

25 YEARS OF CAPGEMINI IN POLAND

Impact report



Report in cooperation with



A company's 25th anniversary is a moment in time like no other – one can say that as an organization we have already reached full maturity. Over the years, we have developed in Poland a number of rules that allow us to operate safely and in an ethical fashion. Ever since the establishment of the Capgemini Group, we have always held the belief that profitability and a stable existence of the company must have solid support in ethics and integrity. These are indeed the foundations of our organization. The Code of Business Ethics is an expression of respect for both the law and the individual, and of our responsible attitude towards clients, partners and employees alike. It is the basis of our ethical culture.

Capgemini is one of the largest investors in the modern business services sector. Our team in Poland consists of over 10,500 specialists working in seven cities: Kraków, Wrocław, Warsaw, Poznań, Katowice, Lublin and Opole, and serving customers all over the world in nearly 30 languages.

Our operations in Poland began in 1996, when the Application Services center was opened in Warsaw. In 2004, we began expanding and started launching new locations, including the largest one in Kraków where we currently employ more than 4,300 people. The business services industry is growing dynamically, and we are one of its leaders. We analyze market trends and the industry's needs on an ongoing basis, setting new directions of activity, and we invest in the field of Intelligent Automation related to process automation with the use of AI and bots. It is also extremely important for us that our customers notice the high quality of services in the area of business process support, and that basing on trust built through effective cooperation, they extend the scope of joint activities to new areas that require our expertise and specialist knowledge. We provide advanced services in fields of finance, IT, cloud services, applications, testing, digital transformation, cybersecurity, human resources management, procurement, and supply chain management.

We are proud that over the last 25 years we have had the opportunity to become such a significant part of modern business services on the Polish market. We strongly believe that the coming years will abound in even more innovative projects and fantastic clients, and that together with them and our employees, we will be able to shape new solutions and a better future by creating and implementing new tools and technologies, while at the same time taking care of the environment and respecting the principles of sustainable development.

Ewa Gołębiewska-Krzyżan Chairwoman of the Country Board, Vice President, Country HR Director



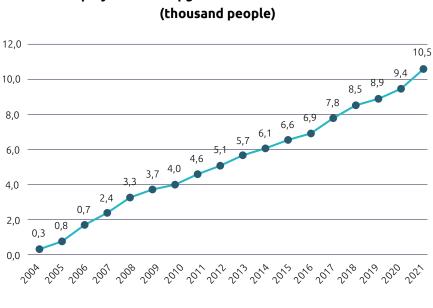
CAPGEMINI AND THE MODERN BUSINESS SERVICES SECTOR IN POLAND OVER THE YEARS

Data gathered by the Association of Business Service Leaders (ABSL), a leading organization representing the Polish business services sector. ABSL brings together over 200 of the largest companies, setting standards and directions for the development of the industry which employs more than 350,000 people.

The analysis by ABSL covers the period 2004-2021 (beginning with the expansion of Capgemini in Poland and the company's new business lines).

Employing as many as 10.5 thousand people, Capgemini is the largest investor in the modern business services sector in Poland, as this number translates into 3% of the total number of employees in the sector. The company is present in Poland since 1996, but in 2004 it expanded its operations simultaneously in several ABSL Tier 1 and 2 centers (from the perspective of the modern business services sector): Kraków, Katowice, Poznań, Warsaw and Wrocław. The company should therefore be considered one of the pioneers that laid the foundations for the modern business services sector in Poland, paving the way for further investments.

Employment in Capgemini centers from 2004 to 2021 increased by approx. 10.3 thousand people, that is over thirty times. The cumulative annual growth rate (CAGR) of employment at Capgemini from Poland's accession to the EU in 2004 to 2021 amounts to an impressive 22.3%.



