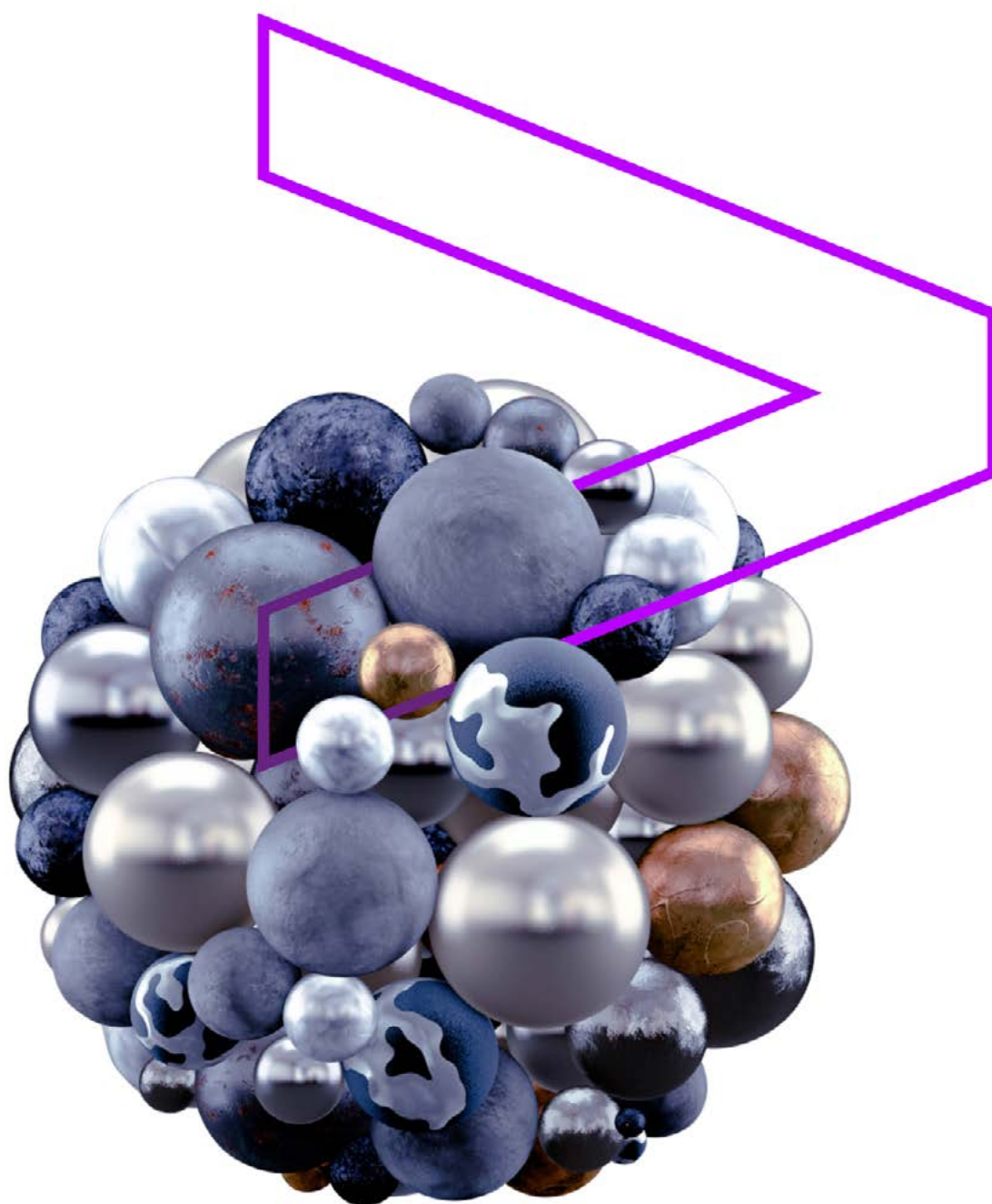


CORPORATE RESPONSIBILITY REPORT

SPAIN 2018



ABOUT THIS CORPORATE RESPONSIBILITY REPORT

Besides sharing Accenture's sustainability-related results, challenges and commitments, this corporate responsibility report has arisen out of our desire to be held accountable for our performance.

Our aim is to present the opportunities and challenges faced by the organization in a conscientious, reasonable and honest way so that all stakeholders may judge our sustainable management and its evolution over time through the commitments set out in the Corporate Responsibility Master Plan, as shown in the table of contents.

The Corporate Social Responsibility area (responsabilidad.empresarial@accenture.com) is responsible for the content of the report and for presenting the company's sustainability results and progress to our management and stakeholders.

SCOPE

- The report includes Accenture, Sociedad Limitada and the following companies, which are 100% held by Accenture, S.L.: Tecnológica Ecosistemas, SA and Accenture Outsourcing Services, SA. When information that is not within this general scope is provided, the specific group of companies referred to is indicated.
- The information reported refers to fiscal year 2018, which covers the period between September 1, 2017 and August 31, 2018. It is further enriched with data that are relevant for readers and current at the time this report was published.

VERIFICATION, SEALS AND STANDARDS

- The company decided to have the report verified pursuant to international standard ISAE 3000 by an independent external provider; therefore, we contracted the firm KPMG Asesores, S. L.
- Regarding the Content Index Service, GRI Services has confirmed that the GRI content index in the report is clear, and that the references for each content included correspond to the sections indicated in the report.

- It was drawn up in accordance with the most demanding GRI «Comprehensive» option, with reporting based on the new Global Reporting Initiative standards, known as GRI Standards.
- The United Nations Global Compact «Advanced» level was renewed.
- The guidelines of the most recent framework for preparing International Integrated Reporting Council (IIRC) integrated reports were followed.
- Standard AA1000APS 2008 (Account Ability Principles Standard) was followed.
- Accenture fosters compliance with the 17 sustainable development goals approved by the United Nations and reports on the performance of the company's activity in relation to them through the Corporate Responsibility Master Plan. Regarding the SDG Mapping Service, GRI Services has confirmed that the contents included in the contents index have been compared with the SDGs.

Faithful to its commitment to transparency, Accenture has adhered to the principles for defining corporate responsibility report contents and quality according to the GRI Standards version of the GRI Sustainability Reporting Guidelines.

The indicators published come from the systems used to manage the areas responsible for the data. These systems are thoroughly managed to high quality standards and are subject to various internal and external verification and auditing processes.

To ensure the quality of the information reported, the GRI principles on balance, comparability, accuracy, timeliness, clarity and reliability were taken into account as outlined below. Moreover, the guidelines on document contents were followed and the principles relating to materiality, stakeholder inclusiveness, sustainability context and completeness were also fulfilled.

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LETTER FROM THE PRESIDENT

Digital vertigo. Two words to explain the age we are living in. There is no doubt we are facing a digital revolution and that our lives, and those of companies, are undergoing a vast evolution compared to only a few years ago.

Technology and access to information has been democratized and consumers, workers and companies demand hyper-personalized, hyper-efficient and hyperconnected products. We live in an **experience economy** where relations are fundamental.

One fact confirms its impact on organizations: 62%. Today, that is the percentage of Accenture's billing in Spain that derives from **Digital Services** (Interactive, Mobility and Analytics), **Cloud** and Security. Services which, only a few years ago barely existed and which are now seeing dynamic growth. For example, that 62% was 54% at year end of 2018 which highlights that the speed of the transformation is another of the hallmarks of this digital vertigo together with uncertainty over the next steps.

This transformation is also having a major impact on society, its values and ambitions. Driven by technology, it is opening up new hopes for utilizing this digital revolution to create a more inclusive, fair and equitable society. A new consumer, investor, worker, patient or voter is emerging from this digital change, one more concerned about the *how* and not just the *what*. In short, a society that more than ever is seeking a better **balance between "value" and "purpose"**.

This new context represents an opportunity and a challenge for companies. How do we develop our businesses? What is our impact on society?

How do we build a more sustainable world via our commitment and responsibility? At Accenture we not only want to play an active role in this change but aspire to **demonstrate our leadership** by transforming ourselves and contributing with our work to transform our clients towards this new order.

How? With our **Responsible Consulting** model with which we materialize Corporate Social Responsibility (CSR) across all our spheres of action, both internal and external. And to do so within the framework of the United Nations **Sustainable Development Goals** (SDG), the new "Esperanto" of the sustainable society.

With our clients we have materialized this in three phases, incorporating the same CSR principles into our business as those we apply in society to improve how the world lives and works.

We are seeing highly significant progress since its launch we provide an outline of what we will see.

In the first phase we underscored with our clients **our commitment to the SDGs**, together with our investment in ethics, values and CSR. Today we share with them our achievements and they are aware of our contribution, especially to those objectives directly related to our business (Decent Work and economic growth) and 9 (Industry, innovation and infrastructure). This is how we materialize the commitments in which our clients place their trust and work with us.

The second step is to work in conjunction with them to help them **identify which SDGs are being addressed** with the projects we collaborate on and how they are contributing to achieve these goals. How does our contribution to this project help our clients? Does it contribute to the progress of the public, consumers or protect the affected groups against negative externalities? At Accenture we seek to help our clients answer these questions and ensure we are progressing together to build a better society.

The last step is to introduce **commitment to employment** in the major transformation projects we work on. A project will never be good if it impacts employment or increases people's vulnerability. If we detect that this is going to occur, we need to anticipate and mitigate these risks, helping the people affected to know the trends and requirements of the future labor market and help them in their training and recycling to boldly face their next challenges.

This is our responsible challenge in the new digital society: to drive the projects we participate in to contribute to the **client's responsibility objectives** and ensure that these projects include responsible actions that mitigate the risks of digital transformation and help the sustainable and inclusive development of society. I am convinced our Responsible Consulting model will be capable of responding to this challenge.

To this end, there is a basic, simultaneous requisite to be met as a listed company: to create direct and indirect economic value to **promote wealth across the entire value chain**. In 2018 we increased our turnover in Spain by 9% to 1,083 million euros while our share price rose by 28%.

These results are due to our commitment and **investment in new digital technologies and growth models** such as Industry X.0, Cloud, Intelligent Operations, the New Information Technologies and Platforms, Security, Digital and Interactive Marketing, Data Driven or the Call Centers of the Future. Without the success of this commitment we could not speak of 62% rotation in turnover in “the New”, that is, services related to the Cloud, Security and Digital (Interactive, Mobility and Analytics).

For this we are proud to enjoy the **trust of our 379 clients in Spain**, including 80% of the IBEX-35 companies and 70 of the largest companies in our country. Together we are making the digital transformation of Spain possible and enhancing how the world lives and works.

Another key plank of our evolution is Innovation. In 2017 we announced the creation of our Innovation Architecture which helps our clients to maximize technological disruption and leverage opportunities for growth, generating value and a real impact on their results. In 2018 we have added a new creation in Spain: the **Liquid Studio in Madrid**, focused on flexible technological developments which supplements the

Digital Hub in Madrid, which launched in 2017. There, we have carried out over 70 projects (proof of concept, minimum viable products ...) and over 80 innovation sessions and 150 events with clients were held.

Our commitment to innovation is firm. We have placed the talent of over 2,700 professionals at its service, doubling the previous year's number and invested more than **800 million dollars in R&D&i** globally. This combination of talent and investment informing our Innovation ecosystem enables us to offer start-to-end solutions to organizations from every sector and industry. To this end, our business combines the capabilities of the start-ups ecosystem, Innovation Drive Enterprises (IDEs) and academic and scientific centers. Thus, we have a local network of over 500 start-ups in Spain and a global, Open Innovation program for over 200,000 start-ups.

The **internal transformation** we have carried out over recent years has played a major role in the evolution of our business model.

Today, more than 90% of our infrastructures have been migrated to the Cloud and our commitment to platforms has enabled us to become Microsoft's strongest ally worldwide, to be pioneers in Salesforce and SAP, or forge alliances with over 180 market and technology leaders.

Always within a secure environment for our clients and professionals: we have invested in **developing leading capabilities in cybersecurity** supported by our cybersecurity center in Israel and have given over 20,000 hours training in information security for our professionals in Spain and over 17,000 hours in ethics and compliance.

Our clients and the market have recognized our work. We are **one of the most valuable brands in the world** for Interbrand, BrandZ or Fortune; and one of the **best places to work** in Spain and worldwide for Universum, Merco, Top Employers or Fortune. Analysts ranks us as leaders in our business areas and clients and parties have recognized our excellence during the year with numerous **prizes and awards**.

Not to forget the initiative “Together for the Employment for the most Vulnerable”, led by the Accenture Foundation, which has also received number prizes during the year.

There is one distinction I should like to highlight: that of the **most diverse and inclusive company in the world**, according to the Thomson Reuters Index. Approximately 40% of our workforce in Spain comprises women and we are committed to achieving parity in 2025. We live in a diverse world and need diverse talents, capable of understanding the needs of our clients, to innovate, be more creative and reflect society in the corporate world.

To do so we have created a **Diversity Committee** formed by representatives of LGBT collectives, women, disabled persons, the Accenture Foundation and professionals of different ages, nationalities and cultures that drives diversity and generates added value for our business.

Related to people management, one of our goals is to contribute to **sustainable development** in Spain and create **quality employment**. Last year we hired over 2,500 persons, of whom for 1,491 it was their first job. In this commitment to talent I should like to underline the search to hire **Professional Training** profiles. We work with training centers to adapt their academic curriculum to the needs of companies, so as to increase the employability of young people. One example is the collaboration agreement signed with the Community of Madrid to boost the employability of the students at eight Professional Training centers.

We have invested 9.7 million euros in this commitment to talent in Spain over the past year, always within a safe, healthy working environment that promotes the **wellbeing of our professionals**.

We should also like to extend our sustainability commitment to the corporate fabric of our country by maintaining indirect employment and fostering good practices. To this end, we have hired **over 1,200 suppliers** applying corporate responsibility criteria, of which 88% are nationals and we require them to subscribe our CSR principles and procedures.

The environmental legacy we leave for future generations is also key: in 11 years we have **reduced indirect CO2 emissions by 60%**, energy consumption by 64% and paper consumption at our facilities by 89%.

I cannot end without underscoring the work carried out by the **Accenture Foundation**, one of the key planks of our Responsible Consulting model, that directs the social action of Accenture and of our professionals in the form of free consulting services, financial donations and volunteer work.

The initiative **“Together for the Employment of the most Vulnerable”**, led by the Accenture Foundation, has trained over 449,000 vulnerable individuals since 2012 and invested 32.4 million hours in training and improving the job opportunities of collectives who are especially vulnerable in terms of employment. It is for this that the Spanish Global Compact Network has awarded us for our innovative implementation of SDG 8 (Decent work and economic growth), with this initiative, another reason for Accenture in Spain to be proud.

This Corporate Responsibility Report is therefore our triple accountability (economic, social and environmental) to all our stakeholders, not only for what we achieve but also for how to do so. As a sign of **transparency and credibility**, this report was verified by external auditors, in line with the most demanding option of the GRI, “thorough compliance” and the “Advanced” level for our support for the ten principles of the **United Nations Global Compact**. In addition, Accenture Spain has always promoted compliance with the 17 Sustainable Development Goals approved by the United Nations, being the first organization in the world in achieving the GRI Mapping SDG. Lastly, it

has followed the guidelines of the Comprehensive Report Framework of the IIRC and the law on the Disclosure of Non-financial information and Diversity.

I should like to conclude by quoting a phrase of **Pierre Nanterme** from 2013, the president of Accenture at that time and the chief driver of the “New Accenture”: “the combination of digital capabilities and our deep industrial knowledge will create a great competitive advantage for Accenture”. Seen in retrospect, these words proved true and we could not speak of Accenture today without that ambition from 2013.

Pierre passed on 31 January 2019 after 36 years fully dedicated to building up Accenture and I would like to recognize and thank him for the affection and support he always showed towards Spain, Portugal and Israel, the countries that form our geography as a Region within Accenture. Pierre always emphasized his trust in our **talent, innovation and commitment**; acknowledging our achievements and constantly encouraging us to demonstrate our leadership in the global organization under this premise: “What is the goal of having the best technologies and living in the world we live in? Let’s join forces to make the world a better place”.

Let these words serve as a tribute to all he has given us and the great legacy he leaves behind.

Let it also be a homage, not only as recognition of Pierre Nanterme, but as our gratitude to our clients, stakeholders and society in general for trusting in us and helping us create the future now in the present. These, in the worlds of Pierre, are Accenture’s true *raison d’être*.



A handwritten signature in black ink, consisting of stylized, overlapping loops and lines. The initials 'JPM' are visible at the bottom right of the signature.

Juan Pedro Moreno
President and CEO of Accenture in Spain



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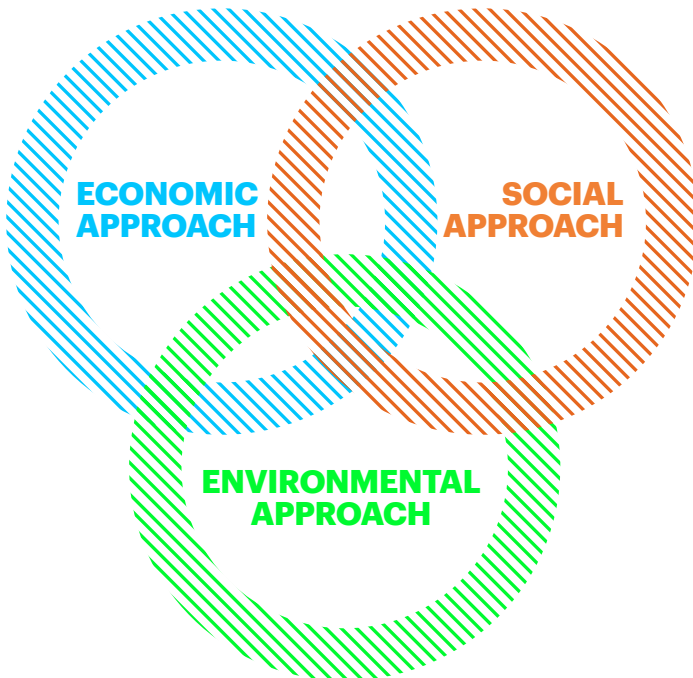
CORPORATE RESPONSIBILITY IN SPAIN

Creating value from the present... for the future
... preserving our legacy over time
... providing value to all stakeholders. Corporate
Responsibility Master Plan
... without sacrificing our principles
... and maintaining our commitment to society's
sustainable development. This is how we
understand our RESPONSIBILITY as a COMPANY;
exercising RESPONSIBLE CONSULTING that proves
our commitment to SUSTAINABILITY.

CREATING VALUE FROM THE PRESENT.. FOR THE FUTUR

This way of understanding business is seen through its responsible management model, which is based on a constant search for economic, social and environmental balance. Only in this way can we encourage the creation of real value in the present, while preserving the heritage that belongs to future generations.

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The Corporate Social Responsibility (CSR) area of Accenture in Spain is committed to ensuring the creation of value from the present, for the future. Moreover, it is responsible for developing, implementing and monitoring a sustainable development strategy that takes in account the concerns of all stakeholders. In doing so, it places under observation any market trend or client stakeholder demand which may represent a risk or an opportunity. All this is integrated and materialized in a way of understanding our business that we call “Responsible Consulting”.

The result of this work has been described in this report following the “Comprehensive” option of the GRI Standards and it has been acknowledged by GRI with the seal that attributes the correct application of these criteria (See page 113).

ECONOMIC APPROACH

Optimize resources to boost growth of an efficient business that guarantees that its financial management is productive and achieves economic performance to ensure the necessary profitability. We not only safeguard the organization’s longevity but also its capacity to generate wealth, development and trust throughout the entire value chain.

SOCIAL APPROACH

The importance Accenture has always given to people is based on the conviction that long term sustainability and business positioning are completely aligned with stakeholder commitment and satisfaction. One of our distinctive characteristics is the implementation and continuous improvement of initiatives and policies aimed at promoting the development and wellbeing of the many groups that interact with us.

ENVIRONMENTAL APPROACH

The organization fosters respect for the environment by promoting programs aimed at reducing its impact on the environment and by spreading awareness of environmentally friendly habits among all stakeholders. Our environmental performance is evaluated and monitored by implementing and maintaining a management system at all our locations.

...PRESERVING OUR LEGACY OVER TIME

To offer more and better responses to our stakeholders' needs, expectations and concerns, we have followed the new International Integrated Reporting Framework of the International Integrated Reporting Council (IIRC).

The value of all our resources which, as in this report, are interrelated in our daily work will contribute to developing our business now and in the future.

INTELLECTUAL CAPITAL

Our five business areas (Strategy, Consulting, Digital, Technology and Operations) are the drivers of innovation around which our company's intellectual capital revolve. They all contribute to strengthening our capacities and developing knowledge. It is through these areas that we create, acquire and manage our key assets so we can offer clients integrated services. We offer added value based on a very diverse range of exclusive patented projects, our own processes and methods and the talent of hundreds of thousands of people with extensive experience, among other things.

To protect Accenture's intellectual property, we take into account the laws on patents, trade secrets, copyrights and trademark rights, as well as contractual agreements. We know that innovating is one of the best ways to enrich this capital and new solutions are developed through our Innovation Architecture, so that our business, our clients' businesses and that of other stakeholders can adapt to the new environment and lead the new era.

SECTOR CAPITAL

By combining exhaustive capacities in all sectors and business areas and our deep knowledge of each industry we work closely with our clients to help them become high performing businesses or Public Administrations. By using our sector knowledge, our experience in offering services and our technological capabilities, we can identify new business and technology trends and develop specific solutions to help clients in every industry enter new markets, increase revenue in existing markets, improve their operational performance and offer their products and services more effectively and efficiently.

This extensive experience represents our sector capital, which we have classified into five industries: Communications, Media and Technology; Financial Services; Health and Public Sector; Industry, Consumer Goods, Retail, Pharmaceutical Industry and sector (Products) and Natural Resources, Chemicals, Energy and Utilities (Resources).

HUMAN CAPITAL

Accenture's sustainability and positioning depend on one asset that is essential in any consulting firm: its human resources. Our objective of responding to new business requirements and anticipating future market scenarios demands the utmost alignment between our business strategy and our human resources strategy. Therefore, we focus on attracting and retaining the best talent, providing competitive and outstanding careers and training, fostering ethics and equal opportunities, defending diversity and inclusion, facilitating dialog and increasing our people's flexibility and wellbeing.

We are aware that our company's prestige is rest on the talent, experience, skills and motivation of the hundreds of thousands of people that have committed to –and remain committed to– linking their professional lives to Accenture.

FINANCIAL CAPITAL

We have always been faithful to the principle of maintaining the necessary profitability to guarantee our business longevity, prove ourselves to be an attractive investment and create value for shareholders. As a company that is listed on the New York Stock Exchange, one of our main responsibilities is creating value in the short, medium and long-terms.

Moreover, Accenture uses all its financial funds to provide not only services, but also the investments needed to maintain the value of all its other capital.

NATURAL CAPITAL

Respect for the environment and the implementation of programs aimed at reducing our impact on the environment are integrated in our organization's daily routines through its Environmental Management System. This encompasses all the processes and best practices that affect the environment. Furthermore, Accenture is not only committed to reducing its environmental impact but also to promoting awareness among its stakeholders to preserve the natural capital received, which must be delivered to future generations.

RELATIONAL CAPITAL

Accenture believes it is very important to establish and maintain solid bridges that foster relationships of trust with current and potential stakeholders. That is why one of the main objectives of the Accenture Spain Corporate Responsibility Master Plan lies in creating value for all stakeholders and for society at large, thereby fostering the development of our social and relationship capital.

Accenture strengthens its long-term relations with clients by earning their trust. We win our investors' and shareholders' loyalty by demonstrating accountability. We establish ties with our professionals beyond their employment contracts through contact with our Alumni group. We commit to suppliers and build teams with them. We have created an innovative ecosystem that connects groups that need each other yet which were not in contact. We work with the most relevant institutions in Spain and are concerned about both the most vulnerable, and those who help them, through the Accenture Foundation.

...PROVIDING VALUE TO ALL STAKEHOLDERS

MATERIALITY

Once again, a materiality study was conducted during this reporting period to determine and prioritize the relevant aspects which, if not taken into consideration, could pose a risk to the company's sustainability. To this end, all issues that may affect Accenture's business feasibility, market positioning or reputation are considered material. Therefore, they include all matters which, if ignored, may have consequences for one or more stakeholders.

The results of the materiality study, our stakeholders' expectations, the positive and negative effects of our activities, market trends and sector opportunities were analyzed and interpreted by the Corporate Responsibility Department. This means the information obtained may be taken into account when making decisions and planning strategy. The process includes reviewing, updating and prioritizing the programs and actions related to the seven commitments acquired through the Corporate Responsibility Master Plan.

Furthermore, to draft the content of this report, we took the proper steps to identify relevant issues and matters, prioritize them to determine their relevance and validate the results, as well as the extent to which each is covered.

Once published, we review the report to begin preparing the following cycle, always applying the GRI principles related to each one of the steps: «Sustainability context», «Materiality», «Completeness» and «Stakeholder inclusiveness».

The process began by identifying the issues and matters that are relevant to Accenture, considering our complete sustainability approach and the influence they might have on our main stakeholders and vice-versa.

Once the preliminary list was prepared, we assessed the issues to determine each one's importance; this is essential when beginning the prioritization process.

At the same time, the Corporate Responsibility area analyzed all the information compiled and determined the importance of the economic, social and environmental impacts based on factors such as the probability and severity of the effect, the risks and opportunities, long-term performance and influence on competitiveness, among others.

At Accenture, we are aware that material matters may affect the organization or its environment, as any effect which initially seems only external, ends up affecting the sense of belonging and productivity of internal stakeholders. Likewise, any effect which a priori may seem only internal, ends up affecting the company's profitability and image, which are of great importance to external stakeholders.

The issues Accenture considers to be material are outlined below:

ECONOMIC ASPECTS

- Financial sustainability
- Economic performance
- Solvency and economic efficiency
- Direct and indirect economic value
- Transparency
- Digital economy
- Acquisitions
- Good Corporate Governance
- Ethics and compliance
- Risk control and management
- Fight against corruption and bribery
- Fight against unfair competition
- Competitive business model
- New opportunities, capabilities and technologies
- Digital transformation
- Alliances
- Information security and cybersecurity
- Privacy and data protection
- Innovation
- Intellectual property
- Responsible purchasing model
- Promoting ethical, social and environmental practices in suppliers
- 2030 Agenda
- Contribution to economic SDGs

SOCIAL ASPECTS

- Human capital management
- Attraction, retention and management of talent
- Creation of quality employment and young employment
- Professional and personal development
- Performance evaluation and compensation
- Training and knowledge
- Safety, health and well-being
- Psychosocial aspects
- Diversity and equal opportunities
- Flexibility and work-life balance
- Promotion and respect of Human Rights
- Relationship with stakeholders
- Guidance and academic contribution according to the digital technological demand of the market
- Promotion of STEAM studies (Sciences, Technology, Engineering, Art and Mathematics)
- Social Action: donations and volunteering
- Support for the employability of vulnerable groups
- Aid to the third sector oriented to training of disadvantaged people
- Technological and digital inclusion
- Development of local communities
- Contribution to social SDGs

ENVIRONMENTAL ASPECTS

- Minimization of environmental impacts with new technologies
- Energy efficiency
- Environmental management system
- Fight against climate change
- Responsible consumption of resources
- Waste separation and management
- Circular economy
- Contribution to environmental SDGs

DIALOGUE WITH STAKEHOLDERS

We establish and maintain two-way lines of communication with stakeholders for two purposes: to understand their views on our company's economic, social and environmental performance and to identify each group's concerns and expectations so we can resolve them effectively and take them into account when making decisions.

