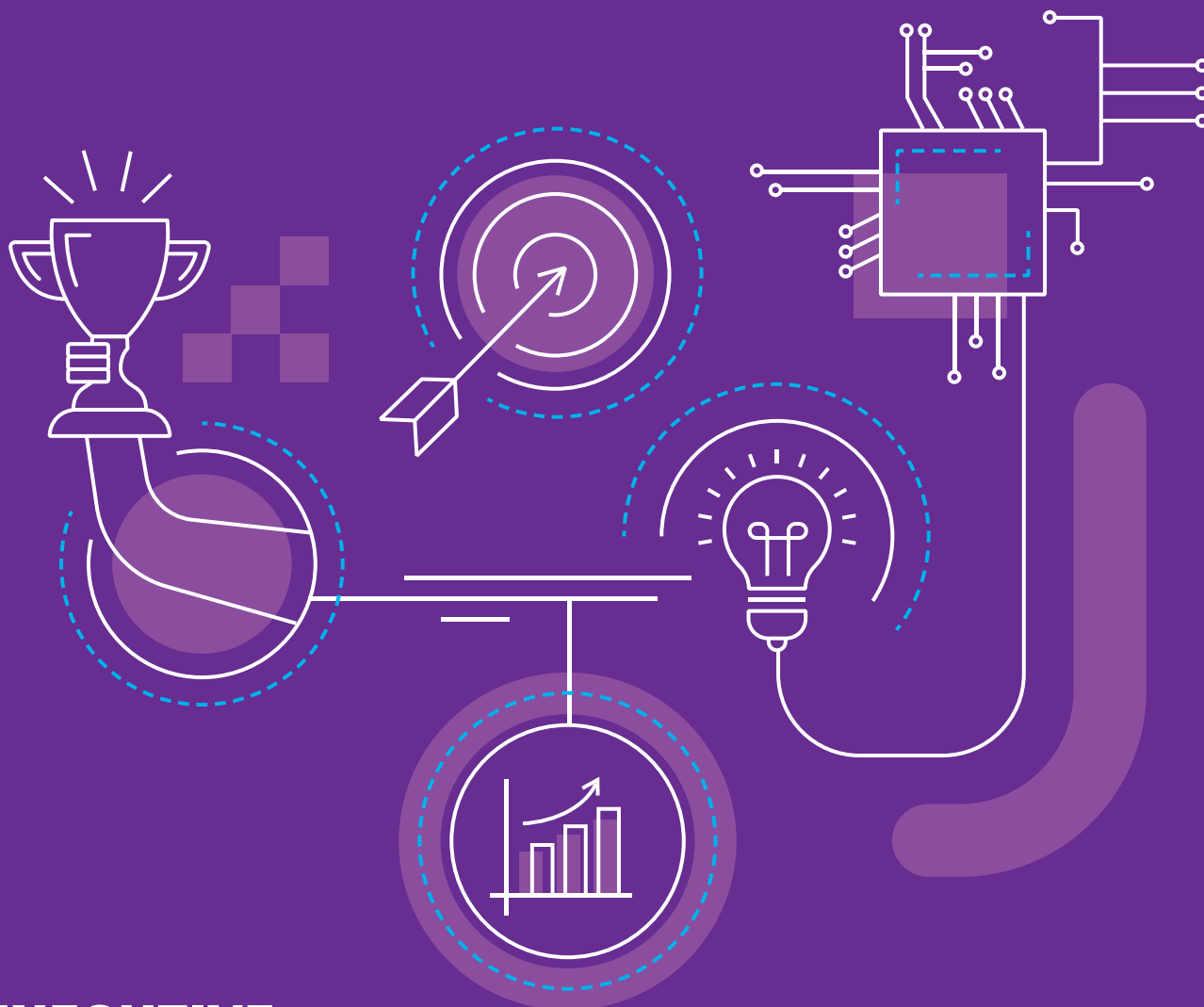


COMMITTED TO RESPONSIBLE BUSINESS AND SUSTAINABILITY

PORTUGAL. FISCAL YEAR 2019



EXECUTIVE SUMMARY

SUSTAINABILITY AND
NON-FINANCIAL INFORMATION

accenture

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A RESPONSIBLE BUSINESS MODEL

Today, Portugal is 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 in increasing our commitment with the 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 strategy and the day-to-day work of all 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 Portugal Sustainability Report for the fiscal year 2019. The report follows the "Comprehensive" option of the directives of the GRI (Global Reporting Initiative) Standards. The detailed responses are available in the corresponding appendix of the report.

