

# Sustainable procurement policy



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# Target readers, communication method

This policy aims at providing clarity, transparency, and data availability with regards to Worldline Sustainable Procurement governance, actions, and Key Performance Indicators (KPIs). Sustainable Procurement entails all the topics relating to Environmental, Social and Governance and compliance areas (including anti-bribery, anti-corruptions aspects) to be considered, handled, and implemented across

Worldline's supply chain. Briefly, CSR (Corporate Social Responsibility) applied to Worldline supply chain management. The audience of this document is public, so that the information is available notably for regulators, investors, ESG rating agencies as well as clients and internal CSR stakeholders.



## Executive summary

Within Worldline Management System, the Sustainable Procurement policy aims at providing internal and external stakeholders a holistic view on Worldline CSR guidelines, actions, KPIs within the procurement team and with Worldline suppliers.

This policy is also intended to better align Worldline purchasing practices with the Group's values and goals, as well as with other related policies. In doing so, Worldline seeks to harness the influence of its purchasing to support markets and increase accessibility to more sustainable goods and services.

It is Worldline's policy to practise a continuous improvement approach to understanding and taking appropriate responsibility for any adverse environmental, social, and economic impact of its purchasing. In doing so, Worldline

shall consider impacts on a life-cycle basis and prioritise actions according to alignment with core values, magnitude of impact and compliance with any applicable regulations.

Sustainable Procurement has reached a turning point as its relevance as a strategic tool to drive sustainability and transform markets is no longer questioned. We are ensuring that it is better integrated in broader sustainable consumption and production policies so that, together, they deliver on their promises. We are also scaling up the support to collaborative platforms, such as the EcoVadis, allowing us to accelerate the transition to sustainable procurement and CSR practices.

# General information

## 1. Scope of the document

This document covers all Worldline CSR actions related to the supply chain. However, Worldline focuses its actions on tier 1 suppliers, i.e., suppliers Worldline has a direct relationship with. Tier 2 suppliers, with which Worldline has an indirect relationship (not paid directly) are considered on ad-hoc cases with specific CSR actions when relevant or when required from a regulatory point of view.

The CSR guidelines, actions and KPIs mentioned hereafter are applicable to all Worldline legal entities, as the Sustainable Procurement department is transversal to all Worldline entities, within the Procurement department. Additionally, most of the processes and tools are globalised with a central governance.

## 2. External references

Name	For use
WL CSR policy	Internal
WL Procurement Policy	Internal
WL Procurement Code of Conduct Policy	Internal
WL Sustainable Sourcing Guide	Internal
WL Checklist CSR criteria in Sourcing for business owners	Internal
WL Business Partner's Commitment to Integrity charter	External on Worldline website
WL Letter on Conflict Minerals	External on Worldline website
WL Code of Ethics	External on Worldline website
WL Anti-corruption Statement	External on Worldline website
WL Modern Slavery Statement	External on Worldline website
WL Human Right Policy	External on Worldline website
WL Environment Policy	External on Worldline website



