



Managing our business responsibly



Introduction

Every company, no matter what it does, has an impact on its immediate environment as well as on local communities and the wider world.

At Steria, we have always been determined that the impact of our business should be both positive and sustainable. We continue to achieve these objectives, largely because corporate social responsibility is part of our business strategy. And sustainability is embedded in everything we do, including client services, employee relations and local community links.

This brochure outlines some recent initiatives. They are just a part of Steria's drive to become one of the most responsible and innovative providers of IT-enabled business services in Europe.

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Group CEO's statement

We are pleased to present you with our first brochure on corporate social responsibility.

When something is integral to the way you do business, you tend not to talk about it. Nevertheless, in the interests of transparency, we feel it is time to explain how we fulfil our responsibilities to all Steria stakeholders. These include those who own shares in the Company, clients, consumers, the communities in which we operate and our employees – past, present and prospective.



Meeting expectations

What do our stakeholders expect of Steria?

Shareholders naturally want to know that the business they own is soundly run. That includes the management of reputational risks that go beyond the traditional concerns of financial probity. An interest in Steria should be considered a socially responsible investment.

Steria's clients operate under similar pressures, increasingly applied by the consumers they serve in both the public and private sectors. As a result, the demand for sustainable services, including green IT, is growing. We are satisfying this demand through innovative services including virtualisation of servers, document output management systems, BPO and other initiatives to reduce paperwork and save energy.

We are also developing new ways of working with clients. These include strategic alliances, public/private joint ventures and shared risk agreements. NHS Shared Business Services, our 50:50 joint venture with the Department of Health in the UK, is a prime example.

Steria's integrated delivery model combines onshore, nearshore and offshore capacities. As a result, our 19,000 employees live and work in 16 countries in Europe, Asia and North Africa. Such diversity is one of Steria's greatest strengths.

We invest in education for disadvantaged groups to help fight the digital divide and use new technologies as a tool for social integration.

Besides, one of the most satisfying things about Steria is that our people currently own 16.5% of the Company's capital. I have full confidence in the growth of that percentage, since employee ownership is a prime example of sustainability in action. Our people's skills and efforts, working on behalf of the Company in which they hold shares, are contributing to the prosperity of their own communities.

Going forward

CSR has always been part of how we do business at Steria. And we are making rapid progress in developing the best ways to bring those commitments to bear in the marketplace, the workplace, local communities and the environment.

As part of that process, we have set ourselves some solid targets. By meeting these, we will be better able to achieve long-term performance improvement and deepening levels of engagement with all of Steria's stakeholders.

Specifically, we will:

-
- Consolidate data collection methods and align policies across Steria

 - Develop solid KPIs to monitor our progress

 - Incorporate in our policies and activities new ideas gleaned from talking to our stakeholders
-

Our overall goal is to continue developing the Company in the long term, delivering value to all stakeholders. Steria's ever strengthening strategy for corporate responsibility will help to achieve this objective.

By acting responsibly in every aspect of our business, we will enhance Steria's reputation at a time of market consolidation. This will increase the Group's financial and social value and provide a differentiating factor that we hope will win clients and gain the support of like-minded partners.

A consistently responsible approach to business also has the added benefit of attracting new talent. An employer of choice, by definition, can rely on appealing to the best, most innovative people. It is they who will devise the exciting new products and services that we trust will continue to earn the loyalty of existing clients and interest new clients as well.

A responsible approach to business, as summarised in this report, drives a virtuous circle of investment, service and profit that ultimately benefits our clients, employees and the communities in which we operate.

It is the way we have always operated since our beginning some 40 years ago. This report is indicative of our determination to make even more progress in the sustainability of our operations.

Ultimately, Steria's ambition is to achieve the high levels of corporate responsibility we seek and that our stakeholders expect of us and deserve.

François Enaud
Group CEO

What we do

Steria excels in helping organisations in the public and private sector operate more efficiently and profitably. Through our expertise in IT and business process outsourcing, we take on their challenges and enable them to do what they do best. Steria supports the systems, services and processes that makes today's world turn, touching the lives of millions around the globe.

