



# **IDEMIA CSR Report 2020**

## **Global Reporting Initiative Guidelines**

### **In Accordance (Core)**

GRI 102: General Disclosures

GRI 103-3: Evaluation of the Management Approach

# 1. Organizational profile

## Disclosure 102-1 Name of the organization (CORE & Comprehensive)

The reporting organization shall report the following information: a. Name of the organization.

IDEMIA Group S.A.S.

## Disclosure 102-2 Activities, brands, products, and services (CORE & Comprehensive)

The reporting organization shall report the following information:

a. A description of the organization's activities.

b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.

The Group develops, manufactures and markets specialized security technology products and services worldwide, mainly for the telecommunications, payments, and public security and identity markets.



## Disclosure 102-3 Location of headquarters (CORE & Comprehensive)

The reporting organization shall report the following information:

a. Location of the organization's headquarters.

IDEMIA headquarters are located at 2, Place Samuel de Champlain, 92400 Courbevoie, France.

## Disclosure 102-4 Location of operations (CORE & Comprehensive)

The reporting organization shall report the following information:

a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.

IDEMIA is present in 62 countries and has significant manufacturing sites in the following countries:

- China
- India
- Albania
- Czech Republic
- France
- Netherlands
- Brazil
- Chile

- Colombia
- USA

### Disclosure 102-5 Ownership and legal form (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. Nature of ownership and legal form.**

The majority shareholder of IDEMIA Group S.A.S. is the private equity firm, Advent International.

### Disclosure 102-6 Markets served (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.**

*As we provide Enterprise and Government solutions, we are organized in 6 Business Units (BUs), addressing our different markets:*

<p><b>Enterprise Solutions</b> gathered within the Secure Enterprise Transactions Division (SET)</p> <ul style="list-style-type: none"> <li>→ Financial Institutions</li> <li>→ Mobile Operators</li> <li>→ Biometric Devices &amp; Automotive</li> <li>→ Digital</li> </ul>	<p><b>Government Solutions</b></p> <ul style="list-style-type: none"> <li>→ Public Security &amp; Identity</li> <li>→ Identity &amp; Security North America</li> </ul>
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### Disclosure 102-7 Scale of the organization (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. Scale of the organization, including: i. total number of employees; ii. total number of operations; iii. net sales (for private sector organizations) or net revenues (for public sector organizations); iv. total capitalization (for private sector organizations) broken down in terms of debt and equity; v. quantity of products or services provided.**

- 15,000 employees on 5 continents
- Around 135 entities
- 11 manufacturing sites
- 27 service centres
- Revenue: €2,71bn (more information available at Idemia IR | Idemia Investor Relations Portal)

### Disclosure 102-8 Information on employees and other workers (CORE & Comprehensive)

The reporting organization shall report the following information:

- Total number of employees by employment contract (permanent and temporary), by gender.
- Total number of employees by employment contract (permanent and temporary), by region.
- Total number of employees by employment type (full-time and part-time), by gender.
- Whether a significant portion of the organization’s activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.
- Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).
- An explanation of how the data have been compiled, including any assumptions made.

**a.**

Contract Type	Female	Male	No gender given	Grand Total
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Apprentice	64	102		166
Fixed-Term	343	1175		1518
Permanent	4103	8814		12917
Trainee	4	7		11
Outsource	39	147	61	247
Temp/Int	14	23	3	40

**b.**

Contract Type	APAC	EUROPE	FRANCE	INDIA	LATAM	MEA	ND	NORAM	Grand Total
Apprentice		7	142	9	4	4			166
Fixed-Term	4	240	40	1135	36	62		1	1518
Permanent	1500	2262	2435	1729	1437	825		2729	12917
Trainee		4	4		3				11
Outsource	3	147	69	15		2	10	1	247
Temp/Int		7	12	10				11	40

**c.**

This data is not subject to global collation at present but IDEMIA has plans to develop its human resources information system in the coming year, ensuring greater visibility of such data in the next reporting schedule.

**d.** Not applicable.

**e.** Not applicable.

**f.** In 102-8a, there are 39 Permanent Employees for whom Gender Information was missing, assumption to proportionately divide them between Male & Female. Only figures for permanent and fixed-term employees in IDEMIA central database. Other contracts were not recorded in this database in 2020.