We consider stakeholders to be all people or groups which, in some way, may influence our results or may be affected by our actions and decisions. Following an exhaustive internal and external analysis process, we determined that our major stakeholders are our clients, our professionals, and our shareholders and our suppliers because these groups have the greatest capacity to influence our short and long-term activities. The complete classification is periodically reviewed and updated where necessary.

To understand their concerns, manage them and offer a response, we have considered the three principles of standard AA1000APS 2008 (Accountability Principles Standard): inclusivity, relevance and response capability. These guided us in achieving the participation of representatives of all our stakeholders, so that all the groups might find a response to their expectations, interests and concerns.

To defend each stakeholder's interests, the Corporate Responsibility Department maintains direct contact with all the groups, such as clients in all sectors and professionals of all categories, while working with representatives from the groups to understand their expectations.

Furthermore, all stakeholders are represented throughout the process of preparing and verifying the report to ensure it provides the information they expect from Accenture.

The main communication channels are outlined below:

CLIENTS

Corporate Responsibility Report
(Accenture in Spain)

Web page www.accenture.es

Social media: Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram

Customer-satisfaction management

Direct communication with project managers and their teams

Mobile apps for communicating with clients

Organization and participation in different forums, meetings, working breakfasts, conferences, congresses, etc.

Participation in business and sector institutions.

Digital mailings: press releases, newsletters, studies, etc.

Physical mailings: Christmas book, invitations to events, etc.

Presence in media with content and advertising

PROFESSIONALS

Corporate Responsibility Report
(Accenture in Spain)

Web page www.accenture.es

Social media: Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram

Internal social media: Circles, Collections, Yammer and The Stream

Accenture internal portal and sites

Internal messaging system: Skype and Teams

Mobile apps for certain groups: medical service, management team meetings, events

Internal professional development evaluation platform (Performance Achievement)

Corporate periodic communication: online bulletins, webcasts, emails, screens and posters in offices

Periodic internal meetings: committees, internal events, breakfasts with Management, etc.

Employee satisfaction survey (Human Capital Assessment)

Mentoring and performance monitoring program

Communities or face-to-face meetings of teams that combine professional and leisure themes

Mailboxes for specific issues for employees

SHAREHOLDERS

Corporate Responsibility Report (Accenture in Spain)

Web page www.accenture.es

Social media: Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram

Periodic financial reports.

Quarterly webcasts.

Relations with shareholders, investors and financial analysts

Active participation in expert, specialized forums

United States Stock Market.

Presence in media with content and advertising

Specific website for investors: investor.accenture.com

Contact telephone numbers for shareholders

SUPPLIERS

Corporate Responsibility Report (Accenture in Spain)

Web page www.accenture.es

Social media: Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram

Approval platform for suppliers with CSR criteria

Direct communication and face-to-face meetings.

Advertising and media

Specific contact section for suppliers in www.accenture.es

SOCIAL ORGANIZATIONS

Corporate Responsibility Report (Accenture in Spain)

Web page www.accenture.es

Website of the Accenture Foundation: www.fundacion.accenture.com

Social media: Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram

The organization and participation in different forums, meetings, conferences, congresses, etc.

Periodic meetings and direct communication with social organizations

External publications

Web pages of NGOs, entities adhered to "Together for Employment", and social entities: Fundación Española de Fundaciones (Spanish Association of Foundations), Seres, Compromiso y Transparencia, Hazlo posible, etc.

Accenture Foundation inbox: fundacion@accenture.com

Juntos por el Empleo mailbox: juntosporeempleo@accenture.com

Quarterly newsletter "Juntos por el Empleo" (Together for Employment)

Web page "Juntos por el Empleo" (Together for Employment), juntosporeempleo.cclearning.accenture.com

Corporate periodic communication: online bulletins, webcasts, emails, screens and posters in offices

Internal communication platform

Internal platform of "en Persona" (In person Foundation)

INNOVATIVE ECOSYSTEM

Corporate Responsibility Report
(Accenture in Spain)

Web page www.accenture.es

Social media: Facebook, LinkedIn, Twitter,
YouTube, Google Plus and Instagram

UAM Chair-Accenture Awards

Connection with large and innovative companies:
Marketplace, ICEA Insurance Awards, The South
Summit, CSR with Entrepreneurs

Organization and participation in meetings,
forums, conferences, congresses, etc.

Publications, media and advertising

Mailbox:
Madrid.digital.hub@accenture.com;
digital.hub@accenture.com

Connection with start-ups through periodic
meetings at the Accenture Digital Hub in Madrid

CANDIDATES

Corporate Responsibility Report
(Accenture in Spain)

Web page www.incorporate.accenture.com

Face-to-face activities at universities and our
offices.

Social media: Facebook, LinkedIn, Twitter,
YouTube, Google Plus and Instagram.

Newsletters, releases, blogs and virtual meetings
newspapers (Hangouts, Facebook Live ...)

Employment websites: Infojobs and BeWanted

Sports sponsorships in Madrid universities

Sponsorships of the awards for the best end-of-
degree projects

Event sponsorships

Special events: meet ups, hackathons,
conferences

Job fairs

ALUMNI

Corporate Responsibility Report
(Accenture in Spain)

Web page www.accenture.es

Accenture Alumni Network global portal:
www.accenturealumni.com

Social media: Facebook, LinkedIn, Twitter,
YouTube, Google Plus and Instagram

Annual face-to-face meetings in Madrid, Barcelona
and Bilbao

Monthly announcements

Email: alumni.spain@accenture.com

Quarterly webcasts globally on business and
technology trends

CORPORATE RESPONSIBILITY MASTER PLAN

Our commitments to our stakeholders are outlined in our Corporate Responsibility Master Plan. Our aim is to reinforce responsible behavior on all levels of the organization and ensure that sustainable development principles are included in all areas of the company.

This plan coordinates the challenges voluntarily assumed by Accenture Spain. It is broken down into programs that are set up and prioritized considering three things: performance indicators, annual conclusions of the materiality study and analysis of stakeholder expectations. This means it is a living plan which is periodically updated after it is approved.

This report is structured like the Corporate Responsibility Master Plan and outlines the focus, challenges and initiatives that have arisen from each one of the seven commitments we have acquired with Accenture stakeholders. This all follows ethical guidelines and guarantees compliance with the policies that our goal of impeccable behavior demand of us.

Briefly, these programs mean these commitments enable us to work side by side with our clients when they need innovative solutions, to favor our shareholders when they demand results, to be involved in our professionals' development, to understand our suppliers and to be concerned about the most vulnerable people and about respecting the environment.



COMMITTED TO OUR CLIENTS

Our commitment to our clients revolves around attaining the best results today, while remaining faithful to our commitment to sustainable development to ensure tomorrow's results. Through business excellence and an outstanding proposal that includes several specialties in a single customized value, our company can meet our clients' actual and potential. With an eye firmly on the future, we turn new market trends into opportunities and benefits for our clients, who are our reason for being.



COMMITTED TO OUR SHAREHOLDERS

Any listed company with a sustainable vocation must maintain the necessary profitability to guarantee its business longevity and prove itself an attractive investment. Our determination to create value for shareholders also increases our company's value in the market, creating a virtuous cycle that feeds itself. A combination of efficient and responsible management of resources and capital with principles of transparency and financial ethics ensures that investors and shareholders alike support our company.



COMMITTED TO OUR PROFESSIONALS

Knowing that they can count on the best professionals is the main reason our clients continue trusting in us and it is the formula our company uses to maintain its hard-won prestige. Human resources management is key to guaranteeing the sustainability of our business over time. Moreover, our capacity to create quality jobs has made us a school for professionals that contributes to the sustainable development of the societies in which we operate.



COMMITTED TO SOCIETY

We channel our professionals' social concerns and their will «to help those who help» through the Accenture Foundation, paying special attention to social organizations that focus on training the most vulnerable members of society to achieve their independence. All of this is done under the global Skills to Succeed initiative, which fosters increasing the employability of the most vulnerable groups as a means of transforming the social sector. Moreover, our ongoing and active work with the main academic, cultural and business institutions reinforces our commitment to driving the progress of the Spanish economy and society. All of this allows us to contribute to the sustainable development of the society in which we live by improving the way in which the world lives and works by offering what we know how to do best.



COMMITTED TO INNOVATION

The challenge of responding to the difficulties of today's digital environment, make innovating and developing knowledge and research essential parts of Accenture's commitment to helping organizations achieve high performance. Therefore, innovation at Accenture is a guarantee for competitiveness and sustainability and it becomes the emblem of our distinctive identity. We use this to turn ideas into value. Our marked orientation towards customer

satisfaction and the development of our professionals makes us consider innovation as the essence of our business, which impregnates the entire ecosystem in which our company develops its business.



COMMITTED TO THE ENVIRONMENT

At Accenture, we believe that respect for the environment must be a part of all companies' culture when, as we do, they have a vocation for sustainability. That's why we maintain a proactive attitude towards reducing environmental effects and spreading environmental awareness among our different stakeholders. This attitude, which materializes through the Environmental Management System, is another example of our heartfelt commitment towards future generations.



COMMITTED TO THE SUPPLY CHAIN

We promote best practices from ethical, social and environmental perspectives in the supply chain and strive to build solid relationships with suppliers whose behavioral models are coherent with our corporate responsibility strategy. Investing in suppliers who share our values and principles is essential to avoiding risks that might otherwise affect our positioning as a responsible company and our reputation. All of this is done without forgetting that we contribute to the economic and social development of Spain by using local suppliers.

... WITHOUT SACRIFICING OUR PRINCIPLES

ACCENTURE CORPORATE GOVERNMENT

We have a global corporate governance model that ensures compliance with the strictest requirements of ethics and integrity in each area and each situation. To this end, we have developed a set of guides and policies that define the basic principles of action that regulate management decision-making as well as the duties, composition and performance of the highest governing body and its committees.

The Board of Directors, which is the highest corporate governance global authority at Accenture, prepares, develops and controls the company's strategy, operations and management under the principle of transparency. It also supervises the company's management, to which it delegates the authority to lead the company's day-to-day operations. It mostly comprises external and independent members –36% of whom are women– who are engaged in international business. At the time of the closing of this report, of the twelve members that make up the Board, only the Chairman and CEO belong to Accenture.

The Board signs the global Corporate Citizenship Report outlining the organization's social and environmental performance at global level. You can read the Corporate Citizenship Report at: <https://www.accenture.com/us-en/company-corporate-citizenship>.

On publishing this report we pay tribute and emphasize our deep sadness over the death of our former President and Chief Executive Officer, Pierre Nanterme and again express our thanks for the great impact he had on our company. Pierre Nanterme resigned from his position for health reasons on January 8, 2019 and as a result of his resignation, the Board of Directors appointed David P. Rowland Acting CEO of the company and Marge Magner as non-executive Chairman of the Board of Directors.

To adapt to today's needs, the skills and profiles of the members comprising it are periodically

reviewed. They are expected to act with integrity and sincerity, acquire deep knowledge of the company's business to be able to exercise proper judgment when complying with their responsibilities, as well as to respect the firm's corporate culture and values. Moreover, they must be familiar with the organization, its team and Accenture's management operations in everything related to the performance of their duties and be current on the issues that affect the company and its activities.

All the members of the Board of Directors, whether Accenture employees or external to the organization, must act in accordance with the Business Ethics Code, which includes strict adherence to policies related to conflicts of interest, confidentiality and ethical conduct.

Among their most important duties, which are performed along with the management committees, are:

- Reviewing and approving strategic and financial plans aimed at achieving the Company's medium and long-term success.
- Analyzing the progress and evolution of execution, or modifications, of plans in response to the changing external business conditions.
- Evaluating and defining the remuneration and compensation granted to the CEO and other executives.
- Detecting and analyzing the main risks Accenture faces and developing suitable strategies to handle and manage them.
- Reviewing and approving the changes needed for better business management
- Certifying that the financial information published by Accenture is accurate and complete and respects all current standards and laws, in addition to the company's ethics commitments.

The Board of Directors comprises four permanent committees (Audit Committee, Compensation Committee, Financial Committee and Appointment and Governance Committee), which are defined and described below:

AUDIT COMMITTEE

Its duties and responsibilities include supervising Accenture's accounting and internal control and financial statement reporting, its legal and regulatory compliance, the controlling and supervising of auditors and their independence, and internal auditing.

REMUNERATION COMMITTEE

Among other things, this committee is responsible for matters relating to the remuneration of Accenture's executive team, the administration and management of the organization's benefit plans and remuneration of the Board of Directors.

FINANCIAL COMMITTEE

This Committee supervises Accenture's capital structure and corporate financial activities, the philosophy and strategy used in stock repurchases, treasury and the management of financial risks, pension plan management, the most important acquisitions and insurance plans.

NOMINATING AND GOVERNANCE COMMITTEE

This Committee develops corporate governance principles including the evaluation of members and the management of appointment processes. It has a flexible structure that includes extensive internal and external experience and our corporate governance particularly focuses on fostering an ethical environment and relationships

of trust with stakeholders. We closely monitor compliance with the legal regulatory requirements of each of the countries in which we conduct our activity and with the internationally agreed standards.

You can find all the information related to the highest governance body and the committees that compose it, which are responsible for ensuring the transparency and integrity of the Accenture's management and the performance of its top leaders, in the "Corporate Governance" section of the website: www.accenture.com

Finally, it is worth highlighting that, since Accenture is a multinational company listed on the New York Stock Exchange, all competences relating to Accenture corporate governance described above affect the company globally. Each global managing director is responsible for transmitting to the local teams the guidelines that must be implemented in each geographic area and country.



More information about the Audit Committee at: www.accenture.es/comite-auditoria

More information about the Remuneration Committee at: www.accenture.es/comite-compensacion

More information about the Financial Committee at: www.accenture.es/comite-financiero

More information on the Nominating and Governance Committee at: www.accenture.es/comite-nombramiento

RISK IDENTIFICATION AND MANAGEMENT

Among other tasks, our Corporate Responsibility Program ensures business sustainability over time; this means that anticipating risks and handling them properly to prevent them occurring are crucial matters.

This process begins on a global scale with the Board of Directors, which is responsible, directly and through its permanent committees, for supervising risk management throughout the entire company.

Moreover, coordinating the organization's risk management program (ERM), which was designed to identify, evaluate and manage exposure to different types of risk, is the Chief Operating Officer's responsibility.

Within the framework of this program, Accenture's operational, strategic and financial risks are identified. The expected impact of each one is analyzed and prioritized based on factors such as the probability of its occurrence and the effectiveness of the mitigation strategy, and the plans to control, manage and minimize these risks are established.

Moreover, to supervise specific areas of risk management, the Board of Directors receives quarterly reports from the chairs of the four permanent committees mentioned in the previous section.

The importance Accenture grants to risk management demonstrates that we believe that it identifies, monitors and manages risk and creates continuous improvement. To this end, **we have developed a map of risks related to the activity performed by our company on a global scale.**

Moreover, Accenture follows the OECD Guidelines for Multinational Enterprises as can be seen in ANNEX 06 of this report.



More information at:
www.accenture.com/us-en/company-annual-report
Fiscal Year 2018, Annual Report – Risk factors (page 9).

COMPLIANCE PLAN

Accenture has a zero-tolerance corruption policy and continuously monitors compliance with internal policies and procedures as an integral part of its Corporate Governance Program.

In Spain, we have approved a Crime Prevention Model that explains the measures of due control established by the company as well as a procedure for investigating and responding to breaches of the measures in accordance with the provisions of Article 31 of the current Spanish Criminal Code and Circular 1/2016 of the Attorney General's Office on the criminal liability of legal persons. Our Compliance Committee is part of this Crime Prevention Plan; the Committee is ultimately responsible for managing crime prevention and therefore, for implementing, revising, ensuring compliance with and supervising the Crime Prevention Model.

All members of the Compliance Committee have autonomous initiative and control powers and report their actions and decisions directly to the Accenture Governing Body. Our Compliance Committee comprises the highest authorities in our company: the President and the Finance, Resources and Infrastructures, Human Resources and Legal Affairs Directors.

Moreover, we have a compliance auditor who manages daily crime prevention and draws up our risk map. This authority has no autonomous initiative or control powers and reports directly to the Compliance Committee.

Compliance ambassadors collaborate with the compliance auditor to periodically analyze the risks for their departments or duties, and on compliance audits of their policies and procedures. Each year, the compliance auditor conducts an internal audit with support from compliance ambassadors, the results of which are presented to the Compliance Committee.

Moreover, and without prejudice to the annual internal audits, the Compliance Committee may conduct extraordinary internal or external audits and risk re-assessments when it deems them appropriate.

At the global level, our internal compliance, training and awareness programs are designed to prevent, detect and correct violations of the ethical code around the world; we are aware that Accenture's global nature means that the risks are greater in certain sectors and geographic areas. We also devote special attention and effort to our Compliance Program to ensure that all Accenture professionals comply with anti-bribery standards and anti-corruption laws in all regions and sectors in which the company operates.

**In Spain, we have
a Zero-Tolerance
Policy to Corruption
and a Crime
Prevention Model
articulated by
the Compliance
Committee**

In accordance with our Corporate Governance Guidelines, the Board of Directors is responsible for governing and overseeing Accenture's strategy, operations and administration. It is understood that the fiduciary duties of directors include the supervision of corporate compliance programs, which are also specifically referred to by certain rules and guidelines. Accenture is listed on the New York Stock Exchange (NYSE). The rules of the NYSE refer to the supervision by the Board of Directors of a company's compliance with the legal and regulatory requirements. Moreover, the US Federal Sentencing Guidelines establish that the Board of Directors must exercise reasonable supervision with respect to the implementation and effectiveness of the company's ethics and compliance program, which includes being aware of the program's content and operation and exercising reasonable supervision over its implementation and effectiveness.

The responsibility for supervising the Ethics and Compliance Program has been delegated to the Audit Committee of the Board of Directors. The Charter of the Ethics and Compliance Program has been adopted by the Audit Committee and establishes its scope and main responsibilities as follows:

- Establishes the standards and scope of the program.
- Provides the Audit Committee and the Board with the program supervisory function and the Compliance Director with daily responsibilities.
- Establishes obligations to inform and report to the Audit Committee and the Board of Directors.
- Requires cooperation in government investigations.
- Ensures that the Global Management Committee (made up of Accenture's main leaders) provides proper support to the program.
- Authorizes the Chief Compliance Officer to take the necessary steps to ensure that all required legal compliance standards are met.
- Ensures that suitable and sufficient resources are available to meet all obligations, including the ability to work with third parties.

Our six global compliance programs address our highest compliance risks and show where regulators 1) expect global programs or 2) have established expectations of the types of programs a company should have:

- 1. Anti-corruption**
- 2. Money laundering**
- 3. Fight against unfair competition**
- 4. Personal data protection**
- 5. Relations with public officials**
- 6. Commercial compliance**

Furthermore, our Ethics programs focus on enabling our professionals to understand and share our culture of compliance and ethical behavior and encourage them to speak without fear of reprisal; this enables us to identify and resolve problems early and effectively.

Moreover, there are organizations that monitor compliance with all US Securities and Exchange Commission regulatory requirements related to the exchange, Sarbanes-Oxley internal controls and local regulatory requirements.

Our Code of Business Ethics, available at: www.accenture.com/codeofbusinessethics, prohibits any kind of corruption, and does not admit giving or accepting bribes. Our internal policies and various specific procedures also provide guidance on selecting and incorporating third parties and on giving and receiving gifts.

Our main anti-corruption policies are:

1

POLICY 1518 (Crime Prevention Model)

Aligned with article 31 bis of the Spanish Penal Code and the principles established in Directive 1/2016 on the criminal liability of legal persons of the State Attorney General's Office, through this local policy we adopt and implement the company's Crime Prevention Model that includes the appropriate surveillance and control measures to prevent the commission of crimes within the organization or to significantly reduce the risk of its occurrence.

2

POLICY 0150 (Gifts and Entertainment)

The purpose of this policy is to forbid employees to offer bribes or any other improper payment directly or through a third party in the form of gifts, meals, entertainment and trips to public officials, client's representatives, business partners and other third parties. It also prohibits employees from accepting gifts or entertainment from third parties that are, or could be perceived as bribes, according to the anti-corruption laws in the different countries where we do business and the Accenture Code of Business Ethics.

3

POLICY 1327 (Commercial Intermediaries)

Its objective is to avoid bribes made on behalf of the company by third parties acting as commercial intermediaries.

4

POLICY 151 (Money Laundering)

Its objective is to establish Accenture's obligations to comply with the Law on the Prevention of Money Laundering and the Financing of Terrorism.

Furthermore, Accenture is a member of the World Economic Forum's Partnering Against Corruption Initiative which brings together business leaders, international organizations and public administrations through a universal commitment to engage in a zero-tolerance policy with respect to corruption and to develop, implement and maintain a broad spectrum of anti-corruption programs.

OUR ETHICS, A MATTER OF TRUST

As a global company established in Spain for over fifty years, **ethics is one of the fundamental pillars of Accenture's business development and a solid commitment that generates trust, which we are continuously renewing and strengthening.** This is why our clients, professionals, and stakeholders trust in us.

Our strength lies in integrating the Code of Ethics with our core values by applying rigorous performance standards to all our procedures. This guarantees a business-ethics model that is shared by the entire organization.

This renewed commitment was recognized for the 11th consecutive year by the **Ethisphere Institute, which included Accenture on its list of the most ethical companies in the world.**

THE TRUST THAT OFFERS A SOLID ETHICS MODEL

As we progress in fostering an ethical culture, as well as identifying legal requirements and assessing emerging risks, our ongoing challenge is to help ensure that all of our people consistently model ethical behaviors. Today's complex business environment and evolving legal and regulatory requirements create new situations in which the right decision requires careful consideration of a number of complex factors. Therefore, it is vital to have a well-defined business ethics code and a simple way to help our people access the information they need, when and how they need it.

In September 2017, we reinvented our Code of Business Ethics (COBE), adapting it to the digital era. By applying design thinking and integrating intelligent technology, we have exchanged an extensive document for an interactive and mobile tool that helps our professionals act quickly with integrity.

As well as integrating ethical decision-making into the way our people work and live, we have reinforced our commitment to ethical business practices. The latest version of our COBE, available in nine languages, has been simplified and reorganized, and content has been added to provide additional guidance and more details

on various topics of special interest such as new technologies and human rights.

We encourage our professionals to express their opinion if they are genuinely concerned, whether for disrespectful or inappropriate conduct, or any other unethical or illegal behavior of any kind. At Accenture, we take seriously all the concerns reported whether to a supervisor, a Career Counselor, an Accenture Leadership or a legal or Human Resources representative. The matter will be handled by the most suitable global or local team. Our professionals can also raise their concerns anonymously, wherever legal restrictions allow, through Accenture Business Ethics Helpline, available 24 hours a day, seven days a week.

We encourage our professionals to express their opinion if they are genuinely concerned, whether the concern is about disrespectful or inappropriate behavior, or any other unethical or illegal behavior of any kind.

Our redesigned COBE has evolved in three ways:



More accessible content

We condensed and reorganized the COBE around six fundamental behaviors and added new relevant content related to the use of new technologies, Corporate Citizenship and our commitment to human rights.

As such, the COBE is linked to our new policy 1006, Prohibition of Human Trafficking, Forced Labor and Child Labor, which was published in May 2017.

The six fundamental behaviors are:

- **Make your conduct count**
- **Comply with laws**
- **Delivery for our clients**
- **Run our business responsibly**
- **Be a good corporate citizen**
- **Protect people, information and our business**



Human-centered experience

We have digitized our COBE and created an easy-to-use chatbot to help our professionals find the information they need. The chatbot has been designed to evolve using artificial intelligence and has automatic learning capabilities. Thus, it can help detect trends in real time so that we can adapt our responses constantly and identify new topics and training opportunities, while preserving the user's anonymity. The COBE chatbot embodies the transformation of a legal document into a living resource.



Simpler COBE training

We opted for a new training approach, based on the design of shorter and more attractive, interactive and frequent courses. After a five-minute multimedia introduction to COBE, the monthly follow-up courses take students through the six fundamental behaviors.

To take advantage of this new technology, the roadmap designed for COBE includes promoting an even more extensive experience, incorporating the chatbot into other employee collaboration platforms and exploring other forms of information, such as voice.

96.3%
**of Accenture
professionals
conducted ethics and
compliance courses**

17,115
**training hours given
in the last year**

We have reinvented our Code incorporating new technological capabilities that allow us to interact through a chatbot called COBE (artificial intelligence software capable of holding a conversation, answering questions and making suggestions) that guides the user simply and intuitively when looking for content and resources.

MAKE YOUR CONDUCT COUNT

The first fundamental behavior presented in COBE is “Make your conduct count”. It articulates five culturally sensitive standards, locally relevant, but also global, to help guide the behavior of our professionals through our unique and diverse “culture of cultures”, so that we can improve every day:

- Talk about concerns, knowing that Accenture never tolerates retaliation.
- Treat each other with respect.
- Act in accordance with the highest standards of professional behavior, as ambassadors of Accenture.
- Apply our principle of meritocracy when we make decisions about our professionals.
- Ensure that our interests and personal relationships do not create conflicts for Accenture.

RESPONSIBILITIES OF THE LEADERSHIP

We expect our leaders to be faithful to ethics and compliance and to exemplify the highest ethical standards. Among these leaders we include those who are part of our Board of Directors, the President and the Executive Director, the Legal Advisor and Compliance Director and the Global Management Committee, which has the ultimate responsibility to run our business.

Our President and CEO, as well as other senior leaders, set the guidelines on integrity and ethics by sending clear and frequent communications, and even videos, blog posts

and other digital and social channels. These communications highlight our zero tolerance of any violation of the law and of possible reprisals against employees who report any problems. Our leaders also frequently point out that our Ethics & Compliance program is fundamental to lead the New and achieve our company’s objectives.

THE RELEVANCE OF THE ANTI-CORRUPTION PROGRAM

Our global Ethics & Compliance program, which includes our global Anti-corruption program, obliges all Accenture professionals to act with commercial integrity and honestly and ethically.

Our anti-corruption policies and the COBE require that our professionals, our business partners and suppliers comply with all laws against bribery and corruption in all places where we do business, including, among others:

- The United States Foreign Corrupt Practices Act (FCPA).
- The Organization for Economic Cooperation and Development Convention to Combat Bribery of Public Officials in International Business Transactions.
- The United Nations Convention against Corruption.
- The Bribery Act of the United Kingdom.

We are also members of the World Economic Forum Alliance against Corruption. This program unites the companies with a zero-tolerance policy against any type of bribery and corruption and applies to all Accenture

professionals: managers, officers and employees in each country and each Accenture entity, and the ways in which we develop, implement and maintain our broad base of anti-corruption programs.

One of the most important aspects of our anti-corruption compliance program is to provide training for our professionals. With about 442,000 professionals serving clients in over 120 countries, no traditional or “ready-made” training program could possibly meet such diverse needs. To address this situation, we adopted a targeted risk-based approach. We provide a basic level of training for all our professionals, complemented by other levels of training aimed at people in higher risk positions, including face-to-face training for local lawyers in many of the markets with most risk.

In addition to the formal training requirements, we send communications both globally and locally that focus on current corruption issues and that invite interactive participation. By focusing these educational activities on real-life scenarios, we help ensure that our training and awareness efforts remain relevant and practical without becoming obsolete or repetitive.

We apply a zero-tolerance policy against any type of bribery and corruption that applies to all Accenture professionals

TRUST IN OUR ETHICS MANAGEMENT TOOLS

We have different internal and external mechanisms for advising and reporting on ethics-related issues. If there are any doubts about how to act, we encourage our professionals to raise them through a number of channels such as their supervisors, professional mentors or any other member of the management team or by contacting Human Resources or the Accenture Legal Department. With the new digital version of the Code of Ethics, these doubts can even be raised initially through the new chatbot mentioned above.

