



## **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 with frictionless, secure & responsible technologies and have a positive impact on society.

This is why I have placed sustainability as one of the six company priorities. As a member of the United Nations Global Compact, we have pledged to transform our relationship with society and the environment, not only by identifying and addressing our impacts but also by being a catalyst for positive change.

In the latest CSR performance assessment by EcoVadis, IDEMIA was granted a significant 4-point rating increase, placing us in the top 3% of companies in our industry for the progress we are making in CSR.”

“I fully endorse the 2020 launch of our IDEMIA IMPACT program, with its 5 CSR pillars and 17 priorities, through which we are re-grouping our efforts and harnessing the passion of IDEMIA's people on this critical topic. Many achievements have already been realized, and even greater ones are ahead of us. ”

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

## **Together**

We can be #1  
in all our efforts

# **OUR VALUES**

## **Trusted**

We don't ask  
for trust, we earn it

## **Daring**

We challenge  
the status quo



# IDEMIA IMPACT: OUR 5 PILLARS

IDEMIA's CSR roadmap and priorities are managed through these pillars



## COMMUNITIES

Continue and reinforce our support to local populations



## ENVIRONMENT

Advocate the long-term protection of the planet



## PEOPLE

Provide workplaces that are inclusive, fair and safe, to give employees the freedom to flourish



## CUSTOMERS, PARTNERS & SUPPLIERS

Engage positively with stakeholders and carefully choose suppliers



## ETHICS

Promote our values and protect our businesses



# IDEMIA IMPACT

5 pillars - 17 Ambitions 2020-2023

## COMMUNITIES

1. Encourage community actions
2. Have a group initiative by 2021 based on education

## ENVIRONMENT

3. VCP: Integrate green initiatives
4. Develop green offers
5. Reduce our environmental impact: water and carbon emission decrease by 25% in 2025
6. Develop & maintain environmental awareness in R&D

## PEOPLE

7. Access to training for everyone
8. Insert and get CSR feedback in our employee survey from 2021
9. Go a step further and communicate on talent management
10. Develop diversity: increasing per year by 3pts the number of women in IDEMIA and internal promotion of women by 3pts also

## CUSTOMERS, PARTNERS & SUPPLIERS

11. Integrate CSR questions into our customer survey
12. Push internal & external communication on CSR
13. Increase the number of audited suppliers

## ETHICS

14. Re-define the IDEMIA Ethics Committee, including CSR representation
15. Conflicts of Interest campaign rollout
16. Develop an anti-trust program Trade
17. Compliance focus in line with 8 pillars



# IDEMIA IN THE COMMUNITY

## UK

Ongoing support to Gloucestershire Young Carers, The Roses Theatre Trust and Priors Park Neighbourhood Project, all benefiting the people of the local community.

## France

Donation of clothes from Paris headquarter employees for La Cravatte Solidaire, an association that provides professional clothing to students as well as people in entering and advancing careers.

## USA

Holiday Food Drive resulted in 300lbs of food (479 items), as well as the raising of financial support, for the benefit of the Capital Area Food Bank in Washington, DC.

## Brazil

556 food baskets donated to the Cotia City Hall, and another 100 food parcels donated directly by employee contributions.

## South Africa

COVID19 care packs for employees who tested positive for the virus.

