

# Worldline Quality Policy Statement

## Scope

- Worldline is a global leader in secure payments and trusted transactions. We are at the forefront of the digital revolution that is shaping new ways of paying, living, doing business and building relationships that pass on trust along the entire payments value chain, enabling sustainable economic growth.
- Worldline solutions include payment solutions for retailers and online shops, payment solutions for financial institutions and customer engagement, Mobility & Secure IoT solutions delivered by 3 global business lines
  - Merchant Services,
  - Financial Services
  - Mobility & eTransactional Services.
- As part of group quality strategy, ISO9001 standard is the foundation of Worldline Management System to fulfill the expectations of all stakeholders.

## Objectives

- Drive a **Customer First culture**, and proactively assess and deliver current and emerging needs of our customers.
  - Operational excellence is the value we deliver to our customers.
  - We commit for flawless execution of our engagements.
  - We engage with industry and partners to assess emerging trends and deliver industry leading innovative solutions.
- Be an industry leader by continuously improving our business processes and delivering **Right at First Time** solutions.
  - We drive quality improvement to achieve zero defect scenarios.
  - We monitor our operational performance as an integrated aspect of our enterprise governance.
- Enhance **Employee Satisfaction** by fostering a work environment that helps them grow professionally and personally and implement well being initiatives to achieve this ambition.
  - We facilitate the personal development of our employees' knowledge and skills all along their careers
  - We respect and promote diversity

## Roles & Responsibilities

- Worldline Group Deputy CEO and CTOO are committed to engage, direct and support global and local quality functions to satisfy to applicable requirements and to ensure the effectiveness and continual improvement of Worldline Management System.
- Head of Worldline Quality, Security & Risk is accountable for the translation of the enterprise corporate vision and strategy into quality objectives.
- Head of Worldline Quality is responsible to define and monitor group-wide quality strategy , objectives and targets.

 Marc-Henri Desportes: Group Deputy CeO