### 3. 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:

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<b>Supplier - Vendor</b>	<p><b>Vendor:</b> Any external organisation that is doing business or is being solicited to do business with Worldline Group, and that is created in Worldline database for payment purposes.</p> <p><b>Supplier:</b> External company that provides goods and/or services to Worldline Group and that is managed and under the scope of procurement.</p>
<b>External subcontractor</b>	<p>An external subcontractor is an external person working for an external company (namely the supplier or provider) for which Worldline is having a temporary subcontracting contractual agreement. Worldline Resources repository distinguishes internals (namely Worldline Employees) from externals. At no time can a Worldline employee be considered as an external subcontractor and an external subcontractor is not a Worldline Employee.</p>
<b>External outsourcing</b>	<p>External outsourcing means an arrangement of any form between any Worldline legal entity and any external service provider by which that service provider performs a process, a service, or an activity (or parts thereof) on a recurrent or continuing basis that would normally fall within the scope of processes, services or activities that would or could realistically be performed by the Worldline legal entity.</p> <p>This definition excludes the following services: functions that are legally required to be outsourced, market information services, global network infrastructures, clearing &amp; settlement arrangements, services that would otherwise not be undertaken by the payment institute or IT service provider or utilities. External EBA Outsourcing term falls within the scope of the European Banking Authority guidelines. This includes outsourcing activities normally undertaken by the Worldline legal entity acting as a Regulated Institution.</p>
<b>Sourcing Category Manager, GBL (Global Business Line) Purchasing Manager.</b>	<p>A Worldline (WL) employee working in Procurement who has a written power of attorney that enables him/her to commit WL to contract with an external supplier. Buyers have responsibility for the overall relationship with a supplier (contract, negotiation, tenders, etc.), whereas business owner(s) /operations oversee the day-to-day relationship with the supplier and the delivery of goods/ services it provides to WL.</p>
<b>Business owners</b>	<p>WL employees from organisational unit with a purchase need. They are also referred to as "Operations" in this document.</p>
<b>Contract owner</b>	<p>The operation person in charge of the contract with the supplier, ensuring the service's good delivery.</p>
<b>RFI/RFP</b>	<p>Request for Information/ Request for Proposal.</p>
<b>Supply chain due diligence</b>	<p>Describes the efforts taken to investigate a potential supplier and regularly assess existing Suppliers. Its objective is to discover, assess and mitigate any ethical, corruption, financial, CSR related, delivery quality, regulatory, security, business continuity or data protection risks associated with the potential or existing Supplier to ensure the ability of the Supplier to deliver its services with integrity all along the supply chain.</p>
<b>ESG</b>	<p>Environmental Social Governance criteria.</p>
<b>CSR</b>	<p>Corporate Social Responsibility, application of ESG criteria by companies.</p>
<b>CSRD</b>	<p>Corporate Sustainability Reporting Directive.</p>
<b>EcoVadis</b>	<p>EcoVadis is a non-financial rating agency that helps hundreds of thousands of companies to manage ESG risk and compliance, notably within their value chain.</p>

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# Policy

This paragraph defines the policy guiding principles applies to group global processes. A process deviation can be motivated by the specific context of a local organisation. Nevertheless, any deviation should be managed according to the requirements of this policy.

To achieve our goals and ensure ethical conduct, it is key that, at Worldline, our suppliers share our values and vision; and raise the sustainability standards within our supply chain. We acknowledge that long-term sustainable development of our suppliers is critical to our joint success, and we value the relationship with suppliers who share the same approach and vision towards doing business.




This policy is applicable to all countries, groups, and individuals within Worldline worldwide. Any exceptions to the policy will be stated in the relevant sections. All countries/sites where Worldline operates follow the principles outlined in this document, even where there is no specific Procurement department in the country.

## 1. Overall Worldline Sustainable Procurement strategy

Worldline's ambition is to further influence its sector and ecosystem in terms of CSR practices, notably its suppliers and partners, to ensure integrity in its supply chain. To achieve that, the company is firmly committed to developing sustainable procurement, thus reducing at the same time its technical, environmental, social, and financial risks relating to its supply chain. Ultimately, this also reinforces its performance, protects its brand reputation and limits dependencies. Worldline Sustainable Procurement strategy articulates around three main axes:

- #1. Ensuring due diligence through its risk assessments on suppliers.**
- #2. Promoting responsible purchasing practices.**
- #3. Encouraging suppliers to continuously raise their ESG performance.**

In accordance with the Duty of Vigilance French law, Worldline relies on these three strategic axes to further develop and deepen its responsible procurement actions as part of its Vigilance Plan. This Sustainable Procurement strategy is aligned with the framework and expectations described in the ISO 20400 standard.

ISO 20400 alignment*	 <b>Supplier due diligence</b>	 <b>Fair procurement practices</b>	 <b>Supplier CSR performance</b>
	<ul style="list-style-type: none"> <li>Onboarding process for all suppliers (incl. entity risk assessment related to CSR, compliance risks).</li> <li>Agreement with WL Business Partner's Commitment to Integrity.</li> <li>Engagement risk assessment (security, outsourcing, etc.).</li> <li>Monitoring according to risk identified.</li> </ul>	<ul style="list-style-type: none"> <li>Buyer's Code of Conduct.</li> <li>CSR Training for buyers.</li> <li>CSR Criteria in supplier sourcing &amp; selection.</li> <li>CSR Criteria in supplier contracting (General CSR clause, etc).</li> <li>Ethics and security training for WL subcos.</li> </ul>	<ul style="list-style-type: none"> <li>Categorisation of suppliers (strategic...).</li> <li>EcoVadis scoring platform for strategic.</li> <li>Improvement plans for low EcoVadis performers.</li> <li>Supplier awareness actions (event, training, etc).</li> <li>Supplier on-site audit as part of escalation plan.</li> </ul>

\*: ISO 20400 norm is a set of guidelines to incorporate sustainable practices into procurement processes.

