

Let there be change

Portugal. Fiscal Year 2020.

Executive Summary
Sustainability and Non-Financial Information





Accenture in Portugal

Our DNA

Delivering 360° value

- To our shareholders
- To our clients
- To our partners
- To our people
- To our community
- To the environment
- To our suppliers

Accenture in Portugal

Accenture is a global professional services company with leading capabilities in digital, cloud, and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services-all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 3,600 people in Portugal deliver on the promise of technology and human ingenuity every day, serving more than 120 clients in our country. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.



Among our clients in Portugal are some of the largest Portuguese companies and organizations, spread across all activity sectors. Thanks to our teams and through our technology and intelligent operations centers in Portugal, we deliver innovative and differentiating solutions always with the ambition of being the partner of reference for the digital transformation of business.

In addition to our Lisbon and Oporto offices, we also have our Accenture Innovation Centers in Portugal, part of our global cross-capability Innovation Architecture.

Accenture's excellence centers in Portugal offer access to the most advanced technologies, the most specialized talents and our extensive knowledge of the various industries and business areas, designed to inspire organizations to embrace change.

Our Advanced Technology Centers present not only industry-specific solutions such as, Field Force Management, Software as a Service Human Capital Management, Tolling, Utilities e Banking, combined with different platforms and technologies as Oracle, SAP, JAVA, WorkDay and SuccessFactors.

In Lisbon, our Lisbon Intelligent Operations Center is dedicated to providing Business Process Outsourcing (BPO) services and services to the multi-lingual business, with client experience, content reviewers and back-office capabilities.

By industry, Portugal has an unique ecosystem of Centers, going from the Lisbon Insurance Delivery Center to Accenture Tolling Center of Excellence, Utilities Center of Excellence, The Bay: Innovation Habitat for Financial Services and the AI Store: Innovation with Purpose, located in Oporto.

The Accenture Innovation Centers, located in Portugal, have specialized knowledge, tested processes and the most advanced technologies, made available to clients to add value and reduce costs, with maximum quality, aiming to help organizations understand, experiment and adopt disruptive technologies that are emerging.



2+4

**Lisbon and Oporto offices
+ Accenture Innovation Centers**

Our DNA

Accenture's purpose, **"To deliver on the promise of technology and human ingenuity"**, will guide the strategy, priorities and opportunities for the more than 514,000 people that are part of our company. This purpose is based on our people's creativity and talent and on our commitment to the proper use of technology to deliver value to all our stakeholders and interest groups. The purpose and brand are based on our formula to continue leading the market: accept change and transform our business to generate value.

As highlighted in our study “The Decade to Deliver: A Call to Business Action” developed for the United Nations Global Compact and launched in late 2019, to ensure a successful future, organizations must demonstrate their commitment to a sustainability strategy by creating value in three ways:


- Protecting their supply chain and living up to their clients’ expectations to act responsibly, making the brand more valuable.
- Facilitating the relationship with investors who expect concrete action in sustainability.
- Attracting talent that intends to work in purpose-oriented organizations.

Now is the time to consolidate our commitment, the contribution of the corporate world appears as a catalyst for change. At Accenture, we have for many years set specific goals in fields as important to us as the creation of quality employment, the reduction of inequalities or environmental sustainability. We strive to be and act as a responsible company, to harness technology and the ingenuity of our people.

At Accenture in Portugal, we have people from more than 57 nationalities, including four generations and 754 different training areas that all share the same goal, leading us to innovate responsibly.

Accenture positions itself as a critical partner in supporting our clients’ digitalization and technological innovation in all economic sectors. Still, our business model is much more complex and demanding: we intend to support our clients on this journey, contributing to their own sustainable development goals, while supporting society and our people on this path, ensuring the perfect balance of these three pillars.

Recently we all had to adjust to a new reality in both professional and personal matters, triggering the development of numerous solutions and tools to support our clients, society and our people.



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Contributing to the 2030 agenda

Sustainability is not just a topic we touch on. It is a concept embedded in our business model, our culture and our strategic objectives.

We believe no organization will succeed in the long term unless it incorporates the fundamentals of sustainability into its business model.

The commitments that inspire Accenture's sustainability aim to promote responsible behavior at all organization levels, ensuring that the Sustainable Development Goals (SDGs) are integrated into all company areas. All of this contributes to improving the way the world lives and works by adding value to what we do best.

These commitments allow us to:

- work with our clients when they need innovative and responsible solutions.
- create value for our shareholders who expect good results.
- promote the development of Accenture's people.
- ensure alignment with our suppliers.
- feel responsible for society and the environment.

This year, we have reviewed our contribution to the SDGs, identifying those that are priorities in our activity and those that are complementary in a 360-degree analysis. We can exert influence and enhance the direct and indirect impact of our actions.

Through this process, we have refined our priority and categorization. We were able to identify impact through our corporate activities and the projects we develop for our clients, making a clear contribution to several SDGs.



Continuously innovating

Global

\$871M

invested globally in R+D

+7.900

patents granted or in the process of being submitted globally

We are committed to developing leading-edge ideas and technologies and see innovation as a source of competitive advantage. We use our investment in research and development to help clients address new realities in the marketplace and face the future confidently.

Our innovation experts work with clients worldwide to imagine their future, build and co-create innovative business strategies and technology solutions and then scale those solutions to sustain innovation. We harness our unique intellectual property to deliver these innovative services.

At Accenture, we are aware of the difficulty and severity of the times we live in and the opportunities that arise to continue being a key partner for all our stakeholders. That is why we make our innovation capabilities (from ideation to launch) available to all our stakeholders (clients, shareholders, professionals, suppliers, among others) and discover our professional network’s quality dimension.

Our innovation capabilities are framed in what we call Accenture’s innovation architecture. To get to an outcome, many disciplines and efforts must be combined to build a value chain.

Highest-priority SDGs



Strengthening a culture of ethics and good governance

The importance of anti-corruption programs: acting with honesty and integrity

At Accenture, we are committed to ethically conducting business. Our Code of Business Ethics (COBE) and related anti-corruption policies, which are part of our global ethics program as well as our efforts to protect human rights, require our people and suppliers to comply with anti-corruption laws wherever we do business (including the US Foreign Corrupt Practices Act, the OECD Convention to Combat Bribery of Foreign Public Officials in International Business Transactions, the UN Convention Against Corruption, or the UK Bribery Act).

In 2020 and due to the covid-19 pandemic, Accenture in Portugal sent more than 95% of its teams to working remotely. It also adapted the anti-corruption training program to go entirely online, ensuring the desired level of participation and achieving the program's objectives.

We have a Compliance Committee, which has the ultimate responsibility for managing crime prevention and, as such, for implementing, reviewing, complying with and supervising the applicable procedures.

Risk identification and management

Accenture has, among its responsibilities, a concern with the business's sustainability, relying on a program dedicated to the anticipation of risks and their management. On a global scale, this process begins in the Board of Directors, charged with overseeing risk management throughout the company, directly as well as through its permanent committees.

