WORLDLINE

Wordline's Vigilance Plan

1. Preface

As a global player in digital payments, this document aims to take on the responsibility to bring positive change to society in our specific field of play, digital payments.

Worldline consider delivering sustainable services a key element of our reputation as a trusted and secure partner, and also as a contribution, at our level, to a sustainable future for our planet.

Worldline's vigilance plan reflects the global vision of the company, ambitions about managing the company and also our promise to develop a sustainable business model and act responsibly towards all our stakeholders and wider society.

2. Introduction

This document will start by a brief explanation of the legal context (2.1) to then explain how this vigilance plan reflects and embeds our values (2.2).

2.1 Reminder of legal context

Dubbed the 'Rana Plaza' law after the name of a building in Bangladesh which collapsed in 2013, claiming the lives of more than 1,000 workers in the garment industry, the French law on Duty of Vigilance, provided that companies can be held accountable for their sub-contractor's compliance with human rights, environment and health and safety.

The French piece of legislation applies to any company which, at the end of two consecutive financial years, employs at least five thousand employees within the company and in its direct or indirect subsidiaries whose registered office is in France, or at least ten thousand employees within the company and in its direct or indirect subsidiaries whose registered office is in France or abroad.

Such company establishes and effectively implements a vigilance plan relating to

- the activity of the company's own activities;
- the activities of directly or indirectly controlled companies;
- the activities of subcontractors and suppliers with whom a commercial relationship is established.

The plan includes due diligence measures to identify risks and prevent serious violations of

- human rights and fundamental freedoms;
- human health and safety and;
- the environment.

These risks and infringements exceed the sole perimeter of Worldline as a group.

It should be noted that under French law a company is controlled (i) when a majority of its voting rights are held by another company, (ii) when a majority of the members of its administrative, executive or supervisory bodies are appointed by another company for two successive financial years, or (iii) when a dominant influence is exerted over the company by virtue of a contract or the terms and conditions of its constitution (Article L.233-16 of the French Commercial Code).

This plan includes the following and must be made public:

- a risk mapping aiming at identifying, analysing and classifying such risks;
- procedures to regularly assess, in accordance with the risk mapping, the situation of subsidiaries, subcontractors or suppliers with whom the company maintains an established commercial relationship;
- appropriate action to mitigate risks or prevent serious violations;
- an alert mechanism that collects reporting of existing or actual risks, developed in working partnership with the trade union organisations representatives of the company concerned; and
- a monitoring scheme to follow up on the measures implemented and assess their efficiency.

The notion of risks designates the risks to right-holders in line with the United Nations Guiding Principles on Business and Human rights and not the risks to the company.

Sanctions. If a covered company fails to create, implement or publish a vigilance plan as required by the law, any "concerned parties" may file a complaint. The company will be given formal notice of its obligation to comply.

The company will have three months to remediate. If the company remains in violation of its obligations under the law, a judge could impose a civil fine.

2.2 Our values

This duty of care plan is in line with Worldline's new strategy "TRUST 2025" and Worldline's values.

Our values and principles are our roadmap for conducting our business and for interacting with all our stakeholders being our clients, our investors, our partners and suppliers, our employees and our communities. Among those, sustainability is at the heart of Worldline's business model. The improvement in its CSR ratings and in its financial and extra-financial key performance indicators in recent years shows how seriously Worldline takes sustainability. Worldline aspires to be the premium brand in the payments industry for customers and for employees – another reason why it is so important for Worldline to promote sustainable values and share them with its stakeholders. Since 2017, the integration and formalisation of Worldline's contribution to the United Nations' Sustainable Development Goals reinforced its commitment to excellence regarding sustainability.

Those values are also embedded in our 5-year CSR programme, the TRUST 2025 programme. By launching its new TRUST 2025 transformation programme, Worldline has the firm intention to confirm and accelerate the momentum in terms of CSR progress, performance and leadership around 5 pillars.

In relation to the application of the duty of care, we will focus on the third pillar: **'ensuring business ethics including Human rights and rising up sustainable procurement practices within its value chain'.**

In a context of changing regulations, payment and digital companies are confronted with ethical, compliance, Human rights, money laundering and corruption challenges. In this regard, Worldline strives to endorse ethics and confidence in all its activities. Furthermore, as Worldline constitutes an international company, all these issues shall also be examined within its value chain. In this regard, Worldline adopted a Human rights policy (internally), published a Human rights factsheet and on a yearly basis publishes its Modern Slavery Statement.

These challenges require a strong ability to collaborate with suppliers and subcontractors so that these latter align and respect similar CSR values to rise up sustainable procurement practices within our value chain.

This is the context of Worldline's vigilance plan, a context in which Worldline tends to be exemplary in terms of respect for human rights, the environment and health and safety, both within its entities and in its value chain.

3. Governance

The law on the duty of vigilance reflects a desire for greater transparency both on the activities of an entity and on its value chain. This implies, on the one hand, an in-depth knowledge of environmental, human rights and health and safety issues and, on the other hand, the necessary involvement of risk management and procurement.

Therefore, in order to get a qualitative output a multi-disciplinary team was relied on. In order to carry out and maintain the development of its vigilance plan, Worldline has set up two committees including:

An operational committee with risk management, compliance, procurement and CSR and a Steering Committee with same departments plus the Legal Department as well.

The committees meets regularly in order to perform the following tasks:

- Analysis of the legal requirements
- Gap analysis
- Risk mapping
- Action plans

Each year, this operational committee is also in charge of monitoring the implementation of the action plans described in this document (section 5) and updating the risk map accordingly. Other functions (e.g. human resources, procurement, CSR, etc.) may also be involved regarding the deployment of the required action plans.

The Steering Committee is there to approve each strategic step and decision.

4. Risk assessment

As Worldline operates in a constantly evolving environment, the Group relies on a continuous process of identification and analysis of risks in order to identify the ones that may have a material adverse effect on third parties.

We will start by explaining the methodology used (4.1) before analysing the results (4.2).