To implement its actions in the most efficient and relevant manner, Worldline relies on a supplier categorisation in its core supplier database: all suppliers are divided into three categories at legal entities level.

	<b>Class A</b>	<b>Class B</b>	<b>Class C</b>
<b>Category description</b>	Annual spend above or equal to 250k€.	Annual spend between 25k€ =< X < 250k€.	Annual spend below 25k€.

As the CSR review (notably the non-financial rating) is most of the time conducted at parent company level, the **status “strategic” is used to list all parent companies with at least one legal entity part of Class A category (excluding one-off spend and not addressable suppliers)**. The status “strategic” being attached to the ultimate company level, the associated spend is consolidating all the spend of the legal entities belonging to the parent company, if any.

This supplier classification at parent company level, set by the buyers with regards to their respective scope during the vendor on-boarding phase and reviewed on a quarterly basis, enables the procurement team to apply different follow-ups depending on the status of supplier. Strategic suppliers are primarily Tier 1 suppliers appearing in Worldline spending, but for some exception, Worldline can also target Tier 2 suppliers (which Worldline does not pay directly) as Strategic.

This strategy is reflected by Worldline main KPIs and TRUST 2025 CSR objectives. Thanks to a thorough analysis of its spend and a monthly Procurement KPIs report sent to buyers, Worldline can closely monitor its Sustainable Procurement KPIs presented hereafter.

### Sustainable Procurement KPIs:

- Percentage of expenses assessed by EcoVadis (out of the strategic supplier expenses) – TRUST 2025 objective set at 90%.
- Percentage of suppliers evaluated by EcoVadis with a score below 45 having an action plan to solve critical findings identified - TRUST 2025 objective set at 100%.
- Percentage of expenses of Strategic suppliers out of the total WL spending.
- Percentage of number of strategic suppliers evaluated by EcoVadis.
- Percentage of buyers trained annually on sustainable procurement topics.
- Percentage of spending done with local suppliers (i.e., when vendor is in the same country of the purchase).
- Percentage of spending done with Strategic suppliers for PO (Purchase Order) > 25k€ covered by an RFP integrating ESG criteria (NEW).
- Percentage of spending done with Strategic suppliers which are Small-and-Medium-Enterprises (SMEs) (<1,000 Full-Time-Employee) (NEW).

## 2. Roles & Responsibilities all along the supplier lifecycle

### Key accountability of Procurement

Centralize vendor sourcing, conduct vendor entity risk assessment and ensure supplier contract relationship from a Worldline Group perspective.

### Key accountability of Business/Operations

Define the business requirements, accept the risk of engaging with a specific vendor and manage supplier performance.

### Key accountability of Compliance/Risks teams

Design the vendor risk assessment processes together with Procurement and build mitigation action plans. Global Risks teams also conduct the vendor engagement risk assessment.

### 3. Policy governance

The Sustainable Procurement governance is under the responsibility of Worldline Chief Procurement Officer and managed by a dedicated Procurement sustainability team to strengthen this dimension across the procurement department. As one of the four CSR pillars, coordination and alignment of objectives and performance monitoring with the CSR department is ensured through the Sustainable Procurement Board. This Board gathers the Chief Procurement Officer and the CSR Officer in a quarterly meeting.