## UAE

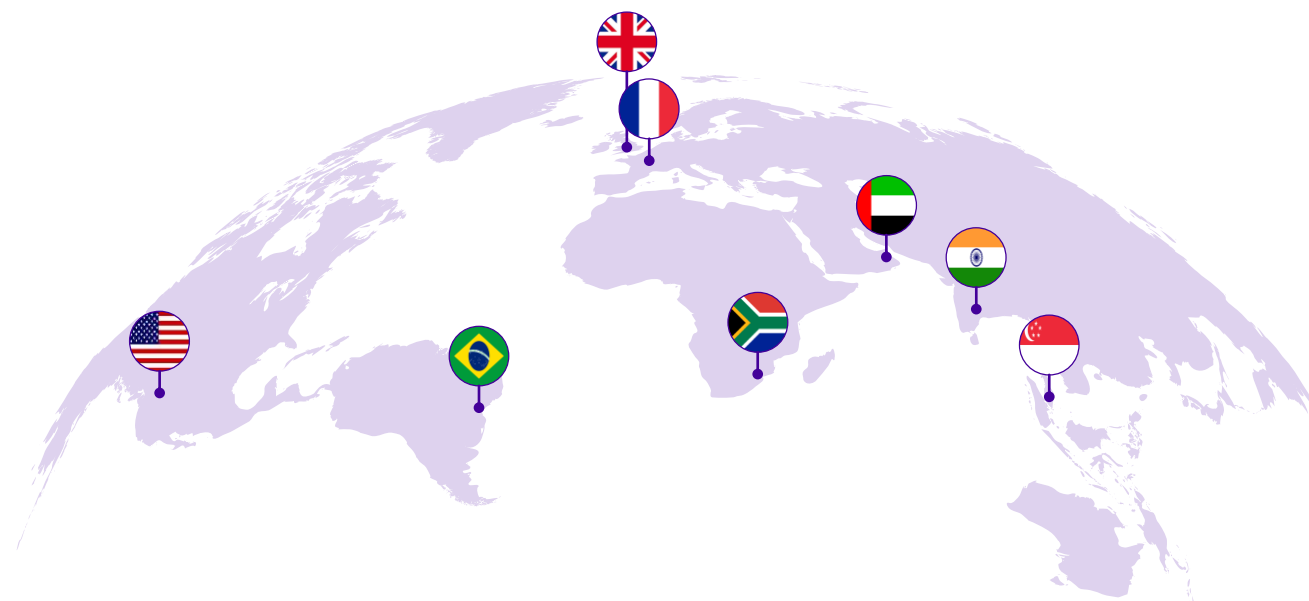
Collection effort for Beirut blasts victims in 3 offices (Dubai, Abu Dhabi and Jebel Ali Service Center) in coordination with UAE Red Crescent

## 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 training<sup>1</sup> and education workshops.





# ENVIRONMENTAL RESPONSIBILITY

**25%**

Less carbon



**Commitment to reduce CO2  
emissions between 2019 and 2025**

**100%**



**of our manufacturing site are  
covered by ISO14001 certifications.**

**76%**

**of the waste generated**  
by our manufacturing sites  
was recycled in 2020.



**IDEMIA is fully committed  
to collaboration on green issues**

**Since 2017,**

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

**In 2021,**

IDEMIA began a partnership with  
ClimateSeed on carbon offsetting.







# QUALITY PRODUCTS & SERVICES

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

## >4,900 employees

successfully passed  
Quality e-learning module.

## 300 Quality employees

## Quality Academy

has been created  
for expanded training:

- A new Quality Fundamentals course for 2021
- 17 specialist courses
- 6 expert courses

## Compliant products

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

## Continuous improvement

is implemented everywhere in the IDEMIA network.

## Quality management ISO 9001

certification covering 62 sites.







# 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 conscious products and services



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

**1<sup>st</sup> recycled PVC payment cards** launched in 2020 in Europe with BBVA in Spain and OnlyOne - French Fintech - as well as in Asia Pacific with RHB Bank in partnership with WWF Malaysia. In 2021, HSBC GROUP made public its global migration program to PVC payment cards. As of mid-2021, almost 40 banks worldwide were offering this greener payment card to their clients.



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.

