VISIONARY PAYMENT PARTNER

€1.6 bn 2017 revenue
9,400+ talents worldwide
29 countries

Worldline is the European leader in the payments and transactional services industry. With nearly 45 years of experience, we are a highly innovative pan-European company with global reach, providing secure payments and transactional services covering the entire payments value chain.

Our next-generation, omnichannel, end-to-end solutions provide seamless transactions for Merchant Services, Financial Services and Mobility & e-Transactional Services.

We build long-term partnerships with our customers such as financial institutions, retailers, governments, the transport industry, healthcare facilities, telecom operators and utility companies.

Worldline’s innovative capabilities are matched by the power and dependability of its platforms, the security of its solutions, its broad geographical reach and the quality of its services.

MERCHAND SERVICES
Commercial Acquiring • Omnichannel Payment Acceptance
Payment Terminals solutions • Digital Retail
Private Label Cards & Loyalty Services

FINANCIAL SERVICES
Issuing Processing • Acquiring Processing
Account Payments • Digital Banking

MOBILITY & E-TRANSACTIONAL SERVICES
Trusted Digitization • eConsumer & Mobility • e-Ticketing

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In a context where sustainable development challenges are now mobilizing all of the private sector, the public sphere and society in general, Worldline is distinguishing itself through its implementation of an engaged approach to Corporate Social Responsibility (CSR). Through its TRUST 2020 ambition, Worldline is striving for excellence in sustainable development to make its CSR strategy a key differentiator in its market and a catalyst for transformation and continuous improvement. Worldline’s strong CSR performance is regularly recognized by the top non-financial rating agencies, reinforcing the company’s leadership position in the market and its credibility in sustainable development.

Through a CSR approach fully embedded into its strategy, business model and value chain, and strong cooperation with the Atos Group CSR teams, Worldline is ideally positioned to respond in a proactive and coherent way to the main concerns and evolutions of its ecosystem, particularly in the areas of data protection, cyber-security, well-being at work, human capital development and the fight against climate change. This strategy is leading Worldline’s management to constantly innovate and integrate market best practices to accelerate its transition to a model of responsible growth and sustainable value creation that benefits its stakeholders and society as a whole.

The recent engagement by many companies with the United Nations Sustainable Development Goals (SDGs) opens a new chapter in sustainable development. As a European leader in payments and digital services, Worldline has seized this opportunity to demonstrate its value creation through this new universal reference framework and its intent to play a leading role in this collective global action. This new initiative allows Worldline to give more visibility, meaning and coherence to its CSR actions and illustrates the company’s willingness to contribute more widely to the major societal challenges of today and tomorrow through the positive economic, social and environmental footprint of its activities and solutions.

For the coming years, I am counting on Worldline’s management team to continue to go even further in the implementation of pioneering approaches and innovative actions in favor of sustainability, while continuing the company’s progress towards its TRUST 2020 ambition.

The relationship between a company’s business and Corporate Social Responsibility performance is becoming increasingly clear. Being good at one is frequently seen as an indicator and, perhaps, a precursor to being good at the other.

This was not always so. In the early days of CSR, there may have been a misperception that CSR detracted from business performance, that it meant diverting resources that would otherwise support business activity. Today, CSR is recognized for providing the tools and benchmarks that help answer key strategic questions: what does this organization bring to the world where it operates? Will this company and operating model stand the test of time? Beyond complying with regulations and providing products or services to its customers, salaries to its employees and a return to its investors, companies must be able to show that their activities bring a net benefit to the world, that the world would be worse off, not better off, without it.

CSR has increased the comprehensiveness of how we can measure a company’s impact on society. By seeing how a company is managed in the face of short-term pressures, we can develop a picture of its probable long-term sustainability.

At Worldline, our CSR and business activities are fully intertwined. For us, this is completely logical. Our business model is based on building long-term trust with our customers. They need to know that we’re still going to be around in 15-20 years, because what we do is fundamentally useful and beneficial.

Our commitment to CSR keeps us aligned with our long-term objectives and keeps us focused on what is essential to our company, including our customers, employees, cash flow, shareholders, our value chain, the environment and quality (GRI 102-24). It is thus a driver of our business performance toward meeting the expectations of all of our stakeholders – and society as a whole.
CSR JOURNEY, 2017 PROGRESS AND PRIORITIES FOR THE FUTURE.

GILLES GRAPINET AND SÉBASTIEN MANDRON DISCUSS THE COMPANY’S COMMITMENT

SUSTAINABILITY: A LONG-TERM COMMITMENT

GILLES GRAPINET AND SÉBASTIEN MANDRON DISCUSS THE COMPANY’S CSR JOURNEY, 2017 PROGRESS AND PRIORITIES FOR THE FUTURE.

WHAT DOES WORLDLINE’S PROGRESSION TOWARD ITS TRUST 2020 OBJECTIVES SAY ABOUT ITS OVERALL PERFORMANCE?

Gilles Grapinet: Our TRUST 2020 objectives are designed to show the direct connection between CSR and business performance. They set long-term commitments for our performance in creating value, innovating, engaging proactively to anticipate our customers’ needs, the quality of our R&D and ability to deliver sustainable solutions. We manage billions of transactions that affect communities and customers around the world so the assurance we provide them through the quality of our services must be cultural for us. Our CSR journey is a commitment to continuous improvement that encomasses our partners and suppliers who contribute to our progress, we need to make sure they’re advancing with us and managing their own impacts as part of a chain of responsibility. Our objectives reflect the vision of a company that is efficient: CSR and business performance are two faces of the same coin - of being sustainable and being able to stand the test of time.

Sébastien Mandron: At the same time, our indicators show that we still have areas in which we need to improve, especially as we have worked to integrate acquired companies and bring their operations in line with our standards. Therefore, in view of our Trust JGO objectives, we are redoubling our efforts company-wide to accelerate our progress toward the objectives we have set, to increase our goals for targets already achieved and to define further commitments to be reached in the forthcoming years in each strategic area.

HOW DO YOU MAINTAIN MOMENTUM TOWARD CONTINUOUS IMPROVEMENT IN CSR?

Gilles Grapinet: Our ambition is to become the CSR leader for our sector. First, in terms of people. As a fast-growing company, Worldline has to be able to attract and retain talented people. This means continuing our focus on our employees’ well-being, on training and development and on welcoming new arrivals to our company and culture.

We have to be rigorous about the quality of our services and meeting market and customer expectations in terms of functionalities, features, flexibility and price points. Being sustainable includes being efficient in terms of consumption versus what we produce. If we do this, profitability will follow. And, as a responsible company, we have to make sure that we are positively impacting the environment. Doing these things in a powerful way to drive our company, to respond to stakeholder expectations and to confirm the net benefit we deliver in the world, today and tomorrow.

Sébastien Mandron: To achieve our long-term commitments, we need to demonstrate continuous improvement on the main KPIs we have set to monitor our CSR performance. Since the launch of our ambitious CSR strategy, 75% of our main KPIs have improved, thus confirming the efficiency of our action plans and that we are on the right track. To truly involve our employees in these commitments, we hold CSR Roadshows on our sites where we exchange with our employees on our CSR contribution and our results, raising awareness of our worldwide CSR challenges, especially in the digital area. Making the link between the company, its positioning, actions and values creates with the involvement of each employee and the impact of CSR on their personal life is often a meaningful way of involving them in our efforts to move ahead.

WHY IS IT IMPORTANT FOR WORLDLINE TO TIE CSR COMMITMENTS TO THE UNITED NATIONS SDG AND MORE SPECIFICALLY, HOW DOES THE SUSTAINABILITY OF WORLDLINE’S OFFER CONTRIBUTE TO THE SDG?

Gilles Grapinet: The Sustainable Development Goals (SDGs) are especially helpful in looking anew at how we create value for all stakeholders. It connects the company’s mission and outcomes with real global and local human challenges. SDGs are the world’s demands, confirming the need for products, services and solutions, so they also represent market opportunities for us. Understanding how our offer contributes to sustainability is key both to grasp the value we bring to society and to ensure CSR is intrinsic to our business, fully integrated as part of our offer. How we contribute toward the SDGs is also a source of inspiration and pride for our teams, providing a sense of purpose and understanding the usefulness for what we do in this world and how we can be more useful for the world this is quickly becoming a reality.

Sébastien Mandron: The SDGs provide us with a common framework by which to check, measure and communicate about Worldline’s approach to CSR. The analysis also provided an interesting tool with which to further engage our employees on our CSR activities, reinforcing the point that what we are doing goes beyond Worldline and affects the broader world around us. In assessing how our CSR approach matches up with the SDG criteria, we looked at how our solutions contribute to addressing the environmental, economic and social challenges of our customers. We also include the impact on governance, trust and compliance, such as by combating fraud and corruption and ensuring security and data protection. This has sharpened our understanding of the contribution to sustainability of our offer company-wide, which is important both for our awareness and decision-making internally, and our communications with customers and other stakeholders externally.

GILLES GRAPINET, CHIEF EXECUTIVE OFFICER WORLDLINE

SÉBASTIEN MANDRON, CORPORATE SOCIAL RESPONSIBILITY OFFICER

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CHALLENGES AND OPPORTUNITIES IN THE DIGITAL SECTOR

Trade and information flows are the lifeblood of modern civilizations. However, the digital revolution is rapidly disrupting information management and payment ecosystems, giving rise to new business models, non-traditional competitors and regulatory pressures. This fast-changing environment is creating new digital threats but also valuable opportunities.

**Challenges:** Emerging technologies pose numerous privacy and security challenges and new threats are constantly emerging in the areas of privacy, fraud usage, and the shadow economy. Therefore, new laws are fit to address these key societal challenges. Regulations such as the Sapin II anti-corruption law, Dodd-Frank Section 1502, and the General Data Protection Regulation (GDPR) are reshaping the entire global sector.

**Opportunities:** Technical evolutions such as analytics, artificial intelligence, smart agriculture, are helping to drive economic growth. This is enabling increasingly customized offers, improved safety, efficiency and seamlessness for users, lowering costs and better preserving the environment. Digital technologies can play a predominant role in the achieving of the United Nations Sustainable Development Goals (SDGs).

### Digital Challenges

**2017**
- $445 billion is the cost of cyberattacks globally
- 8.4 billion connected things
- 16.1 Zettabytes data generated
- 23% of employees say doing a job that makes a difference is one of the most important criteria to their career
- Adoption of the “Conflict Minerals” law, Dodd-Frank Section 1502
- General Data Protection Regulation (GDPR) compliance by May 25th 2018
- The New EU Regulation on conflict minerals will have a global scope by 2021
- 7% of global electricity is consumed by the IT sector
- 2% of global CO2 emissions is generated by the IT sector including data centers

**2020**
- $8 trillion is the expected cost of cyberattacks globally by 2023
- 20.4 billion connected things in 2020
- 163 ZB data generated
- +12% of jobs will require digital skills by 2024
- 90% of jobs require some digital skills
- 23% of employees say doing a job that makes a difference is one of the most important criteria to their career
- The new EU Regulation on conflict minerals will have a global scope by 2021
- 50% of all data created will be vulnerable by 2025
- Up to 13% of the global electricity will be consumed by the IT sector by 2030
- +50% increase in demand for energy by 2030
- +200% CO2 emissions generated by the IT sector by 2030
- 2020 2030

**2030**
- 8.4 billion connected things
- 163 ZB data generated
- +50% increase in demand for energy by 2030
- +200% CO2 emissions generated by the IT sector by 2030

### Worldline Challenges

**Sustainable Innovation**
- Artificial Intelligence, Robotics and Blockchain are creating waves of opportunities as well as threats to be addressed through sustainability objectives.

