

In order to form a broader and profound opinion on the actions carried out by Accenture and the results obtained in its commitment to contribute to sustainable development, this publication should be read in conjunction with the Corporate Responsibility Report Spain 2018.

In addition, we have reviewed the contents of the Corporate Responsibility report Spain 2018 of Accenture, with the scope and results described in our report which is attached to the mentioned report and which we recommend reading for a better understanding of our work.


KPMG Asesores, S. L.
Contents

04
Responsible Consulting
OUR MATERIALIZATION OF CSR

06
Clients
WE LEAD CORPORATE DIGITALIZATION AND TRANSFORMATION

08
Shareholders
WE GENERATE ECONOMIC GROWTH AND PROFITABILITY

10
Professionals
WE DRIVE PERSONAL AND PROFESSIONAL GROWTH

12
Society
WE HELP VULNERABLE GROUPS

14
Innovation
WE STRENGTHEN OUR LEADERSHIP IN DIGITAL AND TECHNOLOGICAL INNOVATION

16
Environment
WE CARE FOR THE ENVIRONMENT AND MINIMIZE OUR ENVIRONMENTAL FOOTPRINT

18
Supply chain
WE PROMOTE SUSTAINABILITY IN OUR VALUE CHAIN

20
Awards and recognitions
We live in an age of digital vertigo, a revolution that is transforming our life and that of companies, one in which relations are a key part of the experience economy. Technology and access to information has been democratized and consumers, workforce and companies demand hyper-personalized, hyper-efficient and hyper-connected products.

Its impact on companies is notable. Just one example: Today, 62% of Accenture’s turnover in Spain derives from Digital Services (Interactive, Mobility and Analytics), Cloud and Security. Services which barely existed several years ago and which at the end of 2018, accounted for 54%. The speed of this transformation is another characteristic of this digital vertigo, together with uncertainty regarding the next steps to take.

This new context represents an opportunity and a challenge for companies. How do we develop our businesses? What is our impact on society? How do we build a more sustainable world via our commitment and responsibility? At Accenture we wish to play an active role in this change and aspire to demonstrate our leadership by transforming ourselves and contributing with our work to transforming our clients toward this new order.

How? With our Responsible Consulting model with which we materialize Corporate Social Responsibility (CSR) across all our spheres of action both internal and external. And to do so within the framework of the United Nations Sustainable Development Goals (SDG), the new “Esperanto” of the sustainable society.
With our clients we have materialized this in three phases, incorporating the same CSR principles into our business, which we apply in society to **improve how the world lives and works**.

In the first phase we underscored with our clients our **commitment and achievements with the SDGs**, together with our investment in ethics, values and CSR.

The second step is to work in conjunction with them to help them identify which SDGs are being addressed by the projects we collaborate on and how they are contributing to achieve these goals.

The last step is to introduce **responsibility to employment** in the major transformation projects we work on. We need to anticipate and mitigate possible risks to persons in a vulnerable situation and help them to confidently address the coming challenges of their professional career.

This Executive Summary of the Corporate Responsibility Report Spain 2018 sets out in detail our commitments and achievements with each of our stakeholders and with the SDGs.

Our Report has been reviewed by external auditors, has attained the most demanding level of the Global Reporting Initiative (GRI) “comprehensive option” and the “Advanced” level of the Global Compact of the United Nations. We have also applied the guidelines of the International Integrated Reporting Initiative and the legislation on Non-Financial Information and Diversity. Lastly, the Report has again received the “Sustainable Development Goal Mapping” seal of the GRI.

“What is the goal of having the best technologies and living in the world we live in? Let’s join forces to make the world a better place”. This sentence by **Pierre Nanterme**, president of Accenture between 2011 and 2019, is the best summary of our aspiration. Pierre passed away on 31 January 2019 after 36 years fully dedicated to building Accenture. I should like to acknowledge and thank him for the affection and support he always showed towards Spain, Portugal and Israel, countries which shape our geography as a Region within Accenture, recognizing our achievements and encouraging us to demonstrate our leadership in the global organization. Let these words serve as a tribute to all he has given us and the great legacy he leaves behind.