**Increase the number of new customers for IDEMIA green product ranges from 2021**



# WELL BEING AT WORK

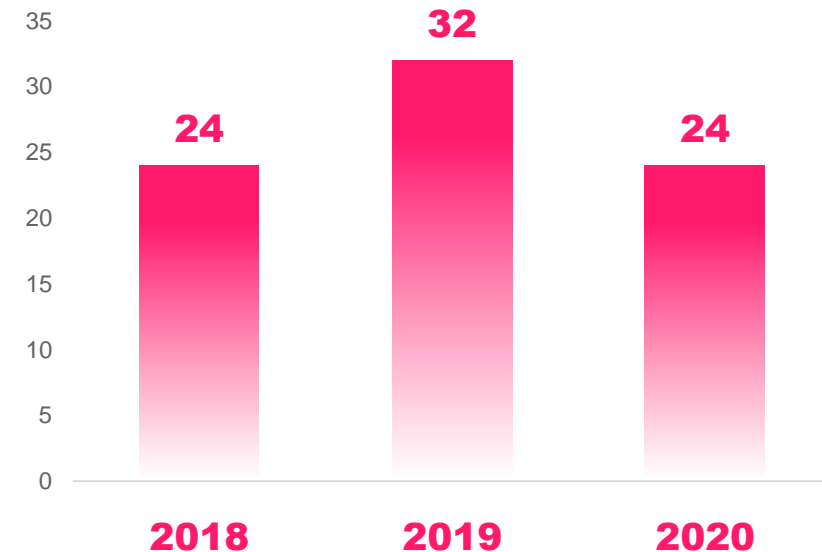
IDEMIA is committed to safeguarding the health and safety of its employees at their place of work and in the course of business travel.

Employees in all facilities share a number of common health and safety objectives, including:

- **Reduce the risks** of occupational diseases and accidents.
- Deploy and maintain **ISO45001 certifications** in our production sites.
- **Communicate** to stakeholders and regularly publish actions and results on health and safety matters.
- Comply with **all local health and safety regulations.**



## Decrease of the number of reported injuries across IDEMIA's manufacturing sites\*



\* For a Lost Time Injury (LTI) Frequency Rate of 1.1

Data taken on March 2021



# TALENT MANAGEMENT & DIVERSITY



- » Close to **15,000** people
- » **80+** nationalities
- » **32** languages

## The training of employees is a priority

- Taking action to ensure that 100% of employees have access to training, in order to develop the right skills to grow from one mission to the next.
- The IDEMIA Institute's partnership with Udemy<sup>1</sup> to offer different forms of learning.



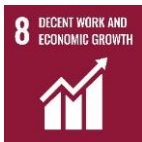
## Promoting equality, diversity and inclusion

- Launch of Inclusion, Diversity & Equality Charter in 2021.
- Between 2021 and 2023, commitment taken to annually increase both the number of women in IDEMIA and the internal promotion of women per year by 3pts.

**Communicate** our IMPACT strategy to all new and existing employees

**Train** 100% of our employees on social and environmental related issues by 2023

<sup>1</sup>. One of the largest MOOCs (Massive Open Online Course) in the world.  
Turnover is the number of departures divided by the number of employees





# RESPONSIBLE CUSTOMER, PARTNER & SUPPLIER RELATIONSHIPS

At IDEMIA, we engage our stakeholders on CSR: point of tender, contract signing, onboarding, throughout the partnership. In 2021, we are adding CSR questions to our customer survey.



# 17

**audits in Europe, China and India** were conducted by the Supplier Quality Team in 2020



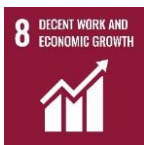
**Annual CSR performance of IDEMIA's suppliers** has improved by an average of

# 4 points

Supply chain **CSR performance assessed each year** through a third party

Commitment to increase the number of **key suppliers CSR assessed:**

from **57%** in 2020 to **80%** by 2023





# TRANSPARENCY & STAKEHOLDER DIALOGUE

IDEMIA engages in transparent communication with all stakeholder groups.



## Customer satisfaction surveys

are organized each year.



## 2021

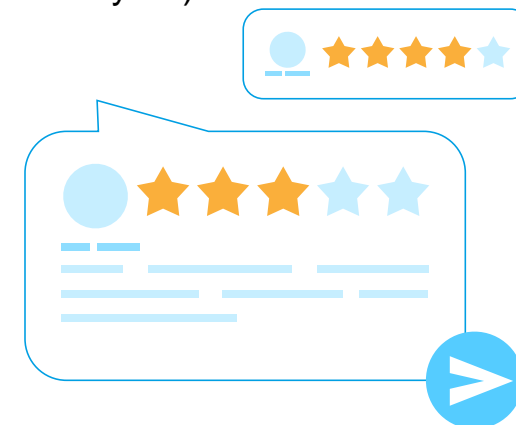
introduction of CSR related questions to the customer satisfaction survey to gauge customer expectation on CSR and ensure improvement.