Furthermore, the report follows the Portuguese Decree-Law 89/2017 of July 28th on the matter of disclosure of non-financial information and information on diversity. Accenture group companies in Portugal deposit their annual accounts, audited by ROC João Martins, with the regulation of the Commercial Societies Code and procedures defined by the Tax Authority in accordance with the Accounting Standardization System, in force in Portugal.

We would 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 across more than 40 industries and all business functions 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

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

OUR CENTRE NETWORK IN PORTUGAL

**Portugal Advanced
Technology Centers**
Lisbon and Braga

**Intelligent Operations
Centers**
Lisbon



How we work with our clients:

[accenture.com/us-en/client-case-studies](https://www.accenture.com/us-en/client-case-studies)

Global

\$43.2B

Revenues

+75%

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

+120
Countries



In Portugal



190M€

turnover



94

clients



+260

projects completed

**Our top 25 customers
account for 90% of
turnover and 19 have
been for 10 years**

Our clients

66% 22

of the PSI-20
companies and

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.

For Accenture Portugal, innovation is the star around which each and every activity and initiative presented in this report orbits.

The right balance between all of them and the specific distance from innovation allows us to understand what its real impact is in the future.

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

It is our particular way of relating to the innovative ecosystem through investments, sponsorships and collaborative agreements.



ACCENTURE LABS, where we research

It's set of technological laboratories, five at a global level, that work with the purpose of reducing the gap between new emerging technologies and their application in various sectors.



ACCENTURE STUDIOS, where we accelerate

It is an organizational solution that allows us to move at two speeds.



ACCENTURE INNOVATION CENTERS, where we solve

It is a set of centers whose main purpose is to create and develop innovative solutions.



ACCENTURE DELIVERY CENTERS, where we industrialize

This set of centers aims to develop in an industrial way the solutions designed and approved along the value chain.

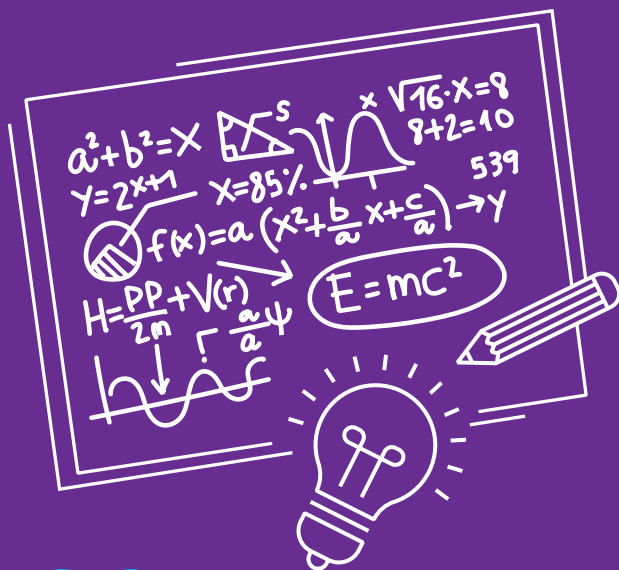


More information about our network of innovation centers at:
accenture.com/us-en/about/innovation-centers-index

3

Innovation Hubs

emerging in Portugal



+20

startups

with which we have
agreements with

**Partnerships with
research centers**

**in artificial intelligence
and with innovation
laboratories**

+670

**request for new
patents worldwide**

+70M€

Technology

of revenue in with which we have
worked in this field



OUR PEOPLE

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 3.000 professionals in Portugal 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 people (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 Portugal and Vocational Training centers.

