



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.

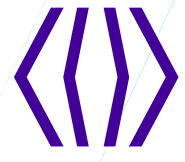
I am convinced that our commitment to reducing our environmental impact will generate lasting benefits for our customers, our partners and our company. Many achievements have been realized, and even greater ones are ahead of us.”



*Corporate social responsibility

Pierre Barrial
President & CEO of IDEMIA





Curious

We find inspiration from
clients, colleagues,
markets and friends

Caring

We care for our clients,
our people, stakeholders

OUR VALUES

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.

Netherlands:

thousands of tulips ordered to reward IDEMIA's employees and support the local economy.

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

Singapore: collaboration with the Ministry of Education and STEM Inc. to provide a series of STEM training¹ and education workshops.

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.

¹ Science, technology, engineering and mathematics



OUR 4 KEYS PILLARS

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

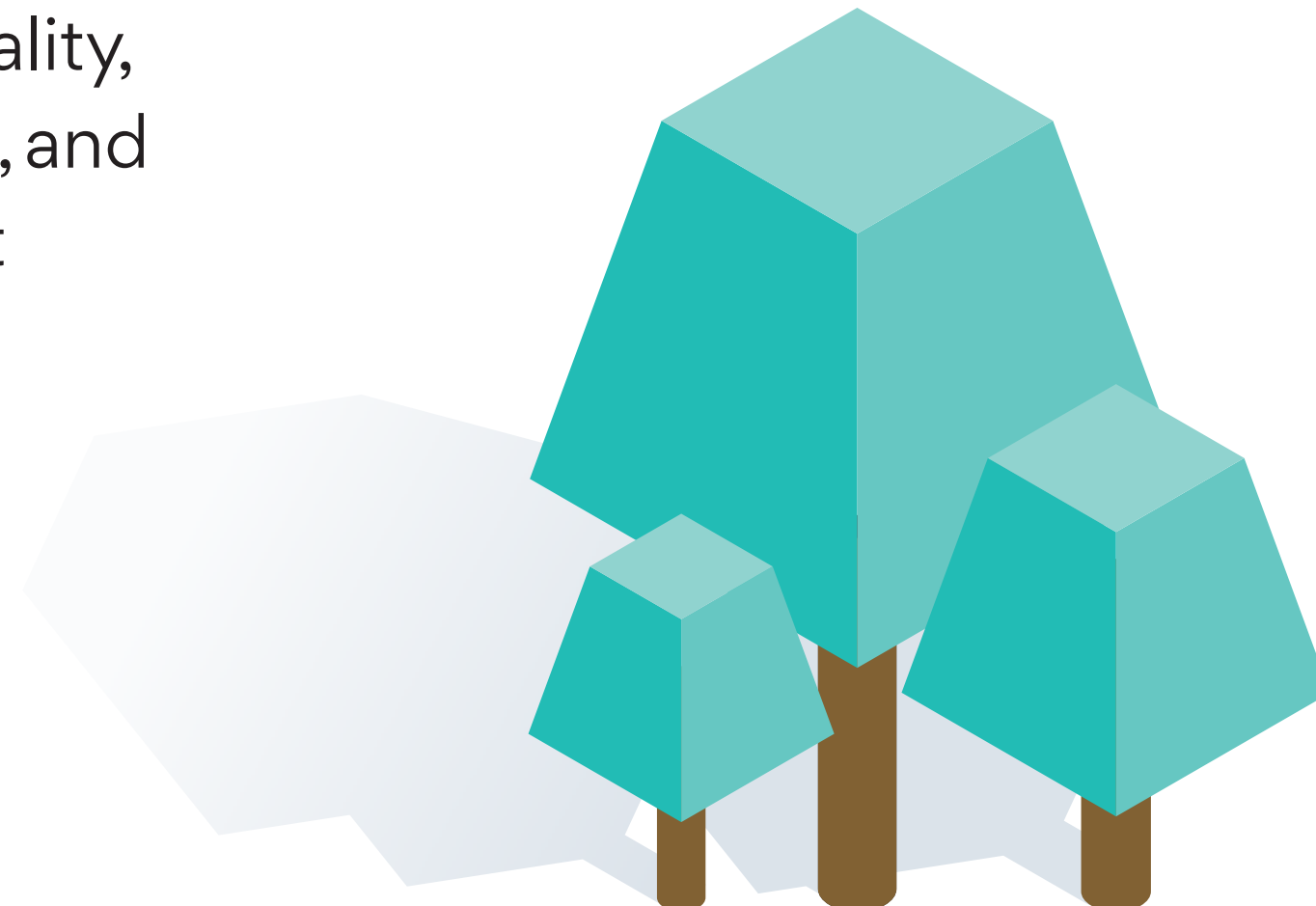
People



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.

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.



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.

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.





WELL BEING AT WORK

Our social policy has three ambitions:



1. Protect employees

Anti-COVID measures systematically deployed in over 200 sites with a dedicated wellness initiative launched (i.e. in South Africa, UAE and India).

2. Improve employee engagement year over year

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



3. Grow skills and mobility

The IDEMIA Institute
has partnered with Udemy²
to offer different forms of learning.

² One of the largest MOOCs (Massive Open Online Course) in the world



TALENT MANAGEMENT & EMPLOYEE DEVELOPMENT

15,250

total headcount across 62 countries³

New HR information system,

facilitating interactions, collaboration, and internal mobility.

The training of employees has been our priority:

- The global IDEMIA Talent Management, established in 2019 to help employees and managers develop the right skills to grow from one mission to the next one.
- The IDEMIA Institute's partnership with Udemy⁴ to offer different forms of learning.



