Worldline

United Nations Global Compact

Communication on Progress 2018

July 2019

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

CSR by Worldline

Executive Summary

1. CEO statement of continued support in 2018

Dear Mr. Secretary General,

With the recent and transformative acquisition of SIX Payment Services in 2018, Worldline is strengthened his position of pan-European leader of the European payments industry, with more than 11 500 employees across 29 countries. With nearly 45 years of experience, Worldline provides high quality, reliable and secure payments and innovative solutions covering the entire payments value chain in different fields like Merchant Services, Financial Services and Mobility & e-transactional services.

Worldline's sustainability is fundamentally based on trust and long-term commitments. That's why; Worldline has defined in 2014 its Corporate Social Responsibility ambition and launched in 2016 its TRUST 2020 CSR long-term ambition, which represents a key transformation vector for the company. In 2017, the United Nations' Sustainable Development Goals also open a new area for Worldline to reinforce its commitment to excellence regarding sustainability. In 2018, we released our first Integrated Report that represents a natural evolution in Worldline's sustainability journey, reflecting the integration of CSR into our business strategy.

I am pleased to confirm that Worldline is happy to renew its commitment to the ten principles of the United Nations Global Compact with respect to Human Rights, labor standards, protection of the environment and anti-corruption, and continues to take concrete actions in all its entities and all along its value chain. Our actions and their results are reported in our two extra-financial reference documents which constitute our Communication on Progress for 2019:

- The 2018 Registration Document which is the document for investors' community and official registration to the AMF (Autorité des Marchés Financiers).

- The 2018 Integrated Report that presents its global vision and strategy for creating value for its stakeholders, as well as its business model and the governance put in place to achieve this ambition.

I am proud to reiterate our commitment and our strong support to the Global Compact and share it among our stakeholders, regardless the nature of their relations with Worldline and submit our annual COP for the third year in a row.

Yours sincerely,

Gilles Grapinet
Chief Executive Officer

2. Worldline 2018 main achievements

With this Communication On Progress (COP), Worldline accounts for its CSR activities implemented in 2018 and attests its commitment to maintain high ethical, social, societal, environmental and governance standards creating sustainable value for its stakeholders. It captures its contribution to the principles as a signatory of the United Nations (UN) Global Compact in the areas of Human Rights, labor, environment and anti-corruption.

In 2018, Worldline has already achieved close to 40% of its TRUST 2020 targets as measured by the 14 concrete Key Performance Indicators (KPIs) related to its CSR main strategic challenges in the areas of service availability, sustainable innovation, customer satisfaction, security, data protection, talent attractiveness, responsible procurement, and environment. As a result:

- Worldline has achieved its customer satisfaction objective and has obtained an overall score of 8.1/10.
- The company has achieved its goal related to the revenue generated through its sustainable offers, by surpassing its € 725 million objective by 12.6%.
- Worldline has obtained Gold level certification by EcoVadis since 2016. In 2018, Worldline improved its rating by 4 points (after a 12 points increased from 2016 to 2017) and reached a score of 81/100.
- In 2018, Worldline decided to offset 100% of its CO_2 emissions. This initiative, which provides carbon neutral footprint hosting, allows customers to declare "zero" in their carbon public reporting (Scope 3, outsourced services) for services hosted by Worldline.

In addition, more than 75% of Worldline's main KPIs have improved since the launch of its CSR strategy in 2014.

In 2018, Worldline's progress in CSR was also recognized through a number of recognition and certifications:

- **Vigeo Eiris:** Worldline has been evaluated in late 2018 and has been ranked 5th/45 in its industry in Europe, with a score of 55/100. At a global level, Worldline has been ranked 6th/ 215 in its industry.
- **Gaïa Index:** Worldline has been once again recognized for the transparency of its extra-financial information and its commitment toward sustainable development by obtaining a score of 87/100 in 2018 against a score of 86/100 in 2017.
- **Sustainalytics:** Worldline is ranked 5th in its sector with a score of 78/100 since 2017.

- **MSCI**: Worldline consolidates its CSR performance in the MSCI Index and conserve its AA level since 2016.
- **Oekom** : Worldline is rated Prime by Oekom and has attained a C+ rating
- **ISS:** At the end of 2018, Worldline has obtained a score 1 in Environment, 2 in Social, and 6 in Governance at ISS QualityScore. The score runs from 1 to 10, with 1 representing the lowest risk level and 10 the highest.
- **CDP:** In 2018, the Atos group (to which Worldline belonged) continued to improve its performance, featuring once again in the CDP's A- List thanks to its ambitious carbon emissions reduction program and its sound management of climate risks. Worldline took part in CDP assessments of the entire Atos group, providing information for its branch of the organization. Atos was ranked number one in the world for the IT sector in the Climate Performance Leadership Index (CPLI) and is one of the 6% of companies to be awarded an "A-" grade for its performance.

