



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 and 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 has been granted Platinum certification, placing IDEMIA in the top 1% of participating companies across all industries.”

“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,
and our
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 for the long-term protection of our planet



PEOPLE

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



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: cut water and carbon emissions by 25% by 2025
6. Develop & maintain environmental awareness in R&D

PEOPLE

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

CUSTOMERS, PARTNERS & SUPPLIERS

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

ETHICS

14. Redefine the IDEMIA Ethics Committee, including CSR representation
15. Conflicts of Interest campaign rollout
16. Develop an anti-trust program Trade
17. Trade compliance focus



SOCIETY

Continue and reinforce
our support to local populations



IDEMIA IN THE COMMUNITY

UK

Providing support to help those in need in the local community through donations to the Tewkesbury foodbank.

France

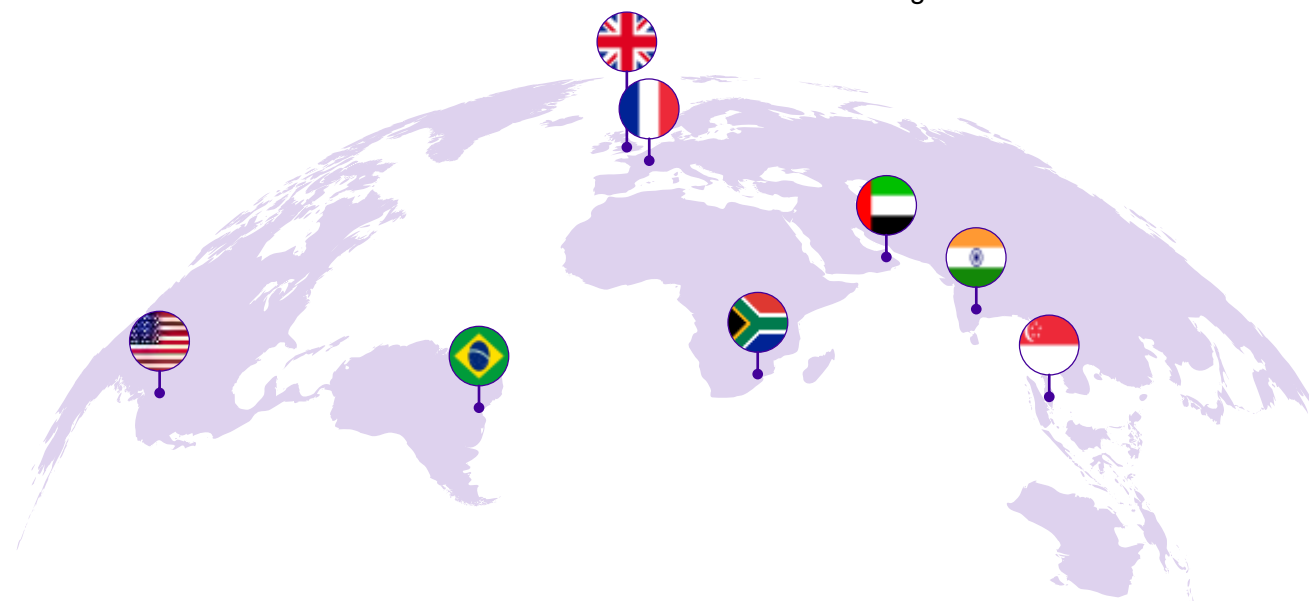
Collected 145 kilograms of clothing from Paris headquarter employees to donate to La Cravate Solidaire, an association that provides professional clothes to students as well as people in entering and advancing careers.

USA

Collection efforts for a Holiday Food Drive resulted in 300lbs of food (479 items), as well as raising charity funds, for the benefit of the Capital Area Food Bank in Washington, DC.

Brazil

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



South Africa

Provided Covid-19 care packs for employees who tested positive for the virus.

UAE

Launched a collection effort for victims of the 2020 Beirut explosion in 3 offices (Dubai, Abu Dhabi and Jebel Ali Service Center) in coordination with UAE Red Crescent.

India

Providing support to WWF-India to protect Olive Ridley turtles by setting up monitoring with local communities on nesting beaches.

Singapore

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





ENVIRONMENT

Advocate for the long-term protection
of our planet



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 spokesperson
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.