4.1 Methodology

The risk assessment methodology adopted to assess the impact of Worldline's activities on third parties is patterned in line with the Risk Management framework used within the Group and consists of five main steps:

- Establishing the context to understand d the scope, activities and main stakes of the assessment
- Identifying the events and the risks that may have a material adverse effect
- Assessing the risks in terms of impact and likelihood
- Prioritising and defining action plans to mitigate the risks
- Monitoring and reviewing the risk assessment and action plans on a regular basis

Assessment context and risk identification

With regards to the Duty of Vigilance law, the scope of the assessment covers the impacts that may result from

- the company's own activities
- the activities of directly or indirectly controlled companies
- the activities of subcontractors and suppliers with whom a commercial relationship is established (The "Key Partners")

Worldline and its entities operate in more than 50 countries, with over 130 sites around the world that are included in the assessment. All types of activities conducted within Worldline are considered in this assessment, from office work to data centre operations.

Regarding the Key Partners' activities, a sample of 50 is selected to be included in the assessment, based on a high-level evaluation of the risks linked to their type of activities, their spending with Worldline and the countries they operate in.

The assessment covers all risks that may have impacts on Human Rights, Health & Safety and the Environment as required by the Duty of Vigilance legislation. To have a sound identification of the risks resulting from Worldline's activities in these three areas, the risk identification phase consists in workshops and interviews conducted with various stakeholders, among which Human Resources, CSR and Physical Security internal teams as well as benchmarking.

Based on this groundwork, the following list of risks impacting Human rights, Health & Safety and the Environment has been identified as directly or indirectly relevant in regards of Worldline activities to various degrees:

Risk area	Specific risk	Description
Human Rights	Discrimination	Discrimination in recruitment, promotion or remuneration
	Sexual & workplace harassment	Individuals being targeted for isolation, humiliation, aggression, sexual harassment and assault
	Discrimination towards indigenous people	Risk for indigenous people to lose their residence, to have limited access to essential resources
	Freedom of association	Individuals not being able to participate in union activities and to impact working conditions or negotiate compensation
	Child labour & modern slavery	Children exploited or suffering from a lack of education and health care. Workers exploited and denied their right to freedom
	Rest and leisure	Individuals suffering from a lack of free time and family life as a result of extensive or forced overtime
Health & Safety	Physical hazards	Unsafe working conditions (ergonomic, noise, temperature) causing injury, illness or death
	Chemical hazards	Unsafe exposure to chemical substances causing injury, illness or death
	Psychological hazards	Unsafe working conditions (design and management of work) causing injury, illness or death
	Workplace hazards	Unsafe working place causing injury, illness or death
Environment	Waste management	Waste pollution impacting human health, environment and resources
	Climate change and Green House Gases emissions	Green House Gases emissions impacting human health, environment and resources
	Resources efficiency	Overconsumption of resources (energy, water, raw materials)
	Biodiversity	Degradation of biodiversity and ecosystems

Risk assessment

Risks are either qualitatively or quantitatively assessed considering their likelihood and their potential impacts if they do occur. The risk assessment is a shared work among all stakeholders and involves experts, internal teams and partners providing analysis based on their own experience through questionnaires and interviews.

The likelihood and impact of a risk are assessed on a 1-5 scale. The analysis is conducted on the residual risk, i.e., the risk remaining considering the actions that Worldline has already taken to alter the risk's likelihood or impact. Only already implemented actions are considered in that case.

- The likelihood is determined considering the mitigation measures already in place and the level of awareness on the risk area assessed. The data collected are also weighted based on several index among which the EcoVadis country score and the Environmental Performance Index.
- The impacts for Health & Safety and Environmental risks are determined based on the size and type of activities performed on the site assessed. The assessment is slightly different regarding Human Rights risks impacts. From Worldline perspective, the materialisation of a discrimination, for instance, would have the same level of impact no matter the size, type of activity or country where it occurs. Impacts for Human Rights risks are therefore determined ahead of the assessment.

Prioritisation and action plan definition

Based on the likelihood and impact assessment, the criticality of each risk is evaluated on a 1-3 scale: Low – Medium – Major. The estimated level of each risk allows to determine whether a risk is acceptable in its current state or whether further actions are required. This enables decisions to be made about the nature and extent of further treatment required and about the priority to be given to the treatment of the risk. Discussions are held with the appropriate stakeholders to define and implement mitigation actions when necessary.

Monitoring and review

All risks identified will be monitored and reviewed on a regular basis with the corresponding stakeholders according to their criticality and nature. It includes the follow-up of the progress of mitigation actions, the re-evaluation in terms of impact and likelihood and a re-prioritisation if needed.

Regarding the assessment methodology, the Risk Management framework used within the Group is built on a Plan Do Check Act basis, i.e., a continuous improvement of the process. The achievement of the process objectives, as well as its efficiency, are reviewed on a regular basis in order to bring improvements to the assessment methodology.

4.2 Results of the assessment

The results of the risk assessments conducted on Worldline's activities in 2022 and its partners' are presented below. We will first focus on the outcome applicable to Worldline's entities (4.2.1) to then explain the ones at our Key Partners' level (4.2.2).

Note on risk levels

Risk levels are estimated based on the assessment of the impact and the likelihood of each risk. The method used is such that a risk with great impacts will always be at least estimated as a Medium risk, no matter how low its likelihood may be.

Also note that the analysis is conducted on the residual risk. Actions that have already been implemented are considered in the assessment are described in section 5.

4.2.1 Worldline's entities

Risk assessments on Worldline's entities are conducted on all sites and take into consideration all types of activities performed within the Group. The profile of the sites assessed is illustrated below, with a majority of small sites located in the EMEA region.

