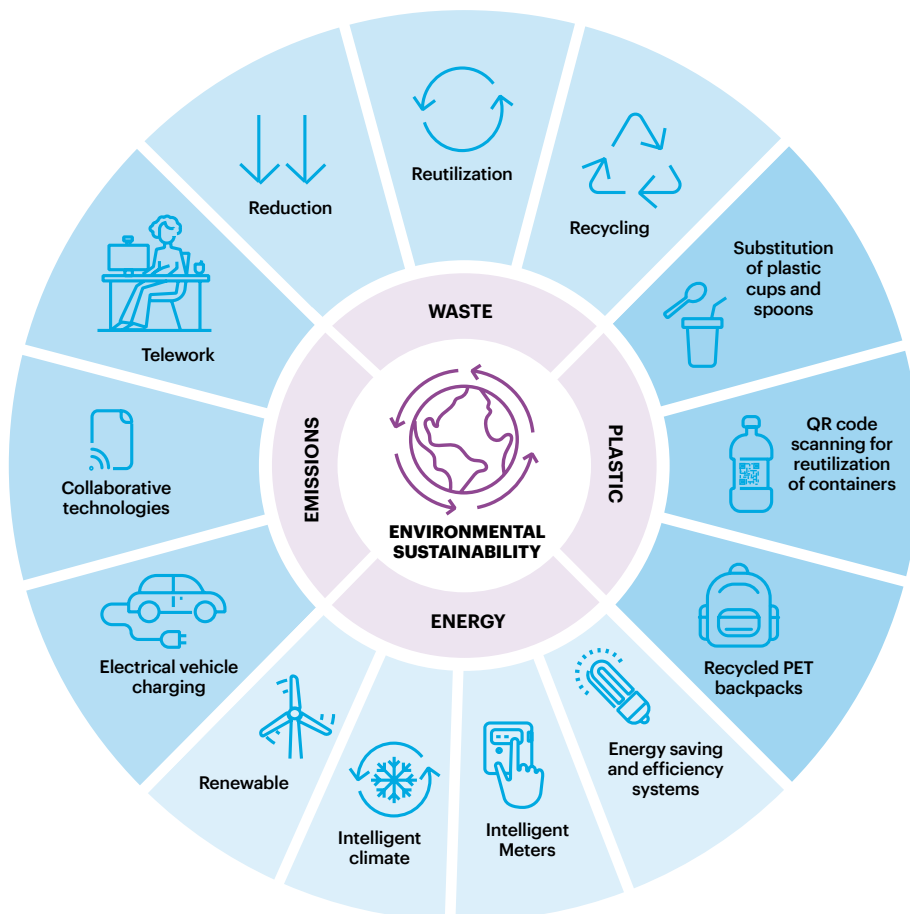
# ENVIRONMENT

## TOWARDS A CIRCULAR, LOW-CARBON ECONOMY

We are aware that climate change, the pollution of ecosystems and the production of waste are the global challenges of our age that we cannot fail to address. Our responsible business model lays the bases of our commitment to the environment as defined in our Environmental Policy.

We are convinced that the sum of small acts can change the world. For this reason, we promote collaboration between the different areas and departments of our organization to join forces to help us achieve our objectives. People are a fundamental part of our transformation into a more sustainable company and we consider technology as a key facilitator in this change process.

**We have had an ISO 14001 certified Environmental Management System since 2006, which enables us to minimize and control our environmental impact and risks.**



Find out how we save energy thanks to our Intelligent Climate solution at [https://www.youtube.com/watch?v=\\_k1j2QKeCRE](https://www.youtube.com/watch?v=_k1j2QKeCRE)





**36%**

**reduction in emissions  
due to travel  
per employee**

**23%**

**reduction of energy  
consumption  
per employee**



**100%**

**elimination of plastic  
cups and spoons**



**22%**

**reduction of emissions  
thanks to teleworking  
per employee**

**92%**

**of centers have  
renewable energy  
supply contracts**



**17%**

**reduction of water  
consumption  
per employee**



**55%**

**separation  
of waste for  
recycling**

Data for the last three years (2017, 2018 and 2019).