Employment at Capgemini in 2004-2021 in Poland

Source: ABSL

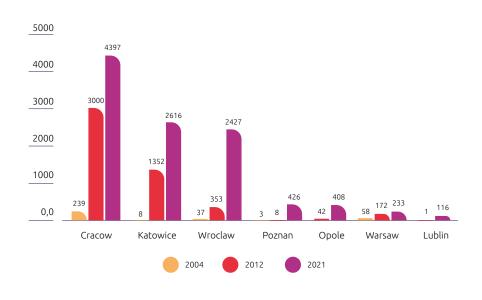
The employment share in the modern business services sector of Capgemini in Poland in the years 2004-2021 reached its highest level in 2004, when it amounted to 11.5%. This percentage has been decreasing over the years; it is not, however, a decrease in real terms but is related to the numerous entries of alobal companies into the Polish market and is also the result of the very dynamic development of the domestic modern business services sector. Despite the drop in percentage, Capgemini is and remains a leading force in the sector.



Employment in individual locations

There are eight Capgemini centers operating in seven cities in Poland. From the moment the Kraków branch began operations (in 2004), it remains the largest of the company's locations in Poland. In 2004, with around 250 employees, Kraków's share in total employment at Capgemini in Poland amounted to 69.3% (in 2021, it was 41.4%, nearly 4400 people). In terms of share of employment, based on 2021 data, the next centers are as follows: Katowice (24.6% of total employees, over 2600 people) and Wrocław (22.8%, over 2400 employees).

Employment structure at Capgemini in individual locations in 2004, 2012, 2021



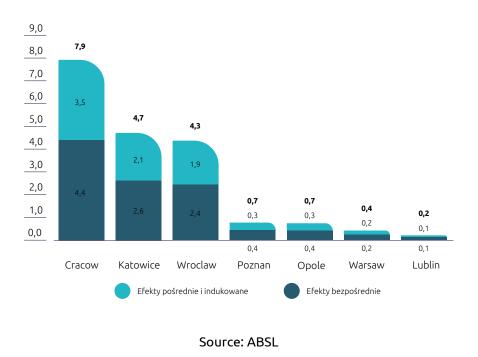
Source: ABSL

The impact of Capgemini on the Polish labor market

The impact of the modern Knowledge Intensive Business Services sector on the labor market in Poland is much greater than a mere employment analysis would suggest. One should consider the indirect and induced multiplier effects, i.e. jobs that were created as a result of the development of Capgemini's business in Poland, also outside the organization itself (e.g. in the offices where the company has its headquarters).

Applying the multiplier developed by EY¹ (amounting to 1.8), one can estimate the number of jobs generated by Capgemini centers in Poland at 19.2 thousand. The graph below presents the impact of Capgemini centers on the labor market in major municipalities in Poland in 2021, broken down into direct, indirect and induced effects².

Impact of Capgemini centers on local labor markets in 2021 (thousand employees)

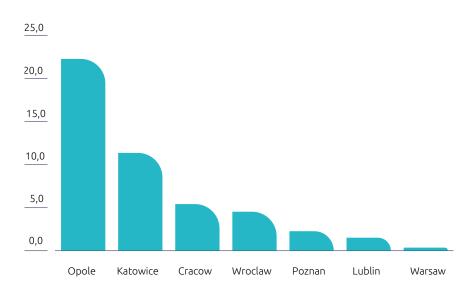


¹EY (2019 r.) "Global Business Services last decade and outlook for the next years" based on the SPECTRUM EY model, on the basis of data from Statistics Poland, ABSL, Randstad Sourceright and JLL.

²It should be noted that the above calculation is an estimate; the impact of indirect and induced effects may differ in individual locations and depending on the type of centre.

