

Human rights policy



Table of contents

Target readers	3
Executive Summary	3
General information	4
1. Scope of the document	4
2. Terms and definitions	4
Employment Practices	7
1. Diversity and inclusion	7
2. Non-discrimination	7
3. Child labour and young workers	8
4. Forced, bonded, and compulsory labour	8
5. Freedom of association, collective bargaining and the right to strike	8
6. Health and safety	9
7. Working conditions (including working hours)	9
8. No harsh or degrading treatment; no harassment	9
Social Impact	10
1. Diversity and inclusion	10
2. Non-discrimination	10
Approval table	11



Target readers

This policy is intended for both internal and external use.

It is available internally for all employees within Worldline Group and is intended to be referred to as required to promote knowledge on Worldline's requirements and to support training.

As a public document, it can be shared with all business partners and is also published on the Worldline website for any interested parties.



Executive summary

As a signatory to the Global Compact, Worldline is committed to adopting and following sustainable and socially responsible policies. While laws may differ around the world, there are human rights which are widely accepted as fundamental human rights through international conventions, and these help establish the very basics that businesses should adopt throughout their operations, wherever they are in the world.

The aim of the Worldline Human Rights Policy is to provide a single, clear and cohesive view of Worldline's approach to managing human rights in the workplace. It establishes a framework for ensuring the dignity and equality of all individuals, irrespective of race, gender, religion, or any other characteristic. Our policy outlines clear guidelines for preventing discrimination, harassment, and any form of human rights abuse, fostering a workplace culture built on respect and inclusivity.

This policy is then supported by other Global and local policies which either focus on specific topics such as recruitment practices; or which reflect the local legal requirements or contractual agreements which may give employees more than the minimum legal rights. By transparently communicating our commitment and progress, we seek to build trust among stakeholders and contribute to a world where human rights are universally respected.

General information

1. Scope of the document

This policy applies to the Worldline Group, its organisational entities, and its executives.

The Business Partner's Commitment to Integrity Charter requires that business partners share Worldline's commitment to upholding internationally recognised human rights in principle and in practice, and to take appropriate measures to ensure that they are not committing or participating, directly or indirectly, in any human rights abuses. Specific requirements are given on: modern slavery; harassment and discrimination; child labour; forced or compulsory labour; working hours and wages; and providing a safe and healthy work environment.

2. Terms and definitions

The applicable terms and definitions are part of the Worldline lexicon; in particular, the following definitions and acronyms are important for the purpose of this document:

Bullying	Deliberate and repeated behaviour by an individual or group, intended to hurt someone emotionally or physically, usually reflecting an actual or perceived imbalance of power. Bullying by a manager can include knowingly imposing impossible targets or workloads or forcing one person to do things not required of their colleagues. More generally it can include aggressive, intimidating or belittling behaviour, slander, and exclusion of the victim.
Compelled overtime	Occurs when a company locks the worker inside the workplace or threatens an Employee with pay deductions, physical abuse, or termination if the worker refuses to perform overtime hours for the company.
Debt bondage	A form of exploitation where a worker is told that they must work for little or no pay to pay off a debt. In the case of human trafficking, this 'debt' may be in respect of 'recruitment fees', 'accommodation/board' or 'travel costs' which the worker is told they owe. In many cases it takes longer than it should to pay off these 'debts', if at all. A victim may be able to escape if someone pays off the supposed debt.
Protected characteristics	These are personal characteristics which are, or may be, protected under discrimination or equality laws. These can include: age; disability; neurodiversity; race, colour, nationality, ethnic or national origin; religion, belief or politics; sex, gender, gender reassignment; sexual orientation; or marital status.
Direct discrimination	The unjust or prejudicial treatment of individuals based on certain characteristics, such as race, gender, age, disability, or other protected attributes. This type of discrimination occurs when someone is treated less favourably than others in similar situations solely because of a specific characteristic or personal characteristic.
Forced labour	Consists of work performed by an individual against their will, usually under threat of punishment.
Employee	An employee is an individual who was hired by Worldline to do a specific job, in the service of Worldline, for a wage, salary, fee or payment. The terms of the individual's employment are documented (including temporary/external employees, such as trainees, third parties working for Worldline).
Human trafficking	The recruitment or movement of people from one country to another or within the same country for exploitation by the use of threat, fraud, false promises, or the abuse of vulnerability. People may be trafficked for labour, to commit criminal offences, or for organ donation.
Indirect discrimination	Occurs when the practical application of a company policy, procedure or practice which appears to treat everyone equally, is less fair to people with a specific characteristic (especially where this characteristic is protected by applicable anti-discrimination law).
Mobbing in the workplace	A form of bullying where a group of people target an individual.
Modern Slavery	The recruitment, movement, harbouring or receiving of people through the use of force, coercion, deception, abuse of vulnerability or other means for the purpose of exploitation. This exploitation may manifest itself though slavery, forced or compulsory labour, or using victims to play a part in crime.
Worldline	It refers to all legal entities under the direct or indirect control of Worldline SA.