# SUPPLY CHAIN

## INVESTMENT AND SUSTAINABILITY FOR LOCAL COMPANIES

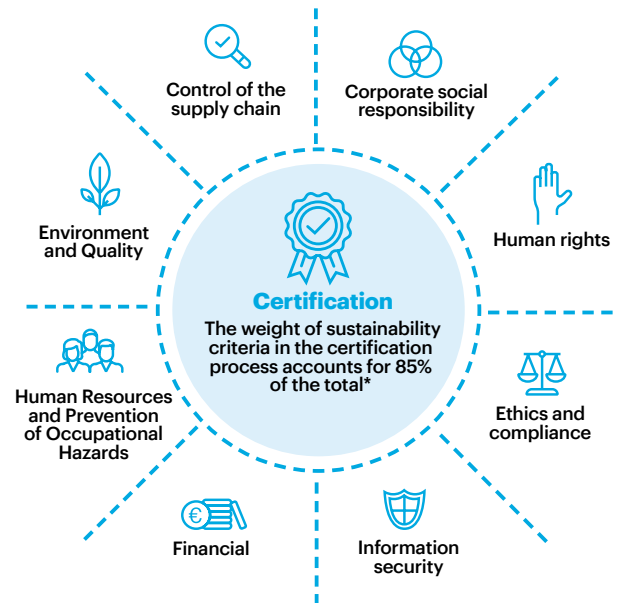
In 2019, the procurement volume of Accenture in Spain totaled 178.8 million euros. A figure that shows the scale of our responsibility when transferring this investment to the Spanish production fabric and transforming this wealth into opportunities for our society.

Sustainability and mitigation of the risks inherent to our supply chain operations are two of our priorities.

To achieve sustainable management of our suppliers, we have three different processes (certification, hiring and risk analysis) and a common methodology to enable us to ascertain whether suppliers comply with all their fiscal, labor, ethical and environmental obligations, among others.

### 1 CERTIFICATION

Our suppliers must pass a certification process that includes specific requirements in the following areas:



### 2 HIRING

Our strict hiring process requires our suppliers meet responsibility criteria, sign sustainability clauses and includes information security requirements. We have an anticorruption and training program for suppliers.

### 3 RISK ANALYSIS

We identify strategic suppliers who present the greatest risk for our business and reputation. In accordance with our activity we have identified as strategic suppliers the procurement category certain contractors by conducting the same audits regarding information security.

\* The certification process is under review and this percentage will increase during 2020.

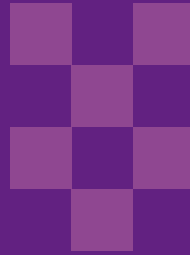


**€178.8m**  
in procurement



**95%**

of procurement from  
Spanish suppliers



**82%**

of our certified suppliers are  
**self-employed  
and SMEs**



**+1,900**  
indirect jobs created

**787**  
certified  
suppliers

on which we spend 89% of  
expenditure on procurement

**+1,800** hours  
training in sustainability



**+3,700** hours  
training in ethics, compliance  
and information security

**85%**  
weight of  
sustainability  
in the certification of suppliers

# OUR CONTRIBUTION TO THE UNITED NATIONS SDG

It has been several years since the Member States of the United Nations General Assembly approved the 17 Sustainable Development Goals (SDG) as part of the Agenda 2030 for Sustainable Development. Major progress has been made since then – the world population lives better and child mortality of under-fives has fallen, for example. However, there remains much to do: 700 million people worldwide live in extreme poverty and over four million in million are vulnerable as regards employment.

At Accenture in Spain we are committed to leading the Agenda 2030 for Sustainable Development. The Sustainable Development Goals of the United Nations are a global challenge with which we are fully aligned and with our responsible business model we make a significant contribution to the shared effort of fulfilling this commitment on schedule.

Since 2015, we have conducted an analysis of our contribution to the SDG and update it annually, adapting the priorities and courses of action. Our aim is to contribute to achieving the 17 Sustainable Development Goals and, given the nature of our activity, we consider we may have greater influence on the SDG explained below. Two levels have been established in accordance with our potential impact: strategic and relevant.

