



A Message from our CEO



Sustainability is at the heart of everything we do; it's woven into our values and has always been a priority for us since Tétris was founded. Another priority of ours is wellness and we believe that every small detail in our designs should bear wellbeing in mind. By championing both causes, we support clients to put these solutions at the heart of their workplaces. We lead by example and show clients that an office designed with sustainability and wellbeing in mind doesn't cause problems; in fact, it's the opposite – happier staff are bound to be more productive too.

We believe the office is not only a place to work, but also a place to live. People are at the centre of what we do and we know that they care about sustainability. They are proud to be part of a company that not only is working to be more sustainable, but also partners with clients to improve their sustainability goals too. Our main target is to deliver carbon neutral projects that benefit both the people who will use them and the environment around them.

Our devotion to increasing our own sustainability and that of our clients is why we have written our first sustainability report. I hope that you find it insightful and enjoy reading it.

Take care of yourself and your loved ones,

– **Franck Eburderie**

In conversation with our senior leaders



Nicasio Gutiérrez,
Managing Director
EMEA



Joanna Gajewska-Sokolowska,
Deputy Chief Operating Officer
EMEA



Silvia Aranda,
Design Operations Director
EMEA

“Our ambition is to become the leading sustainable design and build company by designing and building vibrant spaces that inspire people to live and work better. We can create and deliver environments that are as beautiful and functional as they are sustainable. We want to bring personal elements into design so that people feel their workspace on a deeper level. Speaking of making things more personal and sustainable, we also want to create spaces that are inclusive. Diversity and inclusion is in our DNA at Tétris – our colleagues come from all over the world and all walks of life, so we understand the importance of how different cultures can influence people; therefore, we try to make them feel as welcome as possible. Our goal is to support our clients in designing and building inclusive workplaces for all. One of our major achievements in 2020 was the creation of a Design Sustainability Code, which will be launched in 2021. It is an innovative new approach to inspire our designers and transform our clients’ workspaces in a more sustainable way. We have also placed sustainability at the heart of awards and recognition by creating a dedicated category within our Tétris Design Awards in 2020, recognising the best projects for our clients.”

Nicasio Gutiérrez

“We wanted to really focus on sustainability last year and COVID-19 brought the importance of having these initiatives to the forefront. We made an advisory group that drives the initiative and keeps people connected across borders, working towards a common goal and overall strategy. We got people to volunteer to be leaders in different parts of the strategy. We introduced the idea of the sustainability report to summarise our vision, which can motivate us further because we are making a promise to be better. We want to show how important sustainability is to the business, how we can improve, and how we can work with clients and suppliers to build a sustainable future.”

Joanna Gajewska-Sokolowska

“We want to create a better world through design. Sustainable design is not only for our own wellbeing, but it’s to secure a better, more environmentally friendly future. In 2020, despite the COVID-19 pandemic, we managed to create a real buzz and excitement around this topic. A dedicated working group has been formed, with more than seven nationalities and 16 international staff. We are building an inspiring approach for our teams and for our clients, with the objective of putting sustainability at the heart of design.”

Silvia Aranda

Our sustainability strategy

Our sustainability vision

We are making Tétris the leading global design and build company committed to delivering outstanding sustainable fit-out projects for our clients. Together with our partners and stakeholders, we aim to drive disruptive and significant change by embedding sustainability into everything we do. By helping you take a responsible and sustainable approach that contributes to a better world, we are working to shape the future of real estate.

Shaping the future of real estate for a better world

Together with JLL, our purpose is to shape the future of real estate for a better world. Staying true to our purpose reinforces our values of teamwork, ethics and excellence, and focuses our efforts on addressing the interests and ambitions of our clients and all our stakeholders. It exemplifies our commitment to

the highest standards of environmental, social and corporate governance, and to a more sustainable, diverse and inclusive future.