## Disclosure 102-9 Supply chain (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.**

IDEMIA works with thousands of suppliers across the world. Global suppliers of critical raw materials that comprise its products in all business units, logistics, IT/HR/consultancy services, etc. are managed by the corporate Purchasing Team, whilst local supplier relationships are managed by country- or region-based Purchasing Teams. Corporate social responsibility expectations are built into IDEMIA's standard general purchasing conditions and Supplier Code of Conduct shared with suppliers.

## Disclosure 102-10 Significant changes to the organization and its supply chain (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. Significant changes to the organization's size, structure, ownership, or supply chain, including: i. Changes in the location of, or changes in, operations, including facility openings, closings, and expansions; ii. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); iii. Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination.**

a. No significant changes to the organization's size, structure, ownership or supply chain during the reporting period.

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## Disclosure 102-11 Precautionary Principle or approach (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. Whether and how the organization applies the Precautionary Principle or approach.**

IDEMIA operates in compliance with all applicable laws, including those related to protection of the environment from its operations and products. Risk assessments are conducted and outcomes followed to ensure that risks are mitigated wherever possible. IDEMIA does not actively pursue a Precautionary Principle based approach.

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## Disclosure 102-12 External initiatives (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.**

IDEMIA has been a participant of the Ten Principles of the UN Global Compact since 2006.

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## Disclosure 102-13 Membership of associations (CORE & Comprehensive)

The reporting organization shall report the following information:

**a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.**

List of industry associations that IDEMIA team members are participants of, as at July 2021:

ACI (Airports Council International)  
ACN  
AFPC (Association des Fabricants et Personnaliseurs de Cartes)  
AN2V (Association Nationale de la Videoprotection)  
Biometrics Institute  
ClubPSCo (Club des Prestataires de Services de Confiance)  
Comite National des Paiements Scripturaux  
EAB (European Association for Biometrics)  
EMVco  
EOS  
Eurosmart  
FIDO Alliance  
GICAT  
GSMA  
IATA (International Air Transport Association)  
International biometrics  
Kantara initiative  
OSPT  
Proavia  
Secure Technology Alliance  
SIA (Security Industry Association)  
SPA (Smart Payment Association)  
Trusted Connectivity Alliance  
GlobalPlatform  
Java Card  
ISO

AFNOR  
 IGSA (International Gaming Standards Association)  
 GSMA Inclusive Tech Lab  
 Alliance of Financial Inclusion (AFI)

## 2. Strategy

Disclosure 102-14 Statement from senior decision-maker (CORE & Comprehensive)

The reporting organization shall report the following information:

a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.

See IDEMIA CSR Report 2020, Page 5 – ‘CEO’s welcome’.

## 3. Ethics and integrity

Disclosure 102-16 Values, principles, standards, and norms of behavior (CORE & Comprehensive)

The reporting organization shall report the following information:

a. A description of the organization’s values, principles, standards, and norms of behavior.



### CURIOS

We find inspiration from clients, colleagues, markets and friends

### TRUSTED

We don't ask for trust, we earn it

### CARING

We care for our clients, our people and our stakeholders

### DARING

We challenge the status quo

### TOGETHER

We can be #1 in all our efforts

IDEMIA’s Core Values:

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. The IDEMIA Code of Conduct: Business Ethics Procedure, published in the 5 main languages of IDEMIA, is applicable to everyone within the Group and is the cornerstone of ethical conduct expectations at IDEMIA. We must all follow the fundamental principles outlined in this procedure every day of our working lives. The Code of Conduct is shared via the company intranet site. Code of Conduct training is amongst the key elements of newcomer training, along with modules pertaining to CSR Fundamentals, Quality, GDPR and Anti-Corruption.

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## 4. Governance

### Disclosure 102-18 Governance structure (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. Governance structure of the organization, including committees of the highest governance body.
- b. Committees responsible for decision-making on economic, environmental, and social topics.

- a. IDEMIA's Executive Management Group can be found in IDEMIA CSR Report 2020, Page 8 – Organization.
  - b. IDEMIA's Executive Management Group sets the Company's corporate social responsibility strategy and roadmap and reviews its progress at least twice a year. Day to day management of corporate social responsibility at IDEMIA is handled by the Head of Sustainability Programs, reporting to the CEO, accompanied by the corporate CSR Team working with a network of CSR sponsors and ambassadors across the company.
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## 5. Stakeholder engagement

### Disclosure 102-40 List of stakeholder groups (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. A list of stakeholder groups engaged by the organization.