I should also like to thank our clients, stakeholders and society in general for their **trust in us** and their help in creating the future together from the present. These, in the words of Pierre, are Accenture’s true raison d’être.

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**Juan Pedro Moreno**  
President and CEO of Accenture in Spain

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For further information:  
Our five business areas (Accenture Strategy, Accenture Consulting, Accenture Digital, Accenture Technology and Accenture Operations) and our deep knowledge of the industries in which we operate enable us to transform the business of each sector and each client via a comprehensive, differential value proposition.

We help our clients to apply the technologies and services that will have the greatest impact on their businesses and society from Applied Intelligence to Industry X.0, Cybersecurity, Operations or Platforms, among others. We also possess a broad network of centers with differential capabilities, designed to respond with the maximum swiftness to the challenges that arise.

“The New” is already a reality at Accenture: 62%* of our work in Spain is concerned with digital transformation (Interactive, Mobility, Analytics, Cloud and Security services) and we have driven enhancements of our technology and security (93% of Accenture was migrated to Cloud in 2018).

EXCELLENCE IN INFORMATION SECURITY AND DATA PRIVACY

The security and protection of both our own and our clients’ information is a priority in all our processes and services across our value chain.

To discover, prevent and manage the new risks and threats of the digital age, we have globally shored up our Security Management System of the information and our Client Data Protection program. We have also renewed our ISO 27001 Certification: 2013.

We have also adapted to the new General Data Protection Regulation (GDPR) all the processes and systems via which we manage personal data to ensure compliance.

Over 20,400 hours training in Data Privacy and Information Security in Spain.

(*) At the date of the document. 54% at year-end 2018.
Clients IN FIGURES

80% Ibex-35 companies
70 of the 100 largest companies in Spain are clients
Over 30 solution centers in Spain
Over 180 Global alliances with market leaders and innovators

379 Clients in Spain, distributed in over 40 industries in 13 sectors
2,735 Projects implemented in Spain last year, 1,359 newly created

CENTERS OPENINGS IN 2019

- Accenture Technology Center in Alicante
- Industry X.0 Center in Bilbao
- Cybersecurity Center in Madrid

CONTRIBUTION TO:

SUSTAINABLE DEVELOPMENT GOALS
Shareholders

WE GENERATE ECONOMIC GROWTH AND PROFITABILITY

Thanks to our swift rotation toward “the New” and our highly diversified business portfolio, we successfully operate in an increasingly uncertain and competitive environment while at the same time driving strong, profitable growth.

Creating direct and indirect economic value is one of our commitments to future generations and our stakeholders. That is why we strive to obtain competitive, profitable outcomes without sacrificing the principles of transparency and financial ethics, managing resources efficiently and responsibly.

The stability and solidity of our business model rests on two fundamental drivers: generating value and trust. As a result of this, in Spain during 2018 our turnover grew by 9.3% compared to the same period of the previous year, up to 1,083 million euros.

Globally, our turnover totaled 39,600 million dollars while share value rose by 28%. All this contributes to the benefit of both our shareholders and society.

At Accenture, we value these results because we know they are the result of responsible decision-making and the Strategic Plan we have implemented to maintain the sustainability and positioning of our business.
28% increase in share value over the year

€1,083 M turnover in Spain (+9%)

$39,600 M global turnover (+10.5%)

Approximately $5.000 M invested in 90 global acquisitions over the past five years

CONTRIBUTION TO:

Sustainable Development Goals

8 Decent Work and Economic Growth
Professionals

WE ENCOURAGE PERSONAL AND PROFESSIONAL GROWTH

In the present context of technological and digital transformation, people and skills become increasingly relevant for companies. This is why we consider our professionals to be a priority, always focused on our values and our Code of Business Ethics.

We encourage our professionals to find in Accenture the place where they can achieve the best version of themselves and contribute to sustainable development of society by generating quality employment. In fiscal year 2018, we hired over 2,500 people (for almost 1,500, their first job) and 97% of our professionals have a permanent contract.

This adaptation to new needs in attracting talent has led us to reshape our collaboration with universities, Vocational Training centers and business schools. We have agreements with several of the most relevant institutions in our country and over 110 institutes. In 2018, 648 people have attended our internship program and we have incorporated 242 Vocational Training students.