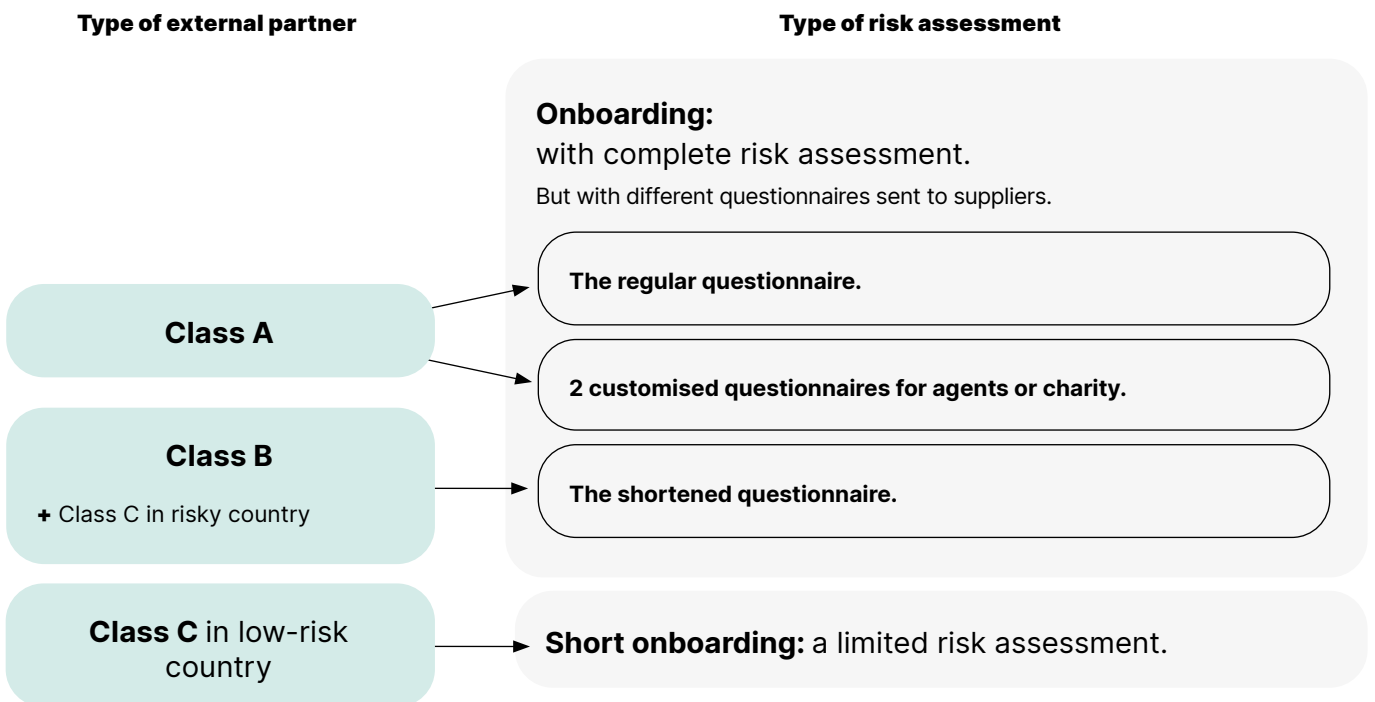
### 4. Ensure Worldline due diligence through its suppliers' risk assessments

Supply chain due diligence describes the efforts made to investigate a potential supplier and regularly assess existing suppliers. Its objective is to discover any corruption/ethical/human rights abuse/non-financial risks associated with the potential or existing supplier to ensure integrity within the supply chain. To ensure due diligence in its supply chain, Worldline conducts two levels of risk assessment: at supplier entity level and at order/engagement level.

This risk assessment is handled according to Worldline Enterprise Risk Management, which monitors the risks related to the supply chain in the Group risk mapping. Within the current existing supplier base, risk assessment and the design of risks mitigation plan for strategic suppliers are part of the Procurement team mission jointly with the Global Risk team and the Compliance and CSR teams.

#### a. Supplier risk assessment: on-boarding and follow-up

The onboarding of a potential new supplier company follows the same assessment process whatever the Worldline entity. **The onboarding process is systematic for any supplier created in the core database, follows a risk based approach and falls into the Procurement scope.** This assessment can take various forms depending on the nature of the supplier and related services (i.e. light vs. enhanced due diligence).





**b. This risk assessment process, conducted by the procurement team, is three-fold:**



**Compliance and financial screening of worldwide databases.**

A background check, i.e., a scan via global databases which aims at checking the vendor's financial stability and whether the company or its management is listed on (ban)/sanction lists, is conducted for all new partners. The screening also systematically searches for Political Exposed Person (PEP) within the Company's UBOs (Ultimate Beneficial Ownership) and integrates in this risk assessment the possible conviction(s) for legal or regulatory infringement. The results of the screening are updated regularly.



**A vendor on-boarding questionnaire filled in by the vendor (including CSR questions).**

The onboarding questionnaire embeds different question categories (from vendor identification information to its CSR and compliance practices) and is designed to be completed by the vendor for more accurate information. These questions enable us to have more details on the CSR maturity (compliance with laws and regulations, non-financial rating, due diligence procedures, climate change action, etc.) of the vendor and its related non-financial risks.



**A mapping of the CSR inherent risks (by country and industry of the vendor).**

Worldline has designed the industry risk and the country risk lists and country risk lists to embed them in the risk scoring during the onboarding process. These lists are updated at least annually.