Size

39

7

88

● < 100 FTE ● < 500 FTE ● > 500 FTE

Geography

33

12

89

● EMEA ● AMER ● APAC[1]
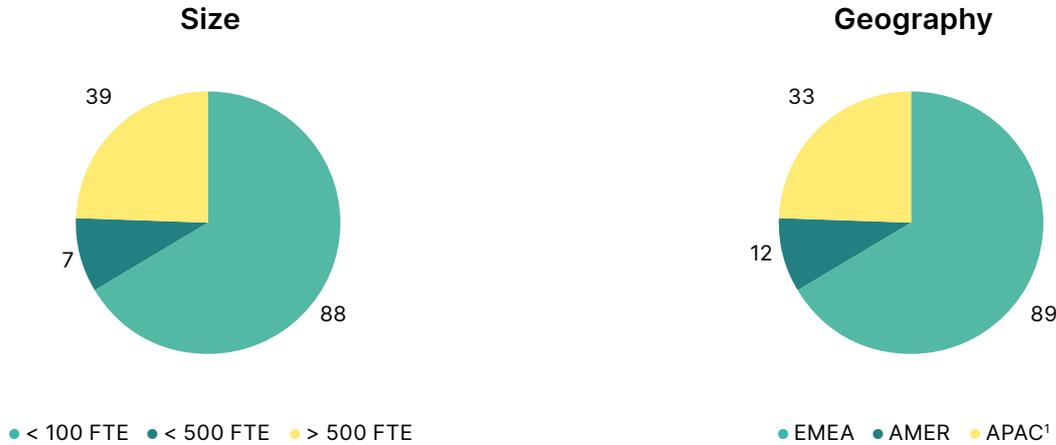
The risk levels indicated in the map below are a consolidated vision of the assessments conducted in all sites and countries within Worldline Group and its affiliated entities. The main conclusions of these assessments are the following: Regarding **Human Rights risks**, the highest levels of risks concern **harassment, freedom of association** and **modern slavery** risks, rated as Medium risks. Considering the high level of impact of these risks, the minimal risk level is likely to be Medium. Yet, the intensity of the impacts if the risks do occur implies the need of a strong monitoring and the deployment of an efficient set of measures to mitigate. It is also to be noted that all sites assessed are not equal with regards to these risks and a closer attention is given on the most exposed ones, especially considering the discrepancies of the legal framework in each country assessed.

Regarding **Health & Safety risks, psychological hazards** remain a point of attention and entails the enhancement of mitigation measures toward this risk on most exposed sites. **Workplace hazards** also show a Medium risk level, explained by the intensity of the impacts on Worldline's biggest site if an incident were to occur (fire, natural disasters...). Although its risk level could not be decreased, this implies the enforcement of a close monitoring. On the other hand, **physical** and **chemical hazards** present a Low risk due to the type of activities performed on Worldline sites and the measures already in place.

Regarding **Environmental risks, waste management** and **climate change** risks are handled thought existing mitigating measures and a strong global awareness across Worldline sites. Attention needs to be paid on **resource efficiency** in the most exposed countries gathering a large number of collaborators, and on **biodiversity** impacts resulting from Worldline's presence in over 130 sites across the world.
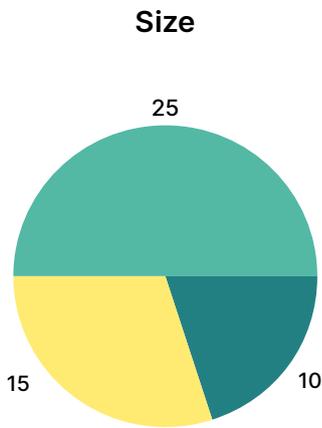
---

1. EMEA stands for Europe Middle East & Africa; AMER stands for North, Central, and South America; APAC stands for Asia-Pacific
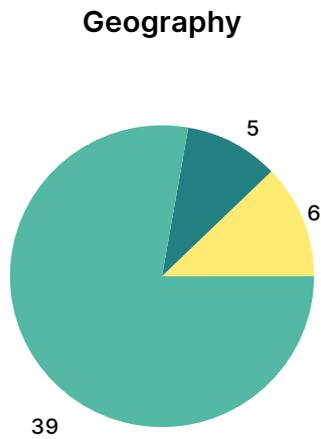
Risk map – Worldline's entities
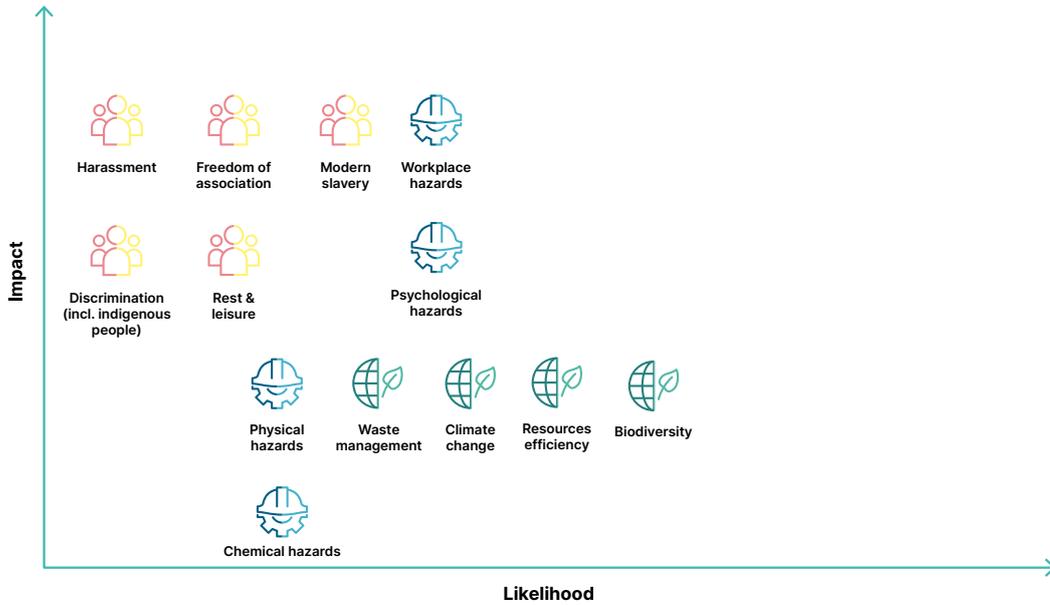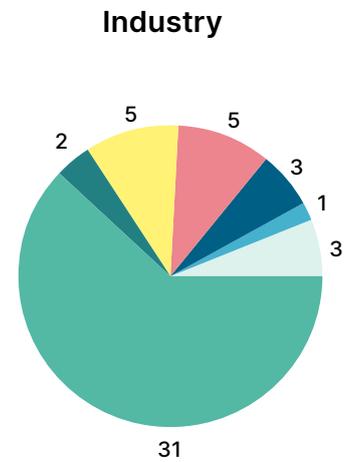

4.2.2 Worldline's Key Partners

Risk assessments on Worldline's suppliers are conducted on a sample of 50 Key Partners, selected based on a high-level evaluation of the risks they may be exposed to, with regards to their type of activities and the countries they operate in as described in section 4.1. The profile of the selected partners is illustrated below, with a variety of company size, mostly located in the EMEA region and operating in IT.