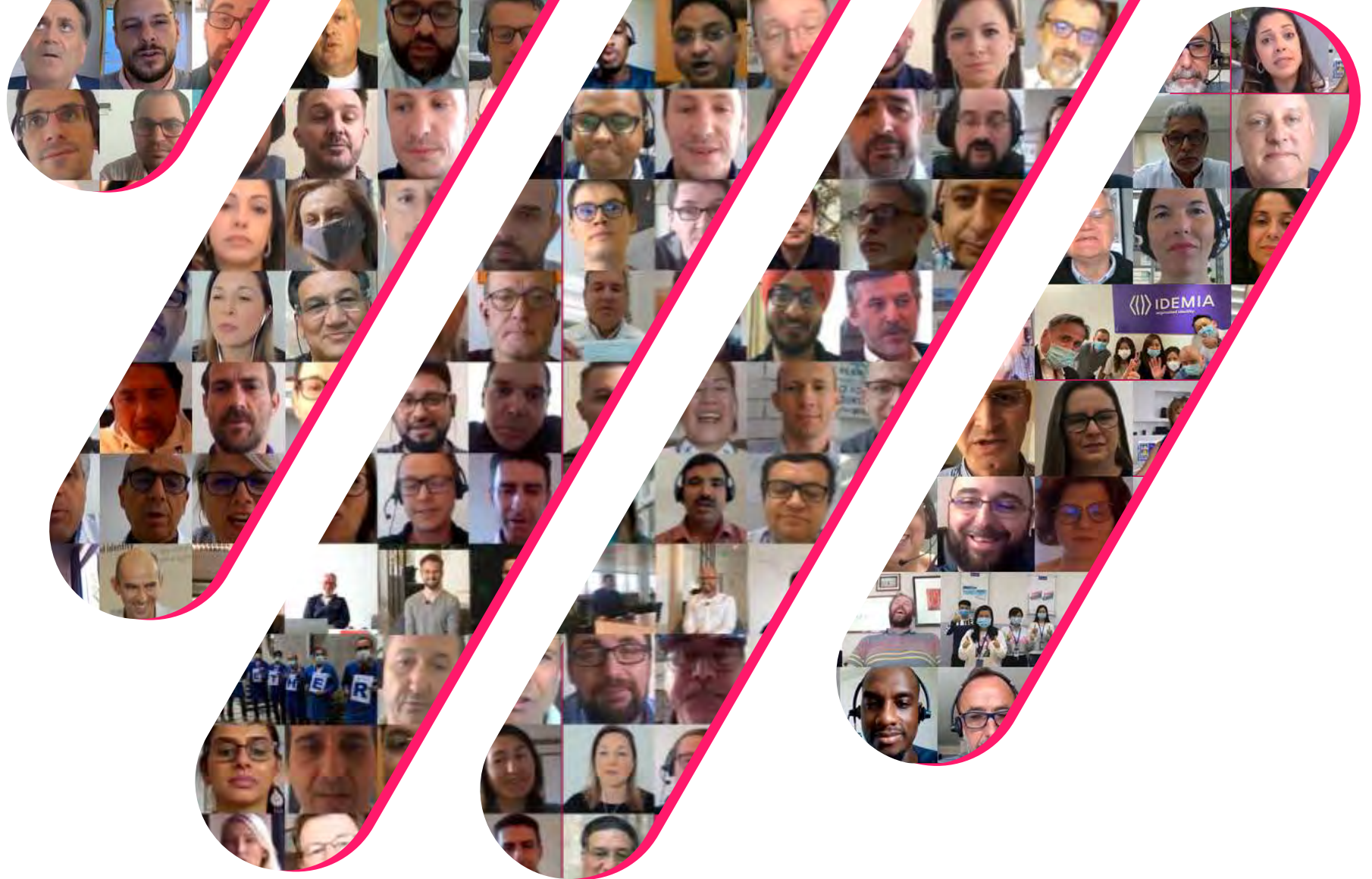
1st recycled PVC payment cards launched in 2020 in Europe with BBVA in Spain and OnlyOne - French FinTech - as well as in Asia Pacific with RHB Bank in partnership with WWF Malaysia. In 2021, HSBC GROUP made public its global migration program to PVC payment cards. As of mid-2021, almost 40 banks worldwide 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





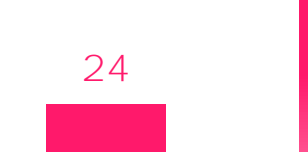
PEOPLE

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



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

- 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.



Year	Number of people vaccinated
2018	24
2019	32
2020	24

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



TALENT MANAGEMENT & DIVERSITY



- » Close to 15,000 people
- » 80+ nationalities
- » 100+ 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 UdeMY¹ to offer different forms of learning.