Highest-priority SDGs



As part of our commitment to delivering 360-degree value, we all need to understand sustainability on a deeper level.

Julie Sweet, Accenture CEO



Ensure ours and all our stakeholders safety

At Accenture, we are committed to information security and personal data privacy at the organization’s highest level, managing all levels of security risks for our company and all stakeholders. Protecting Accenture’s, our people’s, and our clients’ data is a continuous work that requires specialized professionals and dedicated strategy, processes and technology. At Accenture, we continuously analyze the risks affecting information security within our business. We apply to the different geographies and industries we serve in the context of evolving technologies and regulatory requirements.

Our Information Security organization is composed of a global team of over 750 professionals, with presence in Portugal. This team’s experience and training encompass knowledge in various disciplines such as security architecture and operations, governance and risk management, intelligent management of current and future threats, compliance with international standards and national and European regulatory and legislative compliance, and crisis and security incident management.

Highest-priority SDGs



Portugal

+12,500

hours of training on data privacy and information security

99%

of professionals have completed a specific training on best practices on how to work safely from home

+99%

of our professionals have completed the first level of our specific training program in data privacy protection and information security and more than

70%

have reached the intermediate level



Awards & Recognitions

Sustainability & Environment

Internacionais		Nacionais
<div>Included on</div> <div>FTSE4Good Global Index</div> <div>15 years in a row</div>	<div>Included on</div> <div>Dow Jones Sustainability Index North America</div> <div></div>	<div>Award for Practices in Social Responsibility and Sustainability: Sustainable Development Goals – Quality Education</div> <div>Portuguese Association for Business Ethics</div>
<div>Top 3% in the Ranking</div> <div>CDP Supply Chain Report</div> <div>On the Supplier Engagement Leader Board for 3 consecutive years</div>	<div>Top 2 - Most Sustainable International Companies</div> <div>Barron's</div> <div>2 years in a row</div>	
<div>Level A</div> <div>CDP's Climate Change “A List”</div> <div>Included for 5 consecutive years</div>		

Great employer

Internacionais
<div>100 Best Companies to Work For</div> <div>Fortune</div>
<div>50 Companies That Care</div> <div>People Magazine and Great Place to Work</div> <div>3 years in a row</div>

Business & innovation

Internacionais
<div>Among the Largest Companies in the world</div> <div>Forbes</div>
<div>Most Innovative Companies</div> <div>Fast Company's</div> <div>2 years in a row</div>
Nacionais
<div>Consulting Services Award</div> <div>Human Resources Magazine</div> <div>2 years in a row</div>



Social Responsibility

Internacionais		Nacionais
Among the most diverse and inclusive companies in the world Refinitiv Diversity & Inclusion Index	Gender-Equality Index Bloomberg 4 years in the row	Award for Practices in Social Responsibility and Sustainability: Decent Work and Conciliation Portuguese Association for Business Ethics
Ranked No. 5 on Best Companies to Work For Business Today / PeopleStrong	Ranked No. 21 on Fortune Change the World	
100 Best Companies Working Mother 18 years in a row	Named a responsible business champion for race equality Business in the Community Responsible Business Awards 4 years in a row	

Reputation & leadership

Internacionais	Nacionais
Nº 31 among the most valuable brands in the world Interbrand	Company that best applies the principles of meritocracy Award Human Resources Magazine
Ranked No. 34 on Fortune’s World’s Most Admired Companies 18 years in a row	Honorable Mention in the Category “Inspirational Films” with the 2020 Christmas video New York Movie Awards
Ranked No. 279 on Fortune’s Global 500	Top Influencer SAP Portugal

Certifications

We guarantee the quality and reliability of our processes and operations through the following certifications in Portugal:

- **ISO 9001:2015**
Certification Quality Management
- **ISO 14001:2015**
Certification Environmental Management
- **ISO 17001:2005**
Certification Conformity Assessment
Impartiality
Principles and requirements
- **ISO 27001:2013**
Certification Information Security Management
- **ISO 27701:2019**
Certification Security techniques - Extension to ISO/IEC 27001 and ISO/IEC 27002 for privacy information management

These recognitions and certifications have been won before the 31st of August 2020



Delivering 360° value





Our strengths underpin our new leadership vision: to become an Industry of One.

Our new strategy: Delivering 360° value by embracing change.

Our vision in the implementation of this strategy is to be globally recognized as a one-of-a-kind organization with the unmatched ability to deliver greater 360° value for our clients, our people, our shareholders, our partners and our communities at speed and scale—transforming the landscape of our own industry. We exist to deliver value, and our ability to not just handle, but embrace change, equips us to do that.

The emergence of the covid-19 pandemic had immediate impacts on society, on how we live and relate to each other, and on employment and working conditions. It has accelerated the digitalization of people's functions uniquely and massively. While there was an urgent need for reorganization and reinvention of a new working reality, it also brought additional challenges in maintaining certain functions and jobs in a growing and unstable context. Huge impacts on employment and society are expected.

At Accenture, we believe that this moment creates a unique opportunity to build a more inclusive and prosperous working future, where we can make a difference, ensuring that we bring value at all levels, to the benefit of all.

Delivering 360° value

To our Shareholders

Highest-priority SDGs



Global

\$49.6B

in new bookings representing a 10% increase in local currency

Revenues of

\$44.3B

representing 4% growth in local currency

23%

average annual return over the past five years

\$7.6B

of free cash flow (operating cash flow of \$8.2B without additions of goods and equipment of \$599M)

\$5B

return to our shareholders (cash dividends of \$2.04B plus share repurchases of \$2.92B)

10%

increase in our quarterly dividend to \$0.88 per share

+23%

total appreciation of shares in one year

\$7.89

of earnings per share representing a 7% increase over the fiscal year 2019, including \$0.43 of gains on an investment

We delivered a strong performance in the fiscal year 2020, reflecting a continued growth, ahead of the market, strong profitability, and record free cash flow, leading to a superior shareholder value.

Accenture shares provided a total return of 23% for the year ended the 31st of August - again outperforming the S&P 500 Index - and also offered a 23% compound annual total return to shareholders over the last five years, compared with 14% of the S&P 500 Index. We did this as a leader in responsible business, making a positive difference for all our stakeholders.

Our clients are the world's leading companies, including more than three-quarters of the Fortune Global 500, and 97 of our top 100 clients have been with us for over ten years. We have reached the end of the fiscal year 2020 with a net increase of 15 diamond clients, our most extensive client relationships, making a total of 216 diamond clients.

The covid-19 pandemic caused a significant loss of human lives, disrupted businesses and restricted travel worldwide, causing uncertainty and significant economic disruption. Consequently, we've had and continue to have a significant adverse impact on our business, operations and financial results. In the fiscal year 2020, we saw revenue growth of 3% in US dollars and 4% in the local currency, a decrease from the revenue growth experienced in the fiscal year 2019.