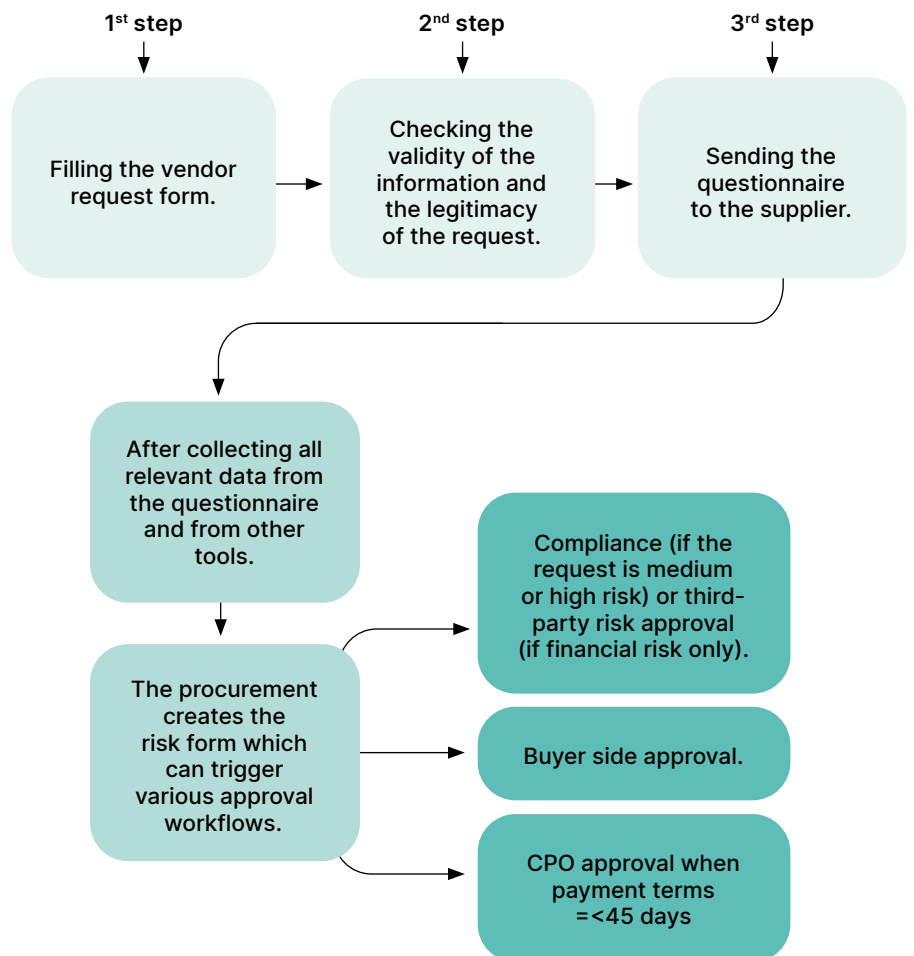
**This onboarding assessment also includes a financial scoring to better understand the financial stability of the supplier.**

Thanks to these different batches of information, the Procurement team can set a risk scoring on the vendor (low, medium, or high) according to predefined criteria to potentially trigger additional approval workflow and decide whether to continue with this vendor. The entire onboarding process is managed through a unique Procurement tool within Worldline Group that integrates the risk scoring in the validation workflow. Therefore, this assessment can automatically involve, if needed, the Compliance team (for non-financial risk) or the Risk team (for financial risk) as approvers.

The supplier entity tagged as high or medium risk are reviewed periodically together with Procurement and Global compliance team. Re-onboarding exercises (update of risk scoring) are also carried out annually to better follow-up with risky partners.

Partners (resellers, lobbyists, M&A) which do not provide an invoice are not covered by Procurement processes and follow a similar onboarding managed by the Global Risk team.

**Vendor onboarding process for Class A and B suppliers:**



### c. Engagement risk assessment: identification, scoring and risk mitigation

In addition to the non-financial risks related to a supplier, there are other risks specifically attached to the purchase, such as outsourcing, security, data protection, business continuity and money laundering risks. Worldline has structured different existing initiatives in one unique, global, and systemised engagement risk assessment process. A risk assessment is related to a contract.