- Employees
  - Customers
  - Suppliers
  - Investors
  - Competitors
  - Communities
  - Applicants
  - Citizens
  - Education establishments
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### Disclosure 102-41 Collective bargaining agreements (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. Percentage of total employees covered by collective bargaining agreements.

32% of employees are covered by collective bargaining agreements (on 14,600 employees). In some countries, 100% are covered (e.g. France, Netherlands, Brazil...).

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### Disclosure 102-42 Identifying and selecting stakeholders (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. The basis for identifying and selecting stakeholders with whom to engage.

IDEMIA has identified key stakeholders with whom to engage on the topic of sustainability, based on the strength of their relationship with the Company and the likelihood that IDEMIA's material issues have to impact those stakeholders. The stakeholders listed in 102-40 above are those most likely to be affected by IDEMIA's negative and positive impacts and by IDEMIA's approach to corporate social responsibility.

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## Disclosure 102-43 Approach to stakeholder engagement (CORE & Comprehensive)

The reporting organization shall report the following information:

a. The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.

- a. IDEMIA's stakeholder engagement is an ongoing process, not simply for the purpose of preparation of CSR reporting.

IDEMIA STAKEHOLDER	ENGAGEMENT METHODS	FOCUS AREAS
<b>Employees</b>	<ul style="list-style-type: none"> <li>Internal communications</li> <li>Training</li> <li>Employee surveys</li> <li>Worker committees</li> <li>Whistleblower hotline</li> </ul>	<ul style="list-style-type: none"> <li>Conditions of employment</li> <li>Health &amp; Safety</li> <li>Diversity, Inclusion &amp; Equal opportunity</li> <li>Training and development programs</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>Customer survey</li> <li>Contracts</li> <li>Service reviews</li> <li>Tenders</li> <li>Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Quality products &amp; services</li> <li>Innovation, R&amp;D</li> <li>Code of Conduct alignment</li> <li>Feedback on IDEMIA CSR performance</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Contracts</li> <li>Bidding and tendering</li> <li>Supplier Code of Conduct</li> <li>CSR performance and quality audits</li> <li>Product and service enhancement</li> <li>Service reviews</li> </ul>	<ul style="list-style-type: none"> <li>Code of Conduct adherence</li> <li>No restricted substances</li> <li>Legal compliance</li> <li>Modern slavery avoidance</li> <li>CSR performance</li> <li>Human rights respect</li> </ul>
<b>Investors</b>	<ul style="list-style-type: none"> <li>Annual general meeting</li> <li>Company financial report and other public reports</li> <li>IDEMIA website</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable business</li> <li>Financial performance</li> <li>Risk management</li> <li>Trade compliance</li> <li>Conflict of interest avoidance</li> </ul>
<b>Competitors</b>	<ul style="list-style-type: none"> <li>Industry working groups</li> </ul>	<ul style="list-style-type: none"> <li>Common solutions to industry-wide issues</li> <li>Fair competition</li> </ul>
<b>Communities</b>	<ul style="list-style-type: none"> <li>Employment opportunities</li> <li>Outreach activities</li> <li>Environmental protection</li> <li>Consultation on business change</li> <li>Local procurement</li> <li>Social media and IDEMIA website</li> </ul>	<ul style="list-style-type: none"> <li>Providing employment in the community</li> <li>Local environmental and social initiatives</li> <li>Support to communities in hardship</li> </ul>
<b>Applicants</b>	<ul style="list-style-type: none"> <li>Recruitment fairs</li> <li>Applicant website</li> </ul>	<ul style="list-style-type: none"> <li>Sharing IDEMIA's CSR policies, objectives and principles of conduct</li> </ul>
<b>Citizens</b>	<ul style="list-style-type: none"> <li>IDEMIA products and services</li> </ul>	<ul style="list-style-type: none"> <li>Environmentally conscious products</li> <li>Products and services that benefit society</li> </ul>
<b>Education establishments</b>	<ul style="list-style-type: none"> <li>Recruitment fairs</li> <li>Providing IDEMIA experts at educational events</li> <li>Links with local schools, further and higher education establishments</li> </ul>	<ul style="list-style-type: none"> <li>Graduate traineeships</li> <li>Work placements</li> <li>Local initiatives with schools</li> </ul>