## Employee surveys

# 81%

**engagement of employees  
in 2021**

(5 points more than the previous year).





# ANTI-CORRUPTION & BUSINESS ETHICS

# 4,400

connected employees received  
the IDEMIA Business Ethics training



# October 2020

Launch of IDEMIA Integrity Line,  
an online platform for employees to report contraventions  
of the IDEMIA Business Ethics Procedure



# 2022

certification expected for ISO37001  
Anti-bribery Management System

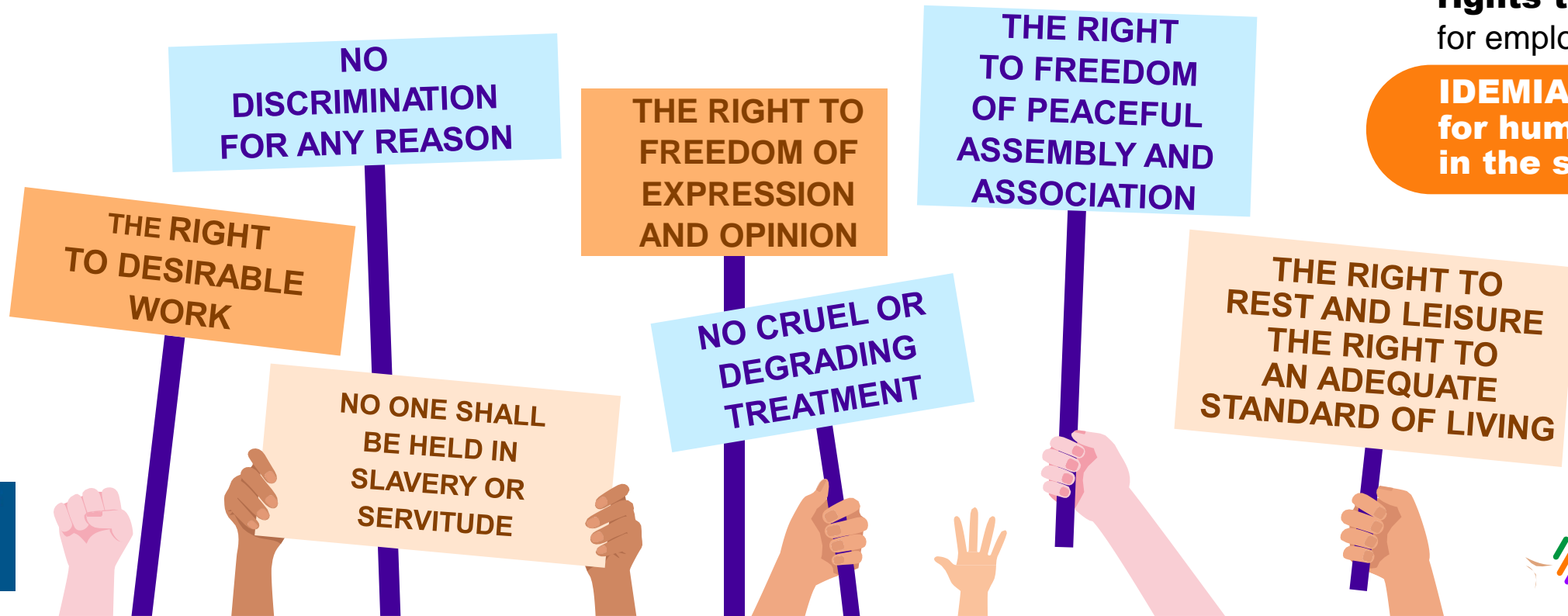






# HUMAN RIGHTS

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:



## 2021

launch of **human rights training** for employees.

**IDEMIA screens for human rights risks in the supply chain.**



# 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.



“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



# IMPORT & EXPORT CONTROL



# 100%

of IDEMIA's **international business transactions** comply with  
**all applicable customs legislation**

# 100%

of **applicable regulations governing dual-use goods export, re-export and import operations** are covered by IDEMIA's **Internal Export Compliance Program**

# +40

**correspondents** are working  
**around the world** with IDEMIA's  
export control expert





## CONTACT

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