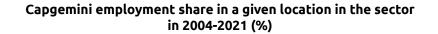


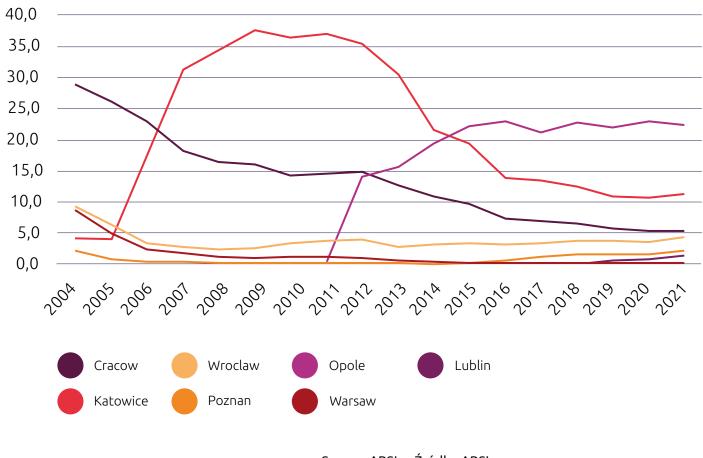
Capgemini employment share in a given location in the sector in 2021 (%)



The percentage share in employment in 2021 in the indicated locations is also the result of the presence of numerous global companies in the sector operating in these cities. The ranking above proves that most of them are in Warsaw, and by analogy, the least of them are in Opole, which is a smaller center in terms of the modern business services sector. In comparison with other companies operating in this area, Capgemini invariably remains the sector's leading organization in Poland.

Source: ABSL





Source: ABSL Źródło: ABSL



Employment profile and structure

- Based on Capgemini's employment share in the sector by type of center, a specialization profile can be defined. With the share in total employment at the level of 3%, the share in employment in BPO is at 9.2%, and in R&D – 6.6%.
- The business services sector research by ABSL identified 60 specific processes supported by centers in Poland. Capgemini is a domestic leader, supporting its clients in 51 out of 60 business processes. These include, but are not limited to, processes in the fields of Finance & Accounting, Human Resources, IT & Cloud Services, Customer Operations, Project Management, Change Management, and Data Management.
- In the employment structure at Polish KIBS centers according to position categories, specialist jobs dominate (53.5%). In the case of Capgemini, their share in employment is 58%.

- Capgemini has a higher share of women in employment than is the Polish average. The organization stands out from the sector in terms of the share of women in the first-line management (team leaders' level) it amounts to as much as 70%, with the sector average being 45.8%.
- One of the aspects of the internationalization of the Polish KIBS sector is the growing share of foreigners being employed in Poland. In the case of Capgemini, they constitute as much as 7.0% of the entire workforce.
- Capgemini is also one of the 70% centers that constantly introduce innovative changes in terms of products or organization, which proves a high level of creativity.

Capgemini is an organization that over the past 25 years has become the largest employer in the BSS sector in Poland. The company takes full advantage of the investment potential that our country has to offer. Among almost 10 thousand employees located in Poland, one can find a number of experts performing roles that are critical to the company's global development. Their part in reshaping HR and financial departments of organizations operating on a worldwide scale is invaluable and proves that Poland with its talent pool consisting of both senior experts and entry level specialists can compete with other locations in Europe. Capgemini's focus on building structures in Poland makes the company a top player in terms of creating local labor markets and communities in cities such as Opole, Katowice, Wroclaw, Warsaw, Krakow, Poznań and Lublin. Being the largest BSS investor, Capgemini has been an integral part of the development of Poland's job market, the



sector and investment potential, providing opportunities for employees, shareholders, and clients, as well as local communities by means of various social initiatives.

Paweł Panczyj Strategy & Business Development Director ABSL





CAPGEMINI IN NUMBERS







7 cities



ĈĘ

9 branches

78 nationalities





20 proud parents every month



33 years Average employee age

generation

8

X

Y

Ζ

O

12,3% 76,2% 11%

47%

53% women

Capgemini

CAPGEMINI AND THE ENVIRONMENT

Sustainable development, impact reduction and commitment to key initiatives

Such companies as Capgemini should play their part in protecting natural resources and biodiversity while fighting environmental pollution and climate change. The organization is committed to reducing its negative impact on the environment on many levels, including energy consumption or business trips. At the same time, Capgemini works with clients to support their sustainable development initiatives. The company's representatives are obliged to identify any and all requirements regarding the impact on the environment, comply with them, and prevent pollution by adopting appropriate regulations.