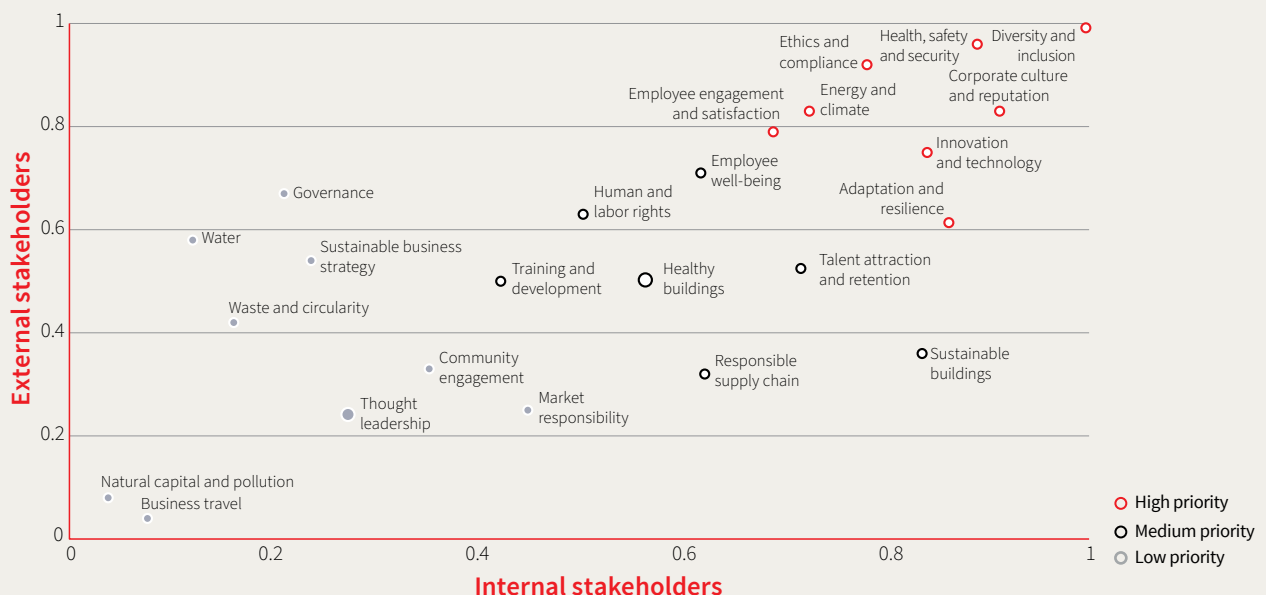
How do we achieve our sustainability strategy?

As a wholly owned subsidiary of JLL, we do this by embedding sustainability into everything we do through the four Pillars of Building a Better Tomorrow: Clients, People, Workplaces, and Communities. The four Pillars are underpinned by three Foundations: Our commitment to the highest standards of corporate governance, our efforts to develop and drive thought leadership in this area, and our commitment to deploying innovative, forward thinking solutions for ourselves and our clients. We believe these are the fundamental elements to the success of Building a Better Tomorrow and the achievement of the UN Sustainable Development Goals.

Our material issues and approach

Together with JLL, Tétris has identified 24 issues which are deemed to be material to the business. As a result of the findings of our 2020 materiality refresh, the most significant issue was diversity and inclusion, identified by both internal and external stakeholders as the most material issue to our business. Diversity and inclusion was followed by health, safety and security, ethics and compliance, corporate culture and reputation, innovation and technology, energy and climate, employee engagement and satisfaction, and adaptation and resilience, all of which are reflected in the matrix below. While all issues in the matrix are material, the graphic depicts their relative importance according to our stakeholders and market reporting and benchmarking.

Materiality Matrix





Our sustainability priorities and targets

Tétris has established a list of strategic sustainability priorities and goals that are expressed through our JLL Group's sustainability programme, Building a Better Tomorrow, and its four pillars: People, Clients, Workplaces, Communities.