This assessment must be triggered for each new engagement belonging to the high-risk purchase categories (subject to these risks) as soon as possible in the process and if possible before the creation of a purchase request by operational. The risk assessment is handled in a specific tool managed by the Global Risk team (identification, scoring and mitigation phases). If needed, an enhanced engagement

due diligence can be conducted. This process enables us to comply with different regulatory requirements by providing a registry of outsourcing services and identifying critical outsourcing.

## 5. Promote sustainable purchasing practices

Worldline sustainable procurement strategy entails that the relevant Sourcing Category Manager / GBL Purchasing Manager with the support of the Global Procurement Compliance & Process team must comply with and implement consistently the following initiatives with global and local suppliers.

### a. Utmost ethical standards within the procurement team

Worldline's employees who perform procurement-related activities on behalf of the Company or who have regular contacts with suppliers must abide by a strict Code of Conduct. All Procurement department members must read and sign this document establishing the elementary rules each employee must follow in their work. The Code of Conduct is applicable to the entire Worldline Group, and each

entity is responsible for implementing the applicable objectives and principles (in accordance with national legislation and regulations). Failure to comply with this Code of Conduct may result in disciplinary actions, up to and including termination of employment.





Additionally, at least twice a year, a dedicated online seminar training on sustainable procurement (CSR/

compliance) topics is organised for the procurement employees. This training aims to share compliance guidelines, regulatory evolution, new processes, and internal documents to integrate in the day-to-day buyer missions, all to level up CSR standards and expectations towards suppliers.

### b. Integrity charter, binding agreements, and contractual clauses

Worldline shares its values and commitments with its suppliers and partners through a unique document, the **Business partner's commitment to integrity** charter, available on Worldline website. This charter summarises the principles and requirements all Worldline partners should comply with. Thus, it encourages them to follow the principles of the United Nations Global Compact in the areas of human rights, labour, environmental preservation, and anti-corruption. All new suppliers, including those without a contract, must agree to the principles of this charter thanks to the onboarding process. This charter is also annexed to supplier contracts as often as possible.



-  English Version
-  French Version
-  Spanish Version
-  German Version

In addition, Worldline also published a commitment **Letter Towards The Responsible Minerals Initiative** signed by the CSR Officer. If the charter already mentions the requirement of a conflict-free supply chain, Worldline published on its website a letter aiming at providing hardware suppliers (of terminals and data centre components for instance), with a policy, expectations, and specific guidelines on how to assess their minerals sourcing. Indeed, Worldline is committed to ensuring that the minerals used in its hardware's components are neither sourced from conflict regions (e.g., Democratic Republic of Congo, Rwanda, Tanzania, Uganda, Zambia), nor finance armed groups. In this regard, the Company strongly supports the efforts of the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High Risk Areas. Therefore, the letter clearly states that Worldline's Electronic Manufacturing Services suppliers should comply with the following principles:

1. Take steps to determine if their products contain conflict minerals.
2. If so, inform Worldline and adopt due diligence policy and procedures to assure that metals including (but not limited to) 3TG (tin, tungsten, tantalum and/or gold) metals and cobalt in their products or components do not directly or indirectly benefit armed groups.
3. Identify all smelters in their supply chain that supply metals including (but not limited) to the 3TG and Cobalt. If they do not source directly from smelters, they must cascade this request to their suppliers.
4. Provide further evidence and statements on responsible sourcing when requested, especially during audits that may be conducted to verify compliance with the regulation.

Worldline also shares in this letter a list of conflict-free validated smelters available on the Responsible Minerals Initiatives (RMI) website.



To enhance the binding agreements with suppliers relating to compliance and CSR topics, Worldline has also designed a **CSR and compliance contract clause**. This clause is integrated into the general Worldline Purchasing Terms & Conditions by default. It is to be systematically integrated to any specific contract between Worldline and a supplier reviewed by the Legal team. This CSR clause compels the partner to align with the **Business partner's commitment to integrity** charter and may require a non-financial rating to be provided within the first year of the contract with Worldline, for all strategic suppliers. Other clauses relating to security, audit, data protection, European-Banking-Authority guidelines for outsourcing, etc. are also available in the Procurement contract policy created by the Legal team.

These clauses are integrated in the supplier contract when deemed relevant by the Legal and Risk teams according to engagement risk analysis. More specifically regarding outsourcing activities, the contract must contain clauses relating to the continuity and security of the outsourced activities within the scope of the contract, including the requirement to establish, implement and maintain a contingency plan for disaster recovery and periodic testing of backup facilities, as well as termination and exit mechanisms, which allow the activities provided by the Third Party to be transferred to another outsourcing Third Party or to be reincorporated into the Outsourcing Institution when necessary.

