



United Nations Global Compact 2017 Communication on Progress

CSR at Edenred

Ideal is the name of the Edenred Group's corporate social responsibility and environmental approach. It is structured around 3 pillars tackling the main sustainability stakes of our activities and pursues three main objectives:



With the "**Ideal meal**" pillar, promoting healthy **nutrition** during the workday and beyond,



With the "**Ideal green**" pillar, preserving the **environment** in our daily activities,



With the "**Ideal care**" pillar, supporting the development of **local communities** in countries where we operate.

We chose the name Ideal to reflect the ambition of our continuous improvement approach, which rallies the Group's employees as actors and ambassadors of our social responsibility.

The three components of Ideal are related to our business and our history. They aim at making a positive social and environmental impact through our business activities. Ideal meal which focus on food used to be our main priority as nearly 70% of our business is composed of meal vouchers (Ticket Restaurant® and Ticket Alimentation®). This accounts for almost a billion meals per year, each one of which is an opportunity to promote healthier eating habits. Ideal green is the second component but it develops significantly. It aims to minimize the environmental impact of the Group's activities. Lastly, Ideal care reflects a commitment to solidarity that is firmly rooted in our culture.





Communication on Progress 2016-2017 achievements

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Human rights			
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	<ul style="list-style-type: none"> A first Group Charter of Ethics was drafted and distributed to all employees in December 2014. In this Charter, the Group presents its commitment regarding Human rights issues: <i>“Edenred is committed to respecting human rights as defined in the Universal Declaration of Human Rights and the UN Guiding Principles on business and Human Rights.”</i> This Charter has been completed in 2016 and endorsed by Bertrand DUMAZY, new Chairman and Chief Executive Officer of Edenred. <p>Its application is mandatory in all countries and its scope has been extended in 2016 to Edenred’s suppliers and subcontractors as described below.</p>	<ul style="list-style-type: none"> Despite several acquisitions in 2016, 69% of employees were covered by local codes of ethics. Objectives: 100% of employees will be covered by the Group charter of Ethics by the end of 2017. 	<ul style="list-style-type: none"> 2016 Registration document / CSR section p.91 Group Charter of ethics / Human Rights’ section (p.13)
Principle 2: Make sure that they are not complicit in human rights abuses	<ul style="list-style-type: none"> As a services company with almost no industrial activity, our supply chain is not at great risk regarding Human Rights. Though, Edenred has precised guidelines on these relationships with suppliers in the Charter of ethics: <i>“the Group requires its business partners, subcontractors and suppliers to apply ethical, environmental and social rules.”</i> Since May 2016, a specific clause is included in all new suppliers/ or contract’s renewals which states that the partner has full knowledge and understanding of the Edenred Charter of Ethics, and the business integrity and compliance principles it contains. <p>Edenred has identified critical suppliers consistently with its activities and runs annual audits through the internal audit direction.</p>	<p>19 critical suppliers have been assessed in 2016 on all areas related to control and sustainability of operations. Those suppliers are mainly paper suppliers, cards manufacturers, IT services...</p>	<ul style="list-style-type: none"> Group Charter of ethics / Integrity and respect for the law’s section (p.12)