## Disclosure 102-44 Key topics and concerns raised (CORE & Comprehensive)

The reporting organization shall report the following information:





**a. Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organization has responded to those key topics and concerns, including through its reporting; ii. the stakeholder groups that raised each of the key topics and concerns.**

IDEMIA is engaged in materiality mapping with its stakeholders. Material issues have been identified by internal and external stakeholder groups and, as a consequence, IDEMIA has committed to address these key topics and concerns. The Company approach to addressing material issues is addressed in the IDEMIA CSR Report 2020.

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## 6. Reporting practice

### Disclosure 102-45 Entities included in the consolidated financial statements (CORE & Comprehensive)

**The reporting organization shall report the following information:**

- a. A list of all entities included in the organization's consolidated financial statements or equivalent documents.**
- b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.**

- a. IDEMIA Group SAS.
- b. The scope is equivalent.

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### Disclosure 102-46 Defining report content and topic Boundaries (CORE & Comprehensive)

**The reporting organization shall report the following information:**

- a. An explanation of the process for defining the report content and the topic Boundaries.**
- b. An explanation of how the organization has implemented the Reporting Principles for defining report content. When compiling the information specified in Disclosure 102-46, the reporting organization shall include an explanation of how the Materiality principle was applied to identify material topics, including any assumptions made.**

**a)**

A materiality exercise was conducted with key stakeholder groups. In that exercise, IDEMIA asked its stakeholders to comment on "What CSR elements are a priority in your discussions with IDEMIA? The material issues of greatest importance to both internal and external stakeholders were presented to management, leading to an agreement of the key topics for focus in IDEMIA's sustainability strategy.

The material issues identified as a result of this exercise form the basis of IDEMIA's sustainability reporting, alongside material topics of high importance to the industry (e.g. product compliance) and topics mandated by law (e.g. data privacy, environmental compliance...).

The reporting includes where IDEMIA has the potential to negatively and/or positively impact those material topics through its own operations and actions. In some cases, the material topics are influenced by the supply chain (e.g. product compliance which largely relies upon collaboration with suppliers to make positive change) or customers (e.g. sustainable innovation with customer engagement in making the transition towards environmentally conscious products).

**b)**

Wherever possible, data is provided for the last two or three years, to show the evolution of IDEMIA's CSR efforts against the data collected. Previous reports are in the public domain at IDEMIA's participant page of the UN Global Compact, so that report consumers are able to track IDEMIA's progress further.

Data provided in IDEMIA's annual CSR is taken from a number of information systems across the company. For example, environmental and health & safety data is monitored through the IDEMIA CaeSaR PURE platform. Monthly checking of data input is conducted by the CSR Team, gaps and errors are identified and followed up with the relevant inputters of data for rectification. This is an ongoing dialogue to ensure data accuracy. Similarly, human resources data is managed by IDEMIA's global HR Team, whilst data privacy and ethical conduct data is controlled by the Company DPO and Trade Compliance teams respectively.

IDEMIA's CSR report is published on a regular annual schedule, normally around mid-year. This is a 6-month multi-collaborator project each year.

The report is currently published in English language. It aims to be clear and understandable. IDEMIA's CSR Team make the report available to all employees via the Company intranet. The report serves as IDEMIA's Communication on Progress to the UN Global Compact, so it is uploaded to this portal each year and can also be found on IDEMIA's external website. Key highlights from the report are extracted each year to form a high level CSR communication for different stakeholder groups (e.g. applicants, employees, customers...).

The report content and the data included is subject to internal checking, as well as senior management sign-off prior to publication. For the last two years, the report has also been shared with a third party for verification of data, checking for compliance with GRI Core.

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### Disclosure 102-47 List of material topics (CORE & Comprehensive)

**The reporting organization shall report the following information:**

**a. A list of the material topics identified in the process for defining report content.**

1. Anti-corruption, business ethics and trade compliance
2. Data protection and privacy
3. Respect for human rights
4. Quality of life at work, and talent management
5. Customer Relations
6. Sustainable innovation
7. Respect for the environment and Green IT
8. Dialogue with stakeholders and responsible purchasing
9. Inclusion, diversity and equal opportunity
10. Education and skills development

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### Disclosure 102-48 Restatements of information (CORE & Comprehensive)

**The reporting organization shall report the following information:**

**a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.**

Not applicable - there are no restatements of information.