Worldline has also been awarded by the UN Global Compact France for the best 2017 COP.

Besides, since 2017, Worldline has become the digital partner of an international scientific research program in the form of a submarine expedition to help preserve the oceans. Indeed Worldline will offer the *Under The Pole III* expedition its technological expertise for the next two years, developing a highly secure Cloud and hosting solutions to enable explorers to centrally store all data and media content collected during the expedition and to share it in a secured and quicker way with the scientific community. *Under The Pole III* is dedicated to an underwater exploration of the deep marine ecosystems from 2017 to 2020 to increase knowledge of these almost unexplored areas and thus to promote their conservation.

For more information regarding our 2018 main CSR achievements, please refer to:

- *Our 2018 Integrated Report, Section "Our integration of extra-financial performance" (p.22 to 31);*
- *Our 2018 Registration Document, Section D.1.1 Building an integrated and differentiating approach (p.80 to 90)*

3. Worldline's contribution to the United Nations Sustainable Development Goals

Worldline decided in 2017 to commit to contributing to the Sustainable Development Goals (SDGs), a universal, global and inclusive action and roadmap launched by the UN to end poverty, protect the planet and ensure prosperity and peace for all by 2030.

Through its sustainable solutions, its internal programs and policies and its value chain, Worldline is involved in achieving the 17 SDGs and believes its business has a significant role to play in solving global sustainability challenges.

Based on the most material CSR topics for its stakeholders and for its business activities, Worldline has identified 5 primary SDGs on which the company has the most significant impact and can maximize its contribution:

In addition, Worldline also has a special impact on two complementary SDGs: SDG 3 "Good health and well-being" and SDG 5 "Gender Equality" covering two areas in which the company is highly involved through its *wellbeing@worldline* and Gender Equity programs.

In order to identify and measure Worldline's contribution to all SDGs, Worldline undertook a detailed assessment through a two-step mapping analysis. The result identified 9 SDGs to which Worldline contributes more specifically.

From an external approach

Worldline evaluated the impacts of its products and services with respect to their contribution to the SDGs. This analysis shows that Worldline's solutions provide customers with sustainable benefits, contributing primarily to the following SDGs

For instance, Worldline's Fraud Risk Management, e-banking or Acquiring Processing solutions enable the decrease of fraud and corruption risks and the prevention of cyber threats, thus contributing to the achievement of the SDG 16. Also, by making payment easier with flexible digital business models, Worldline's Payment Acceptance, Kiosk and Digital Retail solutions enable the creation of economic value and growth for clients, via a shorter time-to-market and costs reduction, thus contributing to the SDG 8.

From an internal approach

Worldline mapped its impacts on SDGs among initiatives, programs and policies related to ethics, data protection; responsible procurement, human resources, local communities' development and the environment indirectly contribute, identifying the following SDGs where it supports the global goals.

For instance, as part of its "TRUST 2020" ambition and its diversity strategy, Worldline has committed to reduce the gap between the % of females in management positions and the % of females in the overall workforce to 0 by 2020 and has launched its Gender Equity program in 2017 that contributes to the SDG 5 "Gender Equality". Worldline also supports the SDG 4 "Quality education" through its *learning@worldline* program which aims to provide Worldline employees with the best-in-class training to develop their skills. Furthermore, Worldline environmental commitment contributes to the SDG 13 "Climate action", especially through its offsetting program that aims to neutralize all carbon emissions related to the company's activities by 2020.

For more information regarding our contribution to the SDGs, please refer to:

- *Our 2018 Integrated Report, Section "Our integration of extra-financial performance" (p.24) and Section "Our sustainable offerings" (p.38 to 39).*
- *Our 2018 Registration Document, Section D.1.1.2.4 Contribution to the United Nations Sustainable Development Goals (p. 85-87) and Section D.2.3.1 Creating CSR value for customer and contributing to SDGs through our portfolio (p.123 to 125)*

4. Worldline's contribution to the United Nations Global Compact principles

4.1. Human Rights

Principle 1: *Business should support and respect the protection of internationally proclaimed Human Right*
Principle 2: *Make sure that they are not complicit in Human Rights abuses.*

Ambition

As part of its CSR ambition, Worldline is determined to embed the respect and promotion of Human Rights into every function, role, and corner of its business. Worldline aims to align its operations and strategies with the universal principles defined by the UN Global Compact on Human Rights and the company supports and respects the principles of the Universal Declaration of Human Rights of 1948 and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

Commitments and policies

Worldline Human Rights' commitments are set by the Code of Ethics and through the Atos global ethics and compliance policy, providing guidance regarding behaviors of employees and suppliers within business activities. In 2018, Worldline ensures that it is not complicit in any kind of Human Rights violation and data privacy breaches.
Regarding this area, data protection is fundamental to Worldline's business and this is why the company has taken key commitments by 2020:

- To reach 100% of Compliance Assessment of Data Processing (CADP) performed for all processing activities
- To train 100% of the Company's employees on a yearly basis regarding security and data protection to strengthen and maintain awareness regarding data protection.
- To ensure privacy based on European standards via Atos Binding Corporate Rules on all sites.
- To ensure data privacy as standard in Worldline solutions to address data protection already during design and as a default.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.56 to 59);*

- *Our 2018 Registration Document, Section D.2.3.2 Worldline's sustainable portfolio (p.126), Section D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (p.148-149), Section D.4.1.1.2 Ethics & Value chain specific risks (p.164), Section D.4.2.1 Ensuring compliance with the Duty of Vigilance (duty of care) regulations (p.169-170), Section D.4.2.3.2 Promote sustainability & CSR performance with suppliers (p.172-173).*

Programs and Actions

Compliance with the General Data Protection Regulation (GDPR): Worldline has prepared to comply with this regulation for all of its entities and employees in 2017, founded on three key elements: principles based on the Data Protection Directive; procedures that ensure that such principles are implemented and a training program for all Group employees, tailored to their positions and responsibilities.

In order to ensure a coordinated and harmonized approach respecting the applicable national laws, the Atos group has adopted a "Group Policy related to personal data protection (AP17 policy)" that is applicable to all of its entities and their employees, including those of the Worldline Group. This policy is founded on three key pillars:

- A set of principles based on those set forth in GDPR ;
- A set of procedures that ensure that such principles are
- implemented ; and
- A training program for all group employees, tailored to their positions and responsibilities.

For more information, please refer to:

- *Our 2018 Integrated Report, Section "Data protection at the core of Worldline's business" (p.47);*
- *Our 2018 Registration Document, Section C.5.5 Protection of personal data (p.72 to 74).*

Security and data protection: Worldline has adopted strong organizational and security measures to guarantee a high level of protection for the personal data of employees and customers and to ensure the right of privacy, based on three pillars: a data protection policy, data protection procedures and raising employee awareness. Worldline's global and stringent approach to protecting personal data has been recognized through the approval of Atos' Binding Corporate Rules by European personal data protection authorities and by the Payment Card Industry Data Security

Standard (PCI DSS) certification**.**

The Group's compliance with the various national laws and effective implementation of the above-described policy is ensured and managed by a personal data protection network, relying on a twofold legal and technical expertise, comprising Data Protection Officers and designated paralegals in each Worldline Group entity, resulting in Local Offices dedicated to personal data protection that is coordinated at Worldline Group level by the Worldline Global Data Protection Officer and at Atos group level by the Atos Group Chief Data Governance Officer, responsible for the Global Office.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Data protection at the core of Worldline's business" (p.47);*
- *Our 2018 Registration Document, Section D.2.2 Build customer trust with fully available and secured platforms (p.116 to 123).*

Code of Ethics: When joining the company, all employees are requested to agree with the Code of Ethics and to perform a mandatory training on this Code of Ethics each year. This document is a guide of principles designed to help employees to conduct their activities with honesty and integrity and proscribe any form of discrimination.

For more information, please refer to
- *Our 2018 Integrated Report, Section "Business integrity within worldline…" (p.58);*
- *Our 2018 Registration Document Section D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (p.165 to 167)*

Fighting against discrimination and providing safe working conditions: Worldline aims to treat all its employees fairly and actively seek to prevent all forms of harassment and discrimination regarding sex, gender, race, age, sexual orientation, disability and political or religious convictions. In addition, the strictest standards regarding child labor and compulsory work are respected by Worldline that asks its suppliers and subcontractors to apply the same actions through the Sustainability Supplier Charter.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "People" (p.48 to 55);*
- *Our 2018 Registration Document, Section D.3.2.5 Ensure fairness & efficiency through diversity promotion (p.138-142)*

A Sustainability supplier charter*:* The Business partner integrity commitment document is distributed to all suppliers participating to a RFP to be eventually attached to all contracts. The objective is to encourage suppliers to follow the principles of the UN Global Compact in order to be able to work with Worldline such as combating child labor, discrimination, forced labor or corruption and bribery.