Moreover, for cases in which we suspect that our Code of Business Ethics has been breached, we have implemented a secure and confidential incident reporting model with a global line (Business Ethics Helpline), managed by an independent company and available 24 hours a day every day of the week, which can be accessed for free both by phone and online. In all cases where the law permits, the anonymous, objective and impartial handling of complaints made about possible violations of Accenture’s ethical values is guaranteed.

Accenture does not tolerate retaliation against any professional who has raised a concern or who has used the Business Ethics Line (businessethicsline.com/accnture), or any other channel, to report a violation of our ethical or legal values.

Similarly, Accenture undertakes to investigate possible infringements of the Code of Business Ethics and internal policies, as well as to impose on offenders, where applicable, the corresponding penalties.

...AND MAINTAINING OUR COMMITMENT TO SOCIETY'S SUSTAINABLE DEVELOPMENT

We maintain our commitment to society's sustainable development by fulfilling the set of sustainability and corporate social responsibility requirements promoted by various organizations (such as the World Business Council for Sustainable Development and Forética) that require indexes (such as Dow Jones Sustainability Index and FTSE4Good) and that promote the following two United Nations initiatives:

UNITED NATIONS GLOBAL COMPACT

We uphold the United Nations Global Compact and are members of the Global Compact Lead. Moreover, Accenture Spain has joined the Spanish Global Compact Network to reinforce our commitment locally.

To respond to Accenture Spain's commitment to the United Nations Global Compact and the publication of the Progress Report, this report outlines the progress obtained in our country in relation to the ten Global Compact Principles on an «Advanced» level in the areas of human rights, labor rights and the environment, as well as anti-corruption. (See ANNEX 4 United Nations Global Compact Principles).

Besides being a company that is committed to the United Nations Global Compact, Accenture has signed the seven UNGC Women's Empowerment Principles. They are promoted by the United Nations Global Compact and the United Nations Development Fund for Women (UNIFEM), an entity which is a part of UN Women, aimed at promoting gender equality in all areas: at work, in the market and in the community. Along these same lines, Accenture has signed the CEO Statement of Support for the Women's Empowerment Principles, which reinforces the executive management's commitment to this matter.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



We practice Responsible Consulting, which has assimilated the fact that, in the new Circular Economy model, the supply chain must be transformed into a value chain for the client and, at the same time, it must contribute to the sustainable development of society.

True to this dual approach, in **Accenture Spain we report on our activity's contribution to the 17 Sustainable Development Goals (SDGs) of the United Nations following our Corporate Responsibility Master Plan and by realizing our Responsible Consulting model.**

To report the correlation between the contributions of each commitment of the Corporate Responsibility Master Plan and the 17 SDGs, we have followed the GRI analysis guide; the year was reviewed by external auditors and has the backing of the GRI, giving us the seal of correct traceability (See page 113).

Thus, we can say that the SDG have actually reinforced our aim as the ultimate purpose of Responsible Consultancy is to foster a business model that is committed to sustainable development and oriented towards generating

value for our stakeholders, future generations and the societies in which Accenture does business. (See ANNEX 2 - Global Reporting Initiative (GRI) Content Index and ANNEX 5 - Sustainable Development Goals).

Next, we present our results on the 10 SDGs on which our capacity for influence is greatest; highlighting the direct contribution of our business to achieving goals 8 and 9 (more than the others):



Promote inclusive and sustainable economic growth, employment and decent work for all.



Build resilient infrastructures, promote inclusive, sustainable industrialization and promote innovation.



GOOD HEALTH AND WELL-BEING

We provide a **SAFE AND HEALTHY WORK ENVIRONMENT**, which fosters our professionals' development, participation and well-being, as well as the continuous improvement of our work culture and organization.

- We have our OWN PREVENTION SERVICE which fully covers Ergonomics and Psychosociology, Occupational Medicine, Industrial Hygiene and Occupational Safety.
- Our OCCUPATIONAL HAZARD PREVENTION MANAGEMENT SYSTEM (OHP) has been certified in ISO 45.001.
- Our YOUR > WELL-BEING program aims to improve the health habits of our professionals, creating an environment that has a positive impact on the company and fostering the sustainable development of society. We can point out:

- Medical service in our offices
- Employees' Medical insurance paid by the company and advantageous conditions for over 6,000 relatives and former employees.
- Certificado Empresa Saludable.
- **5,542** hours of training in OHP.
- **5,353** sets of ergonomic equipment distributed.
- Flex Ability Initiative for people with disabilities.

➤ Moreover, Accenture professionals have financed multiple Health and Welfare projects for society's neediest members.



QUALITY EDUCATION

We invest in **TRAINING** our professionals:

925 M\$ worldwide
9.7 M€ in Spain,
377,983 hours/year

Additionally, we have had 648 students in work experience.

The TOGETHER FOR THE EMPLOYMENT OF THE MOST VULNERABLE initiative, led by the Accenture Foundation, focuses on training in the digital skills that the market demands.



Since 2012 we have trained **449,361** people in **32.4** million hours of e-learning.



Our **WORLD OBJECTIVE IN 2020 - SKILLS TO SUCCEED**: train more than 3 million people for employment or to create their own business.



Not forgetting the numerous social projects supported by the Foundation and by Accenture's professionals who are focused on **QUALITY EDUCATION**.



And the agreements reached to bridge the academic and professional worlds.



GENDER EQUALITY

In Accenture **THERE ARE NO SALARY DIFFERENCES BETWEEN MEN AND WOMEN.**

38.6% of the Spanish workforce are women.
Global commitment: parity by 2025



Accenture has subscribed to the **"Women's empowerment principles"** of United Nations Global Compact.

WE FIGHT FOR GENDER EQUALITY beyond our organization with initiatives such as:



Attracting talent with **STEAM** qualifications



Sessions to give **visibility to women technologists**



Initiatives and events for **promoting the role of women** in society, politics and economics

In social projects that we have supported **PARITY OR THE DEVELOPMENT OF WOMEN AND GIRLS** has been the major thrust.



DECENT WORK AND ECONOMIC GROWTH

ECONOMIC GROWTH YEAR 2018:

1,083 M€ billed in Spain (+9.3%)

39,600 M\$ billed at global level (+10.5%)

+28% increase in share value



We invest our growth in creating **QUALITY EMPLOYMENT** among our stakeholders:



PROFESSIONALS

459,000 globally

+11,000 in Spain

97% permanent contract

2,595 new hires: **1,491** young employees



SUPPLY CHAIN

We invested

+165 M€ in Spain

88% of our **+1,200** suppliers are national



ACCENTURE FOUNDATION TOGETHER FOR THE EMPLOYMENT OF THE MOST VULNERABLE

+85,600 pro bono consulting hours in the last year

+1.3 M€ invested in improving opportunities of these groups using technology



INDUSTRY, INNOVATION AND INFRASTRUCTURE

- **54%** of our work in Spain is related to **DIGITAL TRANSFORMATION**: Interactive, Mobility, Analytics, Cloud and Security services.
- We have **+6,000 CLIENTS** worldwide and 379 in Spain (80% of companies in the IBEX 35 and 70 of the 100 largest companies in the country)
- We performed **2,735 PROJECTS** in Spain in the last year, 1,359 newly created ones

We help our clients to be more competitive and efficient by offering them, among other things, an **ARCHITECTURE OF INNOVATION**, which is unique in the market.

INFORMATION SECURITY

We mitigate the associated risks through a global Information Security System that adapts to the new European Data Protection Regulation (GDPR); we implement internal policies and renew our **ISO 27001** y certification and we provide mandatory training for all the staff that summed **20,479** hours in Spain in financial year 2018.

R&D&i

\$791 M globally

5.8 M€ in Spain

684 new global patents registered in 2018

2,743 Professionals dedicated to innovation in Spain

DIGITAL SOLUTIONS FOR EMPLOYMENT

Thanks to the Accenture Foundation's Together for the Employment of the most vulnerable initiative, we have used innovative digital solutions to optimize the employment services of over **800** social entities, providing new digital technologies to their more than **9.000** employed or self-employed professionals.



REDUCED INEQUALITIES

WE ELIMINATE INEQUALITIES by reason of gender, race, religion, beliefs, ethnic or national origin, disability, sexual orientation or age.

We are committed to a **DIVERSE ENVIRONMENT** that enriches us and makes our projects different by integrating everyone's talent.

At Accenture Spain:



4 generations

64 nationalities

Live and provide services together with teams spread over more than

120 countries

We have a **STRATEGIC PLAN FOR INCLUSION AND DIVERSITY** led by a **Committee on which all groups are represented.**

The social projects that we have supported (by the Foundation and our professionals) are aimed at **EQUALITY OF OPPORTUNITIES** of the most vulnerable groups



RESPONSIBLE CONSUMPTION AND PRODUCTION

We invest in developing environments, tools and collaborative technologies that allow us to optimize our spaces, facilitate work-life balance and reduce environmental impact, because we aspire to Responsible Production: one that balances the 3 dimensions of sustainability:

ECONOMY + PEOPLE + PLANET.

ACHIEVEMENTS OF THE ENVIRONMENTAL PROGRAM IN 11 YEARS:



89%
Reduction
of paper
consumption



64%
Reduction
of energy
consumption



38%
Reduction
of water
consumption

This way of conducting our activities is transferred to the products and services we sell. Our mission is to use technology to change the way the world lives and works.

We want our clients to practice responsible consumption and for them to contract competitiveness without sacrificing sustainability.

We follow a Circular economy model:

- **RESPONSIBLE PROCUREMENT:** We apply Sustainability Criteria and Standards of Conduct and Anticorruption for our supply chain. We also train our suppliers in CSR by investing over **1,800** hours in 2018.
- **RECYCLING:** in 11 years we have recycled over **770** tons of paper, over **300** tons of containers and **100%** of our computers and mobile phones.



CLIMATE ACTION

WE HAVE REDUCED environmental impacts that accelerate **GLOBAL WARMING** thanks to the **TECHNOLOGIES** that we develop and implement.

The technological and digital transformation that we lead is a hope for reducing the emission of greenhouse gases; especially those from the transport of citizens.



We minimize environmental impacts in our installations.



We have installed charge points for **electric cars** in some of our offices to promote sustainable mobility.



Every year we renew our **ISO 14001 Certificate**.



We invest in **new technologies** that guarantee the connection between professionals and with clients, thus avoiding travel.



We have reduced indirect CO₂ emissions by 60% (more than 12,000 tons of CO₂) in 11 years.



Accenture is acknowledged annually in the CDP (Carbon Disclosure Project) which includes the international companies that have obtained the highest rating for their performance in the **fight against climate change**.



PEACE, JUSTICE AND STRONG INSTITUTIONS

Our CORPORATE GOVERNANCE model is very oriented towards managing different types of risk and safeguards our ethics and integrity, among which are:



CODE OF BUSINESS ETHICS, with advisory and complaint mechanisms



ZERO-TOLERANCE policy for corruption



Our **CRIME PREVENTION Model in Spain** is articulated by the **Compliance Committee**



It combats **UNFAIR COMPETITION**

COMMITMENT TO RESULTS

- **17,115** hours of training invested in Spain in ethics and compliance.
- We are members of the Alliance against Corruption of the World Economic Forum.
- The Ethisphere Institute recognizes us as one of the most ethical companies in the world for the 11th consecutive year.
- **48%** of our professionals participate in activities of the Accenture Foundation with their financial donations, volunteering or professional services.
- In 2018 **4,783** professionals contributed **173,541** to social projects aimed at the most disadvantaged and **907** contributed over **5,000** volunteer hours.



PARTNERSHIPS FOR THE GOALS

After publishing our CONTRIBUTION TO THE 17 SDGs, Accenture Spain became the **FIRST ORGANIZATION IN THE WORLD** to obtain the confirmation of GRI for the correct application of the criteria established in the SDG (Sustainable Development Goals) Mapping.

We are partners of the **UNITED NATIONS GLOBAL COMPACT** and a member of the World Business Council for Sustainable Development.

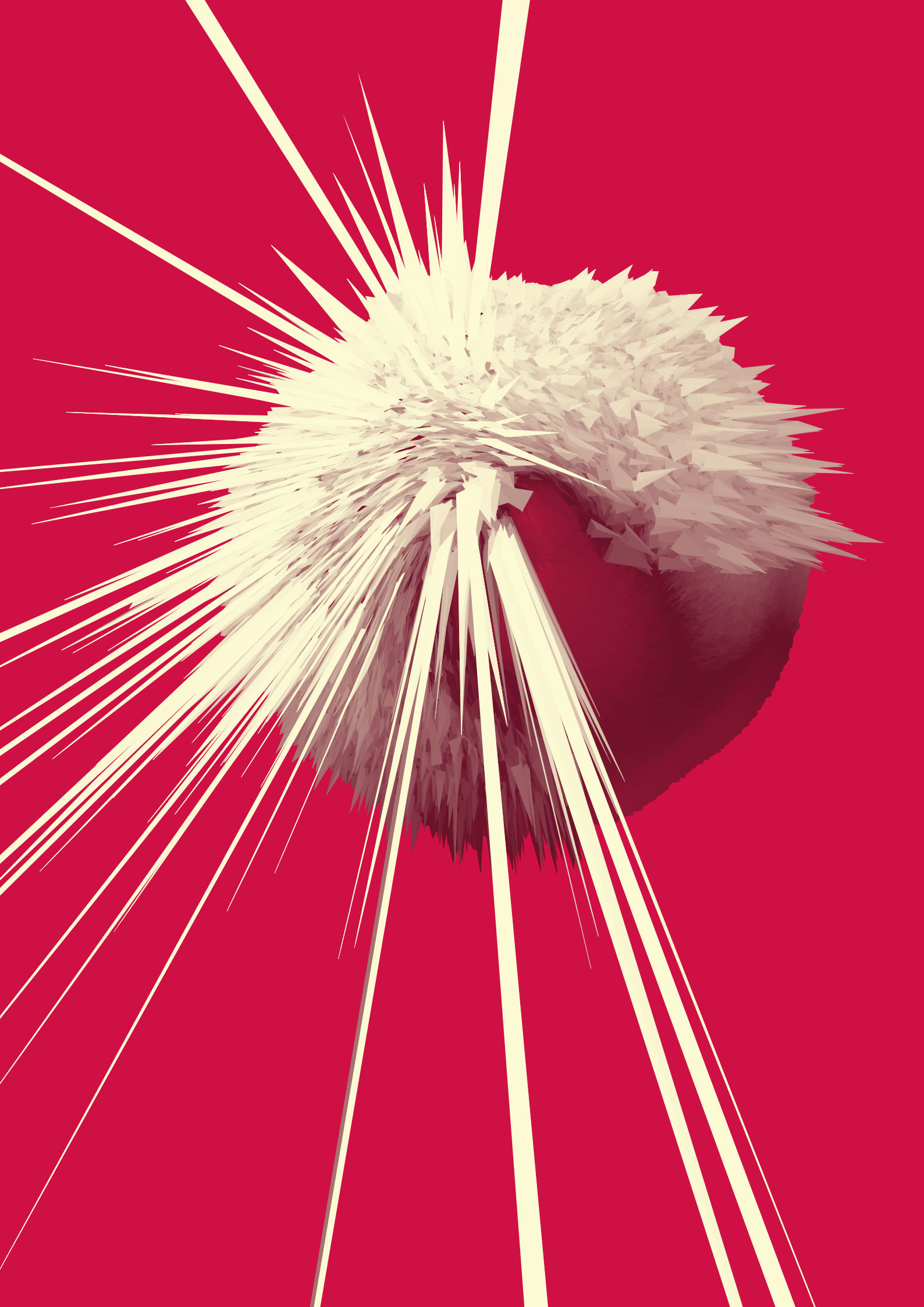
- We have over **180** global alliances with market leaders.
- We have created the world's largest start-up platform with over **200,000**.
- Our ecosystem in Spain has more than **500** start-ups.
- We create **INNOVATIVE ECOSYSTEMS**, such as **Accenture Digital Hub**, and the Accenture Liquid Studio where special emphasis is given to the scalability of their projects and on the "last mile" before their large-scale industrialization.



The initiative Together for the Employment of the most vulnerable of the Accenture Foundation brings together 1,431 social organizations, companies and Public Administrations.



We promote economic and social development in Spain by joining our country's most significant academic, business and cultural institutions.



02

RESPONSIBLE WITH OUR CLIENTS

Our commitment to our clients revolves around attaining the best results today, while remaining faithful to our commitment to sustainable development to ensure tomorrow's results. Through business excellence and an outstanding proposal that includes the various specialties in a single customized value, our company can meet our clients' actual and potential needs. With an eye firmly on the future, we turn new market trends into opportunities and benefits for our clients, who are our reason for being.

Contribution to the United Nations Sustainable Development Goals



WE LEAD DIGITIZATION AND TRANSFORMATION

Innovation, creativity and the ability to transform are our three key ingredients that help our clients to lead their markets and differentiate themselves from their competitors.

The combination of our business areas, Accenture Strategy, Accenture Consulting, Accenture Digital, Accenture Technology and Accenture Operations, and the extensive knowledge of the industries in which we operate, allows us to be our clients' best ally in their transformation processes. Thus, we help them to define their corporate strategy and that of their companies' key areas; we develop and implement state-of-the-art technology and manage their day-to-day operations. While always aiming to generate a real impact on their balance sheets and improve the way in which the world lives and works. And all this with the confidence that doing this with Accenture means doing it with a company that absolutely respects the foundations of Corporate Social Responsibility, a company that exercises **Responsible Consulting** oriented towards contributing to the Sustainable Development Goals.

"The New" as reality

54% of our work in Spain is related to DIGITAL TRANSFORMATION: Interactive, Mobility, Analytics, Cloud and Security services. This evolution has also been accompanied by an internal transformation of our Technology and Security, and the migration to the Cloud of 93% of Accenture in 2018 (in 2019 we will reach 95%). We are our best credential for our clients.

Differential centers

Last year we inaugurated the Liquid Studio in Madrid, focused on agile technological developments, which completes the Digital Hub, our innovation benchmark in Spain. In 2019 we will inaugurate the Cybersecurity centers in Madrid, the Accenture Technology Center in Alicante and the X.O Industry Center in Bilbao that will join our Network of new generation Centers with prominent presence also in Barcelona and Malaga/Seville.

Leaders in technology

We are the world leaders in implementing and developing SAP, Microsoft, Oracle or Salesforce solutions, thanks to our Intelligent Platform Services. All these partners have recognized our capacity for innovation and excellence throughout the last year in which we combined Cloud platforms, advanced analytics, artificial intelligence and machine learning capabilities.

379
clients in Spain

+6,000
clients in the world
in over 40 industries

Our top **30**
clients have been with us
since 2010



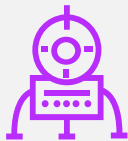







80%
Ibex-35 companies
and 70 of the 100
largest companies in
Spain are clients

75%
of the Fortune Global
500 companies
and 92 Fortune Global
100 companies are
clients

Globally,
97
of our 100
main clients have
worked with us for
10 years or more

NEW TECHNOLOGIES AND SERVICES

We define and help lead the technologies and services that will have the most impact on our clients and society in general.

CLOUD 	INTELLIGENT OPERATIONS 	NEW IT 	INTELLIGENT PLATFORMS 
CIBER-SECURITY 	E2E MARKETING 	DATA 	INTELLIGENT EXPERIENCED CENTERS 
INDUSTRY X.O 	APPLIED INTELLIGENCE 		

Intelligent Engineering Services (IES)

Intelligent (Software) Engineering Services (IES) is our new software engineering services platform for developing tailored solutions to our clients, based on new technologies and architectures, through new models of intelligent development.

Under this platform, we offer architecture, cloud services, software engineering customization, application management, product and platform engineering, testing and project management, programs and services. Furthermore, we work closely with Amazon Web Services, Azure, Google and IBM Cloud, among others.

OUR BUSINESS MODEL

ACCENTURE STRATEGY

Accenture Strategy helps its clients achieve concrete results and improve shareholder value by defining and executing specialized, technology-based strategies in each industry.

Whether it's a business, technology or data-based strategy, we work with our clients' management teams to design and achieve their transformation goals in areas such as digital disruption, competitive agility, new business models and the "workforce of the future".

We offer a wide variety of strategy services, focused on areas such as digital technologies, architectures and business applications, CFO and value generation, information technology, security, mergers and acquisitions, operations, advanced services to clients, sustainability and talent and organization.



COMPETITIVE AGILITY

We provide services to help companies manage the core of their business while maximizing their investment in new technologies.



BUSINESS AND TECHNOLOGY

Advanced customer strategy services, CFO and creation of business value, digital strategy, mergers and acquisitions, security, supply chain and operations, talent and organization and technological strategy.



INDUSTRY FOCUS

Our experience in different sectors allows us to provide strategies that shape our clients' business and ecosystems.

ACCENTURE CONSULTING

Our Accenture Consulting professionals are experts in many industries and have the knowledge and skills necessary to transform leading companies.

Our consulting capabilities allow our professionals to design and implement transformation programs between one or more functions or business areas, or throughout the entire organization.

We offer specialized consulting services in each industry, as well as functional and technological consulting services that include finance and business performance; logistics chain and operations; talent and organization; channels and clients; applications and architecture and technology.

We work closely with our clients to digitally transform industries, combining our consulting services with our capabilities in the digital world, cloud, cybersecurity, artificial intelligence or blockchain, among others.



INDUSTRIES

Accenture Consulting encompasses the people who work in the five market sectors in which our clients are grouped: Communications, Media and Technology (CMT); Financial Services (FS); Health and Public Sector (H&PS); Consumer Goods, Retail, Pharmaceutical Industry and Sector (Products) and Natural Resources, Chemicals, Energy and Utilities (Resources).

COMMUNICATIONS, MEDIA AND TECHNOLOGY

- **Communications and Media**
- **High Technology**
- **Software and Platforms**

FINANCIAL SERVICES

- **Banking and Capitals Market**
- **Insurance**

PRODUCTS

- **Consumer goods, Retail and Travel Industry**
- **Pharmaceutical Sector**

HEALTH AND PUBLIC SECTOR

- **Health**
- **Public Sector**

RESOURCES

- **Natural Resources and Chemicals**
- **Energy**
- **Utilities**

We have experience in over 40 industries in thirteen sectors



COMMUNICATIONS, MEDIA AND TECHNOLOGY

This area serves the Communications and Media industries; High Technology; and Software and Platforms, where we accelerate and offer digital transformation and improve business results with specific solutions for the sector. Thus, for example, we help our clients to grow thanks to platform-based data models; we help them optimize their cost structures, accelerate innovation in their products and business models and offer differential and scalable digital experiences to their consumers.



FINANCIAL SERVICES

This area includes the Banking and Capital Markets and Insurance industries, where we face the pressures of growth, cost and profitability, sectoral consolidation, regulatory changes and the need to continuously adapt to new digital technologies. We offer services designed to increase cost efficiency, expand the customer base, manage risk and transform operations.



HEALTH AND PUBLIC SECTOR

This area serves health service providers, service providers, government departments and agencies, public service organizations, academic institutions, and nonprofit organizations around the world. The group's advice and offers, based on research, and including digital solutions, are designed so that our clients achieve better social, economic and health outcomes with the people they serve.



CONSUMER GOODS, RETAIL, TRAVEL, INDUSTRY AND PHARMACEUTICAL SECTOR (PRODUCTS)

This area serves a set of increasingly interconnected industries: those that are relevant to the consumer. In all of them we transform our clients' organizations; we increase their importance in the digital world and improve their performance in distribution and sales, Marketing, research and development and production. We also use technology to realize it in business functions, such as finance, human resources, procurement and the supply chain.



NATURAL RESOURCES CHEMICALS, ENERGY AND UTILITIES (RESOURCES)

This area covers the chemical products, energy, forestry products, metals and mining, public facilities and related industries. We develop and execute innovative strategies, improve operations, manage complex change initiatives and integrate digital technologies designed to help them differentiate themselves in the market, gain competitive advantage and manage their capital investments on a large scale.



More information at:
www.accenture.es/industrias

ACCENTURE DIGITAL

Accenture Digital, through its global digital capabilities, helps its clients to unleash their full potential and transform their businesses.

Accenture Digital integrates three areas:



ACCENTURE INTERACTIVE

End-to-end marketing solutions that allow companies to offer multichannel customer experiences and improve the results of their Marketing actions. Our services include customer experience, design, digital marketing, personalization and e-commerce, as well as operations and the generation of digital content.



ACCENTURE APPLIED INTELLIGENCE

We incorporate analysis, automation and artificial intelligence into those functions and processes that make up the core of our clients' businesses to achieve cost efficiency and generate new value by transforming processes, products and businesses.



ACCENTURE INDUSTRIA X.O

Using new technologies such as the Internet of Things, we help our clients to digitally reinvent connected devices or digital platforms, manufacturing and production to create intelligent and connected products and services. All this, with the aim of unlocking revenue sources and creating new efficiencies.

ACCENTURE TECHNOLOGY

Accenture Technology comprises three areas:



INTELLIGENT PLATFORM SERVICES (IPS)

We reinforce the development and growth of our platforms –SAP, Oracle, Microsoft, Salesforce, Workday– to design transformation programs that add value to our clients.



INTELLIGENT ENGINEERING SERVICES (IES)

Our new software engineering services platform for developing custom solutions to our clients, based on new technologies and architectures, through new models of intelligent development. We provide complex technological solutions tailored to our clients and ensure they contribute value to their business.



INTELLIGENT CLOUD AND INFRASTRUCTURE SERVICES (ICI)

We design, implement, migrate and manage security and infrastructure services to help our clients benefit from the most innovative technologies and improve the efficiency of their current technologies. Our solutions allow our clients to transform and optimize their IT infrastructures locally, in the cloud, in a hybrid cloud or both.

ACCENTURE OPERATIONS

Accenture Operations provides business processes and security services. We manage our clients' business processes to help them improve their productivity, experience and performance by applying artificial intelligence, data, analytics and digital technologies in an as-a-service model.



BUSINESS PROCESS SERVICES

We offer services for specific business functions such as finance, accounting, purchasing and supply chain, marketing and sales, human resources, as well as for very specific ones such as credit or health. We provide these services globally and in all industries through our global development-center network.



CYBERSECURITY

We continuously innovate to offer next-generation cybersecurity services that protect our clients' entire value chain.

Our security services include:

- **Strategy and risks:** we evaluate our clients' risks and help them protect their entire value chain.
- **Cyberdefense:** we help make the entire digital environment more resilient, including cloud, mobile devices and the internet of things.
- **Digital Identity:** highly scalable identities and access management system that accelerates our clients' market access.
- **Security in applications:** we help our clients to build applications with security as one more element of the development, execution and maintenance cycle.
- **Managed security services:** we promote the scalability of security and compliance operations following an as-a-service model by using the most innovative and advanced technologies and our experience and capabilities.

THE GLOBAL NETWORK OF ACCENTURE CENTERS

The Global Network of Accenture Centers is the largest and most diverse group of professionals who specialize in Strategy, Consulting, Digital, Technology and Operations. This network enables us to respond speedily to the challenges of clients thanks to:

- **More than fifty centers all over the world**
- **The most cutting-edge technological innovations**
- **Highly qualified teams with a valuable customer-service culture**
- **Reliable, measurable and predictable results that reduce risks and allow rapid implementation in the market**

We have a network of over 30 New Generation Centers in Spain where we offer our clients specialized knowledge, proven processes, differential capabilities, and the most advanced technologies. We have the perfect combination of people, environment and solutions to generate and develop the most innovative ideas around new technologies in all industries. Through our centers, we offer our clients the highest value, at the lowest cost and with the highest quality.

