IDEMIA'S COMMITMENTS FOR A MORE SUSTAINABLE WORLD

Acting responsibly to promote environmental, economic and social sustainability
“At IDEMIA, our purpose is to make the world a safer place and have a positive impact on society. This is why sustainability is one of our top priorities. As a member of the United Nations Global Compact, we are committed to help our customers build strategies for sustainable growth and we incorporate social and environmental topics into our business model.

In our latest annual CSR* performance assessment, EcoVadis granted IDEMIA an impressive 4-point rating increase, placing us in the top 3% of companies in our industry.

Delivering our ambition in enforcing the best environmental practices is the joint achievement of our employees, of hundreds of suppliers and partners, and of our customers themselves, who trust us to integrate environmental protection in the products and innovations that we deliver to them.

I am convinced that our commitment to reducing our environmental impact will generate lasting benefits for our customers, our partners and our company. Many achievements have been realized, and even greater ones are ahead of us.”

*Corporate social responsibility
OUR VALUES

Curious
We find inspiration from clients, colleagues, markets and friends

Caring
We care for our clients, our people, stakeholders

Together
We can be #1 in all our efforts

Trusted
We don’t ask for trust, we earn it

Daring
We challenge the status quo
IDEMIA IN THE COMMUNITY

**France:** close partnerships with top engineering schools in France by offering numerous internships, apprenticeships and first jobs to young engineers. Active participation in many events and exhibitions to raise students’ awareness on tomorrow’s technologies.

**India:** 4,000 masks ordered during the COVID crisis to the women of iVillage, a local organization using local skills to improve inclusion.

**Netherlands:** thousands of tulips ordered to reward IDEMIA’s employees and support the local economy.

**South Africa:** participation of employees in charitable activities on Mandela Day, with the Society for the Prevention of Cruelty to Animals and the Alexandra Disability Movement.

**Singapore:** collaboration with the Ministry of Education and STEM Inc. to provide a series of STEM training and education workshops.

1 Science, technology, engineering and mathematics
Our 4 Keys Pillars

IDEMIA’s CSR roadmap and priorities are managed through four key pillars:

**Environment**

From life cycle analysis, enabling eco-design, to waste minimization, recycling and offsetting carbon, IDEMIA is working on a wide range of initiatives to address its environmental responsibilities.

**Ethics**

Trust is at the heart of IDEMIA’s business, so retaining the trust of all stakeholders is of the utmost importance. IDEMIA has built a robust ethical foundation of policies, processes, training, management systems and compliance with the law.

**People**

IDEMIA values the skills and dedication of its people and recognizes the critical part they play in the company’s success. IDEMIA is driven by a spirit of openness, equality, fairness and safety for all, and a desire to create vibrant and rewarding working environments to make IDEMIA the workplace of choice.

**Responsible sourcing**

IDEMIA acknowledges that the associations it makes can both positively and negatively impact its achievements and its reputation. IDEMIA focuses on carefully choosing suppliers and monitoring their performance, as well as collaborating with them on CSR topics.
100% of our manufacturing sites are covered by ISO14001 certifications.

IDEMIA is fully committed to industry collaboration on green issues:

Since 2017, IDEMIA has been the speaker for the Sustainable Development Group of the Association des Fabricants et Personnalisateurs de Cartes (AFPC).

In 2020, the Eurosmart CSR Committee is developing an industry-wide action plan in which IDEMIA takes part in response to the launch of the European Commission’s Green Deal.
ENVIRONMENTAL RESPONSIBILITY

All around the world, IDEMIA people are working on a daily basis to protect our environment:

- **Cotia, Brazil**
  Air conditioning water is reused for flushing toilets.

- **Ostrava, Czech Republic**
  All office supplies are 100% recyclable.

- **Cotia, Brazil and Noida, India**
  Air conditioning water is reused for watering plants.

- **Paris, France**
  The IDEMIA Tower is an HQE (High Environmental Quality) building.

- **Cali, Colombia**
  The replacement of halogen lamps with LEDs has saved more than 23,600 kWh in electricity per year.
QUALITY PRODUCTS & SERVICES

IDEMIA knows the importance of trust to its stakeholders, in every interaction, product and service.

5,500 employees successfully passed Quality e-learning module.

300 Quality employees covering 62 countries.

In 2020, a Quality Academy is being developed for expanded training.

Quality management ISO 9001 certification expected for several sites in 2022.

Continuous improvement
With the IDEMIA ideation program, all employees in all sites can influence the way they work and share best practices.