**Data Protection**
- Data breaches will affect a quarter of the world’s population by 2020. The GDPR will enable improvements to protect identities, privacy and liberties.

**Cyber Attacks**
- The massive use of Clouds and the Internet of Things are multiplying cyber threats. To cope with these threats, companies implement appropriate IT technologies, educate their employees on safe behaviors, strengthen their resilience and reduce capacity.

**Well-Being and Employer Brand**
- Employee well-being is a primary concern across the globe, especially for technological companies in order to retain the company’s know-how and culture.

**Diversity & Gender Equity**
- 350,000 million additional women workers are expected to reshape the global workforce in the next five years.

**Training & Development**
- Corporations are realizing that digital skill shortages pose a threat to future economic growth.

**Ethics & Due Diligence in Value Chain**
- A context of rapid evolving behaviors and trends, complex and strict regulations will enhance due diligence and business ethics across the value chain.

**Responsible Business in Local Ecosystems**
- Digital business, through its externalities, affects its host communities.

**Scarcity of Resources**
- The rise of new consumers, the ‘emerging middle class’ will raise awareness of opportunities as well as threats to be addressed through sustainability objectives.

**Examples of Commitments and Actions**

- **Worldline** provides innovative, almost secured and fully compliant solutions to its customers across jurisdictions and regulations.
- In 2017 Worldline created a GDPR compliance program. Objective by 2020: 100% of Privacy Impact Assessments (PIA) performed on critical services.
- In 2017, through its relationship with CSR Europe, Worldline has implemented a cloud access security broker (CASB) tool.
- Strong levels of security are implemented to decrease reaction time and strengthen the robustness of its platforms.
- Objective by 2020: 100% of incident responses compliant with Worldline Security Policy.

- **Fairness of Treatment and continued training for all jobs is embedded in our commitments through the wellbeing program.**
- Objective by 2020: 62% employee satisfaction at the Great Place to Work level.
- Objective by 2020: Worldline commits to the female gap at managerial positions to 0.
- Worldline implements an annual satisfaction survey to ensure its frameworks offer match competitive demands and aspirations.
- Objective by 2020: 92% of our employees satisfied with training experiences.

- **Fighting against Climate Change (CO2 Emissions)**
- Exponential growth in ICT sector will be responsible for 8.4 billion connected ‘things’ in 2020.
- +8-13% increase expected for the proportion of women in managerial positions to 0.
- Our entire supply chain commits to our Sustainable Supplier Charter.
- Achievement 2016 and 2017: Gold level on the EcoVadis Responsible Supply Chain Assessment.
- At all our employees sign Worldline’s Code of Ethics.
- Achievement 2017: 90% of our employees participated in a data protection training.
- Programming courses in local schools is an illustration of social contribution in Worldline local ecosystems.
- Objective by 2020: 90% of our offers carbon neutral through the offsetting program.
- Worldline is pursuing energy efficient operations in all its data centers and offices with an objective to double its renewable energy capacity.
- Objective by 2020: 80% of our offers carbon neutral through the offsetting program.
- Worldline integrates the principles of the circular economy specifically in its payment terminals production.

Sources: World Economic Forum, MicroAge–Dell, the Huffington Post, CSR Europe, PwC, Diplofoundation, National Geographic, World Resources Institute.
In 2017, the company continued implementing its consolidation strategy with new acquisitions in different geographies in Europe with Digital River World Payment and Diamis, in India with MRL Posnet and in Eastern Europe with First Data Baltics. Worldline is now positioned like never before to confront the new challenges facing Europe’s payments industry.

Worldline’s strategy, strengthened by its M&A operations, is to become a global European champion in e-Payments, providing solutions to its customers worldwide who face massive financial, technological, environmental and social changes. The Group already serves a customer base across 29 countries.

BEING SUSTAINABLE INCLUDES BEING EFFICIENT IN TERMS OF WHAT WE CONSUME VERSUS WHAT WE PRODUCE. THAT’S WHY WORLDLINE HAS ASSESSED ITS FOOTPRINT ON RESOURCE FLOWS IN TERMS OF VARIOUS TYPES OF CAPITAL TO MEASURE ITS NET CONTRIBUTION TOWARD ITS STAKEHOLDERS.
OUR CSR VISION
AND 2017 ACHIEVEMENTS

The program is intended to enhance the sustainability of Worldline’s operations in years to come, thereby improving its non-financial performance and consolidating its position as a CSR market leader.

In the regard, as an active member of the Sustainability Directors’ Club, Worldline makes regular presentations at conferences and participates in sharing on latest practices and regulations.

CSR GOVERNANCE [GRI 102-28]

The Corporate Social Responsibility Officer, a member of the Worldline Executive Committee reporting directly to Worldline’s CEO, is responsible for the Worldline CSR strategy and promotes CSR values with internal and external stakeholders. This officer is responsible for the Worldline CSR Department composed of an international team of 25 people present in 25 countries. The CSR Officer also works in close cooperation with the Atos Group CSR Officer to ensure full alignment with Group CSR initiatives.

Implementation of the CSR strategy is regularly discussed and monitored within the Worldline Management Committee. On a quarterly basis, the CSR Officer sets out the results of the initiatives carried out, the roadmap and action plans.

PROGRESS TOWARDS TRUST 2020 AMBITIONS IN 2017:

- Overall Customer Satisfaction (OCS) score increased by 0.5 points (target range of +/- 10%)
- 100% of all establishments obtained in the EcoVadis supply chain assessment
- 100% of suppliers evaluated by EcoVadis with a Gold level status
- 100% of the Site Sustainability Assessment (SSA) was performed on critical services, increasing by 11 points over last year
- 100% of Privacy Impact Assessments (PIA) conducted on critical services
- 100% of incident responses compliant with Worldline’s Security Policy
- 100% of PIA indicator externally verified except the PIA indicator on critical services

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HISTORICAL OUTSTANDING PERFORMANCE SINCE 2014

Worldline’s progress in CSR was recognized through a number of recognitions and certifications since 2014.

- Worldline’s public CSR report recognized by the GRI Comprehensive option
- Worldline received a Silver level in the EcoVadis responsible supply chain assessment
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OUR TRUST 2020 COMMITMENTS

Two years after the launch of its TRUST 2020 program, Worldline has been able to create strong internal momentum to support its CSR ambition and move towards its long-term transformation objective, by presenting already significant progress on its strategic challenges in terms of sustainable development.

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CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

WORLDLINE’S COMMITMENT TO SDGs

Worldline decided in 2017 to support the United Nations Sustainable Development Goals (SDGs) and to integrate them into its Corporate Social Responsibility (CSR) strategy. Worldline believes its business has a significant role to play in solving global sustainability challenges. That’s why the company has investigated how it contributes to the SDGs throughout its value chain, products and services and internal programs and policies.

Based on the most material CSR topics for its stakeholders and for its business activities, and in line with the SDGs Compass guidelines (from the Global Compact), Worldline concentrates its efforts on the five most relevant SDGs for which it has the most significant impact and can maximize its contribution:

- Promote peace, justice and strong institutions (SDG 16).
- Ensure a decent work and economic growth (SDG 8).
- Be involved in climate action (SDG 13).
- Ensure inclusive and equitable quality education (SDG 4).
- Ensure responsible production and consumption (SDG 12);

SDGs provide an additional perspective that allows Worldline to:

- Select projects internally or externally taking into account these global social, economic and environmental challenges and evaluating their benefits;
- Use a universal language for sustainable development for all stakeholders, from investors to customers and NGOs, and from employees to citizens. The SDGs strengthen the company’s “outside-in” vision thus ensuring greater clarity and consistency in its actions.

Worldline is thus able to better demonstrate and reinforce the value it brings to its different stakeholders, using a common tool that takes into account their different social, economic and environmental expectations and challenges.

THE SDGs IN ACTION WITHIN WORLDLINE [GRI 201-1]

In order to identify and measure Worldline’s contribution to all SDGs, we undertook a detailed assessment through a two-step mapping analysis. The result identified 9 SDGs to which Worldline contributes more specifically.

FROM AN EXTERNAL PERSPECTIVE

Worldline evaluated the impacts of its products and services with respect to their contribution to the SDGs. This analysis shows that Worldline’s solutions provide customers with sustainable benefits, contributing primarily to the following SDGs:

Worldline’s Risk Fraud Management, Acquiring or Acquiring Processing solutions enable the development of fraud and the prevention of cyber threats.

By making payment easier with flexible digital business models, Worldline’s Payment Acceptance, Kiosk and Digital Retail solutions enable the creation of economic value and growth for customers, via shorter time-to-market and cost reduction.

By making financial services accessible for small industries and merchants, Commercial Acquiring Processing solutions favor the development of merchant networks and their integration into the value chain and markets.

By ensuring access to adequate, safe and affordable basic payment services, Worldline’s solutions contribute to stakeholders’ satisfaction. Also, the e-ticketing offer provides access to safe and sustainable transports.

Through its Cloud, Online and Digitization services, Worldline delivers environmental benefits, including water use reduction, and helps achieve the SDGs:

- Use a universal, global and inclusive action plan and roadmap to end poverty, protect the planet and ensure prosperity for all by 2030.
- Promote the circular economy, through its Cloud, Online and Digitization services, Worldline meets environmental targets and policy.
- Code of ethics, Data protection policies, Binding Corporate Rules (BCR) + PCI DSS.

FROM AN INTERNAL PERSPECTIVE

Worldline mapped its impacts on SDGs along its value chain and internal operations and policies, identifying the following SDGs where it supports the global goals:

Example of internal operations and policies contributing to SDGs:

Addressing the threat of cyberattacks and data breaches ensuring fair business practices

Managing the environmental footprint of our operations

Through its responsible practices, Worldline helps to prevent additional financial costs related to legal and operational risks for customers. As a signatory of the Global Compact since 2016, Worldline is committed to fighting against corruption and to respecting the principles related to international Human Rights.

Worldline has committed to decrease the GHG emissions and to improve the energy efficiency of its activities through its data centers, offices and business travels. The company also engages a supplier, throughout the value chain and promotes the circular economy principles throughout its payment terminals’ lifecycle.
Our CSR approach gives a central role to dialogue with all stakeholders. These exchanges enable Worldline to better understand its stakeholders’ challenges and expectations, and to share information on its capacity for innovation and its sustainability approach. Worldline confirmed its 2014 materiality assessment following an extensive dialogue with its stakeholders in 2017. This new dialogue entails:

- A broader range of interviews to include more global and diversified stakeholders, such as NGOs and associations supported by Worldline and local communities in addition to customers, employees, suppliers and partners.
- A new approach that leverages Worldline’s CSR actions to create value for each of its stakeholders and respond to their expectations.

These stakeholder meetings take place at every level of the organization under the coordination of the CSR Officer and at both the global and country levels in order to ensure that Worldline’s CSR strategy continues to respond to stakeholder expectations, to review the strategy and ambitions and accelerate CSR actions and initiatives.