For more information, please refer to :
- *Our 2018 Integrated Report, Section "Ethics & Value Chain" (p.56 to 59);*
- *Our 2018 Registration Document, Section D.4.2 Ethics in the supply chain (p.169 to 173);*
  Our Business partner integrity commitment document:https://atos.net/wp-content/uploads/2018/05/atos-business-partners-commitment-integrity-2018.pdf

Evaluation of the value chain: EcoVadis, an external third party, assesses the CSR performance of the Worldline's strategic suppliers each year. It enables to ensure that every supplier is in accordance with the International Human Rights principles.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & Value Chain" (p.59);*
- *Our 2018 Registration Document Section D.4.2.3.3 Supplier sustainability assessment*

Responsible minerals sourcing*:* Worldline strongly supports the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas and perform interviews to assess the due diligence of suppliers. None of Worldline suppliers has been considered as a risk in 2017, given the results of a deep analysis based on the main terminals producer located in Malaysia and Singapore.

In October 2018, Worldline also shared with its main hardware suppliers (that provide terminals and data center components for instance) a letter signed by Worldline CSR Officer on responsible minerals sourcing.This document sets forth the commitments and expectations Worldline's suppliers have to follow regarding conflict minerals and complements the Business partner's commitment to integrity which already includes requirements for a transparent and conflict-free supply chain. Indeed, the Company is committed to ensuring that the minerals used in its hardware's components are not sourced from conflict regions (e.g. Democratic Republic of Congo, Rwanda, Tanzania, Uganda, Zambia), nor finance armed groups.

For more information, please refer to:
- *Our 2018 Registration Document Section D.4.2.3.2 (p.17).*

Empowering local communities: Worldline continues to promote Human Rights in local communities where the company is present. The company undertakes corporate citizenship activities in the following key areas that help resolve local issues such as providing social care to children for youth empowerment, promoting education and employability through digital inclusion and fighting disease and illness supporting local charities and fundraising activities.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Making a positive impact in our communities" (p.60-61);*
- *Our 2018 Registration Document Section D.4.3 Developing a positive and responsible local footprint across (p.175 to 177).*

Sustainable solutions to enhance Human Rights: Worldline provides solutions to ensure fair business practices, to prevent the treats of cyber-attacks and to avoid data breaches and by consequence to ensure no complicity in Human Rights abuses. For instance, Worldline Fraud Risk Management, E-banking or Acquiring Processing solutions enhance combat against fraud, corruption and cyber risks.

For more information, please refer to
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.56 to 59);*
- *Our 2018 Registration Document SectionD.2.3 Driving customer sustainability challenges through Worldline sustainable offers (p.123 to 127).*

Worldline's 2018 results and progress

As part of its CSR strategy and its long-term TRUST 2020 ambition, Worldline released a wide range of societal indicators that enable to measure its progress. The main 2018 headways in the Human Rights area are:

- 96 suppliers were assessed by EcoVadis, representing 50.2% of total spending (versus 75 in 2017).
- Once again this year, the number of employees trained with the Code of ethics reached 95%
- 82% of Worldline employees attended mandatory online training programs related to personal data protection in 2018.
- 98.74% of incident responses have been compliant with Worldline security policy.
- An investment of €1,381,657 in funding initiatives in 2018 for local communities and society at large.
- Zero complaints regarding breach of customer privacy and zero claims from clients or suppliers related to corruption

For more information, please refer to:
- *Our Registration Document Section D.4.4 Key performance indicators about Ethics and value chain (p.177 to 179).*

4.2. Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
Principle 4: the elimination of all forms of forced and compulsory labor;
Principle 5: the effective abolition of child labor, and
Principle 6: the elimination of discrimination in respect of employment and occupation.

Ambition

Successfully attracting, integrating, motivating and developing the best talented people in the area of digital technologies is one of the most important levers for Worldline for consistently reaching business excellence and to solve complex challenges for its customers. This is the reason why Worldline has designed the *wellbeing@worldline* program that reflects the priority placed on its employees. Worldline believes that providing a positive and safe working environment, a healthy work-life balance and the right conditions for the development of skills and talents is key for its long-term performance.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "People" (p.48 to 55);*
- *Our 2018 Registration Document Section D.3.1 Ambitions, challenges and opportunities (p.131 to 133)*

Commitments and policies

As a signatory of the UN Global Compact, Worldline ensures the protection of international labor rights within its organization and its value chain and states that it is not engaged in any form of breaches on labor rights.
In addition, as part of its TRUST 2020 CSR long-term ambition, Worldline has set up strong commitments by 2020 in the labor area:

- Be cited in at least 5 employer brand studies.
- Ensure more than 90% employees are satisfied with the training provided.
- Increase to 60% the employee satisfaction as measured by the Trust Index of the Great Place to Work® survey.

- Reduce the gap between the % of females in management positions and the % of females in the overall workforce to 0(target range of +/- 10%).

For more information, please refer to:
- *Our 2018 Integrated Report, Section "People" (p.48 to 55);*
- *Our 2018 Registration Document Section D.3.1 Ambitions, challenges and opportunities (p.131 to 133)*

Programs and actions

Diversity program: Worldline aims to ensure that all forms of diversity are represented and takes concrete actions related to capitalizing on its international diversity, its experienced staff and intergenerational skills transfer, the inclusion of disabled people and gender equity opportunities.

