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.”
We don’t ask for trust, we earn it.

We can be #1 in all our efforts.

We care for our clients, our people, and our stakeholders.

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

We don’t ask for trust, we earn it.

We challenge the status quo.

Caring

Curious

Together

Trusted

Daring

OUR VALUES
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
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

**ENVIRONMENT**

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

**PEOPLE**

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

**CUSTOMERS, PARTNERS & SUPPLIERS**

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 training\(^1\) and education workshops.

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\(^{1}\) Science, Technology, Engineering and Mathematics
ENVIRONMENT
Advocate for the long-term protection of our planet
ENVIROMENTAL RESPONSIBILITY

25% less carbon
Commitment to reduce CO2 emissions between 2019 and 2025

76% of the waste generated by our manufacturing sites was recycled in 2020

100% of our manufacturing site are covered by ISO14001 certifications

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.

Data taken on March 2021
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:

**Environmentally conscious products and services**

**GREENPAY**
It doesn't cost the earth

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.

**GREENCONNECT**
The Earth is calling

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

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.

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

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**Decrease of the number of reported injuries across IDEMIA’s manufacturing sites**

- **2018**: 24
- **2019**: 32
- **2020**: 24

*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
» 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 Udemy\(^1\) 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

Commitment to increase the number of key suppliers CSR assessed:

from 57% in 2020 to 80% by 2023

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

Data taken on March 2021
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).

Data taken on March 2021
ETHICS
Promote our values and protect our businesses
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

4,400
connected employees received the IDEMIA Business Ethics training
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
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.

Data taken on March 2021.