Our concern for the development of our people has driven us to continue with our Performance Achievement model in which each professional looks to the future to lead their aspirations and capabilities. We have also increased our investment in training (12.5% up on the previous year) up to 9.7 million euros in Spain and 377,983 hours.

We define the DNA of Leadership by focusing on our corporate values and Code of Business Ethics. To accompany this change in the behavior of our professionals in this area and transform it into habits, Design Thinking workshops were held in 2018, together with our new FORM methodology, developed by teams of experts in new ways of working.

Boosting diversity and inclusion within the groups that make up Accenture is another of our priorities. We understand that it is only by weaving a network of different talent capable of understanding the needs of our clients that we can succeed in the current transformation scenario. That is why we have developed Strategic Plan on Inclusion and Diversity, led by our Diversity Committee which promotes diverse programs and activities.

With regard to Occupational Risk Prevention (ORP), we have our own service that manages the four specialties (Ergonomics and Psycho-sociology, Occupational Medicine, Industrial Hygiene and Safety). For its part, our in-house medical service promotes the “Tu>Bienestar” program to improve the health habits of our professionals. In addition, we have obtained the ISO 45001 (ORP) certificate and Empresa Saludable certificate.
459,000
PROFESSIONALS IN
THE WORLD

+11,000
professionals in Spain, 97% with an indefinite contract

+2,500
new hires, almost 1,500 as their first job

Almost
378,000
hours training for Spanish professionals

+17,000
hours training in ethics

38.6% women
64 nationalities
4 generations

CONTRIBUTION TO:
SUSTAINABLE DEVELOPMENT GOALS
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES
We contribute to the transformation and digitalization of society by combining human ingenuity and the most innovative technology, focusing especially on organizations that work on the training and skills of persons who are vulnerable as regards employment.

The Accenture Foundation in Spain leads the initiative Together for the Employment of the most Vulnerable, which focuses on co-creating digital solutions to improve the work opportunities of groups that are particularly vulnerable as regards employment. It forms part of the global Skills to Succeed initiative, whose goal is to train for work over 3 million vulnerable people in the world by the year 2020.

TOGETHER FOR THE EMPLOYMENT OF THE MOST VULNERABLE

+85,600 hours free consulting and +1.3 million euros invested in the initiative in 2018.

Since 2012, we have trained +449,000 vulnerable people with an investment of 32.4 million hours.

With the participation of 1,431 entities and the development of 22 solutions.

SOCIAL PROJECTS
Among the numerous social projects supported, we can highlight the ones oriented towards:

Improving job opportunities for the most vulnerable groups.

Searching equal opportunities for the most vulnerable groups.

Driving the development of women and children and promoting parity.

Financing health projects and wellbeing for the most needy.
In 2018, we have strengthened our leadership in digital and technological innovation, committed to the consolidation of each of the capabilities that constitute our innovation architecture.

We have created a local innovation ecosystem comprising over 500 start-ups and IDEs (Innovation Drive Enterprises) – with 52 of them we have worked on different projects – and a global ecosystem of over 200,000 start-ups. Every year our network expands via such successful programs in Spain as South Summit – we form part of its Governing Board - and Barcelona Tech City.

We also collaborate with the scientific and academic work via university chairs and programs in different universities (UAM, Oviedo and the University of Navarra).

We organize sessions with relevant people from the world of science and create leading Technology Centers such as AI.InnovationSpace together with the UPM.

But the scope of Accenture’s innovation must be global. That is why, via the teams working at centers such as the Accenture Digital Hub or the Accenture Liquid Studio, we place special emphasis on the scalability of projects and on covering the last mile before their large-scale industrialization.