Where we do it

Steria's 19,000 employees work in 16 countries as a diverse yet complementary team, providing a seamless service to clients wherever they need our help. Steria's international outlook ensures our ability to respond to the local laws and regulatory requirements that have an impact on our clients' activities.



1. Austria
2. Belgium
3. Denmark
4. France
5. Germany
6. Hong Kong
7. India
8. Luxembourg
9. Morocco
10. Norway
11. Poland
12. Singapore
13. Spain
14. Sweden
15. Switzerland
16. UK

How we do it

Steria’s work demands qualified technical experts and consultants who engage with their clients to develop a full understanding of their service needs. Our collective approach is based on five universally-shared values:

Respect

Throughout the 40 years of our entrepreneurial story, both our people and our clients have been at the very heart of our strategic decisions. We always put our clients’ business needs first, and are aware that our people are our most important asset. We trust each individual and give them the autonomy to play their part in fulfilling our mission to serve our clients.

Openness

The genuine diversity of our organisation is a real asset for us. The mix of different cultures, backgrounds and experiences enhances the richness of our corporate culture, which thrives on sharing and exchanging ideas. The Steria approach relies on teams working together to achieve common goals. Our lean, non-hierarchical structure ensures easy access to decision makers, promoting a listening management culture which ensures our people have a voice.

Independence

Independence is the cornerstone of our organisation and our business strategy. This informs our approach to corporate governance and our partnership policy as much as the way we think and the solutions we provide. Our independent outlook sustains our business model, ensuring that we serve the needs of both our clients and our people going forward.

Simplicity

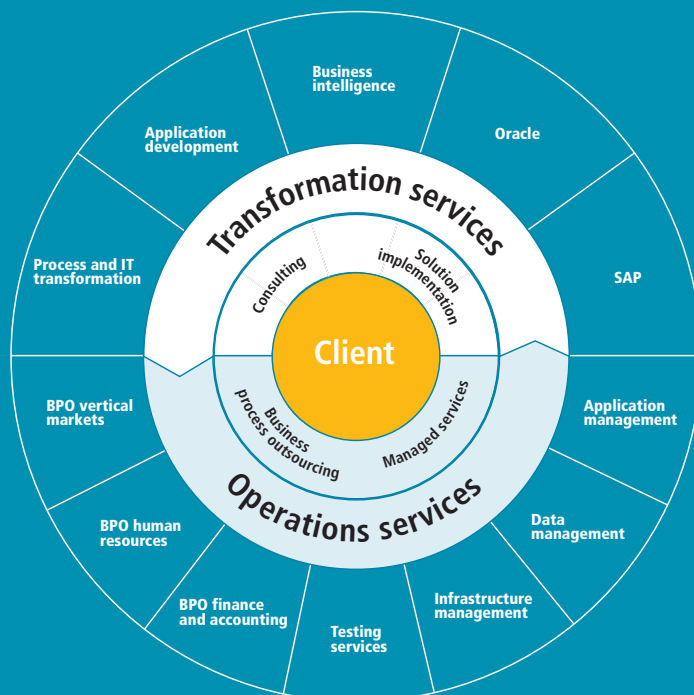
Simplicity is at the heart of who we are, the way we do things, and what we deliver for our clients. Our simple processes and structures enable us to take decisions quickly, and rapidly transform ideas into tangible results.

Creativity

Creativity is the source of the innovation which drives our business. We encourage our employees to take the initiative, and welcome the sharing of their ideas. We know that innovative ideas are the lifeblood of our business and will ensure we stand out from the competition.

What we provide

Steria’s offering encompasses the entire IT value chain – from consulting to solution implementation to managed services and BPO – provided either individually or in any combination according to client need.