Size

- 25
- 15
- 10

● < 100 FTE

● < 1000 FTE

● > 1000 FTE

Geography

- 5
- 6
- 39

● EMEA

● AMER

● APAC

Industry

- 2
- 5
- 5
- 3
- 1
- 3
- 31

● IT

● Recycling

● Events & Accommodation

● Telecommunications

● Consulting

● Call center

● Construction & Manufacturing

The risk levels indicated in the maps below are a consolidated vision of the assessments conducted with our Key Partners. Results are displayed by their size in order to reflect patterns identified in the consolidated results. The main conclusions of these assessments are the following:

Regarding **Human Rights risks,** we see a clear contrast between smaller and larger companies, the latest showing a greater enforcement of mitigation measures and global awareness towards these risks. Keeping in mind that **harassment, freedom of association** and **forced labour** risks are at least Medium risks by nature, the assessment highlights a point of attention for smaller companies with regards to these risks. Awareness regarding discrimination towards indigenous people also needs to be enhanced globally, although the direct interaction of our Key Partners with indigenous people could not be systematically assessed due to a lack of comprehensive data on this topic.

Regarding **Health & Safety risks,** while **physical hazards** are best handled in larger companies, **workplace hazards** show a higher level of risk for these partners due to the intensity of the impacts on their most populated sites if an incident were to occur (fire, natural disasters...). On the other hand, all partners are equal towards **psychological hazards** no matter their size, the assessment showing a point of attention on the level of awareness and the measures in place to mitigate this risk.

Regarding **Environmental risks,** we also see a clear distinction between smaller and larger companies, no matter the type of activity they perform. Smaller companies tend to be more exposed to environmental risks. However, regarding biodiversity, the risk remains the same no matter the size of the company. Therefore, global awareness and mitigation measures need to be considered for all entities on this specific risk.

Risk map – Worldline's partners under 1000 FTE
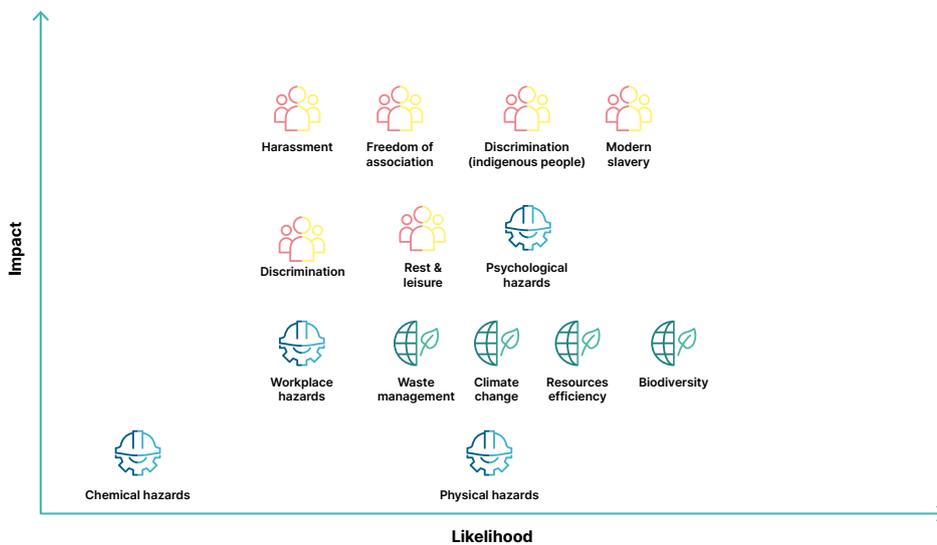
Risk map – Worldline's partners over 1000 FTE
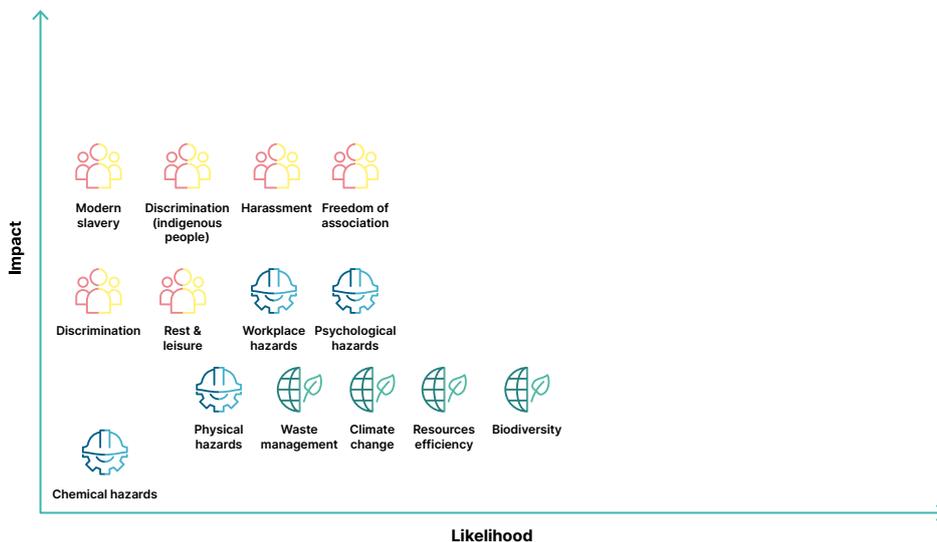
5. Action plans

As the analysis of the risks, we will firstly analyse the actions plans applicable for Worldline's entities (5.1.1) in a first part to then, analyse the ones applicable for our Key Partners in a second part.

5.1.1 Action plans applicable for Worldline's entities

In this section, actions plans will be described for each issue, being human rights (5.1.1.1); environment (5.1.1.2) and health and safety (5.1.1.3). A first part will be devoted to the actions already in place and a second one to the actions that aimed to be deployed.

5.1.1.1 Human rights

1. Actions already taken

a. Discrimination
The issue of discrimination is addressed in various policies:

- Code of Ethics
- Worldline recruitment policy (internal policy)
- Worldline gender equity in recruitment policy (internal policy)
- Human rights policy (internal policy)
- Human rights factsheet

A specific focus has also been given to the absence of discrimination between men and women in the application of the French Equality Index.