Examples of stakeholder interviews conducted in 2017:

- Creating sustainable value through Worldline’s e-health solutions that contributes to better health access while protecting personal data.
- Worldline discussed with its main manufacturer of payment terminals Toshiba Tec. notably on its environmental measures and its responsible supply of minerals.
- Worldline also organized dedicated meetings with its partner EcoVadis & EcoAct to look at different ways to improve its CSR performance and extend its actions to improve its carbon footprint.
- Railway Children, an association in the UK working to help homeless children escape living in the streets or railway stations.
- Thanks to the coding courses provided each week by Worldline volunteers, our students are more aware of the digital culture. By helping them to learn the basics of computer coding, Worldline contributes to better health access while protecting personal data.
Worldline’s Corporate Social Responsibility approach is based on a materiality analysis in order to prioritize its actions on the most relevant subjects taking into account its business activities and stakeholders’ expectations. The materiality analysis tool is used to connect and prioritize financial and extra-financial matters. It enables a focus on those issues that are truly critical to a sustainable business model in order to achieve the organization’s goals, secure its business model and manage its impact on society.

In 2014, Worldline performed a materiality assessment that was confirmed in 2017 through an extensive dialogue with stakeholders and exploration of global trends. After identification of its main challenges, Worldline evaluated the interest and coverage level and the financial impacts (over the next five years) according to the stakeholders for each issue. The results were plotted in the following materiality matrix where the external score explains the stakeholder interest for the issue and the internal score displays the impact of the issue on Worldline.

Our material issues and sub-issues have been organized under our four CSR areas.
MAIN KEY PERFORMANCE INDICATORS

The following table presents the Key Performance Indicators (KPIs) related to Worldline’s Corporate Social Responsibility performance in 2017 and in relation to our 4 main challenges. All KPIs are presented in the Registration Document.

CHALLENGE 1: BUILDING CUSTOMERS’ TRUST WITH FULLY AVAILABLE AND SECURED PLATFORMS AND REINFORCING VALUE FOR CUSTOMERS’ THROUGH SUSTAINABLE & INNOVATIVE SOLUTIONS

<table>
<thead>
<tr>
<th>Workline Challenges</th>
<th>Aspects</th>
<th>GRI</th>
<th>Relevant KPIs</th>
<th>Externally verified</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>Per employee</th>
<th>Per revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Market, efficiency</td>
<td>WL1</td>
<td>GRI 102-44</td>
<td>Service availability rate</td>
<td>99.82%</td>
<td>99.86%</td>
<td>99.81%</td>
<td>99.84%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A020</td>
<td>Number of enrolments in GBU’s</td>
<td>9</td>
<td>10</td>
<td>17</td>
<td>18</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Innovations solutions</td>
<td></td>
<td>WL2</td>
<td>Number of WiM members</td>
<td>45</td>
<td>44</td>
<td>45</td>
<td>42</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>WL2</td>
<td>Percentage of PhD and PhD + employees in Enabling area</td>
<td>49%</td>
<td>45%</td>
<td>48%</td>
<td>30%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>WL2</td>
<td>Internal awards success rate</td>
<td>10%</td>
<td>50%</td>
<td>20%</td>
<td>30%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full availability and secured platforms</td>
<td></td>
<td>WL3</td>
<td>Number or security incidents</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In 2017, Worldline attended and/or supported 14 innovation workshops in which Scientific Community members were not necessarily present or involved.

CHALLENGE 2: BEING A RESPONSIBLE EMPLOYER BY REVEALING EMPLOYEES’ POTENTIAL

<table>
<thead>
<tr>
<th>Workline Challenges</th>
<th>Aspects</th>
<th>GRI</th>
<th>Relevant KPIs</th>
<th>Externally verified</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>Per employee</th>
<th>Per revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talent attraction and development</td>
<td>GRI 404-1</td>
<td>Average hours of training that employees have undertaken during the year</td>
<td>28.13</td>
<td>25.14</td>
<td>18.89</td>
<td>19.23</td>
<td>86%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 404-1</td>
<td>Percentage of total employees who received regular performance and career development review during the year</td>
<td>97.4%</td>
<td>94.22%</td>
<td>96.62%</td>
<td>97%</td>
<td>86%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee engagement</td>
<td>A02</td>
<td>Participation rate in the Great Place to Work survey</td>
<td>77%</td>
<td>79%</td>
<td>84%</td>
<td>86%</td>
<td>94%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A02</td>
<td>Great Place to Work Trust index rate</td>
<td>58%</td>
<td>57%</td>
<td>52%</td>
<td>50%</td>
<td>50%</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultural diversity</td>
<td>WL5</td>
<td>Employees stock plan</td>
<td>Qualitative</td>
<td>Qualitative</td>
<td>Qualitative</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WL6</td>
<td>Global turnover rate</td>
<td>8.2%</td>
<td>8.42%</td>
<td>9.38%</td>
<td>77%</td>
<td>97%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 405-1</td>
<td>Percentage of females</td>
<td>30.23%</td>
<td>29%</td>
<td>29%</td>
<td>28%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A06</td>
<td>Mobility perception (GPTW)</td>
<td>82%</td>
<td>85%</td>
<td>79%</td>
<td>76%</td>
<td>94%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WL7</td>
<td>Percentage of females in Worldline’s top positions</td>
<td>34.63%</td>
<td>30.28%</td>
<td>17.48%</td>
<td>24.56%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A08</td>
<td>Attendance rate %</td>
<td>2.78%</td>
<td>2.52%</td>
<td>2.71%</td>
<td>3.02%</td>
<td>87%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A09</td>
<td>Number of collaborators working communities</td>
<td>267</td>
<td>219</td>
<td>271</td>
<td>295</td>
<td>100%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CHALLENGE 3: ENDORSING OUR BUSINESS ETHICS WITHIN OUR VALUE CHAIN

<table>
<thead>
<tr>
<th>Workline Challenges</th>
<th>Aspects</th>
<th>GRI</th>
<th>Relevant KPIs</th>
<th>Externally verified</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>Per employee</th>
<th>Per revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endorsing our business ethics within our value chain</td>
<td>GRI 205-2</td>
<td>Percentage of management employees trained in Code of Ethics - Virtual Classroom</td>
<td>77%</td>
<td>-</td>
<td>68%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 404-1</td>
<td>Percentage of employees verifying Code of Ethics - Learning</td>
<td>95%</td>
<td>82%</td>
<td>7%</td>
<td>5%</td>
<td>100%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strong supplier partnerships</td>
<td>GRI 204-1</td>
<td>Monetary value of significant fines and total number of non-compliance sanctions for non-compliance with laws and regulations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 204-1</td>
<td>Proportion of spending on local operation and appreciation for sustainable solutions of operation</td>
<td>86.33%</td>
<td>88%</td>
<td>84%</td>
<td>85%</td>
<td>-</td>
<td>75%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AO17</td>
<td>Percentage of strategic suppliers evaluated by EcoVadis</td>
<td>20%</td>
<td>26%</td>
<td>-</td>
<td>-</td>
<td>99%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AO17</td>
<td>Percentage of other suppliers evaluated by EcoVadis</td>
<td>40.04%</td>
<td>47%</td>
<td>-</td>
<td>-</td>
<td>99%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CHALLENGE 4: LEVERAGING THE ECO-EFFICIENCY OF OUR DATA CENTERS AND OFFICES

<table>
<thead>
<tr>
<th>Workline Challenges</th>
<th>Aspects</th>
<th>GRI</th>
<th>Relevant KPIs</th>
<th>Externally verified</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>Per employee</th>
<th>Per revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eco-efficiency of our data centers and offices</td>
<td>GRI 302-1</td>
<td>Energy consumption within the financial year (tC02/employee)</td>
<td>285,972</td>
<td>285,989</td>
<td>285,972</td>
<td>285,972</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 302-1</td>
<td>Energy intensity revenue (tC02/million euros)</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 302-1</td>
<td>Energy intensity employees (tC02/employee)</td>
<td>2,713</td>
<td>2,713</td>
<td>2,713</td>
<td>2,713</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 302-4</td>
<td>Total CO2 emissions (tCO2)</td>
<td>11,253</td>
<td>11,253</td>
<td>11,253</td>
<td>11,253</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 302-4</td>
<td>Energy consumption in France (tCO2/employee)</td>
<td>8,38</td>
<td>8,38</td>
<td>8,38</td>
<td>8,38</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GRI 302-4</td>
<td>CO2 emissions by employees (tCO2/employee)</td>
<td>1,48</td>
<td>1,48</td>
<td>1,48</td>
<td>1,48</td>
<td>80%</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To 2017, Worldline attended and/or supported 14 innovation workshops in which Scientific Community members were not necessarily present or involved.

*See our 2017 Registration Document page 120

For AO10, AO11, WL6, AO6, GRI 404-2, GRI 404-1, AO17, GRI 302-1, GRI 303-1, GRI 305-4, AO14 KPIs, see the methodological notes in section D.6.2.1 of our 2017 Registration Document.
INTEGRATING SUSTAINABILITY AT THE CORE OF OUR BUSINESS

Marc-Henri Desportes, Worldline General Manager

SUSTAINABLE BUSINESS APPROACH

It is therefore no surprise to find that both our business activities and CSR objectives support the same United Nations SDGs. Increasing accessibility for small industries and merchants to financial services supports the Industry, Innovation and Infrastructure SDG. Our fraud risk management and e-banking solutions help reduce risks of fraud, corruption and cyber threats and support Strong Institutions. And, our entire business of facilitating payments and providing digital retail solutions create value and contribute to Economic Growth.

In 2017, we continued Worldline’s business transformation to progress toward our TRUST 2020 objectives, reaching our customer satisfaction targets. This overall forward momentum continues even as we assimilate newly acquired companies within our perimeter. While this could have had the effect of slowing the pace of our advancement in some areas, we have maintained our objectives and are working to bring the new additions up to our standards.

We also continued to earn positive rankings for our CSR commitments and performance from third party assessors. This is reassuring, confirming that our strategy has us on the right track and that we are effective in explaining our actions to stakeholders.

Our performance in providing secure and available platforms enables our customers to operate as they need to and builds trust with them. Our capacity to generate sustainable and innovative solutions creates value for customers. We can see the results in improving scores in our customer satisfaction surveys - which also provide important intelligence on where we need to focus our efforts to improve further.

REAL-LIFE IMPACTS

What is striking this year is the extent to which Worldline’s CSR actions are impacting real life and attracting the attention of our customers, investors and employees. At a recent business meeting with a major European bank, half of the meeting was spent discussing our approach to CSR and how our experience could help their customer.

Members of my team are fully aware and well-versed in what we are doing on CSR. They’re able to elaborate on the topic and they do so with pride and passion. Employees are increasingly involved in actions to give back to our host communities, including linking to what we do in our jobs such as using our donation box to support the Téléthon. They conduct training in disadvantaged communities and run 15K races to raise funds. This type of engagement shows how real CSR is for us.

In defining our approach to Corporate Social Responsibility, we made the conscious decision to closely align our CSR commitments with our business objectives. By integrating CSR into our business activities, we ensure that progress toward our CSR goals supports business progress and vice versa.

Marc-Henri Desportes, Worldline General Manager

BUSINESS CHALLENGE

In defining our approach to Corporate Social Responsibility, we made the conscious decision to closely align our CSR commitments with our business objectives. By integrating CSR into our business activities, we ensure that progress toward our CSR goals supports business progress and vice versa.