Capgemini has expressed its commitment to responsible and sustainable business in many areas, including:

- The company was one of the first organizations in the sector to publish validated scientific objectives in line with the COP21 2015 Paris Agreement to maintain the long-term goal of keeping the global average temperature increase well below 2°C.
- Capgemini signed a series of declarations on climate change as part of Prince of Wales's Corporate Leaders Group on Climate Change. These include the following communiqués: Trillion Tonne (2014), Climate Change (2012), Cancun (2010), Copenhagen (2009), Poznań (2008) and Bali (2007).
- Paul Hermelin, CEO & Chairman of Capgemini, signed the Business Proposals at the 21st session of the 2015 United Nations Climate Change Conference (COP21).
- Capgemini has been a signatory to the UN Global Compact since 2004. Signatories to this pact adhere to the principles of environmental protection, human rights, labor rights and the fight against corruption.
- Capgemini supports the principles of the Universal Declaration of Human Rights of 1948 and the core International Labor Organization conventions that forbid forced or child labor.



- Capgemini supports OECD Guidelines for Multinational Enterprises.
- Capgemini has been a signatory to the UN Global Compact initiative "Caring for Climate" since its launch in 2007.
- Capgemini has been a signatory to the Women's Empowerment Principles since their announcement in 2011.
- Capgemini Poland has been a partner of the United Nations Global Compact Network Poland Ethics Standard program since 2021.
- Capgemini Poland has been a signatory of the Diversity Charter, an international initiative under the patronage of the European Commission since 2017.
- Capgemini Poland is a signatory to the Declaration of Diversity and Inclusion, ABSL.

Capgemini's top priority is to reduce carbon emissions in order to become carbon neutral by no later than 2025, and to offset any residual emissions by a high-quality carbon dioxide reduction system such as reforestation. The reduction of CO2 emissions is also extended to the entire Capgemini supply chain, and it is the company's ambition to achieve zero net emissions by 2030.

Capgemini's strategy encompasses such elements as focusing on new ways of working that reduce the need for business travel and commuting, introducing new programs, including the development of a hybrid and electric car fleet, and cooperating with suppliers to reduce carbon emissions in the chain supply. Furthermore, Capgemini will only use energy from 100% renewable sources in all Group-wide activities.

As part of the joint implementation of the Capgemini Group's **Net Zero** strategy, the organization signed in 2021 a revised **Environmental Policy** for Capgemini Polska. This document confirms the company's commitment to continuous improvement of activities in the field of environmental impact management.

Capgemini

In order to achieve this goal, based on the achievements to date, such as **ISO 14001:2015 environmental certification** or the achieved goal of **reducing CO2 emissions by 30%** in January 2020, as part of the Environmental Policy, Capgemini Polska undertakes to reduce the negative impact on the environment by:



identifying and reducing greenhouse gas emissions

implementing initiatives to minimize travel

reducing the amount of waste generated and maximizing recycling share

In order to better understand the challenges faced by the company and its employees in connection with the implementation of the new program, Capgemini introduced a mandatory Environmental Sustainability educational path that must be completed by every employee in the organization.

Moreover, the company adheres to the principles of the UN Global Compact and is a signatory to the United Nations "Caring for Climate" initiative, which en-



identifying initiatives that are aimed at reducing energy consumption and reducing greenhouse gas emissions



if possible, raising awareness of risks and environmental impact when working with clients



considering environmental issues during purchasing and logistics processes

courages greater environmental responsibility and the development and dissemination of environmentally friendly technologies. Capgemini is also on the "A List" from CDP, the global environmental nonprofit organization. The distinction was awarded for the leading position in the field of sustainable development of enterprises, in particular for activities to reduce CO2 emissions, mitigate climate risks and develop a low-emission economy.