As a matter of fact, Worldline has voluntarily decided to expand the French Equality Index methodology and assessment, to measure compensation gaps in 14 countries, representing 80% of Worldline workforce.

This analysis relied on 5 indicators:

- Gender pay gap: how are women paid compared to men
- Annual Salary increases: are women's salaries increased as much as men's
- Promotion: are women promoted as much as men
- Salary increases for employees back from parental leave
- Diversity (W/M) in the Top 10% Highest remunerations

The outcome of the 2021 analysis has been incorporated into both the 2022 salary review campaign and the Gender equity action plan to address the areas of potential improvement at Global, Global Business Lines and Country level.

b. Sexual & workplace harassment
This issue of harassment (sexual or not) is addressed by the human rights policy and the human rights factsheet. It states that Worldline shall not engage, support or allow any form of harassment, whether physical, verbal or psychological, or abuse in the workplace.

Regarding the report of such behaviours, please consult the Group Compliance Alert Policy.

While disciplinary measures may be necessary and legitimate in certain circumstances, Worldline will never engage in or support the use of corporal punishment, physical or mental coercion, or verbal abuse.

c. Discrimination towards indigenous populations
Currently, Worldline does not have specific mechanism aimed at ensuring the protection of indigenous populations.

Where Worldline is present in a country where indigenous populations reside, it should be noted that the Worldline sites are not located in the same geographical area as these populations.

However, it will be made clear in our action plans that Worldline will put in place control mechanisms when opening new offices/sites to ensure that indigenous people are taken into account and not harmed.

d. Freedom of association

This issue of freedom of association is addressed by the human rights policy and the human rights factsheet.
The measures currently in place to promote social dialogue and to ensure the protection of freedom of association are described in Worldline's Universal Registration Document under section D.3.2.2 'encourage social dialogue to promote Human rights and high standards working conditions'.

e. Child labour & modern slavery

This issue of child labour and modern slavery is addressed by the human rights policy, the human rights factsheet and our Modern Slavery statement.

Worldline ensures that no child labour is used at any of Worldline's facilities. Worldline entities must comply with the minimum age defined in the legislation of each country.

Internal policies are in place to request our suppliers to make contractual commitments in that respect

Suppliers are also evaluated on their CSR performance.

f. Rest & leisure

Worldline's ambition is to be a Great Place to Work®. In order to continuously improve its wellbeing culture and monitor progress, in addition to holding formal discussion with staff representative bodies, Worldline conducts with all its employees an annual and international satisfaction survey which is administered by the independent Great Place to Work® (GPTW) institute. This survey provides a detailed view of employee expectations and the areas for improvement that they would like to see the Company address. The survey is structured in five dimensions: credibility, respect, fairness, pride and camaraderie.

For more information, please consult Worldline's Universal Registration Document under the section D.3.2 'Foster employee well-being at work'.

2. Actions to be deployed

Specific risk	Risk level	Action plans
Discrimination	🟢	• Specific training • KPI 80 100 • early
Sexual & workplace harassment	🟡	• Appointment of a point of contact Marie Lopez (done in 2022) • Awareness actions focusing on work harassment • Specific training • KPI 100 %
Discrimination towards indigenous people	🟢	• Ensure that before opening or buying a new site the presence of indigenous population nearby is taking into account through a formal questionnaire managed by the CSR team
Freedom of association	🟡	• Ensuring that every country in Europe has a representative or an election in progress • Establishment of the SNG / European Committee
Child labour & modern slavery	🟡	• Awareness around Group Policy _ Newsletter all Staff • Organisation of the onsite audit process for suppliers to be able to easily trigger it when relevant
Rest and leisure	🟢	*Please refer to the actions already in place at Worldline as described in the section 5.1.1.1 part 1.*

🟢 Low risk 🟡 Medium risk 🔴 Major risk

5.1.1.2 Environment

1. Actions already in place

a. Waste management

ISO 14001 and waste tracking. As part of its ISO 14001 certification programme for all its sites with over 500 employees, Worldline aims to achieve high quality waste management. To achieve this, collective bins are available on each floor. Bins are specifically identified to indicate which kind of waste can be thrown in each bin. These bins are collected and contents is recycled through proper channels. In some locations bathrooms, hands drying paper are also collected and recycled. Other locations even offer more advance collecting services for employees to collect and recycle batteries, coffee refill capsules, bulbs, … even from employees' personal lives.

Waste Electrical & Electronic Equipment (WEEE) – Worldline offices follow the same waste policy as data centres for the collection and processing of used or end-of-life WEEE. The waste is professionally disposed through certified channels. Worldline keeps the waste tracing slips.

In Worldline business context, WEEE includes IT servers, storage robots, network switch, computers (laptops and desktops), monitors, printers, ink cartridges, battery chargers, adapters and electrical appliances.

For more information, please refer to Worldline's Universal Registration Document, section D.5.3.1 Reduce waste induced by our activities.

b. Climate change and GHG

Worldline has designed and implemented since 2016 a low-carbon environmental strategy consistent with the international guidelines to align with the commitments developed at the Paris Climate Change Conference (COP21), thus factoring its stakeholder expectations, whether it be from its clients, the countries where it operates or civil society. This strategy mainly aims at lowering its energy consumption and carbon emissions linked to its business activity: processing large amounts of data in its data centres.

Worldline's priority is to reduce its energy consumption first. It is key to avoid consuming energy as much as possible. Once consumption has been reduced, it can be acted upon emissions reduction by switching energy sources to renewable, changing company cars strategy and moving to full electric. Then the remaining emissions can be reduced by using offsetting and sequestration techniques. Currently, Worldline investigates sequestration but has not decided yet on its technology mix.

In 2021, Worldline has updated its CO_2e reduction strategy by updating its science-based targets. This was necessary since the arrival of Ingenico in Worldline produced a large impact on CO_2eq emissions. New validated targets now state that Worldline scopes 1 and 2 targets are aligned with 1,5°C pathway. Scope 3 (purchased goods and services and use of sold products) targets have also been validated.

Later in the year, Worldline was awarded A List member to the CDP 2021 climate change questionnaire, recognising the efforts made by Worldline on Climate strategy (on Worldline perimeter excluding the full Ingenico perimeter).