Marc-Henri Desportes, Worldline General Manager

Our TRUST 2020 COMMITMENTS

- 100% alignment with the Service Level Agreements (SLA) on service availability
- 100% alignment with the Service Level Agreements (GLA) on response time
- 100% of incident response compliant with Worldline security policy
- 100% of Privacy Impact Assessments (PIA) on all critical services
- Generate €725 m in revenue through sustainable solutions that contribute to societal and environmental progress
- Reach Overall Customer Satisfaction (OCS) above 8/10

Our 2017 ACHIEVEMENTS

- 95.49% of compliance with SLA on service availability
- 98.58% of compliance with SLA on response time
- 98.67% of incident responses compliant with Worldline security policy
- 57.3% of PIAs performed on critical services
- €770 m revenue generated through sustainable solutions
- 8.1 score on OCS

SKILL-BASED PARTNERSHIPS AS ANOTHER WAY TO CONTRIBUTE TO SUSTAINABILITY

In 2017, we partnered with the Under The Pole III expedition that aims to accelerate scientific research and protection of the oceans over the next three years (see pages 42-43). Worldline will provide the expedition secure cloud hosting solutions to centrally store all data and media content collected during the expedition on a dedicated server.
EARNING
CUSTOMER
TRUST
THROUGH SECURED BUSINESS PRACTICES

Because security is essential for our products and services, the protection of internal Worldline and all types of customer information is the daily responsibility of everyone working for or at Worldline. We shall protect the confidentiality and integrity of this information and ensure that it is available to authorized persons when required.

WORLDLINE GLOBAL SECURITY POLICY AND COMMITMENTS

Worldline has defined a set of Global Security and Safety policies, standards and guidelines which are implemented through a Security Policies Governance plan and which are mandatory and binding for all Worldline entities and employees in order to guarantee the safety and the security of Worldline’s internal and external business processes.

These policies are compliant with the ISO 27001:2013 standard and, as part of its continuous security improvement process, Worldline is engaged in an ISO 27001 multi-site certification program (encompassing sites, offices or data centers, hardware, software and people – internal, external or third-parties) In 2017 Worldline successfully certified 20 of its 30 eligible sites. Also, as part of the Payment Card Industry, Worldline is engaged in the PCI DSS certification.

Worldline has defined a set of Global Security and Safety policies, standards and guidelines which are implemented worldwide through a Security Policies Governance plan and which are mandatory and binding for all Worldline entities and employees in order to guarantee the safety and the security of Worldline’s internal and external business processes.

WORLDLINE GLOBAL SECURITY POLICY AND COMMITMENTS

1. Security by design embedded in Worldline’s robust platforms

Worldline ensures highly available services through redundant system at multiple levels, thus preventing a single element outage to produce an unavailability of the global service.

2. Continuous monitoring & testing processes to ensure highest possible platform availability

- Regular tests to verify the redundancy effectiveness and the robustness of the platforms;
- Monitoring of Worldline data centers and services by 24/7 First Line Support teams;
- Alignment of Worldline processes with the ITIL best practices.

SECURITY KEY COMMITMENTS AND PERFORMANCE INDICATORS

Maintain a high level of ISO 27001 Security certification throughout the organization

- Strengthen services related to Security Operation Center
- Continue to respond to incidents consistently with the Security Policy (TRUST 2020 objectives)
- Train 100% of our employees yearly on PCI DSS

To address the emerging cyber security related threats.

- To proactively monitor and identify anomalies and set the appropriate action plan.
- To avoid re-occurrence (incidents are reported to understand root causes).
- To strengthen and maintain awareness concerning data security.

APPLICATION OF WORLDLINE POLICY THROUGH MOBILE SECURITY

THE CHALLENGES OF MOBILE SECURITY

- Mobile applications now require more than conventional navigation. These applications today represent the weakest link of information systems (4 out of 5 intrusions are made through mobile apps), whereas regulations like PSD2 or GDPR clearly indicate a global desire to improve cybersecurity. Thus, it is essential that companies implement an end-to-end strategy: from the design of the application to their operation to prevent and detect intrusions, theft of identity and means of authentication. Within the Atos Group, Worldline has carried out the two following specific measures to secure mobile application systems from cyber-attacks.

1. In prevention

- By publishing regularly mobile security reports to our customers, co-created with academic research and supporting business teams in the certification & security evaluations.

2. In detection & response

- By providing an end-to-end mobile security hardening that aims to pass log all security features like an HSM and apply obfuscation & tamper resistant mechanisms.

3. In end user response

- By detecting reactions on the end user smartphones and by managing alerts in our monitoring system.

DATA PROTECTION: WHAT DOES THE NEW REGULATION GDPR CHANGE?

Coming into force on May 25th 2018, the new European General Data Protection Regulation (GDPR) aims at protecting individuals’ rights as well as allowing free movement of personal data. This regulation requires companies managing personal data to comply with stringent rules (with stiff penalties for non-compliance).

- Following a risk-centered approach, data controllers and data processors have to fulfil stricter obligations, to do more detailed assessments and ultimately to demonstrate they comply with the rules and regulations set out in the GDPR.

In 2017, Worldline enhanced its Data Protection organization and started a program to prepare for GDPR. Besides reinforcing the organization on a global level, a network of local coordinators has been established to support all activities related to data protection where it must be implemented, i.e. in the daily routines, proceedings and processing activities. This has allowed Worldline to prepare for new requirements regarding data protection in both the Management and Production areas at the international and national levels.

CREATION OF A WORLDLINE MOBILE SECURITY CENTER

The Mobile Security Center and is made up of experts in security, cryptography, data scientists or developers. Their goal is to support the technical teams, project managers and our security officers in projects involving Mobile Security.

- With more than 10 years of experience in mobile cyber security applied to sensitive sectors such as banking, finance or health, Worldline’s Mobile Security Center offers a set of expertise & tools.

- Within the Atos Group, Worldline has carried out the two following specific measures to secure mobile application systems from cyber-attacks.

IMPLEMENTATION OF AN ADAPTIVE SECURITY PARADIGM

Worldline has opted for an adaptive security paradigm able to optimally and dynamically respond to any cyber threat that may lead to the damage of the data, service or image of the company. Worldline’s Mobile Security Center offers a set of expertise & tools.

1. In prediction

- By publishing regularly mobile security reports to our customers, co-created with academic research and supporting business teams in the certification & security evaluations.

2. In prevention

- By providing an end-to-end mobile security hardening that aims to pass log all security features like an HSM and apply obfuscation & tamper resistant mechanisms.

3. In end user response

- By detecting reactions on the end user smartphones and by managing alerts in our monitoring system.
INNOVATING TO ENHANCE THE CUSTOMER EXPERIENCE

“Imagining new services and usages and leveraging technologies to make them a reality is at the heart of Worldline’s business model. Making the world a better, safer, more intuitive, more collaborative and more fun place takes ideas and energy. This is the mission of Worldline’s R&D team as it works to create the services of tomorrow.”

Nicolas Kozakiewicz,
Head of Research & Development and Innovation

In providing this direction to our business, sustainability is thus a major driver in our innovation process that helps us to create genuine added value for our customers.

Among the priorities in 2017, Blockchain technology has been at the heart of many projects. For instance, Worldline has been participating in the development of the world’s first traceability label to give consumers a complete end-to-end proof of a product’s journey, increasing transparency in the food supply chain. Note that Worldline Blockchain projects consume no more or even less energy than a traditional IT system.

Worldline has also been working to address the risk posed by Quantum computers since they can “break” security keys that protect personal, professional and payment data. Together with a leading French university in cryptography, Worldline is working in the development of new protective standards helping the NIST (National Institute of Standards and Technology), a globally recognized standardization organization.

Work is also going forward on Machine Intelligence and Machine Learning to help leverage problem detections, surveillance systems and autonomous systems to automate and increase the efficiency of service delivery to customers.

OUR EXPERT COMMUNITY, A GENUINE CATALYST FOR INNOVATION

In 2013, Worldline initiated its Expert community which welcomed over 100 technical experts. In just four years, this community has significantly expanded to 250 experts, with representation from almost all geographic zones.

Through this community, Worldline aims to spread expertise throughout the organization by sharing knowledge and know-how and providing opportunities to evolve in their areas of expertise. Worldline experts also are part of the Asia Expert community and participate in workshops fostering sharing, emulation and creativity.

“Our Expert community represents a key asset to enhance our attractiveness, retain the most talented experts and offer our customers inspired and innovative solutions for the future.” François Hochleder, Head of Software Development Community Office & Worldline Expert Community

ENHANCING CLIENT SATISFACTION

Under TRUST 2020, the goal was to achieve a level of customer satisfaction of 8/10 (on an 11 point scale), this objective was surpassed in 2017 with a score of 8.1. This represents a 0.43 point improvement compared to 2016.

An equivalent of 70% of Worldline external revenues are covered by tactical customer satisfaction surveys. Results are analyzed to identify changes needed to improve customer experience, overall satisfaction and loyalty.

A dedicated training has been developed to build proactive mindset to understand and address customer’s expectations. This training, completed by 4,500 employees in 2017, emphasizes key behaviors such as proactivity, trust and accountability.

Better and equal care
Better organization
Security and availability
Management of costs
Connectivity for mutual assistance
Integration of new tools

Provide high quality care regardless of the region, on a national level
Manage the regulation of the activity on a national scale especially during national crises
Have a secure and highly available system 24 hours a day throughout the year
Support balancing of public expenditure with Worldline activity
Interact with other IS such as the fire brigade and software providers (DMP)
Enable implementation of a major clinical research tool

“With extremely demanding service levels, especially in terms of availability, this offering is a remarkable example of what the latest generations of information systems delivered by Worldline can bring to society.”

Jean-Louis Jumel,
SI-SAMU Program Director

BUSINESS CASE THROUGH THE SI-SAMU SOLUTION

OFFERING SOLUTIONS THAT GO BEYOND CLIENT SATISFACTION AND THAT BENEFIT SOCIETY AS A WHOLE.

ANSWERING SAMU’S SPECIFIC NEEDS

The need for calls to the SAMU (emergency medical services) has increased considerably since 2000. Therefore, in 2012, the Ministry of Social Affairs, Health and Women’s Rights of France has conducted an extensive study for the modernization of the SAMU’s Information System (IS) and online emergency centers.

In 2017, Worldline joined this modernization program for the construction of the infrastructure, development, hosting and operation of the SAMU’s Information System and application solutions.

MAJOR CHALLENGES AND VALUE CREATION EXPECTED

The new SAMU IS has to be reliable and national harmonization, as well as interoperability of SAMU equipment and easier cooperation with SAMU’s partners, while guaranteeing the confidentiality of health data.

Centralization and real-time vision of the activity provided by IS also provides equality of access, quality of services and better management of peak loads or crises by sharing best practices and more efficiently allocating resources at an operational level.

Integration of new tools

CALLS

SAMU

WORL DLINE

~31M
~2,000
~100

12 years of calls to the SAMU, 24 hours a day, 7 days per week, throughout the year.

With extremely demanding service levels, especially in terms of availability, this offering is a remarkable example of what the latest generations of information systems delivered by Worldline can bring to society.

Jean-Louis Jumel,
SI-SAMU Program Director

CSR REPORT 2017  TRUST 2020
Worldline’s commitment to reinforcing value for customers through sustainable and innovative solutions responds to a clear market need and is a source of differentiation for our company.

Innovation, of course, is a longstanding value driver. Our customers rely on us to anticipate and propose solutions to respond to the market’s ever-changing needs and create value for them by helping them respond to their consumers’ demands.