Marketplace

Wherever in the world we operate, Steria serves as a trusted business partner. We help our clients deliver their projects, honour their commitments and adhere to their legal standards and requirements. Equally important is our willingness to listen to clients' challenges and ambitions – this enables us to create the products and services they need to serve their own customers. In this way, we touch the lives of millions of people, through, for instance, improved healthcare, safer transport and better public services.

→ Capturing a market opportunity



When MAAF wanted to launch the first pay-as-you-drive insurance in France, the company turned to Steria. Thanks to our expertise in data management and Machine To Machine technologies, MAAF is now able to offer its present and future clients a significant discount on their car insurance.

→ A growing partnership



Steria started application testing in France in the telecommunications sector. Now, based on long-term partnership with HP Software, application testing has become one of the Group's core services, delivered from either on, near or offshore depending on client requirements.

Helping our clients to excel

Meeting an essential need

Information systems are among the most important ways for private companies and public authorities to optimise their performance. The right systems, efficiently implemented and managed, can optimise performance, increase market share, help ensure regulatory compliance and limit exposure to risk.

Steria provides those systems. More often than not, we do so as a partner, defining our own success through the performance of our client. Whether working to transform an organisation or delivering excellence in ongoing business operations, our focus is on what we can do to help clients achieve their own objectives – in ways that best suit them.

Using an integrated on/near/offshore delivery model, we offer clients a complete portfolio of IT-enabled business services.

Listening to our clients

We listen to our clients in all of our markets to make sure we understand and then deliver what they need. For instance, in the UK, a Customer Innovation Board provides client feedback, based on which we can devise new ways and perspectives to leverage their IT. Similar user groups are set up throughout the Group.

Ensuring high quality

Steria's business is to deliver high-quality services and measurable business benefits every hour of every day of the year. We aim to do that with no service interruptions whatsoever.

To achieve that ambition, our project management processes are formalised at country level in conjunction with specific service level agreements drawn up with our clients. In line with market expectations, all are ISO 9001:2000 compliant. In Germany, Norway and the UK, Steria is certified to ISO 27001 standards for information security management systems.

For operational IT, Steria manages year-round, round-the-clock services in several languages according to service level agreements requested by clients. All these services accord with ITIL best practices.

Data

20,000

20,000 healthcare professionals

196 healthcare centres, 17 hospitals, 1.9 million people: in Spain, Steria supports SESCAM to optimise services and resources for the citizens and medical professionals of Castilla la Mancha.

Workplace

Attracting, retaining and developing the best

Data

80%

The response rate for our annual employee attitude survey.

79.6%

In a 2008 online poll aiming at understanding the level of employee CSR awareness and their expectations, equal opportunity for all was the first priority expressed by the employees.



Innovative corporate governance

Steria benefits from a unique and innovative governance structure that enables employee shareholders to play a major role in the running of the Group. Represented by a company named Soderi, specifically set up for this purpose, our employees own a 16.5% stake in Steria. In this way employees have a significant say in determining Steria strategy, acquisition plans and other major policy decisions. The result: a greater sense of ownership, empowerment and loyalty to the Company.

Steria's share ownership scheme and governance model have broken new ground in the IT sector. In France, we received the employee shareholding Grand Prize and the Special Prize for Best Progress by the Fédération Française des Associations d'actionnaires salariés et anciens salariés (FAS) in 2008.

Building our future

Steria has a culture that inspires employees to a long-term career with the Company. As we grow, careful selection of new people refreshes our talent base and keeps the corporate culture vibrant. In a competitive market that differs from country to country, we maintain strong relationships with leading schools and universities. In both Europe and India, we recruit final year undergraduates.

Developing careers

People do not join Steria just to get a job. They want a flourishing environment and personal satisfaction. We have created a career path with a yearly performance and development assessment, called CEDRE. Apart from evaluating each employee's potential, CEDRE helps anticipate the needs and development capabilities of each person.

Based on individual need, Steria offers every employee a wide variety of training and competence development opportunities. These include on-the-job training, e-learning, workshops, knowledge transfer and induction sessions for new and transferred personnel.