Our professionals are also a priority: we organize everything from immersion sessions for new hires to meetings with experts and start-ups to boost their innovation skills.
OUR INNOVATION SPACES IN NUMBERS

Accenture Digital Hub
our open, collaborative innovation center focused on digital transformation:
+ 135 client visits
+ 90 workshops
+ 30 events
+ 250 Accenture professionals
Diverse team:
30 professional profiles
11 nationalities
4 generations

Accenture Liquid Studio
focused on flexible technological developments:
+ 56 companies have visited us
+ 80 innovation sessions and 150 events
+ 70 projects

$791M of global investment in R&D&i

+€5 M 52
in Spain
agreements signed with Spanish start-ups

2,743 684
professionals new patents
dedicated to worldwide in 2018
innovation in Spain

+500 350
start-ups with which professionals
we have an ongoing in Spain
relation

CONTRIBUTION TO:
SUSTAINABLE DEVELOPMENT GOALS

Spain 2018 15
Environment

WE TAKE CARE OF THE ENVIRONMENT AND MINIMIZE OUR ENVIRONMENTAL FOOTPRINT

We minimize our own environmental impacts and develop technologies that help our clients and citizens to reduce the pollution they generate.

Our Environmental Management System articulates the environmental programs aimed at encouraging responsible use of resources, carrying out appropriate waste management and controlling indirect emissions into the atmosphere. To this end, we work intensively to raise the awareness of our professionals and suppliers.

The transformation and digitalization we lead also contributes to reducing environmental impacts in general and those that speed up global warming in particular; especially those from different sources such as public transport.

We also invest in the development of environments, tools and collaborative technologies that enable us to optimize our workspaces and reduce commuting by our professionals. Thus, we contribute to reducing our environmental footprint and that of our clients.

Thanks to all these efforts, we have once again renewed the ISO 14001:2015 certificate for Accenture work centers in Spain.
ENVIRONMENTAL RESULTS
achieved since 2008

CONSUMPTION

- Energy consumption: 64%
  + 12 million kWh
- Water consumption: 38%
  Almost 6.5 million liters
- Paper consumption: 89%
  + 61 tonnes of paper

RECYCLING

- Recycling of packaging: +300 tonnes
- Recycling of paper: +770 tonnes
- Recycling and reuse of electronic equipment: 100% of our computers and mobiles

EMISSIONS

- Indirect emissions of CO₂: 60%
  12,000 tonnes of CO₂

CONTRIBUTION TO:

- Sustainable Development Goals
- Responsible Consumption and Production
- Climate Action

Spain 2018
Supply Chain

WE PROMOTE THE SUSTAINABILITY OF OUR VALUE CHAIN

We consider providers as one of our main stakeholders. We are therefore committed to encouraging our Corporate Social Responsibility practices across the entire value chain.

We promote and demand the integration of ethical, social and environmental good practices in our procurement and sponsorship processes. It all starts with awareness and continues with our process of approval with CSR criteria and materializes in hiring with criteria aligned with our sustainability commitments.

We identify the security of the information and access to confidential data by our providers as one of the main risks we face.

This is why in 2019 we will demand our providers obtain the ISO 27001 certificate in information security or, in its absence, audits by a second party of the information security and data privacy.

In addition, we contribute to sustainable development of the business network of our country by maintaining the indirect employment of our supply chain. In fact, we directly contract with 1,226 providers, 88% of which are Spanish.
We apply sustainability criteria, conduct and anticorruption standards to our supply chain.

€165 M
in procurement in Spain.

88%
Of our +1,200 providers are national.
Awards and recognitions
IN SPAIN

2018

REPUTATION AND LEADERSHIP

• **Merco Empresas.** Best reputation Nº 58.

• **Merco Responsabilidad y Gobierno Corporativo.** Nº 50. Consultancy Nº 1.

• **Merco Líderes.** Juan Pedro Moreno, president of Accenture, Spain. Nº 54.

• **Dirigentes Magazine.** Juan Pedro Moreno, president of Accenture Spain, as Executive of the Year.

• **Forbes Lawyers.** Best Legal Department. Accenture received an award.

• **Dircom – Ramón del Corral.** The launching and positioning of the Accenture Digital Hub was recognized as the best external campaign in the services sector.

• **EventoPlus.** Accenture Digital Conference 4 is awarded as the best conference in 2017.

• **Vocento.** Accenture Interactive/Fjord received the Gran Premio Genio in the category of Product and Service Design.

• **Oracle Partner of the Year Cloud Infrastructure.** For its knowledge of Cloud Infrastructure.

AMONG THE BEST PLACES TO WORK

• **Top Employer.** Top Employer Certificate.

• **Universum.** Nº 46 according to students of Engineering and Nº 61 according to those of ADE and Economics.