Generating lasting value for our clients

- Drive **sustainable innovation** as a key business point of differentiation
- Integrate a **360° sustainable design approach**, through various design principles, biodiversity and biophilia
- Develop a **culture of sustainable works** execution approach, from the waste management on site to the furniture delivery
- **Optimise sustainability across our supply chain process** and understand the lifecycle of our projects, working towards a **circular economy**
- Create a culture of sustainability throughout the firm and provide **training** and develop everyone's skills

Engaging our people

- Demonstrate our commitment to the **wellbeing** of our staff
- Promote **Diversity & Inclusion** by demonstrating how we embrace diverse backgrounds, experiences, skills and ideas
- Provide suitable and structured **Health & Safety** management systems for the business

Supporting our communities

- **Demonstrate and drive positive social impacts and responsible procurement practices**, such as buying local and supporting community involvement and participating in community programmes
- Commit to **strong principles of business and professional ethics**, ensuring compliance with community, state, regional and national regulatory requirements

Transforming our workplaces

- **Design sustainable fit-out workplaces** for our people and rethink the way we use our spaces
- **Minimise our impact on the environment and our carbon footprint** (energy, carbon, plastic, water, waste, paper, resources, biodiversity etc.)
- **Set and report progress on quantifiable, time-bound goals** to minimise the environmental impact of our workplaces as part of a continuous improvement process

Our sustainability governance team

In 2020, Tétris consolidated its commitment to sustainability with the creation of a dedicated governance team. Tétris' sustainability ambition is supported within the Tétris Strategic Board by Nicasio Gutiérrez, Managing Director. Our sustainability ambition is shared by all Tétris managers and departments, from our Country Managing Directors to all staff, from design studios to human resources, from supply chain and procurement to legal and compliance, from business development to quality, health & safety and environmental teams.

Our efforts to address sustainability within our internal operations are overseen by the Sustainability Advisory Group, responsible for aligning the sustainability interests of Tétris with those of our clients, employees and shareholders; developing and monitoring our sustainability strategy; and overseeing its implementation through training, reporting and the provision of guidance.

A network of Tétris Sustainability Country Representatives with a passion for the subject: Overseen by the Country Managing Directors who are committed to a sustainable future, the Tétris Sustainability Country Representatives are responsible for the successful implementation of our strategy in our markets.

Tétris and the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals are the blueprint to achieve a better, fairer and more sustainable future for all. Tétris carried out a comprehensive exercise to identify the SDGs that are most material along each stage of our value chain and subsequently prioritise actions and interventions where we have the greatest potential to make a positive contribution, as well as mitigating any negative impacts.

Below are the ways the SDGs influence our work within the four Pillars of Building a Better Tomorrow:

- Raising awareness of the SDGs within our core service lines and advancing the opportunities identified in the value chain assessments
- Expanding the Workplaces Pillar to address new impact areas such as waste and circularity to ensure that we are fully addressing our core SDGs
- Reviewing our areas of focus within the People Pillar and collecting more comprehensive data to measure progress against our targets
- Focusing action in our Communities programmes on our key SDGs with a new goal to align 75% of community activities to Tétris' six priority SDGs by end of 2022

SUSTAINABLE DEVELOPMENT GOALS



Our commitment with external organisations

Since 2011, we have developed local approaches with recognised sustainability organisations. Thus, we benefit from personalised support and strong expertise, but also from sharing best practices in the environmental and social fields and from developing rewarding exchanges with a network of passionate people and partners. Despite the COVID-19 pandemic, we have maintained our efforts in 2020 with an even stronger commitment.

- Re-NetTA Project of research at Politecnico di Milano – Italy
- Green Building Council Spain (GBC)
- Polish Green Building Council (PLGBC)
- Urban Mining Collective – Netherlands
- UN Global Compact – France
- EcoVadis – France
- Observatoire de l'Immobilier Durable – France

Together with JLL, addressing the challenge of climate change

Climate change continued unabated in 2020, with the planet registering the second highest global temperature on record. Despite a 7% reduction in global fossil fuel emissions due to COVID-19 lockdowns and coinciding diminished economic output, carbon dioxide levels increased in the atmosphere, setting a new historical record. JLL has set aggressive emissions reductions targets to achieve the 1.5°C ambition of the Paris Agreement.

Against the ongoing backdrop of the pandemic, climate change is the biggest single challenge going forward. With over 40% of total carbon emissions coming from the built environment, it has never been more important for the real estate industry to take actions to protect our people and our planet. It is why, in 2020, JLL set a science-based target for emissions reductions by 2034, as well as committed to net zero emissions from our own buildings by 2030.

JLL Net Zero 2040 Commitment

Together with JLL, we will achieve net zero emissions by 2040 by eliminating carbon emissions across all areas of operations including or Scopes 1

and 2 emissions, and our Scope 3 emissions, which includes our clients, our corporate supply chain and operational activities. Our partnership with our clients is fundamental, as over 95% of our emissions are from our client portfolios.