OUR MAIN CENTERS IN SPAIN ARE:

- Spain Advanced Technology Center with locations in Madrid, Barcelona, Malaga, Seville, Alicante, Zaragoza and León
- Accenture Interactive Center of Excellence in Málaga
- Analytics Innovation Center in Barcelona
- Accenture Digital Hub in Madrid
- Accenture Liquid Studio in Madrid

During 2019, three new centers will be opened: the Accenture Technology Center of Alicante, an Industry X.O center in Bilbao and a Cybersecurity center in Madrid.



More information about the Network of Centers in Spain at:

www.accenture.es/centros

ALLIANCES

We have an ecosystem that comprises 180 alliances with market leaders and innovators to reinforce our value proposition and business and technological capacities. As a result, we offer our clients the best specialization for obtaining tailored solutions.



More information at: www.accenture.es/alanzas

INFORMATION SECURITY AND DATA PRIVACY

Accenture believes the security and protection of information and the privacy of personal data is a maxim that must be applied to all our processes and services throughout our entire value chain.

Our approach is to follow an official governance framework directed by our Security Manager and a multidisciplinary team with extensive experience of technical architecture and security operations, risk management, compliance, incident management, secure communications, behavioral changes and industrialization processes with representation throughout the world.

To mitigate information security risks, Accenture has implemented a global **Information Security Management System** (ISMS). The ISMS is a truly differential system that allows us to evaluate security risks during the opportunity phase of a commitment; it also provides strong controls throughout the delivery. The ISMS provides Accenture with a complete set of security controls that reduces risk in people, processes and technology adapting it to the new **European General Data Protection Regulation** (GDPR).

Proof of our commitment to information security in our own organization and our clients' is that in Spain we have successfully renewed the **ISO 27001: 2013** certification for the Spain Advanced Technology Center and for Iberia GU as a geographical area (Spain, Portugal and Israel) within the ambitious global certification program granted by the British Standards Institute (BSI).

We have **internal policies** that establish the organization's and its employees' obligations regarding personal data-privacy and processing, as well as individuals' rights on the data managed by the company.

Since mid-2017, Accenture has an aggressive program to adapt to the new **European General Data Protection Regulation** (GDPR) to anticipate the rule and be prepared before the regulation comes into force.

In this sense, since the beginning of the year, all processes and systems have been adapted to the new **European General Data Protection Regulation** (GDPR) and we can guarantee compliance in all our processing of personal data with the following areas of action:

- Inclusion of the requirements of the regulation within the CDP program, adding to the existing controls those necessary to ensure that the use of the personal data is limited to the defined purpose, notification, rights management and data transfer.
- Inclusion of the principles of 'Privacy by design' in all our processes and internal applications.
- Adaptation of contracts with clients, suppliers and employees to the Regulation.
- Appointment of a global DPO (Data Privacy Officer) and establishment of a support network at a geographical level.
- Specific training for employees based on the role on privacy and GDPR (processor / data controller, privacy in the design of applications, management with suppliers, etc.).



To protect our clients' and Accenture's data, the Information Security area focuses its attention on five lines of action:

1

TRAINING AND COMMUNICATION

We developed a global campaign to raise awareness about the importance of safety and train our professionals in good practices. Continuously updated, it comprises videos and gamification tools and has three different levels: bronze, silver and gold. The campaign is complemented by a comprehensive curriculum of mandatory training for all employees. In this vein, during fiscal year 2018, we delivered 20,479 hours of training on data privacy and information security in Accenture Spain.

2

INCIDENT RESPONSE

The Cybernetics Incident Response Team (CIRT) has the authority, technical capacity and personal sensitivity needed to manage possible incidents from start to finish. We have a single control center (ASOC), whose service is available 24 hours a day, 365 days a year, by phone or email, which guarantees rapid action and full processing and analysis of any incidents.

Likewise, it enables us implement preventive or corrective actions, as well as to introduce improvements in the processes and tools in a coordinated manner for all clients and countries in which it operates to reduce the impact of any incident.

3

PROTECTION OF CLIENT DATA

Protection of Customer Data (CDP, for its acronym in English) analyzes the risk profile of each of the clients with whom we work and determines the necessary actions to minimize or mitigate them during the entire service.

This program is certified to international standard ISO 27001: 2013 on Information Security Management Systems.

4

RISK MANAGEMENT

We continuously monitor and evaluate our Information Security risk position and take the appropriate measures to mitigate the risk while balancing the business needs by exhaustively monitoring the current threats and vulnerabilities to be prepared to protect sensitive internal information and our clients.

5

TECHNOLOGICAL SECURITY

This area supervises and protects Accenture's global technological environment, enabling us to provide efficient services within a solid security regime based on fortifying four technological defenses: end-to-end devices (endpoints), network infrastructure, secure data transmission and identity.

ACKNOWLEDGEMENTS AND AWARDS

The major market analysts and some of the most renowned Spanish and global entities and publications have highlighted our work.

For more information on awards and acknowledgments achieved in reputation and leadership, best companies to work for, corporate responsibility, ethics, social action and the environment, see www.accenture.es/premios.



INTERNATIONAL ACKNOWLEDGEMENTS AND AWARDS

Fiscal Year 2018

REPUTATION AND LEADERSHIP

Interbrand

Position N° 37 of the 2017 ranking of 'The 100 most valuable brands in the world'. Our brand is valued at 12,471 million dollars.

BrandZ Top

100 Most Valuable Global Brands, position N° 32. Our brand value rose 24% from 2017, reaching 33,723 million dollars.

Forbes World's Most Valuable Brands

Position N° 38 of the most valuable brands in the world with a valuation of 15,000 million dollars, 8% more than in 2017.

Fortune World's Most Admired Companies

Position N° 40. Leaders in the IT Services category.

Brand Finance

Position N° 71 of Brand Finance's Global 500.

Fortune – Blue Ribbon Company

For 8 consecutive years we feature among companies that appear in at least four of Fortune's nine annual rankings.

BUSINESS AND INNOVATION

Fortune

Position N° 316 of Fortune's Global 500.

Barron's

Position N° 24 of Barron's Global 500.

Microsoft

Accenture and Avanade were awarded Microsoft's Alliance Partner of the Year Award for the thirteenth time for business excellence and customer satisfaction.

Forbes

Position N° 288 of Fortune's Global 2000.

World leader in Outsourcing services according to IAOP

One of the best service providers in the global ranking 'The Global Outsourcing 100' prepared by the International Association of Outsourcing Professionals.

Leader in Public Cloud

Gartner recognizes us as the best organization according to its Magic Quadrant.

Accenture Interactive

Advertising Age magazine has recognized Accenture Interactive as the largest digital agency network in its annual Agency Report 2018 for the third year in a row.

IDC MarketScape

We are leaders in implementing Salesforce according to the 'Worldwide Salesforce Implementation Services 2017' report.

Cannes Lions

Accenture Interactive won seven awards at the Cannes Lions International Festival of Creativity 2018.

ETHICS

Ethisphere Institute

We were named one of the most ethical companies in the world for the eleventh consecutive year.

BEST COMPANY TO WORK FOR

Fortune

Recognized as one of the 100 best companies in the world to work for the tenth consecutive year.

Universum

We are part of the top 100 preferred companies to work for worldwide for engineering and business students.

DIVERSITY AND EQUALITY

Thomson Reuters Diversity & Inclusion Index

Thomson has included Accenture in its D&I Index in which it recognizes the 100 most diverse and inclusive organizations in the world.

Fortune The 100 Best Workplaces for Diversity

Fortune magazine has placed us at N° 49 in its ranking of the 100 Best Workplaces for Diversity on the most diverse and inclusive companies.

National Association for Female Executives

Executives Among one of the 10 best companies that promote women's rights with its internal policies and programs.

Working Mothers 100 Best Companies to work for

For the fifteenth year in a row, they recognize us as one of the best companies for women with children to develop their professional careers.

Human Rights Campaign

We obtained a score of 100% in the ranking of Corporate Equality for the eleventh consecutive year.

BUSINESS RESPONSIBILITY

CR Magazine

N° 2 in the ranking of the 100 Best Corporate Citizens and N° 1 in the service sector.

FTSE 4Good Global Index

We have been among the companies with the best sustainability policies since 2005.

S&P Dow Jones Sustainability Index

We appear for the thirteenth time in this ranking where good practices of companies are recognized for social, environmental and economic criteria throughout the world.

People's 50 companies that care

We achieved position N° 15.

ENVIRONMENT

CDP Supply Chain Performance Leadership - Index

Included in this CDP index on the supply chain.

Newsweek Green Ranking

Accenture has ranked N° 7 among the greenest companies in the world, its best position since debuting in this ranking in 2009.



Fiscal Year 2019

REPUTATION AND LEADERSHIP

Brand Finance

Most valuable brand in IT services, with an estimated value of 26,292 million dollars.

BUSINESS AND INNOVATION

Interbrand

Position N° 34 of the 2018 ranking of 'The 100 most valuable brands in the world'.

Our brand is valued at 14,214 million dollars.

Thomson Reuters – Tecnología

Among the 100 leading technology companies worldwide.

DIVERSITY AND EQUALITY

Thomson Reuters Diversity & Inclusion Index

N° 1 in the ranking of the most diverse and inclusive companies in the world.

Bloomberg

Recognized in the Bloomberg Index of Gender Equality.

BEST COMPANY TO WORK FOR

Fortune and Great Place to Work

Among the 100 best companies to work for.



ACKNOWLEDGMENTS IN SPAIN

Fiscal Year 2018

REPUTATION AND LEADERSHIP

Merco Empresas

Accenture has one of the best reputations of companies in Spain. We rose to position 58 in the ranking.

Merco líderes

Juan Pedro Moreno, president of Accenture in Spain, reaches the 54th position in the ranking of the most outstanding leaders.

Merco Responsabilidad y Gobierno Corporativo

Ranked among the 50 best companies and first out of all consulting firms.

Dirigentes Magazine

The publication has distinguished Juan Pedro Moreno, president of Accenture in Spain, as Director of the Year.

Forbes Abogados

The Legal Department of Accenture received an award at the Forbes Abogados awards.

Dircom – Ramón del Corral

The launch and positioning of the Accenture Digital Hub was recognized as the best external campaign in the service sector.

EventoPlus

Accenture Digital Conference 4 was recognized as the best conference of 2017.

BEST COMPANY TO WORK FOR

Universum

We are ranked 46 in the best companies to work for Engineering and IT students and 61 in Business.

Top Employers

Accenture is certified as one of the best employers in Spain and in Europe.

Merco Talento

Position N° 25, a rise of 9 positions among the favorite companies to work.

BUSINESS AND INNOVATION

Universo Penteo Cloud

Accenture is recognized as a leader in Cloud for its end-to-end service and its partnerships in Public Cloud.

SIC Magazine

Accenture Security received the SIC 2018 Award.

100 best ideas

Actualidad Económica magazine included the Accenture Digital Hub among the best digital transformation ideas.

Byte TI

Byte magazine acknowledged us as the best consultant.

@Aslan

The 'Empléate' project, developed for the Public State Employment Service (SEPE), was acknowledged in the category of Apps and Web Platforms.

Vocento

Accenture Interactive / Fjord received the Genius Grand Prize in the Product and Service Design category for the 'Smart Wi-Fi' campaign for Telefónica.

Oracle Partner of the Year Cloud Infrastructure

Recognition for our knowledge in the stack of solutions and vision of the Cloud Infrastructure.

SAP Quality Awards Iberia

Two projects for Amadeus IT Group and Bilbao City Council, in which Accenture participated as partner, have been recognized by SAP in their annual awards.

HEALT

NAOS strategy

The "Your>Wellbeing" program won the second prize in these awards focused on preventing obesity.



Fiscal Year 2019

BUSINESS AND INNOVATION

Workplace Service Providers

Penteco places Accenture as number one in performance and N° 2 in capacities.

MMA Spain Smarties Awards

An Accenture Interactive project for BBVA won the Silver Award in the Innovation category.

Universo Penteco SAP AM services

Leading provider of SAP maintenance services in Spain.

SAP HANA integrators

Leading company in these solutions, according to Penteco.

Oracle Partner of the Year

Recognized in the Innovation category.

SAP maintenance

Penteco ranks Accenture as a leader in this type of services.

DIVERSITY AND EQUALITY

Intrama

Top 10 companies with best practices in diversity and gender.

BEST COMPANY TO WORK FOR

Universum

We reached the position 26 in the ranking of students of ADE and Economics and 32 in the engineering ranking.

Merco Talento

Position N° 36 and first in consulting companies.

Índice Expansión

Best practices in people management.

SOCIAL ACTION

go!ODS

The initiative "Together for the Employment of the Most Vulnerable" received recognition for realizing SDG 8.

Red Cross

Acknowledgment of Accenture Foundation's involvement in the Employment Plan program.



03

RESPONSIBLE WITH OUR SHAREHOLDERS

For any listed company with a sustainable vocation, maintaining the necessary profitability to guarantee its business longevity and prove itself an attractive investment is essential. Our determination to create value for shareholders also increases our company's value in the market, creating a virtuous cycle that feeds itself. A combination of efficient and responsible management of resources and capital with principles of transparency and financial ethics enables our company to achieve support from investors and shareholders alike.

Contribution to the United Nations Sustainable Development Goals



ECONOMIC PERFORMANCE OF ACCENTURE SPAIN AND SUSTAINABLE GROWTH STRATEGY

As a global company, since our creation we set out to meet ambitious objectives aimed at economic growth, people's development and respect for the environment.

Thus, Accenture has always fulfilled the commitment acquired with stakeholders and with future generations to create direct and indirect economic value. To this end, our consolidated business style is oriented towards maintaining the necessary profitability to be able to promote the generation of wealth throughout the entire value chain.

As a result, we based the stability and consolidation of our business model on two fundamental cornerstones: generating value and trust and the capacity to achieve competitive and profitable results without sacrificing the principles of transparency and financial ethics through efficient and responsible resource management.

Because of this commitment, in Spain in fiscal year 2017 Accenture turned over 1,083 million euros, a growth of 9.3% led by the Travel, Communications, Retail and Pharmaceutical Sector, with a rotation towards the digital-transformation related services: Interactive,

Mobility, Analytics, Cloud and Security services that already account for 54% of our turnover. The sales recorded in Spain amounted to 1,194 million euros, which enables us to face the following year with optimism.

We value these results at Accenture because we know they are the result of responsible decision-making and our strategic plan to maintain our business' sustainability and positioning, which is totally aligned with **Responsible Consulting**.

During fiscal year 2018, Accenture acquired an additional 40% of the share capital of Informática de Euskadi SL from Kutxabank and, on the other hand, sold 26% of the share capital of Informació i Tecnologia de Catalunya, SL to Banco Bilbao Vizcaya Argentaria, SA which already owned 50%.

1,083 M
billed in Spain
(+9%)

**Interactive, Mobility,
Analytics, Cloud and Security
services that already
account for**
54%
of our billing

GLOBAL RESULTS AND TRANSPARENCY WITH SHAREHOLDERS AND INVESTORS

We have always sought to position ourselves as an attractive and profitable investment; that is why our shareholder and investor reports are transparent and thorough and why we inform stock market analysts of our financial situation through a powerful communication plan.

As a listed company on the New York Stock Exchange, one of our main responsibilities is creating value for our shareholders in the short, medium and long-terms. Worldwide, Accenture invoiced 39,600 million dollars, a growth of 10.5% in local currency; the increase was led by Emerging Markets (16%) and with very good growth in Europe (9%) and North America (9%) where we serve our clients in over 120 countries. Globally, growth is entrenched in all industries, although it stands out that of Communications and High Technology, Products and Resources. Growth was balanced across the service lines, but we can highlight the double-digit growth in our technological services, as well as in Operations. The “New” services, that is, services in the Digital, Cloud and Security environments, now account for around 60% of turnover with a 25% growth in local currency.

With our rapid reorientation towards “the New” and our highly diverse business portfolio, we are working successfully in an uncertain and increasingly competitive environment and continue striving for strong and profitable growth.

These financial results merely endorse and consolidate our organization’s strength, while reinforcing a business model based on high performance. Accenture’s strong financial performance in fiscal year 2018 is proof that our growth strategy was correctly implemented, and, more specifically, it validates the rapid reorientation of our business towards new areas of high growth. We met all the objectives in our business outlook for the year, driving greatly increased revenues that significantly outperform the market, and achieving double-digit increases in earnings per share in a base adjustment. We have also generated an excellent free cash flow and we have significantly increased our

investments in the business, there being a substantial economic return to shareholders.

In addition to all of this, the share value in the United States stock market (Dow Jones) saw an increase of 28% for fiscal year 2018. Dividends of 2.66 dollars per share (in two semi-annual distributions) were distributed; this figure is 10 % higher than the dividend distributed the previous year, which confirms that yet again Accenture was able to create value for its shareholders.

**On a global scale Accenture
has billed
39,600
million dollars**

**Growth of
10.5%
in local currency serving
our clients in more than 20
countries**

**The “new”
services represent
60%
of our billing**

True to its principle of transparency, and to respond permanently to the concerns and needs of shareholders, analysts and investors, Accenture facilitates –through various communication mechanisms– the following information, which is always detailed and updated:

- | | | | |
|--|---|--|--|
|  <p>1</p> | <p>Financial and stock market information</p> |  <p>4</p> | <p>Information on corporate governance (composition, functions, remuneration, etc.)</p> |
|  <p>2</p> | <p>Main magnitudes of economic, social and environmental performance</p> |  <p>5</p> | <p>Documentation and presentations of interest</p> |
|  <p>3</p> | <p>Historical quarterly and annual financial statements</p> |  <p>6</p> | <p>Transcripts of meetings held with shareholders and investors</p> |

NOTES

The companies comprising the Accenture group in Spain deposit in the Mercantile Register their annual financial statements each year with the company register, after auditing by KPMG Auditores, S.L., in accordance with current trade laws and the standards established in the Spanish General Chart of Accounts.

However, the economic data provided in this report corresponds to the Consolidated Financial Statements, in accordance with the generally accepted accounting principles of the United States (US GAAP) in compliance with the Accounting Oversight Committee rules for listed companies in the United States. The latter are also audited by KPMG Auditores, SL; therefore, the data included in the corporate report may differ significantly from those deposited in the Mercantile Registry. For more information, see www.investor.accenture.com.

In addition to the companies included in the scope of the report (Accenture, SL, Tecnológica Ecosistemas, SA and Accenture Outsourcing Services, SA), the turnover in Spain to which

reference is made in this report also includes Accenture Holdings Iberia, S.L.; Customerworks Europe, S.L.; Energuia Web, S.A.; Avanade Spain, S.L.; Informática de Euskadi, S.L.; ITBS Servicios Bancarios de Tecnología de la Información, S.L.

The expression local currency is used to be able to compare the financial results without taking into account the fluctuations in the currency exchange rate so as to facilitate an analysis of business performance over time.

Accenture discloses information on its business magnitudes and components of “the New” to provide additional information on the company’s business.

Net revenue for the business magnitudes and “the New” are approximate and may be modified in response to periodic changes in the definitions of the business magnitudes and “the New”.



For more information see [global report on annual accounts](#) published following the guidelines of the SEC (United States Securities and Exchange Commission).



04

RESPONSIBLE WITH OUR PROFESSIONALS

Knowing that they can count on the best professionals is the main reason our clients continue trusting in us and the formula our company uses to maintain its hard-won prestige. Human resource management is key to guaranteeing the sustainability of our business over time. Moreover, our capacity to create quality jobs has allowed us to become a school of professionals that contributes to the sustainable development of the societies in which we operate.

Contribution to the United Nations Sustainable Development Goals



IT'S ABOUT PEOPLE

Digitization, artificial intelligence, robotics, virtual reality and the world of machines open a clear space for human capacity. In this context of technological transformation, people and their skills, such as creativity, innovation or emotional intelligence become, if possible, even more relevant.

At Accenture, we are aware that it is our people who design the products and services we offer our clients and society to improve the world in which we work and live. That is why the professionals who are part of the Accenture family are our priority. And we always keep in view our Model of **Responsible Consulting**, which redoubles our commitment and contribution to the Sustainable Development Goals of Decent Work and Economic Growth, Quality Education, Gender Equality or Reduced Inequalities, among others.

Aware of the value of human capital, we continue to work to:



Make Accenture the place where our professionals can provide the best version of themselves, every day. We contribute to the sustainable development of society by generating quality employment: more than 97% of our professionals have permanent employment contracts, a figure that has increased over the previous year. In fiscal year 2018, we gave 1,491 people their first job.



Offer an attractive option for people who are not yet part of Accenture.



Maintain a close link with those who, at some time, were part of this great family through our Alumni network.

To this end, Accenture has a highly motivated team of Human Resources professionals, whose purpose is to be **"People with Passion for People"**. Thus, they promote a more human environment in the era of digitization, providing memorable experiences at every moment to the employee. In this team, trust, leadership, talent, links with their work teams and well-being are their signs of identity.

+97%
of our professionals have permanent employment contracts

1,491
people hired in their first job

OUR WAY OF ATTRACTING TALENT

In 2018, we hired over 2,500 people, an important volume that, in addition, required very different profiles. That is why we have adapted to new ways of attracting talent and we have reformulated and taken a step further in the collaboration that we have maintained with the several study centers for many years:

Collaboration agreements with universities (Master's Degree) and with Vocational Training Centers (update of training curricula), that improve adaptation to technical needs, agile methodologies and behavioral skills and so increase the students' employability.

In 2018, **648 students** took part in our 'Accent on You' university internship program: **31,9% more than the previous year**.

We are firmly committed to Vocational Training. Thanks to the agreements we already have with **110 institutes** in all the provinces where we have a work center, we have incorporated **242 students**, in dual and work-center training.

We incorporate innovative technologies in the selection processes, such as tests based on neuroscience, digital and face-to-face interviews, as well as **Lego Serious Play** methodologies, tools to favor feedback to the interviewer, etc.

We improve the physical spaces to offer a candidate experience through the differential "**experience**" in our Madrid and Barcelona centers.

+2,500
people hired

We have incorporated:

648
students in
university work
experience

242
students in
vocational
training

DEVELOPING PEOPLE

Our current growth and development model, called Performance Achievement, began its journey in 2017. Through it, each employee leads their own development, aspirations and capabilities. It also offers development tools and continuous feedback, with an eye always on the future.

During 2018 we have progressed in adopting the model, emphasizing its components and monitoring achievements:

1 FOCUS ON YOURSELF **“I know myself, I know what I should focus on and how to achieve it”.**

By analyzing the strengths identified in the strength assessment (Gallup’s Clifton Strengths Finder® Assessment), employees each understand how to use and apply their unique combination of talents. They define the priorities on which they must focus.

2 FOCUS ON YOUR TEAM **“I’m committed to my team and I aim for maximum impact”.**

This encourages sharing priorities and strengths with the team, promoting transparency and trust. There is a group Engagement survey (supported by Gallup’s 12-question team engagement survey), which provides information for drawing up effective plans of action.

3 TAKE ACTION TO GROW **“We hold conversations that enable us to review our achievements and we take actions that favor the permanent development of our career and business”.**

Spaces are provided for a fluid communication on each person’s periodic progress for redefining personal priorities or adding new ones, as well as implementing the necessary actions to help each professional to continue growing.

4 ON GOING CONVERSATIONS **“I request active feedback that allows me to develop my career permanently”.**

Each person requests and receives continuous feedback to keep evolving efficiently and agilely. All this can be done using an app (People).

More than 69.2% of employees request and complete the feedback.

We have flexible and transparent career models, with 5 different types, different levels and oriented towards roles.

This allows our professionals to know what is expected of them in their role and the specific objectives of their business area. In this sense, we promote transparency in the search for people to fill internal vacancies through Career Marketplace, a platform on which our professionals can access all the vacancies published throughout the world.

Remuneration is linked to the results of the Performance Achievement Model, in which identifying people with the most critical and

sought-for skills on the market and people whose contributions have made a difference is still key to identifying critical talent. The model also has a variable part associated to the fulfillment by the executive team of local and global objectives.

Furthermore, Accenture offers a wide range of social benefits aimed at each group so that all professionals can enjoy those that best suit their circumstances and needs.

Among these benefits are those detailed at www.accenture.es/beneficios.

CULTURE AND LEADERSHIP

To differentiate ourselves and respond to the need to evolve our culture of high performance and excellence towards a more inclusive and humanistic identity, we have defined the characteristics of our DNA, as seen in the following principles:



INNOVATE: requires a new way of thinking, taking calculated risks, with diverse teams that experiment and in which curiosity is the key to continuous learning.



Advocate an **INSPIRING** vision: the speed with which organizations move and technology develops makes it necessary to propose different approaches and challenge the status quo. It is important to know how to explain our vision to our stakeholders.



Promote **COLLABORATION** and connections among internal and external professionals and allow each individual to get the best out of himself in favor of the ecosystem. Be aware of the changing paradigm and be capable of making challenging proposals, resourcefully.



BE AGILE in **EXECUTION**, feeling comfortable and safe even in situations of uncertainty, using the available information to make decisions resourcefully. Have a clear point of view and show confidence, but also willingness to experiment, improve and adapt to change.



Bring to life a **PERSONALIZED** management model, based on Truly Human, focused on how each individual, team and work environment allows our people to have the freedom to put their whole being into their work. Enable our professionals to be physically active, mentally focused, with a sense of belonging and a purpose every day.

To accompany the change of behaviors in these traits and introduce them in the form of habits, we have incorporated our Design Thinking workshops into our training sessions for new hires and when people change professional category.

Our innovative FORM methodology, launched this year, is based on a new approach that combines methodology, competencies and behaviors, and covers the components of our leadership model in a practical way. By using advanced analytics,

we have also defined the FORMIndex, an algorithm that measures the degree of adaptation to these competencies.

Experiential sessions have also been held to work on Truly Human's axes, which we will continue to promote in the following exercise.

TRAINING

If our professionals are to be relevant and apply the most innovative solutions one of the most important things they need is training.

Each year, we adapt our training curriculum so that people who work at Accenture can continue to update their knowledge –technical and specialized by industry– and their skills.

During 2018, we continued to expand our training catalog with specialized training in Artificial Intelligence, cybersecurity, robotics, blockchain, cloud, data analytics, etc. We also continued to incorporate and promote skills related to communication, new methodologies, inter and intrapersonal skills, and so on.

It has also been made available to our professionals, through innovative learning boards (spaces created with topics of interest that our people can access at any time), training related to the New IT, so that each person can access learning at anytime and anywhere, facilitating work-life balance and flexibility.

This year, we invested 9.7 million euros to provide 377,983 hours in training, 12.5% more than in the previous year, an annual average of 34.1 hours per

person. This is clear commitment to investment in training of our professionals.

Our challenge for 2019, on which we are now working, is to develop a prescriptive model that allows us to adapt training to the individual needs of professionals to update their skills.