We are a major investor in technical training that includes software, domain and service delivery and formal qualifications in project management.

Our new Steria Academy is supplementing these activities by providing a real centre for employee development, with the support of external experts, focused on leadership, programme management, consultancy and sales.

Keeping in touch

In a diverse, international company such as Steria, effective two-way communication is vital to reinforce engagement and employee satisfaction (which in turn leads to client satisfaction).

Our annual, company-wide survey, Stereo, measures employee satisfaction. Its findings help to promote team dialogue and improve management progress. Year-on-year Stereo comparisons help us to chart progress and identify areas for improvement.

Steria’s products are distillations of the ideas, knowledge and expertise of the people we employ. To do that, we have established a working environment geared to effective communications and personal development.

➔ Encouraging parity in Norway



How can more women be attracted to an industry perceived as male-dominated? In Norway, Steria is encouraging diversity by supporting an organisation at Trondheim’s University of Science and Technology that aims to inspire female students to consider a career in IT.

➔ Establishing our own academy



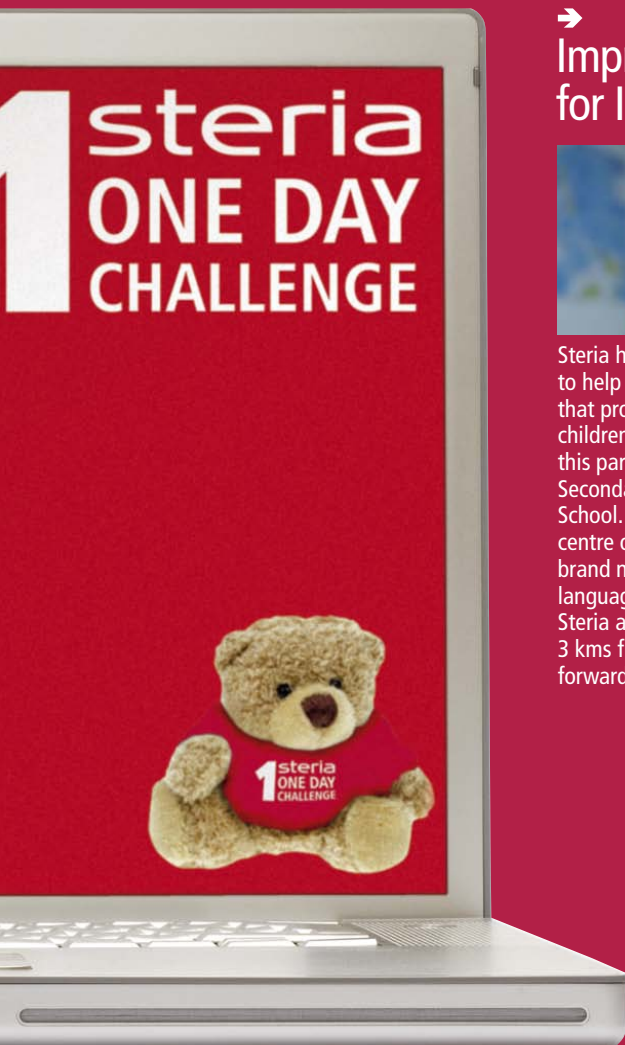
In 2007 we launched the Steria Academy to provide employees with world-class training within the Company. Programmes are based on a modular approach with a combination of face-to-face sessions and e-learning courses.



Community

At Steria, we believe it is not enough just to do our job. We want to try to give something back to the community and support people in need.

Our volunteers give their time and share their knowledge through community projects to make computing and education accessible to disadvantaged people, increasing their chances to become independent.



➔ Improving prospects for Indian children



Steria has joined forces with long-term client BT to help support community projects in schools that promote computer skills for underprivileged children. Two schools in Chennai benefited from this partnership in 2008: Padma Adarsh Higher Secondary School and Sholinganallur Middle School. On 21 November 2008, the new computer centre of Padma Adarsh School, equipped with brand new Pentium IV computers and English language software was inaugurated. Thanks to Steria and BT, children of Padma Adarsh, located 3 kms from Steria's Chennai office, can look forward to a brighter future.

