

UNITED NATIONS GLOBAL COMPACT

# TRUST 2020 MID-TERM RESULTS

COMMUNICATION ON PROGRESS 2018

Worldline

## Executive Summary

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## 1. CEO statement of continued support in 2017

Worldline, a subsidiary of the Atos Group that has recently joined the CAC 40, is the European leader in the payments and transactional services industry with more than 9400 employees across 29 countries. With nearly 45 years of experience, the company provides secure payments and innovative solutions covering the entire payments value chain in different fields like Merchant Services, Financial Services and Mobility & e-Transactional services.

Since the launch of its CSR strategy in 2014, Worldline has defined its CSR ambition and commitments and has been recognized as a CSR leader in its industry through a broad range of international reference recognitions. In 2016, Worldline decided to go further by launching its TRUST 2020 CSR long-term ambition which represents a key transformation vector for the company to drive its progress further in order to achieve its objectives by 2020.

In 2017, the United Nations' Sustainable Development Goals also open a new area for Worldline to reinforce its commitment to excellence regarding sustainability. They represent a new challenge and opportunity for the company to implement all the new innovative actions to contribute more widely to societal challenges.

I am pleased to confirm that Worldline is again renewing 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.

I am proud that Worldline has been awarded recently by the United Nations Global Compact France for the best 2017 Communication On Progress (COP), thus highlighting the quality and the transparency of its extra-financial reporting.

Moreover, this year we decided to contribute to the 2018 Global Goals Yearbook to promote our CSR strategy, commitments, and achievements regarding the ten principles of the Global Compact and our SDG contribution.

These actions and their results are reported in our two extra-financial reference documents which constitute our Communication on Progress:

- The 2017 Registration Document which is the document for investors' community and official registration to the AMF (Autorité des Marchés Financiers).

- The 2017 Corporate Social Responsibility Report that presents a global CSR overview of the company and the engagement of Worldline towards its stakeholders.

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

Yours sincerely,

**Gilles Grapinet**  
**Worldline Chief Executive Officer**

## 2. Worldline 2017 main achievements

With this Communication On Progress (COP), Worldline accounts for its CSR activities implemented in 2017 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 2017, Worldline has already achieved 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 services 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.
- Worldline joins the very restricted TOP 1% of the best sustainable companies assessed by EcoVadis in all categories, obtaining a 76/100 in 2017.
- Worldline also achieved its climate change goal by offsetting 100% of the carbon emissions from its payment terminals' lifecycle. The company has also offset 100% emissions from its data centers and business travels.

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

In 2017, Worldline's progress in CSR was also recognized through a number of recognitions and certifications:

- **Sustainalytics:** For its first evaluation in 2017, Sustainalytics has ranked Worldline with a score of 78/100, positioning the company in the Top 5 of its industry.
- **Oekom:** "Prime" status and the C+ rating attained in 2016. Worldline is now ranked in the Top 5 of its industry.
- **EcoVadis:** Worldline has obtained the EcoVadis "Gold" level with great progress compared to the previous year (+12 points) with an overall score of 76/100.
- **Ethifinance:** Since 2015, Worldline has been ranked at the 7th position in the overall Gaïa Index ranking of a panel of 230 companies.
- **MSCI:** AA ranking attained through the MSCI Index in 2016.

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

Besides, Worldline has committed in 2017 to support an international scientific research program in the form of a submarine expedition to help preserve the oceans. Worldline will offer the *Under The Pole III* expedition its technological expertise for the next three 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 2017 main CSR achievements, please refer to:*

- *Our 2017 CSR Report, Section « Our CSR vision and 2017 achievements » (p.10-11)*
- *Our 2017 Registration Document, Section D.1.1.2 “Vision, strategy and governance” (p.73)*

### 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 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 female capital gap to 0 by 2020 and has recently launched its Gender Equity program 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 trainings 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 see:*

- *Our 2017 CSR Report, Section « Contribution to the United Nations sustainable development goals » (p.12)*
- *Our 2017 Registration Document, Section D.1.1.4 Worldline’s contribution to the United Nations Sustainable Development Goals (p.79)*

## 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 2017, 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 cover 100% of the Company's critical systems with Privacy Impact Assessments (PIA) to ensure adequate measures to protect personal data in our systems.
- 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 see our 2017 Registration Document, Section D.3.6.1 International labor rights (p.121), Section D.4.1.1.4 The Code of Ethics (p.132), D.4.1.2 Data protection (p.134) and Section D.4.2 Ethics in the supply chain (p.136)*

## 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.

*For more information, please see our 2017 CSR report Section « Conducting business with fairness and integrity » (p.37)*

**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. Again in 2017, 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.