In this regard, the growing expectations of customers in the area of Corporate Social Responsibility have reinforced Worldline’s ambition to embed sustainability as an integral part of its product and service offerings. They seek to partner with responsible companies able to help them to respond to stakeholder expectations, from environmental performance to legal compliance and beyond.

Pascal Mauzé, Head of Global Sales and Marketing

$\text{EXAMPLES OF VALUE CREATION AND BENEFITS BY GLOBAL BUSINESS LINES (GBL)}$

Each offer has been screened by product managers and sustainability experts over four categories of benefits: economic, social, and well-being, governance, trust and compliance, environment footprint and climate change. The entire analysis enables a sustainability weight for each Worldline offer to be determined and was the basis of the evaluation of the offers’ contribution to the Sustainable Development Goals (SDGs) as mentioned in pages 12-13 of this report. For each category of benefits, subcriteria have been defined. For each offer, the product manager and the CSR team calculate whether the offer has a positive impact on each criterion and weight this impact in terms of percentage of sustainability. Based on this, Worldline has defined some SDGs per category.

Goqo (SDGs) as mentioned in pages 12-13 of this report. For each category of benefits, subcriteria have been defined. For each offer, the product manager and the CSR team calculate whether the offer has a positive impact on each criterion and weight this impact in terms of percentage of sustainability. Based on this, Worldline has defined some SDGs per category.

In 2017, we increased the proportion of our revenue generated from sustainable offerings to reach €770 million, surpassing our TRUST 2020 target of €725 million.

We also continued to improve our ability to clearly quantify the environmental, societal, economic and governance impacts of our offerings. We are working to systematically integrate this CSR dimension in how we present our offer and its societal value, in addition to looking at its readiness and market potential.

Pascal Mauzé, Head of Global Sales and Marketing

In 2017, Worldline has generated €770 million of sustainable revenue, which is broken down as below on the five main SDGs (in millions of euros).

- Economic: 230.6
- Environment: 235.0
- Social and well-being: 55.5
- Trust and compliance: 45.7
- Environmental: 51.2

Based on the weight of the offer in its revenue, Worldline is then able to calculate its financial contribution to the SDGs. In 2017, Worldline has generated €770 million of sustainable revenue, which is broken down as below on the five main SDGs (in millions of euros).

- Economic: 230.6
- Environment: 235.0
- Social and well-being: 55.5
- Trust and compliance: 45.7
- Environmental: 51.2
SHARING OUR VALUES AS AN EMPLOYER OF CHOICE

"Worldline’s human resources and CSR policies are closely aligned in particular with two of the United Nation’s Sustainability Development Goals. Our wellbeing@worldline program supports the Good Health and Well-being SDG. Our emphasis on training and development, embodied through programs like learning@worldline and growing@worldline, supports the Quality Education SDG.

Patrice Gry, Head of Human Resources

FOSTERING TALENT AND WELLBEING

More broadly, our programs and policies reflect the priority we place on enabling our employees to reach their full potential and on their well-being, health, motivation and creativity. We believe that providing a positive working environment and the right conditions for the development of skills and talents and promoting a healthy work-life balance for employees helps us perform better as a company.

We also remain focused on ensuring that we are providing employees with attractive career paths, spurring innovation and the development of skills by our community of experts and keeping open lines of communication with senior management regarding our strategy and direction. Our employees are intrinsically involved in improving how we work through bottom-up sharing of ideas and best practices through programs like workingconditions@worldline and recognition@worldline.

MEASURING OUR PERFORMANCE

We mark our progress by measuring employee satisfaction with the training programs we offer and through the Great Place to Work® Institute. We also seek third-party validation through citations in employer brand rankings.

In 2017, we continued to make progress toward the TRUST 2020 objectives we have set in these areas and to improve our performance as an employer. For example, we reinforced our employer brand this year by earning two additional study citations. We focused especially on strengthening the policies to attract and retain the talent we need. Worldline is adding around 1,000 employees annually through hiring, in addition to welcoming new associates from acquisitions. Based on our review, we are increasing our communications on Worldline as a place where employees can build their careers and grow and as a company committed to corporate social responsibility.

FOCUSING DIVERSITY

One other SDG that is a priority area for Worldline is Gender Equity (GRI 102-24) and ensuring treatment equality between genders and balanced access to managerial positions. In 2017, we established a Diversity Steering Committee to ensure continued progress toward our TRUST 2020 commitment to reduce the female capital gap to zero. Among our gender-focused initiatives, at least one female must be among the candidates for all open management positions and for our Gold management preparation program.

Together with other programs such as easing integration of employees with disabilities, we are determined to make Worldline a more diverse, creative and stronger company.

Focusing on maintaining employee satisfaction with the training programs we offer and through the Great Place to Work® Institute, Worldline is adding around 1,000 employees annually through hiring, in addition to welcoming new associates from acquisitions. Based on our review, we are increasing our communications on Worldline as a place where employees can build their careers and grow and as a company committed to corporate social responsibility.

8% Gap between % of females in management positions and % of females in the overall workforce

* Great Place to Work®: Worldline has involved its employees through the annual Great Place to Work® survey since 2012 to determine their expectations and to focus on the relevant areas of improvement.
INSPRING
AND EMPOWERING
OUR PEOPLE

In 2017, Worldline hired 1,097 new employees.

Successfully attracting, integrating, motivating and developing the best talented people in the area of digital technologies is one of the most important levers for Worldline for consistently reaching business excellence to solve complex challenges and supporting its ambitions for further growth.

As a result, Worldline continues its upward momentum by transforming its qualitative hiring approach into a strategic Talent Acquisition approach.

FROM A QUALITATIVE HIRING POLICY TOWARDS A STRATEGIC TALENT ACQUISITION APPROACH [GRI1202-2]

Strongly supported by its “Tier One” program, Worldline’s selective hiring approach targets the young talent and the experts graduating from the leading universities and schools in both the IT and business sectors. This program aims to develop close and long-term relations and partnerships with the strong support of our R&D department and our Expert Network.

One of the key pillars of the Worldline Talent Acquisition strategy is the wide range of job opportunities offered by the company. Worldline is positioning itself to embrace all professions of the entire IT value chain, especially on emerging technologies in Payments, Big Data, Internet of Things, Artificial Intelligence or Blockchain.

In addition, diversity is deeply rooted in Worldline’s Talent Acquisition approach and taken into account early in the recruitment phase. In the regard, Worldline favors local recruitment, including for senior management.

“BUILD YOUR CAREER AND GROW WITH US” SPREADING OUR EMPLOYER BRAND AS A KEY DIFFERENTIATOR

During the two past years, Worldline has made extensive efforts to widely promote its employer brand in order to highlight one of the key differentiating assets of the working Worldline experience. This represents a critical challenge in a highly competitive environment, marked by a growing “Talent War”. This approach relies on 3 fundamental levers for action:

• Relying on its employees as the best ambassadors to promote Worldline’s culture, values, activities and daily life;
• Conveying Worldline’s main differentiating assets such as best practices, innovative approaches and core values trough a wide communication campaign;
• Evolving towards a digital recruitment 3.0 approach to attract digital native talent by reinforcing Worldline’s presence on external social networks (Twitter or LinkedIn) and by launching internal alternative approaches to hiring such as “Afterwork” or “Job Café” sessions.

CAREER DEVELOPMENT: A TAILOR-MADE APPROACH TO OPENING UP NEW HORIZONS [GRI102-2 TRAINING AND EDUCATION] [GRI404-1] [GRI404-2] [GRI404-3]

Developing soft skills as well as technical knowhow and offering new creative opportunities are a strong motivational factor for people-driven Career Management.

Every year, people reviews held by HR and managers aim to anticipate individual and/or collective career moves and skills development needs in view of business changes. This approach, supported by annual performance appraisals and individual development plans, is at the heart of Worldline’s career management strategy to implement relevant career paths in line with employees’ development aspirations. Worldline has also set a specific approach to Talent Management in order to identify talented individuals, top performers with high potential for growth or with business-crucial expertise, to include them in critical position succession plans. It also encompasses building and following up on emerging technologies plans and including them in Worldline’s and Atos Groups’ Talent dedicated development programs.

To showcase Worldline’s career management approach, a dedicated in-house “Career Days” event was initiated in 2017 in eight countries enabling employees to discover in depth the broad array of career paths, tools and programs offered by Worldline to support their career development, through interactive roundtable discussions, testimonials and webinars.

Strongly supported by the “Internal First” program launched together with the Atos Groups, Worldline intends to boost both geographical and functional mobility as a cornerstone and a catalyst for people development and engagement.

FROM A TRADITIONAL TRAINING APPROACH TOWARDS AN AGILE AND ENHANCED “LEARNING EXPERIENCE”

Consistent with its learning strategy, Worldline continues to focus on three priority areas through its global training plan:

• Reinforce technological expertise in IT delivery supported by a Project Management Academy to homogenize project management practices and a wide set of internal or external certifications, including a Payment certification, Prince 2, or Scrum Master;
• Strengthen sales techniques and soft skills through dedicated Sales Academy curriculum and a Sales Event;
• Develop a strong and common leadership and managerial culture across the company based on comprehensive management in house designed training paths such as local or international LeadEssential program for managers that combines adaptive learning modules and change management workshops, or innovative Management to convey agile management 3.0 practices across the organization.

Additionally, once a year employees have the opportunity to live a creative learning experience through the “Learning Days,” a one-week event that promotes all of the training and development programs offered by Worldline. In 2017, the Learning Days brought together 3,400 employees in 15 countries around dozens of topics spread out through e-learning, discovering, meeting, self-testing, sharing and discussion.

New innovative and agile ways of learning are emerging within Worldline to keep pace with its evolving ecosystem thus accelerating the transition towards a “Learning organization” based on a “Learning from people experience and knowledge sharing” approach.

As a long-term employee since 1999, I feel very lucky because I was given the chance to grow regularly as part of the Atos organization through different job opportunities in France or abroad. Keeping moving is the best way to improve, to meet new colleagues and professional practices and maintain the right level of motivation.

Francoise Verger, Performance Manager

MY MOBILITY MY SUCCESS TESTIMONIAL - DIFFERENT ROLES, DIFFERENT COUNTRIES AND DIFFERENT CULTURES BUT ONLY ONE COMPANY!

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Francoise Verger, Performance Manager

“Afterwork” or “Job Café” sessions

INSPIRING
AND EMPOWERING
OUR PEOPLE
ENDORSING GENDER EQUITY AND DIVERSITY

A key element of the company's attractiveness is based on perceptions of its fairness, integration of diversity, transparency, and equity in how employees are treated in terms of recognition and promotion, regardless of gender, and wherever the company operates. In this regard, Worldline is committed to ensuring collective fairness, and especially equality of treatment between genders and balanced access to managerial positions.

While the fields of IT and engineering have historically held more office jobs, Worldline's executive employees (within a +/- 10%) [GRI 102-24] Indeed, women only represent 21.5% of the workforce worldwide and constantly strives to improve this proportion. More specifically, as part of its TRUST 2020 objectives, Worldline committed to reducing the managerial female gap to zero by 2020 (target range of +/- 10% [GRI 102-24]). Indeed, women only represent 21.5% of Worldline’s executive employees. In 2017, Worldline launched a Gender Equity program built around 3 main streams and supported its implementation through a diversity steering committee:

- Diversity stream - ensuring that the Gender Diversity program is a critical component of Worldline’s people strategy, notably through the creation and deployment of a professional network to support gender equity;
- Human resources stream – formulating, promoting, and deploying adjusted HR rules and actions worldwide to grant equal treatment for men and women in terms of recruitment, retention, evolution, promotion, mobility, talent management, and training;
- Communication stream – driving and ensuring consistency in gender diversity in internal and external communications campaigns to boost awareness and best practices.