➔ Tapping into a genuine need



Access to a computer keyboard is essential for online communications. Unfortunately, for many disabled people the use of a conventional keyboard is impossible. Thanks to support from the Fondation Steria-Institut de France, a specially developed on-screen keyboard is now freely downloadable from www.cvk.fr for anyone who needs it. So far, 25,000 people have used this device, and the Fondation is now helping the students from Intech Info who invented the keyboard to create an Open Source community.

Setting-up community projects with our clients

Strengthening community links

At Steria, we enable achievement through technology. Enablement also characterises our relationships with local communities.

Our volunteer-driven community programme focuses on giving access to IT, education and jobs.

Within this framework, Steria operations in different countries are free to support and work in partnership with their neighbouring communities in the ways that make the most sense for all concerned.

In France, the Fondation Steria – Institut de France was founded in 2001 with substantial donations from 20 Steria managers. Since then, it has supported 22 IT and educational projects with subsidies of up to €15,000 per project. In 2008 the Fondation contributed to 10 charities, harnessing the talents of 50 Steria volunteers. In Germany, we have launched an award to encourage initiatives within the employee base.

Raising literacy levels

An educated population is the key to prosperity. That is why Steria attaches so much importance to literacy.

In India, with support from 600 volunteers, we are providing support for schools that cater for children from less privileged rural areas. There, Steria efforts focus on spreading computer skills, enhancing English language capabilities, encouraging participation in sports and theatre and generally ensuring a richer, more effective educational experience. Including vocational training for disabled children and support for disaster victims, Steria supports a total of 44 projects in India that are transforming the lives of around 32,000 people.

The Social and Corporate Governance Awards 2008 held at the Bombay Stock Exchange in Mumbai, recognised Steria for its best CR practices in promoting educational programmes geared towards local communities.

Partnership for the greater good

Just as Steria operates in partnerships and strategic alliances on a commercial basis, we also enter into joint ventures with our clients to benefit underprivileged communities.

Companies and organisations we are working with include The co-operative financial services and Boots on educational programmes, Hope for Children on eye screening tests, Toemeka on accessible voting for the disabled and UNICEF on an African schools project. In 2008, six new clients partnered with us for a total contribution of €50,000.

Building on success

In 2008 we expanded our support for community programmes throughout the Group. Our aim is to encourage employees to look for personal and professional development opportunities that may lie outside but complement Steria's business activities. On 14 November 2008 we held a "One Day Challenge" community day in every Steria location across the world to raise awareness on community issues and encourage local voluntary activities. We organised more than 250 activities with the help of 300 champions and raised more than €59,000. Our volunteers spent more than 950 hours working for the community.

Steria's One Day Challenge event is due to become an annual corporate fixture.

Data

1,000+

Volunteers

150+

Charities supported Group-wide



Friday 19th December, 2008 • International Convention Hall, BI

Environment

Rising to environmental challenges

Data

90%

Of the employees who answered an online CSR internal poll in 2008 list environmental issues as very important or important to Steria.

Working towards a more sustainable Steria

To help achieve Steria's objective to act as responsibly as possible, we have developed an overall Group framework with sufficient flexibility for operations wherever we trade. This allows for compliance with different countries' own laws and regulations. Overseeing Steria's environmental initiatives is a Group Green Committee, which consists of members from all of our geographical units and benefits from sponsorship at Board level by Group CEO, François Enaud. Green Committees at local level are responsible for local implementation and leadership.