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### Disclosure 102-49 Changes in reporting (CORE & Comprehensive)

**The reporting organization shall report the following information:**

**a. Significant changes from previous reporting periods in the list of material topics and topic Boundaries.**

The material topics remain the same as previous reporting periods, with the addition of inclusion, diversity and equal opportunity. The topic Boundaries have not changed.

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### Disclosure 102-50 Reporting period (CORE & Comprehensive)

**The reporting organization shall report the following information:**

**a. Reporting period for the information provided.**

January – December 2020.

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### Disclosure 102-51 Date of most recent report (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. If applicable, the date of the most recent previous report.

January – December 2019.

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### Disclosure 102-52 Reporting cycle (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. Reporting cycle.

IDEMIA publishes an annual report, in line with its commitment to the UN Global Compact Communication on Progress.

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### Disclosure 102-53 Contact point for questions regarding the report (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. The contact point for questions regarding the report or its contents.

Enquiries regarding IDEMIA's CSR reporting can be directed to: [CSRTeam@idemia.com](mailto:CSRTeam@idemia.com)

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### Disclosure 102-54 Claims of reporting in accordance with the GRI Standards (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.

IDEMIA's CSR Report 2020 has been prepared in accordance with the GRI Standards: Core option.

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### Disclosure 102-55 GRI content index (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report.
- b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made. 6.3 When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall: 6.3.1 include the words 'GRI Content Index' in the title; 6.3.2 present the complete GRI content index in one location; 6.3.3 include in the report a link or reference to the GRI content index, if it is not provided in the report itself; 6.3.4 for each GRI Standard used, include the title and publication year (e.g., GRI 102: General Disclosures 2016); 6.3.5 include any additional material topics reported on which are not covered by the GRI Standards, including page number(s) or URL(s) where the information can be found.

See IDEMIA CSR Report 2020 – Page 42-44.

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### Disclosure 102-56 External assurance (CORE & Comprehensive)

The reporting organization shall report the following information:

- a. A description of the organization's policy and current practice with regard to seeking external assurance for the report.
- b. If the report has been externally assured:
  - i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been

assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process;

ii. The relationship between the organization and the assurance provider;

iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.

See IDEMIA CSR Report – Page 10 'Report Preparation'.

IDEMIA CSR Report, covering the period January to December 2020, is prepared in accordance with the Global Reporting Initiative (GRI) Standards for Sustainability Reporting, in compliance with the GRI's Core Requirements. There have been no changes in the way we report or the reporting period. This report has externally assured for GRI Core Compliance, by an independent third party specializing in sustainability report writing, checking and assurance. The GRI Compliance report can be found as an appendix of the 2020 CSR Report.

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## Disclosure 103-3: Evaluation of the Management Approach

### **GRI 205: Anti-corruption**

The Anti-corruption management approach is owned by the Trade Compliance and Legal teams. In accordance with French law, this is subject to external auditing.

IDEMIA's anti-corruption program consists of:

- Code of Conduct
- Whistleblowing
- Risk mapping
- Screening
- Accounting control
- Training
- Sanctions
- Internal control framework

IDEMIA's integrity line provides a way for stakeholders to report any incidents, or situations of concern to IDEMIA. A link to IDEMIA integrity line can be found at [www.idemia.com](http://www.idemia.com)

In 2020, EcoVadis scored IDEMIA 70/100 for its Ethics practices, including anti-corruption.

During the reporting period, IDEMIA reviewed the company's Ethics Committee, and identified that there was scope to improve by bringing in wider representation from across the business (including CSR) and conducting meetings at least quarterly and on an ad hoc basis as required. With the launch of IDEMIA's IMPACT CSR program, IDEMIA committed to focus on putting these improvements in place.

The management system review also identified the potential for development of an anti-trust program and a conflict of interest campaign, both of which have been put in place in 2021.

For anti-corruption data, please see the 2020 IDEMIA CSR Report.

### **GRI 302: Energy | GRI 306: Effluents and waste**

Environmental management responsibility is shared between a number of departments, including CSR, Purchasing, Global Operations, sites and business units.