• **Merco Talento.** Nº 25, up 9 positions among the favorite companies to work for.

• **NAOS strategies.** Recognized with the second prize in the healthy habits program.

INNOVATION

• **Universo Penteo Cloud.** Accenture is recognized as leader in Cloud.

• **SIC Magazine.** Accenture Security received the SIC 2018 Prize.

• **Byte TI.** Byte magazine acknowledged us as the best consulting firm.
BUSINESS AND INNOVATION

• **SAP HANA. Integrators.** Leader in this solution, according to Penteo.

• **Oracle Partner of the Year.** Recognized in the Innovation category.

• **SAP Maintenance.** Penteo ranks Accenture as leader in this type of service.

• **Workplace Service providers.** Penteo ranks Accenture Nº 1 in services and Nº 2 in capabilities.

• **MMA Spain Smarties. Prizes** An Accenture Interactive project for BBVA, awarded with the Silver Prize in the Innovation Category.

• **Universo Penteo AM SAP services.** Leading provider of SAP maintenance services in Spain.

AMONG THE BEST PLACES TO WORK

• **Expansión Index.** Best Practices in people management.

• **Universum.** We ranked 256th among the students of ADE and Economics and 32nd in Engineering.

• **Merco Talento.** Ranked 36th and first in consulting firms.

INCLUSION AND DIVERSITY

• **Intrama.** Top 10 companies with best practices in diversity and gender.

SOCIAL COMMITMENT

• **go!SDG.** ‘Together for the Employment of the most Vulnerable’ received a distinction for realizing UN SDG 8.

• **Red Cross.** Recognition of the Accenture Foundation for its involvement in the Employment Plan program.
Awards and recognitions

WORLDWIDE

2018

REPUTATION AND LEADERSHIP
• Interbrand. Most valuable brands. Nº 37.
• BrandZ Top. Most valuable brands. Nº 32.
• Forbes. Most valuable brands. Nº 38.
• Fortune. Most admired companies. Nº 40 and Nº 1 in IT Services.
• Brand Finance. Most valuable brands. Nº 71.
• Fortune – Blue Ribbon Company. For 8 consecutive years.

BUSINESS AND INNOVATION
• Fortune’s Global 500. Nº 316.
• Barron’s 500. Nº 24.
• Microsoft’s Alliance Partner of the Year Award. Corporate excellence and customer satisfaction.
• The Global Outsourcing 100. Distinction as best service provider.
• Magic Quadrant (Gartner). Leader in Public Cloud.
• IDC Market Scape. Leading firm in Salesforce.
• Advertising Age Magazine. Largest digital agency with the highest growth.

AMONG THE BEST PLACES TO WORK
• Fortune. Among the best 100.
• Universum. Top 100 in Engineering and Business Science.
• Working Mothers. Among the best 100 companies for women with children.

CORPORATE RESPONSIBILITY, DIVERSITY, ETHICS, SOCIAL COMMITMENT AND ENVIRONMENT
• Ethisphere Institute. Most ethical countries in the world.
• National Association for Female Executives. Among the 10' best in women’s promotion.
• Human Rights Campaign. 100% score in equality ranking.
• CR Magazine. Ranking 100 Best Corporate Citizens.
• FTSE 4Good Global Index. Best sustainability policies.
• Dow Jones Sustainability Index North America. Distinction in sustainability.
• CDPSupply Chain Index. Supply Chain-related.
• Newsweek Green Ranking. Nº 7 in most ecological companies worldwide and global industry leader in IT services.
REPUTATION AND LEADERSHIP

- Brand Finance. Most valuable brand in IT services.

BUSINESS AND INNOVATION

- Thomson Reuters – Technology. Among the 100 best companies in technology worldwide.
- Interbrand. Position Nº 34 in the 2018 ranking of ‘The 100 most valuable brands in the world’.

AMONG THE BEST PLACES TO WORK

- Fortune. Among the 100 best companies to work for.
- Great Place to Work. Among the 100 best companies to work for.

INCLUSION AND DIVERSITY

- Thomson Reuters Diversity & Inclusion Index. Nº 1 in the ranking of most diverse and inclusive companies worldwide.
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 459,000 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.com.