Capgemini for an inclusive and sustainable future

The fight for climate neutrality is our duty, and sustainable IT is the basis of a green future. Digital transformation should benefit all of mankind. As an organization, we intend to be a benchmark for others to look up to in terms of our contribution to society, not only in the scope of our own business, but also that of our clients, fighting against exclusion and working to promote diversity, providing equal opportunities and protecting natural resources. Our goal is to unlock the potential of human energy by harnessing the power of technology to build a sustainable and inclusive future. Technology leaves an indelible mark on the environment, especially given the digital shift triggered

by the COVID-19 pandemic. However, if technology is to lead us towards a better future, it must not leave an excessive carbon footprint. Every day, we globally undertake a number of new investments, implement modern solutions aimed at unburdening the planet from CO2 emissions. As a Group, we transfer these activities to all local markets where Capgemini operates, including Poland. The dynamic development of renewable energy sources, increasing costs of high-emission solutions, numerous savings and subsidies for pro-ecological projects, or electrification of transport are all indispensable. Every year we observe significant progress in research on the use of hydrogen, or we see the support of modern technologies that bring us closer to the set climate goals, but whether we can actually achieve them depends on increasing the pace of progress in this area, or on a shared ecological discipline.



Bruno Bouquet Vice President, Global Delivery Center Head for Cloud Infrastructure Services Eastern Europe



Elżbieta Sieniawska Corporate Social Responsibility Country Lead for Capgemini Poland



25 YEARS OF ETHICAL BUSINESS

An ethical company, transparent communication, and business integrity

Our values and ethics are part of what makes working at Capgemini unique. They empower our employees to improve their business and technical skills and enable team members to make better decisions based on honesty and integrity in building good relationships with colleagues and customers.



HONESTY HONESTY COURAGE STORY FREEDOM

Since the Group's formation in 1967, the culture and business practices at Capgemini have been inspired by seven core values. These are the guiding principles that people who create an organization jointly and individually advocate for, and which are the basis of ethical and responsible business. These values are not only rules of behavior, but they are also the company's overriding principles of the company. Embedded in our organization's DNA, they shape an ethical culture by creating a shared mindset that keeps ethics at the center of decisions and actions. In line with the Capgemini principles, solid ethics and honesty are the foundations of a profitable and sustainable business. The company's Ethics and Compliance (E&C) program, rooted in the company's values, is critical to the success of such a diverse group as Capgemini, where multicultural teams operate in more than 40 countries. This helped the organization become one of the most trusted and respected companies in the world, recognized by the Ethisphere Institute nine years in a row as one of the "World's Most Ethical Companies".



Protection of whistleblowers as a victory for ethics in business

At Capgemini, there is a code of business ethics, and seven values are at the core of all activities of the organization: honesty, courage, trust, freedom, joy, modesty, team spirit. Both the company's culture and business practices have been inspired by these values since 1967. As a result, employees, customers, suppliers, and contractors can all feel safe.



Once I was asked what ethics in the context of business was. Simply put, ethics is a set of moral principles that a given community observes at a given time. As a rule, these are not codified standards, but some social and professional groups choose to have codes of ethics. In recent years, we increasingly often see the incorporation of ethical standards into business. It's a good sign.

Ethics as a set of moral principles is an important element of running a modern organization, not only in internal communications, but also in customer service and cooperation with partners and suppliers. Business circles begin to understand this increasingly often. An example of honest, ethical behavior, based on moral norms in business, are agreements that treat both parties equally by implementing the principle of equality of the parties – at Capgemini, only such agreements are accepted. Unfortunately, it is not yet clear for some entities and we, as an organization, want to set an example for our environment and set standards in this area. Codes of ethics have been developed by countless organizations that chose on their own – without any legislative or regulatory mandates – to follow the standards they consider important. An example of such an "advance" order, which is to have a positive impact on ethical behavior in business, is the Directive on the protection of whistleblowers. These entities, which have already ensured the observance of ethical standards in their ranks, have legal grounds to implement whistleblower protection, although the enforcement of the directive into the national legal order has not yet taken place.

In an ethical business, everyone has the right to say: "Attention! Something unethical, illegal or against the company code is happening." Whoever points out such a problem is a whistleblower. It does not have to be an employee. It can be a person cooperating with or completely outside the organization. Since 2018, we have had the SpeakUp tool at the disposal of the Capgemini Group, which makes it easier to report irregularities and to protect whistleblowers. The tool is built on our values and is supported by ethics officers.