In 2008 Steria identified five areas on which to focus our efforts for environmental management improvement. We chose these areas because they represented a challenge and also provided opportunities for maximum impact. Accordingly, we set out to:

- Reduce our air miles
- Reduce transportation overall for Steria
- Decrease paper consumption while increasing recycling in our offices
- Decrease our energy consumption
- Establish stringent standards for our suppliers' environmental performance

Now, with the aim of becoming ISO 14001 certified on a global basis, we are testing the relevance of these areas to our business and are collecting a data baseline in key geographies. This builds upon the work of Steria in Spain, the first area to become ISO 14001 certified, and will enable us to develop meaningful and realistic yet stretching targets that will apply to our business in other countries as well.

The efforts of all Steria employees will be essential in achieving these targets. To co-ordinate activities to reduce the Group's environmental impact, we have set up a network of Green Champions and launched Green Awareness campaigns to implement change.

Providing a greener service

In addition to getting our own house in order, Steria is helping our clients to become more environmentally sustainable as well. The very nature of the business we are in, especially IT outsourcing, usually helps clients to become more efficient in terms of decreasing travel, using less paper and reducing energy consumption.

Apart from those ancillary benefits of working with Steria, we are also providing specific solutions to clients' environmental concerns. Listening to our clients' needs has allowed us to devise several initiatives that improve client sustainability. These include Power Savers, document output management, energy management BPO and e-procurement. Similarly, in France, clients are benefiting from the application of Kilometrix Green, an innovative fleet management solution. The reduction of petrol usage, consumers conduct and vehicle care all combine to reduce CO₂ emissions.

Environmental concerns have become one of the prevailing issues of our time. At Steria, we are making it our business to operate in a more environmentally friendly way. It is also our business to help our clients – in both the public and private sectors – to do the same. Though we have not yet achieved complete sustainability in environmental terms, our journey has begun well, with two major milestones in sight: improved management of our own operations and the development of Green IT services for our clients.



➔ All in a day's work



Steria's first UK Green Innovation Day, organised in partnership with our client, The cooperative financial services, attracted more than 180 employees and clients. The objective: To ask participants how best to make their workplaces more sustainable.

The result: more than 80 suggestions on Green IT alone as well as other, more general ways to improve environmental performance including energy savings through the central adjustment of PC monitor brightness and the compression of contents pages and appendices in standard documents to reduce paper.

The Green Innovation Day initiative will be proposed to the other countries who want to implement a similar project.

➔ The Greening of Sutton



In an innovative five-year agreement signed in March 2007, the London Borough of Sutton took on Steria to modernise and improve its IT facilities. Now the project is well underway. A large-scale consolidation and virtualisation initiative is reducing Sutton's carbon footprint by an estimated 650 tonnes of CO₂ over the lifetime of the contract.

Organising CSR for sustainability

Steria has signed the UN's Global Compact, created in 2004 to bring companies together to advance ten universal principles in the areas of human rights, labour standards, the environment and anti-corruption.

With this commitment in mind, Steria has produced a formal code of ethics. Its aim is to ensure that every Steria employee is aware of his or her role in maintaining the Group's high ethical standards everywhere we do business.

Leadership from the top

At Steria the ultimate guardian of corporate responsibility is our Group CEO, François Enaud. This is indicative of the importance that we attach to doing things right.