IDEMIA's production sites hold ISO14001 certifications and these are subject to rigorous regular external audit, in order to maintain certification status.

Environmental management at site level is the responsibility of local HSE managers and the site managers. On a monthly basis, HSE managers must report environmental data (including CO<sub>2</sub>, energy consumption,



water, waste...) to the company CSR reporting tool, PURE. This data is checked by the CSR Team and any inconsistencies or omissions are rectified through liaison between CSR and the site.

In 2020, EcoVadis scored IDEMIA 70/100 for its environmental practices and policies.

IDEMIA's integrity line can be used for reporting environmental breaches or concerns.

Review of the management approach has identified that a greater focus on environmental footprint is required in order to progress with the targets of 25% water and CO2 reduction by 2025 set through the IDEMIA IMPACT CSR program. These reduction targets have been integrated into the company value creation plan, with responsibilities to collaborate on the targets cascaded throughout the organisation.

The management approach review also identified that less than 5% renewable energy use is reported through the PURE tool. An investigation into this is underway, using a two-pronged approach: negotiation of purchasing contracts with energy suppliers and collaboration with data reporters to ensure they have full visibility of which, if any, percentage of the energy purchased is from renewable sources.

In 2021, IDEMIA has launched a project with an external agency to gain a complete picture of its CO2 footprint, including Scope 3. This project requires collaboration across IDEMIA functions, business units and regions. The findings from this project will allow IDEMIA to set longer-term targets.

For environmental data, please see the 2020 IDEMIA CSR Report.

#### **GRI 308: Supplier environmental assessment**

The environmental performance of suppliers is managed by Purchasing, with the support of the CSR Team. Suppliers are expected to comply with environmental law in their operations and in terms of product compliance through the IDEMIA Supplier Code of Conduct and the general purchasing conditions. Suppliers are subject to quality audit, normally through on-site visits but less so during 2020 due to pandemic restrictions. Questions concerning environmental practices form part of the quality audit.

The Purchasing Team reviews the management system for supplier environmental and CSR assessment.

In 2020, IDEMIA began working with KROLL to scan risk of environmental and other risk within the supply chain.

IDEMIA's key suppliers are asked to complete a third party assessment of CSR performance and this is built into the supplier scorecard. To date, 100% of suppliers that have not initially met IDEMIA's threshold score have been asked to work on corrective actions to improve their score to an acceptable level.

In 2020, EcoVadis scored IDEMIA's supply chain responsibility performance as 80/100.

Recent review of the management approach identified that the number of suppliers audited for CSR performance could be increased, so work began to identify the correct suppliers based on a number of criteria, such as the type of product/service provided, location in an at-risk country, value of the contract, etc. In the end, it was identified that today only 57% of suppliers that meet the criteria of 'key' are engaged in a full CSR performance assessment, so a target has been set to increase that to 80% by 2023.

For responsible supply chain data, please see the 2020 IDEMIA CSR Report.

#### **GRI 403: Occupational Health and Safety**

Management of health and safety is with the local sites, Global Operations, CSR, HR teams. A nominated contact is in place for Covid-related H&S and for traveller safety and security.

ISO45001 certifications are in place at sites and regular audits are performed by external agencies in order to maintain or gain these certifications.

In 2020, EcoVadis scored IDEMIA 70/100 for its labour and human rights practices, an increase in score from the previous year and the topic which carries the greatest weighting for IDEMIA within EcoVadis.

IDEMIA's integrity line can be used to report health and safety concerns or breaches.

Health and safety data is reported each month into the CSR reporting tool, PURE, by local HSE managers. Any erroneous or missing data is followed up to resolution through liaison between CSR and the local teams.

No specific gaps were identified in management approach review during 2020.

For health and safety data, please see the 2020 IDEMIA CSR Report.

#### **GRI 404: Training and education**

Responsibility for training and education lies with the Human Resources function.

A number of global policies and procedures are applicable to all HR functions worldwide, as well as an expectation of compliance with all applicable local law.

In 2020, EcoVadis scored IDEMIA 70/100 for its labour and human rights practices, an increase in score from the previous year and the topic which carries the greatest weighting for IDEMIA within EcoVadis.