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Labor			
Principle 3: Businesses should uphold the freedom of associations and the effective recognition of the right to collective bargaining	<ul style="list-style-type: none"> In Edenred's 2016 registration document, the Group declares that it "[...]complies with the principles and fundamental rights outlined in the International Labor Organization's fundamental conventions, which cover such basic issues as the right to freedom of association, the effective recognition of the right to collective bargaining ... [the rest of the sentence is completed in principles 4-5-6]." On social dialogue, representative bodies have been set up in most Edenred entities (except small units), providing a crucial foundation for the social dialogue process. Three levels of social dialogue are in place within the Group: national, European and Group level. At European level, a European Works Council has been created in 2014. A special negotiating group with representatives from 13 European countries was formed. The agreement on the European Works Council was signed in September 2014. 	<ul style="list-style-type: none"> 63.6% of Edenred employees work in a business unit with employee representative bodies and 57.3% are currently covered by a collective agreement. In 2016, 45 collective agreements were signed in host countries on a wide variety of issues, including wages, profit sharing, intergenerational agreements, working time and workplace health and safety. <p>2 meetings of the Group Works Council in Paris and one meeting of the European Works Council in Brussels were held</p>	<ul style="list-style-type: none"> 2016 Registration document / CSR section p.91 and 79.
Principle 4: The elimination of all forms of forced and compulsory labor	<ul style="list-style-type: none"> In Edenred's 2016 registration document, the Group declares that it "complies with the principles and fundamental rights outlined in the International Labor Organization's fundamental conventions, which cover such basic issues as [...] the elimination of all forms of forced and compulsory labor..." <p>This commitment has been repeated in our Charter of Ethics in the dedicated paragraph "The fight against forced and illegal labor".</p>	<p>Same as principles 1 and 2</p>	<ul style="list-style-type: none"> 2016 Registration document / CSR section p.91. Group Charter of ethics / Human Rights' section (p.13)



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<p>Principle 5: The effective abolition of child labor</p>	<ul style="list-style-type: none"> ▪ In Edenred's 2016 registration document, the Group declares that it <i>"complies with the principles and fundamental rights outlined in the International Labor Organization's fundamental conventions, which cover such basic issues as [...] the effective abolition of child labor"</i> ▪ This commitment has been repeated in our Charter of Ethics in the dedicated paragraph <i>"The fight against child labor"</i>. 	<ul style="list-style-type: none"> ▪ Same as principles 1 and 2 	<ul style="list-style-type: none"> ▪ 2016 Registration document / CSR section p.91. ▪ Group Charter of ethics / Human Rights' section (p.13)
<p>Principle 6: The elimination of discrimination in respect of employment and occupation</p>	<ul style="list-style-type: none"> ▪ At Edenred, meritocracy is a key principle which is why our Charter of ethics states: <i>"The Group is committed to preventing any form of discrimination"</i>. Nondiscrimination is also mentioned in all Group HR policies. ▪ Many local initiatives have been implemented: <ul style="list-style-type: none"> - Edenred UK has developed an Equality Opportunity Policy designed to ensure that employees are hired, promoted, trained and generally treated on the basis of their skills and abilities alone, - In 2016, the Group has conducted in each country a studies on effective wage equality on expatriate employees and Executive Committee members. 	<ul style="list-style-type: none"> ▪ Gender equality: 50.1% women employees worldwide and 49.9% men 	<ul style="list-style-type: none"> ▪ 2016 Registration document / CSR section p.78 and following. ▪ Group Charter of ethics / Human Rights' section (p.13)



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Environment			
<p>Principles 7: Businesses should support a precautionary approach to environmental challenges</p>	<ul style="list-style-type: none"> Although it has a limited impact on the environment because its operations are mainly service related, the Group is committed to reducing the environmental impact of its everyday activities with the Ideal green program, one of the three key pillars of Edenred CSR approach The Group's environmental initiatives focus on four main areas of actions: <ul style="list-style-type: none"> Implementing environmental management systems (EMS), Designing eco-friendly solutions, Inventing new eco-friendly services, Raising awareness among our stakeholders. <p>The last 3 points will be described in principle 8 & 9.</p> <p>Edenred's precautionary approach relies on monitoring its impacts through the annual reporting composed of 25 indicators (on waste, energy, water, paper, plastic, CO₂ emissions...). This reporting is audited by an external auditor, whose report is available in our 2016 Registration document.</p> <p>Moreover, Edenred has established an environmental management system (EMS) based on the principles of ISO 14001. More than 50% of Edenred employees now work in a host country that has received environmental certification.</p>	<ul style="list-style-type: none"> 51% of employees work in a subsidiary with an environmental certification The environmental reporting covers 91% of employees 	<ul style="list-style-type: none"> 2016 Registration document / CSR section p.93 to 101.