Our net zero by 2040 trajectory will require all our clients to be on a decarbonisation journey. Helping our clients achieve this is a key pillar of our business strategy. We are making significant investments in sustainability services and capabilities using the breadth and strength of our global platform to partner with our clients in truly moving the needle on real estate carbon reduction and sustainability.

The Climate Pledge

Together with JLL, we believe that climate change demands urgent and universal action. Because of this, JLL is proud to sign The Climate Pledge. JLL stands with Amazon, Global Optimism, and the other signatories in a commitment to being net zero carbon by 2040, ten years ahead of the Paris Agreement. Companies with a combined annual revenue of more than over \$1.4 trillion and more than five million total employees have signed the Pledge.

Find out more about sustainability on JLL websites:

jll.com/sustainability

[READ MORE](#)

[JLL commits to net zero target for 2040](#)

[READ MORE](#)

Find out more about JLL Global Sustainability Report:



JLL 2020 Global Sustainability Report

[READ MORE](#)



JLL 2020 Global Sustainability Summary

[READ MORE](#)

Generating lasting value for our clients

Tétris supports its clients by positioning itself as a true business partner in order to accompany them in their sustainability ambition and goals. At Tétris, we aim to deliver outstanding, sustainable design and build projects. We strive to design and build healthy environments and sustainable living spaces that inspire collaboration, creativity and productivity while maximising attention to wellbeing. We strongly believe in the opportunities that can bring a sustainable and responsible workplace approach for your organisation and for the wellbeing of your people.

Sustainable design and build

We are fully committed to supporting our clients in reducing their environmental impact across the fit-out lifecycle. In order to develop our sustainability innovation spirit, we focused our efforts on three priorities:

- Inspiring sustainable change through our 360° design and build approach
- Developing a strong sustainable design culture
- Supporting our clients with environmental certifications and wellbeing standards

Waste management on project sites

At Tétris, we pay particular attention to waste management on our project sites and for our clients. Our ambition is to ensure the environmentally responsible management of this waste with the aim of minimising its volume and impact on the environment. We are looking for an ideal approach to the circular economy and are constantly working to improve in this area. For us, waste management is also about surrounding ourselves with partners who are beyond reproach in this area.



Pepsico, Johannesburg, South Africa

CASE STUDY



Interiorworks, Amsterdam, Netherlands.

CASE STUDY



JLL, Manchester, United Kingdom

CASE STUDY



Publicis, Paris, France

CASE STUDY

Client testimonial

“To design our new showroom in Paris, we wanted to be consistent with environmental and well-being values. We naturally called on Tétris, the European leader in the design of professional spaces. What attracted us was their involvement and their advice week after week to create a working environment in just 4 months. An additional challenge was that we wanted the space to function as both an office and a showroom and that it should meet the criteria for WELL certification—still very new at the time in France in 2018. As for the environmental aspect, we wanted to be pioneers. To check that these new spaces had a real impact on our occupants, we carried out a post-occupancy survey (POE) and the results were surprising: A 43% increase in perceived well-being, a 74% decrease in sedentary behaviour and a 38% boost in productivity.”

– **Benjamin Plault**,
Marketing executive & Wellbeing Officer,
Interface France & Italy

Engaging our people



2020 was a year like no other, as our people around the world reacted to the COVID-19 global pandemic and began adjusting to the new — and next — normal of work, life, education and socialisation. Weathering these challenging conditions, our people showed extraordinary fortitude, flexibility and commitment, as we figured out how to work together as a global, virtual team of more than 820 people. The crisis became a time to reinvent how we engage with our people.

Our culture of health and safety

At Tétris, we are committed to providing all our employees with a safe and secure workplace that protects them from safety risks and hazards. Tétris advocates a 'safety first' policy at all of our workplaces. The health, safety & welfare of our employees, clients, contractors & visitors are of the utmost importance to us and under no circumstances will this be compromised. All employees have a responsibility to contribute towards achieving this goal.