General commitment to respect all Human Rights

Worldline aims to be a responsible global employer, acting fairly in its labour and employment activities, practices and processes, and to conduct business in an ethical and sustainable way, in all spheres of its influence; i.e. its ecosystem: Employees, customers, partners, and its supply chain.

In 2016, Worldline S.A. signed up to the UN Global Compact as part of its commitment to supporting the UN's core values in human rights, labour standards, the environment and anti-corruption within Worldline's sphere of influence. The Global Compact is one of several international conventions, directives or declarations with which Worldline complies. Others include:

#1

The Universal Declaration of Human Rights

#2

The UN's International Covenant on Civil and Political Rights

#3

The UN's International Covenant on Economic, Social and Cultural Rights

#4

The ILO Declaration on Fundamental Principles and Rights at Work

It shall also comply with local conventions and legislations devoted to Human Rights. If these local conventions and/or legislations are more stringent, they shall prevail.

Worldline also recognises the impact that business can have on the life of people, and the role that businesses can play aligns itself with guidance for responsible and ethical business conduct including:

The UN's Guiding Principles on Business and Human Rights

The OECD Guidelines for Multinational Enterprises

The OECD Due Diligence Guidance for Responsible Business Conduct



Employment Practices

1. Diversity and inclusion

Worldline is committed to fostering, cultivating and maintaining a culture of diversity, equity and inclusion.

Worldline provides a safe and inclusive working environment where all people are treated fairly and with respect. It commits to require its suppliers and contractors to comply with any local legislation which apply to equality, diversity and inclusion.

Worldline embraces and welcomes Employees' differences and everything that makes them unique. Diversity brings strength allowing an organisation to benefit from the different experiences and perspectives that its Employees have, whether this is shaped by their sex or gender, race, culture, caste, religion or belief, disability, neurodiversity, sexual orientation, or any other characteristic or aspect of them.

Worldline's diversity programme is applicable but not limited to practices and policies on recruitment and selection; pay and reward; dress; professional development and training; promotions and internal mobility.

Worldline promotes a collaborative, supportive, and respectful environment that encourages the participation and contribution of all Employees so that all Employees can feel included and supported.

All Employees of Worldline have a responsibility to treat others with dignity and respect at all times. This includes when working on or off site; at work functions; at any event organised, sponsored, or attended by Worldline. All Employees are expected to avoid any type of behaviour that might be seen as bullying, harassment or excluding someone.

Any Employee found to have behaved inappropriately towards others may be subject to disciplinary action as per the entity's HR policies or local legislation.

Employees who believe they have been subjected to any kind of discrimination contrary to Worldline's diversity values or law, or have been bullied or harassed by colleagues, whether a manager, a peer, or by group ('mobbing'), report this either in line with the Group Compliance Alerts Policy or to HR as appropriate locally.



2. Non-discrimination

Worldline respects each individual's Human Rights and does not discriminate on the basis of protected characteristics as listed under Terms and definitions nor will Worldline commit other violations of Human Rights. Worldline will be resolute in upholding Human Rights in everything it does and will not tolerate discriminatory behaviour by non-employees working for Worldline (e.g. temporary staff or contractors) or working on Worldline premises. Discrimination can be direct or indirect as defined under Terms and definitions.



Direct discrimination

Worldline policies clearly state the requirement to treat all employees fairly and equally. Any policies addressing the specific needs of a specific group are applicable to all Employees who have these needs. Decisions cannot be arbitrary but must be made using objective criteria, unless if this would result in indirect discrimination.