Promoting equality, diversity and inclusion

- Launch of our Diversity & Inclusion Declaration 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



¹. One of the largest MOOCs (Massive Open Online Course) in the world



CUSTOMERS, PARTNERS & SUPPLIERS

Engage positively with stakeholders and carefully
choose suppliers



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

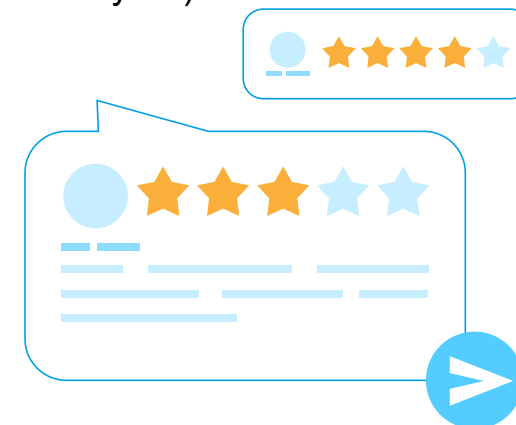
introduction of CSR related questions to the customer satisfaction survey to gauge customer expectation on CSR and ensure improvement.

Employee surveys

81%

**engagement of employees
in 2021**

(5 points more than the previous year).





ETHICS

Promote our values
and protect our businesses



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

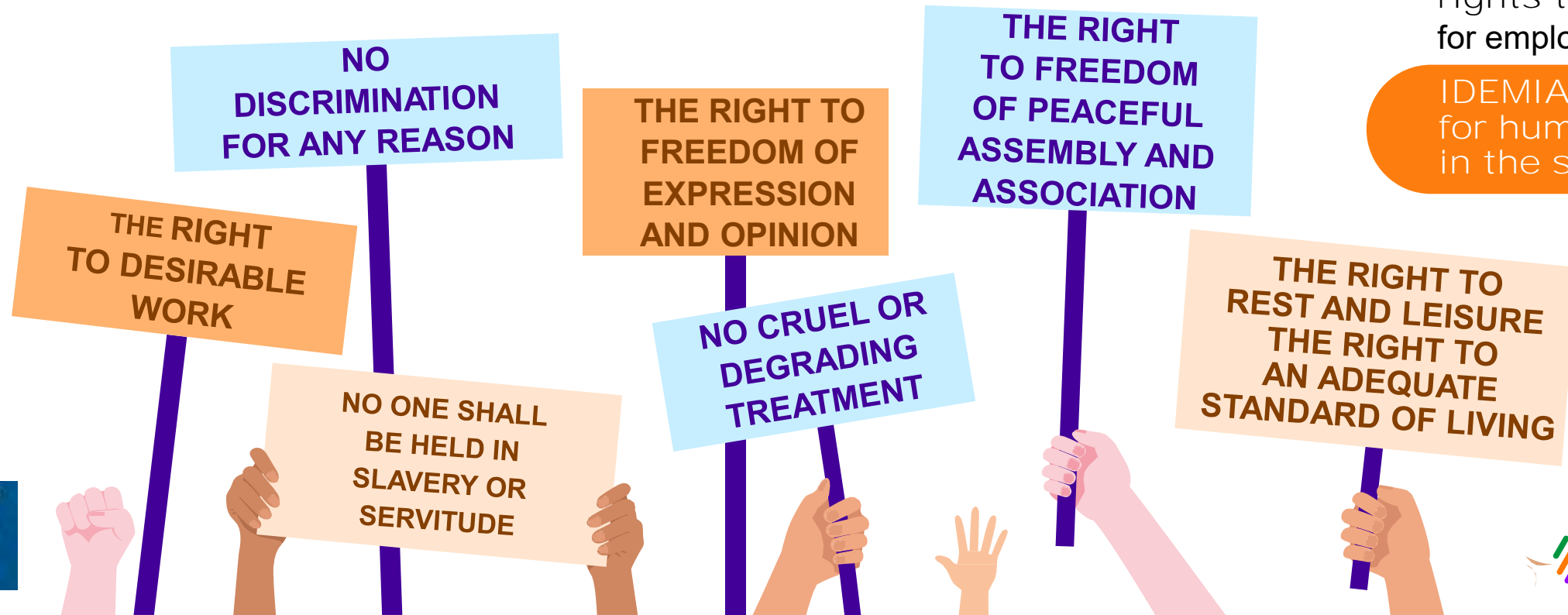
IDEMIA respects the 30 fundamental human rights laid out in the Universal Declaration of Human Rights, ensuring that, through its policies, procedures, training and culture it enacts its responsibilities as an employer in the following ways:



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**





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