Regarding gender equity, Worldline employs 30.30% of female employees worldwide and constantly strives to improve this proportion. Worldline has identified new actions that will be deployed in 2019 to strengthen women representation. This would include but not limited to clarifying the process and instructions to ensure that women and men are treated equally during the people review and that women representation criteria is systematically taken into consideration to establish the succession plan.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "People" (p.48 to 55);*
- *Our 2018 Registration Document Section D.3.2.5 Ensure fairness & efficiency through diversity promotion (p.138 to 142)*

Respect for international labor rights all along the value chain: Worldline ensures the protection of international labor rights and rejects all forms of forced and compulsory labor and child labor. As part of its sustainable procurement policy, Worldline select suppliers who do not use or accept that their own suppliers and subcontractors make use of child or forced labor. Also, suppliers must not practice or support any psychological or physical coercion and must respect individual and collective liberties and comply with labor laws.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.56 to 59);*
- *Our 2018 Registration Document Section D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (p.148-149) and Section D.4.2 Ethics in the supply chain (p.169 to 174);*

- *Our Business partner integrity commitment document:* https://atos.net/wp-content/uploads/2018/05/atos-business-partners-commitment-integrity-2018.pdf

Health and safety: Worldline is fully committed to preventing and controlling health risks and especially psychosocial risks. For instance, Worldline has created in 2017 a training module dedicated to the prevention of psychosocial risks in order to improve working conditions and the work-life balance. Also, an Occupational Health and Safety (OHS) Committee composed of elected employees is the contact point for matters related to health, safety, and working conditions.

For more information, please refer to:
- *Our 2018 Registration Document Section D.3.5.2 Health and safety policies and working conditions (p.150 to 151)*

An ongoing social dialogue and a freedom of association: Worldline ensures a culture of ongoing social dialogue with its employees and labor unions. The company acknowledges that employee representatives must play a comprehensive role concerning the most important and confidential issues faced by the Company. In each Worldline country, the Works Council and employee representatives meet on a regular basis as required by labor laws.

For more information, please refer to:

- *Our 2018 Registration Document D.3.5.1.1 A culture of permanent and effective social dialogue (p.148) and Section D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (p.148)*

Training: To create a competitive advantage, companies need to learn faster than their competitors, organizations need to maintain knowledge about new products and processes, understand what is happening in the outside environment and produce creative solutions using the knowledge and skills of all within the organization. Given the critical aspect of learning in an innovative and high-skilled IT company, Worldline puts a specific priority on the skills development of its employees. The Worldline Training Plan was developed in 2018 based on three priority areas (in continuity with 2017): to strengthen the technological expertise (IT delivery) of its employees, enrich the skills of the sales teams, and develop leadership in order to help managers grow in their jobs.

Collective bargaining agreements: Worldline follows local and international regulations and requirements concerning labor rights. Otherwise, Worldline has signed collective bargaining agreements with trade unions and staff representative bodies that enable employees to benefit from favorable statutory requirements regarding working conditions, health and safety matters, length of maternity/paternity

leave, working time, wages, notice periods, vacation time and training.

For more information, please refer to:
- *Our 2018 Registration document Section D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (p.148) and Section D.3.5.1.3 Collective bargaining agreements (p.149)*

Worldline's 2018 results and progress

As part of its CSR strategy and its long-term TRUST 2020 ambition, Worldline released a wide range of social indicators that enable to measure its progress. The main 2018 headways in the labor rights area are:

- A significant 9-points increase in employee satisfaction with respect to 2015, positioning the company just 1 points away from its 2020 target.
- In 2018, the number of average training hours by employee was 26.32.
- In 2018, the global turnover rate was 9.4%.
- 78.27% employees are covered by collective bargaining agreements in 2018.
- An increase in the number of women within its organization: the percentage of women has risen from 30.21% in 2017 to 30.30% in 2018.
- The disability rate in 2018 was 1.61%.
- The percentage of females in Worldline's top positions increased from 14.67% in 2017 to 18.52% in 2018.

4.3. Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: undertake initiatives to promote great environmental responsibility; and
Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Ambition

Following the COP 21 and the Paris Agreement, Worldline has significantly strengthened its environmental commitments and accelerated its transformation to improve its environmental performance by reducing carbon and energy intensity related to its business activities.

Environmental-related topics are fully embedded in our CSR strategy as a key strategic pillar. As a result, reducing our activities impact on the environment and

improving our environmental performance are now part of all our decision-making and production processing.

