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# Our Communities, Our Commitments

2012–2013  
Corporate Citizenship Report  
Executive Summary

**Skills to Succeed** opens doors to employment for people like Jeevan Dhillon, a formerly unemployed college graduate.

  
**accenture**

consulting | technology | outsourcing

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# Letter from Our Leaders

## Pierre Nanterme and Adrian Lajtha

What does it mean to be a good corporate citizen? At Accenture, it means playing a vital role in convening people and organizations—an entire ecosystem of players—to make a measurable difference to the communities in which we live and work.

This role demands that we have a clear vision of the future that is anchored to our core values, our unique culture and our strong commitment to corporate governance. Our people fuel our corporate citizenship agenda by collaborating with clients, suppliers and one another on driving sustainable economic growth. Working together on this journey, we share a focus on encouraging competitiveness and creating long-term value across both mature and growth markets.

Since we published our 2010–2011 Corporate Citizenship Report, Accenture has continued to make progress through the five pillars of our corporate citizenship reporting strategy: Corporate Governance, **Skills to Succeed**, Environment, Our People and Supply Chain.

In this report, "Our Communities, Our Commitments," we highlight our goals, progress and challenges, including the following:

- We are proud that we have surpassed our **Skills to Succeed** goal of equipping 250,000 people by 2015

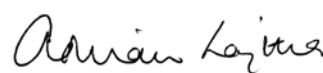
with the skills to get a job or build a business. By the end of fiscal 2013, we had already equipped more than half a million people with these skills, and as a result, we have raised our target to reach 700,000 people by 2015.

- Our environmental strategy contributed to a reduction of per employee carbon emissions by more than 36 percent in fiscal 2013 against our fiscal 2007 baseline. This strategy spans our entire operations—from how we run our business to the services we provide our clients to how we engage with our employees and suppliers.
- As part of our deep commitment to the ongoing development of our people, in fiscal 2013, we invested more than US\$870 million in training and professional development. This investment will help ensure that our 289,000\* employees have the skills they need to serve our clients at the highest level. And for the sixth consecutive year, we were recognized on FORTUNE's "100 Best Companies to Work For" list.

We are confident that the investments we make today—in areas such as learning, technology and skills—will serve as the foundation for tomorrow's growth. By focusing on these critical needs, we will contribute to creating opportunities for individuals, families, organizations and communities worldwide.



Pierre Nanterme  
Chairman & CEO



Adrian Lajtha  
Chief Leadership Officer



# Accenture at a Glance

Accenture is a global management consulting, technology services and outsourcing company, with approximately 289,000\* people serving clients in more than 120 countries. Our clients span the full range of industries around the world and include 91 of the FORTUNE Global 100 and more than three-quarters of the FORTUNE Global 500. And, of our 100 largest clients in fiscal 2013, 91 have been clients for at least 10 years.

Since its inception, Accenture has been governed by six core values that shape the culture and define the character of our company, guiding how we behave and make decisions: Client Value Creation, One Global Network, Respect for the Individual, Best People, Integrity and Stewardship.

With our core values at its heart, corporate citizenship is an ongoing journey for Accenture. We take thoughtful actions to bring positive change, for today and for the future. This includes creating long-term value for the communities in which we live and work, strengthening our business and enhancing our contribution to society.

In these pages, we highlight our impact in fiscal 2012 and 2013 across each of the five pillars of our corporate citizenship reporting strategy: Corporate Governance, **Skills to Succeed**, Environment, Our People and Supply Chain.

On our path forward, we remain committed to collaborating with our clients, suppliers, strategic partners and one another so that together we can make an even greater impact in the years to come.

A faint, light blue world map is visible in the background of the lower half of the page, centered behind the large statistics.

# 289,000

We have approximately 289,000\* people serving clients in more than 120 countries

# \$28.6B

Net revenues for fiscal 2013

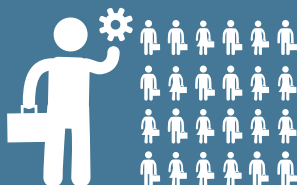
# 200+

Offices and operations in more than 200 cities in 56 countries

\*As of February 28, 2014

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# Performance Highlights



500K+

Number of people equipped with **Skills to Succeed** between fiscal 2011 and 2013



\$150M+

Amount contributed to support corporate citizenship efforts between fiscal 2011 and 2013



36%+

Percentage of per employee carbon reduction in fiscal 2013 against our fiscal 2007 baseline



100K+

Number of women in our workforce as of fiscal 2014



\$870M+

Amount invested in employee training and professional development in fiscal 2013



99%

Percentage of RFPs issued by Accenture Procurement that included environmental questionnaires in fiscal 2013

12

Number of consecutive years recognized among FORTUNE's World's Most Admired Companies

7

Number of consecutive years recognized among Ethisphere's World's Most Ethical Companies

6

Number of consecutive years recognized among FORTUNE's 100 Best Companies to Work For

#1

Top industry rank for three consecutive years on CR Magazine's Best Corporate Citizens list

# Corporate Governance

Critical to creating and sustaining long-term value, corporate governance is a fundamental component of operating as a high-performance business and is a foundation block of our culture. We strive to make certain that every aspect of our business operates according to the highest standards of ethics and integrity.

To meet these high standards, we operate a formal Ethics & Compliance program comprising: global programs that address our highest compliance risk areas, such as global anticorruption compliance; a Code of Business Ethics outlining 58 "action statements" describing expected behaviors; compliance plans for our joint ventures and affiliates; and regular assessments of other global risks using a five-element framework. We require our leaders across our business to collaborate to address the topics that are highest risk and most relevant to our business.