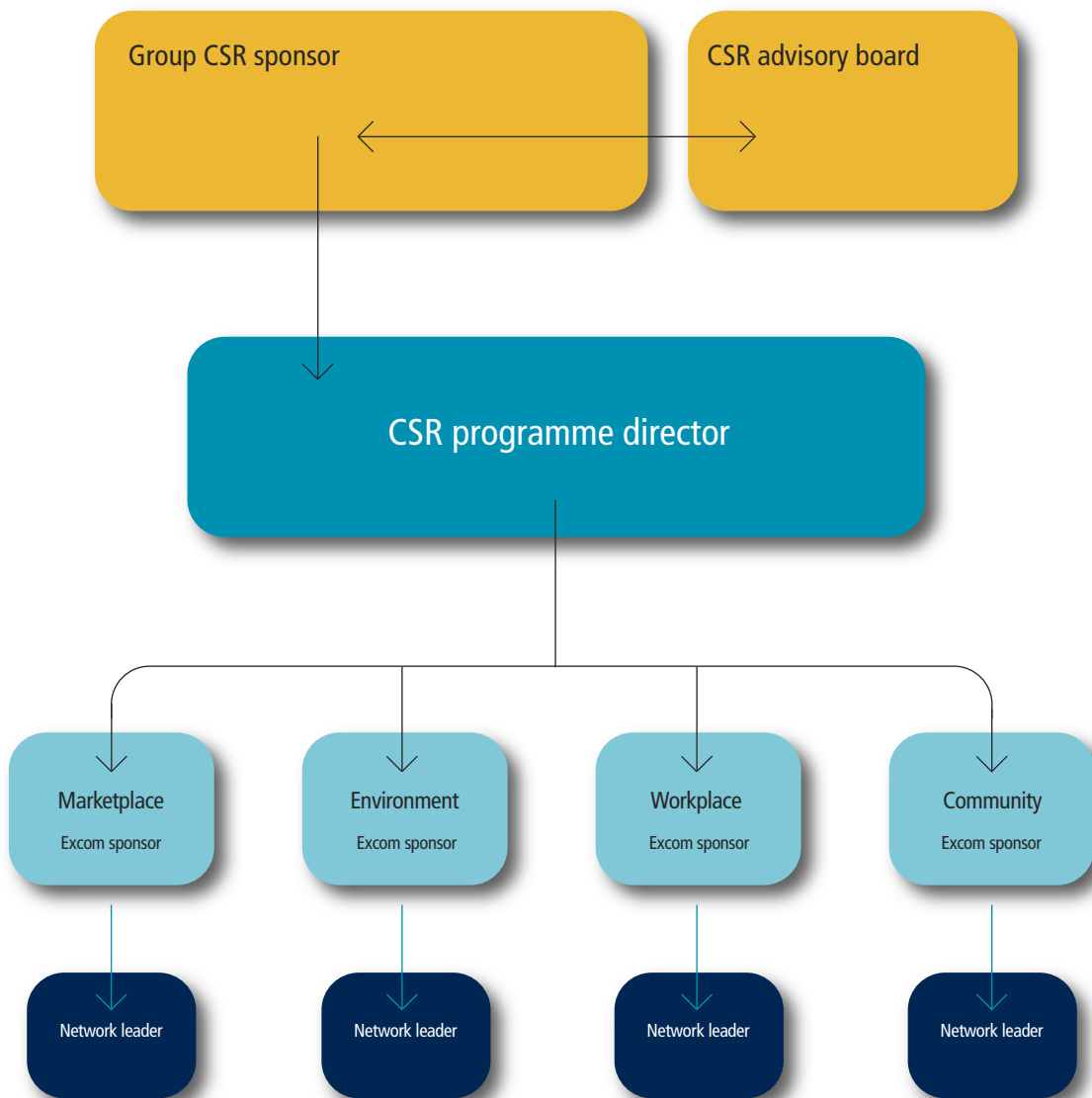
Corporate responsibility programmes are driven through committees dedicated to individual aspects of the discipline: economic factors, the environment, the workplace and communities. Each of these committees has a sponsor on Steria's Executive Committee. This arrangement ensures a steady flow of information and discussion of sustainability issues at the highest level of the organisation.

Each committee has assigned network leaders who are responsible for implementing action plans and programmes across the Company. These network leaders consist of managers in functional and operational areas. They are in charge of preparing our corporate responsibility action plan in 2009.

To provide an external point of view, Steria also benefits from a Corporate Responsibility Advisory Board. This consists of experts from government, private companies and non-governmental organisations. Steria managers from the UK, France and Germany are fellow Board members.

As another way of ensuring exposure to best practice, Steria is a member of Institut du Mécénat Social (IMS), a French corporate responsibility network of 200 international companies.

Corporate social responsibility organisation



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Designed and produced by Radley Yeldar. www.ry.com

Printed by Granite, ISO 14001 and FSC certified.

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