**We have invested
377,983
hours in training
9.7
million euros**

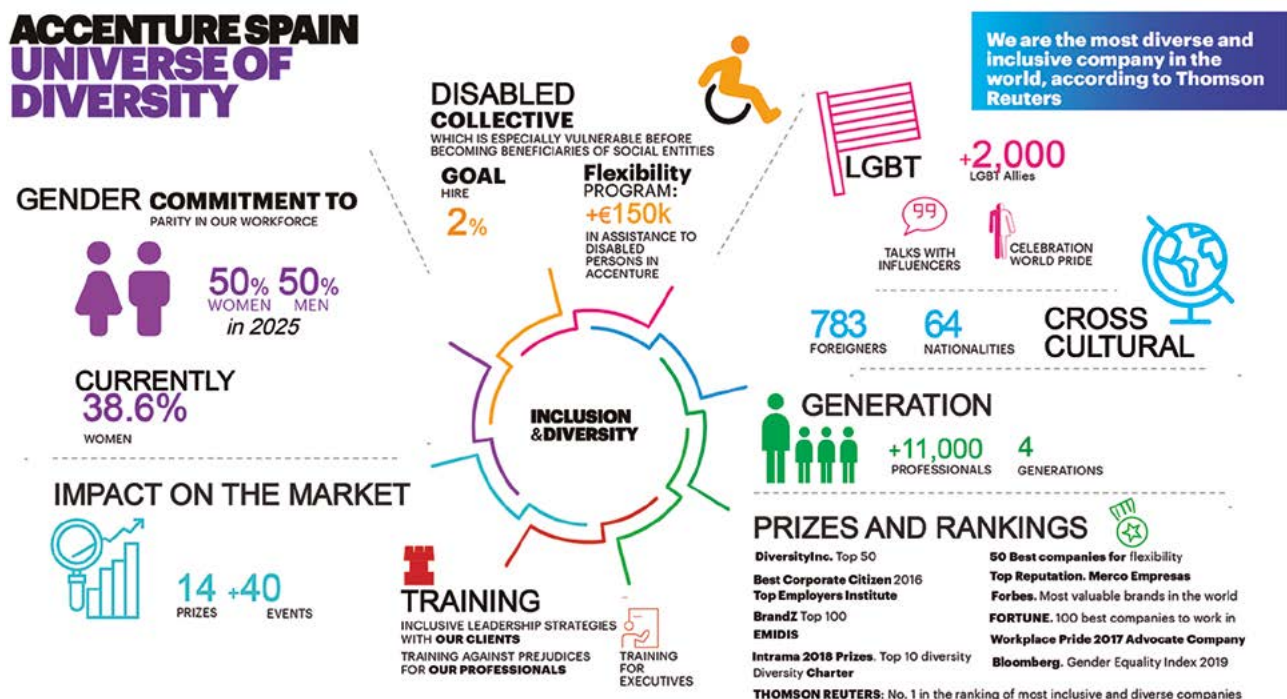
DIVERSITY

At Accenture, we believe that diversity within companies is an imperative, and more so in an organization like ours that employs 11,000 professionals.

Diversity is an imperative in social terms, because of the responsibility that companies have with all their stakeholders, but also in business terms, because it is an essential element for success in the current environment of transformation.

Accenture understands diversity as a universe of different dimensions, essential to developing a network of diverse talents, capable of understanding our clients' needs, of innovating, being more creative and reflecting society in the business world in this digital age.

The excellent model of diversity management that we have developed has led **Thomson Reuters** to recognize us as the most diverse company in the world.



As a model of responsible management, our main measure is to promote equality, based on the meritocracy and sustained on equity and non-discriminatory policies, protected in our Equality Plan.

At Accenture, we have a Diversity Committee on which professionals from different areas and representatives of all groups sit (LGBT, women,

disability, Accenture Foundation, foreigners, people of different ages and cultures). The Committee aims to promote diversity within the organization to enrich the vision, products and services that we offer to our clients and generate added value for our business. The Committee has promoted a Strategic Plan for Spain.

WOMEN

At Accenture, we have set ourselves the global goal of achieving parity in our workforce by 2025.

To achieve this, we focus on three different moments in the development of our professionals: **attraction**, **loyalty** y **success**.

ATTRACTION: we work on our brand as employers and we also focus on awakening early vocations in STEAM careers (acronym for science, technology, engineering, art and mathematics) in girls. To this end we work closely externally with agents, and internally to promote the visibility of reference models for daughters of employees and clients. We organize meetings in the locations of our main offices and bring technology to schools with our support for the global Hour of code initiative. We also encourage selecting the STEAM qualifications that meet the needs of our businesses, expanding the sources and means of employment.

LOYALTY: we have defined a novel model for monitoring the professional development of women who work at Accenture (38.6% of our workforce). The RADAR program, which has obtained a nomination in the Accenture Global awards, watches over the positioning of each woman and encourages the creation of contact networks through the 3R vision, (right sponsor, right role and right position) of our future leaders.

We believe that the **SUCCESS** is directly linked to the defense of equality between men and women, both in the career model and in our salary policy. At Accenture, we rely solely on meritocracy.

We sponsor events such as Forbes Summit Women, which seeks to promote the role of women in society, politics and the economy. Furthermore, we have been celebrating International Women's Day for over a decade.

DISABILITIES

We have developed a welcoming process to provide the best experience for people with different abilities. Our medical service, the area of occupational hazard prevention, human resources people and project supervisors have all been involved in this project. To carry it out, we have worked on raising awareness among groups of our workforce that play an active role in integration, supported by a network of PwD

Champions (People with Disability), through which those professionals who wish to, can show their support to the group of people with disabilities, helping to build a much more inclusive culture in Accenture.

On the other hand, it is worth mentioning that, the Accenture Foundation is developing innovative training programs in new digital technologies, both in house and "blended" that increase the employability index of people in situations of special vulnerability increased by disability.

The fact that we work with global teams to identify programs for treating mental health and measures to help employees in sensitive situations, through the support of psychologists for employees and/or families, is relevant.

We have an aid mechanism called Flex Ability aimed at people with disabilities or their relatives, with a subsidy model for each case.

On December 3, we celebrate the Day of Persons with Disabilities, as a symbol of our commitment and normalization of disability.

LESBIAN, GAY, BISEXUAL AND TRANSSEXUAL (LGBT)

The network of Allies of the LGBT community in Accenture Spain exceeds 20% of our employees and 50% in the case of our Leadership. This is a clear example of our commitment to the LGBT community. An active community acknowledged by associations (REDI) and winner of prestigious awards (EMIDIS). Our presence in PRIDE or in discussion forums demonstrates the value of this group to society.

We design tailored internal events, called "We are", which aim to generate relationships between people committed to inclusion and demonstrate that diversity in different disciplines enriches value propositions for us and for our employees. In these events, a speaker (relevant guests from the world of politics, culture or economy) shares their experiences and vision, always promoting respect and coexistence through participatory activities that promote creativity among attendees.

As part of our belief in making Accenture a better place to work, we support accompanying people in transsexuality processes.

GENERATIONS

The professionals who work and who are selected to be part of Accenture are an image of the population pyramid; therefore, within the organization, **4 different generations** live and work together. In 2018, the average age was 36, a reality that forces us to design programs that integrate their skills and talents.

Thanks to our Diversity Committee, we have outlined the first initiatives to raise awareness, conduct cross-mentoring and suffuse a gamification model that makes coexistence between generations easier.

MULTICULTURES

At Accenture Spain, **64 nationalities** and **783 foreign people** work together, with their different religions, cultures, and so on. They also contribute to the conglomerate of diversity that enriches this universe.

FLEXIBILITY

Since 2013 Accenture has been certified as Family Responsible Company (EFR) by the Másfamilia Foundation, in recognition of our management of flexibility and work-life balance.

One more year, we maintain and strengthen our “Flex Place to Work” program, which brings together various initiatives aimed at all our professionals. It covers different needs both on a personal and work-related level and includes measures such as **telecommuting, time flexibility, supports economic, purchase of “extra vacation”, care of relatives, etc.**

Measures that, once more have been increased in 2019, with the inclusion of our new “**Flexible payment**” formula, that offers employees the option of receiving their annual salary in 12 or 14 payments.

A SAFE AND HEALTHY WORKPLACE

At Accenture, we promote a Responsible Consulting model in which we integrate safety and health at all levels through initiatives developed in the company, promoting a preventive culture that guarantees that people can enjoy the highest levels of health, safety and well-being.

As **Healthy company**, Accenture has an **Occupational Health and Safety Management System, and Promotes Health and Sustainable Mobility**, which provides a good working environment, safety, health and well-being to our professionals, clients, suppliers and the community as a whole.

Providing a work environment that respects health and promotes the integration of prevention at all levels of the company as an inherent element of the concept of safety is the main objective of the Occupational hazard Prevention Management System.

To this end, we have our own **Prevention Service**, which assumes the four specialties (health monitoring, industrial hygiene, occupational safety, and ergonomics and psychosociology) and integrates them in all the activities and levels of the company.

In 2018, our Occupational Hazard Prevention Management System was certified in **ISO 45001: 2018**. This reinforces our commitment to provide both our professionals and other stakeholders with:

- A **policy** that provides a frame of reference for establishing the objectives and the continuous improvement of the System of Management of the Security and Health in the Work, in fulfillment of the current **legal requirements** in Prevention of Occupational Hazards.
- **Safe and healthy working conditions** to prevent injuries and work-related health impairment, eliminating hazards and reducing risks for Occupational Health and Safety.
- An environment that promotes consult and an environment that promotes **consultation and participation** of workers and their representatives.
- Corporate culture of safety and health, which is essential to **attract and retain diverse talent** and promote the **equality** in the employment area.

This new international standard, which replaces the OHSAS 18001 standard, establishes the requirements for those organizations that wish to create and maintain a safe and healthy work environment for all.

By obtaining ISO 45001 certification, Accenture has become one of the first companies worldwide to be certified in the ISO 45001 Occupational Health and Safety standard. Furthermore, it is the first company in its sector to be certified in this standard in Spain under the UKAS accreditation.

Sensitized with the importance of guaranteeing healthy work environments and improving the health of our professionals, in 2018 **we renewed our healthy company certificate** and we continued to develop the “**Tu> Bienestar**” health program. This translates into strategies that invite people to incorporate healthy nutritional, physical activity and sleep habits to reduce the incidence of diseases associated with a sedentary lifestyle or preventing others that seriously affect personal and working life.

We pay careful attention to our especially sensitive professionals, carrying out programs focused on gender diversity, people with disabilities or older people.

This commitment has been recognized by the Spanish Agency for Consumer Affairs and Food Safety and Nutrition, part of the Ministry of Health, Social Services and Equality, with the award of the **Second Prize to the NAOS Strategy Award in the workplace**.

We are also aware of the importance of training our professionals in the field of occupational risk prevention and we allocated over **5,542 hours to this end during fiscal year 2018 when we trained 3,081 workers**.

On the other hand, to minimize the impact of new technologies on the health of our professionals, **in fiscal year 2018 we delivered 5,353 sets of ergonomic** equipment supervised by the technical area of Occupational Hazard Prevention.

Clients and subcontractors are also included in the prevention management model. In 2018, we have coordinated business activities with **107 clients, covering over 5,800 Accenture professionals**.

5,542
hours of training
on prevention of
occupational accidents

5,353
sets of ergonomic
equipment for
the prevention of
occupational accidents

**Business activities were
coordinated with over
5,800
Accenture
professionals**



05

RESPONSIBLE WITH SOCIETY

Via the Accenture Foundation we channel the concerns of professionals regarding social action and materialize our desire to “help those who help”, by paying special attention to social organizations that focus on training the most disadvantaged as a means of achieving their independence. We do so under the global theme of Skills to Succeed, which favors the employability of the most vulnerable by contributing to the transformation of the social sector. Our active, ongoing cooperation with leading academic, cultural and corporate institutions strengthens our commitment to promoting the progress of the Spanish economy and society. All this enables us to contribute to the sustainable development of the society we form part of, enhancing how the world lives and works by offering what we know best.

Contribution to the Sustainable Development Goals of the United Nations



ACCENTURE FOUNDATION

FOR A BETTER FUTURE

The Accenture Foundation channels Accenture's social activities and those of its professionals. We contribute to the **transformation** and **digitalization** of society by focusing especially on organizations that engage in training and providing skills to persons who are vulnerable in terms of employment. To this end, we combine **human ingenuity** with the **most innovative technologies** to help people prosper in the digital economy. Thus, we implement in society our **Responsible Consulting** model and our commitment to the social impact of our activity.

The social action of the Accenture Foundation is channeled via three activities: free consulting, economic donations and volunteer work.

Our activity forms part of the global Accenture program *Skills to Succeed* and contributes to the global objective of training over 3 million people in the world to find a job or create their own business by 2020.

Our global objective in 2020 – Skills to Succeed: training + 3M. persons for employment or self-employment

We donate +85,600 hours consulting work pro bono

'Together for Employment of the most vulnerable' brings together 1,431 social organizations, companies and Public Administrations

We have promoted the hiring of 50 persons with job insecurity (disabled and otherwise) by focusing on training them as programmers.

In close collaboration with several social entities, we have undertaken the training of 43 persons, engaged 22 as interns and hired 21. In addition, 12 disabled persons have joined us and a further 17 who were especially vulnerable in terms of employment. All the above is with the aim of facilitating their insertion in this age of unprecedented technological disruption.

FREE CONSULTING SERVICES

We provide **free consulting services** to help organizations dedicated to training and inserting collectives which are especially vulnerable in their economic, sustainable development together with their communities. Accenture upholds its commitment and has increased the hours of the previous year by 1.1% bringing the total this year to 85,601 hours donated.

This activity focuses on the initiative Together for the Employment of the most Vulnerable, a collective effort led by Accenture which brings together 1,431 organizations to co-create digital solutions to improve the employment opportunities of collectives who suffer from job insecurity.

Since it started in 2012, 22 solutions have been launched in employment and self-employment of over 4 million persons who in Spain found themselves in an especially vulnerable situation, representing 13.3% of the Spanish population between the ages of 16 and 64 (EVAE rate).

Our solutions offer new methods that leverage the power of technology to enhance job and self-employment opportunities for the most vulnerable groups. For example, we use Virtual Reality (VR) in the solution in the pilot stage **+E Employment training in VR**, to prepare persons via immersive training to handle digital technologies they will use in their work. This will enable them to perform new, greater added value functions for the company and its clients.

With **+E Observatory** and by using Analytics we predict sectors, positions and companies that will lead hiring in the short to medium term. This provides information to the work of seeking out, training and mediating that social entities carry out for their beneficiaries. The **digital transformation study of the jobs** describes in detail the digitalization they are undergoing and the resulting need to train persons in digital skills and knowledge. With **+E Competencies**, social organizations have training in up to 20 skills and 24 areas of digital knowledge required for 30 jobs to train their beneficiaries in the new digital work environment. By using **+E Job Intelligence**, and also applying analytic techniques, we can also analyze the influence of different variables on the job placement rate and identify the sequences of activities that maximize it.

This solution enables us to provide social organizations with a powerful tool to identify what works and what doesn't.

Solutions Store for employment/self-employment



873 social entities are using our solutions

38 countries

627 Spanish entities

246 foreign entities

What use?

395,622 Diagnosis conducted

449,361 Persons trained

What impact have we generated?

549,987 beneficiaries registered in our solutions

9,485 Technicians using the solutions

Information on hiring and prediction of job demand based on **155,700** contracts

32.4 M Hours training

93,602 Beneficiaries inserted

In terms of the impact generated by the initiative since 2012 through 31 August 2018, 9,485 job/self-employment agents from 627 social organizations in Spain and 246 in a further 38 countries have used our solutions for 549,987 beneficiaries. Of these, 449,361 have been

trained via e-learning with the 32.4 million hours training provided and almost 94,000 have been placed in employment. 395,622 employability diagnostics have been performed and the information of 155,700 contracts has been utilized.

DONATIONS

At the Accenture Foundation we also provide funding for numerous social projects and channel this voluntary financial support from the professionals at Accenture via our “Ayudándonos” program. In this, the employees themselves present projects for social organizations with which they collaborate by an election involving all the professionals, choosing the winners who will receive the funding obtained via the regular donations made by employees from their salaries. During this fiscal year, the 1st edition of “Ayudándonos” concluded with a total donation of € 139,947, distributed among the 6 winning projects and the 2nd edition was launched.

This year, these donations totaled:

1,343,057 €

donated by the Accenture Foundation to several social organizations:

347,327 €

mainly Spanish funds for training and creating employment in Spain

995,730 €

global funds for training and creating employment in Spain and in other countries in Latin America and Africa

173,541 €

donated by 4,783 Accenture employees to social causes

VOLUNTEER WORK

At the Accenture Foundation we also channel the voluntary contribution of time and skills on the part of our professionals. To this end, we offer our employees volunteering opportunities in their free time and also their working hours.

Volunteer participation has grown by

29%

Compared to last year, totaling

907

Volunteers who have contributed

5,124.2

hours

Our volunteers carry out this work chiefly in Spain, training the unemployed, advising entrepreneurs, familiarize children and young people with the digital world and entrepreneurship or ecological activities. Neither do we forget the most basic needs, such as collaborating with food banks, collecting toys at Christmas and other healthcare activities.

TOGETHER WITH THE INSTITUTIONS

We foster economic and social development in Spain, contributing our skills to the most significant academic, corporate and cultural institutions of our country.

ACADEMIC INSTITUTIONS

We work in conjunction with leading universities and business schools in Spain in order to boost talent, encourage research and facilitate the incorporation of young people into the labor market by means of numerous programs. We have Chairs in the Universidad Autónoma de Madrid (Economics and Innovation Management), Universidad de Oviedo (Advanced Analytic Intelligence), Universidad Politécnica de Madrid (Big Data), Universidad de Deusto (Digital Industry), and the European Design Institute (Innovation).

Over the past year we have also created new Masters programs aimed at providing much more adequate training in the academic world and the needs of Accenture, such as Business Transformation and Consulting (UAM) or the Digital Master Administration (ISDI), and we have signed an agreement with the Community of Madrid to advance the employability of Vocational Training students. Lastly, we continue to foster innovation with Universidad Politécnica de Madrid, via the Artificial Intelligence center AI.nnovation Space, and with ESADE, via the Fusion Point located in the Rambla de la Innovación at ESADE. Neither do we forget training in Cloud services for Amazon Web Services via the Accenture AWS Academy.

The activity with Business Schools such as IESE, ESADE, IE Business School and Deusto has been constant throughout the year, taking part in their forums, gatherings and seminars. Our professionals have also been involved in academic activities during the course program and have regularly been speakers in the many other activities carried out.

Accenture awards the best final year projects and academic records

at the Universidad Politécnica de Madrid, Universidad del País Vasco, Universidad Pontificia Comillas, Universidad Carlos III de Madrid, Universidad Complutense de Madrid, Universidad Rey Juan Carlos, Universidad de Alcalá, Universidad Politécnica e Cataluña (Barcelona) and Universidad de Málaga.

BUSINESS INSTITUTIONS

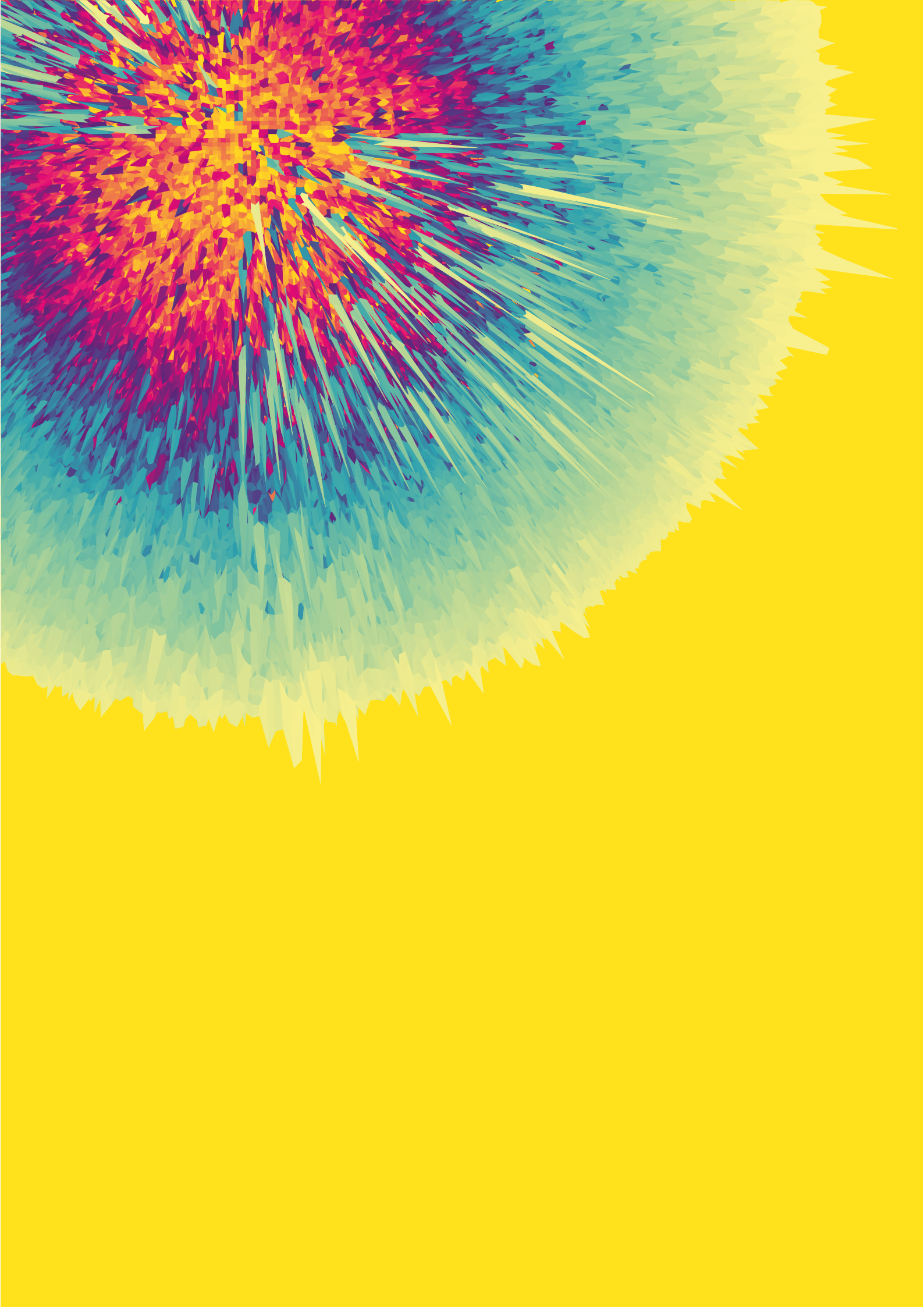
Accenture is a member of the most representative business institutions of Spain with which we share the need to identify challenges and opportunities for economic development.

- **ACEC.** Catalan Association of Consulting Firms
- **ACT.** Association of Corporate Treasurers
- **aDigital**
- **AEC.** Spanish Association of Consulting Firms
- **AECA.** Spanish Accounting and Business Association
- **AECOC**
- **AIAL.** International Association of Employment Lawyers
- **Alastria.** Blockchain Consortium of Spain
- **American Business Council**
- **American Chamber of Commerce**
- **AMETIC**
- **Andalucía Smartcity**
- **APD.** Association for Progress in Management
- **AEF (Spanish Association of Foundations)**
- **Integrating the Healthcare Enterprise of Spain Association**
- **Spanish Marketing Association**
- **AUSAPE.** Association of SAP Users Spain
- **Barcelona Global**
- **Barcelona Tech**
- **Spain-Israel Chamber of Commerce**
- **CEL.** Spanish Logistics Center
- **CEOE.** Spanish Confederation of Business Organizations
- **CIAC.** Catalan Automotive Industry Cluster
- **Círculo de Confianza (Circle of Trust)**
- **Círculo de Empresarios (Spanish Business Leaders Circle)**
- **Círculo de Empresarios de Cartuja (Cartuja Business Leaders Club)**

- **CITIUS.** Information Technologies Research Center
- **Club Español de la Energía (Spanish Energy Club)**
- **Digitales**
- **DIRCOM**
- **FEEX.** Spanish Association for International Mobility
- **Forética.** Forum for Ethics Management Assessment
- **Fundación Borredá**
- **Fundación SERES**
- **Fundeu**
- **Health Level Seven HL7**
- **ICEA.** Cooperative Research between Insurance Companies and Pension Funds
- **Innobasque**
- **Instituto para el Desarrollo e Integración de la Sanidad (Institute for Development and Healthcare Integration)**
- **ISMS**
- **Madrid Network – Aerospace Cluster**
- **MMA.** Mobile Marketing Association Spain
- **Multinacionales por Marca España (Multinational Companies for the Spain Brand Image)**
- **United Nations Global Compact Network Spain**
- **REDI.** Business Network for LGBTI Diversity and Inclusion
- **SEIS.** Spanish Society of IT in Healthcare

CULTURAL INSTITUTIONS

The cultural development of Spain is another of our courses of action to drive progress and social innovation, supporting the Princess of Asturias Foundation, the Princess of Girona Foundation, the Thyssen-Bornemisza Museum, the Guggenheim Museum in Bilbao and the Royal Theater in Madrid.



06

RESPONSIBLE WITH INNOVATION

Faced with the challenges presented by the current digital environment, innovation, knowledge development and research are an essential element of our commitment to helping organizations achieve high performance.

In this field, innovation at Accenture is a guarantee of competitiveness and sustainability, a hallmark of our identity. This enables Accenture to transform ideas into value. This strong focus on client satisfaction and the development of professionals leads us to consider innovation as the essence of our business, which imbues the entire ecosystem in which our Company operates.

Contribution to the Sustainable Development Goals of the United Nations



In 2018, we have strengthened our leadership in digital and technological innovation, committed to the consolidation of each of the capabilities that constitute our innovation architecture. Responsible digital innovation aimed at contributing to the sustainable development of our clients:



ACCENTURE RESEARCH
Discovering new ideas and setting trends



ACCENTURE VENTURES
Collaborating with companies in expansion



ACCENTURE LABS
Redefining with R&D



ACCENTURE STUDIOS
Creating swift, flexible solutions



ACCENTURE INNOVATION CENTERS
Testing and adapting industrialized solutions



ACCENTURE DELIVERY CENTERS
Conveying innovation

684
New global patents

Direct investment
1,014,352 €
and indirect
4,835,324 €

These efforts have resulted in the publication of 684 new worldwide patents, well in excess of the previous year (550) and the average obtained by most corporations regardless of sector. In the particular case of Spain, this year direct investments of €1,014,352 were made and an indirect investment of €4,835,324, focusing on:

EXTRACTING MAXIMUM ENERGY FROM THE ECOSYSTEM

Accenture integrates into its business the capabilities of the ecosystem of start-ups, IDEs (Innovation Drive Enterprises) and academic scientific centers to offer new End-to-End solutions to organizations in different sectors: from the Public Administration to the Aerospace industry.

Each year, Accenture changes, reorganizes and adapts to a broader, more diverse and evidently much more complex reality. This is why part of the success from year to year is due to organizational and cultural changes. The executive team of Accenture asks “how” and this is key to extracting “maximum energy” from a local ecosystem comprising over **500 start-ups** and IDEs (projects have already been implemented with **52** of them) and a global ecosystem of **over 200,000 start-ups**.

To get to know the several hundred new start-ups that emerge in Spain each year, we take part in such successful programs as the **South Summit**. Accenture forms part of its governing council and each year it collaborates in selecting the finalist

start-ups and the contents discussed during the meeting.

This year we have signed a collaboration agreement with **Barcelona Tech City**, an association that brings together entrepreneurs and start-ups from the digital and technological sectors of Barcelona. In this context, the agreement aims to establish a collaboration channel with Accenture in which the start-ups of the Barcelona Tech City ecosystem can benefit from this relation, allowing the design of projects using the services and technologies of these start-ups.

BARCELONA TECH CITY IN NUMBERS:

450
members

600
companies

60
activities
a year

In addition, we continue to strengthen and extend our collaboration with renowned academic institutions, universities and business schools such as:

UNIVERSIDAD AUTÓNOMA DE MADRID: we have the **UAM-Accenture Chair in “Innovation Economics and Management”**, almost ten years in existence and which this year has announced its awards for research (under the title “The impact of new technologies, robotics and artificial intelligence on employment”). We also maintain close collaboration with the Vice-Rector for Innovation to the extent of considering the university researchers as an extended team of our company.