Commitments and policies

Consistently with the Atos Group environmental strategy, Worldline confirmed in 2017 its own low-carbon environmental strategy in order to take into account the 2°C scenario adopted as part of the COP 21 to fight against climate change. Its strategy puts the focus on the energy efficiency of data centers and offices, as well as energy used during payment terminals lifecycle or during the business travels.

As part of its ambitious environmental strategy and its TRUST 2020 CSR long-term ambition, Worldline has set up strong environmental commitments:

- Certify ISO 14001 all its data centers and sites above 500 employees;
- Reduce Worldline's carbon intensity each year by 2% in alignment with Atos target (which is to reduce by 10% its overall carbon intensity from 2015 to 2020);
- Purchase 100% of the Group's total electricity consumption in renewable energies;
- Offset all CO_2 emissions resulting from its activities (data centers, offices and business travels) and CO_2 emissions linked to its payment terminals lifecycle by 2020 ;
- Obtain a PUE (Power Usage Effectiveness') of 1.65 by 2020 for its strategic data centers.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.62 to 67);*
- *Our 2018 Registration Document Section D.5.1.1 Tackling climate change: the number one ambition (p.180)*

Programs and actions

Environmental Management System (EMS): Worldline has developed its own Environmental Management System in line with the Atos Group's environmental policy. It seeks to address environmental issues specific to Worldline's sites and introduce regular additional actions to reduce its environmental footprint.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.62);*
- *Our Registration Document Section D.5.1.3.3 Environmental Management System and energy audit (p.184).*

Energy efficiency initiatives: As part of our EMS and in particular through its ISO 14001 certification approach, Worldline has embarked on the generalization of actions to reduce the environmental footprint of its offices and data centers. It also fosters employee awareness on eco-responsible actions in their day-to-day work to empower them to change their practices and behaviors to better protect the environment.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.62 to 65);*
- *Our Registration Document Section D.5.2.2 Environmentally friendly offices (p.187 to 189), Section D.5.2.3 Data centers energy efficiency initiatives (p.189 to 190) and Section D.5.2.6 Educating and engaging our employees on environmental issues (p.192 to 193).*

Renewable energy programs: As part of the Company's commitments to carbon reduction and neutrality, Worldline commits in 2018 to supply 100% of its total electricity consumption in renewable energies. Indeed, each year Worldline supports the renewable energy adoption on its own offices and data centers and reviews its supply contracts to identify countries likely to switch to renewable energy. In 2018, Worldline France has chosen to contribute to the development of renewable energies by subscribing to a new contract with its energy provider EDF.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.62 and 64);*
- *Our Registration Document Section D.5.2.1.3 Switching to renewable energy supply (p.187)*

Carbon offsetting program: As part of its low-carbon strategy and to offset the impact of its carbon emissions, Worldline has implemented a voluntary carbon offsetting program. In 2018, Worldline decided to offset 100% of its GHG emissions. This initiative, which provides carbon neutral footprint hosting, allows customers to declare "zero" in their carbon public reporting (Scope 3, outsourced services) for services hosted by Worldline.

For more information, please refer to :
- *Our 2018 Registration Document Section D.5.2.1.2 Offsetting our carbon footprint (p.186-187).*

Circular economy: Worldline counts with a waste management policy that ensures the collection, storage, transportation and disposal of waste. The company also performed an environmental assessment of its payment terminal and has followed the ECMA 370 eco-declaration since 2016. By mid-2018, 100% of the terminals catalogue has been labelled with the ECMA standard (including portable and unattended devices). Also Worldline has implemented a Green IT initiative since

2018. Worldline's objective is also to raise awareness on all the environmental and social best practices throughout its entire organization across all its departments linked to its IT operations. This initiative aims to design, manufacture, operate and manage EOL of computer-related products (data centers, software & hardware conception and workstation materials) in the respect of Human Rights and with a view to limit their environmental impact.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Worldline's green it initiative" (p.65);*
- *Our 2017 Registration Document Section D.5.2.2.2 Circular economy and waste management (p.187 to 188) and Section D.5.2.4 Sustainable Terminals (p.190 to 191).*

Sustainable mobility: Worldline promotes smart mobility by encouraging the use of more environmentally friendly means of transport such as bicycles, public transport, an electric company vehicle fleet and carpooling. The company also favors the use of collaborative tools to reduce business travels such as remote working.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Raising environmental awareness among all our stakeholders" (p.66);*
- *Our 2018 Registration Document Section D.5.2.5 Business travel: Encouraging sustainable mobility (p.191 to 192).*

Environmental awareness: Worldline embarked on a series of local and global green initiatives like an environmental charter aimed at employees, animations in the canteens or the collect of old smartphones. In addition, since end of 2017, Worldline has committed to support an ambitious scientist research program for the next 3 years to accelerate research and help protect the environment by bringing its technological expertise and by raising awareness among its employees. This scientific program takes the form of The Under The Pole III submarine expeditions.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.66 to 67);*
- *Our 2018 Registration Document, Section D.5.2.6 Educating and engaging our employees on environmental issues (p.192 to 193)*