Above all else, we want to ensure honesty for our employees and partners and that the truth will promptly be investigated in contentious matters. Importantly, we strictly prohibit retaliation against anyone who helps resolve a legitimate problem. Retaliation is grounds for punishment, including contract termination, in accordance with applicable law. One could say that we implemented rules for whistleblowers reporting unethical or unlawful behavior whom we protect against retaliation before the EU directive was created.

I recommend the implementation of codes of ethics and tools supporting these processes to all organizations. First of all, on account of them, it is possible to efficiently eliminate any behavior and practices that raise legal or ethical doubts. Secondly, such tools allow for safe reporting of disturbing news and for protection of whistleblowers. If the companies have already ensured the observance of values in their ranks and in their environment, if they have codes of ethics and appropriate tools, they can sleep better than those for whom ethical issues in the organization have thus far been secondary at best.

I believe that only a society following high ethical standards is a healthy society. That is why it is so important to invest time in the ethics of an organization and make effort to enforce them. I am proud that at Capgemini we work, day in day out, on solutions that allow us to run our business in an ethical and safe manner. 25 years on the market is not to be taken lightly, and we take our obligations seriously.



Kamila Bury Director, General Counsel Poland and Austria, Ethics and Compliance Officer, County Board Member in Capgemini

HUNDREDS OF SOCIAL INITIATIVES OVER A QUARTER CENTURY

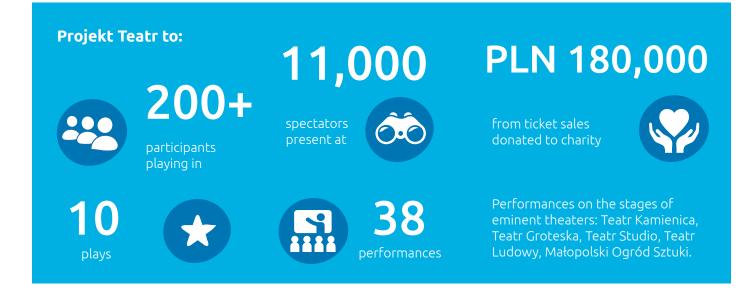
Social Responsibility

The aim of Capgemini is to meet the obligations resulting from the principles of business ethics, responsible management of employees and the workplace, ensuring a high-quality customer service and relationships with suppliers, as well as supporting local communities and respect for the natural environment.

Over the past 25 years, the company has carried out and been involved in over 200 social initiatives. A large number of them are projects implemented under the "We invest in good ideas" ("Inwestujemy w dobre pomysły) grant program initiated in 2012 at Capgemini. Since the launch of the initiative, thanks to the involvement of volunteer employees, we managed to reach over 13,700 beneficiaries carrying out 115 grant projects. The program is a response to many grassroots initiatives of Capgemini employees who regularly draw attention to significant social problems in their environment and want to get involved in solving them.

Among the activities carried out, workshops constituted the largest part, during which knowledge was shared on such subject matter as IT, management, finance, programming, and multiculturalism. These initiatives were dedicated primarily to children (also from communities at risk of social exclusion), youth, the elderly, and people with disabilities. There were also initiatives for animals (support for shelters and renovation of facilities). In 2020, volunteers from Capgemini took up the challenge of creating a freely available and free-of-charge CyberPlac e-learning platform, aimed at bringing new technologies to various social groups. Additionally, since 2008, approximately 750 Capgemini employees have in total donated more than 330 liters of blood.

For many years, Project Theater (Projekt Teatr) was one of the flagship projects at Capgemini Polska. Over a decade, several dozen employees were each year involved in the project. Rehearsals for the performances took place regularly, and the amateur actors, under the watchful eye of experienced directors, learned the secrets of acting, and then performed on the stages of eminent Polish theaters. All this to counteract social exclusion with their commitment. In order to create an inclusive culture, the performances were accessible to people with visual disabilities – thanks to audio-description prepared by our partners and special visual-tactile books.