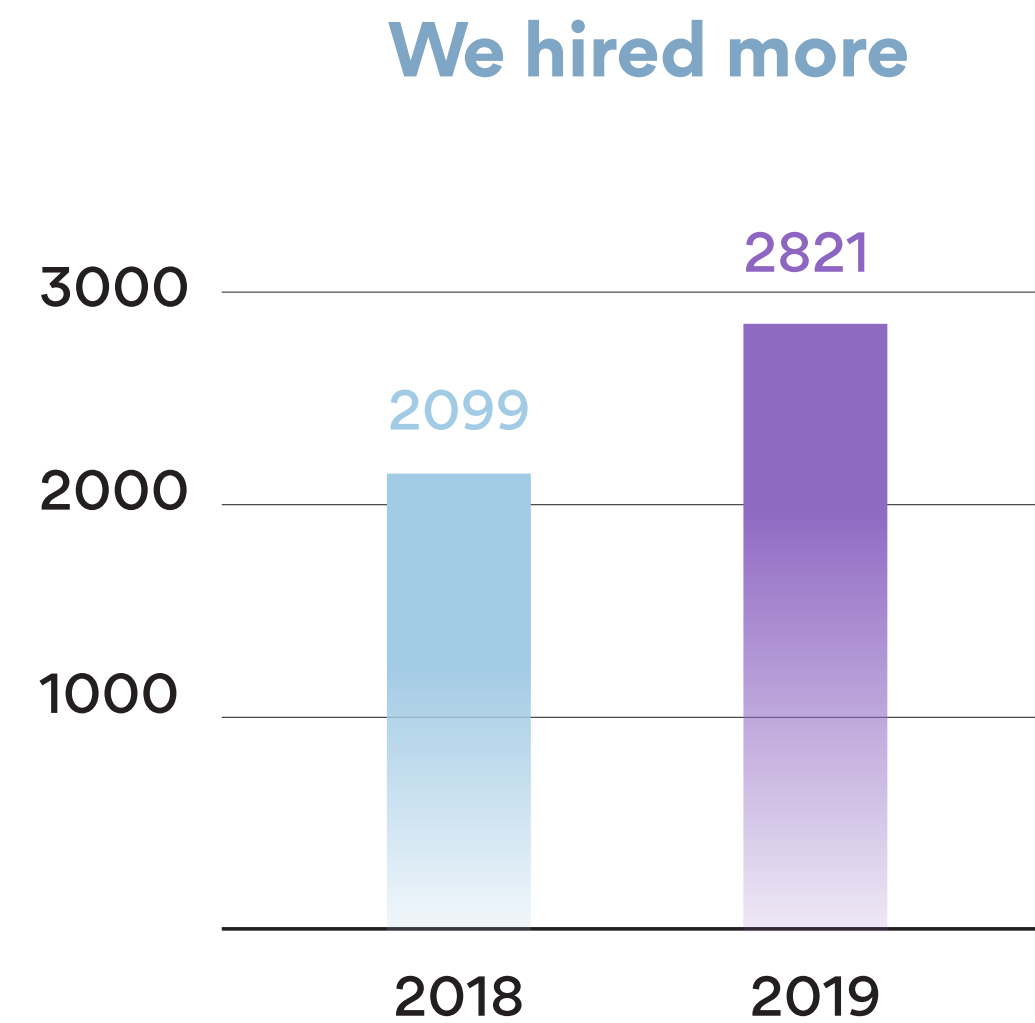
³ In 2019

⁴ One of the largest MOOCs (Massive Open Online Course) in the world