Revenues for the first half of the fiscal year 2020 grew 7% in US dollars and 8% in local currency, when compared with the same period in 2019. We thus closed the first half of our

year with remarkable momentum and strong demand for our services, leading the digital, cloud and security industry, and entered the second half with a new growth model put in place on the 1st of March 2020.

On the 11th of March, 2020, the World Health Organization declared covid-19 a pandemic. During the second half of the fiscal year 2020, our revenues remained stable in local currency but declined by 1% in US dollars compared to the same period in 2019. With nearly every aspect of our business affected by the pandemic, we quickly adapted our way of operating. Therefore, we have taken steps to move most of our workforce to a remote work environment to ensure the continuity of our business, including selling and delivering services to our clients.

In the second half of the fiscal year 2020, we experienced a reduced and rapidly changing demand as some clients reoriented their priorities and delayed specific work due to the pandemic. However, we experienced increased demand from the Public Service, Software & Platforms, Life Sciences industries, and clients from all our industry groups regarding their digital transformations and adoption of cloud technologies and security-related services. In the current market, the level of revenue we achieve is based on our ability to provide market-leading services while effectively deploying teams of qualified professionals.

Our ability to rapidly pivot in the second half of fiscal 2020 demonstrates the unique value we bring to our clients, our strong client and ecosystem partner relationship, the resilience of our diversified business across industries, geographies, and services, our strength in digital, cloud and security and the importance of scale.

During the fiscal year 2020, Accenture's team of approximately 514,000 people continued to deliver on our commitments to our shareholders, with strong financial results, and to deliver on our promises to generate value for our clients, our people, partners and our communities.

Delivering 360° value To our Clients

Highest-priority SDGs



Global

\$44.3B

of global sales turnover

97

of our top 100 global clients have been with us for over ten years

+40

industries

+120

countries

Portugal

+6,000

global clients, 91 of Global Fortune100, 75% of Global Fortune 500

212M€

revenues in Portugal

514,000

people collaborating globally in +50 countries

123

clients and +400 projects delivered in Portugal



Innovation oriented

We use an innovation-oriented approach that helps clients anticipate the future. Through research and innovation centers, labs studios, advanced technology centers, the development and delivery of disruptive solutions that transform business quickly are scalable. We help leading organizations design the future and make it a reality.

With the purpose of leading change by supporting our clients in 360°

Our growth strategy begins with a focus on what our clients need. Regardless of the industry, our clients must transform every aspect of their business to meet today's digital world's needs. We are helping our clients to use technology in order to build their digital Core and to drive enterprise-wide transformation, such as moving to the cloud and embedding security across their enterprise. Also, we assist by transforming their operations, as re-platforming their ERP systems and through our Operations services and Industry X. Furthermore, we aid accelerating their growth, for instance, by creating omnichannel experiences through Interactive.

To better reflect our role in today's world, we announced in October Accenture's new purpose: to deliver on the promise of technology and human ingenuity. We do this by embracing change and leveraging collaboration to help clients accelerate their digital journeys and create lasting, 360-degree value for all stakeholders across their enterprises—as well as our own. We define 360-degree value as providing the financial business case and unique value a client may be seeking and striving where

possible to partner with our clients to achieve more significant progress on inclusion and diversity with our diverse teams, reskill our clients' employees, help our clients achieve their sustainability goals and create meaningful experiences, both with Accenture and for the clients and people of our clients.

At a time when the trust of those with whom we work is more important than ever, our commitment to our clients is increasingly more significant. They are a fundamental part of our business, it is for them that we work every day and for whom we continue to innovate to maintain excellence in the delivery of our work.

It is part of our commitment to our clients to continue to help generate sustainable value both for themselves and for their shareholders and to focus on the technological trends emerging at this time of great innovation. For this reason, we continue to invest, year after year, in various innovation challenges to acquire broad experience and expertise in different economic sectors.

To always offer the latest market capabilities and accelerate change, we rely on our ecosystem of alliances and continuously strengthen our expertise through investment in acquisitions.

Our approach to the market

In Portugal, we have offices in three major cities: Lisbon, Oporto, and Braga. These are the three major hubs of our company that allow us to work with clients from four different continents and ensure that they continue to grow and improve their results through innovation and transformation of their organizations.

We believe Accenture competes successfully in the marketplace because:

- We are a trusted partner with long-term client relationships and a proven track record for delivering on large, complex programs that drive tangible value;
- We provide a broad range of services with our unique approach to bring integrated multi-service teams at scale and have a significant presence in every primary geographic market, enabling us to leverage our global expertise in a local context and deliver tangible value;
- We have deep industry and cross-industry expertise, which enable us to accelerate value as clients transform their products, customer experiences and business operations;
- The breadth and scale of our technology capabilities, combined with our strong relationships with our technology ecosystem partners, enable us to help clients transform and re-platform sustainably at speed;
- Our goal is to recruit the most talented people in our markets. We have an unwavering commitment to inclusion and diversity, which creates an environment that unleashes innovation and a world-class learning organization that helps us continuously invest in our people's development.

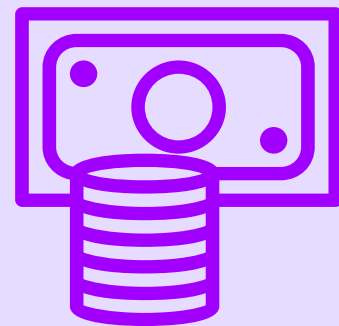
Our business areas and in-depth sector knowledge

In our country, more than 3,600 professionals work daily to bring to our clients the resilience of our diversified business across industries, geographies and services.

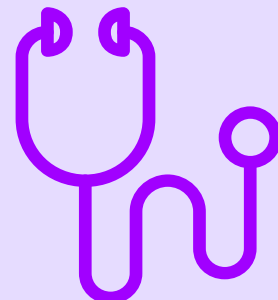
Accenture Strategy & Consulting | Accenture Interactive | Accenture Technology | Accenture Operations