One of the newly initiated projects worth describing is DigiStar – Work online on your own (Pracuj w sieci samodzielnie). DigiStar is a new academy of skills and a free educational and development program, created for children from orphanages as well as childcare and educational institutions, implemented thanks to a partnership with the OneDay Foundation. The first edition of the program took place in the first half of 2021. As part of the academy, participants developed their communication, social and IT competences on three thematic paths: development, IT, and inspiration. An English language course was also available for interested participants, thanks to which they had the opportunity to improve their English and conversational skills, aiming to facilitate their later entry into the labor market. At the end of the project, as part of a competition organized by Capgemini and OneDay Foundation, the program partner, 23 winners were awarded laptops.





Another example from the last quarter of a century of Capgemini Poland's activity is an initiative called Tour de World. It is a program under which employees counted the kilometers they cycled. The goal set by Capgemini as part of this initiative was that all employees cycle a total of 40,000 kilometers, that is, a lap around the Earth. The company has committed to plant 1,000 trees for each lap.



Capgemini Polska is driven by a fundamental goal: to shape an organizational culture based on respect for diversity, in which everyone can find a safe and supportive work environment. We believe that working with talented people from different backgrounds and with diverse experience is an advantage and an opportunity for the constant development of our company.

After all, Capgemini is a diverse company. Only in Poland, we employ over 10,500 people, including over 780 foreigners, people from various generations, working on a daily basis in almost 30 different languages. More than 50% of Capgemini employees in Poland are women. The company is open to candidates with



diverse experience. As part of the WinWithCapgemini program, the company also introduces facilities and amenities for people with disabilities in order to make the company a more friendly workplace (the program also includes support for employment of people with disabilities – training for recruiters and teams, onboarding, assistive technologies, workstation adaptations). Furthermore, Capgemini runs development programs for women and supports employee communities that organize trainings, meetings, and events for employees, where ambassadors and advisers conduct activities within the community, among others: Women@Capgemini, Cultural Diversity Community or OUTfront (LGBTQA+).



"Get the future you want" – the tagline of Capgemini – is the motto our organization chose in 2021. The future is in our hands, and a responsible organization is able to skillfully support its development. This is what we want to tell our employees, shareholders, clients, and local communities that we support on a daily basis. This new tagline reflects how we want to define ourselves after 25 years, we want it to reflect the elements important to Capgemini: business position, many years of technological experience and investments in our employees. It also underlines the organization's commitment to inclusion and sustainable development.

After all, "Get the future you want" is a reflection of Capgemini's current strategy. At the same time, it also addresses the challenges that people are facing in the modern world. The dynamic digital transformation and the evolution that follows on many a level require each of us to ponder on how we can use the available tools and technologies to shape a future so that is sustainable and open for all.

Technology is now a key factor in transforming both businesses and society. However, with such potential comes great responsibility in using it the right way. Our clients need to know that they have a partner on their side who will first help them define their goals for the future and later lead to their fruition. Furthermore, we help our employees determine their careers and achieve personal goals. This is what we now focus on: aiding our customers, our own people, and our communities get the future they want. "Get the future you want" – this motto will guide our operating philosophy in the years to come.



Grzegorz Wołodko Vice President, Head of Capgemini Software Solutions Center, Capgemini Poland



For years, Capgemini has been awarded for its ethics and initiatives supporting employees. The company has been the recipient of the Top Employer Polska certificate for many years, and this year it was also awarded the Dream Employer certificate. The brand is developing on the Polish market, offering attractive jobs, which include working on ambitious projects for international clients, continuous employee development and investments in skills and knowledge, while also caring for the environment. Moreover, the company is distinguished for its activities for women in business, for which it won the Fair to Women title, promoting the idea of equal treatment and equal opportunities for women on the Polish labor market. Capgemini was among the five awarded employers who create the best working conditions for women and engage in pro-women initiatives. Apart from that, for its ethical and pro-environmental activities and social initiatives, Capgemini is also the winner and laureate of such awards and distinctions as the CSR White Leaf (Biały Listek CSR) awarded by Polityka magazine. It also holds a high place on Ethisphere's list of the most ethical companies in the world.

















About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 300,000 team members in nearly 50 countries. With its strong 50-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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