A DIVERSE AND INCLUSIVE DNA

43%

women in total workforce in Portugal

50

nationalities

+500

professionals take part in our support network for LGBT

485

different training areas

4

generations

+600

foreign people



Find out how to develop your talent at Accenture:
accenture.pt/carreiras

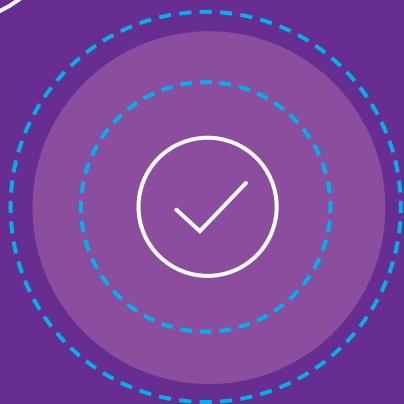


+3.000
professionals

5%
of our workforce teleworks



+750
people
in the last year



+15%
academic institutions with
collaboration protocols

+71.400
hours of training
(23,4 hours per professional)

+320
internships
of which 210 are professional



GOVERNANCE AND TRANSPARENCY

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

In an uncertain context 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 chatbot (COBE) that talks to people answering their questions and giving them suggestions. This solution guides our professionals in a simple and intuitive way so that they can find contents and resources about our Code of Business Ethics. In 2019, we implemented new analysis, artificial intelligence and machine learning capabilities to improve the way chatbot processes language and continues learning.

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 CORE VALUES

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

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.



Find out how we combine ethics and artificial intelligence in our COBE chatbot:
accenture.com/us-en/company-ethics-code

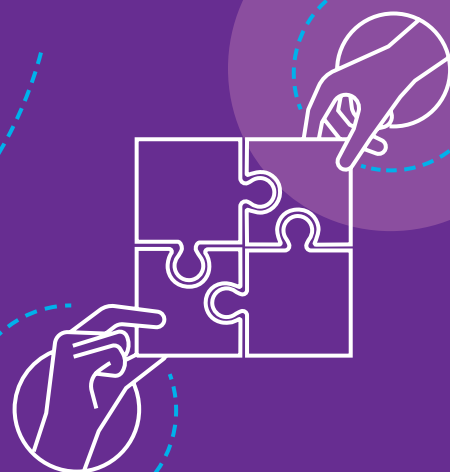
We are one of the most ethical companies in the world

according to Ethisphere



+4.917

hours of training
in ethics

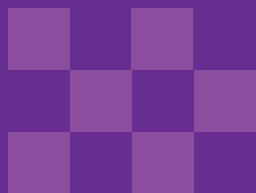


We help our clients

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

+7.400 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 Portugal, we are aware that one of our chief commitments to society is to improve the employability and work opportunities of people in vulnerable situations.

In recent years, through the Corporate Citizenship area, we have provided pro-bono consulting services to the social sector, along with our corporate donations, while providing our professionals with the necessary support to carry out their social purposes through voluntary work or financial donations. Thus, we work with the ecosystem to generate innovative solutions that empower people to thrive in a 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 participate in more than 180 alliances worldwide, with leading companies in their sectors, and we collaborate with various associations, institutions and foundations through various initiatives.

- Member of **+9 business and economic associations**
- We are members of **+7 networks or initiatives for sustainability**
- We collaborate with **+15 universities, business and polytechnic schools** located in **Lisbon, Porto, Coimbra, Braga** from where the more than 300 students who have done their internships at Accenture come.

PLATFORM “+COMPETÊNCIAS”

Development Technology Platform of soft skills launched in 2018, with the objective of to enhance personal development and employability. The Platform + Skills allows carrying out an individual evaluation online of determining competences for personal development, integration into society, and professional advancement. This evaluation then allows for the preparation of an individual training plan for the development of a range of combined expertise from several levels of complexity and which incorporate the increasing digitalization of society. Training can take place either online or, if the organization wants, in a face-to-face format.

+200
beneficiaries

5 organizations

+100
completed courses



Find out more about our Corporate Responsibility strategy at:
accenture.com/pt-pt/about/corporate-citizenship-index

PRO BONO CONSULTING:

+5.900

consulting hours

to social organizations

2010-2019

+37.500

consulting

service hours

DONATIONS:

2019

70.000€

donated to organizations

2010-2019

+580.000€

Donated by Accenture

+21.500€

donated by our people

VOLUNTEER WORK:

2019

+650

hours donated

200

professionals

2010-2019

+1.100

Volunteers



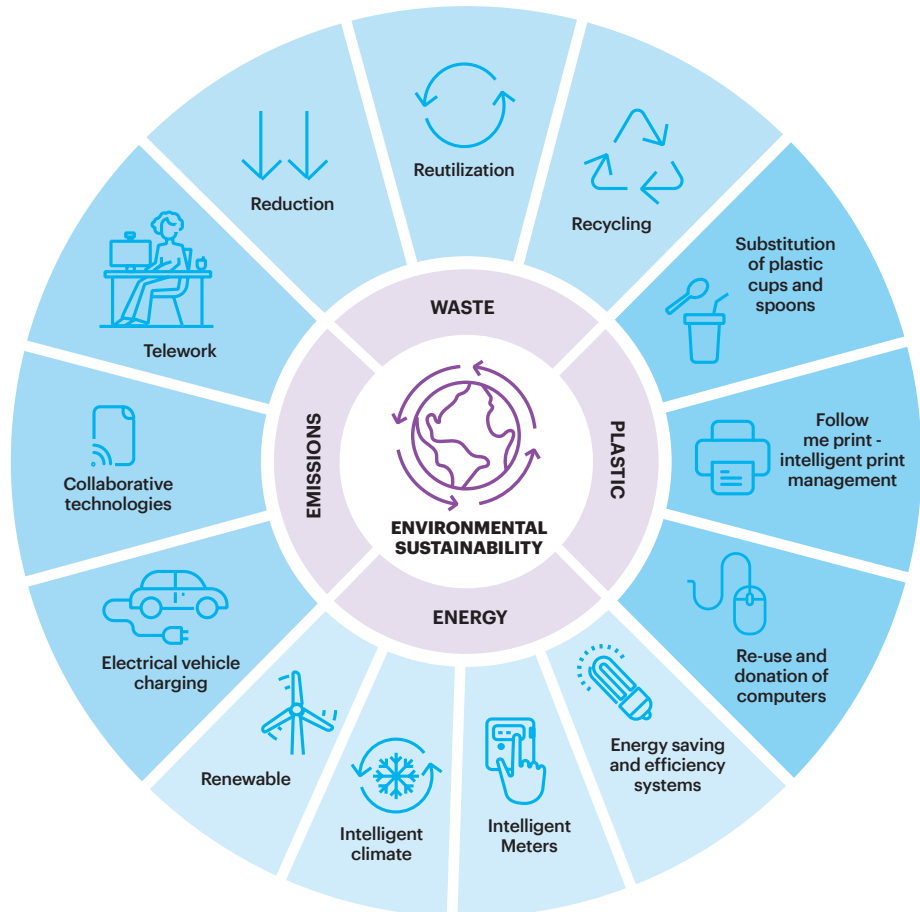
ENVIRONMENT

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 time that we cannot fail to address. Our responsible business model lays the basis of our commitment to the environment as defined in our Environmental Policy.

We are convinced that all our small gestures together 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 a certified Environmental Management System ISO 14001 standard since 2008, which enables us to minimize and control our environmental impact and risks.



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



We reduce by

36%

in emissions per employee due to travel

thus avoiding the potential emission of more than 800 tons. CO₂

We reduced by

21%

energy consumption per employee



We have eliminated

100%

the use of plastic cups and spoons in our coffee machines

In Portugal we have negotiated new contracts to reach more than

70%

of electric power supply from renewable sources



We reduce by

8%

water consumption per employee



we avoided the emission of

+29

ton. CO₂, through teleworking



We separated

61%

of waste for recycling

The data shows the environmental performance in all the certified offices or those in the process of being certified by Accenture, in Portugal, in the last three fiscal years (2017, 2018 and 2019) except for the data related to recycling which refers to 2018 and 2019.

SUPPLY CHAIN

INVESTMENT AND SUSTAINABILITY FOR LOCAL COMPANIES

In 2019, the procurement volume of Accenture in Portugal totaled 58.9M€. This figure demonstrates the magnitude of the responsibility we have in transferring this investment to the Portuguese business sector 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 (qualification, contracting 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 QUALIFICATION

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



2 CONTRACTING

Our strict contracting 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 category of purchases that we call “contractors”.