To track the progress toward its gender diversity program objectives, Worldline has identified specific Key Performance Indicators (KPI) regarding management representation by women and retention, attraction, and evolution of women. The evolution of these KPIs is monitored by the diversity steering committee and the Worldline Management Committee.

Along with the Gender Equity program, various initiatives are contributing to gender equity such as supporting associations that encourage women to pursue an engineering career or at the creation of the women’s network “Mali by Worldline” that promotes diversity in Worldline’s businesses.

DIVERSITY AS A DRIVER FOR BETTER CREATIVITY AND COLLABORATION

Worldline seeks to ensure that all forms of diversity are represented in the Group in addition to gender equity. This includes different cultures and generations or people with disabilities. For this purpose, various task forces have launched long-term actions plans.

Cultural differences of employees from 90 distinct nationalities

Capitalize on Worldline’s international diversity by learning to work better together and by encouraging the development of talent, wherever Worldline operates. International diversity contributes to the development of Worldline’s entities on a global scale.

Inclusion of people with disabilities

Ensuring continued employment and training, and equality in career development. Worldline also supports the protected worker sector on both internal purchases and procurement and suppliers, notably through social integration clauses.

Experienced staff and intergenerational skills transfer

Making sure that Worldline employees, at whatever stage of their career they are in, are given professional opportunities in line with their skills and experience. Mentoring and Reverse Mentoring programs support employee development and networking in the Company.

To progress towards its ambition of being a Great Place to Work®, Worldline has implemented a wide range of well-being initiatives through its local entities. An action plan is being implemented on three levels:

- Top-down initiatives - developing information and communications on news and business strategies across all regions, notably through management roadshow meetings on sites, global and local newsletters to provide business and well-being-related information to all employees on a regular basis;
- Bottom-up initiatives - encouraging dialogue, listening to employee expectations, and fostering team spirit with the establishment of dialogue working groups that generate proposals for new initiatives, for example, on “innovative management” to train managers in new methods of agile and collaborative management.

Another initiative is the Accolade Reward Program, which aims to reinforce the sense of belonging and recognition by enabling employees to reward a colleague or a team that stands out for their work and involvement.

- Networking and teambuilding initiatives - including an annual “Healthy Week” with a variety of daily activities (e.g., healthy breakfasts, health workshops, strategy sharing day, sports events, informal after work gatherings, volunteering activities, etc.)

Additionally, Worldline promotes remote working in all its entities to encourage a sustainable work-life balance.

TESTIMONIAL ON THE REVERSE MENTORING PROGRAM

“The Reverse Mentoring program enables generations to be increasingly connected and to change the vision of members of generation X about social networks. With Marc, this program really helps me understand each other.”

Laurianne Egidio-Lopez, the Mentor

“The Reverse mentoring program has helped me get insight into the next generation. I liked the idea of a coaching role that allows me to address the new digital tools. With the help of Laurianne, my mentor, I better understand the importance of these activities in the daily, personal and professional life of younger people.”

Marc Hertel, the Mentee

ENDORSING DIALOGUE AND WELL-BEING

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VALUE CHAIN INTEGRITY
Finally, central to continuously improving our CSR and business performance and our ability to contribute to society is the integrity of our supply chain and commitment to responsible purchasing. We are continuing to build on our leadership in qualifying our suppliers’ social and environmental performance that earned us a “Gold” level ranking from third-party assessor EcoVadis. Assessment of supply chain risk is included within the work of our second line team, which also provides insights into opportunities for improving our supplier management, including by analyzing input from the field. Additional actions contributing to our understanding of our full supply chain ecosystem include ongoing engagement with our suppliers and a systematic review of “make or buy” decisions. We are also participating in an Atos-led initiative to determine the level of operational team satisfaction with our suppliers.

GOING BEYOND COMPLIANCE
We continue to implement and refine the KPIs through which we measure our progress, including quantifying compliance activities and the percentage of contracts and products covered through our CSR implementation. Throughout all of our activities, we maintain our ongoing focus on ethics, including through recurring awareness programs and using learnings from other companies’ experiences. Finally, going beyond compliance, Worldline continues its activities as a responsible corporate citizen in its host communities and countries. The volunteer actions of our employees, such as providing courses on programming to young people in disadvantaged communities, reflects our commitment to contribute to local economic and social development.

ENSURING A SUSTAINABLE VALUE CHAIN
In 2017, we intensified our focus on continuously improving our supply chain, service availability, cybersecurity and data protection for our customers, consistent with our TRUST 2020 objectives and the SDG “Responsible Consumption and Production”.

Christophe Duquenne, Technical Director, Director Of Operations

OPERATIONAL EXCELLENCE, SECURITY & DATA PROTECTION
As part of our ongoing efforts to increase the reliability and security of our systems, we launched “objective zero incidents” in 2017. A single unified team is implementing this initiative to harmonize processes and reinforce the robustness of our response to address specific risks. Cascading of a clear set of zero incident action plans through our operational units will be an ongoing priority for 2018.
To further improve how security is managed at Worldline, we launched a new internal organization in November 2017 to provide independent oversight of security in our operations. This “second line of defense” reports directly to the company’s global Chief Security Officer and augments the work done on a daily basis by our “first line” operational teams and our “third line” internal auditors to ensure the security of our systems. We are also preparing to meet the requirements of the stringent new EU global data protection regulation that will take effect in May 2018. This includes an in-depth review by a multi-specialty team of existing security measures as well as the respective responsibilities of customers, ourselves and our subcontractors. We consider this a useful exercise for confirming compliance and remaining best in class as well as an opportunity to help our customers ensure that they can meet the rigorous new requirements.

Worldline believes that economic performance goes hand in hand with social and environmental progress, creating a direct, positive effect on the entire ecosystem. That’s why we have invested in 2017 a total of €1,254,704 in funding initiatives for local communities and society at large.
CONDUCTING BUSINESS WITH FAIRNESS AND INTEGRITY

In a context of complex and rapidly changing regulations, Worldline strives not only to ensure full compliance with applicable laws and regulations, but also to ensure that it conducts business in an ethical, respectful, fair and safe manner.

As a signatory of the United Nations Global Compact since 2016, and as an affiliate of the Atos Group, Worldline has implemented several internal policies to prevent compliance risks such as bribery, violations of competition and export control laws, and fraud. The company also conducts systematic assessments of its partners’ ethical behaviors.

In 2017, as part of the Atos Group Executive Committee, Worldline embraced a new global ethics and compliance policy to improve the agility and organization of its compliance governance function at the local level and to reinforce management involvement in ethics and compliance matters.

MULTIPLE LEVELS OF ACTIONS TO ENSURE BUSINESS INTEGRITY

| 1 | At the core: Code of Ethics |
| 2 | Risk assessment and mapping process |
| 3 | Whistleblowing procedure and internal investigations |

Worldline’s Code of Ethics, included in every employee’s employment contract, underlines ethical practices of responsibility, trust, sustainable competitiveness, service quality and listening to customers, innovation, well-being at work and excellence.

Each country’s Legal department has reviewed the content of the Code of Ethics to ensure alignment with local laws and regulations.

Worldline’s compliance program also follows the Atos’ Legal and Compliance Risk process, which enables assessment and mapping of the Group’s legal risks. In 2017, to comply with the requirements of France’s “Sapin 2” law, Worldline created a Compliance Risk Heatmap to enable identification of the main compliance risks and related mitigation actions.

Worldline’s Code of Ethics also ensures the right of any employee to disclose behaviors or actions deemed inconsistent with the values and principles of the Code. Local General Councils, management, and Group Compliance are points of contact for any employee who raises an alert, and ensure his/her protection and rights. A new Group-wide alert system was launched in January 2018 to comply with the Sapin 2 Law and has been communicated internally and externally.

In 2017, 95% of Worldline employees completed the Code of Ethics training.

DATA PROTECTION AT THE CORE OF WORLDLINE’S BUSINESS AND CSR CHALLENGES

Worldline’s business is significantly connected to the processing of personal data. Each day, Worldline processes huge volumes of personal data for its own use and on behalf of its customers. With the new GDPR data protection legislation coming into force in May 2018, this has been a major point of discussion during 2017.

Michael Mingers, Global Data Protection Officer: “Safeguarding personal data is fundamental to Worldline’s business and to retaining the trust of its customers. It is equally a concern for Worldline’s employees who expect that their personal data will be protected by their employer in compliance with the most stringent regulatory requirements.”

DATA PROTECTION AT DESIGN AND BY DEFAULT

Data Protection has become a core element of both, technological development and new products and services. As a consequence, the idea of protecting personal data and caring for confidentiality, integrity and availability has to start as early as possible in the course of processing such data at the design stage. Moreover, presetting should always require data subjects to take an action in order to allow the use of their personal data instead of agreeing to it “en passant”. Restrictive settings can thus easily create data protection by default.

Well before the GDPR, Worldline has been addressing data privacy at an early stage and as a default. Relevant policies and guidelines support Worldline employees in doing so. As a result, Worldline implements data protection by design and by default to the extent possible, taking into account the nature, scope and context of the processing activity as well as possible risks and state of the art technologies.

THREE BASIC PILLARS AND IMPLEMENTATION VIA THE COMMUNITY (GRI 102-17)

To meet its commitments, Worldline has implemented a comprehensive personal data protection approach based on three pillars: data protection policy, data protection procedures, and raising employee awareness of personal data protection issues.

With the Worldline GDPR compliance program, all three pillars have been reworked to comply with the new regulation: A network of Data Protection Officers, Coordinators and participants is supporting the local implementation programs. With this approach the data protection community within Worldline is growing fast and becoming widespread. Worldline aims to encourage all employees to implement its data protection policies in order to firmly integrate them into their day-to-day business.

Worldline’s global and stringent approach to protecting end user, employee and customer personal data has been recognized through the approval of Atos’ Binding Corporate Rules by European personal data protection authorities. Worldline is also certified under the Payment Card Industry Data Security Standard (PCI DSS), reflecting its adoption of consistent data security measures.
Ensuring sustainable best practices throughout its value chain is a key driver of Worldline’s overall business performance.

We promote sustainable behavior within our supply chain by positively influencing our partners and suppliers through procurement and supplier policies to take into account sustainability factors in the decision-making process [GRI 2011].

As part of its TRUST 2020 commitments and to measure its progress in implementing responsible procurement practices, Worldline relies on the independent evaluation organization, EcoVadis, to assess the sustainability of its supply chain. To meet the requirements of the new Due Diligence Law, Worldline also set up various working groups in 2017 to establish a monitoring plan applicable to the entire Group.

**OUR SUPPLIERS’ COMMITMENTS**

Adopting the UN Global Compact principles through our Sustainable Supplier Charter

In addition to the Code of Conduct, all Worldline suppliers have to align with the company’s Sustainability Supplier Charter, which summarizes responsible procurement principles and actions, and encourages supplier to follow the principles of the UN Global Compact in the areas of human rights, labor, environment and anti-corruption. This charter includes environmental requirements for suppliers in support of a precautionary approach to environmental challenges and encourages the development of environmentally friendly technologies.