 Read online about: compliance program framework, Ethics & Compliance training, data privacy and information security



Number of consecutive years recognized among Ethisphere's World's Most Ethical Companies



Number of languages in which our Code of Business Ethics is available

## Skills to Succeed

**Skills to Succeed** helps address the global need for skills that open doors to employment by drawing on two of Accenture's unique capabilities: training talent and convening powerful partnerships. Together with our strategic partners, we have equipped more than half a million people with the skills to get a job or build a business—more than doubling the impact we set out to achieve when we announced our **Skills to Succeed** goal in 2010.

The measurable impact we achieve through long-term relationships with strategic partners is central to **Skills to Succeed**. Working with nonprofits that bring on-the-ground expertise in both mature and growth markets allows us to focus our efforts in the communities where we can make the biggest difference. We are, increasingly, bringing together our people, our clients, nonprofits and others to drive collaboration, and we are putting technology to work to accelerate and expand our impact in innovative ways.

 Read online about: our people's contribution, long-term strategic partners, driving measurable outcomes



We are increasing our target: by 2015 we will equip 700,000 people worldwide with workplace and entrepreneurial skills



Amount contributed to support our corporate citizenship efforts, including **Skills to Succeed**, between fiscal 2011 and 2013

## Environment

Fostering sustainable growth for our company and our stakeholders underpins our environmental strategy, which comprises: running efficient operations; working sustainably; enabling client sustainability; and providing insights to advance sustainability. We grow our business in an environmentally responsible way by coordinating efforts with our global network of employees, clients and suppliers.

More than 80 percent of our environmental footprint consists of carbon emissions our people generate from air travel to see clients and from the use of electricity. We have been steadfast in addressing both. We reduced our per employee carbon emissions by more than 36 percent in fiscal 2013 against our fiscal 2007 baseline—from an average of 4.0 to 2.6 metric tons of CO<sub>2</sub> per employee. Our people continually champion sustainable growth by using virtual collaboration technologies, exploring alternative travel arrangements and encouraging our suppliers' sustainability efforts.

 Read online about: collaboration technology, Smart Work program, ISO 14001 certification



# 43M

Average number of employee videoconferencing minutes logged globally per year




Number of consecutive years included among the CDP Global 500, receiving a score of 92 out of 100 in 2013

## Our People

We are deeply committed to our people's ongoing development. In fiscal 2013, we invested more than US\$870 million—an average of 50 hours per person—in training and professional development to help ensure that our employees have the skills they need to serve our clients at the highest level.

At Accenture, embracing inclusion and diversity in the widest possible sense—beyond gender, ethnicity or religion—is central to being a high-performance business. By recognizing and nurturing each person's unique strengths, we foster an environment that challenges conventional thinking and generates innovative ideas.

 Read online about: leadership development, community involvement, inclusion & diversity



Number of women in our workforce as of fiscal 2014



Number of consecutive years recognized among FORTUNE's 100 Best Companies to Work For

# Supply Chain

Being a responsible business means extending far beyond our four walls to our global network of suppliers. Our global supply chain promotes sustainable business practices and supports local businesses around the world.

Our Procurement team works with our suppliers to ensure their responsible labor, ethics, business continuity and environmental practices. Ninety-nine percent of Requests for Proposals issued by Accenture Procurement included environmental questionnaires in fiscal 2013. Through our Supplier Inclusion & Diversity program, we are helping to break down barriers so that small, medium and diverse companies can better participate in the marketplace, generating broader supply choice for our clients and stakeholders.

 Read online about: Supplier Standards of Conduct, Diverse Supplier Development Program, Procurement sustainability strategy refresh



Percentage of Accenture Procurement-issued supplier agreements that included our Supplier Standards of Conduct in fiscal 2013



Included on *DiversityInc's* Top 10 Companies for Supplier Diversity list in fiscal 2013

## About "Our Communities, Our Commitments"

This Executive Summary of our 2012-2013 Corporate Citizenship Report, "Our Communities, Our Commitments," explores our global corporate citizenship goals, progress and challenges. The report covers fiscal 2012 and 2013 (ended August 31, 2012 and 2013, respectively), unless otherwise noted.

We encourage you to read our full 2012-2013 Corporate Citizenship Report at [www.accenture.com/ccr](http://www.accenture.com/ccr)

We use Global Reporting Initiative (GRI) G3 Guidelines as a foundation for our reporting approach and self-declare this report at Application Level B, as checked by GRI.

The report serves as our fifth Communication on Progress to the United Nations Global Compact, which we signed in January 2008, and documents our progress as a member of Global Compact LEAD, which focuses on raising sustainability performance.

Fostering a dialogue with key stakeholders is an important part of our reporting process. We actively engaged internal and external stakeholders in discussions regarding our journey, our progress and our performance, in an effort to improve this report.

We welcome your feedback at [corporatecitizenship@accenture.com](mailto:corporatecitizenship@accenture.com) and for additional information, please visit [www.accenture.com/corporatecitizenship](http://www.accenture.com/corporatecitizenship).

We encourage you to read our full  
2012–2013 Corporate Citizenship Report  
at [www.accenture.com/ccr](http://www.accenture.com/ccr)

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 289,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. Through its **Skills to Succeed** corporate citizenship focus, Accenture is committed to equipping 700,000 people around the world by 2015 with the skills to get a job or build a business. The company generated net revenues of US\$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is [www.accenture.com](http://www.accenture.com).

**On the cover:** A formerly unemployed college graduate, Jeevan Dhillon participated in a training program sponsored by British Gas, environment charity Global Action Plan and Accenture. Jeevan is now employed at British Gas as a tenant liaison officer, advising housing residents on conserving energy in their homes. In this photo, Jeevan stands in front of a residential building in Walsall, England, where his team installed new central heating, external wall insulation and solar panels.

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