Indirect discrimination

Worldline understands that by its very nature, indirect discrimination may not be immediately noticeable if it arises and that the most important thing to reduce the chance of this occurring is to acknowledge this, so it can be rectified once identified. In order to try and avoid this happening as a result of changes to policy, Worldline engages with employee representatives where possible to review policies, to ensure that potential problems can be identified. Worldline recognises that there may be times when the application of purely objective criteria when making certain employment-related decisions may give rise to indirect discrimination, e.g. if comparing a disabled Employee with a peer without the same disability. The appropriateness of the objective criteria must always be considered within the context they are to be applied, to determine whether they are as fair as they may appear.

If an employee is subjected to, or has reason to believe that a colleague has been subjected to any deliberate or inadvertent discrimination, they should report the matter to their line manager, HR, or via the Compliance Alert System in line with any local requirements.



Recruitment, pay and promotion

Worldline respects and promotes diversity and is committed to respecting internal equity in all its actions and decisions related to total reward and recognition awards. The Worldline Gender Equity in Recruitment Policy and the Worldline Recruitment Policy outline the internal requirements to ensure the avoidance of gender-based discrimination in the recruitment process. Worldline seeks to provide Employees with opportunities for personal and professional development, as well as promotions or changes of career, and as such, care must not only be taken to avoid bias when recruiting but at all stages of an Employee's career with Worldline. This applies to all Employees, regardless of gender.



Dress

Worldline allows employees to dress in a business casual wear, and allows the wearing of symbols of faith. If a country's law allows or requires a ban on customer-facing employees wearing such symbols of faith in order to maintain the appearance of political, philosophical or religious neutrality, this ban must be implemented consistently, and applied only to employees who are in contact with customers.



Training

Worldline's training programmes shall be culturally appropriate, gender neutral, and respectful of diversity.



3. Child labour and young workers

Worldline does not use child labour and requires, under the Worldline Business Partner Commitment to Integrity Charter that any third party with whom Worldline engages also does not use child labour.

Under International Labour Organisations (ILO) standards, the minimum age for entry into employment should be no younger than 15. In countries where the minimum school-leaving age is higher than 15, Worldline will not employ anyone under the local, legal minimum age and ensures that if the law makes provision for young workers (typically those under 18) or young persons on an apprenticeship, these legal requirements and protections will be observed.



4. Forced, bonded, and compulsory labour

Worldline rejects modern slavery and human trafficking, which may facilitate this, in all its forms including forced, bonded or compulsory labour, slavery, and the exploitation of prisoners.

While any local, legal requirements to verify the identity of a new employee and their right to work in the country are adhered to (taking copies of documentation when required), Worldline does not permit the retention of employees' original documentation or ID which could leave them vulnerable. Worldline ensures that employment contracts are fair, transparent, and understood by the workers.

Worldline takes steps to ensure that it does not use, contract, or benefit (directly or indirectly) from the use of forced labour – as defined under Terms and definitions. Worldline's Code of Ethics states that Business Partners should implement and enforce effective controls to ensure that modern slavery is not practised in their business and supply chains. This commitment should form part of contractual agreements between Worldline and its Business Partners.

5. Freedom of association, collective bargaining and the right to strike

All Employees shall have the right to form, join trade unions (ILO Convention 87) and the right to strike. Worldline respects its Employees' right to join, form or not to join a labour union without fear of reprisal, intimidation or harassment.

Worldline shall recognise the right of unions to represent said Employees in:



Collective bargaining (ILO Convention 98)



Any procedures settlement of disputes



Negotiations and consultations in all matters affecting jobs and training

Worldline shall engage in collective bargaining and holds regular consultations with authorised Employees' representatives e.g. workers' councils, concerning working conditions, remuneration, dispute resolution, internal relations and matters of mutual concern, where such bodies exist.

When acting on behalf of Employees, unions and Employee representatives must always negotiate in good faith, recognising that the continued viability of the companies is the best guarantee of the Employees' employment.

Worldline will not dismiss employees or discriminate against them in retaliation for them asserting their statutory or contractual rights; participating in union activities; or for raising grievances or reporting suspicions of legal violations ('whistleblowing').

6. Health and safety

Worldline regards high standards of safety and health as a cornerstone of a successful business. It has a clear duty to take every reasonable precaution to maintain a safe and healthy working environment.