**RESPONSIBLE MINERAL SOURCING**

Worldline has implemented several actions to ensure that the minerals used in its terminals’ components are not sourced from conflict areas. Worldline strongly supports the efforts of the OECD Due Diligence to work for responsible supply chains of minerals from conflict-free areas. None of Worldline’s suppliers were identified as a risk in 2017 following an in-depth analysis.

**ECOVADIS ASSESSMENT**

Worldline strategic suppliers can be assessed by EcoVadis on their CSR performance at any time during their contract. As part of its TRUST 2020 program, Worldline has obtained Gold level certification from EcoVadis since 2016, reaching a score of 76/100 in 2017 (+12 points increase compared to 2016). The company’s fair business practices were highly recognized with a score of 90/100. Suppliers rated below 40 points on the EcoVadis assessment must propose action plans to increase their performance to continue to do business with Worldline.

In 2017, 75 suppliers were assessed by EcoVadis, representing 49% of total spending evaluated by EcoVadis (2017).

**OUR INTEGRATION OF THE ADAPTED SECTOR**

Worldline is committed to involving the adapted sector through social integration partners (like GEIQ) in business activities, incorporating CSR criteria into procurement requirements and purchasers’ behaviors. In 2017, company purchasers were trained to better understand the partnership between Worldline France and the GESAT. Worldline works with the GEIQ “Emploi & Handicap” program, which supports integration of people with disabilities, to promote social cohesion and sustainable employment.

Worldline is firmly committed to have a positive influence on the local development of the regions in which it operates. The company takes a proactive approach to citizen involvement and local development by creating economic, social and environmental value. This social inclusion commitment takes the form of several local initiatives in countries where Worldline operates. It is focused on the following three main societal objectives, which also contribute to UN SDGs 4, 3, 10 and 8.

**PROVIDING SOCIAL CARE TO CHILDREN FOR YOUTH EMPowerMENT**

Worldline launches and promotes initiatives to raise funds to help sick children or those living in disadvantaged areas. In the UK, the most emblematic action of employees is the Railway Children charity that raises funds to help homeless children who often seek shelter in train stations. Worldline employees in London climbed the highest mountain in Kenya to raise funds for the program. Other social initiatives are implemented in other geographies such as in Germany where employees have been involved since 1999 with a social family center. In 2017, Worldline France launched a new initiative, “Operation Salutatoire au sens propre”, to help the Samos social collect hygiene and care products for people most in need. Similarly, Worldline India employees have made in-kind donations for young children through the Catalysts for Social Action program (CSA).

In 2017, Worldline invested a total of €1,254,704 in funding initiatives for local communities and society at large [GRI 2011]. This amount includes donations to charities, Worldline’s involvement in responsible IT projects, relationships and partnerships with schools and universities, as well as skills sponsorship.

**PROMOTING EDUCATION AND EMPLOYABILITY THROUGH DIGITAL INCLUSION**

Worldline employees volunteer their time and share their IT knowledge, skills and expertise in schools in their local communities in order to provide equal access to education and to fight against social exclusion. Worldline France set up a new initiative in 2017 offering programming courses in a high school in Bezons. Five volunteers went each week for several months to the high school and taught computer programming through games to a group of 18 pupils.

Worldline and its employees are actively involved in health and wellbeing initiatives worldwide via local charities and NGO networks where the company operates. Worldline France has been a partner of the Téléthon for almost 20 years, providing its multi-channel secure payment gateway for donations made by credit cards online or by mobile-devices free of charge. Téléthon fundraising activities are also organized by employees at Worldline sites in France. In 2017, the Donation Box operation was extended to help Téléthon more efficiently collect funds for external donors. Other initiatives are organized in Belgium to support women suffering from breast cancer or in the Netherlands to raise funds against cancer by participating in the Atos 14th Cycle Tour (2018).

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Two years after launching our TRUST 2020 program, supported by an ambitious low-carbon strategy, addressing environmental challenges have become a normal part of how we do business as reflected in our “green IT” approach. As a result, much of our effort in this area during the past year was a continuation of our ongoing actions undertaken to fulfill our TRUST 2020 commitments. Our long term environmental objectives were achieved in 2016, ahead of schedule, with the offset of 100% of CO2 emissions from payment terminals through a Lifecycle Assessment (LCA). This year, Worldline has progressed toward its other 2020 ambition to be fully CO2 neutral for Data centers, Buildings and Travel, reaching 83% of emissions offset.

Following the 2015 Paris Agreement and the 2°C reduction target, Worldline is striving to become a low-carbon company by reducing carbon and energy intensity related to its business activities, thus contributing to the SDGs 12 and 13. Worldline is striving to become a low-carbon company by reducing carbon and energy intensity related to its business activities, thus contributing to the SDGs 12 and 13.

IMPROVING OUR ENVIRONMENTAL FOOTPRINT EACH DAY

The energy efficiency management of our IT infrastructure, by focusing on data centers, allows us to reduce costs and address our environmental challenges. In fact, Worldline reduces its energy consumption through a wide range of actions, such as full implementation of our waste and car fleet management policies, eco-design specifications adoption in our terminals production and sustainable mobility offers, in line with on-site actions to ease our employee’s environmental awareness. Our sensible business approach to analyzing and adapting climate change risks represents an opportunity to leverage our internal processes and our operational efficiency, in addition to developing new sustainable solutions that will reduce the environmental impact of our customers.

GREENIT

In a context where digital usage is dramatically increasing, server virtualization and innovative energy-saving technologies constitute a strategic axis in our IT infrastructure modernization and renewal policies. We strive to select the best IT hardware and infrastructure equipment to reduce the environmental, economic and social impacts of all our technological choices. These efforts allowed us to decrease the Power Usage Effectiveness (PUE) of our data centers from 1.83 in 2011 to 1.7 in 2017. Furthermore, we are involved in the Atos-led Asset Liability Management program to optimize and reuse existing hardware assets as much as possible and avoid unnecessary consumption.

RENEWABLE ENERGY TRANSITION

To reduce our ecological footprint, we have invested significantly in renewable energies by increasing our sourcing in renewable energies from 19,792 GJ in 2016 to 49,367 GJ in 2017. It enabled us to reduce GHG emissions from our data centers and offices by 33% in 2017 compared to 2016. This year, the overall energy consumption of our scope 2 emissions in Germany, Italy and Belgium is sourced from renewable energies and we will adopt the same approach in France in 2018. In addition, our co-located data centers in Netherlands are powered entirely with renewable energies.

CIRCULAR ECONOMY

By complying with the highest eco-design and circular economy standards throughout our payment terminals lifecycle, from early design to final recycling, we are able to offer the most environmentally friendly products on the market which indirectly contribute to the SDG 12, Responsible Consumption and Production.

LEVERAGING THE ECO-FRIENDLY OF OUR DATA CENTERS AND OFFICES.

Worldline’s low-carbon strategy focuses on maximizing energy efficiency, reducing CO2 emissions in its data centers, offices, business travels and also in the lifecycle of its payment terminals as well as supporting circular economy through the management of electronic waste.

Our TRUST 2020 COMMITMENTS

100% of CO2 emissions offset from data centers, buildings and travel

100% of CO2 emissions offset from payment terminals Life Cycle Assessment (LCA)

Our 2017 ACHIEVEMENTS

83% of CO2 emission offset

100% of CO2 emissions offset from payment terminals

OTHER KEY ENVIRONMENTAL ACHIEVEMENTS AND REWARDS

As part of the Atos Group, Worldline has integrated the platform launched by the Carbon Disclosure Project and the We Mean Business Coalition. In 2017, Atos featured once again in the CDP’s A list (among the Top 5% of companies) and ranked number one in the IT sector in the Climate Performance Leadership Index (CPLI). In 2017, other certifications and ratings confirm Worldline’s strong environmental performance.

- **eco-DIS** rating score of 80/100 in the environmental area and in the TOP 1% of companies in its industry
- **MSCI** rating which recognized the company’s efforts to reduce its carbon intensity and use cleaner energy sources and its performance on carbon emissions
- **SUSTAINABILITY INDEX** Worldline has obtained a best-in-class performance of 98/100 for its environmental excellence, reflecting its strong environmental policy and ambitious renewable energy objective.

DATA CENTER ENERGY CONSUMPTION

Worldline implements numerous actions to optimize the energy consumption of its five data centers. Best practices include cooling systems that use water circuits and implementation of adiabatic cooling. Average power usage effectiveness (PUE) for Worldline data centers in 2017 was 1.70 and efforts are underway to reduce this to 1.65 within the next three years.
In 2017, Worldline has committed to support an ambitious scientific research program in the form of a submarine expedition to help preserve the oceans. Worldline will offer the Under The Pole III expedition its technological expertise for the next three years, developing a highly secure Cloud and hosting solutions to enable explorers to centrally store all data and media content collected during the expedition and to share it in a secured and quicker way with the scientific community.

This large-scale mobilization is at the heart of Worldline’s societal commitment and is consistent with the company’s skills sponsorship approach for the benefit of local communities.

The Under The Pole III expedition is supported by the Explore private funding organization, created in 2013 by the explorer Roland Jourdain. This third adventure of the Under The Pole expedition series is dedicated to an underwater exploration of the deep ecosystems from 2017 to 2020 to increase knowledge of these almost unexplored areas and thus to promote conservation and consciousness for a more sustainable world.

**FOCUSING ON CLIMATE CHANGE**

**ENERGY AND BIODIVERSITY**

Launched in collaboration with Atos in 2016 worldwide, Worldline low-carbon environmental strategy is focused on the ongoing improvement of its energy efficiency relating to its data centers and offices as well as to the lifecycle of its payment terminal and to its business travel.

Reducing carbon emissions and improving energy efficiency is thus a priority for Worldline to limit its impacts on the environment and to develop the confidence of its customers, investors and stakeholders at large. The strategy is also aligned with Worldline’s contribution to the SDGs 12 and 13. In 2017, Atos and Worldline subsidiary joined the “Science Based Targets” initiative, which already comprises 76 companies, to define CO2 emission reduction targets and align with the 2 degree trajectory.

**WORLDLINE ENVIRONMENTAL COMMITMENTS**

**Targets**
- Improve our energy efficiency and reduce our carbon intensity by 2% per year (according to Atos’ guidelines).
- Double our renewable energy consumption.
- Be carbon neutral in the production of our products and services and throughout the payment terminal lifecycle.
- Certify ISO 14001 in all our data centers and sites over 500 employees.

**Actions**
- Improving the average PUE in our data centers.
- Reducing CO2 emissions in line with Atos’ target of 5-7% decreased from 2016 to 2019 or 2% per year for Worldline.
- Supporting the energy transition by sourcing 100% renewable electricity in France, Germany, and Belgium and as of 2018 in France.
- Offsetting carbon emissions resulting from our business activity through the Worldline’s Environmental Program. This program supports the development of renewable energy in India through wind turbine fields.
- All Worldline’s data centers and sites over 500 employees are certified ISO 14001, except the sites over 500 employees.

**Worldline**
- By the end of 2017 Worldline’s average PUE for all its data centers is 1.3 (vs. 1.8 in 2010).
- In 2017, the CO2 emission reduction target of 2% was achieved in accordance with Atos’ guidelines.
- In 2017, Worldline estimated 62% of its energy comes from nuclear and 26% from other non-renewable sources.