Sustainable solutions for the environment: Worldline's digital solutions contribute to the fight against climate change and preservation of the environment by reducing the pollution and production of waste. For instance, the digitization and online banking solutions enable to reduce transportation and use paperless processes that contribute to fighting against deforestation.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Our sustainable offerings" (p.38 to 39) and Section "Worldline's green it initiative" (p.65)*
- *Our Registration Document Section D.2.3 Driving customer sustainability challenges through Worldline sustainable offers (p.123 to 127)*

Worldline's 2018 results and progress

As part of its CSR strategy and its long-term TRUST 2020 ambition, Worldline released a wide range of environmental indicators that enable to measure its progress. The main 2018 headways in the environmental area are:

- A full compensation of all CO_2 emissions resulting from its activities (data centers, offices and business travels) and CO_2 emissions linked to its payment terminals lifecycle).
- 9 data centers and sites with more than 500 employees are certified ISO 140001.
- An increase in the electricity consumption from renewable sources from 49 367 GJ in 2017 to 249 817 GJ in 2018.
- The total CO_2 emissions have also decreased by 10% in comparison with 2017.
- A reduction in the carbon intensity from 8.98 tCO2/M€ in 2017 to 6.81 tCO2/M€ in 2018

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Environment" (p.62 to 67);*
- *Our 2018 Registration Document, Section D.5.3 Key performance indicators for Environment (p. 193 to 197)*

4.4. Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Ambition

Endorsing business ethics within the value chain is one of the main challenges of Worldline. Indeed, Worldline seeks to comply with the highest standards of integrity and fairness in the way it conducts its business activities and is strongly committed to respect the principles of the UN Global Compact concerning bribery and corruption.

Likewise, Worldline expects its suppliers to comply with the same strictest standards of ethical behavior and responsible practices.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.58);*
- *Our 2018 Registration document Section D.4.1 Ethical excellence within Worldline (p.163 to 169) and Section D.4.2 Ethics in the supply chain (p.169 to 174).*

Commitments and policies

Worldline aims to prevent any form of corruption or bribery as well as to avoid any form of direct or indirect compensation, reward, gift or another benefit to its employees.
In this means to ensure high ethical business standards over regulation compliance, data protection, and supply chain management, Worldline has robust policies and procedures to prevent compliance risks and laws violations. The principle of anti-corruption is also part of Worldline's Code of Ethics that aims to prevent fraud and non-compliance.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.58);*
- *Our 2018 Registration document Section D.4.1 Ethical excellence within Worldline (p.163 to 169) and the Atos Code of ethics: https://atos.net/wp-content/uploads/2016/07/atos-code-of-ethics.pdf*

Programs and actions

Whistleblowing policy and anti-fraud policy: as part of the Atos's Group, Worldline deploys these policies that define management system and compliance governance in order to integrate anti-corruption principles within the entire organization. It prohibits Worldline from any discriminatory or disciplinary measure against workers who report illegal practices.

For more information, please refer to:
- *Our 2018 Registration Document, Section D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (p.165 to 167) and Section D.4.1.2.3 Anchor a culture of compliance through awareness training, the whistleblowing procedure and Internal Investigations (p.168 to 169).*

Assessment of partner's ethical behavior: in order to endorse any contract with intermediaries, consultant partners or consultant assistance Worldline inspects them at the beginning of any business relationships. This action is completed by a specific

piece of software, the business Partner Tool, which identifies risks of corruption that are screened to the Legal, Compliance and Contract Management department.

For more information, please refer to:
- *Our 2018 Integrated Report, Section "Ethics & value chain" (p.56 to 59);*
- *Our 2018 Registration Document, Section D.4.2 Ethics in the supply chain (p.169 to 174)*

The Dawn Raids policy: Worldline also has a "Dawn Raids" policy that provides a list of rules and procedures to be followed in the event of an inspection by local authorities.

For more information, please refer to:
- *Our 2018 Registration Document, Section D.4.1.2.2 Compliance enhanced governance and monitoring (p.168).*

Policy concerning gifts and benefits: this policy protects Worldline from any disproportionate gift or benefit given or received by a Worldline employee. A policy was implemented in 2013, aiming to screen gifts, invitations and other benefits of which Worldline is provider or recipients.

For more information, please refer to:
- *Our 2018 Registration Document, Section D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (p.166)*

Improving awareness and creating a culture of compliance: Worldline is implementing a comprehensive online training on the principles of the Code of Ethics and is supporting an internal Social Network in which the employees can join a specific community called "Legal Compliance Organization" with the objective to circulate information on internal rules and respond to questions about compliance.