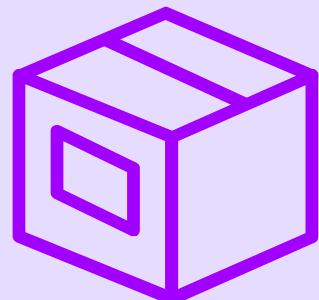
Communications,
Media and Technology



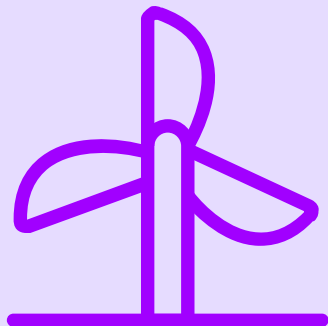
Financial Services



Health & Public
Services



Products



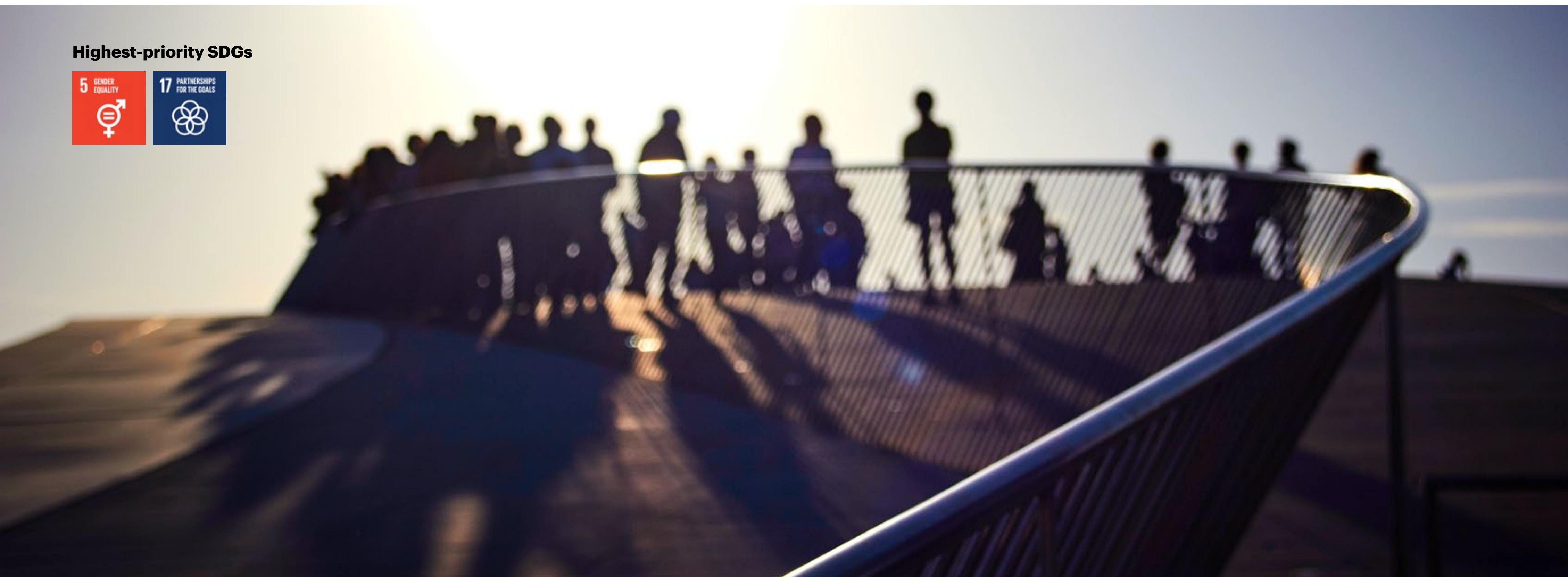
Resources



Delivering 360° value

To our Partners

Highest-priority SDGs



Portugal

+20

startups are part of our innovation ecosystem

+15

business organizations with whom we maintain strategic partnerships

+30

academic institutions with which we maintain collaboration agreements

+50

non-governmental organizations with which we collaborate to increase our impact on society

4

non-governmental organizations with whom we work towards sustainable development goals



We contribute to Portugal's economic and social growth, combining our capabilities with those of the most important academic, business and cultural institutions in our country.

For a responsible digital revolution

Globally, we invested \$6B in more than 100 strategic acquisitions over the past five years. These alliances are fundamental for us to create value-added solutions for our clients.

According to our strategy, Accenture in Portugal partners with some of the most relevant business and trade associations in the national market. We share the need to identify challenges and opportunities for economic development.

The proximity between our work and our technology partners allows us to create innovative solutions in an agile and quick manner, obtaining prototypes in the short term, often within a space of days or weeks. We also have cooperation agreements signed with AWS, Google, Microsoft, Oracle, Outsystems, Salesforce, SAP and Talkdesk to create technology solutions and new digital transformation services for our clients.

For a future of knowledge

Promoting talent, fostering research and facilitating the integration of young people in the labor market is an objective that we set for ourselves as a responsible and innovative company. To this end, we collaborate with the leading universities, polytechnic institutes and Portuguese business schools.

Throughout the year, we have developed several actions actively and continuously in the institutions where we participate, such as conferences, lectures, meetings and workshops where we bring our collaborators' experience to students and teachers to be more immersive and engaging.

Over the years, Accenture in Portugal has been continuously investing in collaboration with academic institutions to bring young university students closer to companies' needs.

Our objectives are clear: on the one hand, to attract the best talent in the market; on the other hand, to boost the careers of these young people, helping them obtain training according to the needs of the labor market, increasing their employability.

We have a collaboration network with institutions in Portugal, located in Lisbon, Oporto, Coimbra, Braga, among other locations, from where students who have done their internships (summer, curricular and professional internships) at Accenture had studied.



For a more significant social impact

We have surpassed our goal of skilling 3 million people by 2020, equipping nearly 3.6 million people with the skills to get a job or build a business. Through our Skills to Succeed initiative, we are addressing—at scale—the global need for skills that open doors to employment and economic opportunity. We are continually evolving Skills to Succeed to meet changing market needs and to support people throughout their career life cycle.

We are also partners of GRACE association, where we are represented at the management level, collaborating in the development of initiatives to support organizations of social need and promote dialogue and cross-sector partnerships to impact the community in which we work and live.

We became members of APPDI (Portuguese Association of Business Ethics), where we participated in the organizational development working group, as well as other forums, throughout the year.

Partnerships for the Sustainable Development Goals

In addition to our internal knowledge and experience, we have created partnerships that allow us to apply the best intersectoral and global practices to quickly and efficiently support our clients' sustainability strategy.

We subscribe globally to the United Nations Global Compact and are members of the Global Compact Lead. Accenture in Portugal has also joined the Global Compact Network Portugal.



In Portugal, we collaborate with the Global Compact Network Portugal and the APEE (Associação Portuguesa de Ética Empresarial) in several initiatives. We were co-organizers of the Social Responsibility Week 2019 and participated in the International Conference of the United Nations Global Compact - Making global goals local business.

We also joined Global Compact's Target Gender Equality initiative, an accelerator to support Global Compact's adherent companies towards gender equality and contribution to SDG 5.

Accenture maintains a clear commitment to the sustainable development of society and fulfills the sustainability requirements promoted by both the World Business Council for Sustainable Development and BCSD Portugal.

Delivering 360° value

To our People

Highest-priority SDGs



Second-priority SDGs



Portugal

+3,600

Accenture People in Portugal,
of which 43% are women

2.4M€

invested in training,
representing an increase
of 21.4% over 2019

+ 1,300

people joined Accenture
Portugal this year, 75% of them
without experience, coming
from universities or professional
training centers

320

young people started their
internship at Accenture

185

interns chose to work with us
after the internships

65,996

hours training (16.1 hours per
professional)

57

nationalities, 4 generations,
and 754 distinct training areas

17%

of our people and 88% of
Managing Directors participate
in our network to support the
LGBTI collective

We promote the development of our professionals and are focused in creating a healthy work environment that improves their physical, mental and psychological well-being. At the same time, we seek to enhance the diversity of our workforce, something we consider a social and business imperative.