Finally, Worldline has designed and published its TRUST 2025 5 years CSR programme. The environment related targets are:

- Reduce CO_2e emissions by 25% on scopes 1 and 2
- Offset 100% of remaining emissions (scopes 1, 2 and 3a)

Since 2010, Worldline has been implementing a global energy-efficient management of its data centres (which complies with the European Code of Conduct for Data Centres) to optimise energy consumption. Since 2016, other policies and actions mentioned above and hereafter have structured a more holistic and comprehensive approach towards a Green IT initiative with greater reach which includes the following commitments:

Commitments	2020 achievements	Strategic programme
Worldline SA commits to reduce absolute scopes 1 and 2 GHG emissions 25% by 2025 from a 2019 base year.	In 2021, Worldline's CO_2e emissions have decreased by -49% on scopes 1 and 2 compared to the 2019 baseline, i.e., 17,679[2] Tons of CO_2e. This significant decrease is due to COVID-19 whose impacts are still present in 2021.	Worldline energy efficiency program, renewable energy program, building environmental improvement plan and sustainable mobility program
Certify ISO 14001 all its own strategic Data Centres and offices above 500 people.	Of the 18 targeted sites, 18 are certified. 2 non-targeted sites are certified.	All programs and initiatives relating to circular economy
Obtain an average PUE (Power Usage Effectiveness) of 1.65 by 2020 for its own data centres.	The PUE of Worldline data centres is 1.65	Worldline energy efficiency program
Supply 100% of Worldline Group electricity consumption with renewable energies.	91% of Worldline total electricity consumption comes from renewable energy sources (refer to Section D.5.2.3.2).	Worldline renewable energy program
Continue to offset 100% of the remaining CO_2e emissions resulting from its own operations (data centres, offices and business travels).	100% of Worldline CO_2e emissions resulting from its own operations (data centres, offices and business travels) are offsetted (refer to Section D.5.2.3.3).	Worldline offsetting programme

For more information, please refer to Worldline's Universal Registration Document, D.5 Reducing our environmental footprint.

c. Resources efficiency

- **Energy.**

Evolution of the Power Usage Effectiveness of our data centres (PUE)[3]

| 1.70 | 1.67 | 1.65 | **1.65** |
| 2018 | 2019 | 2020 | **2021** |
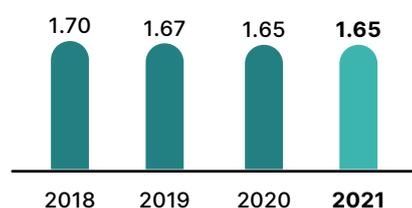
Since 2013, Worldline has managed its five data centres in three different countries with a dedicated energy efficiency programme. Over the years, many actions and best practices have been implemented in Worldline data centres such as cooling systems that use closed water circuits or the implementation of adiabatic cooling that avoid the sizing of the infrastructure for the hot peak days, allowing making substantial gains in energy savings. In this regard, Worldline is committed to follow the European Code of Conduct for Data Centres framework that was launched in 2008 and that aims at setting ambitious energy-efficiency standards for data centres. Besides, the Company strives to rationalise as much as possible its data centres locations to optimise infrastructure efficiency.

2. The volume presented here represents the recalculated scope 1 and 2 of Worldline and Ingenico, excluding the emissions related to TSS. It is therefore different from the historical emissions presented in this report, which only presents the ex-Worldline scope.

3. The 2022 value will be updated at the end of 2021.

Worldline's data centre energy efficiency programme articulates around three pillars:

- Selecting the most energy-efficient servers and components
- Optimising the use of its resources to save energy
- Monitoring and checking the energy-effectiveness of its infrastructures

Regarding Renewable Energy (REN), the company aims at switching 100% of its energy supplies to REN.

Major consuming offices and data centres have been identified and works are currently ongoing to tackle and switch the most important ones to renewable contracts. A special focus targets our Indian operations in this matter and the Group strives to switch all consumption to REN in this geography by end of 2022.

For more information, please refer to Worldline's Universal Registration Document, sections D.5.2.3.1 Worldline's energy efficiency programme and section D.5.2.3.2 Worldline's renewable energy programme.

- **Water**

The monitoring of water consumption is part of Worldline's responsibility in offices even if it is not a critical issue for the Group given its activities. Thus, the Worldline Logistics & Housing team is permanently looking for investment to reduce water consumption in offices or canteens, and track any over-consumption to limit leaks, as well as anticipate repairs to be done to avoid leak occurrence.

The water used in data centre is mainly required for cooling servers. As water is used via a special close loop circuit, its consumption is not significant. Moreover, data centres are equipped to monitor water consumption and track any leak; which limits water overconsumption.

For more information, please refer to Worldline's Universal Registration Document, section D.5.3.2.1 Water savings.

d. Biodiversity

As the Company's current local operations do not directly impact biodiversity, air pollution and land use, these issues have not been considered as critical for Worldline. However, the Company supports local biodiversity initiatives on its different sites. These initiatives mainly consist in raising awareness and paying attention to the environment in various areas such as: land use, GHG production, promotion of species and biodiversity.

For more information, please refer to Worldline's Universal Registration Document, section D.5.3.2.2 Promotion of biodiversity initiatives.

2. Actions to be deployed

Specific risk	Risk level	Action plans

Waste management	🟢	• **Group actions**
		  ○ deploying a dedicated waste management policy
		  ○ allowing a second life for electronic waste that is still usable and for the others, send them to appropriate distribution channels that carry out recycling and that will be auditable
		  ○ ensuring that each site above 200 employees track the amount of waste produced
		  ○ ensuring that Worldline does also use a professional channel/recycling one to manage hazardous waste on other countries than France.
		  ○ For company restaurants present on sites above 500 employees, evaluating the benefits of wet waste recycling with the possibility of making it available to employees for their own compost.
		
		• **Local actions**
		  ○ India. Sorting at source and ensuring an eco-responsible recycling chain

Climate change and Green House Gases emissions	🟢	*Please refer to the actions already in place at Worldline as described in the section 5.1.1.1 part 2.*

Resources efficiency	🟡	• **Global actions**
		  ○ Setting up a Power Purchasing Agreement (PPA)
		  ○ Measuring the water consumption on all sites above 500 employees
		  ○ Extend the life of all hardware devices used especially laptops, telephones and printers
		    – For laptops → 7 years
		    – For phones → 4 years
		    – For printers → 7 to 10 years
		
		• **Local actions**
		  ○ reaching 100% low carbon energy source in the following countries for offices with more than 200 employees: India, Germany, the Netherlands, Argentina and US
		  ○ In the following countries/region for data centres: India, Iberia, Turkey, Latvia, Germany, Austria. They are all third parties

Biodiversity	🟡	• Having a diagnosis of our impact on biodiversity

🟢 Low risk   🟡 Medium risk   🔴 Major risk

5.1.1.3 Health and safety

One of Worldline priority as an employer is the protection of its employees. Our companies are committed to achieving a safe working environment for all their staff. This includes ensuring that adequate facilities, training and access to safety information are provided.