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

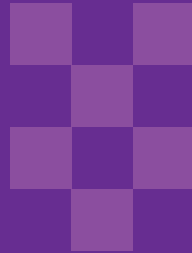


58.9M€
in purchasing



97%

of purchase from
Portuguese suppliers



81%

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



+700

indirect jobs created

372

**qualified
suppliers**

which contribute to 61% of
purchasing expenditure in
Portugal

+350 hours

of local training in Sustainability
- Environment, Health& Safety -
provided to critical suppliers



+3.300

courses in ethics,
compliance and
information security

85%

**weight of
sustainability
criteria**

in the qualification of suppliers

OUR CONTRIBUTION TO THE UNITED NATIONS SDG

In 2015, the member states that make up the United Nations General Assembly - adopted “a plan of action for people, the planet and the prosperity”, based on the 17 Objectives of Sustainable Development as part of the agenda 2030 for sustainable development.

These objectives have been set, among other issues and with the horizon in 2030, to end poverty; ensure inclusive education; achieve gender equality; promote sustained, inclusive and responsible economic growth; achieve full employment and decent work for all; build resilient infrastructure and foster innovation; reduce inequality and injustice or address climate change.

In the four years since the 17 SDG were defined, important steps have been taken: for example, the world population is living better and under-five child mortality has decreased. However, progress on most of the Global Goals is being slow or even reversed: 700 million people still live in extreme poverty, more than 170 million are still unemployed and more than 70 million are seeking shelter.

At Accenture Portugal, we are committed to leading this agenda and incorporating a new vision driven by SDG. This is a great opportunity to align our strategy and expectations with those of our clients, shareholders, our people, suppliers and society at large.

Strategic SDG



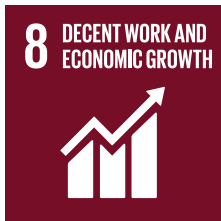
Target 5.5
Full participation and equal opportunities



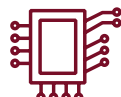
Target 5.B
Improve the use of technologies and ICT



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



AWARDS AND RECOGNITIONS

FISCAL YEAR 2019



MARKET ANALYSTS

National recognitions

PARTNER NETWORK AWARD

Oracle Partner Network

INFLUENTIAL PARTNER AWARDS

SAP's Largest Business Influencing Partner



BUSINESS AND INNOVATION

National recognitions

AWARD OF DIGITAL TRANSFORMATION

Microsoft Partner of the Year for Digital Transformation



SOCIAL ACTION, DIVERSITY AND EQUALITY

International recognitions

MOST DIVERSE AND INCLUSIVE COMPANY IN THE WORLD

Refinitiv Diversity and Inclusion Index (formerly Thomson Reuters)

COMMITTED TO GENDER EQUALITY

Bloomberg Index of Gender Equality 2019

AMONG THE MOST ETHICAL COMPANIES IN THE WORLD

Ethisphere Institute

"PRIDE WORKPLACE" REFERENCE

International Platform for LGBTI Inclusion at Work

National recognitions

CONSULTING SERVICES AWARD

Human Resources 2019 Awards: best consulting services company in Portugal



SUSTAINABILITY AND ENVIRONMENT

International recognitions

BARRON'S MOST SUSTAINABLE INTERNATIONAL COMPANIES

Nº1 in Ranking

FORTUNE'S CHANGE THE WORLD LIST

Nº21 in Ranking
3 years on the list

CDP'S CLIMATE CHANGE "A LIST"

Level A
5 years on the list

DOW JONES SUSTAINABILITY INDEX NORTH AMERICA

For 15 consecutive years

FTSE4GOOD GLOBAL INDEX

For 15 consecutive
years

CR MAGAZINE'S 100 BEST CORPORATE CITIZENS

Nº23 in Ranking
For 11 consecutive years



BEST COMPANIES TO WORK FOR

Some Accenture recognitions at a global level

AMONG THE 100 BEST COMPANIES TO WORK FOR

Great Place to Work



REPUTATION AND LEADERSHIP

International recognitions

AMONG THE TOP 10 BRANDS IN A ROW*

LinkedIn

NO. 28 AMONG THE WORLD'S MOST VALUABLE BRANDS

BrandZ3

NO. 31 AMONG THE WORLD'S MOST VALUABLE BRANDS

Interbrand

NO. 36 AMONG THE WORLD'S MOST VALUABLE BRANDS

Forbes

BETTER MANAGED COMPANIES

The Wall Street Journal and The
Ducker Institute

MOST VALUABLE BRAND IN IT SERVICES

Brand Finance



All our recognitions and awards are at [accenture.com/pt-pt/company-awards-recognition](https://www.accenture.com/pt-pt/company-awards-recognition)

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 513.000 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.