*For more information, please see our 2017 CSR report Section « Conducting business with fairness and integrity » (p.37) and our 2017 Registration Document Section D.4.1.2 Data protection (p.134) and Section D.2.1.2 Creating a high trust environment for our customers through Compliance (p. 94)*

**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 see our 2017 Registration Document Section D.4.1.1.4 The Code of Ethics (p.132) and the Atos Code of ethics: <https://atos.net/wp-content/uploads/2016/07/atos-code-of-ethics.pdf>*

**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 conviction. 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.

**A new 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 see 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 see our 2017 Registration Document D.4.2.2.3 Promoting sustainable relationships (p.138)*

**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.

*For more information, please see our 2017 Registration Document Section D.4.2.2.4 Supplier sustainability assessment (p.138)*

**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 see our 2017 Registration Document Section D.4.2.4 Developing a positive and responsible local footprint across countries (p.141)*

**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 see our 2017 Registration Document Section D.2.3 Driving customer sustainability challenges with Worldline sustainable portfolio (p.101)*

## **Worldline's 2017 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 2017 headways in the Human Rights area are:

- 100% of the suppliers evaluated by EcoVadis have been encouraged to present action plans to improve their CSR performance.
- 75 suppliers were assessed by EcoVadis, representing 49% of total spending (versus 47% in 2016).
- An increase in the number of employees trained with the Code of ethics: 95% of Worldline employees completed the Code of Ethics training in 2017 versus 79% in 2016.
- 90% of Worldline employees attended mandatory online training programs related to personal data protection in 2017.
- 98.67% of incident responses have been compliant with Worldline security policy.
- An investment of €1,254,704 in funding initiatives in 2017 for local communities and society at large.
- Zero complaints regarding breach of customer privacy.

*For more information, please see our Registration Document Section D.4.3 Table of main KPIs (p.143)*

## 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 see our 2017 CSR report Section "People Challenge" (p.28-33) and our 2017 Registration Document Section D.3.1 Ambitions, challenges and opportunities (p.105)*

### 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 trainings provided.
- Increase to 60% the employee satisfaction as measured by the Trust Index of the Great Place to Work® survey.
- Reduce the female capital gap to 0 (target range of +/- 10%).

*For more information, please see our 2017 Registration Document Section D.3.1 Ambitions, challenges and opportunities (p.105) and our 2017 CSR report Section "Sharing our values as an employer of choice" (p.25)*

## 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, the company counts with a strong program and a Diversity Steering Committee that aims to launch different actions at global and local level in 2017.

*For more information, please see our 2017 Registration Document Section D.3.2.4 Promoting diversity and equality (p.110) and our 2017 CSR report « Endorsing gender equity and diversity » (p.32)*

**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 see our 2017 Registration Document Section D.3.6.1 International labor rights (p.121), Section D.4.2 Ethics in the supply chain (p.136) and 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 see our 2017 Registration Document Section D.3.6.3 Health and safety and working conditions (p.121) and Section D.3.6.4 Smart Working Conditions (p.123)*

**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 see our 2017 Registration Document D.3.6.5 Sharing@Worldline: a culture of ongoing social dialog (p.123)*

**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 see our 2017 Registration document Section D.3.6.2 Collective bargaining agreements (p.121)*

## Worldline's 2017 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 2017 headways in the labor rights area are:

- A significant 8-points increase in employee satisfaction with respect to 2015, positioning the company just 2 points away from its 2020 target.
- The obtention of the "Happy Trainees" label, the "Best in Chile" award and the recognition as a TOP 100 employer by the Figaro (French media).
- An increase in the training satisfaction rate: 88.4% of Worldline employees declared themselves satisfied with the trainings provided by the company (versus 86% in 2016).
- A rise of 12% in the number of average hours of training by employee in 2017: the number of average training hours by employee was 28.13.
- A decrease in the global turnover rate from 8.42% in 2016 to 8.21% in 2017.
- 79.03% employees covered by collective bargaining agreements in 2017.
- An increase in the number of women within its organization: the percentage of women has risen from 28.75% in 2016 to 30.21% in 2017.
- The disability rate has increased from 1.4% to 2.3%.

## 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 environmental 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:

- To reduce CO2 emission intensity (in tons CO2 e /M€) each year by 2% in alignment with Atos target to reduce by 10% by 2020.
- To offset all CO2 emissions (data centers, offices and business travels) by 2020.
- To offset all CO2 emission for terminals lifecycle by 2020.
- To certify ISO 14001 all data centers & sites above 500 people.
- To double the part of renewable energies in the electricity consumption by 2020.
- To obtain a Power Usage Effectiveness (PUE) of 1.65 by 2020.