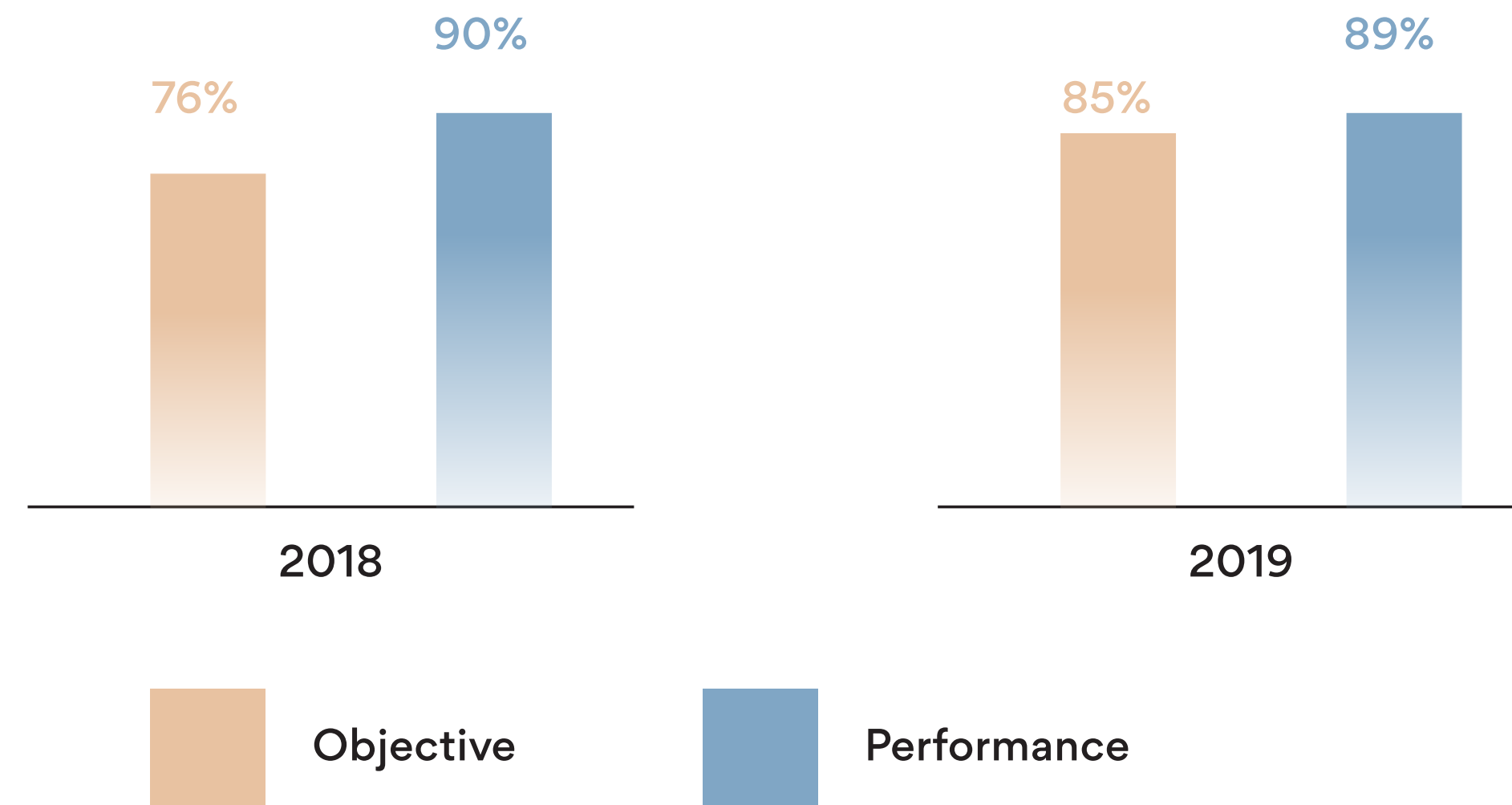


TALENT MANAGEMENT & EMPLOYEE DEVELOPMENT

We are proud of our HR data improvements in 2019:

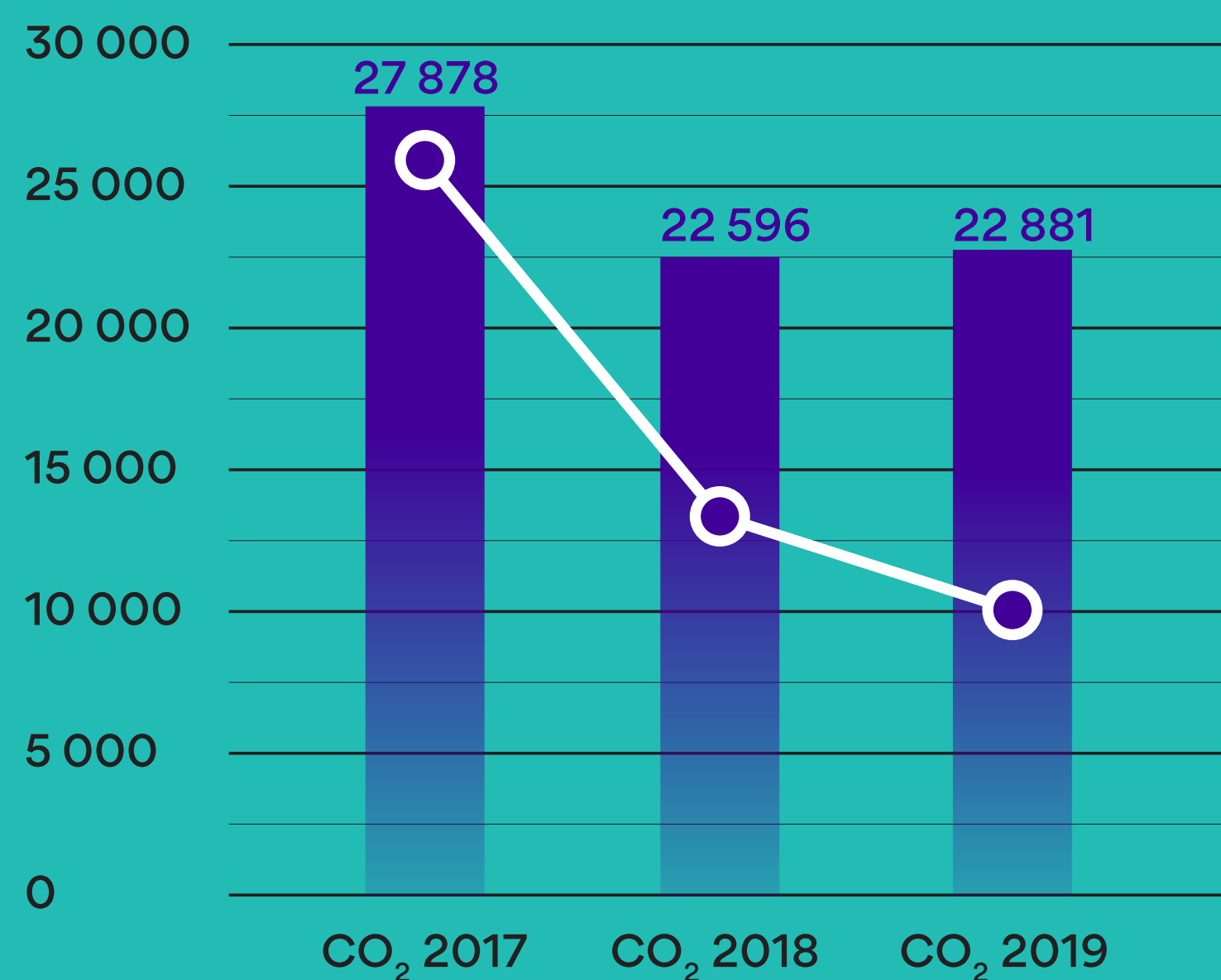


**More employees received a regular performance
and career development review**

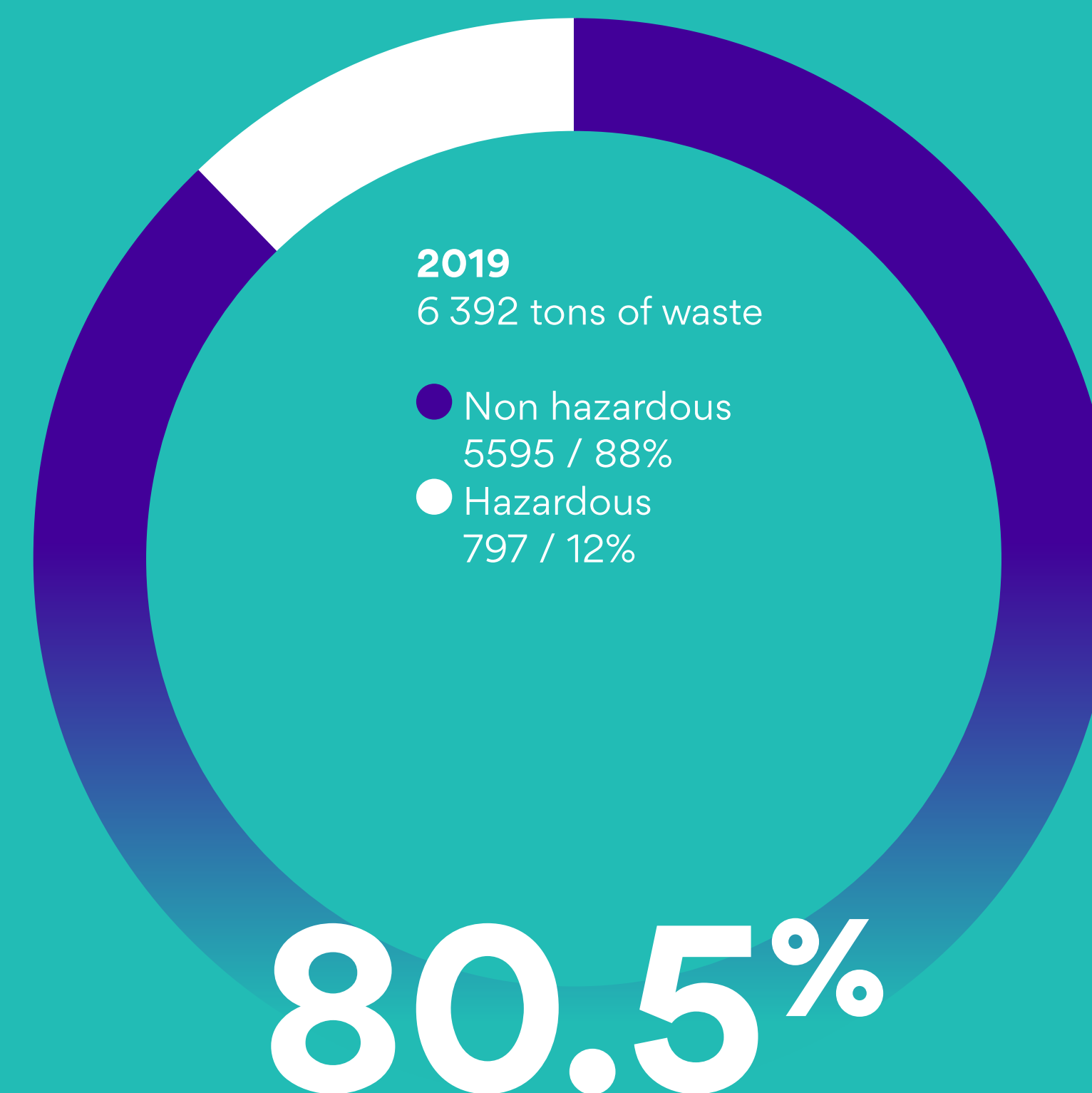




ENVIRONMENTAL RESPONSIBILITY



CO₂ emissions per employee at IDEMIA manufacturing sites have decreased:
3% reduction of CO₂/per person: target by the end of 2020 (25% reduction before 2025).



80.5%
of the waste generated by our manufacturing sites was recycled in 2019.



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.

📍 **Cotia, Brazil and Noida, India**

Air conditioning water is reused for watering plants.

📍 **Cali, Colombia**

The replacement of halogen lamps with LEDs has saved more than 23,600 kWh in electricity per year.



📍 **Ostrava, Czech Republic**

All office supplies are 100% recyclable.

📍 **Paris, France**

The IDEMIA Tower is an HQE (High Environmental Quality) building.