### c. Sustainability as a criterion for supplier selection

**Sustainability should be an integral part of the decision-making process for selecting new partners. To achieve this, the Chief Procurement Officer has set the following sourcing rules for all Worldline buyers to implement:**

- Trigger a mandatory RFP for any purchase  $\geq 25k\text{€}$  (with a minimum of 3 different offers);
- Integrate systematically (in addition to the Business Partner's Commitment to Integrity charter) general CSR questions applicable to all kind of RFPs -these questions are scored so that the potential suppliers can be more easily compared on ESG performance/ CSR maturity.
- Weight ESG performance at least 10% in the overall selection-decision process.

- Add where relevant -according to the purchasing category- other ESG criteria such as:
  - Sectorial ESG criteria: labels (ex: Energy Star®), refurbished materials, extended life duration, compliance with specific regulations or initiatives such as the EU (European Union) Green taxonomy) - see paragraph hereafter.
  - For strategic suppliers, request the supplier to provide information on the CO2e emission per product/service (per unit sold) offered as part of Worldline Net Zero commitment cascading to supply chain.
  - Favouring companies classified as “sheltered workshops” (EA/ESAT status in France), i.e., which employ people with disabilities, in different activities - namely facility management, information processing, event organisation- to contribute to inclusivity of vulnerable populations.
  - Within the framework to optimise our cost based and massify our purchasing spend in Worldline, we must favour business with suppliers with whom we already have a Master Agreement to cover the full scope and usually have local branches in the same country as the Worldline Legal entity buying. The objective is to have a global/local approach to reduce our environmental footprint, when possible, as per the Global Reporting Initiative (GRI) to contribute positively to the economy & inclusion of territories.

**More specifically, for Worldline activities to be eligible to the EU Green taxonomy, buyers must include in RFPs for hardware and data centres equipment the following criteria:**



- Compliance with European RoHS (Restriction of Hazardous Substances) directive (relating to chemical substances use and disposal).
- Compliance with European Directive 2009/125/EC (relating to product eco-design).
- Energy Star® label on hardware equipment (including within tier data center for private cloud).
- Compliance with the European data centre energy efficiency code of conduct (validated by an independent third party) – applicable for tier data centre.
- The collection and processing of end-of-life equipment sold to Worldline by the provider (in compliance with the European Union's WEEE (Waste Electrical and Electronic Equipment) directive).

These specific requirements are keen to increase dialogue with tier data centres on energy efficiency and waste recovery topics. For more information, refer to the **Guidelines for Sustainable sourcing** (Internal) document that consolidates all recommendations to better integrate CSR criteria in the sourcing process, including the presentation of the different sectorial regulations and initiatives (labels, partnership, etc.) to consider depending on the purchase category.

## d. Support of vulnerable suppliers in Worldline procurement processes

As part of Worldline ethical behaviours toward its suppliers, the Group plans to enhance its specific action towards vulnerable suppliers, i.e., small, or medium suppliers (SMEs) and/or suppliers with economic dependency towards Worldline

Economic dependency is defined as 25% of the total revenue of the supplier legal entity made with Worldline. Such dependency represents for Worldline both a compliance/legal risk in case of contract termination, but also a business risk in case of supply breach.

### Action plan towards suppliers with economic dependency:

- Identify suppliers concerned in class A category.
- Investigate alternatives to suppliers with dependencies more than 25%.
- Write down in each contract renewal that Worldline does not wish to generate more than 25% of their total revenue and insert a dedicated clause in this regard in the supplier contract.
- For suppliers with a long-term relationship with Worldline (10 years), Worldline needs to provide 18 months' notice of termination according to article L442-1 of the Code of Commerce.

A Small or medium enterprise (SME) is defined in terms of number of employees: below 1,000 Full-Time-Employee. This threshold is based on EcoVadis non-financial referential.

### Measures to be considered as part of the action plan towards SMEs:

- Implement specific actions for them such as CSR dedicated training, RFP accessibility, etc.
- Measure and monitor percentage of total annual strategic spend done with SME.
- Consider specific process aimed at preventing past due payment for SMEs.

Additionally, Worldline continuously aims at improving the communication with its suppliers and notably with its subcontractors' employees working within Worldline entities. In this regard, new communication channels should always be considered. Mediation aspect should also be investigated as part of this communication channels.