*For more information, please see our 2017 Registration Document Section D.5.1.2 Environmental targets of Worldline (p.145)*

## 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 see our Registration Document Section D.5.2.3 Environmental management System and energy audit (p.146)*

**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 see our Registration Document Section D.5.3.3 Environmental friendly offices (p.150), Section D.5.3.4 Data centers energy efficiency initiatives (p.152) and Section D.5.3.7 Educating and engaging our employees (p.154).*

**Renewable energy programs:** Renewable energies are at the heart of Worldline's environmental strategy. Every year, Worldline reviews its supply contracts to identify sites and countries likely to switch to renewable energy.

*For more information, please see our Registration Document Section D.5.3.2 Worldline main challenge: energy consumption (p.148)*

**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.

*For more information, please see our 2017 CSR report, Section "Investing in renewable energy and becoming carbon neutral" (p.44).*

**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. As of the end of 2017, at least 75% of the Terminals catalog had the ECMA 370 Eco declaration.

*For more information, please see our 2017 Registration Document Section D.5.3.5 Sustainable Terminals (p.153), Section D.5.3.4.2 Waste management through server*

*virtualization category (p.152) and Section D.5.3.3.2 Circular economy and waste management (p.151)*

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

*For more information, please see our Registration Document Section D.5.3.6 Business travel: Encouraging sustainable mobility (p.154)*

**Environmental awareness:** Worldline embarked on a series of local and global green initiatives like for instance a weekly veggie day or biodiversity conservation schemes. In addition, Worldline has committed to support from 2017 the Under the Pole III expedition, a scientific research program in the form of a submarine expedition to help preserve the oceans.

*For more information, please see our 2017 Registration Document, Section D.5.3.7 Educating and engaging our employees (p.154).*

**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 see our Registration Document Section D.2.3 Driving customer sustainability challenges with Worldline sustainable portfolio (p.101)*

## Worldline's 2017 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 2017 headways in the environmental area are:

- A 100% compensation of the CO2 emissions of its terminals and 100% of the CO2 emissions of its business travels and data centers.
- 9 sites have the ISO 14001 certification in 2017.
- An increase in the electricity consumption from renewable sources from 19 792 GJ in 2016 to 49 367 GJ in 2017.
- A decrease of 15% in the total direct energy consumption in data centers and offices.
- The total CO2 emissions have also decreased by 5% in comparison with 2016.

- A reduction in the carbon intensity from 11.05 tCO<sub>2</sub>/M€ in 2016 to 8.98 tCO<sub>2</sub>/M€.

*For more information, please see our 2018 Registration Document, Section D.5.1.3 Key environmental achievements and rewards (p.145) and Section D.5.5 Table of main KPIs (p.155)*

## 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 respects 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 see our 2017 Registration document D.4.1 Ethical excellence within Worldline (p.130)*

### 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 preventing 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 see our 2017 Registration document D.4.1.1 Legal compliance (p.130) 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, see our 2017 Registration Document, Section D.4.1.1.3 Policies to prevent compliance risks (p.130) and Section D.4.1.1.6 A whistleblowing procedure and Internal Investigations (p.133)*

**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, see our 2017 Registration Document, Section D.4.1.1.7 Improved compliance tools and processes (p.133)*

**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, see our 2017 Registration Document, Section D.4.1.1.7 Improved compliance tools and processes (p.133)*

**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 recipient.

*For more information, see our 2017 Registration Document, Section D.4.1.1.3 Policies to prevent compliance risks (p.130)*

**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 questions about compliance.

*For more information, see our 2017 Registration Document, D.4.1.1.8 Improving awareness, creating and enforcing a culture of compliance (p.133)*

**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 see our 2017 Registration Document, Section D.4.1.1.3 Policies to prevent compliance risks (p. 131)*

**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 see our 2017 Registration Document, Section D.2.3 Driving customer sustainability challenges with Worldline sustainable portfolio (p.101)*

## Worldline's 2017 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 2017 headways in the anti-corruption area are:

- Zero complaints or claim 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 (versus 79% in 2016).
- In addition, the new Supplier Charter, which integrates economic, social and environmental challenges, is shared with the company's business partners to encourage them to fight against corruption in any form.

## 5. Contacts and link to the reference documents

### 5.1. Contact

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### 5.2. Link to our CSR reports

[2017 Corporate Social Responsibility report](#)

[2017 Registration Document](#)