Each year, IDEMIA conducts an employee survey, with the results integrated into improvements for the coming period. IDEMIA's target to maintain or exceed the level of employee engagement reported in the survey was met in 2020.

It was identified that training should be a focus of IDEMIA's IMPACT CSR program, with an acknowledgement that training opportunities can differ between individuals with direct access to a company email address/PC and those who do not have access. As a result, through IDEMIA IMPACT people pillar, the target was set to provide 100% of employees access to training by 2023, as well as 100% of employee with access to training on social and environmental issues within the same timeframe.

In 2021, work has begun to review the HR information system in place and identify where improvements can be made, such as the integration of training data, disaggregated by gender, function, region, etc. Currently, this data is not managed at a global level, only local.

#### **GRI 405: Diversity and equal opportunities**

Diversity and Equal Opportunities is the responsibility of the Human Resources function.

In 2020, EcoVadis scored IDEMIA 70/100 for its labour and human rights practices, an increase in score from the previous year and the topic which carries the greatest weighting for IDEMIA within EcoVadis.

Each year, IDEMIA conducts an employee survey, with the results integrated into improvements for the coming period.

IDEMIA's integrity line can be used to report breaches of equality, diversity and inclusion law and IDEMIA's behavioural conduct expectations.

In reviewing the management approach during 2020, it was identified that the lens should be directed to equality, diversity and inclusion in order to represent IDEMIA's nearly 15,000 strong workforce across all continents.

The data gathered on recruitment and headcount diversity reflects that a specific focus should be, in the first instance, on gender diversity. As a result, a target was set to increase the number of women in IDEMIA's headcount and the number of women in managerial positions. An HR action plan was drawn up to address the diversity topic and assist in meeting these targets. Alongside this, a range of regional and local initiatives are underway, such as Women in IDEMIA Networking groups (WIN) in North America and Latin America, with other regions looking to follow suit. The first IDEMIA Diversity and Inclusion Declaration was launched in July

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2021, with a Diversity Charter under development to follow and the creation of a group-wide Diversity Committee.

For diversity and equal opportunity data, please see the 2020 IDEMIA CSR Report.

**GRI 412: Human rights**

Management of human rights risks is shared between different functions at IDEMIA but for the most part this lies with Purchasing, Legal and the CSR Team.

IDEMIA is a participant of the UN Global Compact in Anti-corruption, Environment, Labour and Human Rights.

In line with French law, IDEMIA publishes a Due Diligence Report, accessible here [Leader de l'Identité Augmentée | IDEMIA](#). This report details IDEMIA's steps to perform due diligence in its own operations and in the supply chain, in respect of human rights, health and safety, environment, etc.

In reviewing the management approach during 2020, it was identified that training should be offered to employees on the basics of human rights and how they are relevant in the workplace. This training is being built and will be rolled out in 2021/2. Training attendance data will be gathered and shared internally and externally. Other training modules, such as modern slavery and conflict minerals will be offered, tailored to specific functions (e.g. HR and Purchasing).

The extension of IDEMIA's third party assessment of its suppliers' CSR performance, including that related to human rights management, will enable IDEMIA to better understand and manage any supply chain risks and opportunities.

**GRI 418: Personal data protection and privacy**

Personal data protection and privacy is managed by the company Data Protection Office and Legal Teams.

The management system is subject to legal compliance, such as GDPR.

Mandatory training must be completed by all employees, new and existing.

14 sites are certified ISO27001 and regular maintenance audits are performed by external agencies. Additionally, audits are performed by payment schemes whose data privacy rules we must strictly comply with in order to conduct our business, as well as customers.

This topic is addressed in detail through the IDEMIA Due Diligence Plan 2020, published on IDEMIA's French site here [Leader de l'Identité Augmentée | IDEMIA](#). This publication explains the major risks and the way we mitigate them. Because IDEMIA plays in the security market (authentication, payment, biometrics, people, business, transaction protection), risks are well taken care of in the regular processes.

Being an international leader, acting in more than 80 countries, we apply the rules where we operate. Our first obligation is to comply with local regulations and respect the law. We have therefore a contract with local lawyers everywhere we operate, in order to know the law and to respect the law. In addition to that we are concerned by the French law on the Devoir de vigilance des entreprises multi-nationales because an incident happening in the supply chain can also affect us.