## 6. Encouraging suppliers to continuously raise their ESG performance

### a. ESG performance monitoring through Worldline EcoVadis platform

To assess the CSR practices and mitigate the ESG risks of its Strategic suppliers, Worldline has implemented its own EcoVadis supply chain platform, inviting its Strategic suppliers to get assessed by the non-financial rating agency EcoVadis and to share their scorecard in the Worldline platform. As soon as a supplier is identified as strategic by the buyer, the invitation from EcoVadis platform is triggered. This platform enables a closer and real-time monitoring of supplier ESG performance and support Worldline and suppliers with poor ratings in the creation of Corrective Action plans to improve.

As part of its TRUST2025 program, Worldline must reach 90% of the spend done with strategic suppliers covered by an EcoVadis rating, and 100% of suppliers rated below 45/100 must be encouraged by Worldline to implement action plans to increase their CSR performance. This intermediate step is essential before any breach of contract. Worldline has a continuous improvement approach with its suppliers to positively contribute to improve CSR standards within its entire ecosystem, while maintaining economic prosperity.

However, if a supplier refuses to participate in an EcoVadis' assessment or is not willing to cooperate with Worldline to improve its CSR performance, this supplier risks losing its contract with Worldline. An escalation plan is in place to take measures in this regard, including on-site audit as an ultimate option to mitigate risk for relevant supplier activities such as hardware manufacturing. In case of serious non-compliance with the principles of *Worldline Business Partner's Commitment to Integrity* charter, the supplier shall report to Worldline within one week after the discovery. Within one month after the reporting of this non-compliance, the supplier shall determine an appropriate action plan to become compliant and Worldline shall determine with the supplier an appropriate timeline for its implementation.

Another objective is to progressively enlarge the baseline representativity of the TRUST2025 KPIs by making sure the strategic suppliers represent at least 60% of the total spending.

ESG dimensions covered by the EcoVadis rating:



**b. Other initiatives to increase CSR awareness and performance among strategic suppliers**

The implementation of Worldline Sustainable Procurement strategy also entails a deepened dialogue with strategic suppliers. Supplier CSR Momentum online seminar events are regularly organised to further involve Worldline Strategic suppliers on CSR topics (such as Worldline’s objectives, suppliers’ non-financial performance, carbon footprint reduction objective and NetZero commitment, etc.).

In parallel to such event, Worldline continues to conduct one-to-one interviews with specific suppliers on CSR topics, especially with poor EcoVadis performers ( $\leq 45/100$ ). Seminar events are also conducted with Worldline top suppliers in CO2 contribution in scope 3 purchase of goods and services.



### c. Supply chain carbon footprint calculation and CO2e emissions reduction objective

As part of Worldline commitment to NetZero emissions and as the carbon footprint of Purchase of goods & services represents approximately 70% of the company scope 3, Worldline has created the following action plan to progressively integrate its supply chain in its CO2e emissions reduction roadmap.

#### #1 — Define Worldline roadmap for supplier carbon footprint reduction plan, incl. setting a scope 3 mixed methodology approach (estimation + supplier real data).

- Targeting class A suppliers for real data collection.
- Identifying the CO2 conversion factor according to the purchase type (ex: per energy consumption for Travel + Energy providers for instance, OR per product / unit for IT Hardware purchase, OR per breakdown of carbon footprint by revenue/ spend for other purchase category).
- Raising awareness (supplier meeting).
- Making contractual clause on CO2 emission reduction target -mandatory for strategic suppliers.

#### #2 — Collect and harmonise data for scope 3 calculation.

- Consolidating consistent data source.
- Calculating the scope 3 purchasing, integrating "real data" along with the estimated data, as part of the mix methodology approach.

#### #3 — Monitor carbon emissions evolution of Worldline class A suppliers for which real data is available to contribute to Worldline Net Zero commitment.

#### #4 — Use this mixed methodology approach to feed the integration of the scope 3 in Worldline offer carbon footprint assessment.



# Approval table

Role	Approval
Sponsor	 CFO
Reviewers	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  Global head of Ethics &amp; Anti-corruption         </div> <div style="width: 45%;">  Group Head of CSR         </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;">  Group Head of Procurement &amp; Real Estate         </div> <div style="width: 45%;">  Global Head Third Party Risk         </div> </div> <div style="margin-top: 10px;">  P2P Manager         </div>
Document owner	 Procurement Compliance, Risks & Sustainability



## 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.

[worldline.com](https://worldline.com)



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