Worldline has also developed its own Environmental Management System (EMS) (GRI 103-3 Energy) and (GRI 419-1).

This structure component of its CSR program aims to provide a roadmap for employees to ensure compliance with applicable environmental regulations and improve the company’s performance.

**MANAGING RISK AND OPPORTUNITIES**

Worldline business activities with environmental impacts include: data centers, offices, payment terminals, business travel, and the offering of its products and services. All impacts are considered as challenges and are addressed through the Group’s Environmental Program.

Worldline monitors specific risks and their relation to environmental challenges through different tools and processes. Examples of key risks being actively monitored and addressed include power supply disruptions or other events affecting data centers, tightening energy efficiency requirements for data centers, rising energy prices, and challenges to competitiveness and reputation. In 2017, under Atos initiatives, an impact evaluation analysis was also carried out and Atos acknowledged the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) taking into consideration different climate-related scenarios, including the 2°C scenario.

**EDUCATING AND ENGAGING OUR EMPLOYEES**

Worldline has put in place several initiatives to increase its employees’ awareness of environmental issues and encourage them to actively adopt eco-responsible behaviors: notably the promotion of eco-responsible actions on its sites. Worldline is strongly determined to raise awareness among its employees on a broader level with a more general and personal approach to environmental challenges.

In addition to several biodiversity initiatives actions in 2017, Worldline has committed to support an ambitious scientific research program in the form of a submarine expedition to help preserve the oceans. Worldline will offer the Under The Pole III expedition its technological expertise for the next three years, developing a highly secure Cloud and hosting solutions to enable explorers to centrally store all data and media content collected during the expedition and to share it in a secured and quicker way with the scientific community.

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Worldline aims to help raise the general public’s awareness, including its employees, on the importance of preserving oceans in the fight against climate change.

By facilitating the progress of scientific discoveries, Worldline aims to help raise the general public’s awareness, including its employees, on the importance of preserving oceans in the fight against climate change.
As part of its low-carbon strategy and to offset the impact of its unavoidable carbon emissions, Worldline has implemented a voluntary carbon offsetting program.

Since 2010, as part of the Atos Group, Worldline has offset 100% of the CO2 emissions from its data centers. Since 2016, Worldline has offset its CO2 emissions from its payment terminals over their entire lifecycle. In 2017, the company reached 85% of emissions offset by restricting all CO2 emissions from its employees’ business travel.

THE COMPENSATION PROJECT CONDUCTED WITH ECOACT

Through this program in 2016, Worldline financed the installation of 200 wind turbines and thus supported the development of a wind farm in India. Home to 6% of the company’s employees, this project is certified according to the best international environmental standards, the Verified Carbon Standard and the Gold Standard. By promoting the development of renewable energy sources, the company has avoided burning the equivalent of 750,000 tons of coal and thus actively contributes to the fight against climate change.

In terms of hardware products, Worldline offers its customers among the most eco-friendly payment terminals on the market. Through the payment terminals designed by Worldline Belgium, we strive to apply the principles of eco-design and the circular economy throughout the lifecycle of our payment terminals. They serve as laboratory tests for other products and reflect our ambitions in these sustainable areas.

In 2017, with the help of our partners, we performed an environmental assessment of our payment terminals across the entire lifecycle process, choosing the ECMA 370 declaration (European Computer Manufacturers Association), a worldwide and well-known eco-label in the electronics sector as a guideline. By re-evaluating our practices, we set on the way of reducing the carbon footprint of our operations.

René Slinckx, Head of Terminal Manufacturing and Repair

TERMINAL’S LIFE CYCLE ASSESSMENT

Worldline can now measure and monitor the environmental impact of its products, from the early stage of the design phase to commercialization, including the choice of production sites to avoid unnecessary carbon emissions through transportation. At each stage of terminal development and production, engineers have to consider factors such as power consumption, the use of recyclable materials and the minimization of the packaging footprint through both a quantitative reduction and the use of lightweight materials to replace plastic in order to create eco-design products. Additionally, Worldline pays special attention to ensure its suppliers are using minerals from conflict-free zones.

As of the end of 2017, at least 75% of the Terminals catalog had the ECMA 370 Eco declaration.

CIRCULAR ECONOMY AND ECO-FRIENDLY TERMINALS

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CIRCULAR ECONOMY APPLIED TO THE TERMINAL LIFECYCLE (A019)

Worldline adopts an exemplary approach to the circular economy for Waste Electrical and Electronic Equipment (WEEE) regarding the production, repair and recycling of its terminals. Beyond its legal commitments to WEEE, Worldline Belgium specifically offers its customers efficient waste management services in connection with terminal services. Terminals are recovered, recycled or repurposed through specialist subcontractors, community based programs or environmental agencies.
### Material Topic: Anti-Corruption 2016

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For the attention of the general management

is provided solely for the convenience of English speaking readers. This report should be read in conjunction with the French text and the corporate responsibility report on pages 1 to 45.

REVENUE FROM INDEPENDENT SOURCES

We hereby present you with our limited assurance report on the social, environmental and societal information presented in the corporate responsibility report on pages 1 to 45 of the Worldline 2017 Report, as published by Worldline SA.

We determined the nature and scope of the tests and controls according to the nature and significance of the information with regard to the company's key trends, the social and environmental challenges of its activities, its sustainable development strategies and the sectors it operates in. Concerning the information that we have considered to be most important and identified for quantitative information, by the 'Tract 2030' and 'Main Key Performance Indicators' tables on pages 18 and 39:

• for the consolidating entity, we consulted the documentary sources and conducted interviews to corroborate the qualitative information (organization, policies, actions) performed and also procedures on the quantitative information and verified, using sampling techniques, the calculations and the data consolidation; and we verified that the other information presented in the corporate responsibility report:

• for a representative sample of entities that have selected according to their activity, contribution to the consolidated indicators, their location and size criteria;

we held interviews to verify the correct application of the procedures and formed substantive audits using sampling techniques, consistently reviewing the calculations and reconcile the data with supporting evidence. The selected sample represents all the quantitative social and societal data disclosed between 40% and 81% of quantitative environmental data disclosed.

CONCLUSION

We believe that the sampling methods and size of the samples we have used, exercising our professional judgment enable us to express limited assurance, a higher level of assurance would require more in-depth verifications. Due to the use of sampling techniques and the other limits inherent to the operations of any information and internal control system, the risk that a material anomaly be identified in the information cannot be totally eliminated.

AUDITOR LETTER

The information has been prepared under the responsibility of the Corporate Responsibility Department in conjunction with the Human Resources Department, in accordance with internal protocols for measuring and reporting as set by the Worldline SA (the "Reporting Criteria") of the company headquarters within these departments.

As disclosed in the Corporate Responsibility Report, Worldline SA takes into account the GRI (Global Reporting Initiative) standards “Comprehensive option” guidelines and the SASO standards (2008) standard in order to identify the main issues of corporate responsibility and select the indicators (Key Performance Indicators) which manage these issues and to communicate the progress of the Group externally.

INDEPENDENCE AND QUALITY CONTROL

Our independence is defined by regulatory standards, the French Code of ethics (Code de déontologie) of our profession and the requirements of art. L. 226-2 of the French Commercial Code. In addition, we have implemented a system of quality control including documented policies and procedures regarding compliance with the ethical requirements, French professional standards and applicable local and regulatory requirements.

RESPONSIBILITY OF THE STATUTORY AUDITOR

Based on our work, it is our responsibility to express a limited assurance on the fact that the social, environmental and societal information presented in the corporate responsibility report, taken as a whole, are presented fairly in all material aspects in accordance with the Reporting Criteria.

To assist us in conducting our work, we referred to the corporate responsibility experts of our Firm.

We conducted the following procedures in accordance with the professional guidance issued by the French Institute of statutory auditors (Compagnie nationale des Auditeurs Statuts) and as per the worldline strategy and policy through Mobile Security; Data Protection at the core of Worldline’s business and CSR challenges; Responsible mineral sourcing; The circular economy and eco-friendly terminals; Employee stock plan.

The application of Worldline strategy and policy through Mobile Security; Data Protection at the core of Worldline’s business and CSR challenges; Responsible mineral sourcing; The circular economy and eco-friendly terminals; Employee stock plan.

We determined the nature and scope of the tests and controls according to the nature and significance of the information with regard to the company’s key trends, the social and environmental challenges of its activities, its sustainable development strategies and the sectors it operates in. Concerning the information that we have considered to be most important and identified for quantitative information, by the ‘Tract 2030’ and ‘Main Key Performance Indicators’ tables on pages 18 and 39:

• for the consolidating entity, we consulted the documentary sources and conducted interviews to corroborate the qualitative information (organization, policies, actions) performed and also procedures on the quantitative information and verified, using sampling techniques, the calculations and the data consolidation; and we verified that the other information presented in the corporate responsibility report:

• for a representative sample of entities that we have selected according to their activity, contribution to the consolidated indicators, their location and size criteria;

we held interviews to verify the correct application of the procedures and formed substantive audits using sampling techniques, consistently reviewing the calculations and reconcile the data with supporting evidence. The selected sample represents all the quantitative social and societal data disclosed between 40% and 81% of quantitative environmental data disclosed.

Regarding the other consolidated information, we have assessed its consistency in relation to our understanding of the Group.

We believe that the sampling methods and size of the samples we have used exercising our professional judgment enable us to express limited assurance, a higher level of assurance would require more in-depth verifications. Due to the use of sampling techniques and the other limits inherent to the operations of any information and internal control system, the risk that a material anomaly be identified in the information cannot be totally eliminated.

CONCLUSION

Based on our work, we did not identify any material anomaly likely to call into question the fact that the social, environmental and societal information published by Worldline SA as regulated by the GRI standards “Comprehensive option” and presented in pages 1 to 45 of the corporate responsibility report taken as a whole, are presented fairly in accordance with the Reporting Guidelines.

Neuilly-sur-Seine, May 9th 2018

One of the Statutory Auditors

Deutsch & Associés

Jean-Pierre Agazzi

Partner

Eremian Harscuit

Director
Worldline's Corporate Social Responsibility approach, supported by an ongoing dialogue with its internal and external stakeholders, is based on the most relevant subjects identified through its materiality analysis: building client trust with available and secured platforms and reinforcing value through sustainable and innovative offers, being a responsible employer by revealing our employees’ potential, endorsing our business ethics within our value chain and leveraging the ecoefficiency of our data centers and offices.

Worldline decided in 2017 to support the United Nations Sustainable Development Goals (SDGs) and to integrate them into its CSR strategy, which is fully aligned with its corporate business strategy. This approach ensures consistency between financial and nonfinancial objectives and contributes to the company’s growth and global performance. By concentrating its efforts on the five most relevant SDGs for which the company has the most significant impacts, Worldline is thus able to better demonstrate and reinforce the value it brings to its stakeholders, taking into account their different social, economic and environmental expectations and challenges.

Worldline’s 2017 Corporate Social responsibility report is “In Accordance” with the guidelines of the GRI standards Comprehensive option, ensuring the company’s commitment to transparency and excellence in sustainability.

In 2017, Worldline continues to progress on its sustainability objectives as part of its TRUST 2020 program. Launched in 2015, this ambitious program is supported by quantified objectives to be achieved by 2020 and aims to develop relationships of trust with stakeholders. This commitment represents a key transformation vector for the company and a powerful catalyst for progress.

Worldline is an Atos company.

worldline.com