In 2020, we implemented a new organizational model at Accenture, called NGGM – Next Generation Growth Model, which seeks to offer integrated solutions to clients, with a strategic vision of technology consulting, digital marketing and service operation.

The new model has aligned all our people in a new organization, managing the changes and uncertainty that naturally arise when a shift happens. The role of our leaders, with an inclusive and human identity, was and is being critical in the transformation process, strengthening the traces of our DNA:

A diverse and inclusive DNA

We are a diverse company, recognized by Refinitiv (formerly Thomson Reuters), which distinguished us in both 2018 and 2019, as the most diverse and inclusive company globally.

To boost diversity within the organization, aiming to enrich our vision and generate value for our business, we have an Inclusion and Diversity Committee, integrated by professionals from different corporate and business areas of the company, representing the various pillars of Inclusion and Diversity (Gender, LGBTI, Persons with disabilities and Mental health, Multiculturalism and Generations).

Gender

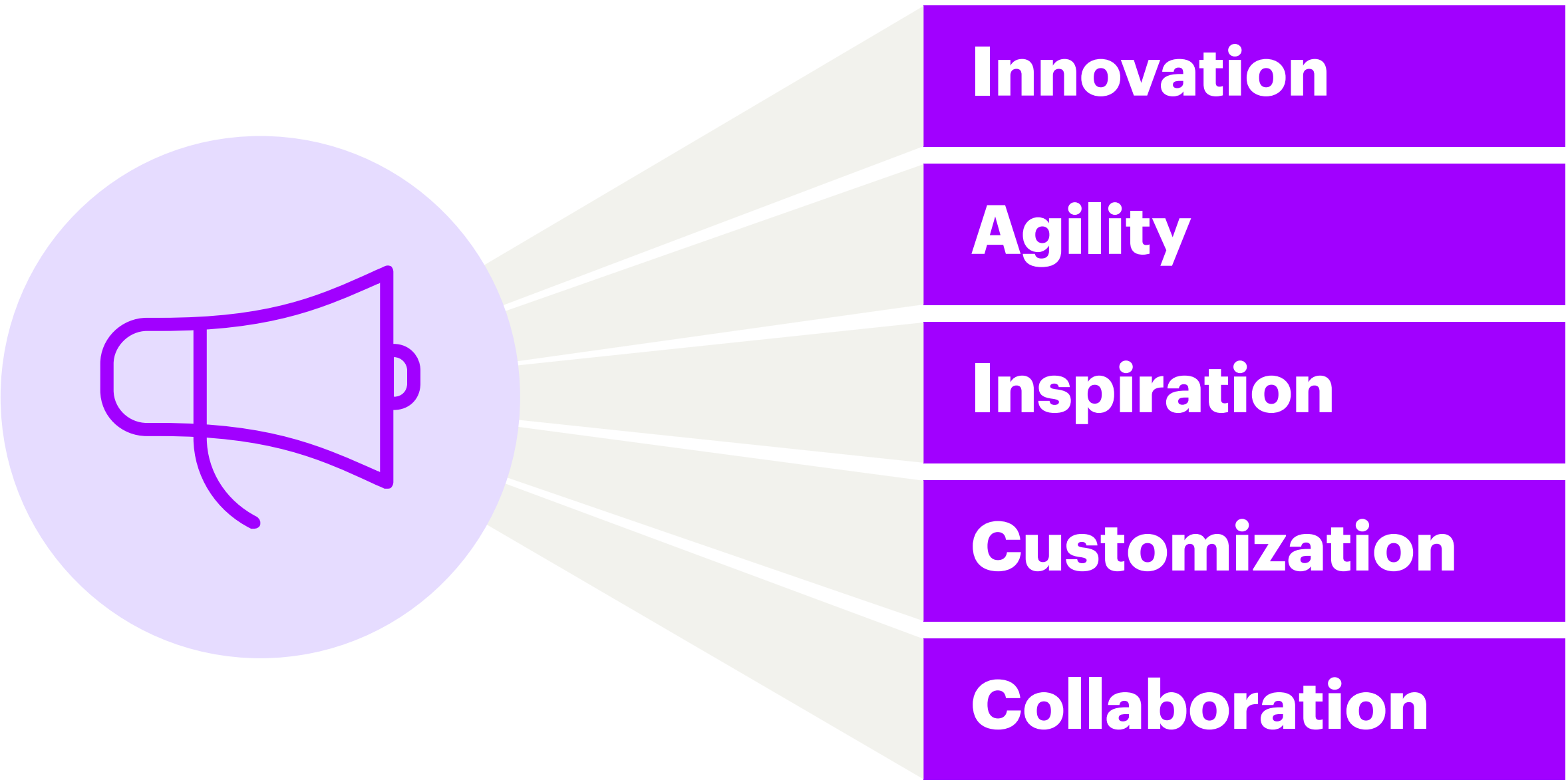
With Accenture in Portugal’s subscription to iGen, we committed ourselves to a set of actions/goals to be carried out, including an Equality Plan in 2020, to ensure real and effective equality of opportunities between our people in the company.

PwD (Persons with disabilities and/or incapacity)

We strive for all people to live and develop professionally in an inclusive place that guarantees equal opportunities. We develop programs to support the daily needs of each person.

LGBTI

Accenture’s ally LGBTI network is made up of a group of over 600 people whose purpose is to promote the inclusion of LGBTI people (Lesbian, Gay, Bisexual, Transgender and Intersex), regardless of their sexual orientation or gender identity and expression, because they believe that a more inclusive and diversified company makes us stronger, more creative and more innovative.