For more information, please refer to:
- *Our 2018 Registration Document, Section D.4.1.2.3 Anchor a culture of compliance through awareness training, the whistleblowing procedure and Internal Investigations (p.168 to 169).*

Sanction and export controls: As part of Worldline fair competition policies, the Export Control policy explains the main principles and prohibitions related to Export Control Regulations, and provide clear processes to mitigate risks.

For more information please refer to:
- *Our 2018 Registration Document, Section D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (p. 166).*

A sustainable portfolio that contributes to preventing corruption: Worldline sustainable solutions comply with the European Identification and Authentication Services. For instance, Worldline Risk Fraud Management, E-banking, Tolling and Acquiring Processing solutions fight against corruption in the payment value chain such as tax evasion and money laundering.

For more information please refer to:
- *Our 2018 Integrated Report, Section "Our sustainable offerings" (p.38 to 39);*
- *Our 2018 Registration Document, Section D.2.3 Driving customer sustainability challenges through Worldline sustainable offers (p.123 to 127).*

Worldline's 2018 results and progress

As part of its CSR strategy and its long-term TRUST 2020 ambition, Worldline released a wide range of indicators that enable to measure its progress. The main 2018 headways in the anti-corruption area are:

- Zero complaints or claims from clients or suppliers related to corruption. In addition, Worldline did not report any significant fines for non-compliance.

- 95% of employees have attended online training on the Code of Ethics.

5. Contacts and link to the reference documents

5.1. Contact

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6. Correspondance table with the 10 principles

	Reference to the 2018 Registration Document	Reference to the 2018 Integrated report
Human Rights		
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	D.1.1.3.1 Non-financial ratings and awards (Page 90) D.2.3.2 Worldline's sustainable portfolio (Page 126) D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (Page 148 to 149)	Page 4 / 15 / 38 / 56 / 57 / 58 / 59 / 65
Principle 2: Make sure that they are not complicit in human rights abuses	D.4.1.1.2 Ethics & Value chain specific risks (Page 164) D.4.2.1 Ensuring compliance with the Duty of Vigilance (duty of care) regulations (Page 169 to 170) D.4.2.3.2 Promote sustainability & CSR performance with suppliers (Page 172 to 173)	
Labour		
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	D.3.5.1 Respect of Human Rights and social dialog (Page 148 to 149)	Page 56 / 57 / 58 / 59
Principle 4: The elimination of all forms of forced and compulsory labour	D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (Page 148 to 149) D.4.2 Ethics in the supply chain (Page 169 to 174)	Page 56 / 57 / 58 / 59
Principle 5: The effective abolition of child labour	D.3.5.1.2 Measures to ensure implementation of Human Rights through International Labor Rights (Page 148 to 149)	Page 56 / 57 / 58 / 59
Principle 6: The elimination of discrimination in respect of employment and occupation	D.1.1.3.1 Non-financial ratings and awards (Page 90) D.3.2.5 Ensure fairness & efficiency through diversity promotion (Page 138 to 142) D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (Page 167) D.4.1.2.3 Anchor a culture of compliance through awareness trainings, the whistleblowing procedure and Internal Investigations (Page 170 to 171)	Page 54 / 55

	Reference to the 2018 Registration Document	Reference to the 2018 Integrated report
Environment		
Principle 7: Businesses should support a precautionary approach to environmental challenges	D.5.1.2.1 Environmental risks for Worldline's sector (Page 181 to 182) D.5.1.2.2 Global monitoring to mitigate these environmental risks (Page 182) F.2.5.11 Environmental risks (Page 319) D.5.3 Key performance indicators for Environment (Page 193 to 197)	Page 29 / 62 /63 /64 /65
Principle 8: Undertake initiatives to promote greater environmental responsibility	D.5 Reducing our environmental footprint through eco-efficient operations (Page 180 to 197)	Page 29 / 62 /63 /64 /65 / 66 / 67
Principle 9: Encourage the development and diffusion of environmentally friendly technologies	D.2.3.2 Worldline's sustainable portfolio (Page 126) D.5.2.3 Data centers energy efficiency initiatives (Page 189 - 190) D.5.2.4 Sustainable terminals (Page 190 to 191)	Page 29/ 62 / 65
Anti-Corruption		
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	D.3.3.2 Other training initiatives (Page 144) D.4.1.1.1 Compliance governance and risks management within Atos group and Worldline (Page 163 - 164) D.4.1.1.2 Ethics & Value chain specific risks (Page 164) D.4.1.2.1 Worldline's Code of Ethics & policies to prevent risks (Page 165) D.4.4 Key performance indicators about Ethics and value chain (Page 179)	Page 27 / 29 / 32/ 56 / 58