UNIVERSIDAD POLITÉCNICA DE MADRID: we continue our commitment to the university that most STEAM talent generates in Spain. This year we launched the **AI.Innovation Space**, a Mixed, UPM Accenture Technology Center which is a benchmark in the application of science and innovation to real business cases in the field of Artificial Intelligence. Its work to advance knowledge and awareness of the results of innovation and informing the market make it a unique center in Europe. To date, it is a pioneer in the development of a mixed university-company collaboration model in the field of Artificial Intelligence (AI).

UNIVERSIDAD DE OVIEDO: we collaborate in the **Advanced Analytic Intelligence Chair (Chair IA2)** to contribute to advanced analytic intelligence

enabling both companies and Administrations to be more efficient and work with greater security on operating their Information Systems.

UNIVERSIDAD DE NAVARRE: one year ago we decided to joint **Atelier**, a Fash Tech (Fashion Technology) start-up acceleration program, promoted by ISEM, Fashion Business School. Accenture participates as Metapartner, a new figure which has the following functions:

- Comprehensive advice in the different areas offered by the specialized partners who take part in Atelier by ISEM.
- Assignment to each start-up of a Project Lead with the capacity and vision to coordinate the entire program.
- Participation in the jury selecting the start-ups.
- Training via the *Digital and Technology Academy*, as an extension of that offered by the program itself.
- Participation in the agenda of the Accenture Digital Hub in Madrid and its resident start-ups program.

In addition, this fiscal year saw participation for the first time in two major gatherings: **INSEAD Entrepreneurship Forum** (23 September 2017) y **MIT Enterprise Forum** (8 May 2018).

SCALING SYSTEMATICALLY AND USEFULLY

For Accenture, innovation is not just having ideas, collaborating with start-ups and proving concepts: it is, above all, being able to scale to a new solution, experience or business across all sectors and all geographies.

Our world is global and the scope of our innovation must be also. For this reason, our innovations centers, both technological and digital place special emphasis on the scalability of projects and on covering the last mile before their large-scale industrialization.

The use cases and demonstrations developed by the teams that work at the **Accenture Digital Hub**, located at Torre Picasso in Madrid, and at the **Accenture Liquid Studio**, located in the business park, La Finca de Pozuelo de Alarcón,

are examples of that last mile that respond to the issues and challenges of clients and/or their industrial sectors.

The broad spectrum of enabling technologies such as blockchain, augmented reality or virtual reality together with platforms offer a universe of possibilities for most sectors, from enjoying spaces, automating tasks to resolving complex problems. Achieving this today is without doubt easier than ever, but less than tomorrow.

Accenture Digital Hub in numbers:

+135

Client companies have visited it this year

+90 workshops offer and over 30 events

+250

Accenture professionals made it possible

A diverse team of 30 different professional profiles and 11 nationalities and 4 interconnected generations

Accenture Liquid Studio in numbers:

+56

Client companies have visited it this year

+80 innovation sessions an

150 events

+70

projects (proof of concept, minimum viable products ...)

DRIVING CHANGE

The innovation team is mandated to support the Human Resources role to transform and mobilize persons.

There are numerous initiatives carried out to this end, from immersion sessions for new hires to sessions with experts and start-ups that are offered at the Accenture Digital Hub. Over 350 professionals have taken part in these transformation sessions.

In addition, Human Resources has designed a training itinerary to acquire knowledge and key competencies to innovate: from the online Innovation Learning Boards to the presential program, Design Thinking Academy.

There are now 2,743 professionals engaged in innovation activities in Accenture in Spain.

+350
professionals have participated in transformation sessions

2,743
professionals engaged in innovation activities in Spain



07

RESPONSIBLE WITH THE ENVIRONMENT

At Accenture we consider that respect for the environment must be integrated with the culture of any company with a vocation for sustainability such as ours. That is why we maintain a proactive attitude both in mitigating the impact on the environment and on raising environmental awareness among different interest groups. This attitude, which takes form via the Environmental Management System, is yet another example of the responsibility we feel toward future generations.

Contribution to the Sustainable Development Goals of the United Nations



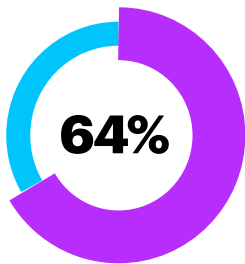
ENVIRONMENTAL MANAGEMENT APPROACH

One of the undertakings of our Corporate Responsibility Master Plan is respect for the environment, which takes form in the renewal of our ISO 14001 certificate for all our centers in Spain since the year 2008.

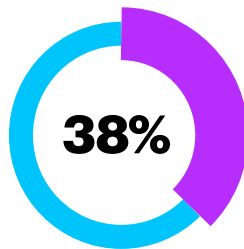
We implement our **Responsible Consulting** Model by contributing to the Sustainable Development Goals and signing the environmental principles of the Global Compact, thus demonstrating our firm commitment to the initiatives promoted by the United Nations.

Environmental results achieved since 2008:

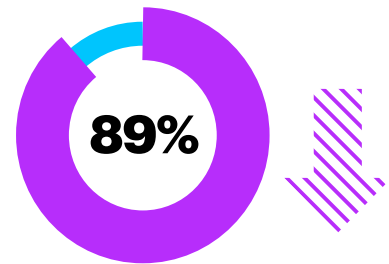
CONSUMPTION



Energy consumption
+ 12 million kwh



Water consumption
Almost 6.5 million liters



Paper consumption
+ 61 tonnes of paper

RECYCLING



Recycling of packaging
+300 tonnes

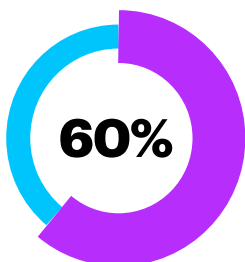


Paper recycling
+770 tonnes



Recycling and re-use of electronic equipment
100% of our computers and mobile phones

EMISSIONS



Indirect emissions of CO2
12,000 tonnes of CO2

ENVIRONMENTAL PROGRAMS

The Environmental Management area is responsible for implementing the Environmental Management System that engages in the environmental programs aimed at encouraging responsible consumption of resources, carrying out appropriate waste management and controlling indirect emissions into the atmosphere.

RESOURCE CONSUMPTION CONTROL

ENERGY

We adopt responsible energy consumption by fitting our offices with energy saving systems (thermostats, presence detectors, low consumption lighting...) and by using multifunctional printing equipment that possesses certifications such as Energy Star and the Blue Angel rating.

We also invest in REM (Remote Energy Monitoring) technologies. Thanks to the installation of over six hundred smart meters, we obtain real-time monitoring of energy consumption in our offices in different countries including Spain. These meters obtain their information from a control center that constantly analyses this information for possible deviations in power consumption and implements the relevant corrective measures.

And in 2018, Accenture has developed a system to improve energy efficiency, together with the comfort and climate-control of buildings: **Intelligent Climate**, a comprehensive solution that uses the latest Internet of Things technologies and Artificial Intelligence in the service of persons. At Accenture, we have already implemented this system at the **Accenture Liquid Studio**. Preliminary results show that after a year of this system commencing, we have reduced our carbon footprint and saved approximately 20% in energy consumption.

Thanks to these investments and the awareness of our professionals since 2008, we have reduced energy consumption by 64% (over 12 million kWh).

WATER

At Accenture we have carried out actions that have raised our professionals' awareness with regard to responsible use of water, while at the same time installing saving systems. That is how we have reduced our water consumption in eleven years by almost 38% (almost 6.5 million liters).

PAPER

Accenture is a consulting firm and, as such, the consumption of paper is one of the environmental aspects most closely related to our activity. In view of this, we have adopted good practices and encouraged the use of those technologies that can replace or minimize our dependence on this material. The accumulation of all the activities has enabled us to reduce consumption of paper by 89% since 2008; which represents a saving of almost 61 tonnes.

Chief among the latest actions to reduce paper consumption is the implementation of a new **printing model, follow-me print in** all our offices. This system ensures a confidential printout and eliminates the production of avoidable printouts to save over 1.3 million sheets of paper over the past three years.

COMPANY IT EQUIPMENT AND MOBILES

Due to this activity on the part of Accenture, the purchase of technological devices is particularly important: In fiscal year 2018 we acquired a total of 4,980 computers and 2,731 mobile phones. At the end of their useful life in Accenture, all the equipment is properly recycled.

WASTE MANAGEMENT

The waste generated at our offices is largely similar to urban waste. That's why all our centers have containers to facilitate the separation and selective collection of paper, containers and other waste.

As part of our **Circular Economic Model**, waste that can be recycled is collected and processed by authorized agents. Thus, since 2008, we have recycled over 690 tonnes of paper and over 300 tonnes of containers.

And over the past 4 years we have destroyed almost 83 tonnes of confidential paper (ensuring it is recycled).

In 2019 we will work to meet the future standard on plastics, applying reduction at source of waste via reduced consumption.

We exercise great care in collecting and managing hazardous waste in compliance with the law. Waste such as fluorescent tubes, batteries and toner are stored and delivered to authorized agents for transportation and suitable processing. Biosanitary waste generated at those offices equipped with medical services is deposited in special containers for processing by an authorized company.

In view of our business, we have a special procedure for electrical and electronic appliance waste. Once the information they contain has been deleted and certified, computers and mobile phones are delivered to a third party who ensures they are responsibly processed. In fiscal year 2018, 3,626 pieces of IT equipment and 1,358 corporate mobiles were responsibly processed, which represents 100% of the equipment that has reached the end of its useful life in Accenture.

EMISSIONS CONTROL

Although our activity does not generate any significant carbon emissions, at Accenture we have developed a program to monitor our indirect emissions resulting from power consumption in our buildings and the travel of our professionals.

We have created places for charging electric cars at our main offices. This initiative is an example of our commitment to the air quality of our cities and against the approach of climate change.

We carry out an annual inventory of greenhouse gas emissions based on international standards from the International Energy Agency (IEA) and the Greenhouse Gas Protocol method.

As described in the energy consumption control program, the measures adopted focus on installing low energy consumption equipment, the presence of REM technologies and raising the awareness of our professionals and providers who work at our facilities.

As regards the transport of our professionals, at Accenture we have continued to invest in collaborative technologies that facilitate connections between our staff and clients, almost eliminating the need to travel.

The combination of the reduction in energy consumption and travel by our professionals have enabled us to cut, over 11 years, indirect CO₂ emission by almost 60%, thus avoiding the generation of over 12,000 tonnes of CO₂.

Once again, at Accenture we have achieved an outstanding place in our efforts regarding climate change with our CDP Climate Change program, and remain in the Leadership category.

AWARENESS

We have developed environmental communication and training plans to raise awareness among our professionals, encourage good practises and share the environmental results we achieve. In 2018, we launched a new internal environmental portal and introduced new environmental signage in all our offices.

In addition, Accenture provides custom training sessions to those suppliers working at our facilities with a dual goal: to ensure they comply with the applicable law and explain the procedures of our Environmental Management system for which we need their cooperation. Chief among these providers

are the cleaning, catering companies and those carrying out works on our offices. Not forgetting that we apply environmental requisites to our supplier certification processes and have included environmental annexes and clauses in contracts with our suppliers.

Lastly, Accenture, via our Foundation, supports environmental volunteer work to foster respect for the environment among our professionals and society in general.



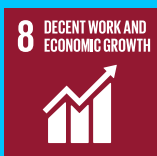
08

RESPONSIBLE WITH THE SUPPLY CHAIN

Accenture promotes the integration of good practices from the ethical, social and environmental viewpoints in the supply chain and works to consolidate sound relations with those providers whose models of conduct are consistent with our strategy of corporate responsibility. Investing in suppliers who share our values and principles helps us to avoid risks that may affect our positioning and reputation as a responsible company.

Not forgetting that Accenture contributes to the economic and social development of our country by opting for local suppliers.

Contribution to the Sustainable Development Goals of the United Nations



PROMOTING THE SUSTAINABILITY OF OUR VALUE CHAIN

At Accenture we know that a qualified network of providers is a key part of our value chain, as it enables us to offer and guarantee innovative services that help our clients to achieve their objectives. Our Responsible Consulting Model also takes responsibility to our providers, influencing their expectations and behavior as regards sustainability.

The result of this dual approach is to consider providers as one of our chief stakeholders and therefore to be committed to promoting our corporate social responsibility practices across the entire supply chain.

These aims materialize in our **Responsible Procurement Action Plan**, which considers both Accenture’s commitment to being a “sustainable client” that generates wealth across the entire supply chain and its desire to be a “responsible buyer” that invests in companies aligned with our sustainable policies and practices.

This plan brings together a series of programs via which we convey our sustainability principles throughout the entire cycle, from the provider selection process to completion of the service.

This commitment to awareness on the part of our supply chain also entails exclusive, ongoing support for those providers that require guidance on their path towards responsible management. With this commitment, the Procurement Area has invested over 1.800 hours during 2018.

We promote corporate social responsibility practices in our supply chain

RESPONSIBLE CERTIFICATION

Our organization promotes compliance with good practices from the ethical, social and environmental viewpoints in the supply chain. In this manner, we contribute to consolidating sustainable businesses via our certification process that calculates the level of commitment of our providers with respect to CSR by imposing requisites on the following blocks (each block having excluding factors) we contribute to consolidating sustainable businesses.

In order to facilitate the hiring of self-employed persons and companies with fewer than 50 employees we have designed very simple questionnaires with the requisites adapted to their reality and business.

We have defined declarations of intent for the beneficiaries of donations, prizes, sponsorships, grants, etc., with the aim of ensuring that all these contributions have a purpose aligned with the corporate values of Accenture. In addition, in this certification process all Accenture providers are under the obligation and commitment to abide by the **Standards of Conduct for Providers** that supplement our Corporate Code of Ethics. In reciprocation, the Company undertakes to comply with this code in its relations with the supply chain.

During fiscal year 2018, we can affirm that 188 new suppliers have been certificated with CSR criteria.

Via this certification process we elect those providers that meet the sustainability criteria of Accenture with its providers. This is not only a control and follow-up mechanism but also an opportunity to extend them to all our supply chain, encouraging our providers to apply our form of understanding to carry out the work.

1 Corporate social responsibility requisites and human rights



2 Ethics and compliance requisites



3 Information security requisites



4 Financial requirements



5 Human resources and risk prevention requisites



6 Environmental and quality requisites



7 Requirements for control of the supply chain



RESPONSIBLE HIRING

At Accenture we foster the hiring of providers whose codes of conduct are consistent with our sustainability commitments, corporate responsibility strategy, our code of ethics and the ten principles of the UN Global Compact.

Investing in providers who share our values and principles is fundamental for avoiding risks to our reputation that may affect our positioning as a responsible company. Based on this conviction that boosts the importance of the role of the supply chain in our search for corporate excellence, the following actions have been approved:



HIRING

Hiring with CSR criteria (lending a weighting of 20% to the CSR block).



DEFINITION

Definition of general requisites of CSR to be included in contracts together with the definition of specific requisites for certain providers depending on the type of service or product to be acquired.



TRAINING

Training in CSR tailored to the provider, if necessary, once hired.

As part of our Responsible Procurement program, in 2018, we defined a **Risk Map** to identify those strategic providers with the greatest risk for our business and our reputation. Following this analysis, we identified as one of the major risks the security of the information and access to confidential information by our providers. In 2019 our aim is to demand our providers obtain the ISO 27001 certificate in information security or, in its absence, audits by a second party of their information security and data privacy.

ANTI-CORRUPTION PROGRAM FOR PROVIDERS

As a responsible company we have a specific anti-corruption program that deals with relations with business intermediaries¹.

Although these providers are independent of our organization, we are responsible for their acts because their activities are visible to our clients. It should be noted that before commencing a contractual relation with them, they must pass

a thorough evaluation process in which certain high-level authorizations are necessary in accordance with the potential risk they present.

This program is governed by a series of internal policies whose ultimate goal is to avoid any risks that may affect our reputation and thereby compromise the sustainability of our business.

In addition, there are internal policies that require subcontracted personnel acting on behalf of Accenture and who have access to the organization's internal systems, to take mandatory courses on data protection, information security and ethics.

We ensure that subcontracted personnel are aware of the importance of this training and the consequences arising in the event of any breach.

¹ A business intermediary is any person or entity to which Accenture resorts to carry on its business with regard to the client, that acts on behalf of Accenture to obtain a license, visa, permit or any other authorization of an official nature or who intervenes before official or public agencies (in whole or in part). This category covers business development agents, consultants, subcontractors, chief contractors, allies, associates, joint venture partners, sales representatives and providers.

CONTRIBUTING TO THE ECONOMIC AND SOCIAL DEVELOPMENT OF OUR COUNTRY

We contribute to the economic and social of our country by maintaining the indirect employment of our supply chain. Indeed, the volume of procurement in Spain totals 165 million euros (almost 95% of the total).

In this respect, we directly contract with 1,226 providers of which 88% are nationals. Specifically, our contracting with small and medium size companies is a commitment to the sustainable

development of Spanish business fabric, formed largely by SMEs. The sectoral classification of our supply chain is the most common in the consulting sector.

88%
of our

+1,200
suppliers are national

ANNEX 01

SUPPLEMENTARY INFORMATION

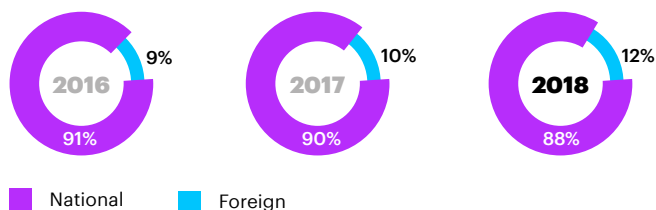
SUPPLIERS



Number of active suppliers

Fiscal Year	2016	2017	2018
	1,193	1,193	1,226

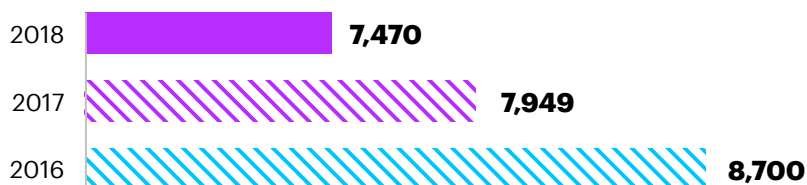
Percentage of suppliers



Total spending on national suppliers (euros)

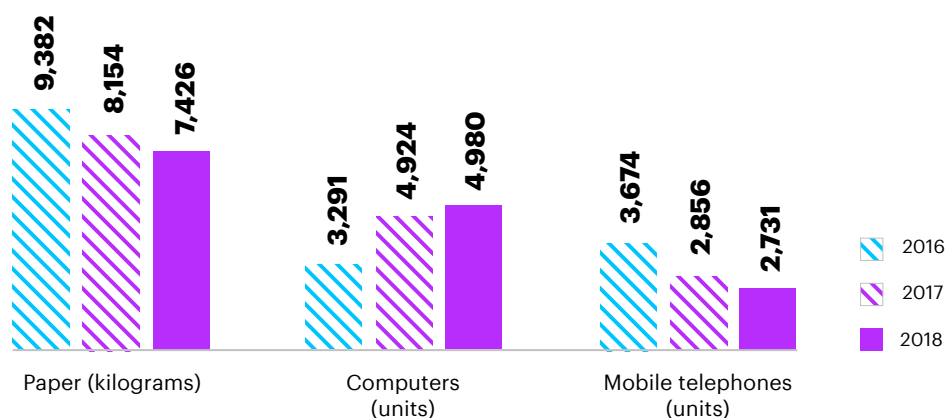
Fiscal Year	2016	2017	2018
	146,876,900	148,635,886	165,307,191

WATER CONSUMPTION (m³)



Note: Consumption figures refer to those offices that have individual meters (La Finca, La Rotonda and Sant Cugat).

MATERIALS PURCHASED



INDIRECT ENERGY CONSUMPTION (ELECTRICITY)



Fiscal Year	2016	2017	2018
Electricity consumption (gigajoules)	23,301	23,724	24,930
Number of professionals	8,292	9,250	10,138
Electricity/professional consumption	2.81	2.56	2.46
Renewable energy ¹ (gigajoules)	8,810	9,791	8,309

Notes:

- Consumption of ISO 14001 certified buildings calculated using their energy bills.
- The number of professionals refers to those working full time.
- The sources of our electrical energy are external to the organization and the distribution corresponds to the national energy demand mix.
- Accenture makes no significant direct consumption of energy. Proof of this is that during fiscal year 2018 only some 405 liters of fuel were used for maintenance of the transformers.

¹ Source: The Spanish electricity system in 2017, "National electrical energy balance" (considering the peninsular territory), Red Eléctrica de España.

INDIRECT EMISSION OF CO₂



Fiscal Year	2016	2017	2018
Indirect emission of CO ₂ (Scope 2) (tonnes)	1,599	1,924	1,702
Indirect emission of CO ₂ (Scope 3) (tonnes)	9,256	9,527	7,257
Total indirect emissions (tonnes)	10,855	11,451	8,959
Number of professionals	8,292	9,250	10,138
Emissions/professional	1.31	1.24	0.88

Notes:

- Scope 2 (electricity): Emissions of buildings with ISO 14001 certificate. During fiscal year 2018, emissions fell compared to 2017 due to the change in the emission factor used.
- Scope 3 (travel): these emissions were calculated directly by our travel agency.
- The number of professionals refers to those working full time.
- Accenture does not directly emit greenhouse effect gases. Only 1.08 tonnes of CO₂ have been emitted due to the diesel consumption for transformer maintenance.

STAFF BREAKDOWN BREAKDOWN



By gender

Fiscal Year	2016	2017	2018
Woman	3,444	3,823	4,286
Men	5,797	6,342	6,808
Total	9,241	10,165	11,094

By category

Fiscal Year	2016	2017	2018
Managing directors			
Woman	38	42	47
Men	165	172	184
Total	203	214	231

Senior managers y managers

Woman	431	465	509
Men	946	991	1,053
Total	1,377	1,456	1,562

Consultants

Woman	1,091	1,160	1,254
Men	1,644	1,813	1,968
Total	2,735	2,973	3,222

Analysts

Woman	1,884	2,156	2,476
Men	3,042	3,366	3,603
Total	4,926	5,522	6,079

By type

Fiscal Year	2016	2017	2018
Full time			
Woman	2,669	3,096	3,528
Men	5,623	6,154	6,610
Total	8,292	9,250	10,138

Part Time

Woman	775	727	758
Men	174	198	198
Total	949	915	956

By age range

Fiscal Year	2016	2017	2018
Up to age 30 (30 not included)			
Woman	690	942	1,227
Men	1,541	1,735	1,824
Total	2,231	2,677	3,051

Between ages 30 and 50 (both inclusive)

Woman	2,639	2,739	2,881
Men	4,122	4,427	4,755
Total	6,761	7,166	7,636

Over 50

Woman	115	142	178
Men	134	180	229
Total	249	322	407

Average age

Woman	36	36	36
Men	35	35	36
Total	36	36	36

By contract

Fiscal Year	2016	2017	2018
Indefinite			
Woman	3,309	3,687	4,187
Men	5,551	6,093	6,641
Total	8,860	9,780	10,828

Temporary.

Woman	135	136	99
Men	246	249	167
Total	381	385	266

Total professionals



ROTATION OF PROFESSIONALS

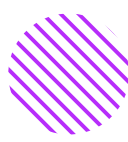


Total
professionals

2016
14.7%



2017
14.1%



2018
17.7%



Fiscal Year	2016	2017	2018
By gender			
Woman	11.9%	11.8%	15.4%
Men	16.3%	15.5%	19.0%
By age range			
Up to age 30 (30 not included)	25.0%	21.9%	28.3%
Between ages 30 and 50 (both inclusive)	11.7%	11.5%	13.9%
Over 50 years	6.6%	10.2%	10.2%

ROTATION OF NEW HIRES



Total
professionals

2016
13.7%



2017
10.6%



2018
11.1%



Fiscal Year	2016	2017	2018
By gender			
Women	12.3%	9.7%	10.4%
Men	14.4%	11.1%	11.4%
By age range			
Up to age 30 (30 not included)	14.9%	11.9%	12.1%
Between ages 30 and 50 (both inclusive)	11.9%	8.5%	9.7%
Over 50 years	16.7%	11.8%	0.0%

HEALTH & SAFETY INDICATORS



Number of accidents

Fiscal Year	2016	2017	2018
With sick leave			
Women	6	5	5
Men	1	3	3
Total	7	8	8
W/out sick leave			
Women	12	10	12
Men	4	5	5
Total	16	15	17

Taxes

Number of days lost due to work accidents

Fiscal Year	2016	2017	2018
Women	129	202	70
Men	11	150	22
Total	140	352	92

Frequency index

Fiscal Year	2016	2017	2018
Women	0.20	0.15	0.14
Men	0.02	0.05	0.05
Total	0.09	0.09	0.08

Number of days lost due to illness

Fiscal Year	2016	2017	2018
Women	29,843	35,323	37,040
Men	14,559	21,261	25,139
Total	44,402	56,584	62,179

Gravity index

Fiscal Year	2016	2017	2018
Women	4.25	6.17	1.92
Men	0.22	2.75	0.37
Total	1.72	4.03	0.96

Absenteeism rate

Fiscal Year	2016	2017	2018
Women	4.04%	4.44%	4.16%
Men	1.17%	1.60%	1.74%
Total	2.24%	2.67%	2.66%

Notes:

- The column fiscal year 2016 corresponds to Accenture, S. L. :Coritel, S. A.; Accenture Outsourcing Services, S. A.; and Alnova, S. L.
- The columns for fiscal year 2017 and 2018 correspond to Accenture, S. L.; Tecnológica Ecosistemas S. A.; Accenture Outsourcing Services, S. A.