Worldline shall conduct risk assessments as needed to identify potential risks in the workplace so that appropriate measures to protect its employees can be put in place. Employees must be adequately informed about any health and safety procedures in place that they must follow for their own safety, or the safety of others. In all cases, any local obligations must be met, for instance, recording or reporting incidents. Detailed information can be found in the Worldline Safety Policy and the Worldline Physical Security and Safety Policy.

7. Working conditions (including working hours)



Written contract and notice period

Worldline ensures that every Employee has a written contract or equivalent as defined in the local legal requirements of employment, with agreed terms and conditions, including notice periods on both sides.



Annual holidays and sick leave

Worldline must grant all Employees paid annual holiday and sick leave for at least the minimum period determined by the national government in the country of operation.



Working hours

Worldline ensures that the working hours stated in the contract comply with the applicable local legislation. Overtime must be voluntary, not coerced and not exceed any local, legal limits. Compelled overtime is expressly forbidden under any circumstances.



Parental leave

At a minimum, Worldline complies with the legal requirements for maternity, paternity and/or family leave which apply to that country. 'Family leave', here, covers any other leave required by law, by any name, for employees in relation to relatives or dependents and/or any change of circumstances which impacts their family life. Local policies or contracts of employment may exceed the minimum.



Minimum wage

Worldline ensures that at least the national minimum wage is observed. Worldline does not rely solely on local legislation when developing its pay policies, but instead seeks to establish a living wage that will ensure an adequate standard of living for all its Employees and their dependents and is aligned with local market practices.

8. No harsh or degrading treatment; no harassment

Worldline shall not engage, support or allow any form of harassment, whether physical, verbal or psychological, or abuse in the workplace.

Worldline does not, and will not permit any employee to subject another to harsh or degrading treatment. Managers must not use threats or intimidation of any sort in order to force an employee to complete any work. Where warnings are appropriate as part of any disciplinary procedures or improvement plan, these must be issued in line with any contractual or statutory requirements and properly documented.

Worldline does not tolerate harassment or bullying of employees by either their colleagues or their managers. This extends to bullying of one person by another, whether by a peer or a manager; 'mobbing' where a group of people targets an individual; harassment; or sexual harassment. For the avoidance of doubt, sexual harassment includes: unwanted sexual attention including inappropriate touching, requests for sexual favours – with or without the promise of something in return, remarks about the person or their appearance of a sexual nature or pestering someone for dates; or inappropriate or offensive questions, jokes or talk.

Social Impact

1. Supply chain management

Worldline shall assess all its suppliers, and partners according to the defined due diligence procedures in place, integrating Human Rights/social issues and using a risk-based methodology. Following this assessment, the suppliers assessed with high risk are monitored to mitigate risks and increase compliance with WL ESG standards.

In addition, Worldline is conducting a specific external third-party assessment to more closely monitor the ESG performance of its strategic suppliers and puts a focus on the Human Right pillar analysis. These different risk assessments and the need to put in place an appropriate mitigation action plan are outlined in the Worldline Sustainable Procurement policy.

Through these global processes, Worldline ensures that it only works with Business Partners who share the same high standards in the protection of Human Rights. The company shares the Business Partner Commitment to Integrity Charter and obliges the supplier to subscribe to its principles. Furthermore, Worldline also requires that its Business Partners impose the same standards on their own suppliers and subcontractors.

More detailed information can be found in the Sustainable Procurement Policy and the published Duty of Vigilance Plan.

2. Corruption, bribery and fraud

Worldline takes a zero-tolerance approach to fraud, bribery and corruption and is committed to acting fairly and with integrity in all its business dealings and relationships. This is made clear to all employees through the Code of Ethics and the mandatory, annual Code of Ethics training. Please consult the Worldline Anti-Bribery and Anti-Corruption Policy for further details.



Approval table

Role	Approval
Sponsor	✓ Global Head of Compliance
Reviewers	✓ Head of Human Resources
	✓ Procurement Sustainability, Risk & Compliance
	✓ CSR Coordinator
Document owner	✓ Head of Ethics & Anti-Corruption



About Worldline

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, Worldline powers the growth of over one million businesses around the world.

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For further information
WL-marketing@worldline.com



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