Compliant products
All products are developed in compliance with international regulations to avoid hazardous substances and to protect consumers.
SUSTAINABLE INNOVATION

IDEMIA’s technologies are dedicated to making citizens’ lives safer, easier and to equity for all people:

Promoting the universal human right to an identity
IDEMIA supports the ambitious goal set out by the United Nations General Assembly “One ID for all by 2030”. Contribution to a World Bank funded project aiming at registering 2.4 million children and produce 600,000 birth certificates in the Democratic Republic of Congo.

Environmentally sensitive products
GREENPAY
An end-to-end initiative of continuous innovation to improve the ecological footprint of our banking products and services.

1st recycled PVC payment cards launched in Europe with BBVA and Onlyone, and in Asia Pacific with RHB Bank, in 2020.

→ “Our new recycled plastic card is our way of contributing directly to the conservation of ocean life through partnering with IDEMIA and global affiliated NGOs such as WWF-Malaysia.”

said Dato’ Adissadikin Ali, Managing Director, RHB Islamic Bank.

MOBILE ECO
A line of products specifically designed for mobile operators willing to adopt a sustainable approach with alternative materials, formats and design for both SIM cards and their packaging.
JULY 2019
Creation of a dedicated IDEMIA Ethics Committee.

100% of CFOs have signed and returned the letter of representation regarding business ethics in 2019.

2021 certification expected for ISO37001 Anti-bribery Management System.

5,600 connected employees received the IDEMIA code of conduct training.
Advanced security solutions are at the heart of what we do and we are committed to protecting the personal data and fundamental rights of all citizens.

Customer privacy
With our biometric access control and time & attendance solutions we have developed a detailed compliance guide, based on the tools recommended by the French Commission Nationale de l'Informatique et des Libertés (CNIL).

Zero
Total number of identified leaks, thefts, or losses of customer data.

→ “IDEMIA has been working closely with the French privacy authority (CNIL) for many years to design solutions that ensure that personal data are securely protected.”

Data Protection Officer of IDEMIA
IDEMIA respects the 30 fundamental human rights laid out in the Universal Declaration of Human Rights, ensuring that, through its policies, procedures, training and culture it enacts its responsibilities as an employer in the following ways:

- **No discrimination for any reason**
- **The right to desirable work**
- **The right to freedom of expression and opinion**
- **No one shall be held in slavery or servitude**
- **No cruel or degrading treatment**
- **The right to freedom of peaceful assembly and association**
- **The right to rest and leisure**
- **The right to an adequate standard of living**

2020: launch of human rights training for employees.
100% of applicable regulations governing dual-use goods export, re-export and import operations are covered by IDEMIA's Internal Export Compliance Program.

100% of IDEMIA's international business transactions comply with all applicable customs legislation.

+40 correspondents are working around the world with IDEMIA's export control expert.
IDEMIA is committed to safeguarding the health and safety of its employees at their place of work and in the course of business travel. Employees in all facilities share a number of common health and safety objectives, including:

- Ensure continuous improvement of the health and safety management system.
- Deploy and maintain ISO45001 certifications in our production sites.
- Communicate to stakeholders and regularly publish actions and results on health and safety matters.
- Educate and train employees to make them aware of health and safety stakes.

We recognize the rights of employees to choose representatives and participate in trade unions.
15,250

total headcount across 62 countries²

Each new employee receives:
- The help of a mentor
- The Purple Rules (major common HR values)
- The Code of Conduct
- A list of learning contents available

IDEMIA’s HR information system allows employees to:
- Consult colleagues’ profiles and job posts
- Access to dynamic organization charts
- Set individual objectives and manage performance

² In 2019
RESPONSIBLE SUPPLIER RELATIONSHIPS

Extended partnership with EcoVadis to monitor the CSR performance of our suppliers and manage supply chain risk.

73% of suppliers assessed have met IDEMIA’s threshold score.

Supplier diversity matters to us
IDEMIA is a member of the following diversity councils:

- National Minority Supplier Development Council (NMSDC)
- Capital Region Minority Supplier Development Council
IDEMIA engages in transparent communication with all stakeholder groups.

**Customer satisfaction surveys** are organized each year to identify areas of improvements and address them accordingly.

76% engagement of employees in 2020 (2 points more than last year).

→ “Proximity, flexibility, cooperation with clients to evolve our solutions, easy access to IDEMIA managers”

Satisfied customers on why they would recommend IDEMIA as a supplier