



Steria's CSR Policy

Document for the attention of the Global Compact.

→ In 2006, Steria, an end-to-end IT services provider, formed a CSR network of representatives from the strategy and human resources departments, legal representatives, and staff from the Steria Foundation and the communication department.

In line with the Group's teamwork culture, this network is responsible for relaying initiatives from the different subsidiaries, coordinating actions and ensuring that new projects benefit from the best practices already in use.

Steria's CSR priorities in 2007 have included two projects central to group action in terms of participative governance: extension of the employee shareholding plan with the leverage effect elsewhere in Europe and preparations to elect general partner representatives (employee shareholders) to general management.

The Steria-Institut de France Foundation has continued aiding the underprivileged through the voluntary sharing of skills. The Group's subsidiaries have also continued their support for local communities and additionally encourage their employees to behave sustainably through saving energy or participating in fund-raising and other activities.

1 – A unique model of participative governance:

Steria has one of the highest levels of employee shareholding of any European listed company (16%). This distinctive feature goes back a long way at Steria as its founder, Jean Carteron, instigated the employee shareholding system when the company was established in 1969.

→ Governance serving sustainable performance

On the retirement of the company founder from his position as general partner and managing partner, the employee and public shareholders approved changes to the Group's articles of association allowing the implementation of a participative governance model. The *société en commandite par actions* (SCA, partnership limited by shares) company status was maintained as it is the only legal form covering this type of project in the case of a listed company. The employee shareholders (in Soderi, general partner) are able to have their say in Group governance. Every two years, the employee shareholders elect their representatives to a board of directors which meets regularly to debate the Group's strategic direction as proposed by the General Manager, covering such areas as growth policy, product development and acquisition plans.

The limited partners are represented on the supervisory board, 50% of which is made up of independent directors and to which the General Manager reports. A unique feature for a listed company is that, in order to be approved, a strategic topic must obtain the consensus of both boards, which hold extraordinary meetings if required.

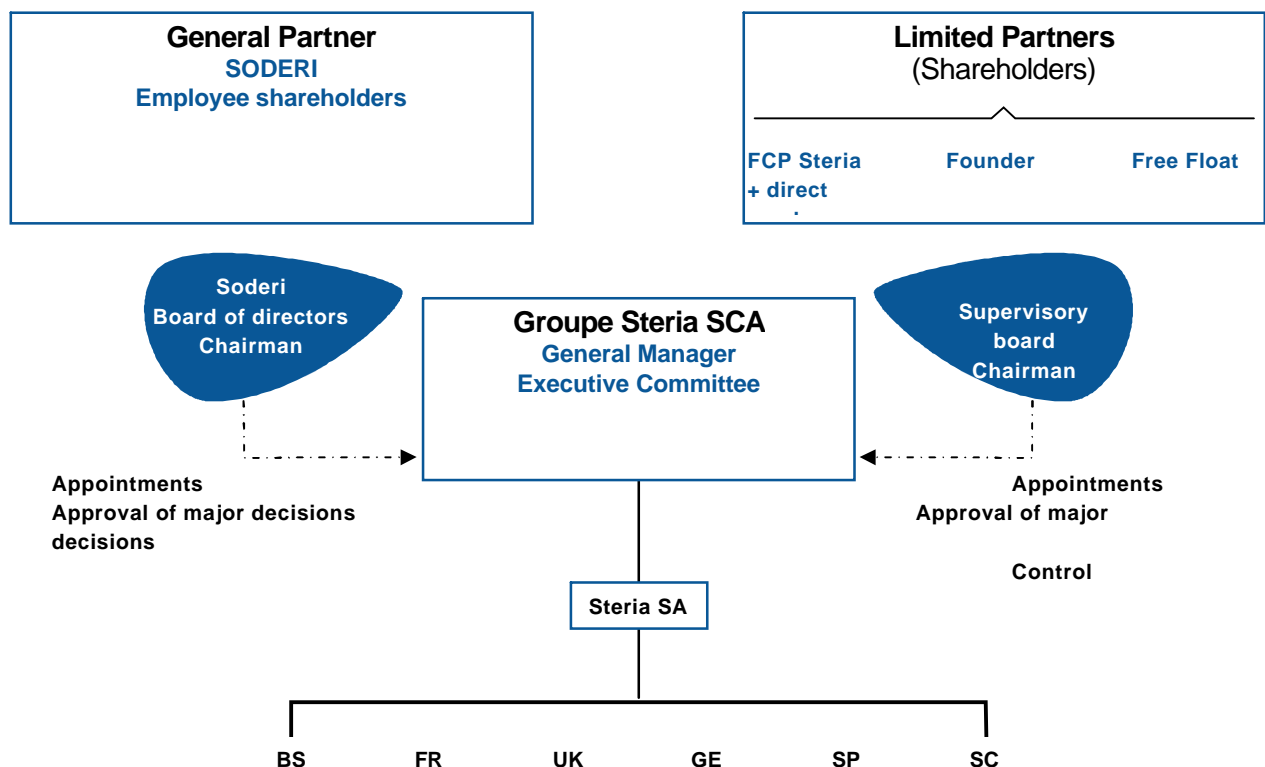
The actions and results, and also the appointment or dismissal, of the General Manager are effectively subject to approval on two levels. This innovative governance model is laying the groundwork for sustainable performance while enhancing the appeal of the Group. For a service company like Steria, which focuses on intangible assets such as expertise and commitment, this is a way of attracting, motivating and keeping its employees. The latter are consulted throughout the strategy development process and then benefit from the efficiency of this collectively developed strategy. Employee shareholding, as exercised by the Group, may appeal to applicants wishing to take an active part in the development of their company. Customers and shareholders also gain in terms of service quality and financial performance delivered by Steria's teams. Steria sees this model as a way of combining market economics with human values.