STAFF TRAINING



A = Hours training

B = Total professionals

A/B = Hours training per professional

Managing directors

Fiscal Year	2016			2017			2018		
	A	B	A/B	A	B	A/B	A	B	A/B
Women	1,308	38	34.4	2,195	42	52.3	2,707	47	57.6
Men	6,424	165	38.9	9,399	172	54.6	9,386	184	51.0
Total	7,733	203	38.1	11,594	214	54.2	12,093	231	52.4

Senior managers y managers

Fiscal Year	2016			2017			2018		
	A	B	A/B	A	B	A/B	A	B	A/B
Women	16,430	431	38.1	18,706	465	40.2	19,546	509	38.4
Men	36,450	946	38.5	44,000	991	44.4	40,584	1,053	38.5
Total	52,880	1,377	38.4	62,706	1,456	43.1	60,130	1,562	38.5

Consultants

Fiscal Year	2016			2017			2018		
	A	B	A/B	A	B	A/B	A	B	A/B
Women	27,494	1,091	25.2	31,200	1,160	26.9	33,702	1,254	26.9
Men	47,367	1,644	28.8	48,121	1,813	26.5	55,583	1,968	28.2
Total	74,861	2,735	27.4	79,321	2,973	26.7	89,285	3,222	27.7

Analysts

Fiscal Year	2016			2017			2018		
	A	B	A/B	A	B	A/B	A	B	A/B
Women	61,235	1,884	32.5	63,653	2,156	29.5	97,227	2,476	39.3
Men	127,342	3,042	41.9	118,507	3,366	35.2	119,248	3,603	33.1
Total	188,577	4,926	38.3	182,160	5,522	33.0	216,475	6,079	35.6

Total

Fiscal Year	2016			2017			2018		
	A	B	A/B	A	B	A/B	A	B	A/B
Women	106,467	3,444	30.9	115,753	3,823	30.3	153,182	4,286	35.7
Men	217,583	5,797	37.5	220,027	6,342	34.7	224,801	6,808	33.0
Total	324,050	9,241	35.1	335,780	10,165	33.0	377,983	11,094	34.1

PERFORMANCE ASSESSMENT

Percentage of employees whose performance and professional development is regularly evaluated, broken down by gender and professional category

Managing directors

Fiscal Year	2016	2017	2018
Women	100%	100%	100%
Men	100%	100%	100%
Total	100%	100%	100%

Senior managers y managers

Fiscal Year	2016	2017	2018
Women	100%	100%	100%
Men	100%	100%	100%
Total	100%	100%	100%

Consultants

Fiscal Year	2016	2017	2018
Women	100%	100%	100%
Men	100%	100%	99.9%
Total	100%	100%	99.9%

Analysts

Fiscal Year	2016	2017	2018
Women	100%	99.8%	99.8%
Men	100%	100%	99.8%
Total	100%	99.9%	99.8%

Total

Fiscal Year	2016	2017	2018
Women	100%	100%	99.9%
Men	100%	100%	99.9%
Total	100%	100%	99.9%

MATERNITY OR PATERNITY LEAVE



Number of employees broken down by gender who have taken maternity or paternity leave

Maternity

Fiscal Year	2016	2017	2018
Women	202	234	241
Men	1	4	10
Total	203	238	251

Paternity

Fiscal Year	2016	2017	2018
Women	1	1	0
Men	300	290	335
Total	301	291	335

Number of employees, itemized by gender, who resume work after the end of maternity or paternity leave

Maternity

Fiscal Year	2016	2017	2018
Women	202	233	241
Men	1	4	10
Total	203	237	251

Paternity

Fiscal Year	2016	2017	2018
Women	1	1	0
Men	300	290	334
Total	301	291	334

Percentage of employees, broken down by gender who resumed work after completing their maternity or paternity leave

Maternity

Fiscal Year	2016	2017	2018
Women	100%	100%	100%
Men	100%	100%	100%
Total	100%	100%	100%

Paternity

Fiscal Year	2016	2017	2018
Women	100%	100%	-
Men	100%	100%	99.7%
Total	100%	100%	99.7%

Notes:

- 100% of our professionals are entitled to maternity or paternity leave.
- This does not take into account professionals who upon conclusion of their maternity or paternity leave enjoy a leave of absence.
- The information published in the row "Men" of the "Maternity" section refers to the total number of men who have received maternity leave due to the mother's non-acceptance of maternity leave.

SENIORITY



By gender

Fiscal Year	2016	2017	2018
Women	9	8	8
Men	8	7	7
Total	8	8	8

By category

Managing directors

Fiscal Year	2016	2017	2018
Women	20	19	20
Men	21	21	21
Total	21	21	21

By age range

Up to age 30 (30 not included)

Fiscal Year	2016	2017	2018
Women	2	2	2
Men	2	2	2
Total	2	2	2

Senior managers y managers

Fiscal Year	2016	2017	2018
Women	14	14	14
Men	12	12	12
Total	13	12	13

Between ages 30 and 50 (both inclusive)

Fiscal Year	2016	2017	2018
Women	10	10	10
Men	9	9	9
Total	10	9	10

Consultants

Fiscal Year	2016	2017	2018
Women	11	11	11
Men	10	9	9
Total	10	10	10

Over 50 years

Fiscal Year	2016	2017	2018
Women	19	19	19
Men	19	17	17
Total	19	18	18

Analysts

Fiscal Year	2016	2017	2018
Women	6	5	5
Men	4	4	4
Total	5	5	5

ANNEX 02

GRI CONTENT INDEX

BASIC GENERAL CONTENTS



For the Content Index Service, GRI Services has confirmed that the GRI index in the report is clear and that the references for each item included correspond to the sections of the report indicated. The service was performed in the Spanish version of the report.

For the SDG Mapping Service, GRI Services has confirmed that the contents included in the index have been compared to the SDG. The service was performed in the Spanish version of the report.

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 101: Foundation 2016					
	PROFILE OF THE ORGANIZATION				
	102-1 Name of organization		Page 2		✓
	102-2 Activities, brands, products and services		Page 48		✓
	102-3 Location of headquarters		Registered office located in Madrid (Torre Picasso)		✓
	102-4 Location of operations		Page 60		✓
	102-5 Ownership and legal form		Limited Company / Page 2		✓
	102-6 Markets served		Page 48 / www.accenture.com/es-es/industries-index		✓
	102-7 Size of organization		Pages 59-60		✓
	102-8 Information on employees and other workers	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all.	Page 105		✓
	102-9 Supply Chain		Page 100/ Page 103		✓
	102-10 Significant changes in organization and its supply chain		There have been no significant changes during the period reviewed by the report		✓
GRI 102: General Content 2016	102-11 Precautionary principle or approach		Page 23		✓
	102-12 External initiatives		Pages 31-32 / Accenture is a Diversity Charter signatory company. Accenture globally subscribes the ten principles of corporate citizenship defined in the UN Global Compact and is a member of the Spanish Global Compact network.		✓
	102-13 Membership of associations		Pages 31-32/ Page 49/ Pages 80-81/ Page 93		
	STRATEGY				
	102-14 Statement by senior decision-makers		Pages 4-6		✓
	102-15 Main impacts, risks and opportunities		Page 11/ Pages 19-20/ Page 23		✓
	ETHICS AND INTEGRITY				
	102-16 Values, principles, standards and codes of conduct	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Pages 27-30		✓
Corporate code of ethics				✓	
Corporate values				✓	
			Code of conduct for providers		✓

BASIC GENERAL CONTENT (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE	
GRI 102: General Content 2016	102-17 Advisory mechanisms and ethical concerns	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	Pages 27-30 24/7 Business Ethics Line website		✓ ✓	
	GOVERNANCE					
	102-18 Governance structure		Pages 21-22		✓	
	102-19 Delegation of authority		Functions of the Board of Directors (página 1)		✓*	
	102-20 Responsibility at executive level for economic, environmental and social matters		www.accenture.es/leadership-global		✓*	
	102-21 Consultation with stakeholders regarding economic, environmental and social matters	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	www.accenture.es/investor-relations		✓*	
	102-22 Composition of the highest governing body and its committees	Goal 5. Achieve equality between genders and empower women and girls Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	www.accenture.es/leadership-governance		✓*	
	102-23 President of highest governing body	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	Pages 21-22		✓	
	102-24 Appointment and selection of highest governing body	Goal 5. Achieve equality between genders and empower women and girls Goal 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	www.accenture.es/corporategovernance		✓*	
	102-25 Conflicts of interest	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	Pages 21-22		✓*	

* The review consists of confirming that the data relating to the corporate governance of Accenture worldwide is public and responds to the relevant indicator.

BASIC GENERAL CONTENT (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 102: General Content 2016	102-26 Function of the highest governing body in selecting objectives, values and strategy		Pages 21-22 www.accenture.es/ethics-compliance		✓*
	102-27 Collective knowledge of highest governing body	Goal 4. Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all.	Pages 21-22 www.accenture.es/corporate-governance-guidelines – Characteristics of Board Members (pages 2-3)		✓*
	102-28 Evaluation of performance of highest governing body		www.accenture.es/corporate-governance-guidelines – Performance Evaluation (page 5)		✓*
	102-29 Identification and management of economic, environmental and social impacts	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	www.accenture.es/corporate-governance-guidelines – Functions of the Board of Directors (page 1)		✓*
	102-30 Effectiveness of the risk management processes		2018 Proxy Statement and Notice of Annual Meeting – Risk Oversight (page 5)		✓*
	102-31 Review of economic, environmental and social issues		2018 Proxy Statement and Notice of Annual Meeting – Board Meetings and Committees of the Board (page 6)		✓*
	102-32 Role of the highest governing body in preparing sustainability reports		Page 2		✓
	102-33 Communicating critical concerns		http://www.accenture.es/company-contacts		✓*
	102-34 Nature and number of critical concerns		www.accenture.es/investor-relations		✓*
	102-35 Remuneration policies		www.accenture.es/corporate-governance-guidelines – Board Compensation (page 4)		✓*
	102-36 Process for determining remuneration		2018 Proxy Statement and Notice of Annual Meeting – Process for Determining Executive Compensation (pages 31-33)		✓*
	102-37 Engagement of stakeholders in remuneration	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Summary of the 2018 Annual General Meeting of Shareholders of Accenture plc – Voting Results (page 1)		✓*
	102-38 Ratio of gross annual compensation			Confidentiality issues. The internal confidentiality policies of Accenture do not permit the publication of this information.	✓

* The review consists of confirming that the data relating to the corporate governance of Accenture worldwide is public and responds to the relevant indicator.

BASIC GENERAL CONTENT (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
	102-39 Ratio of percentage increase in gross annual compensation			Confidentiality issues. The internal confidentiality policies of Accenture do not permit the publication of this information.	✓
PARTICIPATION OF STAKEHOLDERS					
	102-40 List of stakeholders		Page 16		✓
	102-41 Collective bargaining agreements	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	100 % of Accenture employees are covered by the national collective agreement of consulting firms.		✓
	102-42 Identification and selection of stakeholders		Page 16		✓
	102-43 Approach to participation of stakeholders		Page 16		✓
	102-44 Matters and key concerns mentioned		Page 14		✓
REPORTING PRACTICES					
GRI 102: General Content 2016	102-45 Entities included in the consolidated financial statements		Page 61		✓
	102-46 Process for defining report content		Page 14		✓
	102-47 List of material matters		Page 14		✓
	102-48 Restatement of information		No information belonging to previous reports has been restated.		✓
	102-49 Changes in preparation of reports		There have been no significant changes to the scope and coverage compared to previous reports.		✓
	102-50 Reporting period		Fiscal year 2018 (from 1 September 2017 to 31 August 2018).		✓
	102-51 Date of last report		Fiscal year 2017 (from 1 September 2016 to 31 August 2017).		✓
	102-52 Reporting cycle		Annual		✓
	102-53 Point of contact for questions regarding the report		Page 152		✓
	102-54 Statement on preparation of the report in accordance with GRI standards		This report was prepared in accordance with the detailed option of the GRI standards.		✓
	102-55 GRI Index		Page 112		✓
	102-56 External verification		Page 2/ Pages 149-151		✓

MATERIAL ASPECTS

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
ECONOMIC PERFORMANCE					
GRI 103: Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 1. End poverty in all its forms worldwide. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 41		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Goal 2 End hunger, achieve food security, and improved nutrition and promote sustainable agriculture. Goal 5 Achieve equality between genders and empower women and girls Goal 7 Ensure access to affordable, safe, sustainable and modern energy for all. Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 9. Build resilient infrastructures, promote inclusive and sustainable industrialization and foster innovation.	Pages 59-60/ Pages 78-79/ Page 103	Information not available. We currently report the direct economic value generated. In forthcoming years we will report the information on the distributed economic value.	✓
	201-2 Financial implications and other risks and opportunities produced by climate change	Goal 13. Adopt urgent measures to fight climate change and its effects.		Not applicable. The activities undertaken by Accenture are not directly affected by climate change nor contribute to it with the direct emission of greenhouse gases Therefore, no financial consequences nor significant risks to the business as a result of climate change have been identified.	✓
	201-3 Defined benefit plans and other retirement plans		Page 68 https://www.accenture.com/es-es/careers/your-future-rewards-benefits		✓
	201-4 Financial assistance received from government		In fiscal year 2018 Accenture received a total of €516,737.66 euros in subsidies for training		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
MARKET PRESENCE					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 41		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 202: Indirect economic impacts 2016	202-1 Ratio of standard initial category by gender vs. minimum local salary	Goal 1. End poverty in all its forms worldwide Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Accenture's minimum salary is 5% higher than local minimum salary.		✓
	202-2 Proportion of senior executives hired from the local community	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	There are no established procedures for local hiring; however, 18 of the 19 members of the Accenture Spain Executive Committee are Spanish. At Accenture we promote equal, merit-based opportunities in our selection and promotion processes.		✓
INDIRECT ECONOMIC IMPACTS					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 40/ Pages 59-60/ Page 64/ Page 76		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 203: Indirect economic impacts 2016	203-1 Investment in infrastructures and services rendered	Goal 2. End hunger, achieve food security, and improved nutrition and promote sustainable agriculture. Goal 5. Achieve equality between genders and empower women and girls Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all. Goal 9. Build resilient infrastructures, promote inclusive and sustainable industrialization and foster innovation. Goal 11. Achieve cities and human settlements that are inclusive, secure, resilient and sustainable.	Pages 31-32/ Pages 48-50 Pages 78-79		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 203: Indirect economic impacts 2016	203-2 Indirect economic impacts	<p>Goal 1. End poverty in all its forms worldwide</p> <p>Goal 2. End hunger, achieve food security, and improved nutrition and promote sustainable agriculture.</p> <p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.</p> <p>Goal 10. Reduce inequality in and between countries.</p> <p>Goal 17. Strengthen the means for executing and revitalizing the World Alliance for Sustainable Development.</p>	Pages 65-66/ Pages 78-79/ Page 100		✓
ACQUISITION PRACTICES					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 24-25		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 204: Acquisition practices 2016	204-1 Proportion of spending on local providers	Goal 12. Ensure sustainable types of consumption and production.	Page 100/ Page 103		✓
ANTI-CORRUPTION					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 24-25		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 205: Anti-corruption 2016	205-1 Risk-assessed operations related to corruption	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	100 % of the Accenture business units are obliged to fulfill the global anti-corruption policy. In addition, Accenture subscribes to the principles of the Global Compact		✓
	205-2 Communication and training in anti-corruption policies and procedures	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	Pages 24-26		✓
	205-3 Confirmed corruption cases and measures adopted	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	During fiscal year 2018 no information was recorded on significant corruption incidents via the channels put in place by the Legal Dept		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
UNFAIR COMPETITION PRACTICES					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 25-26		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 206: Unfair competition 2016	206-1 Legal action related to unfair competition and monopoly and antitrust practices	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	In fiscal year 2018 a penalty was recorded by the CNMC with regard to competition to which Accenture filed a non-conformity appeal.		✓
MATERIALS					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-93		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 301: Materials 2016	301-1 Materials used, by weight or volume	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production.	Page 103		✓
	301-2 Inputs recycled	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production.	The paper we use at our work centers is 100% ecological (chlorine free) and 100% of the paper used by our printing suppliers is FSC and PEFC certified.		✓
	301-3 Products reused and packaging materials	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production.		Not applicable. Given Accenture's activity as a provider of professional services, our organization does not sell products that use packaging materials.	✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
ENERGY					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-93		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 302: Energy 2016	302-1 Energy consumption by the organization	Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all. Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production. Goal 13. Adopt urgent measures to fight climate change and its effects.	Page 92/ Page 104		✓
	302-2 Energy consumption outside the organization	Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all. Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production. Goal 13. Adopt urgent measures to fight climate change and its effects.		Not applicable. Given its activity, energy consumption outside the Accenture organization is not significant and there are therefore no records of same at present.	✓
	302-3 Energy intensity	Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all. Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production. Goal 13. Adopt urgent measures to fight climate change and its effects.	Page 104		✓
	302-4 Reduction of energy consumption	Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all. Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all. Goal 12. Ensure sustainable types of consumption and production. Goal 13. Adopt urgent measures to fight climate change and its effects.	In fiscal year 2018 energy consumption increased by 5.08% vs. fiscal year 2017, however, the ratio of energy intensity per employee has fallen 4.12% compared to the same period.		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 302: Energy 2016	302-5 Reduction of energy requirements of products and services	<p>Goal 7. Ensure access to affordable, safe, sustainable and modern energy for all.</p> <p>Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p>		Not applicable. Given Accenture's activity, the energy consumption in products and services sold are not significant and therefore there exist no records of same.	✓
WATER					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-93		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 303: Water 2016	303-1 Water extraction by source	Goal 6. Ensure availability of water and sustainable management and sanitation for all.	The water supply of all Accenture offices comes from the respective municipal supply systems, and is channeled to the public sanitation networks. Page 103		✓
	303-2 Sources of water significantly affected by water extraction	Goal 6. Ensure availability of water and sustainable management and sanitation for all.		Not applicable. Given the nature of Accenture's activity this indicator is not deemed relevant. Accenture does not capture water; the office supply is via the local water utility network.	✓
	303-3 Water recycled and reused	<p>Goal 6. Ensure availability of water and sustainable management and sanitation for all.</p> <p>Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p>		Not applicable. Given the nature of Accenture's activity this indicator is not deemed relevant. Accenture's facilities are offices and therefore waste water goes directly to the municipal sewage system.	✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
BIODIVERSITY					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-91		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 304: Biodiversity 2016	304-1 Operations centers, own or leased or managed located within or adjacent to protected areas or high-value biodiversity areas outside protected areas	<p>Goal 6. Ensure availability of water and sustainable management and sanitation for all.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>		Not applicable. No Accenture facilities are located in natural protected spaces or areas with unprotected high biodiversity all our offices are located on urban land	✓
	304-2 Significant impacts of the activities, products and services on biodiversity	<p>Goal 6. Ensure availability of water and sustainable management and sanitation for all.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	The technological and digitalization services rendered by Accenture help companies and individuals to minimize environmental impact, mitigating the damage to biodiversity and species.		✓
	304-3 Protected or restored habitats	<p>Goal 6. Ensure availability of water and sustainable management and sanitation for all.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>		Not applicable. This indicator is not deemed relevant as the organization has no significant effect (either by its presence, discharges or other effects) on protected or restored habitats.	✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 304: Biodiversity 2016	304-4 Species appearing on the Red List of the IUCN and national conservation lists whose habitats are located in areas affected by operations	<p>Goal 6. Ensure availability of water and sustainable management and sanitation for all.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>		Not applicable. In light of Accenture's activity and the location of its offices, there are no species in danger of extinction affected by our organization's operations	✓
EMISSIONS					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-91/ Page 93		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 305: Emissions 2016	305-1 Direct emissions of Greenhouse Gases (scope 1)	<p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Page 104		✓
	305-2 Indirect emissions of Greenhouse Gases when generating energy (scope 2)	<p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Page 104		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 305: Emissions 2016	305-3 Other indirect emissions of Greenhouse gases (scope 3)	<p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Page 104		✓
	305-4 Intensity of emissions of Greenhouse gases	<p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Page 104		✓
	305-5 Reduction of emissions of Greenhouse gases	<p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Emissions caused by energy consumption have increased 5.08% compared to fiscal year 2017, however, the ratio of energy intensity per employee has fallen 4.12% compared to the same period. During fiscal year 2018 greenhouse gas emissions have fallen by 11.5% compared to fiscal year 2017.		✓
	305-6 Emissions of substances that deplete the ozone layer (ODS)	<p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p>	Accenture's activity does not cause significant emissions of ozone-depleting substances. The different cooling gases used in climate-control installations do not affect the ozone layer.		✓
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant emissions into the air	<p>Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.</p> <p>Goal 12. Ensure sustainable types of consumption and production.</p> <p>Goal 13. Adopt urgent measures to fight climate change and its effects.</p> <p>Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development</p> <p>Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Not applicable. As Accenture's activity takes place in offices, it produces no significant emissions into the atmosphere.		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
EFFLUENT AND WASTE					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-93		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 306: Effluent and waste 2016	306-1 Water disposal in accordance with its quality and destination	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages. Goal 6. Ensure availability of water and sustainable management and sanitation for all. Goal 12. Ensure sustainable types of consumption and production.		Not applicable. In view of Accenture's activity, no waste water is disposed of except that produced at its offices which is channeled to the municipal sewage system	✓
	306-2 Waste by type and method of disposal	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages.	In view of Accenture's activity, waste management is carried out via recycling, recovery and landfill.		✓
	306-3 Significant spillage	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages. Goal 6. Ensure availability of water and sustainable management and sanitation for all. Goal 12. Ensure sustainable types of consumption and production. Goal 14. Preserve and make sustainable use of oceans, seas and marine resources for sustainable development Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.	Spillage can only occur at the Data Processing Center facilities located in the buildings La Finca and Malaga, which have auxiliary diesel generators. Annual consumption of these generators is estimated to be approximately 405 liters of diesel. Taking into account the dimensions of Spain, this amount of fuel is not considered significant.		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 306: Effluent and waste 2016	306-4 Transport of hazardous waste	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages. Goal 12. Ensure sustainable types of consumption and production.		Not applicable. Accenture does not transport, import or export hazardous waste. It has an authorized agent for waste for management of hazardous waste and bio sanitary waste from the medical service.	✓
	306-5 Bodies of water affected by spillage and/or run offs	Goal 6. Ensure availability of water and sustainable management and sanitation for all. Goal 15. Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.		Not applicable. Accenture does not dispose of any water from its facilities. They are all located on urban land	✓

REGULATORY COMPLIANCE

GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 90-91		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 307: Environmental compliance 2016	307-1 Non-compliance with legislation and environmental standards	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level and create effective, responsible, inclusive institutions at every level.	In fiscal year 2018 no fines were imposed for any breach of environmental compliance via the channels put in place by the Legal Department		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
ENVIRONMENTAL EVALUATION OF SUPPLIERS					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 96-99		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 308: Environmental evaluation of suppliers 2016	308-1 New suppliers that were examined in accordance with environmental criteria		Pages 98-99		✓
	308-2 Negative environmental impacts on the supply chain and relevant measures		Pages 98-99		✓
EMPLOYMENT					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 64		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 401: Employment 2016	401-1 New hires of employees and personnel rotation	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 106		✓
	401-2 Benefits for full-time employees not given to part-time or temporary employees	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 68		✓
	401-3 Parental leave	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 110		✓
RELATIONS BETWEEN WORKERS AND MANAGEMENT					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 64		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 402: Company-worker relations 2016	402-1 Minimum notice periods for operational changes	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	The minimum notice periods comply with current law and the national agreement of consulting firms.		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
HEALTH AND SAFETY IN THE WORKPLACE					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 72-73		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 403: Health & safety in the workplace 2016	403-1 Workers' representation in formal worker-company health and safety committees	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all.	Of the companies within the scope of the report (Accenture, Tecnológica, AOS) there exists workers' representation in AOS (Barcelona) y Tecnológica (Madrid, Malaga, Seville and Barcelona) 14% of the workers of AOS and 92% of those of Tecnológica are represented on health & safety committees. The company does not prevent its workers from being represented.		✓
	403-2 Types of accidents and frequency rates of accidents, occupational illnesses, days lost, absenteeism and number of deaths due to occupational accidents and professional illness	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 107		✓
	403-3 Workers with a high incidence or at high risks of illness related to their occupation	Goal 3. Guarantee a healthy life and promote wellbeing for all at all ages. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Although our activity presents no high risk of causing specific illnesses, Accenture has in place measures for those professionals traveling to developing countries. This aims to prevent possible risks before, during and following the trip.		✓
	403-4 Health and safety issues discussed in formal agreements with unions	Goal 8. Promote sustainable economic growth, full, productive employment and decent work for all.	Health & safety issues covered by formal agreements with trade unions focus on workplace accidents and the work environment of our professionals.		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/ DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
TRAINING AND EDUCATION					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 69		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 404: Training and education 2016	404-1 Average hours training a year per employee	Goal 4. Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all. Goal 5. Achieve equality between genders and empower women and girls. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 108		✓
	404-2 Programs to improve employee skills and transition assistance programs	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 69/ Page 108		✓
	404-3 Percentage of employees that receive periodic evaluations of their performance and professional development	Goal 5. Achieve equality between genders and empower women and girls. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Page 109		✓
DIVERSITY AND EQUAL OPPORTUNITIES					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 5. Achieve equality between genders and empower women and girls	Pages 69-70		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity in governing bodies and employees	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Pages 21-22/ Page 105		✓
	405-2 Ratio of base salary and remuneration of women vs. men	Goal 5. Achieve equality between genders and empower women and girls. Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all. Goal 10. Reduce inequality in and between countries.	Page 71		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
NON-DISCRIMINATION					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 5. Achieve equality between genders and empower women and girls Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Pages 69-70		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 406: Non-discrimination 2016	406-1 Cases of discrimination and corrective measures taken	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all. Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	In fiscal year 2018, neither the ethical channel nor the Compliance Committee have registered any information on significant cases of discrimination.		✓
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 64		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers whose right to freedom of association and collective bargaining may be at risk	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	100 % of Accenture employees are covered by the national collective agreement of consulting firms. Therefore, Accenture places no impediment on freedom of association or collective bargaining. In addition, Accenture subscribes to the principles of the Global Compact		✓
CHILD LABOR					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 96-99		✓
	103-3 Evaluation of management approach		Pages 14-15		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk of cases of child labor	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all. Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Accenture has identified no activities or operations of this nature. Accenture operates in Spain and is a professional services organization and therefore no potential risks of incidents of child exploitation are known. In addition, Accenture subscribes to the principles of the Global Compact.		✓
FORCED OR OBLIGATORY LABOR					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 96-99		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 409: Forced or obligatory labor 2016	409-1 Operations and suppliers at significant risk of cases of forced or obligatory labor	Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.	Accenture has identified no activities or operations of this nature. Accenture operates in Spain and is a professional services organization and therefore no potential risks of incidents of forced labor are known. In addition, Accenture subscribes to the principles of the Global Compact.		✓
HUMAN RIGHTS ASSESSMENT					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 96-99		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 412: Human rights assessment 2016	412-1 Operations subject to review of assessment of the impact on human rights		Pages 98-99		✓
	412-2 Training of professionals in policies and procedures related to human rights		Pages 24-26		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 412: Human rights assessment 2016	412-3 Significant investment agreements and contracts with clauses on human rights subject to human rights assessment		In view of its activity as a professional services provider, Accenture and the geographic environment in which it operates, no risk related to any breach of human rights is considered to exist. Its hiring standards fall within the criteria of the global organization which are more demanding than current law. In addition, Accenture subscribes to the principles of the Global Compact		✓
LOCAL COMMUNITIES					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Page 76		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments and development programs		Pages 78-79		✓
	413-2 Operations with significant negative impacts, real or potential, on local communities	Goal 1. End poverty in all its forms worldwide Goal 2. End hunger, achieve food security, and improved nutrition and promote sustainable agriculture.		Not applicable. The services offered by Accenture have no significant negative impact on local communities.	✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
SOCIAL ASSESSMENT OF SUPPLIERS					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 96		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 414: Social assessment of suppliers 2016	414-1 New suppliers have passed through selection filters in accordance with social criteria	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all. Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Pages 98-100		✓
	414-2 Negative environmental impacts on the supply chain and relevant measures	Goal 5. Achieve equality between genders and empower women and girls Goal 8. Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all. Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Pages 98-100		✓
CLIENT PRIVACY					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 40		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
GRI 418: Client privacy 2016	418-1 Substantiated complaints related to breaches of customer privacy and loss of client data	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	In fiscal year 14-15 2018, via the canal Accenture Security Operations Center channel, registered no significant complaints regarding customer privacy or losses of customer personal data.		✓
SOCIO-ECONOMIC COMPLIANCE					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	Pages 24-26		✓
	103-3 Evaluation of management approach		Pages 14-15		✓

MATERIAL ASPECTS (CONT.)