## Strategic SDG

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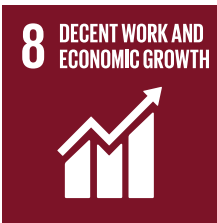
**Target 5.5**  
Full participation and equal opportunities



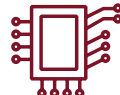
**Target 5.B**  
Improve the use of technologies and ICT



**Target 5.C**  
Equality policies and laws



**Target 8.1**  
Maintenance of economic growth



**Target 8.2**  
Diversification, technology and innovation



**Target 8.3**  
Fostering small and medium size companies



**Target 8.5**  
Full employment and decent work



**Target 8.6**  
Young people with work and education



**Target 8.8**  
Secure Labor Rights Protection



**Target 9.2**  
Inclusive and sustainable industry



**Target 9.5**  
Scientific research and technological capability



**Target 16.5**  
Reduce corruption and bribery



**Target 16.10**  
Access to information and fundamental freedoms

## Relevant SDG

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# AWARDS AND RECOGNITIONS

FISCAL YEAR 2019



## ANALYSTS

**ACCENTURE INTERACTIVE, LARGEST DIGITAL AGENCY IN THE WORLD**

Ad Age Agency Report

**LEADING INTEGRATOR OF SAP HANA SOLUTIONS 2018**

Universo Penteo

**LEADERS IN PUBLIC CLOUD SERVICES MANAGEMENT**

Universo Penteo

**LEADERS IN WORKPLACE SERVICES**

Penteo



## BUSINESS AND INNOVATION

**AMONG THE LARGEST COMPANIES IN THE WORLD**

Forbes

**GLOBAL TECHNOLOGY LEADER**

Thomson Reuters

**ACCENTURE INTERACTIVE, AWARD FOR INNOVATION**

MMA Smarties

**AWARD FOR INNOVATION**

Oracle Partner of the Year



## SOCIAL ACTION, DIVERSITY AND EQUALITY

**TOP 10 COMPANIES WITH LGTBI INCLUSION POLICIES**

Estudio EMIDIS

**MOST DIVERSE AND INCLUSIVE COMPANY IN THE WORLD**

Refinitiv Diversity and Inclusion Index

**AWARD FOR FURTHERANCE OF YOUNG PEOPLE'S EMPLOYMENT**

Mahou San Miguel Foundation and Excellence Club in Sustainability

**CONTRIBUTION TO EMPLOYMENT PLAN**

Red Cross

**BEST PRACTICES IN DIVERSITY**

Intrama Awards

**ACKNOWLEDGEMENT GO!ODS: SDG 8**

Spanish Network for the Global Compact and Rafael del Pino Foundation



## BEST PLACE TO WORK

**AMONG THE 100  
No. 36 IN THE  
BEST PLACES TO WORK**  
Fortune Magazine and  
Great Place to Work

**No. 36 IN THE  
RANKING**  
Merco Talento

**AMONG THE MOST  
INNOVATIVE  
COMPANIES IN HR**  
Expansión

**No. 26 AMONG THE  
MOST ATTRACTIVE  
PLACES TO WORK**  
Universum



## REPUTATION AND LEADERSHIP

**No. 36 AMONG THE  
MOST VALUABLE  
BRANDS IN THE WORLD**  
Forbes

**No. 31 AMONG THE  
MOST VALUABLE  
BRANDS IN THE  
WORLD**  
Interbrand

**No. 47 IN THE  
RANKING**  
Merco Empresas

**JUAN PEDRO  
MORENO, No. 37  
IN THE RANKING**  
Merco Líderes

**BEST EXTERNAL  
EVENT**  
Premios Dircom

**JUAN PEDRO MORENO,  
MÁSTER DE ORO**  
Royal Senior Management  
Forum

**JUAN PEDRO MORENO,  
AMONG THE MOST  
INFLUENTIAL**  
Forbes



All our recognitions and awards are at [www.accenture.es/premios](http://www.accenture.es/premios)

## **ABOUT ACCENTURE**

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions — underpinned by the world’s largest delivery network — Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With 505,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at [www.accenture.es](http://www.accenture.es).