

## SOCIAL INDICATORS

SECTION	Verification by the Statutory Auditors		Absolute value	Relative value					
	Limited assurance	Reasonable assurance		GRI G4	2012	2013	2014		
<b>WORKFORCE BREAKDOWN BY DIVISION</b>									
Water Europe			G4-9	22,208	39,817	24,161	27.9%	50.3%	29.8%
Waste Europe			G4-9	34,561	22,423	35,558	43.4%	28.3%	43.9%
International			G4-9	22,038	16,230	20,462	27.7%	20.5%	25.3%
Central services			G4-9	742	749	809	0.9%	0.9%	1.0%
<b>Total</b>		xx	G4-9	79,549	79,219	80,990	100%	100%	100%
<b>WORKFORCE BREAKDOWN BY GEOGRAPHICAL REGION</b>									
France			G4-9	34,776	33,468	33,25	43.7%	42.2%	40.9%
Europe (excluding France)			G4-9	29,974	29,521	29,554	37.7%	37.3%	36.5%
North America			G4-9	3,367	3,312	3,390	4.2%	4.2%	4.2%
South America			G4-9	240	293	395	0.3%	0.4%	0.5%
Africa / Middle East			G4-9	6,165	7,231	8,830	7.7%	9.1%	10.9%
Asia/Oceania			G4-9	5,027	5,394	5,696	6.3%	6.8%	7.0%
<b>Total</b>		xx	G4-9	79,549	79,219	80,990	100%	100%	100%
<b>WORKFORCE BREAKDOWN BY AGE GROUP (PERMANENT EMPLOYEES)</b>									
Under 25	x		G4-LA12			1,863	2.8%	3%	2.3%
25-29	x		G4-LA12			6,722	8.8%	8%	8.3%
30-34	x		G4-LA12			10,24	12.7%	12.5%	12.5%
35-39	x		G4-LA12			11,096	14.2%	13.9%	13.7%
40-44	x		G4-LA12			13,039	16.4%	16.4%	16.1%
45-49	x		G4-LA12				16.7%	16.7%	16.4%
50-54	x		G4-LA12				14.3%	14.8%	15.3%
55-59	x		G4-LA12				10.1%	10.8%	11.0%
60-64	x		G4-LA12				3.4%	3.7%	3.8%
65 and over	x		G4-LA12				0.6%	0.6%	0.6%
<b>WORKFORCE BREAKDOWN BY GENDER</b>									
Men		xx	G4-LA12	63,858	63,280	64,711	80.3%	79.9%	79.9%
Women		xx	G4-LA12	15,691	15,939	16,279	19.7%	20.1%	20.1%
<b>Total</b>		xx	G4-LA12	79,549	79,219	80,990	100%	100%	100%
<b>WORKFORCE BREAKDOWN BY SOCIO-PROFESSIONAL CATEGORY AND BY GENDER</b>									
Executives and managers		xx	G4-10	11,261	11,441	12,077	14.2%	14.4%	14.9%
Men		xx	G4-10			8,741			
Women		xx	G4-10			3,336			
Senior technicians and supervisors		xx	G4-10	16,162	16,476	17,112	20.3%	20.8%	21.1%
Men		xx	G4-10			11,010			
Women		xx	G4-10			6,102			
Workers, office staff and technicians		xx	G4-10	52,126	51,302	51,801	65.5%	64.8%	64.0%
Men		xx	G4-10			44,920			
Women		xx	G4-10			6,881			
<b>Total</b>		xx	G4-10	79,549	79,219	80,990	100%	100%	100%
<b>WORKFORCE BREAKDOWN BY TYPE OF CONTRACT AND BY GENDER</b>									
Permanent contracts	x		G4-10		73,809	75,364	93.0%	93.2%	93.1%
Men	x		G4-10			60,536			
Women	x		G4-10			14,828			
Other contracts	x		G4-10		5,410	5,626	7.0%	6.8%	6.9%
Men	x		G4-10			4,135			
Women	x		G4-10			1,491			
<b>Total</b>	x		G4-10		79,219	80,990	100%	100%	100%
<b>DISABLED EMPLOYEES AS A PERCENTAGE OF THE WORKFORCE</b>									
Percentage of disabled employees compared with the total headcount at year-end	x		G4-LA12				1.8%	1.8%	1.8%
<b>EMPLOYMENT</b>									
Turnover <sup>(1)</sup>	x		G4-LA1				6.4%	6.4%	6.5%
Voluntary turnover <sup>(2)</sup>		xx	G4-LA1				3.3%	3.0%	3.1%
Hiring rate <sup>(3)</sup>	x		G4-LA1				18.6%	18.2%	19.0%
Percentage of employees hired on permanent contracts <sup>(4)</sup>	x		G4-LA1				45.3%	42.8%	44.7%
<b>HIRING</b>									
Number of people hired externally on permanent contracts	x		G4-LA1	6,743	6,203	6,890			
Number of people hired externally on fixed-term contracts	x		G4-LA1	8,137	8,287	8,535			
<b>Total</b>	x		G4-LA1	14,880	14,490	15,425			
<b>WORKING CONDITIONS</b>									
Absenteeism rate (days of absence/employee) <sup>(5)</sup>	x		G4-LA6	11.6	11.8	11.5			
Rate of overtime <sup>(6)</sup>	x		G4-LA6				4.3%	4.8%	4.1%
<b>SAFETY IN THE WORKPLACE</b>									
Recognised occupational illnesses			G4-LA6		56	53			
Number of fatal accidents (employees)	x		G4-LA6	5	4	4			
Frequency rate <sup>(7)</sup>		xx	G4-LA6	13.32	12.17	11			
Severity rate <sup>(8)</sup>		xx	G4-LA6	0.6	0.54	0.54			
<b>TRAINING</b>									
Number of training hours per individual trained		xx	G4-LA9				24	25	25
Average training expenses per individual trained	x		G4-LA9				€537	€489	€504
Percentage of the workforce trained			G4-LA9				68.4%	69.4%	66.5%
<b>BREAKDOWN OF TRAINED WORKFORCE BY GENDER</b>									
Men			G4-LA9			42,779			79.1%
Women			G4-LA9			11,271			20.9%
<b>Total</b>			G4-LA9			54,050			100%
<b>BREAKDOWN OF TRAINED WORKFORCE BY SOCIO-PROFESSIONAL CATEGORY</b>									
Executives and managers			G4-LA9			9,083			16.8%
Senior technicians and supervisors			G4-LA9			12,525			23.2%
Workers, office staff and technicians			G4-LA9			32,442			60%
<b>Total</b>		xx	G4-LA9			54,050			100%
<b>BREAKDOWN OF TRAINING HOURS BY TOPIC</b>									
Operational training	x		G4-LA10				27.2%	26.0%	29.0%
Quality, environment and safety	x		G4-LA10				36.8%	38.7%	36.7%
Languages	x		G4-LA10				7.7%	6.4%	6.4%
Other	x		G4-LA10				28.3%	28.8%	27.8%

(1) Turnover: number of redundancies and resignations/average workforce – (2) Voluntary turnover: number of resignations/average workforce – (3) Hiring rate: number of employees recruited on fixed-term and permanent contracts/average workforce – (4) Percentage of employees hired on fixed contracts: number of employees hired on permanent contracts/number of employees hired on permanent and fixed-term contracts – (5) Based on a theoretical work-day of 8 hours (6) Rate of overtime: number of overtime hours/number of hours worked – (7) Frequency rate: number of accidents with leave x 1,000,000/number of hours worked – (8) Severity rate: number of days compensated x 1,000/number of hours worked.