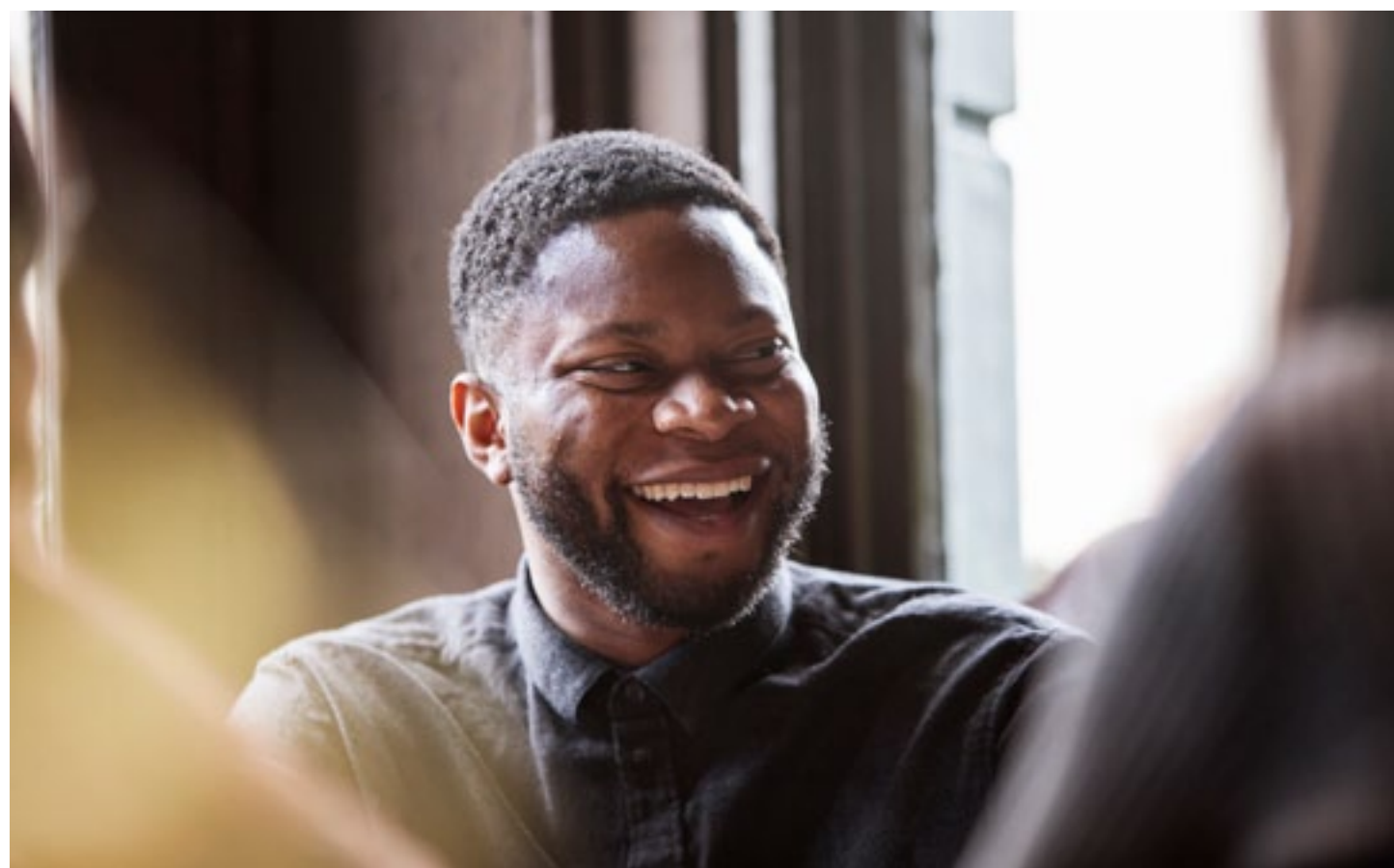


Generations

At Accenture in Portugal, four generations live together and as such, we are a faithful reflection of the population pyramid. The average age of our people is 33 years old. This reality leads us to create programs that integrate skills and talents, the best of each generation, as an incentive to contribute with maximum value.

Cross-Cultural

One of our greatest assets is working, in Portugal, with over 3,600 professionals of 57 nationalities. This diversity of cultures promotes an environment where creativity and innovation are constant.



Development and physical and emotional well-being

We are convinced that the lifestyle and environment in which we live directly impact our people's quality of life. This was particularly relevant this year when work and personal life started to go hand-in-hand, in a new context, where we all had to readjust our routines to work from home.

Flexibility and conciliation

Work flexibility and work-life balance are critical points in improving our professional's and candidates' satisfaction and commitment to a new job. They are - without a doubt - the cornerstone that determines the best people experience. Every year, we are dedicated to improving and developing new flexibility programs in response to these demands and the multiple advantages of their implementation.

A safe and healthy work environment

We guarantee a safe and healthy working environment in which we foster the development, participation, and well-being of professionals and the continuous improvement of work culture and organization. To this end, we provide our professionals with a free health service with four specialties available four specialties (curative medicine, chiropractic, psychology and nutrition) distributed by the main offices, among many other initiatives.



Delivering 360° value To the Community

Highest-priority SDGs



Second-priority SDGs



Portugal

+6.800

hours of consultancy for social organizations, with the participation of 54 professionals

+740

hours of volunteer work donated by 134 professionals

+85.500€

donated by Accenture in Portugal to organizations

+7.800€

donated by 256 professionals

+1.594

hours consulting for Social Innovators carried out by 11 professionals

Digital innovation and technological transformation currently impact the way we live, work and interact in society. This is happening at an unprecedented speed.

Looking at a not so far distant future, we realize that the working reality will not remain the same. Countless job functions will quickly be surpassed, automated and replaced by machines, posing an enormous challenge to society. Companies must play a crucial role in anticipating and overcoming the possible situations of vulnerability.

Accenture, as a leading global company, has a responsibility to use technology for good and thus identify, anticipate and manage the consequences of its usage by our clients, our people and our communities.



Pro bono consulting

People are Accenture's greatest asset. Through them and their skills, Accenture's pro bono consulting area can support the community and create solutions that can be scalable and solve society's key challenges.

Accenture's people donated 6.800 hours of pro bono consulting. The Corporate Citizenship team manages these projects and monitors their completion, ensuring the company's social commitment.

Voluntary work

Volunteering offers our people the opportunity to generate a positive and significant impact in the communities where they live and work. Among the activities we regularly develop are the training and support of both young people and adults, in vulnerable situations. For this purpose, we promote reading sessions for high school students, with the aim of fighting against the loss of reading habits; we raise children's awareness about technologies and the importance of developing digital skills that will be useful for their personal and professional future; we provide training to non-governmental organizations (NGO) collaborators and their beneficiarie and we carry out welfare activities, such as the collection of food; and, we promote virtual volunteering, through "Globe Observer", "Zooniverse" and "eBird" apps that allow the participation in scientific environmental studies.

Since our people are passionate about the most diverse causes, we have been offering virtual volunteering opportunities for some time, which can be done at any time or place and with family and friends. This year, it made even more sense to adopt this strategy.

Donations

To the extent of the donations of Accenture, we are committed to evaluating the community's primary needs and, in that context, develop initiatives to meet the main challenges of the organizations in responding to the problems and vulnerable groups they support.

To respond to the challenges encountered in the social ecosystem, we have the following lines of action:

- Financing of social partnerships/ projects focused on the development of skills and employability of people in vulnerable situations.
- We directed monetary funds and assets, both from the company and our people, to support relevant projects or respond to emergency/humanitarian catastrophes.