1. Actions already in place

a. Physical, chemical & workplace hazards

Information Security Management System

Aside from the Psychological hazards, the risks of Health & Safety are covered by Worldline ISMS (Information Security Management System).

Our system refers to the international standard ISO/IEC27001 including its revision DIN EN ISO/IEC 27001:2017 and applies all entities where Worldline has more than 50% ownership.

The ISMS includes a set of process of policy such as the Physical Security and Safety Policy and aims to promote a security culture, reduce Worldline risks and strengthen the company defences, including but not limited to security issues, reliable power supplies, appropriate protection against intruders, and suitable emergency preparedness.

Yearly assessment of the risks

Within Worldline, the Occupational Health and Safety Committee (OHS) and Prevention and Protection at Work Comittee (CPPT) work together to update a Unique Risk Assessment Document (DUER) for all Worldline's sites on an annual basis. This document includes a list of all the potential risks to which the employees may be exposed to while working, and the related preventive measures.

Training & Awareness

Based on the results of the DUER, Worldline management publishes safety instructions for each site to inform employees of the proper behaviour to adopt on site with regard to potential risks.

Concerning Safety training, fire drills are organised yearly and volunteer employees at every site are entitled to receive paid basic first aid and occupational risks training.

a. Psychological hazards

Health Prevention Initiative

In main geographies, as an benefit, Worldline provides financial support to its employees on sport or fitness activities to help reducing stress. Some entities also offer an access to psychological help through dedicated hotline and/or platform.

Awareness

Trainings on wellbeing are deployed within Worldline including training on relaxation techniques and stress management, good posture.

For further information on existing actions on Health & Safety risks please refer to section D.3.2.2.2 Measures to ensure health and safety at work of Worldline Universal Registration Document.

2. Actions to be deployed

Specific risk	Risk level	Action plans
Physical hazards	🟢	*Please refer to the actions already in place at Worldline as described in the section 5.1.1.3 part 1.*
Chemical hazards	🟢	*Please refer to the actions already in place at Worldline as described in the section 5.1.1.3 part 1.*
Psychological hazards	🟡	• Extend psychological hotline/platform to more entities
Workplace hazards	🟡	• Deploy training related to Health & Safety and first aid training in more countries. • Deploying first aid training in more countries (e.g. first aid training)

🟢 Low risk 🟡 Medium risk 🔴 Major risk

5.1.2 Actions plans applicable for Worldline's suppliers

Worldline's ambition is to further influence its sector and ecosystem in terms of ethical standards and CSR practices, notably its suppliers, in order to ensure utmost integrity and compliance with the Duty of Care within its supply chain. To achieve that, the Company is firmly committed to develop tailored sustainable procurement practices thus reducing at the same time its technical, environmental, social and financial risks relating to its supply chain.

The following paragraphs focusing on action plans to mitigate supplier risks with respect to Human Rights, Health & Safety and Environment areas refer to section 4.2.2 Worldline's Key Partners in which the methodology and residual supplier risks identified have been further described.

After a first overview of the sustainable procurement strategy (5.1.2.1) the actions already in place (5.1.2.2) and the actions aimed to be deployed are described (5.1.2.3).

5.1.2.1 Sustainable procurement strategy

1. Three pillars
Worldline's sustainable procurement strategy, completely revised in 2020, is aligned with the framework and expectations described in the ISO 20400 norm and is based on three pillars:

- Ensuring proper due diligence and assessing supplier related risks
- Promoting responsible purchasing practices and sustainable sourcing with buyers
- Continuously encouraging our strategic suppliers' to improve their CSR performance

Human Rights, Health & Safety and Environment areas are covered all together at every step of the relationship with the suppliers across these three pillars.

For more information, refer to *Worldline Universal Registration Document, Sustainable Procurement* in Section D.

2. Supply chain monitoring scope
Worldline's sustainable procurement strategy targets in priority Tier 1 suppliers from rank 1, which Worldline pays directly. This means that the strategy (due diligence process, EcoVadis rating, actions plans, etc.) is applicable to all Worldline direct suppliers. In an ad-hoc way and when relevant, Worldline can apply part of its strategy to "Tier 1 bis" suppliers, with which Worldline has a contractual relationship but does not paid directly.

3. Governance of supplier risks management
The Sustainable Procurement governance is under the responsibility of Worldline Chief Procurement Officer and managed by a dedicated team in the procurement department. Action plans are reviewed and regularly monitored with the CSR Officer to ensure full alignment with stakeholders' expectations and Worldline TRUST2025 ambitions.

Supplier risks assessments are managed by two distinct but complementary teams within Worldline

- the supplier entity risks (related to the company, incorporating Human Rights, Health & Safety and Environment risks) is managed by Procurement during the onboarding phase
- the supplier engagement risks (relating to the products & services bought, embedding business continuity, security, KYC and data protection risks) are handled by a dedicated Third-Party Risk team during the Purchase order/ contract phase.

4. TRUST2025 commitments

In order to level up its ambition regarding its Sustainable Procurement strategy, Worldline has integrated two KPIs relating to the CSR performance of its suppliers into TRUST2025 programme to be achieved by 2025:

- 90% of strategic suppliers' expenses assessed by EcoVadis out of the strategic suppliers' expenses
- 100% of suppliers evaluated by EcoVadis with a score below 45 having an action plan to solve critical findings

Other KPIs are also closely monitored, such as: the percentage of strategic suppliers evaluated by EcoVadis, the percentage of spending on local suppliers, the percentage of buyers trained annually on sustainable procurement or the representativeness of the strategic suppliers list out of the total spending.

5.1.2.2 Action plans already implemented

Human Rights, Health & Safety and Environment risks are addressed most often within the same action plans, hence the following presentation per type of actions implemented in alignment with the Sustainable Procurement strategy.

