



Paris, 9 December 2009

It is with great pleasure that I renew Sopra Group's commitment to the United Nations Global Compact. Through this commitment, I am supporting the 10 principles related to human rights, the right to employment, protection of the environment, and the fight against corruption, which are consistent with the Group's values and fundamentals of more than 40 years.

Pierre Pasquier  
Sopra Group Chief Executive Officer

## **Sopra Group Progress Report – Principles 7, 8 and 9**

### **Green IT actions by the Division of Information Technology Resources and Security (DMSI)**

DMSI is a functional division serving Sopra Group and its subsidiaries as a whole. Some one hundred associates are located in France (Annecy, Puteaux) and abroad (Spain, United Kingdom, India, Germany, Romania, USA, and Italy).

Its missions:

- To manage Sopra Group's information technology & telecom infrastructure.
- To provide services: file servers, messaging, Internet, printing, helpdesk, and backups.
- To provide resources: hardware, software, development platforms.
- To ensure operation of the network and servers.
- To manage and ensure the consistency of the computer equipment.
- To centralize and process information technology requests.
- To manage information technology purchases and budgets.

DMSI's policy is developed in keeping with the sustainable development approach taken by Sopra Group.

Information technology resources are managed centrally. This ensures a standardization of the material hardware used and allows for resource pooling, which saves energy.

Due to its software development activity, Sopra Group has a large installed base of servers. This installed base is a major contributor to the company's environmental footprint (materials, energy consumption, air-conditioning energy). In an effort to control the economic and ecological costs, DMSI has long been keeping tight control over this base, by pooling equipment and asking the development teams to manage the end-of-life phase of their projects.

For a few years now, DMSI has been studying solutions capable of decreasing workstation energy consumption. Several experiments have been conducted at various sites or when new types of hardware have been implemented (power management on portable PCs, extended sleep mode, flat screens, etc.). These efforts are in the process of being generalized, while bearing in mind the operating demands specific to some of the activities of a software engineering company.

DMSI is also mindful of extending the lifecycle of hardware and not giving in to the pressure of manufacturers who push for frequent upgrades.

This effort to manage information technology resources is ultimately justified by hardware infrastructure savings. Rationalization of the fleet is one of DMSI's primary concerns.

DMSI is already careful when choosing hardware with inherent ecological characteristics. This effort will be maintained into the future so as to benefit from all usable innovations.

## **Workstations: Lifecycle analysis**

### **Acquisition**

The criteria used to choose a workstation are: the price, weight and size (for the comfort of the Sopra Group associate, who is often on the go), power, and stability (from a computer standpoint). Naturally, for equal performance, priority is given to hardware consuming less energy.

The choice of the computer models offered to associates ensures the compatibility of the power supply cords through the various product lines: a PC charger can be kept even if the PC breaks down, and can be reused by someone who has lost or damaged his/her charger. This helps to reduce the need to replace hardware.

### **Usage**

At the beginning of 2009, DMSI decided to implement a better energy management model and started to harmonize the fleet in France by making, for example, all work station screens turn off after 15 minutes. Deployment in other countries is planned for the beginning of 2010. A reminder of the good practice of turning computers off in the evening and on weekends will be sent out between now and the end of the year through a special news bulletin. This point also comes under the eco-responsibility rules set forth in Sopra Group's Ecogeste Guide published for all employees at the beginning of 2009.

For France, which consists of 8000 employees, the savings realized by the screen turning off after 15 minutes is 240,000 KWH per year.

### **Hardware end-of-life management**

DMSI transfers its hardware to an organization certified for ecological management of the end-of-life of electrical and electronic equipment. The organization employs disabled people.

90% of the PCs arriving at the end of their life cycle, i.e. 1500 workstations, are sent to Annecy. DMSI makes use of this certified organization to recycle hardware. The remaining 5% to 10%, about 150 workstations, are given to charitable organizations in connection with Sopra Group's associates.

Since 2009, it has been possible to handle the physical transfer of certain types of equipment locally, contrary to the previous practice of routinely routing equipment from all locations in France to a single location. This change in the logistics process was guided by a desire to reduce the economic costs as well as the ecological costs due to transport.

In addition, DMSI, aware of the fact that a non-negligible portion of the equipment may remain stored at sites at the end of its lifecycle, has taken action to motivate employees to routinely channel such equipment to electronic waste recovery systems.

### **Servers**

The virtualization project started in 2008. So far, 63% of the servers have been virtualized. At the data-centres and branch offices, one physical server hosts an average of 5 virtual machines.

### **Photocopiers and printers**

Ecological management of the fleet is considered from the perspective of rationalizing the number of hardware units and reasoned use of consumables.

#### Rationalization of the number of hardware units:

At the end of 2009, practically all the photocopiers were capable of double-sided copying. Connection to the network is considered a factor in reducing the number of machines, because photocopiers can work as both printers and scanners (scan to mail). As a result, connections are becoming generalized. Currently, 75% of the photocopiers are connected to the network. This percentage will increase in 2010.

The number of printers per group of employees has been standardized. Providing too many printers runs the risk of fostering excess printing. Conversely, the right distance from printers promotes self-limitation of printing by the employees.

Managing the end-of-life of printers is handled in the same way as computers, with the same aim of controlling the downstream ecological impact.

#### Reasoned use of consumables:

- The choice of various types of printing hardware is guided by an intention to minimize the number of toner cartridge types and thus avoid substantial waste.
- In an effort to use printer toner without waste, DMSI encourages users whenever possible to preferably print in black and white.
- Furthermore, DMSI has dematerialized all internal forms.
- For future progress, supplies of toner on an as-needed basis will be favoured thanks to the end-of-toner warnings that new generations of hardware are capable of producing.

*Sopra Group, created in 1968, is a computer software and services group that currently has more than 12,000 associates, including 8000 in France, with sites located throughout the country.*

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