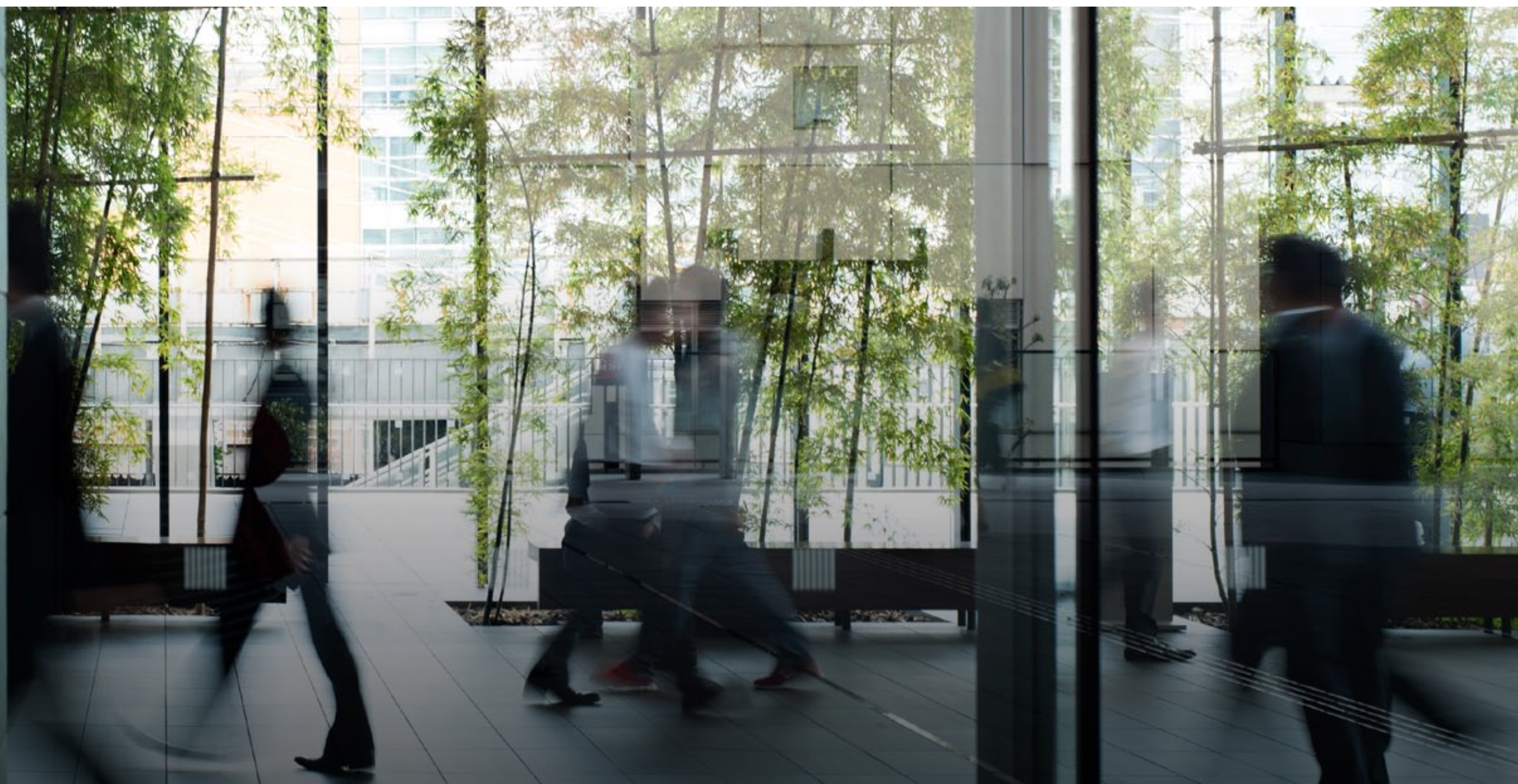
Delivering 360° value

To the Environment

Highest-priority SDGs



Second-priority SDGs



At Accenture, we believe that a crucial factor of leadership in a responsible business is taking concrete climate actions. In the last decade, we have taken on increasingly ambitious environmental goals internally, continuously innovating our sustainability approach and making investments to achieve those goals.

Portugal

+460

tons of CO₂ emissions avoided thanks to remote working

-49%

CO₂ emissions related with travel, in the last three years avoiding the emission of more than 900 tons of CO₂

-48%

of electrical energy consumed by professional compared to 2019*

65%

of the electric power from 100% renewable resources*

-15%

water consumption per employee, in the last three years

+62%

of the waste separated for recycling*

*In all ISO 14001-certified facilities.
As of the publication date of this report, we have 100% electricity from renewable sources in all our offices in Portugal.



For this decade, we have established a new level of commitment and industry-leading objectives:

Achieve net-zero emissions by 2025: We will focus first on actual reductions in our emissions by powering our offices with 100% renewable energy, engaging key suppliers to reduce their emissions and equipping our people to make climate-smart travel decisions.

To address remaining emissions, we will invest in proprietary, nature-based carbon removal solutions, such as large-scale tree planting, that will directly remove emissions from the atmosphere.

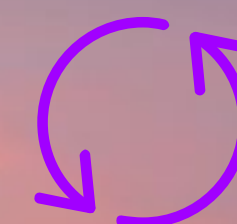
Move to zero waste: By 2025, we will reuse or recycle 100% of our e-waste, such as computers and servers, as well as all of our office furniture. We are committed to eliminating single-use plastics in our locations at the conclusion of the covid-19 pandemic.

Plan for water risk: by 2025, we will develop plans to reduce the impact of flood, drought, or water scarcity scenarios on our business and our people in high-risk areas. We will also immediately begin to measure and reduce water use in these locations.

This decade, we have established a new level of commitment



Reaching zero balance
of emissions by 2025



Reaching zero
waste production



Managing
water risks

Air

In 2020, despite the pandemic crisis context, we spared no effort and took advantage of all the changes to redefine and rethink strategies. The crisis has forced us to rethink the way we work, our routines and needs, and improve. Thus, our results in terms of emissions align with this reality contributing to a positive factor in air pollution and the greenhouse effect.

We spared no effort and took advantage of all the changes to redefine and rethink strategies

Global

Accenture joined United Nations Business Ambition 1.5 Global Compact Initiative

Remote working

Collaborative technologies

Energy efficiency

Carbon Disclosure Project level A

Management of our business trips

Climate change risk management

Portugal

Ecological vehicles

Car-sharing management

Contribuiton to sustainable mobility



Earth

We manage and increase energy consumption efficiency

We consume energy responsibly, using energy-saving systems in our offices, such as thermostats, presence detectors and low consumption lighting.

Global

- ✓ Energy consumption reduction
- ✓ 100% renewable until 2023

Portugal

- ✓ LED lighting
- ✓ Lighting control
- ✓ Motion sensors
- ✓ Partnerships with the academy
- ✓ Intelligent architecture projects



We minimize the consumption of natural resources

By 2021 and depending on the health and economic context development caused by the pandemic crisis, we intend to drastically reduce plastic and other single-use materials consumption, both directly and indirectly, in our offices. We thus aim to contribute to the preservation of the biodiversity of terrestrial and aquatic systems and the conservation of natural capital.

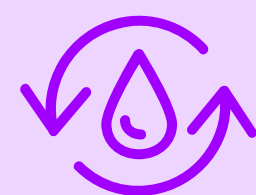
Portugal

	<ul style="list-style-type: none">✓ Zero Plastic✓ Disposal of single-use materials
	<ul style="list-style-type: none">✓ Recycled paper✓ Reduction on paper consumption

We promote a circular economy

At Accenture in Portugal, we are committed towards towards a circular economy model by reducing our material consumption and improving the separation and reuse of the waste we generate. Applying this model makes it easier for waste to be transformed back into useful materials, reduces the pressure on using raw materials, natural resources and energy, and reduce emissions, helping the fight against climate change.