→ **Willingness spurred on by management**

This type of governance could only be implemented with the backing of employees and management, spurred on by general management. This was evidenced during the capital increase proposed to Steria France's employees in 2006, which introduced a secure investment formula. At the end of the five-year vesting period for subscribed shares, the Group guarantees its employees not only the full amount of initial capital, but also adds a leverage effect in the form of a percentage paid on ten times the amount invested by the employee. Twenty-three percent of Steria's workforce in France subscribed to this corporate savings plan, 30% more than for the capital increase in 2005.

Steria is gradually extending this process to its subsidiaries elsewhere in Europe which already benefit from the conventional formula without the leverage effect. As national fiscal systems have not yet been harmonised, the financial leveraging mechanism will be offered to employees outside France from 2007 onwards. However, 13% of them have already joined the corporate savings plans proposed over previous years and approved at the annual shareholders' meeting.

→ **Steria governance model:**



→ **Key figures:**

- 3,000 employee shareholders, Steria's primary shareholder. 16% of Steria Group capital (excluding that held by the founder) is held by employees.
- Steria has the highest level of employee shareholding of any company in the Euronext FAS IAS® index. This monitors the stock market performance of companies in the SBF 250 with a significant employee shareholding.

2 – The Steria-Institut de France Foundation:

Since 2001, the Steria Foundation, sheltered by the Institut de France, has been contributing to the reduction of the “digital divide”. Its work has focused on three key areas: education and training, the development of innovative solutions making everyday life simple and support for social entrepreneurs using information technology in their work with underprivileged people. In addition to financial support, the foundation encourages employee volunteering in community projects. Each organisation is sponsored by a Steria employee through to the completion of the project. Since 2003, the Foundation has been awarding grants to students from engineering or business schools which use information technology to implement community projects. They are coached by Steria volunteers who provide them with technical functional or HR expertise. In its five years of existence, the foundation has supported eighteen projects with an average of three to four new projects each year. In 2006 the budget dedicated to the projects amounted to 50 000 € and volunteer work was estimated at 30 000 €.

2.1 - Exemples of recent Foundation projects

→ **Enfants du Mékong/Passerelles Numériques**

This association, created in 1958, specialises in helping children in South-East Asia. It has supported 60,000 children over the years, and in 2005, in conjunction with Accenture, created the Center for Information Systems Training (CIST) in Phnom Penh. The goal is to continue to support underprivileged children into adulthood by offering them IT technician training over two years through a new structure called Passerelles Numériques (Digital Bridges). The Steria Foundation's contribution in 2007 was to design, develop and implement the CIST's IT infrastructure and to train the centre's future technical manager. Three two-week assignments carried out by voluntary Steria employees were financed by the foundation. Steria itself is financing a group of 25 students at a cost of €25,000 a year for two years.

→ **Eysines Institute for Motor Education**

The Foundation supports since 2006 the Eysines Institute for Motor Education in Bordeaux in the implementation of a unique communication system for about fifteen motor-disabled, mute children. The system was developed by an engineering school, with the support of a voluntary Steria employee and the financial backing of the Foundation. The children make sentences using pictograms and can also use the CVK (see below) and a sign language module. Once they have mastered this method at the institute, they can use it at home to communicate with their families. The computer code for this open-source software will be available for national distribution through motor-disability institutes in France.

→ **Exemple of a Foundation grant students project**

The custom virtual keyboard (CVK) project designed for motor-disabled people by students at Intech Info (Esiea Group) in partnership with the Garches hospital «new technologies» platform has been up and running since May 2006. The virtual keyboard provides assistance for persons who are unable to use a regular keyboard by allowing them to complete writing tasks. It is available in Open Source format via the internet and can be customised and configured for the user's computer to suit his/her disability. The keyboard has been downloaded over 8,000 times from the cvk.fr website, thus demonstrating its appeal to the medical community and people who work or live with motordisabled people.

3 - Other CSR initiatives

Steria is a signatory of the UN Global Compact, which defines ten basic principles for compliance with human rights in the workplace. In France, Steria has also signed the Institut Montaigne's diversity charter, whereby it undertakes to recruit employees from different cultures and origins, in keeping with its founder's humanistic vision and the human resources policy followed for over thirty years. Likewise, the human resources teams in the UK have developed an employee equality charter.

All Steria's subsidiaries either back local NGO projects or encourage their employees to save paper and energy or take part in humanitarian programs implemented by their customers. Steria's UK subsidiary is thus supporting the Hope for Children association, which has been working with children suffering from sight disorders in Sri Lanka since 1999. Steria also developed free distancelearning programs for the Adult Education College in Bexley, which



provides training in information technology. In Germany, Steria Mummert Consulting is financing the acquisition of IT equipment by a paediatrics institute specialising in serious illnesses, and is offering its technological expertise to help the children keep in contact with the outside world. In Belgium, the car park used by the company complies with up-to-the minute standards to fight pollution and global warming. Finally, in Spain, Steria is raising its employees' awareness of the consequences of global warming and the best practices to be rolled out through in-house communication initiatives.

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