Our culture of wellbeing

Since 2003, Tétris has rolled out wellbeing initiatives for employees and is strongly committed to providing its employees with an environment that promotes physical and mental wellbeing. This is an inherent part of our corporate culture and sustainability goals. We pay close attention to the design of our workspaces, with a desire to make them real places to live for our employees. In 2020, despite the exceptional context marked by the COVID-19 pandemic, we have maintained our efforts in this area with, for example, the creation of new offices in Lisbon and Lille, designed to promote the wellbeing and concentration of our employees and to strongly stimulate teamwork and creativity.

Our culture of diversity and inclusion

Diversity and Inclusion (D&I) have always been important to our people, business, clients, partners, and communities. And at Tétris, we have always seen D&I as strategic imperatives for the way we do business. Powerful social movements and heightened awareness of the racial and social inequities around the world served as catalysts to deepen our commitment at every level of our organisation to our D&I efforts. At Tétris, we succeed through inclusion and celebrate the characteristics that make us unique. This includes ability, education, generation, industry experience and thinking style, along with gender, ethnicity, race, religion, and sexual orientation.



Transforming our workplaces

In our global operations, we strive to limit our impact on the environment wherever possible. At Tétris, we recognize that the systemic nature of global warming requires changes to be made at all levels of our organisation, including the management of our workplaces. We are constantly seeking to make our workplaces more sustainable and are striving to limit our energy consumption, optimise our waste management, and reduce our water consumption, while focusing on air quality and a people-centered approach to the wellbeing and health and safety of our employees.

The buildings in which we spend so much of our time can have a huge impact on our health and wellbeing. At Tétris, we want to provide our employees with office environments that are not only safe and secure but also foster and promote mental and physical wellbeing. We seek to do this by incorporating best-in-class sustainable buildings standards for our offices wherever possible.

Focusing on healthy and sustainable buildings for our offices and wellbeing for our people

Sustainable buildings not only have a reduced impact on the environment, they provide workplaces which support health, wellbeing and productivity. We seek to apply sustainable practices whenever we can, and fit-outs provide a great opportunity for us to do so.

Tétris offices with certified fit-out

We certified two of our offices through the rigorous BREEAM and LEED standards, reflecting a strong commitment to the health, wellbeing and comfort of our employees. The 20,311 sq ft office located Paseo De La Castellana 79 in Madrid received LEED ID+C: Commercial Interiors (v3 – LEED 2009) certification and achieved Platinum certification level and Tétris offices located on Levels 27-30, Building A, Plac Europejski 1, 00-944 in Warsaw received BREEAM 2009 Europe Commercial: Offices (fit-out only) certification and achieved Very Good level.



Paris La Défense,
France

CASE STUDY



Lisbon,
Portugal

CASE STUDY



Lille,
France

CASE STUDY

Supporting our communities

At Tétris, we focus on employee volunteering and charitable contributions. Our people are committed to Tétris core values of teamwork, ethics and excellence. Tétris has always provided employees with consistent opportunities for community outreach, volunteering and engagement.

Our approach

We engage communities by giving our local operations the autonomy to tackle the issues that they see as priorities while reflecting the wishes and interests of our employees. We will continue to support this approach going forward, while encouraging our employees to align their efforts with our six material Sustainable Development Goals whenever possible.

Our community actions in 2020

In 2020, our Tétris employees completed individual community improvement projects throughout our different countries, ranging from volunteering for Se Tendre La Main and Architectes de l'Urgence to supporting of young people and the construction of schools in Madagascar, the rehabilitation of schools in Haïti, helping vulnerable populations in the French Maritime Alps after the passage of Storm Alex, and also helping in Lebanon following the explosion of the Port of Beirut. Our teams also aided in the fight against the COVID-19 pandemic by supporting hospitals and their medical staff, with a donation to Fondation AP-HP in France and to Chris Hani Baragwanath Academic Hospital in South Africa. In Poland, our teams reenchant the daily life of poor children, inviting them to a cultural trip to Warsaw, and participated to the #Gaszynchallenge to raise awareness of Spinal Musclar Atrophy (SMA).



Les Cycles de l'Immobilier Charity Ride



A commitment to solidarity for health professionals and carers



Supporting young children and people

2020 Global Sustainability Summary

Talk to us about Sustainability

We can support you with a sustainable design x build approach to meet your sustainability ambition and goals.