Reduce our water consumption



People improves our environmental performance

Water

We strictly and closely manage our consumption with particular attention to regions already being affected by water scarcity. We work to reduce our water consumption wherever possible, including reuse and discharge throughout our supply chain.

People

At Accenture, our people are our main asset. We know that all the organization's success depends on them and that a culture of respect for the environment and nature depends on all of us.

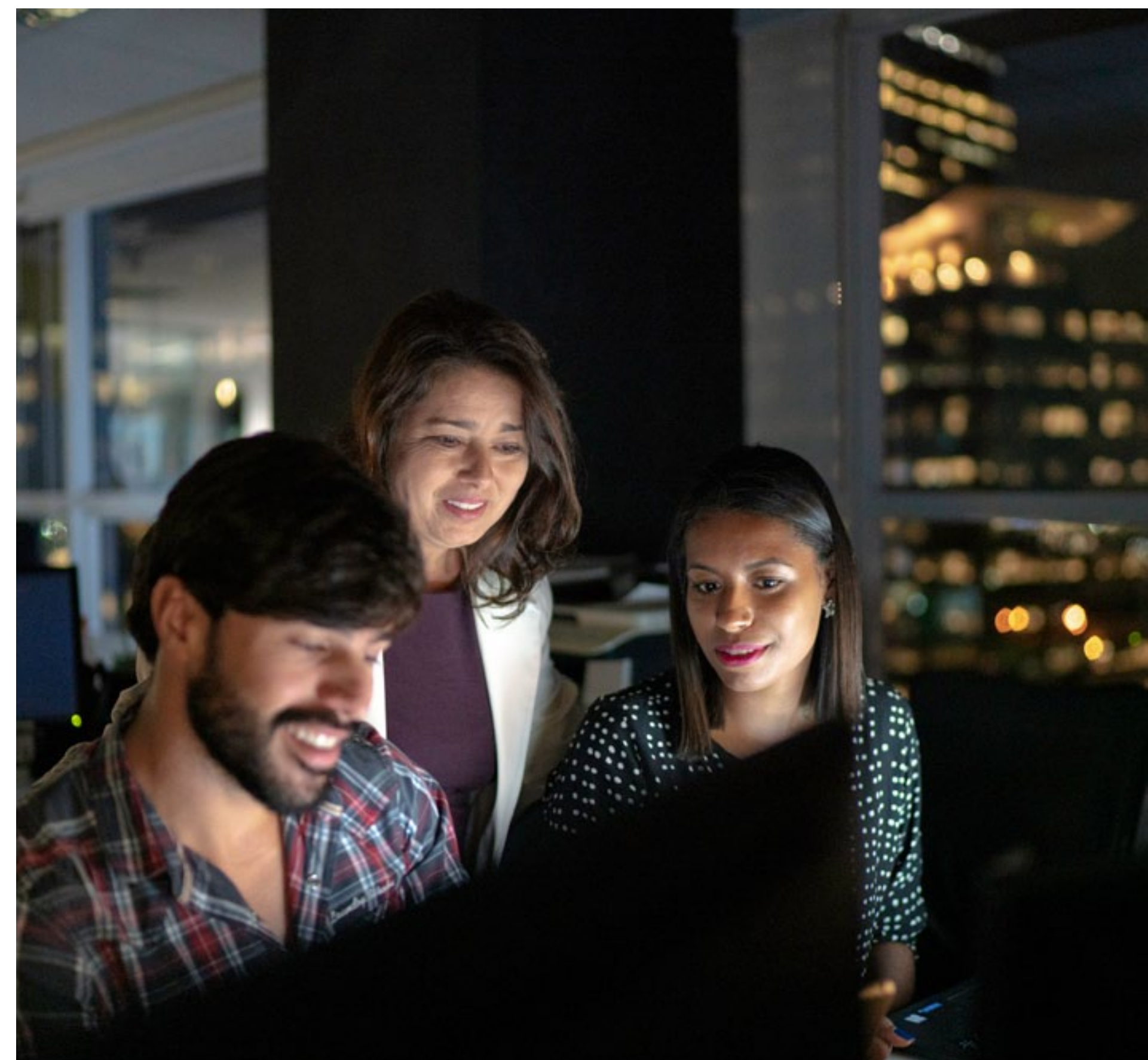
People are also part of the solution when it comes to improving our environmental performance.

Global

- ✓ **Eco Season**
- ✓ **"Greener Than" Game and Travel Smart Challenge**
- ✓ **Participation in the Zooniverse volunteer platform**
- ✓ **Volunteering on the Globe Observer platform #EyesOnTheSky**

Portugal

- ✓ **Extension of our ISO 14001 certification**
- ✓ **Resilient in times of crisis**
- ✓ **Objectives of Sustainable Development Workshop**
- ✓ **Environmental Ambassadors**
- ✓ **Response to clients and suppliers on ESG (Environmental, Social and Governance) issues**



Delivering 360° value

To our Suppliers



Portugal

€39,3

in purchases

96.4%

of our expenses were with national suppliers

933

training hours and support to train suppliers on GDPR and data security processes

37.9M€

spent on national suppliers

+700

people have benefited from the indirect jobs created

In 2020, Accenture in Portugal’s procurement activity cannot be dissociated from the effect that covid-19 had on the pattern of consumption of services, particularly those linked to physical presence in offices. The restrictions on mobility, remote work and the difficulty in holding events or face-to-face training have led to a change in needs and priorities. Thus, having reached 39.3M€ this year, Accenture has multiplied its efforts to guide hiring decisions, with full awareness of the impact on the community and individuals.

We understand that the commitment to sustainability must be even more visible in the most challenging times. Our suppliers, represent a fundamental part of the concepts of business continuity, decent work, and economic growth. Therefore, this year Accenture has focused its efforts on minimizing the negative impact on the workers of its primary service providers during the months of quarantine and state of emergency.

This policy has benefited the cleaning and security companies that collaborate in all the buildings and facilities that Accenture has in the country, regardless of the offices not being used. This allowed companies to have a greater capacity to reorganize and adapt to the new economic and social context.

We understand that this unprecedented health crisis has put our responsible buying model to the test, leading us to promote exceptional measures in extreme situations.



Accenture materializes its commitment to responsible buying based on the following strategic objectives:



Our contribution to the dissemination of values related to sustainability

We feel that promoting ethical, social and environmental values in the supply chain is part of our DNA. That is why at Accenture, we have a Procurement Department, which integrates Responsible Procuring linked to the United Nations Sustainable Development Goals. We have a team of trained professionals who conduct awareness activities in our supply chain.

As an example of this effort, during 2020, our contracteeived 933 hours of training through our platforms and virtual classrooms, in information security and data privacy. Our procurement teams provide ongoing support to all our suppliers, in homologation and contracting processes.

About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 537,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.

Visit us at [accenture.pt](https://www.accenture.pt)

We welcome your feedback: sustentabilidade.empresarial.portugal@accenture.com