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Principle 8: Undertake initiatives to promote greater environmental responsibility	<ul style="list-style-type: none"> ▪ Every year Edenred organizes “Ideal green day”, an event to sensitize employees, beneficiaries or clients around specific environmental issues. For example in 2016 in Brazil, employees were surveyed to help identify their mobility profiles and offer them recommendations to reduce our environmental footprint. ▪ In terms of eco-design of Edenred solutions, Edenred’s primary impact is related to the production of paper vouchers. In 2015, 24 business units used ecological paper for the vouchers they produce. ▪ In 2016 Edenred also conducted the industry’s first comparative study of the environmental impact of its Ticket Restaurant® paper vouchers and cards in France. The primary conclusion was that the card has a more positive impact on climate change and natural resources. ▪ The Group is still actively engaged in transitioning its solutions to paperless media. 	<ul style="list-style-type: none"> ▪ The Ideal green program helps sensitized 71% of our employees ▪ 5,167 employees attended training sessions on environmental issues throughout the year ▪ 70% of issue volume was delivered paperless (end of 2016). 	2016 Registration document / CSR section p.93 to 101.
Principle 9: Encourage the development and diffusion of environmentally friendly technologies	<p>Edenred is the first issuer to provide a solution to the cards’ end of life with the full recycling of Ticket Restaurant® cards in France using an entirely mechanical (and therefore environmentally sensitive) process.</p> <p>A number of Edenred units have developed services to add environmental value to their programs. For example:</p> <ul style="list-style-type: none"> - Ticket Clean Way® (a solution for employees to pay the cleaning of their uniforms by professionals) created Eco Pressing® program in France to encourage affiliated pressing to reduce their environmental impact, - Ticket Car® (a solution to manage fuel and toll payment for companies’ fleets of vehicles) launched in Brazil and Mexico Ticket Carbon Control® program, which gives clients detailed, precise information about their vehicles’ CO2 emissions. 	<ul style="list-style-type: none"> ▪ The amount of waste produced across the Group declined by 5% year-on-year in 2016 ▪ The card recycling service was honored in France by a CSR Innovation and Service Award at the 2016 “Nuit de la RSE ceremony” 	<ul style="list-style-type: none"> ▪ Link toward the news about TR cards recycling and the “Nuit de la RSE” award on Edenred website ▪ 2016 Registration document / CSR section p.95



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Anti-corruption			
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	<ul style="list-style-type: none"> ▪ Edenred Charter of ethics provides the main guidelines on how to prevent corruption: <i>“Every employee must make sure that the laws on the prevention of corruption are obeyed. Abiding by these regulations demands the greatest vigilance in the exercise of their daily activities, but also in the practices of the suppliers and/or service providers that the employee works with.”</i> ▪ Since 2012, Edenred has initiated a procedure to fight money laundering at the Group level and to train both Finance Departments and Organization managers. In 2015, a Compliance Department was created and tasked with revising corporate AML/CFT policies and leading their deployment in the host countries. ▪ Edenred has launched in May 2016 a handbook to preventing corruption. 	Same as principles 1 and 2	<ul style="list-style-type: none"> ▪ Group Charter of ethics / Prevention of corruption's section p.11 ▪ 2016 Registration document / CSR section p.91 ▪ Handbook to preventing corruption



Documents

- 2016 Registration document: http://www.edenred.com/sites/default/files/pdf/documentations/information-reglementee-et-communiques-eng/edenred-docreference2016-mars2017-en_1.pdf
- Charter of ethics: <http://www.edenred.com/sites/default/files/pdf/documentations/charteethique-mai2016-en.pdf>
- Handbook to preventing corruption: <http://www.edenred.com/sites/default/files/pdf/edenred-guideprevention-anticorruption-mai2017-en.pdf>