QUALITY PRODUCTS & SERVICES

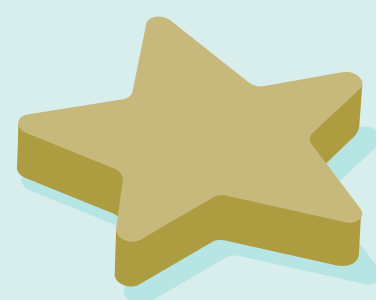
IDEMIA knows the importance of trust to its stakeholders, in every interaction, product and service.

IDEMIA's Quality Manual

supports everyone's commitment to customer satisfaction, continuous improvement and compliance.

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.



ANTI-CORRUPTION & BUSINESS ETHICS

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.



PERSONAL DATA PROTECTION & PRIVACY

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.

Zero

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

> 4,000

Targeted employees likely to process personal data of people residing in the EEA are receiving the new GDPR training.

→ *“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



HUMAN RIGHTS

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:

2020:
launch of
human rights training
for employees.

**NO
DISCRIMINATION
FOR ANY REASON**

**THE RIGHT TO
FREEDOM OF
EXPRESSION
AND OPINION**

**THE RIGHT
TO FREEDOM
OF PEACEFUL
ASSEMBLY AND
ASSOCIATION**

**THE RIGHT
TO DESIRABLE
WORK**

**NO ONE SHALL
BE HELD IN
SLAVERY OR
SERVITUDE**

**NO CRUEL OR
DEGRADING
TREATMENT**

**THE RIGHT TO
REST AND LEISURE
THE RIGHT TO
AN ADEQUATE
STANDARD OF LIVING**





IMPORT & EXPORT CONTROL

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



RESPONSIBLE SUPPLIER RELATIONSHIPS

47

buyers trained on CSR topics
relevant to IDEMIA and its
supply chain in 2019, thanks
to the IDEMIA Purchasing
Academy.

CSR performance of IDEMIA's suppliers
has improved by an average of

4 points

Supplier diversity matters to us

IDEMIA is a member of the
following diversity councils:





TRANSPARENCY & STAKEHOLDER DIALOGUE

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