Sustainable Procurement Governance

Worldline has a dedicated team within procurement department to design and ensure the implementation of the sustainable procurement strategy. A Sustainable Procurement Board gathering the Chief Procurement Officer and the CSR Officer is organised on a quarterly basis.

Supplier onboarding and entity risk assessment

This phase is a mandatory prerequisite to be able to engage further with a supplier. This entity assessment is performed through the supplier onboarding process and is managed by a dedicated team. This due diligence process applicable to all suppliers entails different components:

- extra-financial and financial screening out of worldwide databases;
- a vendor on-boarding questionnaire filled in by the vendor (including human rights, health & safety, and environment questions); and
- a mapping of the CSR inherent risks (by country and industry of the vendor).

Supplier contractual obligations

Worldline shares its Business Partner's Commitment to Integrity charter with all its suppliers as soon as possible in the relationships and ensure the supplier agrees with the charter during the onboarding process. This charter is also included in the general Purchasing Terms & Conditions along with the CSR clause. During the onboarding, IT related suppliers also receive the Worldline's letter on the Responsible Minerals Initiative (especially with regards to Human Rights and Modern Slavery stakes).

Responsible purchasing practices

Any member of Worldline Procurement team has to sign a Code of Conduct to ensure the most ethical behavior towards suppliers. Also, mandatory training are provided to the procurement team to raise awareness on suppliers' compliance and performance with regards to human rights, health & safety, and environment, alongside with a specific anti-corruption mandatory training. Furthermore, the two documents Guidelines for Sustainable Sourcing and the Checklist for CSR criteria in sourcing were made available to buyers to better integrate CSR criteria in the sourcing process.

Thanks to a specific EcoVadis platform, Worldline is able to monitor its strategic[3] suppliers' CSR performance.

Indeed, Worldline asks its strategic suppliers to be rated by EcoVadis and triggers a Correction Action Plan for low performers (<45/100). In order to enhance awareness and level up CSR standard within its ecosystem, Worldline also organised a supplier CSR event in 2022 with its strategic suppliers.

Specifically for subcontractor suppliers, new mandatory training on Code of Ethics and Health & Safety are mandatory to complete for subcontractor employees working for and within Worldline entities

5.1.2.3 Actions plans already in place and planned

Risk area	Specific risk	Risk level	
		Supplier FTE <1000	Supplier FTE >1000
Human Rights	Discrimination	🟡 Medium	🔴 Major
	Sexual & workplace harassment	🔴 Major	🟡 Medium
	Discrimination towards indigenous people	🔴 Major	🟡 Medium
	Freedom of association	🔴 Major	🟡 Medium
	Child labour & modern slavery	🔴 Major	🟢 Low
	Rest and leisure	🟡 Medium	🟢 Low
Health & Safety	Physical hazards	🟡 Medium	🟢 Low
	Chemical hazards	⚪ Grey	🟡 Medium
	Psychological hazards	🟡 Medium	🟡 Medium
	Workplace hazards	🟢 Low	🟡 Medium
Environment	Waste management	🟡 Medium	🟢 Low
	Climate change and Green House Gases emissions	🟡 Medium	🟢 Low
	Resources efficiency	🟡 Medium	🟢 Low
	Biodiversity	🟡 Medium	🟡 Medium

🟢 Low risk   🟡 Medium risk   🔴 Major risk

As explained in section 4.2.2, our Key Partners over 1000 FTE share similar risk levels as Worldline, whereas Key Partners under 1000 FTE demonstrate a higher risk level. This is explained by the maturity of larger partners, showing a greater enforcement of mitigation measures and global awareness towards these risks. This being considered, Worldline has decided to apply global prevention measures to all Key Partners regardless of their size, in addition of specific actions aiming at enhancing awareness for smaller partners (see actions described below).

Actions to be deployed or enhanced on all risk areas

Sustainable Procurement Governance

- Set up a quarterly review of the TRUST & main KPIs based on the spending figures

Supplier onboarding and entity risk assessment

- Implement a closer monitoring of suppliers assessed as high risk during onboarding as agreed in the design phase

Supplier contractual obligations

- Systematise the implementation of the CSR clause in all suppliers' contracts

Responsible purchasing practices

- Increase the communication for sustainable sourcing to business owners in addition to buyers

Strategic suppliers' CSR performance

- Enhance awareness for small vendors on Human Rights and Environment topics, especially for strategic vendors through the EcoVadis academy

Specifically for environment risks

- Plan a systematic recycling process with IT hardware providers (for DC, etc.) for end-of-life products
- Enhance Worldline carbon footprint scope 3 methodology to better take into account real supplier emissions
- Develop communication on carbon emissions reductions to strategic suppliers

Specifically for Human Rights and Health & Safety risks

- Extend the scope of the "Worker voice surveys" initiative initially triggered so that offshore subcontractor employees working in Worldline entities can provide a satisfaction feedback to Worldline on their working conditions

On-site audits

- Planning for onsite audits of suppliers: determine the criteria which triggers one, and its organisation

6. Alert system

Worldline has a specific alert system in place: The integrity Line (EQS).

This system is accessible not only to the employees but also to all third parties.

The Integrity Line and the Worldline Global Compliance Alerts Policy – Whistleblowing ensure the reporter confidentiality and protect them against any retaliation or discrimination.

From the beginning of the year to the 1st of October 2022, of a total of 31 alerts, 6 have been received from third parties and none of them relate to the Environment, Health & Safety or Human Rights. All of the alerts, received internally or externally have been managed or are under investigation.

The content and type of the alerts are used by the Compliance team to improve the measures in place .

About Worldline

Worldline [Euronext: WLN] is a global leader in the payments industry and the technology partner of choice for merchants, banks and acquirers. Powered by 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and innovative solutions fostering their growth. Services offered by Worldline include instore and online commercial acquiring, highly secure payment transaction processing and numerous digital services. In 2021 Worldline generated a proforma revenue close to 4 billion euros.

worldline.com

Worldline's corporate purpose ("raison d'être") is to design and operate leading digital payment and transactional solutions that enable sustainable economic growth and reinforce trust and security in our societies. Worldline makes them environmentally friendly, widely accessible, and supports social transformation.

For further information
infoWL@worldline.com