GRI STANDARD CONTENT	CONTENT	SDG	PAGE/DIRECT RESPONSE	OMISSION	EXTERNAL ASSURANCE
GRI 419: Socio-economic compliance 2016	419-1 Breaches of the law and regulations regarding social and economic matters	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.	In fiscal year 2018 no significant fines were imposed regarding social matters via the channels put in place by the Legal Department nor significant fines regarding economic matters via the channels put in place by the Financial Department.		✓
INNOVATION					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 64		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
ATTRACTING AND RETAINING TALENT					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 64		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
INFORMATION SECURITY AND CYBERSECURITY					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Pages 50-51		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
INTELLECTUAL PROPERTY					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 84		✓
	103-3 Evaluation of management approach		Pages 14-15		✓
DIGITAL TRANSFORMATION					
GRI 103. Management approach 2016	103-1 Explanation of material issue and coverage		Pages 14-15		✓
	103-2 Management approach and elements		Page 40		✓
	103-3 Evaluation of management approach		Pages 14-15		✓

ANNEX 03

SELF-ASSESSMENT OF THE IIRC'S GUIDING PRINCIPLES AND CONTENT FOR INTEGRATED REPORTING

In order to provide more and better responses to shareholders' needs, expectations and concerns Accenture Spain has applied the framework for integrated reporting of the International Integrated Reporting Council (IIRC) published in December 2013. The Council's mission is to create a framework of reference in a clear, concise, consistent and comparable format to meet the needs of a sustainable economy.

The corporate responsibility report 2018 brings together with most outstanding elements of corporate reporting that are currently published in different documents, underlining the connection and manner in which our strategy, corporate governance, results and viewpoints produce value creation in the short, medium and long term.

This report takes into account the principles and contents established in the IIRC framework after adapting them to the activity and reality of Accenture Spain as part of a global Company.

Faithful to our commitment to continuous improvement, this report, in addition to sharing information on the last fiscal year, offers stakeholders information on the current fiscal year together with the challenges we have set ourselves for the future. This demonstrates the progress made with regard to the recommendation of the IIRC framework to publish how we propose to create value in the present while ensuring we build value reserves for the future.

PRINCIPLES FOR THE PREPARATION OF COMPREHENSIVE REPORTS

PRINCIPLES	HOW THESE ARE SHOWN IN THE REPORT	REFERENCE
Strategic focus and future orientation	The report sets out in detail Accenture's strategy and its relation with the capacity to create value in the short, medium and long term, the chief business areas and main sectors of the industry in which the Company offers its services. It also sets out the challenges of the different services and industries that Accenture must face to continue being the leading service Company for its clients and how its six chief capitals will contribute to developing the business over time. In addition, we should note the role of innovation and new technologies in Accenture as a differential factor for its activity and positioning.	<ul style="list-style-type: none"> • Letter from the president (pages 4-6). • Corporate responsibility in Spain (pages 9-37). • Responsible with our clients – Our Business Model (pages 43-48).
Connectivity of the information	This report follows the structure of the Corporate Responsibility Master Plan and develops the approach, the challenges and initiatives originating from each of the seven commitments to stakeholders. It presents an overview of how the organization creates value and describes information on the combination, interrelation and dependencies of Accenture's six main repositories for storing value.	<ul style="list-style-type: none"> • About this CORPORATE RESPONSIBILITY REPORT (page 2). • Corporate responsibility in Spain – ... preserving our legacy over time (pages 12-13) – Corporate Responsibility Master Plan (pages 19-20).
Relations with stakeholders	Throughout the report, Accenture defines the nature and criteria for the selection of its stakeholders, the process and methods for identifying the chief concerns and expectations of each group and the approach and manner in which it responds to their concerns, needs and expectations of its stakeholders.	<ul style="list-style-type: none"> • Corporate responsibility in Spain, creating value for all stakeholders – Dialog with stakeholders (pages 16-18).
Materiality	Once again, Accenture has conducted a materiality study of the period reported to determine and prioritize those major aspects that, if not taken into account, may represent a risk for its sustainability and affect the organization's capacity to create value in the short, medium and long term. To this end, stakeholder expectations have been analyzed and interpreted, the positive and negative impacts of our activity, market trends and the opportunities in our sector.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... creating value for all stakeholders – Materiality (pages 14-15).
Concision	The first step to ensure the concision of the report was not to publish those issues that are not material to our organization. This document also presents internal references to other chapters to avoid repeating content and external links that enlarge upon the information published.	<ul style="list-style-type: none"> • In order to enlarge upon the information available on Accenture's activity and its various commitments and to publish the most significant information, links to other reports and relevant documents such as corporate website addresses have been added.
Reliability and integrity	Throughout the report Accenture has included all the major aspects in a balanced fashion. And to ensure the reliability and integrity of the information published, the report has been verified by external auditors in accordance with international standard ISAE 3000.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... creating value for all stakeholders – Materiality (pages 14-15). • ANNEX 07. Independent verification report (pages 148-150). • The financial information was audited by KPMG Auditores, S. L. • Non-financial information was verified by KPMG Asesores, S. L.
Comparability and consistency	Accenture has drawn up this report in such a manner that the data and changes to the organization over time can be analyzed. And this was done applying the thorough conformity of the new Global Reporting Initiative standards known as GRI Standards, to facilitate comparison with other organizations internationally.	<ul style="list-style-type: none"> • About this corporate responsibility report (page 2). • ANNEX 01. Supplementary information (pages 102-111). • ANNEX 02. GRI Content Index (pages 112-135).

CONTENT ELEMENTS FOR PREPARING INTEGRATED REPORTS

ELEMENTS OF REFERENCE	ASPECTS INCLUDED	CONTENT				
Overview of the organization and environment	What activity does the company engage in and under what circumstances does it operate?	<ul style="list-style-type: none"> Culture, ethics and values. <ul style="list-style-type: none"> Corporate responsibility in Spain – ... without sacrificing our principles (pages 21-30). Ownership and operating structure. <ul style="list-style-type: none"> ANNEX 02 GRI contents Index- 102-5 (page 113) Main activities and dimensions of Accenture. <ul style="list-style-type: none"> Responsible with our clients (pages 39-55) Responsible with our shareholders (pages 59-63). Characteristics of the markets in which it operates. <ul style="list-style-type: none"> Responsible with our clients (pages 39-55). Factors that influence the execution of Accenture's operations. <ul style="list-style-type: none"> Responsible with our clients (pages 39-55). Position in the value chain. <ul style="list-style-type: none"> Committed to our supply chain (pages 95-100). 				
	Corporate Governance	In what way does the governance structure of the company support the capacity to create value in the short, medium and long term?	<ul style="list-style-type: none"> Leadership structure of the organization including competencies and diversity. <ul style="list-style-type: none"> Corporate responsibility in Spain – ...without sacrificing our principles – The corporative governance of Accenture (pages 21-22). Committees and corporate governance procedures. <ul style="list-style-type: none"> Corporate responsibility in Spain – ...without sacrificing our principles – The corporative governance of Accenture (pages 21-22). Decision-making process. <ul style="list-style-type: none"> Corporate responsibility in Spain – ...without sacrificing our principles – The corporative governance of Accenture (pages 21-22). Culture and ethical values regarding resources. <ul style="list-style-type: none"> Corporate responsibility in Spain – ...without sacrificing our principles – The corporative governance of Accenture (pages 21-22). Corporate responsibility in Spain – ...without sacrificing our principles-Compliance program (pages 24-26) Remuneration tied to the creating of value in the short, medium and long term. <ul style="list-style-type: none"> ANNEX 02. GRI contents Index -102-36. Description of the process for determining remuneration (page 115). 			
		Business model	What is the organization's business model?	<ul style="list-style-type: none"> Main resources <ul style="list-style-type: none"> Responsible with our clients – Our Business Model (pages 43-48). Main activities <ul style="list-style-type: none"> Responsible with our clients – Our Business Model (pages 43-48). Main services <ul style="list-style-type: none"> Responsible with our clients – Our Business Model (pages 43-48). Principles that govern the business model. <ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Chief results and impacts. <ul style="list-style-type: none"> Responsible with our clients (pages 39-55) 		
			Risks and opportunities	What is the organization's business model? What are the specific risks and opportunities that affect the company's capacity to create value in the short, medium and long term and how does the organization address them?	<ul style="list-style-type: none"> Identification of risks and opportunities. <ul style="list-style-type: none"> Corporate responsibility in Spain – without sacrificing our principles – Risk identification and management (page 23). Management of risks and opportunities. <ul style="list-style-type: none"> Corporate responsibility in Spain – without sacrificing our principles – Risk identification and management (page 23). Evaluation of risks and opportunities. <ul style="list-style-type: none"> Corporate responsibility in Spain – without sacrificing our principles – Risk identification and management (page 23). Assets for creating value in the short, medium and long term. <ul style="list-style-type: none"> Corporate responsibility in Spain – ... preserving our legacy over time (pages 12-13). 	
				Strategy and assignment of resources	Where does the company want to go and how does it intend to do so?	<ul style="list-style-type: none"> Strategic Plan of the organization. <ul style="list-style-type: none"> Letter from the President (pages 4-6). Responsible with our clients (pages 39-55). Corporate Responsibility Master Plan <ul style="list-style-type: none"> Corporate responsibility in Spain – ... providing value to all stakeholders (pages 14-18).

CONTENT ELEMENTS FOR PREPARING INTEGRATED REPORTS (Cont.)

ELEMENTS OF REFERENCE		ASPECTS INCLUDED	CONTENT
Performance	To what extent has the company succeeded in reaching its strategic objectives and what were the results in terms of assets?	Key indicators and performance of the organization over time.	<ul style="list-style-type: none"> • Responsible with our clients (pages 39-55) • Responsible with our shareholders (pages 57-61). • Responsible with our professionals (pages 63-73). • Responsible with society (pages 75-81). • Responsible with innovation (pages 83-87). • Responsible with the environment (pages 89-93). • Responsible with the supply chain (pages 95-100). • •ANNEX 01. Supplementary information (pages 102-111).
		Organization's impact on assets.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... preserving our legacy over time (pages 12-13).
		Relations with stakeholders and manner in which we respond to their concerns, needs and expectations.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... creating value for all stakeholders – (pages 14-18).
Prospects	What challenges and uncertainties might the company encounter in carrying out its strategy and what are the potential implications for its business model and future performance?	Expectations, challenges and uncertainties of the organization.	<ul style="list-style-type: none"> • Letter from the President (pages 4-6). • Corporate responsibility in Spain – ... without sacrificing our principles – Identifying and managing risk (page 23). • Responsible with our clients (pages 39-55).
		Potential implications for its business model and future performance	<ul style="list-style-type: none"> • Responsible with our clients – Our Business model (pages 43-48).
Bases for preparation and presentation	How does the company determine material issues and how are their evaluated and quantified?	Materiality analysis.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... creating value for all stakeholders – Materiality (pages 14-15).
		Scope of the information	<ul style="list-style-type: none"> • About this corporate responsibility report (page 2).
		Methodology.	<ul style="list-style-type: none"> • About this corporate responsibility report (page 2). • Corporate responsibility in Spain – ... creating value for all stakeholders – Materiality (pages 14-15).
General reporting principles of the information	An integrated report must include a summary of the methods used to quantify and evaluate the material aspects and the management approach to these materials aspects and assets. Furthermore, it must include the reporting period and level of aggregation of the information.	Material aspects	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... creating value for all stakeholders – Materiality (pages 14-15).
		Information on assets.	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... preserving our legacy over time (pages 12-13).
		Reporting period.	<ul style="list-style-type: none"> • About this corporate responsibility report (page 2).
		Level of aggregation of the information.	<ul style="list-style-type: none"> • About this corporate responsibility report (page 2).










ANNEX 04









PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

AREAS	PRINCIPIO	REFERENCE
Human rights	<p>Principle 1</p> <p>Businesses should support and respect the protection of fundamental proclaimed human rights within its sphere of influence.</p>	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... without sacrificing our principles (pages 21-30). • Responsible with our professionals (pages 63-73). • Responsible with society – Accenture Foundation – Free consulting (pages 77-78) – Donations (page 79) – Volunteer work (page 79).
	<p>Principle 2</p> <p>Companies must ensure their companies are not complicit in infringing human rights.</p>	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... without sacrificing our principles (pages 21-30). • Responsible with our professionals (pages 63-73). • ANNEX 02. GRI contents Index (pages 112-135).
Workers' rights	<p>Principle 3</p> <p>Companies must uphold freedom of association and effective acknowledgement of the right to collective bargaining.</p>	<ul style="list-style-type: none"> • 100 % of Accenture employees are covered by the national collective agreement of consulting firms. Therefore, Accenture places no impediment on freedom of association or collective bargaining.
	<p>Principle 4</p> <p>Companies should support the elimination of all forms of forced or compulsory work.</p>	<ul style="list-style-type: none"> • Accenture has identified no activities or operations of this nature. Accenture operates in Spain and is a professional services organization and therefore no potential risks of incidents of forced labor are known. In addition, Accenture subscribes to the principles of the Global Compact.
	<p>Principle 5</p> <p>Companies should support the abolition of child labor.</p>	<ul style="list-style-type: none"> • Accenture has identified no activities or operations of this nature. Accenture operates in Spain and is a professional services organization and therefore no potential risks of incidents of forced labor are known. In addition, Accenture subscribes to the principles of the Global Compact.
	<p>Principle 6</p> <p>Companies must support the abolition of discriminatory practices with regard to employment and occupation.</p>	<ul style="list-style-type: none"> • Responsible with our professionals – Diversity (pages 70-72). • ANNEX 01. Supplementary information (pages 102-111). • ANNEX 02. GRI contents Index (pages 112-135).
Environment	<p>Principle 7</p> <p>Companies must adopt a preventive approach to support the environment.</p>	<ul style="list-style-type: none"> • Responsible with the environment (pages 89-93). • Responsible with the supply chain (pages 95-100). • ANNEX 01. Supplementary information (pages 102-111). • ANNEX 02. GRI contents Index (pages 112-135).
	<p>Principle 8</p> <p>Companies should foster initiatives that promote greater environmental responsibility.</p>	<ul style="list-style-type: none"> • Responsible with the environment (pages 89-93). • Responsible with the supply chain (pages 95-100). • ANNEX 01. Supplementary information (pages 102-111). • ANNEX 02. GRI contents Index (pages 112-135).
	<p>Principle 9</p> <p>Companies must work in favor of the development and dissemination of environmentally-friendly technologies.</p>	<ul style="list-style-type: none"> • Responsible with the environment – Environmental programs (pages 92-93). • ANNEX 02. GRI contents Index (pages 112-135).
Anti-corruption	<p>Principle 10</p> <p>Companies should work against corruption in all forms including extortion and bribery.</p>	<ul style="list-style-type: none"> • Corporate responsibility in Spain – ... without sacrificing our principles (pages 21-30).

ANNEX 05

SUSTAINABLE DEVELOPMENT GOALS

SUSTAINABLE DEVELOPMENT GOALS	PRINCIPLES OF THE GLOBAL COMPACT	HIGH CAPACITY TO INFLUENCE	REFERENCE
 <p>Goal 1 End poverty in all its forms worldwide</p>	Principles 1,2, 3, 4, 5, 6		<ul style="list-style-type: none"> Responsible with society (pages 75-81).
 <p>Goal 2 End hunger, achieve food security, and improved nutrition and promote sustainable agriculture</p>	Principles 1, 2, 7, 8, 9		<ul style="list-style-type: none"> Responsible with society (pages 75-81).
 <p>Goal 3 Guarantee a healthy life and promote wellbeing for all at all ages</p>	Principles 1, 2, 3, 4, 5, 6, 10		<ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Responsible with our professionals – Healthy and safe working environment (pages 72-73). Responsible with society (pages 75-81).
 <p>Goal 4 Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all.</p>	Principles 1-2		<ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Responsible with our professionals - Training (page 70). Responsible with society (pages 75-81). Responsible with innovation (pages 83-89).
 <p>Goal 5 Achieve equality between genders and empower women and girls.</p>	Principles 1-6		<ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Responsible with our professionals – Diversity (pages 70-72). Responsible with society (pages 75-81).
 <p>Goal 6 Ensure availability of water and sustainable management and sanitation for all.</p>	Principles 1, 2, 7, 8, 9		<ul style="list-style-type: none"> In view of Accenture's activity we have no capacity to influence contributions to achieving this goal.
 <p>Goal 7 Ensure access to affordable, safe, sustainable and modern energy for all.</p>	Principles 1, 2, 7, 8, 9		<ul style="list-style-type: none"> In view of Accenture's activity we have no capacity to influence contributions to achieving this goal.
 <p>Goal 8 Promote sustained, inclusive and sustainable economic growth, full, productive employment and decent work for all.</p>	Principles 1, 2, 3, 4, 5, 6	●	<ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Responsible with our shareholders (pages 59-63). Responsible with our professionals (pages 65-73). Responsible with society (pages 75-81). Responsible with innovation (pages 83-89). Responsible with the supply chain (pages 97-102).
 <p>Goal 9 Build resilient infrastructures, promote inclusive and sustainable industrialization and foster innovation.</p>	Principles 3, 4, 5, 6, 7, 8, 9	●	<ul style="list-style-type: none"> Corporate responsibility in Spain (pages 9-37). Responsible with our clients (pages 39-57) Responsible with innovation (pages 83-89). Responsible with society (pages 75-81).

SUSTAINABLE DEVELOPMENT GOALS	PRINCIPLES OF THE GLOBAL COMPACT	HIGH CAPACITY TO INFLUENCE	REFERENCE
 <p>Goal 10 Reduce inequality in and between countries.</p>	Principles 1, 2, 3, 4, 5, 6, 10		<ul style="list-style-type: none"> • Corporate responsibility in Spain (pages 9-37). • Responsible with our professionals – Diversity (pages 70-72). • Responsible with society (pages 75-81).
 <p>Goal 11 Achieve cities and human settlements that are inclusive, secure, resilient and sustainable.</p>	Principles 1, 2, 7, 8, 9		<ul style="list-style-type: none"> • Corporate responsibility in Spain (pages 9-37). • Responsible with the environment (pages 89-93).
 <p>Goal 12 Ensure sustainable types of consumption and production.</p>	Principles 7-9		<ul style="list-style-type: none"> • Responsible with the environment (pages 89-93). • Responsible with the supply chain (pages 95-100).
 <p>Goal 13 Adopt urgent measures to fight climate change and its effects.</p>	Principles 7-9		<ul style="list-style-type: none"> • Responsible with the environment (pages 89-93).
 <p>Goal 14 Preserve and make sustainable use of oceans, seas and marine resources for sustainable development.</p>	Principles 7-9		<ul style="list-style-type: none"> • In view of Accenture’s activity we have no capacity to influence contributions to achieving this goal.
 <p>Goal 15 Promote sustainable use of terrestrial ecosystems, combat desertification, halt and reverse land degradation and halt the loss of biological diversity.</p>	Principles 7-9		<ul style="list-style-type: none"> • In view of Accenture’s activity we have no capacity to influence contributions to achieving this goal.
 <p>Goal 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, responsible and inclusive institutions at every level.</p>	Principles 1, 2, 3, 4, 5, 6, 10		<ul style="list-style-type: none"> • Corporate responsibility in Spain - without sacrificing our principles (pages 21-30). • Responsible with society (pages 75-81).
 <p>Goal 17 Strengthen the means for executing and revitalizing the Global Partnership for Sustainable Development.</p>	Principles 1-10		<ul style="list-style-type: none"> • Corporate responsibility in Spain (pages 9-37). • Responsible with our clients – Partnerships (page 49) • Responsible with society (pages 75-81). • Responsible with innovation (pages 83-87).

ANNEX 06

OECD GUIDELINES FOR MULTINATIONAL COMPANIES

OECD GUIDELINES	REFERENCE
IV. Human rights	<ul style="list-style-type: none"> Responsible with our professionals (pages 63-73). Responsible with society – Accenture Foundation – Free consulting (pages 77-78) – Donations (page 79) – Volunteer work (page 79). Responsible with the supply chain (pages 95-100) – Supplier Anti-corruption program (pages 99-100). ANNEX 02. GRI contents Index (pages 112-135).
V. Employment and labor relations	<ul style="list-style-type: none"> Responsible with our professionals (pages 63-73). Responsible with our shareholders (pages 57-61). Responsible with society – Accenture Foundation – Free consulting (pages 77-78) – Donations (page 79) – Volunteer work (page 79). Responsible with the supply chain (pages 95-100). ANNEX 01. Supplementary information (pages 102-111). ANNEX 02. GRI contents Index (pages 112-135). Accenture operates in Spain and is a professional services organization and therefore no potential risks of incidents of child exploitation or forced labor are known. In addition, Accenture subscribes to the principles of the Global Compact.
VI. Environment	<ul style="list-style-type: none"> Responsible with the environment (pages 89-93). Responsible with the supply chain (pages 95-100). ANNEX 01. Supplementary information (pages 102-111). ANNEX 02. GRI contents Index (pages 112-135).
VII. Fight against bribery and extortion	<ul style="list-style-type: none"> Corporate responsibility in Spain – ... without sacrificing our principles (pages 21-30). Responsible with the supply chain (pages 95-100) – Supplier Anti-corruption program (pages 99-100). ANNEX 02. GRI contents Index (pages 112-135).
VIII. Consumer interests	<ul style="list-style-type: none"> Corporate Responsibility in Spain – Corporate Responsibility Master Plan (pages 19-20). Responsible with our clients – Information security and data privacy (pages 50-51). ANNEX 02. GRI contents Index (pages 112-135).
IX. Science and technology	<ul style="list-style-type: none"> Responsible with innovation (pages 83-87).
X. Competence	<ul style="list-style-type: none"> Accenture has internal policies that set out guidelines to ensure the Company acts in accordance with the applicable law in every country in which it operates.
XI. Taxes	<ul style="list-style-type: none"> Accenture has internal policies that define the obligations to comply with requirements relating to the tax matters applicable to all the legal persons included in the Company's consolidated financial statements.

ANNEX 07

INDEPENDENT VERIFICATION REPORT



KPMG Auditores, S.L.

Paseo de la Castellana, 259 C
28046 Madrid

Independent Limited Assurance Report on Corporate Responsibility Report of Accenture, S.L

(Free translation from the original in Spanish.
In case of discrepancy, the Spanish language version prevails.)

To the Management of Accenture, S.L.:

We have been engaged by the Board of Directors of Accenture, S.L. (hereinafter Accenture) to provide limited assurance on the Corporate Responsibility Report for the year ended 31 August Au (hereinafter "the Report").

Accenture Management responsibilities

Accenture management is responsible for the preparation and presentation of the Report in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards), in its comprehensive option, of the Global Reporting Initiative, as described in point 102-54 of the GRI content Index of the Report. Management is also responsible for the fulfillment of SDG Mapping Service criteria and its correct implementation, obtaining confirmation from the Global Reporting Initiative on the proper application of these. Management is also responsible for the information and assertions contained within the report; for determining Accenture's objectives in respect of the selection and presentation of sustainable development performance, including the identification of stakeholders and material issues; and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

These responsibilities include the establishment of appropriate controls that Accenture management consider necessary to enable that the preparation of indicators with a limited assurance review would be free of material errors due to fraud or errors.

Our responsibility

Our responsibility is to carry out a limited assurance review and to express a conclusion based on the work performed. We conducted our engagement in accordance with International Standard on Assurance Engagements ISAE 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, and the Standard ISAE 3410, Assurance Engagements on Greenhouse Gas Statements, issued by the International Auditing and Assurance Standard Board (IAASB); and with the Performance Guide on the revision of Corporate Responsibility Reports of the Instituto de Censores Jurados de Cuentas de España (ICJCE). These standards require that we plan and perform the engagement to obtain limited assurance about whether the Report is free from material misstatements.



We apply the International Standard on Quality Control 1 (ISQC1) and, in conformity with this Standard, maintain a comprehensive system of quality control including documented policies and procedures regarding the compliance with ethical principles, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the Internal Ethics Standards Board for Accountants, which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Procedures performed

Our limited assurance engagement has been carried out by means of enquiries of management and persons responsible for the preparation of information presented in the Report, and the application of analytical and other evidence gathering procedures. These procedures included:

- Verification of Accenture’s processes for determining the material issues, and the stakeholder participation therein.
- Verification, through interviews with management and relevant staff at group level and selected business unit level, of the presence of sustainability strategy and policies and corporate responsibility to attend to material issues, and the implementation of these across the business of Accenture.
- Assessment of the consistency of the description of the application of Accenture’s policies and strategy on sustainability, governance, ethics and integrity.
- Risk analysis, including searching the media to identify material issues during the year covered by the Report.
- Review of consistency of information comparing the Universal Standards with internal systems and documentation.
- Analysis of the processes of compiling and internal control over quantitative data reflected in the Report, regarding the reliability of the information, by using analytical procedures and review testing based on sampling.
- Review of the application of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) requirements, in accordance with comprehensive option.
- Reading the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of Accenture.
- Analysing the level of coherence between the information given in the section “Appendix 3 Self-assessment of the IIRC’s guiding principles and content elements for integrated reporting” regarding the progress made in the preparation of the Report using an integrated report approach based on the principles and elements of the International Integrated Reporting Council’s framework for Integrated Reporting, and the information included in the Report.
- Comparison between the financial information presented in the Report and those included in Accenture’s Annual Accounts audited by independent third parties.

Our multidisciplinary team included specialists in dialogue with stakeholders, and social, environmental and economic business performance



The procedures performed in a limited assurance engagement vary in nature and timing from, and are less wide than a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is lower than that of a reasonable assurance engagement. This report may not be taken as an auditor's report.

Conclusion

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this Independent Assurance Report.

We believe that the evidences we have obtained is sufficient and appropriate to provide a basis for our conclusions.

Based on the procedures performed and the evidences obtained, nothing has come to our attention that causes us to believe that the Report has not prepared, in all material respects, in accordance with the Sustainability Reporting Standards of Global Reporting Initiative (GRI Standards), in its comprehensive option, as described in point 102-54 of the GRI content Index of the Report, including the reliability of data, adequacy of the reported information and the absence of significant deviations and omissions.

Use and distribution

In accordance with the terms of our engagement, this Independent Assurance Report has been prepared for Accenture in relation to its Corporate Responsibility Report and for no other purpose or in any other context.

Under separate cover, we will provide Accenture management with an internal report outlining our complete findings and areas for improvement.

KPMG Asesores, S.L.

(Signed on original in Spanish)

Patricia Reverter Guillot

28 February 2019

To request further clarification of the information published or to make any suggestion regarding sustainability, the contact address is:
responsabilidad.empresarial@accenture.com

ABOUT DE 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 shareholders.

With 459,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.

To find out more, visit:
www.accenture.es

CORPORATE SOCIAL RESPONSIBILITY

The strategic corporate responsibility vision of Accenture Spain comes to life via a “Responsible Consulting” model that is fully integrated in our work and capable of balancing the success of our business with the prosperity of humankind and respect for the environment.

The commitments acquired with our present stakeholders and future generations are articulated through 7 blocks which are outlined in the Corporate Responsibility Report: clients, shareholders, professionals, society, innovation, environment and providers. The report is verified each year by external auditors and drawn up in accordance with the most demanding guidelines, from those of the International Integrated Reporting Council (IIRC) and the Global Reporting Initiative (GRI), to the United Nations via its 10 principles of the Global Compact and 17 Sustainable Development Goals (SDG).

Accenture Spain was the first organization in the world to earn the two new of the GRI (Standards and SDG) seals with the “comprehensive compliance” option. This firm commitment simply reinforces the contribution to the sustainable development of our society which can be summarized as “improving how the world lives and works”. In order to do so, we offer the state-of-the-art solutions the market demands all while leading the technological and digital transformation that connects us in order to grow together as we break down the barriers to communication.

ABOUT THE ACCENTURE FOUNDATION

The Accenture Foundation contributes to the transformation and digitalization of society by focusing especially on organizations that engage in training and providing skills to persons who are vulnerable in terms of employment. To this end, it combines human ingenuity with the most innovative technologies to help people prosper in the digital economy.

The social action of the Accenture Foundation is channeled via three activities: Consulting, Volunteer work and Donations.


More information at:
www.accenture.es/fundacion

CONTINUE OUR ACTIVITY ON THE NETWORK



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	<p>This is our Report on our Progress in applying the principles of the United Nations Global Compact.</p> <p>We welcome any comments on its content.</p>
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