Visit www.tetris-db.com

To find out more on our sustainability approach and projects, visit our website.

Get in touch for more information

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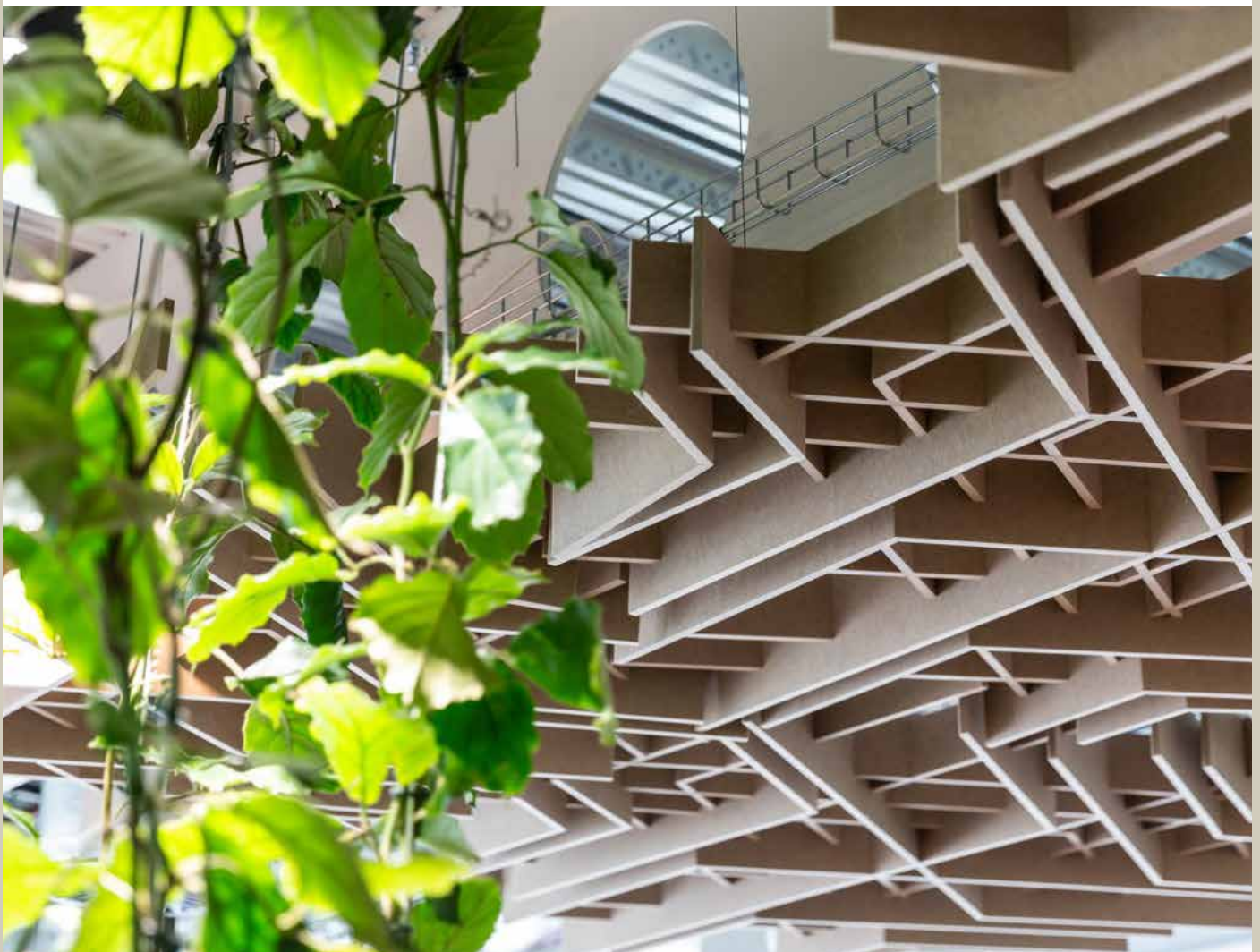
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Download the full Tétris 2020 Global Sustainability Report on Tétris websites:

www.tetris-db.com/en/about-us/sustainability/





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